第５章

提　　言

第5章　提　言

提案したマスタープランを実現するには以下の点が重要である。調査団はＳＡＳＯに全力を尽くして取り組むよう要望する。

1）ＳＡＳＯと他の関係省庁との密接な連携をできるだけ早く確立して以下の項目を積極的に実行すること

a）ＳＳＡ施行のための消費者保護基本法、製品安全法などの法体系の確立を支援

b）市場から不良製品を排除するためＭＯＣと協力して市場査察の頻度と内容の強化

c）消費者問題に関する国内情報システム確立への支援と情報の収集と迅速な対応

d）消費者支援機関の設立と育成

e）消費者問題の解決にあたりＳＡＳＯの主導による関係省庁との共同作業を進めるべきである。ＳＡＳＯラボは科学、技術分野で問題解決に貢献すべきである。

f）ＳＡＳＯラボの能力、特に事故解析能力の向上を図るべきである。事故発生は各種の要因が交錯するため、ＳＡＳＯはある分野についてはＭＯＣ，ＣＤ，ＴＰの他に学界、製造業界や他の専門家の協力を得なければならない。

g）ＳＡＳＯは上記各能力を関係省庁と共同して進めるために「消費者保護推進部」を設置するべきである。

2）特に安全に関して、欠如している必要なＳＳＡは早急に制定し、現存するＳＳＡも直ちに見直さなければならない。

3）ＳＡＳＯは以下の新しい認証制度を発足させなければならない。

a）国内製品に対する規格適合性マーク（ＳＣマーク）

b）輸入製品に対する試験合格データの確認制度

4）試験の数と内容の増加に対応するため、ＳＡＳＯラボは生産性と技術力の向上を図る先進的ラボ管理制度を取り入れなければならない。

ＩＥＣＥＥ－ＣＢ制度への参画は活動強化、国際社会での地位向上の為に有効な方法である。

5）雑誌「The Consumer」の内容をよりポピュラーにして購読者数の増加を図らなければならない。

付属資料

付 属 資 料

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1.1 SASO counter part personnel list

Name of Steering Committee Members

No.	Names	Position
1.	**Nabil A. Moulla**	Deputy Director General of SASO
2.	**Seraj M. Massude**	Director General of Standards Dept.
3.	**Fahad A. Salamah**	Director General of SASO Labs
4.	**Ibrahim A. Al-Kholaif**	Director General of Quality Control Dept.
5.	**Abdul Mohsin Al-Yousef**	Director General of International Cooperation
6.	**Sulainman Al-Thanayan**	Director General of Public Relations

Cordinator : Ibrahim Al-Kholaif

First field work

Names of Electric and Electronic Working Group

No.	Names	Position
1.	**Saoud A.A.Al-Jibreen**	Director, Electrical & Electronic Products Dept.
2.	**Bahr A. Felemban**	Director, Electrical Products Lab
3.	**Dr. Mosaed Al-Mohasini**	Director, Electrical & Electronic Measurement Lab
4.	**Henahin Abdulaziz**	Quality System Auditor

Names of Tires working Group

No.	Names	Position
1.	**Salman Al-Kalthamy**	Director, Mechanical and Metal Products Dept.
2.	**Abdulaziz Al-Habdan**	Head of Materials Testing Lab.
3.	**Fahad Al-Nassar**	Quality System Auditor

Names of Textile working Group

No.	Names	Position
1.	**Jamaan Al-Ghamdi**	Director, Textiles Dept.
2.	**Sami Al-Saeed**	Textile, Specialist
3.	**Yousuf Al-Hassoon**	Quality System Auditor

Coordinators :

1. Osama Abdulqadir
2. Mansoor Al-Motairy

Second field work

Names of Working Group

Electric and Electronic :

Sr. No.	Names	Position
1.	**Saoud A.A.Al-Jibreen**	Director, Electrical & Electronic Products Dept.
2.	**Bahr A. Felemban**	Director, Electrical Products Lab
3.	**Dr. Mosaed Al-Mohasini**	Director, Electrical & Electronic Measurement Lab

Tires :

Sr. No.	Names	Position
1.	**Salman Al-Kalthamy**	Director, Mechanical and Metal Products Dept.
2.	**Abdulaziz Al-Habdan**	Head of Materials Testing Lab.

Textile :

Sr. No.	Names	Position
1.	**Jamaan Al-Ghamdi**	Director, Textiles Dept.
2.	**Sami Al-Saeed**	Textile, Specialist

Coordinators :

1. **Osama Abdul Khader**
2. **Abdulaziz Henahin**
3. **Mansoor Al-Muthairi**

1.2 The calendar of the first field work and the list of bodies visited, persons in contact with and materials collected

June 14, 1997

Visit to M o I & E

Persons: M o I & E

Mr. Mohmoud M. Roshdi(V. Director Consultant & Industrial Protection & Encouragement Dept.)

Materials:

"Saudi Industrial Directory Part 1,2,3 " (1416 H, 1995G)

"Industrial Statistics Bulletin" (1416H, 1995G)

"SABIC(Annual Report 1995)

「対サウディアラビア工業投資」(サウディ・コンサルタント・ハウス 1st edition)

"Saudi Export Directory" (Saudi Export Development Center)

"License Application Form for the Establishment or Extension of an Industrial Project"(Ministry of Industrial & Electricity Industrial Affairs Agency)

"Law for the Protection and Encouragement of National Industries"

(Promulgated by Royal Decree No. 50 Dated 23.12.1381 A.H.)

June 14, 1997

Visit to Traffic Police of Ministry of Interior

Persons: Traffic Police Director

Materials:

" Panorama"(special traffic issue 1996, 1997) ,

" Safety Letter "(Special Traffic Week issue 1997)

"A Drivers Guide for careful and safety driving"

"Safety Fun Activity" (for school children)

June 15, 1997

Visit to Ministry of Commerce

Persons: Ministry of Commerce: Dr. Hamad A. Al-Awfy PH. D. (Director General

for Quality Control & Inspection)

Visit to Ministry of Commerce Riyadh-Central Quality Control Laboratory

Persons: Mr. Mohammed A. Al-Debasi (Gen. Lab. Director)

June 16, 1997

Visit to big tire user, SAPTCO

Persons: SAPTCO

Mr. Mohamed A. Al-Alayed(Eng. Deputy Director General for Technical Affairs)

Mr. Ali Mohammed Al-Aleeel(Maintenance Manager)

June 16, 1997

Visit to Itochu

Persons:

Itochu: Mr. Osamu MORI (Deputy General Manager (Manager of Machinery)

Mr. Akira KAIDEN (Manager for Planning & Development)

Mr. Ryoichi ICHIHARA (Manager of Textile)

Mr. Shinji ONOE (Deputy Manager of Textile Trade Section 2)

June 17, 1997

Visit to SASO Makkah Branch

Persons: SASO Staff:

Mr. Fawzi H. Hakeem (Director of Makkah Branch)

Mr. Mutaq Al-Tail

June 17, 1997

Visit to Quality Control Laboratory, Ministry of Commerce

Persons:

Quality Control Laboratory, Ministry of Commerce

Director General of Quality Control Laboratory

Mr.Shabir Raddi(Head of Sea Port Branch, Quality Control Laboratory)

June 17,1997

Meeting with SAKURA-KAI

Persons SAKURA-KAI:

Mr. Yosuke YAMAMOTO (General Manager of Toshiba Corporation Jeddah Office)

Mr. Koji KOIDE (Service Representative of Toshiba Corporation Jeddah Office)

Mr. Osamu MIURA(Chief Representative of Sony Representative Office in S.A.)

Mr. Yoshiro TAMAKI(General Manager of Saudi Arabia Office, Matsushita Electric Industrial Co., LTD)

Mr. Satoshi UMEHARA(Manager of Mitsubishi Heavy Industries, LTD.)

June 18, 1997

Visit to Jeddah Chamber of Commerce & Industry (JCCI)

Persons: JCCI Director

Visit to SASO Seaport Branch in Jeddah

and to Ministry of Commerce, Quality Control Lab. in Jeddah

Persons: Mr. Taric A. Al-Sanee(SASO Jeddah Islamic Port Supervisor)

MOC Lab.: General Manager

Visit to Baterfi Trading Est.

Persons: Mr. Ali A. Al-Wajjen(General Manager of Abu Faisal Fashion)

Mr. Abdullah A. Ba-Atia(General Manager of Ba-Atia Fashion Center)

Visit to Al-Dahlawi

Persons: Mr. Abdullah A. Al-Dahlawi (Managing Director of Al-Dahlawi)

Mr. Khlid Raz (General Manager of Services and Spare Parts Division)

Mr. Rasheed Baqai (Marketing Manager)
Mr. Deshmukh A. Khan (Sales Manager Home Appliances)
Mr. Yoshihiro TAMAKI(Manager)

Visit to Marubeni Saudi Arabia Co. Ltd. Jeddah Office
Persons: Mr. Hideo SUZUKI(General Manager)

Visit to Select Saudi Factory for Electrical Appliances Company Ltd.
Persons: Mr. Hiroshi IWASAKI(Chief Staff Engineer of Engineering Dept.)
Mr. Satoshi Umehara(Asst. General Manager)

June 19, 1997
Visit to BS & other Tire Retailer
Persons: Mr. Afzal A. Azmatullah(Senior Executive Engineer)
Mr. Mohamed A.M. Ansari(Engineer)

June 21,1997
Visit to Riyadh Municipality
Persons:
Mr. Abdul Rahman Al-Mansour(General Manager, Environmental Dept.)

Visit to SASO Eastern Zone Branch
Persons: Mr. Sami A. Al-Mesfer(Director of SASO Eastern Zone Branch)
Materials:
Membership , List of Gulf Standards 1992/1412,
Guide to SSA, GS, ISO 9000 Standards etc.

Visit to MOC QC Labs. in Damman
Persons: Hussain F. Al-Shaikh(Director General of MOC Labs. in Damman)

Visit to Tire Retailer (2 Shops) in Damman
Persons: General Managers of Tire Retailer Shops

Visit to Al-Rashid Trading & Contracting Co.(Electrical appliances Retailer)
Persons: Mr. Abdulrahman M. Al-Abdulhadi(Asistant General Manager)

Visit to Zamil Air conditioner Factory
Persons: Mr. Ahmed A. Al-Zamil(President)
Mr. Vilgilia M. Guavana(Tech. Marketing Manager)

June 22, 1997
Visit to Civil Defense
Persons Mr. Mhammad S. Marabi(Admi. Manager for Safety & Fire Fighting)
Dr. Khaled M.S. Qattan(Safety Advisor)

Visit to Cleopatra Uniform Factory
Persons: Mr. Abdullah A. Al-Fayez(Manager)
The Study Team: Mr. T. OBAYASHI, Mr. N. NAKAYAMA

Visit to ARAMCO
Persons: Mr. Ali M. AL-Mutairi(Training Advisor of Loss Prevention Dept.)
Mr. Abdullah A. Ghabbani

Visit to Zamil Air Conditioners
Persons: Mr. Ahmed A. Al-Zamil(President)
Mr. Vilgirio M. Guevarra(Tech. Marketing Manager)

June 23, 1997
Visit to Civil Defense.
Persons: Mr. Mhammad S. Marabi(Admi. Manager for Safety & Fire Fighting)
Dr. Khaled M.S. Qattan(Safety Advisor)

Annex

June 30, 1997

Visit to Riyadh Chanber of Commerce & Industry

Persons: Mr. Hamad S. Hemeidan

1.3 The calendar of the second field work and the list of bodies visited, persons in contact with and materials collected

Sept. 20, 1997

Visit to Ministry of Commerce Quality Control Inspection Department

Persons: DR. Abdulaly I. Al-Abdulaly

Materials: Royal Decree No. M/11 (in Arabic)

Visit to Al-Dahalawi (Repair Shop of electric and electronic products)

Persons: Mr. Ata Romi Bayer Suleiman (Manager/Riyadh Branch)

Mr. Mohd. A. Rehman Bashmail (Public Relation Officer/Riyadh Branch)

Sept. 21, 1997

Visit to Ministry of Health (General Dept. at Preventive Health)

Persons: Mr. Abdulla Al Bawardy (Acting Director of Occupational Health)

Mr. Mahamed Ahmed Al Shanshoury

(Environment Lab. Specialist of Occupational Heath Dept.)

Dr. Zuheir Ibrehim Fakhri

(Occupational Health Physician/Occupational Health Dept.)

Dr. Hany H. Ziady (MD Public Health / Health Education Dept.)

Visit to Ring Tread System (R.T.S) (Tire Factory)

Persons: Mr. Mohammed Kossai Enabi (Plant Manager)

Sept. 22, 1997

Visit to Civil Defense

Persons: Dr. Khaled M.S. Qattan(Safety Advisor for Safety & Fire Protection)

Mr. Abdullah Gharran

Mr. Al-Zahrani Hassan

Mr. Abdulrahman Alomain

Visit to Saudi Consolidated Electric Company Central Region

Persons: Mr. Ali Saleh Al-Barrak (Vice President, Distribution & Customer Affairs)

Mr. Hamdan Abdulrahman Al-Amri (Director of Distribution Engineering Dept.)

