



ACPF 2024

المنتدى العربي
لحماية المستهلك

Arab Consumer
Protection Forum



Shared Prosperity Dignified Life



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Session II: Strengthening legal frameworks for consumer protection

Legal frameworks for consumer protection serve as the bedrock of a fair marketplace, advancing informed consumer choices, fair competition among businesses, and effective enforcement and dispute resolution. These frameworks not only empower consumers but also underpin economic growth and sustainable development.

Consumer protection laws are the cornerstone of just and equitable treatment within market dynamics. These laws play a pivotal role in modern economies, harmonizing the relationship between consumers and businesses. By delineating ethical, transparent commerce standards, they safeguard consumer interests, ranging from product safety and fair pricing to transparent information and dispute resolution. As globalization and digitization connect countries, these laws serve as a vital safeguard, instilling confidence in individuals to engage in commerce, assured that their rights are protected. Moreover, the impact of consumer protection legislation resonates beyond market dynamics, directly influencing a country's economy. Such regulations affect the potential to shape gross domestic product, employment rates, pricing structures and investment shares.

In session II, an esteemed panel of experts and policymakers will explore the specifics of legal frameworks governing consumer protection. They will elaborate on the essential components and factors necessary for effective consumer protection legislation.

Note: the duration of this session will be 90 minutes, with each panelist speaking for 10 minutes, followed by a 40-minute discussion around member States' developments and Q&A.

Topics of discussion

- The status of consumer protection legislation in the Arab region.
- The most important provisions covering rights of consumers and duties of suppliers, and the best institutional tools to ensure efficient enforcement of the law.
- The importance of adopting provisions on e-commerce and international best practice.
- The sanction regimes and the importance of deterrence for smooth business operation.

Speakers



Moderator

Tarik Alami

Cluster Leader, Governance
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Nathalie Khaled

Economic Affairs Officer,
Coordinator of competition,
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Delegate Minister and Director
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