Sept. 23, 1997

Visit to Ministry of Finance & National Economy

Persons: Mr. Abudulrahman S. Al-Obaisi (Director General, Department of Customs)

Mr. Khalid A Al- Senaid

Visit to Traffic Police

Persons: Mr. Ali-A. Al-Garni

Visit to Saudi Lighting Company Ltd. (SLC)

Persons: Mr. Christer Rosenlund (Marketing Manager, Electrical Engineer)

Mr. Magdi Salah Eldin Abuzeid (Production Work Shop Manager)

Mr. Saud S. Abuhelal (R & D and Lighting Application Dept. Manager)

Materials: Test report " Evaluation of various supplies lighting fixtures"

Sept. 24, 1997

Visit to Ministry of Education

Persons: Mr. Abdulkarim Al-Humaid (General Director of Curricula)

Mr. Abdullah Al Badri (Head of the English Unit)

Mr. Mohammed Al thowaini

Mr. Ibraheem Abdullah Al Omar

Materials: "Summary Statistics on Male Education (1996)"

"English for Saudi Arabia" (4 books)

"Arabian Science Text Book" (4 books)

"General House Management" (for girls)

Visit to Pan Lighting Factory

Persons: Mr. Huodaif (General Manager)

Sept. 27, 1997

Visit to Ministry of Labor & National Economy

Persons: Mr. Mohammed S. Al Khalidi (Director General International Affairs)

Materials: "Labor and Workmen Law"(Sixth edition)

"Highlight on the Activities of the Ministry of Labor & Social Affairs"

"Saudi Vocational Classification Guide" (in Arabic)

Visit to Ministry of Commerce

Persons: Dr. Saud E. Al Malag (General Department of Organization)

Mr. Saleh R. Owein (Assistant Deputy Minister of Commerce for Supply)

Visit to Ali-Tamimi Sons Co. (Tent factory)

Mr. Mr. Abdullah A. Tamimi

Sept. 28, 1997

Visit to Ministry of Public Works & Housing

Persons: Mr. Mohhamed A. Al-Hejari

Sept. 29, 1997

Visit to Civil Defense

Persons: Mr. Abdullah Gharran

Mr. Fahad A. Al-Barkaty

Materials: "Safety Guide"

Pamphlet "How could you react in case of fire"

1.4 Questionnaires for governmental agencies, importers, manufacturers, etc.

1) Questionnaires to Saudi Arabian governmental agencies····· 1/13～13/13
2) Questionnaires to Local Manufacturing Companies (E/E Products) ····· 1/3～4/3
3) Questionnaires to Testing Institutions (E/E Products) ····· 1/5～5/5
4) Questionnaires to Importers (E/E Products) ····· 1/5～5/5
5) Questionnaires to Distributors (E/E Products) ····· 1/4～4/4
6) Questionnaires to inspection laboratories (including SASO) (Tires)····· 1/2～2/2
7) Questionnaires to users (Tires) ····· 1/2～2/2
8) Questionnaires to reception offices about tire troubles (Tires) ····· 1/2～2/2
9) Questionnaires to importers and apparel manufacturers (Textile) ····· 1/3～3/3
10) Questionnaires to distributors (Textile) ····· 1/3～3/3

Questionaire to Saudi Arabian governmental agencies

This questionaire is to inquire Saudi Arabian governmental agencies about laws, regulations and measures to secure consumer protection.

Please fill out the following questionaire by the personnel in charge.

1. Fundamental laws for consumer protection

From the view point of consumer protection, is there any laws or regulations in which fundamental obligations and procedures imposed to governmental agencies, enterprises and consumers as to safety, performance and labeling etc. of commodities are stipulated ?

Answer : ☐ YES ☐ NO (Mark ✓)

If the answer is 'YES' please fill out the following.

Names of the laws and/or regulations :

Names of agencies in charge of their implementation :

2. Laws concerning to safety of commodities

Is there any laws or regulations stipulating that the commodities must be safe ?

Answer : 1) Comprehensive laws or regulations : ☐ YES ☐ NO
2) Product specific ones : ☐ YES ☐ NO

If the answer to 1) is 'YES' please fill out the following.

Names of the laws and/or regulations :

Names of agencies in charge of their implementation :

If the answer to 2) is 'YES' please fill out the following.

Names of the laws and/or regulations (for electric & electronics products):

Names of agencies in charge of their implementation :

Names of the laws and/or regulations (for tires):

Names of agencies in charge of their implementation :

Names of the laws and/or regulations (for textile products):

Names of agencies in charge of their implementation :

3. Laws stipulating performance of commodities

Is there any laws or regulations stipulating that the commodities must conform to specific performance standards to secure their quality ?

Answer : 1) Comprehensive laws or regulations : ☐ YES ☐ NO

2) Product specific ones : ☐ YES ☐ NO

If the answer to 1) is 'YES' please fill out the following.

Names of the laws and/or regulations :

Names of agencies in charge of their implementation :

Documents stipulating performance of commodities :

Stipulated in SSA ☐ YES Stipulated in ( )

If the answer to 2) is 'YES' please fill out the following.

Names of the laws and/or regulations (for electric & electronics products):

Names of agencies in charge of their implementation :

Documents stipulating the performance :

Stipulated in SSA ☐ YES Stipulated in ( )

Names of the laws and/or regulations (for tires):

Names of agencies in charge of their implementation :

Documents stipulating the performance :

Stipulated in SSA ☐ YES Stipulated in ( )

Names of the laws and/or regulations (for textile products):

Names of agencies in charge of their implementation :

Documents stipulating the performance :

Stipulated in SSA ☐ YES Stipulated in ( )

4. Indication of quality

For consumer's convenience, is there any laws or regulations which stipulate the obligation to indicate specific information concerning to product quality ?

Answer : ☐ YES ☐ NO

If the answer is 'YES' please fill out the following.

Names of the laws and/or regulations :

Names of agencies in charge of their implementation :

Countermeasures against violations :

5. Brand name

Is there any laws or regulations which stipulate the obligation to indicate the proper brand name and prohibit fake brands ?

Answer : [] YES [] NO

If the answer is 'YES' please fill out the following.

Names of the laws and/or regulations :

Names of agencies in charge of their implementation :

Countermeasures against violations :

6. Design originality

Concerning to design of products, is there any laws or regulations which protect the right of the originator and prohibit fake products ?

Answer : [] YES [] NO

If the answer is 'YES' please fill out the following.

Names of the laws and/or regulations :

Names of agencies in charge of their implementation :

Countermeasures against violations :

7. Indication of nations of origin

Is there any laws or regulations which stipulate the proper indication of nations of origin on products and prohibit false indication ?

Answer : [] YES [] NO

If the answer is 'YES' please fill out the following.

Names of the laws and/or regulations :

Names of agencies in charge of their implementation :

Countermeasures against violations :

8. indication of manufacturer's name and importer's name who are responsible to products inside Saudi Arabia

Is there any laws or regulations which impose the obligation to indicate manufacturer's name and importer's name on products in order to make clear the responsible body of products.

Answer : [] YES [] NO

If the answer is 'YES' please fill out the following.

Names of the laws and/or regulations :

Names of agencies in charge of their implementation :

Countermeasures against violations :

9. Proper installation, usage and maintenance

Is there any laws or regulations which stipulate the proper installation, usage of products ?

1) Installation, wiring piping etc. of electric & electronics products

Answer : [] YES [] NO

If the answer is 'YES' please fill out the following.

Names of the laws and/or regulations :

Names of agencies in charge of their implementation :

2) Periodical check & maintenance of cars including tires

Answer : ☐ YES ☐ NO

If the answer is 'YES' please fill out the following.

Names of the laws and/or regulations :

Names of agencies in charge of their implementation :

3) Handling (ironing, washing etc.) of textile products

Answer : ☐ YES ☐ NO

If the answer is 'YES' please fill out the following.

Names of the laws and/or regulations :

Names of agencies in charge of their implementation :

10. Licence system on electrical wiring, piping and other installation works

Concerning to proper installation works of stationary electric products, is there any licensing systems ?

Answer : ☐ YES ☐ NO

If the answer is 'YES' please fill out the following.

Names of the licensing system :

Names of agencies in charge of their implementation :

11. Reception of complaints about defective products from consumers & users

Is there any laws or regulations which define reception offices of complaints about defective products from consumers & users ?

Answer : 1) Comprehensive laws or regulations : ☐ YES ☐ NO

2) Product specific ones : [] YES [] NO

If the answer to 1) is 'YES' please fill out the following.

Names of the laws and/or regulations :

Names of agencies in charge of their implementation :

Names of the reception offices :

If the answer to 2) is 'YES' please fill out the following.

Names of the laws and/or regulations (for electric & electronics products):

Names of agencies in charge of their implementation :

Names of the reception offices :

Names of the laws and/or regulations (for tires):

Names of agencies in charge of their implementation :

Names of the reception offices :

Names of the laws and/or regulations (for textile products):

Names of agencies in charge of their implementation :

Names of the reception offices :

12. Products trouble information collection system, product trouble announcement system & call back system

1) Is there any laws or regulations which define products trouble information collection system?

Answer : [] YES [] NO

If the answer is 'YES', please fill out the following.

Names of the laws and/or regulations :

Names of agencies in charge of their implementation :

Names of information collection offices :

Route & procedures of information collection :

2) Is there any announcement system of products troubles in order to minimize consumer risks ?

Answer : [] YES [] NO

If the answer is 'YES', please fill out the following.

Names of the systems and their supporting laws :

Names of agencies in charge of their implementation :

Names of offices which make announcement in public :

Ways of announcing information :

3) Is there any call back system of defective products ?

Answer : [] YES [] NO

If the answer is 'YES', please fill out the following.

Names of the systems and their supporting laws :

Names of agencies in charge of their implementation :

Names of offices which promote call backs :

Ways of announcing call backs :

13. Fault analysis & cause identification system for defective products

Is there any fault analysis & cause identification system ?

Answer : ☐ YES ☐ NO

If the answer is 'YES', please fill out the following.

Names of the systems and their supporting laws :

Names of agencies in charge of their implementation :

Names of labs. where fault analysis & cause identification are to be conducted :

Ways of announcing call backs :

14. Reflection of products trouble information to relating industrial standards

To prevent occurrence of the same product troubles, is there any systems to reflect product trouble information to relating standards ?

Is there any reflection systems of product troubles to relating standards ?

Answer : ☐ YES ☐ NO

If the answer is 'YES', please fill out the following.

Names of the systems and their supporting laws :

Names of agencies in charge of their implementation :

Procedures of reflecting product troubles to standards :

15. Consumer protection by 'PL law' including link to insurance system

To improve consumer protection, the idea of no-fault liability of manufacturers has been prevailing in many countries. Is there any laws equivalent or similar to PL law ?

Answer : ☐ YES ☐ NO

If the answer is 'YES', please fill out the following.

Names of the laws :

Names of agencies in charge of their implementation :

16. Improvement of after service and satisfactory repair service

For satisfactory consumer protection, good after service & repair service are indispensable. Is there any regulations for satisfactory after service ?

Answer : ☐ YES ☐ NO

If the answer is 'YES', please fill out the following.

Names of the regulations :

Names of agencies in charge of their implementation :

17. Licence system for repair technicians

Repair works require a certain label of skills. Is there any licensing

systems for repair skills ?

Answer : [] YES [] NO

If the answer is 'YES', please fill out the following.

Names of the systems :

Names of agencies in charge of their implementation :

18. Consumer education

Consumer education is one important aspect for better consumer protection. Is there any system of consumer education ?

Answer : [] YES [] NO

If the answer is 'YES', please fill out the following.

Names of agencies in charge of their implementation :

Names of organizations implementing education :

Details of the system (curriculums etc.) :

19. Inspection of products on the market (Sample purchasing inspection)

For getting real information from the market, inspection of purchased samples from the market is very useful. Is there any system of sample purchasing inspection ?

Answer : [] YES [] NO

If the answer is 'YES', please fill out the following.

Names of the systems and their supporting laws :

Names of agencies in charge of their implementation :

Names of organizations conducting sample purchase & inspection :

Usage of inspection results :

announcement of inspection results :

20. Q mark system

Supporting laws for Q mark system :

Names of agencies in charge of their implementation :

Outline of the Q mark system :

Products applicable to Q mark accreditation system :

Applied standards for conformity with Q mark system :

SSA :

Others :

Inspection criteria for manufacturing factory's conformity to the Q mark system :

SSA :

Others :

Periodical inspection of factories is conducted every ( ) year(s).

21. ICCP system

Supporting laws for ICCP system :

Names of agencies in charge of their implementation :

Outline of the ICCP system :

Products applicable to ICCP system :

Applied standards for conformity with ICCP system :

SSA :

Others :

22. Guarantee procedures of safety & quality of the products for which both Q mark system & the ICCP system do not apply

Answer :

Thank you for your cooperation

Questionnaire to Local Manufacturing Companies

(Electrical and Electronic Products)

This questionnaire is to inquire of manufacturing companies about measures and others to secure good performance and safety of electrical and electronic products which they produce.

The questionnaire is prepared and conducted with the agreement of SASO, and therefore the company which replied to the questionnaire will never incur any disadvantage from it.

This information will be analyzed by JICA. JICA will guarantee this information will not be used for any other purpose apart from studying consumer protection.

Fill out the following questionnaire by the person in charge of quality assurance of the company.

A. Procedures for starting the business

1. Is there an office to which the document required for starting the business is submitted?

☐ YES ☐ NO

2. In case of "YES" in the above, write the name of the office.

( )

B. Safety standard

1. What kind of standard or rule is used in manufacturing to secure the safety of the products?

☐ SSA ☐ Other than SSA

2. In case of "Other than SSA" in the above, write the name of the standard.

( )

C. With regard to performance, safety and maintenance of the products

1. Are the performance, safety and maintenance of the product described in detail in the instruction manual?

☐ YES ☐ NO

2. Is there an instruction manual for installation company use when the product requires installation?

☐ YES ☐ NO

3. Have you ever had any inquiry from customers about the contents of the instruction and installation manuals and routine maintenance of the product?

☐ YES ☐ NO

4. In case of "YES" in the above, write the contents of the inquiry.

( )

D. Inquiries about troubles of electrical or electronic products

1. Which department of the company deals with inquiries about troubles?

☐ Troubleshooting department ☐ Quality assurance department

☐ Others ( ) ☐ Nothing

E. Request for repair

1. Where is the repair performed?

☐ In the company ☐ In distributors

☐ In the company only when distributors cannot perform repairs

☐ In a service center

2. Write the names of products in the descending order of the number of troubles and repairs for the past three years, including electric shock, fire and injuries.

Product name ( )

Product name ( )

Product name ( )

F. Information about complaints and troubles

1. Do you obtain information about complaints and troubles from users, distributors or others?

☐ YES ☐ NO

2. In case of "YES" in the above, at what point of time do you obtain it?

☐ Regularly ☐ At each time of trouble

☐ Others ( )

3. In case of "YES" in the above, what is the condition of collecting the information?

☐ Satisfactory ☐ Unsatisfactory

4. Have you ever had any complaints such as electric shock, fire or injuries related to your products?

☐ YES ☐ NO

5. In case of "YES" in the above, write the contents of the complaints and procedures taken against them.

Contents ( )

Procedures ( )

6. Is there a system in your company to deal with information about complaints and troubles?

☐ YES ☐ NO

7. In case of "YES" in the above, how does the system function?

☐ The information is given to design and manufacturing departments for recurrence prevention.

☐ The information is given to distributors.

☐ The system doesn't work satisfactorily and requires improvements.

Write the contents of improvements required.

( )

G. Certification system

1. Have you ever obtained certificates of "Q mark system" for your products?

☐ YES ☐ NO

2. In case of "YES" in the above, write the names of products.

( )

3. What do you think is necessary to supplement the "Q mark system"?

☐ Completing standards ☐ Not necessary

☐ Others ( )

H. Internal education and training

1. Is the education of employees conducted for the consumer protection related to safety, performance and others of products?

☐ YES ☐ NO

2. In case of "YES" in the above, describe how the education is conducted.

( )

3. Is the education of employees conducted for standards and rules?

☐ YES ☐ NO

4. In case of "YES" in the above, describe how the education is conducted.

( )

5. Is the education of employees conducted for quality control and assurance?

☐ YES ☐ NO

6. In case of "YES" in the above, describe how the education is conducted.

( )

7. Is the training of employees conducted for service techniques?

☐ YES ☐ NO

8. In case of "YES" in the above, describe how the education is conducted.

( )

I. Are any suggestion for SASO or other governmental agencies in order to improve the quality of the products and reduce customers' claims and risks caused by defective products?

Thank you for your cooperation.

Questionnaire to Testing Institutions

(Electrical and Electronic Products)

This questionnaire is to inquire of testing institutions about measures and others to secure good performance and safety of electrical and electronic products which they deal with.

The questionnaire is prepared and conducted with the agreement of SASO, and therefore the institution which replied to the questionnaire will never incur any disadvantage from it.

This information will be analyzed by JICA. JICA will guarantee this information will not be used for any other purpose apart from studying consumer protection system.

Fill out the following questionnaire by the person in charge of the inspection department of the institution.

A. Inspection in the institution

1. Kind of products to be inspected

☐ Electrical products ☐ Electronic products

2. Object of inspection

☐ Compulsory certification by the Government [1]

☐ Arbitrary certification; Name of certifying institution [2]

( )

☐ Request by a customer

B. Compulsory certification by the Government

(In case of "[1]" in the above A. 2)

1. Is there a law on which the compulsory certification is based?

☐ YES (Name of the law:)

(The authorities concerned:)

☐ NO

2. Object products

☐ Domestic products ☐ Imported products

3. Standards used

☐ SSA

☐ Standards other than SSA (their names:)

4. Contents of inspection

☐ Product test

(☐ (Model test ☐ Lot test ☐ Others)

☐ Factory investigation

☐ Documentary examination .....

☐ Others ( )

5. Actions after inspection

☐ The product is certified by your institution.

☐ The inspection report is submitted to other organizations. [1]

☐ Others ( )

6. In case of "[1]" in item 5 mentioned above, write the names of the organizations.

( )

C. Arbitrary certification

(In case of "[2]" in the above A. 2)

1. Object products

☐ Domestic products ☐ Imported products

2. Standards used

☐ SSA

☐ Standards other than SSA (their names:)

3. Contents of inspection

☐ Product test

(☐ (Model test ☐ Lot test ☐ Others)

☐ Factory investigation

☐ Documentary examination

☐ Others ( )

4. Actions after inspection

☐ The product is certified by your institution.

☐ The inspection report is submitted to other organizations. [1]

☐ Others ( )

5. In case of "[1]" in item 4 mentioned above, write the names of the organizations.

( )

D. Information about complaints and troubles of electrical and electronic products

1. Do you collect the information about complaints and troubles of electrical and electronic products?

☐ YES ☐ NO

2. In case of "YES" in the above, how do you collect the information?

☐ Collecting it directly from consumers, distributors, manufacturing and importers
☐ Obtaining it when necessary from ( )
☐ Collecting it regularly from the government organizations
☐ Collecting it through news of information media
☐ Others ( )

3. What action do you take when you have received the information?

☐ There is a system to deal with the information.
☐ The information is analyzed and countermeasures are decided.
☐ The analyzed results and decided countermeasures are given to manufacturing companies, importers, distributors and consumers for recurrence prevention.
☐ The analyzed results and decided countermeasures are reflected in standards when they are prepared or revised.
☐ Others ( )

4. Have you ever had any complaints such as electric shock, fire or injuries?

☐ YES ☐ NO

5. In case of "YES" in the above, write the contents of the complaints and procedures taken against them.

Contents ( )
Procedures ( )

E. Product test

1. What kind of product test is conducted?

☐ Product test for Q mark system

☐ Product test for market surveillance

☐ Conducted in your institution based on laws and regulations

☐ Conducted in your institution by the request from other organizations

☐ Product test of the product to which complaints and troubles are attributed

☐ Others ( )

2. Write the names of products which failed to conform to the standards in many test items in the product test for the past three years.

Product name ( )

Product name ( )

Product name ( )

F. Activities to secure the safety of electrical and electronic products

1. (For business companies) What kind of activities are carried out by your institution to secure the safety of electrical and electronic products?

☐ Enforcement of laws and regulations; awakening of the attention to products safety

☐ Distribution of pamphlets on certification procedures

☐ Distribution of periodicals to traders and makers concerned

☐ Standards and rules are always available for perusal.

☐ Seminars on the safety of electrical and electronic products are held on occasion.

☐ Others ( )

2. (For consumers) What kind of activities are carried out by your institution to secure the safety of electrical and electronic products?

☐ Enforcement of laws and regulations; awakening of the attention to products safety

☐ Dissemination of the correct use of products

☐ Seminars on the safety of products are held for consumers on occasion.

☐ There is a consultative contact point for consumers in general.

G. Internal education

1. Is the education of employees conducted for the consumer protection system related to safety, performance and others of products?

☐ YES ☐ NO

2. In case of "YES" in the above, describe how the education is conducted.

( )

3. Is the education of employees conducted for standards and rules?

☐ YES ☐ NO

4. In case of "YES" in the above, describe how the education is conducted.

( )

5. Is the education of employees conducted for quality control and assurance?

☐ YES ☐ NO

6. In case of "YES" in the above, describe how the education is conducted.

( )

Thank you for your cooperation.

Questionnaire to Importers

(Electrical and Electronic Products)

This questionnaire is to inquire of importers about measures and others to secure good performance and safety of electrical and electronic products which they deal with.

The questionnaire is prepared and conducted with the agreement of SASO, and therefore the company which replied to the questionnaire will never incur any disadvantage from it.

This information will be analyzed by JICA. JICA will guarantee this information will not be used for any other purpose apart from studying consumer protection system.

Fill out the following questionnaire by the person in charge of the sales department of the company.

A. Business items

1. Write the names of ten items in the descending order of the volume of business for the past three years and the countries which the products were imported from.

1, 2, 3

Product name (	)	Country of origin(	)
Product name (	)	Country of origin(	)
Product name (	)	Country of origin(	)
Product name (	)	Country of origin(	)
Product name (	)	Country of origin(	)
Product name (	)	Country of origin(	)
Product name (	)	Country of origin(	)
Product name (	)	Country of origin(	)
Product name (	)	Country of origin(	)
Product name (	)	Country of origin(	)

B. Procedures for starting the business

1. Is there an office to which the document required for starting the business is submitted?

☐ YES ☐ NO

2. In case of "YES" in the above, write the name of the office.

( )

C. Safety standard

1. By what means do you confirm the safety of products in purchasing them?

☐ ICCP certificate ☐ Testing in the company

☐ Receiving a certificate from a institution

☐ Doing nothing particular

☐ Others ( )

2. In case of "Testing in the company" in the above, what standards do you use for the test?

( )

3. In case of "Receiving a certificate from an institution" in the above, write the name of the certification institution.

( )

D. With regard to performance, safety and maintenance of the products

1. Are the performance, safety and routine maintenance of the product described in detail in the instruction manual?

☐ YES ☐ NO

2. Is there an installation manual for construction company use when the product requires installation?

☐ YES ☐ NO

3. Have you ever had any inquiry from customers about the contents of the instruction and installation manuals and routine maintenance of the product?

☐ YES ☐ NO

4. In case of "YES" in the above, write the contents of the inquiry.

( )

E. Inquiries about troubles of electrical or electronic products

1. Which department of the company deals with inquiries about troubles?

☐ Troubleshooting department ☐ Quality assurance department

☐ Others ( ) ☐ Nothing

F. Request for repair

1. Where is the repair performed when requested?

☐ In the company ☐ In distributors

☐ In the company only when distributors cannot perform repairs

☐ In a service center ☐ Others ( )

2. Write the names of products in the descending order of the number of troubles and repairs for the past three years, including electric shock, fire and injuries.

Product name ( )

Product name ( )

Product name ( )

G. Information about complaints and troubles

1. Do you obtain information about complaints and troubles from users, distributors and others?

☐ YES ☐ NO

2. In case of "YES" in the above, at what point of time do you get it?

☐ Regularly ☐ At each time of trouble

☐ Others ( )

3. In case of "YES" in the above, what is the condition of collecting the information?

☐ Satisfactory ☐ Unsatisfactory

4. Have you ever had any complaints such as electric shock, fire or injuries related to the product the company sold?

☐ YES ☐ NO

5. In case of "YES" in the above, write the contents of complaints and procedures taken against them.

Contents ( )

Procedures ( )

6. Is there a system in your company to deal with information about complaints and troubles?

☐ YES ☐ NO

7. In case of "YES" in the above, how does the system function?

☐ On receipt of the information, it is given to the departments concerned. [1]

☐ Requesting to a domestic testing institution for analyzing troubles and for identifying their causes

☐ Analyzing troubles and identifying their causes in the company

☐ Leaving the analysis of troubles and identification of causes to the manufacturing company of the product

☐ Giving the information about complaints and troubles to the manufacturing company of the product ---[2]

8. In case of "[1]" in item 7 mentioned above, write the name of the departments to which the information must be given.

( )

9. In case of "[2]" in item 7 mentioned above, is the information used by the manufacturing company?

☐ It is used for improving the product.

☐ It is not used.

H. Certification system

1. Do you have any suggestion for the ICCP system?

☐ YES ☐ NO

2. In case of "YES" in the above, write the contents of the suggestion.

( )

I. Internal education and training

1. Is the education of employees conducted for the consumer protection related to safety, performance and others of products?

☐ YES ☐ NO

2. In case of "YES" in the above, describe how the education is conducted.

( )

3. Is the education of employees conducted for standards and rules?

☐ YES ☐ NO

4. In case of "YES" in the above, describe how the education is conducted.

( )

5. Is the education of employees conducted for quality control and assurance?

☐ YES ☐ NO

6. In case of "YES" in the above, describe how the education is conducted.

( )

7. Is the training of employees conducted for service techniques?

☐ YES ☐ NO

8. In case of "YES" in the above, describe how the education is conducted.

( )

J. Are any suggestion for SASO or other governmental agencies in order to improve the quality of the products and to reduce customers' claims and risks caused by defective products?

Thank you for your cooperation.

Questionnaire to Distributors

(Electrical and Electronic Products)

This questionnaire is to inquire of distributors about measures and others to secure good performance and safety of electrical and electronic products which they deal with.

The questionnaire is prepared and conducted with the agreement of SASO, and therefore the agent which replied to the questionnaire will never incur any disadvantage from it.

This information will be analyzed by JICA. JICA will guarantee this information will not be used for any other purpose apart from studying consumer protection system.

Fill out the following questionnaire by the person in charge of the sales department of the agent.

A. Procedures for starting the business

1. Is there an office to which the document required for starting the business is submitted?

☐ YES ☐ NO

2. In case of "YES" in the above, write the name of the office.

( )

B. Safety standard

1. By what means do you confirm the safety of products in purchasing them?

☐ Q mark ☐ ICCP certificate

☐ Testing in the agent ☐ Receiving a certificate from an institution

☐ Making a request to a testing institution for the test

☐ Doing nothing particular

2. In case of "Testing in the agent" in the above, what standards do you use for the test?

( )

3. In case of "Receiving a certificate from an institution" in the above, write the name of the certification institution.

( )

C. Customer service

1. How do you explain to customers the performance, safety and routine maintenance of a product when selling it or when having finished installing it?

☐ Explaining the above items in detail using the product

☐ Making a request to customers for reading the instruction manual

☐ Not making a particular explanation

2. Have you ever had any inquiry about how to use or how to maintain a product?

☐ YES ☐ NO

3. In case of "YES" in the above, write the contents of the inquiry.

( )

D. Request for repair

1. What department of the distributor receives the request for repair?

☐ Service department

☐ Sales department

☐ Other department ( )

☐ There isn't any particular department.

2. Where is the repair performed when requested?

☐ In the agent

☐ Requesting to manufacturing companies or importers for repairs only when the distributor cannot perform them

☐ Requesting to manufacturing companies or importers for repairs all the time

☐ Requesting to a service center for repairs

☐ Doing nothing particular for the request

☐ There isn't any particular department for receiving the request.

3. Write the names of products in the descending order of the number of troubles and repairs for the past three years, including electric shock, fire and injuries.

Product name ( )

Product name ( )

Product name ( )

E. Information about complaints and troubles

1. Do you obtain sufficient information about complaints and troubles from manufacturing companies or importers?

☐ Sufficient

☐ Insufficient about how to repair

☐ Insufficient about complaints and troubles

☐ Insufficient about new type products

F. Inquiries about complaints, troubles and failure

1. How do you deal with inquiries about complaints, troubles and failure?

☐ There is a contact point to actively deal with inquiries.

☐ There isn't any particular contact point.

2. In case of "There is a contact point" in the above, write the name of the contact point.

☐ Sales department ☐ Engineering department

☐ Repair service department ☐ Others ( )

3. Have you ever had any complaints such as electric shock, fire or injuries related to the product the distributor sold?

☐ YES ☐ NO

4. In case of "YES" in the above, write the contents of the complaints and procedures taken against them.

Contents ( )

Procedures ( )

5. What action do you take when you have received the information about complaints and troubles?

☐ On receipt of the information, it is given to the departments concerned. [1]

☐ Requesting to manufacturing companies or importers for dealing with the matter, if necessary

☐ Giving a caution to customers who bought the same type of product, if necessary

☐ If injuries should occur, dealing with the matter including the compensation for it

☐ When troubles result from the product or parts themselves, only replacing them and giving the information nowhere

6. In case of "[1]" in item 5 mentioned above, write the name of the departments to which the information must be given.

( )

G. Certification system

1. Do you know Q mark system?

[ ] We know it well. [ ] We have heard about it.

[ ] We have never heard about it.

2. Do you know ICCP system?

[ ] We know it well. [ ] We have heard about it.

[ ] We have never heard about it.

II. Internal education

1. Is the education of employees conducted for the consumer protection system?
related to safety, performance, and fair trade of products?

[ ] YES [ ] NO

2. In case of "YES" in the above, describe how the education is conducted.

( )

3. Is the education of employees conducted for the role and responsibility of a distributor?

[ ] YES [ ] NO

4. In case of "YES" in the above, describe how the education is conducted.

( )

I. Are any suggestion for SASO or other governmental agencies in order to improve the quality of the products and to reduce customers' claims and risks caused by defective products?

( )

Thank you for your cooperation.

Questionaires to inspection laboratories (including SASO)

(Tires)

This questionaire is to inquire inspection laboratories of tires to know exact status of tire troubles occurring in Saudi Arabia.

The questionaire is prepared and conducted with the agreement of SASO, and therefore the laboratories which replied to the questionaire will never incur any disadvantage from it.

Fill out the following questionaire by the personnel in charge of tire inspection.

A. Currently used standards and applied test items

	Name of standard	Applied test items
1		
2		
3		
4		

B. Inspection results

1. How many inspections were conducted in resent 3 years ?

   Answer : ( ) inspections or ( ) units of tires

2. During above inspections, any defective tires were found ?

   Answer : ☐ YES ☐ NO

3. If the answer to the above question is 'YES', how many tires were found to be defective ?

   Answer : ( ) units of tires

C. Detailed information about defective tires

	Names of defective portions	Phenomenon of defects
(Example)	Carcass	Adhesive force between ply & carcass is rather week, separation may occur.
1		
2		
3		
4		
5		

D. Measures taken to defective tires

1. Were measures taken to the defective tires only ?

   Answer : ☐ YES ☐ NO

2. Were measures taken to the same lot of the defective tires ?

   Answer : ☐ YES ☐ NO

3. Names of authorities to which information on the defective tires were reported.

	Name of authority	Address and phone number
1		
2		
3		
4		

Thank you for your cooperation

Questionaires to users

(Tires)

This questionaire is to inquire big users of tires about measures and others to secure good performance and safety of tires (Motor vehicles).

The questionaire is prepared and conducted with the agreement of SASO, and therefore the company which replied to the questionaire will never incur any disadvantage from it.

Fill out the following questionaire by the personnel in charge of maintenance & purchase in the company.

A. The numbers of motor vehicles owned by the company.

Trucks :

Buses :

Taxies (Passenger cars):

B. The numbers of tires purchased by the company in a year

C. Tire troubles

1. Numbers of tire troubles in resent 3 years occurring while vehicles are running. (Please answer in numbers of occurrences)

2. Cause of troubles (Please answer in numbers of occurrences or units).

1) Tread separation (Burst) :
2) Ply separation (Burst) :
3) Belt edge separation :
4) Chafer separation (Burst) :
5) Bead wire Breakage :
6) Rapid wear :
7) Others :

D. Were troubles stated in C. reported to any governmental or public agencies ?

Answer : ☐ YES ☐ NO

If the answer is 'YES', please fill out the names of the agencies.

E. While purchasing or mounting tires, did vendors give you explanations for proper usage of the tires ?

Answer : ☐ YES ☐ NO

F. Daily maintenance procedures in the company for safe & economical usage of tires.

1. Frequency of checking air pressure in tires to keep the proper pressure.

1) Once a day	☐	5) Once a month	☐
2) Once every 2 days	☐	6) Period is not fixed	☐
3) Once every 3 days	☐	7) Not checked	☐
4) Once a week	☐	8) Other criterion	☐

2. Check of stone trapping in the grooves (patterns) of tires

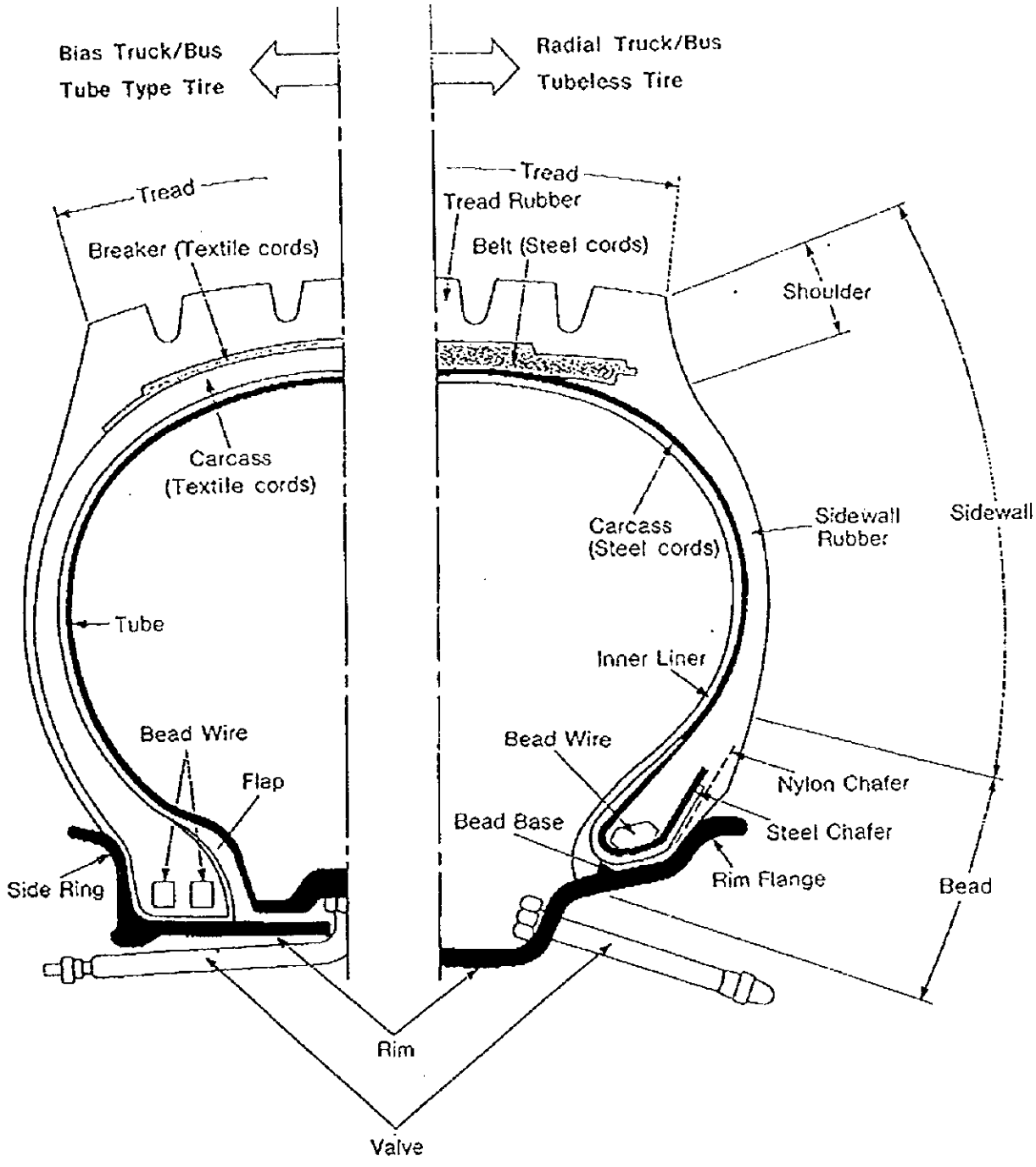
Answer : ☐ YES ☐ NO

3. Change of mounting positions of tires. (Example : from front left side to rear right side)

1) Once every 5,000km of run	☐	3) Other criterion	☐
2) Once every 10,000km of run	☐	4) Not changed	☐

Thank you for your cooperation

6. Tire Constructions



Questionaires to reception offices about tire troubles

(Tires)

This questionaire is to inquire reception offices about tire troubles to know exact status of tire troubles occurring in Saudi Arabia.

The questionaire is prepared and conducted with the agreement of SASO, and therefore the offices which replied to the questionaire will never incur any disadvantage from it.

Fill out the following questionaire by the personnel in charge of tire trouble information.

A. Numbers of received tire trouble information in recent 3 years.

Answer :

B. Are the tire trouble information received processed statistically ?

Answer : ☐ YES ☐ NO

C. Detailed information of troubles in recent 3 years

	Name of troubles	No. of occurrence
1	Tread separation burst	
2	Ply separation burst	
3	Belt edge separation	
4	Chafer separation burst	
5	Bead wire ~~broken~~ breakage	
6	Rapid wear	
7	Others	

D. Countermeasures taken to prevent recurrence of troubles stated in 'C'.

1. Were the information reported to the authorities concerned ?

Answer : [] YES [] NO

If the answer is 'YES', please fill out the following.

Names, addresses and the phone numbers of the authorities

1	
2	
3	
4	

2. What kinds of media are used for public relations to prevent the same troubles ?

1) TV or radio []
2) News papers []
3) Letter mails to distributors []
4) Direct mails to big users []
5) Others []

Thank you for your cooperation

Questionaires to importers and apparel manufacturers

(Textile products)

This questionaire is to inquire importers and apparel manufacturers to know exact status of textile product troubles occurring in Saudi Arabia.

The questionaire is prepared and conducted with the agreement of SASO, and therefore the company which replied to the questionaire will never incur any disadvantage from it.

Fill out the following questionaire by the personnel in charge of quality control of textile products.

A. Have you any quality standards applying to purchased materials or products ?

Answer : ☐ YES ☐ NO

If the answer is 'YES', please fill out the name of applied standards.

( ) Name of standards

B. When you make purchase contracts, do you get information about quality of the merchandise from the vender.

Answer : ☐ YES ☐ NO

If the answer is 'YES', please fill out the information you get.

( )

C. When you make selling contracts, do you give information about quality of the merchandise to the customers ?

Answer : ☐ YES ☐ NO

If the answer is 'YES', please fill out the information you give.

( )

D. Have you ever had any complaints on your merchandise from your customers ?

Answer : [] YES [] NO

If the answer is 'YES', please fill out from 1 to 6.

1. Is there any complaints reception office in your company ?

Answer : [] YES [] NO

If the answer is 'NO', please fill out the procedure and measures for customer's complaints.

( )

2. Do you make investigation to identify the cause of complaints ?

Answer : [] YES [] NO

If the answer is 'YES', please fill out the name of department in charge.

( )

3. Countermeasures against complaints

1) Replace to new ones
2) Return money
3) Refuse any compensation
4) Others (Please write in detail)

4. Risk hedge against defective materials or products for vendors

1) Information about troubles
2) Request money compensation
3) Request substitutes
4) No action

5) Others

5. The top 3 items receiving many complaints from customers.
Fill out in descending order of numbers of complaints received.

1) : ( )
2) : ( )
3) : ( )

6. Complaints frequently occurred.

1) Shrinkage	☐	5) Rent, hole	☐
2) Change of colour	☐	6) Rash, itch	☐
3) Stain	☐	7) Residual needle	☐
4) Defective sewing	☐	8) Others (please describe in detail)	
		( )	

Note : Questions E to G are to be answered by apparel manufacturers.

E. Is pre-sewing inspection for clothes, threads and accessory (buttons, fastener etc.) conducted ?

Answer : ☐ YES ☐ NO

F. Is pre-shipping inspection conducted ?

Answer : ☐ YES ☐ NO

G. Names of standards applied in the company.

1.( ) Name of standard
2.( ) Name of standard
3.( ) Name of standard

Thank you for your cooperation

Questionaires to distributors

(Textile products)

This questionaire is to inquire distributors to know exact status of textile product troubles occurring in Saudi Arabia.

The questionaire is prepared and conducted with the agreement of SASO, and therefore the company which replied to the questionaire will never incur any disadvantage from it.

Fill out the following questionaire by the personnel in charge of textile product quality.

A. Contract of merchandise

Purchase contract [] Consignment contract []

A' 6 major merchandise in your shop

1. ( )
2. ( )
3. ( )
4. ( )
5. ( )
6. ( )

B. Is there any standards of quality applied in your shop ?

Answer : ☐ YES ☐ NO

If the answer is 'YES', please fill out the name of the standards.

( )

C. Do you get information as to quality and features of merchandise from vendors ?

Answer : ☐ YES ☐ NO

If the answer is 'YES', please fill out the kind of information you get.

( )

D. Do you explain your customers about merchandise ?

Answer : ☐ YES ☐ NO

If the answer is 'YES', please fill out the information you explain.

1. Fiber composition ☐
2. Size ☐
3. Handling methods ☐
4. Country of origin ☐
5. Others ☐

E. Do you think 1. to 4. in 'D' are better to be stated clearly using labels etc. ?

Answer : ☐ YES ☐ NO

F. Have you ever had any complaints on your merchandise from your customers ?

Answer : ☐ YES ☐ NO

If the answer is 'YES', please fill out from 1 to 6.

1. Is there any complaints reception in your company ?

Answer : ☐ YES ☐ NO

If the answer is 'NO', please fill out the procedure and measures for customer's complaints.

( )

2. Do you make investigation to identify the cause of complaints ?

Answer : ☐ YES ☐ NO

3. Countermeasures against complaints

1) Replace to new ones
2) Return money
3) Refuse any compensation
4) Others (Please write in detail)

4. Risk hedge against defective merchandise for vendors

1) Information about troubles
2) Request money compensation
3) Request substitutes
4) No action
5) Others (Please describe in detail)
( )

5. The top 3 items receiving many complaints from customers.
Fill out in descending order of numbers of complaints received.

1) : ( )
2) : ( )
3) : ( )

6. Complaints frequently occurred.

1) Shrinkage	☐	5) Rent, hole	☐
2) Change of colour	☐	6) Rash, itch	☐
3) Stain	☐	7) Residual needle	☐
4) Defective sewing	☐	8) Others (please describe in detail)	
		( )	

G. Do you do self check of merchandise on labeling, appearance, sewing etc. ?
Answer : ☐ YES ☐ NO

Thank you for your cooperation

Annex:

1.5 Questionnaire to SASO staff and analysis of its answers

1.5.1 Analysis of answers for the questionnaire on the dual voltage system and its connecting apparatus (Total number of answers: 19)

For the contents of the questionnaire, refer to "the questionnaire to SASO staff on the dual voltage system and its connecting apparatus."

Q-1 Voltage distributed in the housing

Table 1.5.1-1 shows power supply voltage distributed in the housing.

Notes: Two of 19 persons questioned have 110V line, 17 persons 127V line, 18 persons 220V line and one person have no 220Vline.

*: Compound In a compound, voltage can be decided by an owner.

Table 1.5.1-1 Power supply voltage

110V	127V	220V
2*	17	18

Q-3 Shape of the outlets mounted on the wall

Figure 1.5.1-1 shows the shapes of outlets.

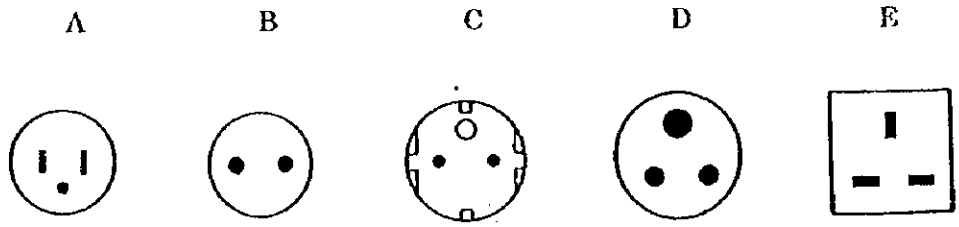


Figure 1.5.1-1 Shape of outlets

Table 1.5.1-2 shows types of outlets, supply voltage for each outlet and number of answers for each outlet and voltage.

Table 1.5.1-2 Types of outlets, supply voltage and number of answers

A ◎			B	C	D		E ◎	
Flat-pin type			Two-round-pin type	Two-round-pin with earth	Three-round-pin with earth type		British type (T type)	
110V	127V ◎	220V *2	127V *1		127V *1	220V *2	127V *1	220V ◎
2	7	2	7	0	1	4	4	9

Note:

◎ shows the outlets for 127 and 220V specified in SSA.

*1 shows that the ratio of the outlets for 127V use which do not comply with SSA to the total is 12/19 (63%). They are two-round-pin type (B), three-round-pin type (D) and British type (E).

*2 shows that the ratio of the outlets for 220V use which do not comply with SSA to the total is 6/15 (40%). They are two-flat-pin type (A) and three-pin type (D).

In four cases, British-type outlets are connected to 127V line.

In one case, only British-type outlets are used for both 127 and 220V.

Q-4 Shape of plugs attached to electric and electronic products

1) Shape of plugs attached to electric and electronic products

Figure 1.5.1-2 shows the shapes of plugs.

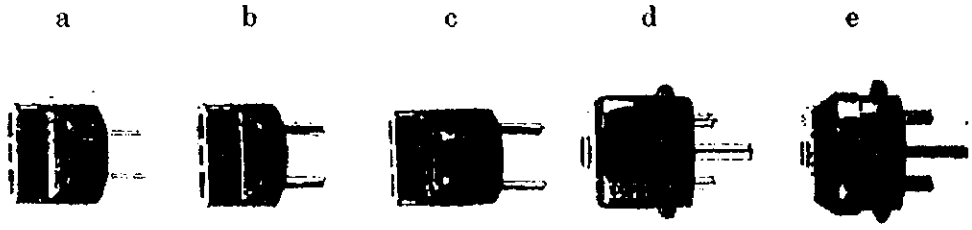


Figure 1-5-1-2 Shape of plugs

The *table 1.5.1-3* shows types of plugs, and number of answers for each plug.

Table 1.5.1-3 Types of plugs, and number of answers

a ◎	b	c	d	e ◎
Flat-pin type	Two-round-pin type	Two-round-pin with earth	Three-round-pin with earth type	British type (T type)
9	7	3	6	13

Notes:

◎ shows the plugs for 127 and 220V specified in SSA.

• The number of answers shows the number of houses which have respective shape of plugs. Various types of plugs are used for household electric and electronic products.

2) Relationship between shape of plugs and products

The *table 1.5.1-4* shows the detailed distribution of plugs, with regard to types of plugs, voltage (127 or 220V) and household electric and electronic products.

Table 1.5.1-4 Relationship between shape of plugs and products

Shape of plug	a		b *2		c *2		d *2		e	
Voltage (V)	127 ◎	220 *1	127	220	127	220	127	220	127	220 ◎
TV	1		2		2	1				1
VTR			1		1					
Receiver						1				
Radio cassette	1									
Facsimile				1						1
Table lamp	1		1							
Floor lamp			2							
Hair dryer	1		1	1						
Tea pot		1								
Electric heater		1								
Water heater		1			1					1
Toaster		1								
Rice cooker		2		3		1				
Iron			2					2		
Electric fan				1						
Air conditioner								2		3
Desert cooler								1		
Freezer								1		
Refrigerator					1	1		1	1	
Washing machine			1				1		1	1
Vacuum cleaner								1		1
Regulator				1						
Smell appliances	1									

Notes:

◎ shows the plugs for 127 and 220V specified in SSA.

*1 shows the products of the rated voltage 220V have the out-of-spec, flat-pin plugs, which are specified for 127V use.

*2 shows many household electric and electronic products have plugs not specified in SSA.

Many products of the rated voltage 220V are not provided with British-type plugs (e).

3) Ratio of products with each-shape plug (a to e) to the total number of products

The *table 1.5.1-5* shows the ratio of products with each of the above plugs (a to e) to the total number of products for each respondent.

The table shows many products have plugs not specified in SSA and two-round-pin plugs are widely used irrespective of the rated voltage of the products.

Table 1.5.1-5 Relationship between shape of plugs and products

Shape of plug	a	b	c	d	e
Respondent No.	%	%	%	%	%
1	60	20			20
2	3	97			
3	20	80			
4	90				10
5		50			50
6			80		20
7	20	1		80	
8	70			10	20
9				55	45
10	50		1		50
11	80				20
12			33	33	34
13				30	70
14	80	10			10

Q-5 Measures when shape of plugs of products does not fit that of outlets

The analysis of the answers is as follows:

1) The "Questionnaire shows that 10 of 19 (53%) persons use configuration adapters and 13 of 19 (68%) persons replace the plugs attached to the products with another plugs bought in the market.

2) In consideration of the use of adapters and replacement of plugs, most of the products cannot directly be connected to the outlets.

Q-6 Wrong use of voltage when using products with external voltage changeover switches

1) The "Questionnaire" shows that 8 of 19 (42%) persons have an experience of wrong use of voltage and that 6 of 8, that is, 75% of the above persons had to have the products repaired.

2) Wrong use of voltage is not an exceptional case for careless people but a common practice.

Q-7 Troubles or accidents experienced in relation to electric and electronic products

The "Questionnaire shows that" that there are many cases of troubles and accidents as shown below:

- Cutting off of flexible power lead
- Abnormal sound output (noise) from audio equipment
- Water leak from a washing machine
- Malfunction of the power switch of a fan

- Wrong use of voltage
- Burn or troubles of motors of washing machines, vacuum cleaners, refrigerators and meat mincer, and heater of irons, etc.
- Interference between 127V and 220V (wrong connection)
- Break of an electric water heater due to cutoff of the water supply
- Break of electric circuit due to extension cord of improper capacity for large-capacity appliances
- Plugs do not fit the outlets.

Q-8 Voltage fluctuation in the housing:

Voltage was measured three times a day (morning, evening and night) with regard to 127V and 220V lines. The *table 1.5.1-6* shows the measured values.

Table 1-5-1-6 Measured values of voltage in the housing

Voltage	Nominal voltage 127V			Nominal voltage 220V		
	Morning	Evening	Night	Morning	Evening	Night
Max.	132V	130V	132V (+3.9%)	243V *1 (+10%)	227V	228V
Min.	125V	123V	125V (−3.9%)	211V	210V (−4.5%)	211V

Note:

- All measured voltage values are within the tolerance range (127V±5%, 220V±5%), except one case of *1, which seems to be a very rare case.

1-5-2 Questionnaire to SASO staff on the dual voltage system and its connecting apparatus

Annex

Questionnaire to SASO staff on the dual voltage system and its connecting apparatus

According to the article of "The Consumer" quarterly published by GSMO, the following common errors are repeatedly pointed out for consumer protection:

1) use of wires of improper cross-sectional area,
2) use of wires and fuses of improper capacity for large-capacity electric appliances,
3) use of extension cords of low quality and performance
4) wrong use of voltage between 127V and 220V
5) use of improper fuses and circuit breakers,
6) improper grounding connection

The team was also told at the meeting with big importer-distributors that there were many cases of wrong use of voltage and if it were corrected the number of troubles would decrease to half.

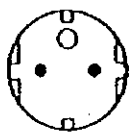
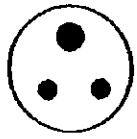
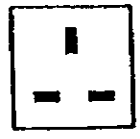
In relation to the above, please check and answer the questions concerned in the following.

1. Voltage distributed in your housing

☐ 100V ☐ 110V ☐ 127V ☐ 220V ☐ 270V

2. How are the above checked voltage allotted for use?

3. Shape of the outlets mounted on the wall

A	B	C	D	E
				
Volt. ( )	( )	( )	( )	( )

4. Shape of plugs attached to electric and electronic products used in your housing

1) Shape

a b c d e

2) Relationship between shape of plugs and products

Write the product name below the relevant shape of plugs together with the rated voltage. Ex. ① Iron (220V)

a b c d e

Products

①

②

③

④

⑤

3) What ratio does each of the above shape bear to the total number of products?

	a	b	c	d	e
Ratio (%)	( )	( )	( )	( )	( )

5. What measures are taken when shape of plugs do not fit that of outlets?

☐ Inserting an adapter between a plug and an outlet

☐ Removing the plug, and buy another plug fitting the outlet in the market and attach it to the product

☐ Others

6. Some products have external voltage changeover switches. Have you ever had experience in wrong use of voltage?

☐ YES ☐ NO

If the answer was "YES" in the above, did it lead to the repair of products?

☐ YES ☐ NO

7. What troubles or accidents have you ever had in relation to electric and electronic products?

①

②

③

④

⑤

8. Please measure voltage three times a day with regard to 127V and 220V lines.

You residence area in Riyadh:

☐ North ☐ South ☐ East ☐ West ☐ Center

Voltage	Nominal voltage 127V			Nominal voltage 220V		
	Morning	Evening	Night	Morning	Evening	Night

Annex:

1.6 Test results of samples purchased in the market

1.6.1 Electric and electronic products

The team purchased two sets of test samples which seem to be inferior in quality in the market in the first field work. One set is for the test in the Electrical and Electronic Departments of SASO Lab. and the other set is for the test in JET.

The team carried out routine tests on samples together with the staff members of the Electrical and Electronic Departments.

The team carried out various tests including dimension measurement, temperature rise test and power cord inspection on the samples in JET.

In addition, the team purchased another test samples in the second field work and tested them in SASO Lab.

For the summary and analysis of the test results, refer to 1.10.2.

Test samples, test items and test results will be described in the following.

1) Test results of samples purchased in the first field work (in SASO Lab.)

Test samples:

- Electric iron (interNational) with a sticker
- Electric cooking heater (ENKEL SOLIEDE WARMPLATE)
- Table lamp with a stand (TISHLEUCHTE)
- Extension socket (SILVER STAR
- Multiple AC/DC adapter (NEWSTAR)
- Radio cassette recorder

Test items:

- Visual inspection
- Accessibility to live parts test (by test finger)
- Condition of connection of a power code
- Inclination test
- Insulation resistance (before operation)
- Operation test (Temperature test will be carried out later.)
- Leakage current test
- Power consumption
- Insulation resistance (after operation)
- High voltage test

Test results (at SASO Lab.)

Table 1-6-1 shows the labeling of test samples. Most of the samples have no indication of "Manufacturer's Name or Trade Mark" and the table lamp has no indication of voltage to be used. Some stickers were about to be peeled off from products' bodies The sticker of the electric iron indicating temperatures is not fixed in a good manner.

Table 1-6-2 shows the test results at the Electrical Department of SASO Lab. Most of the samples passed the tests specified in SASO standards.

The resin mold of the iron has poor heat resistance and there's risk of its deformation.

Table 1.6.1-1 Labeling of test samples purchased in the first field work

Product name (Applicable standard)	1) Electric iron (SSA114)	2) Electric hot plate (IEC)	3) Table lamp (IEC598)	4) Extension socket (SASO)	5) Multiple AC/DC adapter (IEC83)	6) Radio cassette recorder
Brand name	interNational	Single Solide Warm Plate	TISCHLEUCHTE	SILVER STAR	NEWSTAR	Sunny
Manufacturer's name or Trade mark	*1	ideal	*1	*1	*1	*1
Country of manufacturer	Made in China	Made in R.S.A.	Made in China	Made in China	Made in China	Made in China
Type name	EC-1200		Y-2041			AG170
Rated voltage (Received frequency)	220V	220V	*2	127-240V 50/60 Hz	Input: AC 127/220V Output: DC 1.5/3/4.5/6/9/12V	FM 88 to 108MHz SW 6 to 18MHz MW 540 to 1600MHz
Rated input	1000W	900W	max. 60W	*3	*3	*3
Rated current	*3	*3	*3	15A	max. 350mA	*3

Note) *1: No Marking
*2: No Indication
*3: No Need

Table 1.6.1-2 Test results of test samples purchased in the first field work (in SASO Lab.)

Product name (Applicable standard)	1) Electric iron (SASO)	2) Electric hot plate (IEC)	3) Table lamp (IEC)	4) Extension socket (SASO)	5) Multiple AC/DC adapter (IEC)
Rated voltage	220V	220V		127-240V 50/60 Hz	Input: AC 127/220V Output: DC 1.5 to 12V
Rated input	1000W	900W	max. 60W		
Rated current				15A	max. 350mA
Insulation resistance before running	> 1000M Ω OK	> 700 M Ω	> 1000M Ω	> 1000M Ω OK	> 1000M Ω
Operation test	OK	OK	OK	OK	OK
• Power consumption	970W OK	735W OK			
• Current					
• Leakage current	0.02mA OK	0.03mA	0.02mA	0.02mA	0.02mA
Insulation resistance after running	> 1000M Ω OK	15M Ω	> 1000M Ω	> 1000M Ω OK	> 1000M Ω
High voltage test	1000V 1min OK	1440V 1min OK	1440V 1min OK	1000V 1min OK	1440V 1min OK
Protection against electric shock	OK	OK	OK	OK	OK

2) Test results of samples purchased in the first field work (in JET)

Mainly on items with which products do not comply

a) Electric iron (applicable standard: SSA114)

- Labeling

  Brand name: interNational

  Country of manufacturer: Made in China

  Type name: EC-1200

  Rated voltage: 220V Rated input: 1000W

- Power consumption and current measured at 220V: 970W, 4.44A
- Temperature of the sole plate was 164℃ at the highest setting of the thermostat, and didn't reach 230℃ specified in the clause 4.10.2 of SSA 114.
- The temperature of the sole plate at the setting of the thermostat for the different types of fabric (silk, cotton and linen), doesn't comply with Appendix A "Recommended Ironing Temperature Ranges" as shown below. (specified in 4.10.2)

Table 1.6.1-3 Recommended ironing temperature ranges in SSA

Fabric	Measured Temp. ℃	Recommended Temp.
Nylon	-	70 to 90
Rayon	120	100 to 120
Silk	102	130 to 150
Wool	142	160 to 180
Cotton	158	200 to 220
Linen	164	230 to 250
Note 1: There is no setting of the thermostat for nylon.		

Note 2: Measured temperatures do not comply with recommended temperatures except nylon.

- When the high voltage test of AC 2500V (IEC 335-2-3) was conducted, there occurred insulation breakdown at AC 2300V.
- Cord (IEC 51)

  (1) The length of cord:1.7m (SSA 114 specifies it to be not less than 2m long.)

  (2) The cord-guard is easily detached. The cord separates from the cord-grip at about 20N (30N, specified in 4.12.3)

- Indication

  (1) No indication of nature of supply (a.c.~, d.c. ⎓, specified in 5.1.6)

  (2) There is an sticker indicating the name of fabric but it is easily peeled off.

- Construction inspection of cord (IEC 51)

  (1) There is no indication on the wire.

(2) There is no abnormalities in general.

b) Table lamp (applicable standard: IEC598)

- Labeling

  Brand name: TISHLEUCHTE

  Country of manufacturer: Made in China (sticker only on the package)

  Type name: Y2041

  Rated input: max. 60W

- Insulation resistance: > 1000M Ω (required value: >2 M Ω) (10.2.1)... Good
- Input current at 127V: 0.64A
- Temperature rise test: (12) ...Good

  Voltage 100V, 110V, 127V

  Ambient temp. 29℃, 29℃, 30℃

  Measured points: lamp receptacle, internal wire, main switch, shade, wooden base There were no abnormalities.

- Dielectric strength test: 1254V one minute...Good
- Indication

  (1) No indication of a manufacturer (3.2.1)

  (2) No indication of rated voltage (3.2.2)

  (3) No model number of a manufacturer (3.2.7)

- Construction inspection of cord (IEC 227-5)

  (1) There is indication of "ZHEJIANS HAITAN GUANGBO DIANSHI QICAI CHANG RVVB 300/300V."

  (2) There is no abnormalities in general.

c) Multiple AC/DC adapter (applicable standard: IEC83)

- Labeling

  Brand name: NEWSTAR

  Rating Input voltage: AC 127/220V

  Output voltage: DC 1.5/3/4.5/6/9/12V, Output current: max. 350mA

  Indication of voltage changeover switch: AC117V AC230V

  No indication of country of origin on the body, but on the package Made in China

- Operation test and temperature rise test

  (1) Operation test (Input: 100, 110, 127, 200, 220 and 230V 60Hz

  Output: 12V 350mA)

Table 1.6.1-4 Test results in the operation test

Item	A	B	C	D	E	F	G
Voltage position of changeover switch (V)	117	117	117	230	230	230	117
Input voltage (V)	100	110	127	200	220	230	220
Input current (mA)	60.3	62.0	64.1	33.3	33.2	34.1	149
Power consumption (W)	5.8	6.5	7.8	6.3	6.8	7.3	25.0
Output volt. on load (V)	4.49	6.15	8.07	6.88	8.42	9.17	20.61
Output volt. at no-load (V)	16.60	18.43	20.97	16.84	18.55	19.34	26.40

Note: There is a big difference between output voltage on load an no load, which means big voltage regulation.

- Insulation

(1) Insulation resistance (DC 500V)

Before the test A Live part to outside(aluminum foil) >1000M Ω

After the test F Live part to outside(aluminum foil) >1000M Ω

(2) Dielectric strength test (4,000V, one minute)

Live part to outside(aluminum foil) Good

- Test G (Position of input changeover switch: 117V, Input voltage 220V 60Hz) for reference

The primary winding was broken 16 minutes 26 seconds after the switch had been on. There was some deformation at the opening of the base but no indications of abnormalities such as exposure of live parts and cracks.

- Construction inspection of plug (IEC 83)

Class II 2.5A 250V Standard C5

Dimensions do not comply with the dimensions specified in IEC 85 except the distance between poles.

d) Radio cassette recorder

- Labeling

Brand name: SUNNY

Country of manufacturer: Made in China

Type name: AG170

Rating: Input voltage AC 110/220V 50/60Hz, DC UM3×6 (9V)

Received frequency range: FM band 88 to 108MHz

SW band 6 to 18MHz

MW band 540 to 1600kHz

・Frequency measurement

		Indicated freq.	Max. voltage freq.	Receivable freq.
FM band	max.	88MHz	86.2MHz	85.5MHz
	min.	108MHz	108.8MHz	109.35MHz
SW band	max.	6MHz	5.808MHz	5.80MHz
	min.	18MHz	18.240MHz	18.480MHz
MW band	max.	0.54MHz	526kHz	520kHz
	min.	1.6MHz	1,639kHz	1,647kHz

・Operation test and temperature rise test

(1) Operation test (Input: 100, 110, 127, 200, 220 and 230V 60Hz
Maximum amount of sound volume)

Table 1.6.1-5 Test results in the operation test

Item	A	B	C	D	E	F	G
Voltage of changeover switch (V)	117	117	117	230	230	230	117
Input voltage (V)	100	110	127	200	220	230	220
Input frequency (Hz)	50	60	60	60	60	60	60
Input current (A)	0.054	0.039	0.052	0.020	0.008	0.091	0.206
Power consumption (W)	4.42	3.63	5.02	3.02	0.80	1.00	30.70

・Test G (Position of input changeover switch: 117V, Input voltage 220V 60Hz) for reference

The primary winding was broken one minute 35 seconds after the switch had been on. Insulation resistance was more than 100M Ω. There was no indications of abnormalities such as deformation and cracks.

e) Shape of plugs

Table 1.6-6 shows the shape of plugs obtained in the inspection in JET. None of the plugs comply with SSA in their shape although they comply with IEC except their dimensions.

f) Test of power cords

Power cords attached to test samples were tested according to IEC-245-4. Test results are shown below.

・Insufficient cross-sectional area

Extension socket: 15A, 127-240V, 50-60Hz

Calculated cross-sectional area: 0.324 m m^2 (too small diameter for 15A)

- Insufficient thickness of insulation

  Electric iron: 220V, 1000W

  Thickness: min. 0.55mm (more than 0.62mm specified in IEC)

- Insufficient thickness of external coating

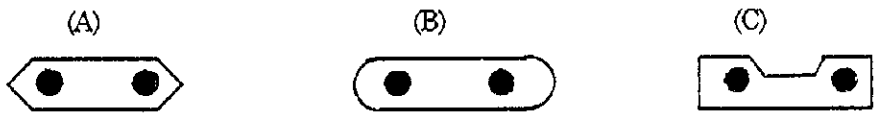
  Table lamp: max. 60W

  Thickness: average 0.55mm (more than 0.6mm specified in IEC)

Table 1.6.1-6 Inspection results of shape of plugs (in JET)

Product name	Rating	Indication on plug	Shape of pin	Complying with SSA	Remarks
Electric iron	220V 1000W	8	Two round pin type without an earthing pin (A)	NO (An earthing pin is necessary for 220V)	The shape does not match the current capacity of the product.
Electric hot plate	220V 900W	16A/10/250V	Two round pin type with an earthing contact (B)	NO	The shape complies with IEC 83 No. C4 (10/16A 250V) but 1) mold dimensions are out of the specification.
Table lamp	max.60W	2.5A 250V Foreign certification mark	Two round pin type without an earthing pin (A)	NO (An earthing pin is necessary for 220V)	The shape complies with IEC 83 No. C5 (2.5A 250V) but 1) mold dimensions are out of the specification, 2) the radius of the pins is more than that of the specification, 3) the distance between pins is more than that of the specification.
AC/DC adapter	117/230V	Integral type with adapter	Two round pin type without an earthing pin (A)	NO	
Extension socket	15A 127-240V 50/60Hz	No indication	Plug Two round pin type with an earthing contact (B) Outlet Various kinds of plugs can be connected to the outlet.	NO Some outlets: NO	The shape complies with IEC 83 No. C4 (10/18A A 250V) but 1) mold dimensions are out of the specification, 2) the radius of the pins is more than that of the specification, 1) There are outlets for flat and round pins, which may result in the wrong use of 127 and 220V. 2) Most of the dimensions are out of specification. 3) Holding force is low. Specified value: 2P (8 to 50N) 3P (9 to 54N) Measured value: 2P (2 to 6.5N) 3P (5 to 15N)
Radio cassette recorder	110/220V Inserting plug	6A 250V No indication	Two round pin type without an earthing pin (A) Two round pin type (C)	NO	The shape complies with IEC 83 No. C5 (2.5A 250V) but 1) mold dimensions are out of the specification.

Shape of plugs



3) Test results of samples purchased in the second field work (in SASO Lab.)

Table 1.6.1-7 shows labeling of test samples and 1.6.1-8 test results of test samples in the test in SASO Lab. Main items with which the samples do not comply are described below.

a) Table fan

- AC 220V 50Hz is marked on the name plate. 50Hz must be 60Hz.
- Rated current 0.3A is indicated. Power consumption must be described.
- Instruction manual is written only in English. It should be written in Arabic. AC 120V, 60Hz is described in the instruction manual. It must be AC 220V, 60Hz.
- The plug is two round pin type without an earthing pin , not specified in SSA

b) Electric rice cooker

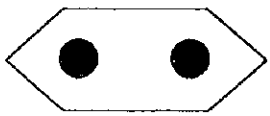
- Indications, instruction manual and the plug comply with SSA.

c) Electric grill

- 220V AC 50Hz is marked on the name plate. 50Hz must be 60Hz.
- Rated power consumption is 1600W. Also rated current 16A is indicated.
  (1) In the case of electric heating apparatus, rated power consumption or rated current should be indicated.
  (2) Rated current 16A is too large in consideration of the rated power consumption and the measured value 7.2A.
- Instruction manual is written only in Turkish. It should be written in Arabic.
- The plug is two round pin type with an earthing contact , not specified in SSA.

d) Hair dryer

- One of two screws for assembling is off.
- The motor doesn't operate even if the voltage is applied. The heater operates and could be overheated..
- Instruction manual is not attached.
- The plug is two round pin type without an earthing pin , not specified in SSA.
- The cross-sectional area appears to be small for the power consumption and current.
- The indication of voltage changeover switch is 110V and 220V. 110V must be 127V.



e) Electric kettle

- 220~240V and 2000~2400W are marked on the name plate. At which voltage should the operation test be carried out?
- Instruction manual is written only in English. It should be written in Arabic.
- There is no plug attached to the wire.

5) Summary

- All of the plugs except the rice cooker (brand name: National) have two-round-pin type, which do not comply with SSA.
- All of the instruction manuals are written in English or other language (ex. Turkish) except the rice cooker, which do not comply with SSA.
- There are many cases of wrong indication of rated current or/and frequency.
- Some of the samples purchased for the test are poorly constructed.

Table 1.6.1-7 Labeling of test samples purchased in the second field work (in SASO Lab.)

Product name Applicable standard)	1) Table fan (SASO)	2) Rice cooker (IEC)	3) Grill (IEC)	4) Hair dryer	5) Kettle (IEC)
Brand name		Automatic rice cooker		DIANA	HADEN AJBO
Manufacturer's name or Trade mark	ALSAGR	NATIONAL Matsushita Electric Co.	GROUP	COMPACT PRO	
Country of manufacturer	Made in Thailand	Made in Malaysia	Made in TURKiYE	Made in China	Made in UK D.H. HADEN PLC
Type name	ATF - 888 8 in oscillating fan	SR-WM 10N	MODEL T.05		
Rated voltage	AC 220V 50Hz	220V	220V 50Hz	AC 127-220V 50/60Hz	220 ~ 240V
Rated input		450W	1600W	1500W	2000~ 2400W
Rated current	0.3A AC only		16A		
Instruction manual or booklet	Only in English (AC 120V 60Hz)	In English, Arabic and China	Only in Turkish		Only in English
Indications on packages and others	EIGHT INCH SIZE 2 SPEED MOTOR REVOLVING BASE 1 YEAR LIMITED	THERMAL FUSE 113℃	Distributor SARIKA LTD. CLASS 1 TS. 349	HIGH POERED LIGHT WEIGHT UNBREAKABLE BODY 6 DIFFERENTIAL ATTACHMENTS FOR ASSORTED STYLES	DO NOT IMMERSE IN ANY LIQUID

Table 1.6.1-8 Test results of test samples purchased in the second field work (in SASO Lab.)

Product name (Standard)	1) Table fan (SASO)	2) Rice cooker (IEC)	3) Grill (IEC)	4) Hair dryer (SASO)	5) Kettle (IEC)
Rated voltage or rated voltage range, rated input	AC 220V	220V	220V 50Hz	AC 127/220V 50/60Hz	220 - 240V
Rated input		450W	1600W		2000 - 2400W
Rated current	0.3A		16A		max. 350mA
Insulation resistance before running	> 100M Ω	> 100 M Ω	> 1.5M Ω	> 100M Ω OK	> 100M Ω
Operation test	OK	OK	OK	No work	OK
• Power consumption	30W OK	432W OK	1550W		1950W
• Current	0.21A	2.5A	7.2A		9.0A
• Leakage current	0.01mA OK	0.009mA 0.01mA	1.0mA 1..5mA	<0.01mA	<0.01mA
Insulation resistance after running	> 100M Ω OK	> 100M Ω	> 0.5M Ω	> 100M Ω OK	> 100M Ω
High voltage test	1500V 1min OK	1500V 1min OK	1500V 1min OK	1500V 1min OK	1500V 1min OK
Visual inspection					

1.6. 2 Test report of sample products, Purchased in the market (Tires)

1) In the first field work.

a) In the measurement of strength and elongation of side tread of tire, the method of preparing the testing sample by the SASO laboratory is improper. The test results from the testing samples prepared by the methods applied in Japan and performed by the SASO laboratory are shown below. The tests were conducted with two samples.

Preparing method	Strength(Kgf.)	Elongation (%)
Japan etc.	169.2/170.4 (R= 1.2)	740/740 (R=0)
SASO	141.6/124.4 (R=17.2)	650/533 (R=117)

The variation (R) between two samples by the preparing method of SASO is much larger. Further, the samples by the preparing method of SASO show the lower values of 16% to 27% in strength and 12% to 28% in elongation rate, compared with those values by Japan method.

b) The analysis tests of the tires of the lower reputation in Saudi Arabia were carried out in the SASO laboratory and in Japan. The results are as indicated below:

Tire size	600-14 Bias Tire (LT)	185/80SR14Radial Tire(PC)	Tested at/in
Inspection of cross section	The shapes of belt Layer and carcass Layer are asymmetric	Same as in the left	SASO lab.
Outer dia-meter of Tire	Smaller than the specified minimum value	Measurement was not made, because the rim was broken	Ditto
Adhesive strength between carcass layers	14.9Kgf (Standard value: .> 12Kgf)	15.7Kgf (Standard value: > 12Kgf)	Ditto
Tread rubber analysis	(Contact area of tread)	(Side area of tread)	
Polymer Analysis	Natural rubber and SBR, BR	Natural rubber and BR	Japan
Ditto	31.12%	32.12%	
Oil content	10.14%	6.51%	Ditto
Carbon Dispersion	87.4%	--	Japan

Comments on the results of the analysis of the above;

① Centering of assembling parts is improper.

The measurement result of the cut samples of the tires show that the belt layers reinforcing the tread (contact area) are asymmetric in their shape and the turn up height from the rim of the carcass layer reinforcing the tires are different in the right and left side. These facts affect badly the safety and the fuel efficiency, but the SASO lab. does not carry out the test.

② Adhesive strength between carcass layers is insufficient.

Adhesive strength between carcass layers reinforcing the tire is insufficient. With the value more than 18Kgf the accident occurs rarely, but the tested two samples show 14.9Kgf and 15.7Kgf respectively. These values conform to the standard value. However, the insufficiency of the adhesive strength causes the peel off of the layer at an early stage of the operation of the tire and break out of the tire.

The SASO lab. does not carry out the test.

③ Outer diameter of the rim assembly of the 600-14 bias-ply tire is smaller than standard value.

The outer diameter of tires is related to the speedometer and, at the same time, has a large effect on the safety and the fuel efficiency.

The standard value of tires is 669 mm to 687 mm and the measurement shows 655mm, 14mm smaller than the specified minimum value.

The SASO lab. does not carry out the test.

④ The carbon dispersion in the rubber of the tread (contact area) is not uniform.

Carbon is reinforcement material. The dispersion rate in rubber has an effect on the wear resistance and the cut resistance. The standard specifies 95% or more as a criterion, but the data of the tested tire shows 87.4 points (600-14 bias-ply tire).

The SASO lab. does not carry out test . It is unavoidable to entrust some foreign institute to perform this test, because the high technology is required for this test.

⑤ The carbon content in the rubber of the tread (contact area) is normally about 40%.

The data of the tested tire shows 31.12%. It is too small. The content of oil as Softener is 10.14%. It is too much compared to the normal value of about 6.5%.

This fact accelerates a wear of tires in driving at a high speed.

2) In the second field work, the Team carried out the tests of retread tires purchased in the market. The results of the sample tests are as indicated below:

	Retread Tires	Typical New Tire
Single cord of polyester(1000d/3)		
Tensile strength(kg)	11.96 (11.07 to 11.03)	14
Elongation (%)	2.52 (2.4 to 2.7)	2.5
Density of carcass cords/25mm width(numbers)	16.5	18
Density of belt cords/ 25mm width (numbers)	First belt 15.0 Second belt 16.o	16 16
Side tread rubber		
Tensile strength(kg)	85.2 (89.2 & 81.4)	125
Elongation (%)	262.5 (262.5 & 262.5)	270
Chemical content		
Carbon content(%)	30.5	40
Total Sulfur (%)	2.0	2.5
Zinc Oxide (%)	2.0	2.0
Mineral Oil (%)	28.3	6.5

Usually, total strength for tires (tensile strength of single cord x density of carcass cords/ 25mm width) should be about 250kg. per 25mm width.

However, total strength of the tested retread tire is about 200kg. per 25mm width. So, the retread tire is rather weak in its strength and susceptible to burst.

Then, the carbon content in the rubber of the tread(contact area) is normally about 40%. The data of the tested tire shows 30.5%. It is too small.

The content of oil softener is 28.3%. It is too much compared to the normal value of about 6.5%. This fact accelerates a wear of the tire in driving at a high speed.

1.6.3. Test report of sample products. Purchased in the market. (Textile)

1. In the first field work.

The problems found at the sample testing are introduced below.

The three kind samples are selected:

a) Cloth for "Ebaya" (ladies' traditional costume),

b) Baby's suite, the objective for protection against harmful substances causing troubles on the weak skin.

c) Men's under wear, the objective for protection against harmful substances because it touches directly to the skin and is for high washing frequency.

The samples are purchased from the market and inspected by the SASO laboratory and Japan Synthetic Textile Inspection Institute Foundation.

1) Indication inspection

Table 1.6.3-1 Result of sample indication inspection

Indication label	Sample No.1 Ebaya(Ladies' traditional costume)	Sample No.2 Baby's suite	Sample No.3 Men's under wear T-shirts
Fiber composition	No indicate (100% silk)※	No indicate	100% Cotton
Country of origin	No indicate (fabric from Japan)※	Made in Indonesia	Made in Korea
Washing care	No indicate (Wash by hand or dry-cleaning) ※	No indicate	• Warm machine wash • Tumble dry
Fiber composition test result	100% Polyester	75.2% Polyester 24.8% Rayon	100% Cotton

※ ( ): Verbal information from sales clerk.

As the test results, one had no labeling and an other had the improper labeling among three samples.

a) Sample No.1: No indication of fiber composition and country of origin and no care labeling. The information from the sales clerk that is made of silk 100% is untrue and the material is truly polyester 100%.

b) Sample No.2: No indication of fiber composition and no care labeling. The fiber composition is actually polyester 75.2% rayon 24.8%.

2) Cloth inspection and garment wash ability.

Table 1.6.3-2 Results of cloth inspection and garment wash ability

				Sample No.1 Ebaya(Ladies' traditional costume)	Sample No.2 Baby's suite	Sample No.3 Men's under wear T-shirts
Wash ability	Color change (class)			4-5	4-5	4-5
	Shrinkage ※ (Machine wash 40℃ 1 time)	Body length		0.8%	1.7%	14.3% *
		Body width		0.5%	2.1%	1.9% *
		Sleeve length		0.5%	0.8%	
Cloth inspection (color fastness)	Light (class)	C.C		Over 4	Below 3	3
	Washing (class)	C.C		5	4-5	4-5
		S		4-5	5	5
	Perspiration (class)	Acid/ alkaline	C.C	5 • 5	5 • 5	5 • 5
			S	4 • 4	4-5 • 4-5	5 • 5
	Rubbing (class)	Dry		4-5	4-5	5
		wet		4-5	4	5

※ Dry method: Low temperatures tumble dry.

C.C: Color change, S: Stain

* Reference: Measurements before washing—Body length 61.0 cm Body width43.0 cm
Measurements after washing—Body length 52.3 cm Body width 43.8 cm

From the test results, it is found that one sample shows the problem at the cloth inspection and one another on the wash ability.

a)Sample No.2: The result of color fastness to light is below class 3, which is fail to meet the SSA.

b) Sample No.3: After tumble drying (appropriate to the care labeling) following to washing with a household washing machine, 40 ℃, 1 time, the body length shrunk by 14.3% (9.7 cm) and body wide by 1.9% (0.8 cm). The shrinkage is so much that the T-shirt could not be used anymore.

c) Sample No.1, Sample No.2: As the both products are made of synthetic textile, they are strong enough for the home washing and show a good wash ability. However, there is a possibility to cause some failure, because they have no care labeling to be sewed on properly, and then, the consumer may have no suitable idea on the proper washing method and/or iron temperature and handle them as the consumer likes. To prevent improper handling and protect the goods as property the consumer purchased, the enterprises handling the goods should implement the quality control, such as inspection prior to or after stocking of the goods.

3) Formaldehyde test

Table 1.6.3-3 Result of formaldehyde test

		Sample No.1 Baby's suite		
		Shell fabric	Rib	accessories
Formaldehyde Baby's(A-Ao)	Criteria	below0.05	below 0.05	below 0.05
	Test results	(0.03)	(0.03)	(0.01)

		Sample No.2 Men's under wear T-shirts	
		Shell fabric	Rib
Under wear (μ g/g)	Criteria	below 75	below 75
	Test results	Less than 20	Less than 20

The test results of 2 samples for formaldehyde remained within the limitation specified by the "Law for the Control of Household Products Containing Harmful Substances" of Japan.

2. In the second field work.

The samples testing are introduced below.

The silk fabric's samples are purchased from the height class shopping mall and fire retardant tent fabrics are obtained from domestic manufacture. The samples are inspected by the SASO textile laboratory.

Test samples:

a) Five kind of silk fabrics.

b) Two kind of fire retardant tent fabrics.

Test items:

a) Samples of silk fabrics; Indication inspection.

b) Samples of fire retardant tent fabrics; Flammability.

Object of test:

a) Samples of silk fabrics; Compatibility of indications with SSA.

b) Samples of fire retardant tent fabrics; Compatibility of fabrics flammability with SSA 645/1994.

1) Indication inspection.

Table 1.6.3.-4 Indication inspection results of silk fabrics' samples

	Sample No.1 Flower printed	Sample No.2 Chiffon printed	Sample No.3 Solid color of Beige	Sample No.4 Solid color of Navy Blue	Sample No.5 Solid color of Black
Indication of country of origin	No indication (Made in Italy)※	No indication (Made in Italy)※	No indication (Made in Korea)※	No indication (Made in Italy)※	No indication (Made in Italy)※
Indication of fiber composition	100% PURE SILK	100%PURE SILK	No indication (100%SILK)※	No indication (100%SILK)※	No indication (100%SILK)※
Test result of fiber composition	100% Silk	100% Silk	Viscose /Nylon	100% Polyester	100% Silk

※ ( ): Verbal information from salesclerk.

☆ Test method of fiber composition: SSA781/1994 Quantitative chemical analysis.

- Comments of the test results.

a) All the samples have no indication of country of origin.

b) Three samples have no indication of fiber composition.

c) Two samples are made from materials different from silk.

d) If there are no indications of country of origin and fiber composition, consumers cannot help but believe in what salesclerk explain. As a result, it leads to unfair fiber composition.

2) Flammability test

Table 1.6.3.-5 Flammability test results of fire retardant tent fabric's samples.

	Before wash			
	Sample No. 1 White color		Sample No. 2 Beige color	
	Warp	Weft	Warp	Weft
Flame duration (sec)	0	0	0	0
Glow time (sec)	0	0	16.2	16.5
Carbonized part of length (mm)	34.1	34.8	61.6	63.0
Mass per unit area (g/m²)	551.1		416.9	
	After wash			
	Warp	Weft	Warp	Weft
Flame duration (sec)	0	0	0	0
Glow time (sec)	0	0	16.7	14.1
Carbonized part of length (mm)	34.8	35.7	68.4	60.6

Test method : SSA645/1994 Requirements for fire retardant tents fabrics.

- Comments on the test results.

a) Test results comply with SSA 645/1994

b) The above samples were obtained from a domestic manufacture where voluntary quality control is performed. Test results were good, which shows that routine quality control is important.

1.7 Articles relating to consumer protection on Arab News

Dahlawi files complaint against low-quality items

JEDDAH, April 24 (Okaz) — Al-Dahlawi Co., agents of the Japanese National and Panasonic products in the Kingdom, has lodged a complaint to the Commerce Ministry against traders who import low-quality household products carrying National trade marks from East Asia.

Muhammad Ameen Jameel Al-Dahlawi, chairman of Al-Dahlawi Co.'s board of directors, said these small traders dump these low-quality products with National trade mark in Saudi market, breaching trade rules and norms and exploiting the country's free ecocomy.

Dahlawi said these duplicate products had affected his company's sales by 40 percent. The fake products were discovered when some consumers brought them to Dahlawi worksbops for maintenance, thinking that they were original National products.

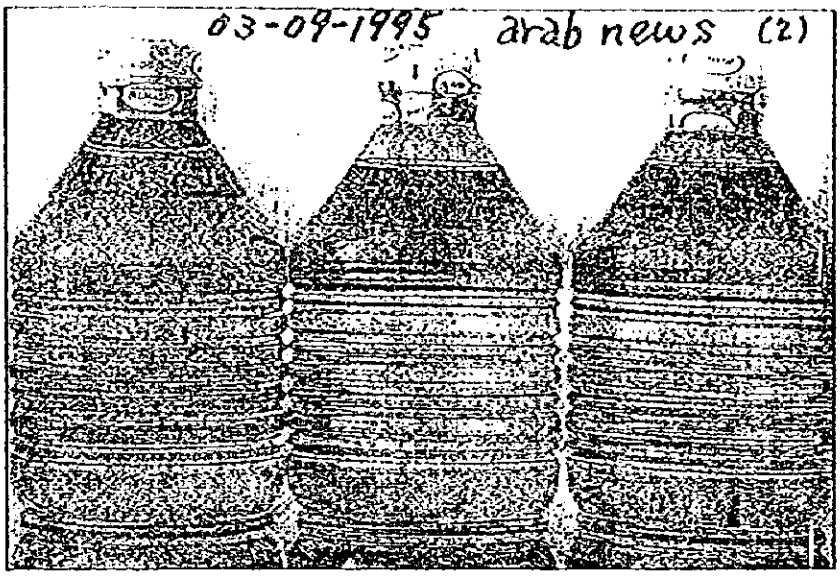
Dahlawi officials are now going around the market to find out the source of these imitated products and to know about the people who import them. "A large number of people have been victimized by these false products, as the traders were selling them at the same price of original products fearing that people would doubt about their quality," he said. Quick spoiling of these fake products have caused a lot of embarrassment to Al-Dahlawi as many customers thought that they were original and they brought them to our workshops for repair.

Dahlawi urged consumers to re-check the trade mark before purchasing National products to escape from this trade fraud.

Ameen Dahlawi

The Saudi Arabian Standards Organization (SASO) demands a certificate from importers to prove that the products they import comply with SASO standards. These certificates are issued by manufacturing companies. "But what the importers do is, they get these certificates illegally and bring in these fake products," Dahlawi explained. "Although the authorities have taken an undertaking from traders that they would not do such fake business, these traders continue their illicit practices when get a chance," he concluded.

No.1 Arab News Apr. 25, 1994



Strange particles were found in some mineral water bottles.

Water companies get SASO warning

JEDDAH, Sept. 2 — Saudi Arabian Standards Organization (SASO) has warned mineral water bottling companies to comply with its standards or face the withdrawal of its quality seal and possible penalties.

The warning comes following the detection of strange particles in certain mineral water bottles. The revelation has alerted authorities as well as supermarkets and consumers who have begun to examine each mineral water bottle.

According to Al-Eqtisadiah, local authorities have also warned that they would impose maximum punishments on companies which do not adhere to SASO standards.

The Ministry of Industry and Electricity recently canceled the license of Al-Maseef mineral water bottling company in the southern Saudi city of Sabyaa on the same charges. A government department, which had contracted with Al-Maseef, detected foreign particles in its water bottles. Consumers who purchased Al-Maseef water from supermarkets and grocery shops also found the same. SASO officials said it was the second time such foreign particles appeared in Al-Maseef bottles.

Muhammad Hussein Qaroob, deputy commerce minister for supply affairs, has emphasized that all products that are marketed in the Kingdom should comply with SASO standards.

He said violators of Saudi standards will be asked to pay fines ranging from SR5,000 to SR100,000. Names of such factories and companies will be published in newspapers and other media. "Such factories will also be closed down for 90 days and their owners will be jailed if necessary," Qaroob told the Jeddah-based business daily.

According to Al-Eqtisadiah, Al-Maseef water bottles are still available in the market. At the same time, the company's administration said it was not responsible for the "spurious water bottles".

Meanwhile, the Makkah Water Co. (Safa) in Jeddah is negotiating with Al-Aseeri Commercial and Industrial Est., owners of Al-Maseef, to purchase the factory. Al-Maseef is considered the second mineral water bottle factory which received the SASO quality seal after Nissah factory.

No.2 Arab News Sep. 3, 1995

Unlicensed jewelry shops shut down

RIYADH, June 11 (SPA) — The Commerce Ministry Agency for Supplies said today that it had closed 169 unlicensed jewelry shops in different parts of the Kingdom during the past five months. In a statement issued here today, the agency said its squads inspected 3,131 jewelry shops during the period.

No.3 Arab News Jun. 12, 1997

16,000 fake wrist watches seized

JEDDAH, June 15 — About 16,000 wrist watches, closely resembling some popular brand names, were seized here yesterday during a raid by members of a task force set up to counter trade in counterfeit goods.

Twelve shops were found to be dealing in fake wrist watches, business daily Al-Eqtisadiah reported today. Salesmen at these shops admitted that they were importing the watches from dealers in East Asian countries at throwaway prices. The task force will recommend penalties ranging from fines of SR100,000 to closure of the shops for a period of three months.

No.4 Arab News Jun. 16, 1997

Illegal factories booming in Saudi cities: Report

JEDDAH, June 17 — Illegal factories and workshops manufacturing fake goods including canned food and clothes, are booming in Saudi cities, according to Al-Eqtisadiah.

Describing the goods as inferior, sources said that they were being sold by the illegal factories at prices as much as 50 percent lower lesser than those of the original manufacturers. Most of the illegal factories are run by expatriates using the trade marks of licensed manufacturers, the newspaper reported.

Sources in Jeddah disclosed that about 900 factories and workshops were imitating products of about 50 industries. The sources pointed out that activities of these illegal factories have led to a decline in sales of licensed industries by 70 percent. According to a field survey carried out in Riyadh, Jeddah and Dammam, illegal factories were to be found on the outskirts of Riyadh, whereas they were concentrated inside people's houses in Jeddah and Dammam.

A number of owners of licensed factories have forwarded their complaints to the Ministry of Commerce.

No.5 Arab News Jun. 18, 1997

Task force raid uncovers food fraud in Makkah

JEDDAH, July 6 — A task force to uncover commercial fraud in Makkah has succeeded in seizing 2,500 kilos of food beyond its expiry date. The items were found inside an illegal warehouse at the old Al-Giza market in the city, Al-Madinah reported today.

The task force discovered that the date on the goods had been changed twice. The last date had the food items expirying at the beginning of this year.

In another development, the task force also discovered 40 warehouses which were in violation of Islamic rules and directives issued by the Civil Defense Department.

The task force is made up of a number of officials from various government departments.

Zuhair ibn Hasan Qadi, director of the Makkah department of the Ministry of Commerce said the task force had achieved significant successes through its continued campaigns. He said that the seized goods would be destroyed and the necessary punishments and fines would be applied to those who were involved. He also appealed to the public to keep his office informed about any establishments which engaged in defrauding people.

Speaking on the incident, Eng. Ali Eid, a member of the task force, said that when the illegal warehouse was discovered much of the out of date food had been on display for general consumption.

No.6 Arab News Jul. 7, 1997

1,150 imitation sunglasses confiscated in Riyadh

JEDDAH, July 26 — A task force from the Ministry of Commerce raided a warehouse in Riyadh and confiscated 1,150 pairs of imitation "Police" sunglasses.

Al-Eqtisadiah reported today that the raid came six months after the Italian company SBI, which manufactures legitimate Police sunglasses. lodged a complaint that several shops in the Riyadh area were selling illegal copies of its product.

Legal sources in Riyadh said that several of the shop owners selling the fake sunglasses admitted receiving them from a Korean manufacturer.

The case was referred to the court of grievances which penalized the shops involved and ordered the seizure of the fake goods. Meanwhile, the Ministry of Commerce recently threatened to be publish the names of car agents and those selling electrical goods who do not provide adequate maintenance and after-sale services, Al-Eqtisadiah reported.

The ministry noted that there have been numerous complaints about some car and electrical goods agents, most of which center on increasing prices of spare parts and maintenance services. It pointed out that there had been in the past car dealers who signed agreements with customers for after-sale maintenance. However, after the sale, many customers complained that car agents failed to honor their pledges to carry out maintenance and repairs on the cars.

No.7 Arab News Jul. 27, 1997

Illegal factory in Jeddah raided

JEDDAH, June 24 — A special security team this week raided an unlicensed factory where a group of illegal expatriates were engaged in the manufacture of bags and ready made dresses, Al-Eqtisadiah reported.

The goods were all imitations of leading American and European products and were being sold to local shops.

The ring leader of the gang, Muhammad Rais Siddiqi, an Indian, was employing 12 compatriots, all overstayers, who both lived and worked in the factory located in Balad. The factory was producing on average 120 bags and dresses daily.

Among materials seized during the raid were credit cards, bank cards and check books in addition to sewing machines, bags and dresses.

Muhammad Al-Harbi, director general of the Jeddah office of the Ministry of Commerce said that such activities were clearly against the regulations according to section one of the commercial anti-fraud law.

This provides for seizing such goods and referring such cases to a special committee for punishment which includes a SR100,000 fine, closing the factory or shop for a period of three months.

No.8 Arab News Jun. 25, 1997

Commerce Ministry confiscates unlicensed consumer items

JEDDAH, Aug. 30 — The Commerce Ministry has seized 700 boxes of fake Dove body creams and 500 boxes of Vaseline creams imported by a company in the Western Province, Okaz reported today.

A lawyer of the American Unilever Company said the fake Dove products confiscated by the ministry were imported from Syria.

"They were manufactured by an unlicensed Syrian firm," he told the Jeddah-based paper. Binzagr is the agent of Dove products in the Kingdom.

The ministry's laboratory cleared the imported goods after obtaining a legal undertaking from the trader that he would handle them as per the directives of the ministry.

Okaz reported that the ministry officials had instructed the trader not to do anything with the fake products as they had to be either re-exported or the fake trade marks removed. The Syrian authorities have closed down the factory which produced the fake products, following a petition filed by Unilever and its agent in Syria.

Some Saudi traders had imported these fake products thinking that they were original ones, the paper said. The products were imported through an agent in the manufacturing country.

The move against the fake cosumer goods came when Unilever lawyer found out that some fake Vaseline and Dove products had found their way into the market.

The lawyer filed a complaint at the ministry's branch in Jeddah in order to monitor the shops and persons allegedly involved in the fraud.

The ministry officials had obtained undertakings from shops and traders that they would not sell such fake products and would not purchase them without an invoice.

No.9 Arab News Au. 31, 1995

Traffic offenses increase in 1996, say police

JEDDAH, July 17 — Major General Hassan Al-Ghati, commander of the special traffic security forces recently presented the statistics concerning traffic violations for 1996.

They revealed that the number of cases of people injured in road accidents fell compared to the figures for 1995. In that year, there were 5,143 cases as against 4,871 cases of injury in 1996.

However, there was a significant increase of traffic violations in 1996 compared to 1995.

In 1995, 243,208 cases of traffic violations were recorded as against 677,486 cases in 1996, an increase of 434,298 or 178.6 percent.

Among important causes of road accidents during the 1996 period include, driving above the speed limit, carelessness while driving and non-observance of traffic rules and regulations.

In 1996, 293,498 road users were arrested for speeding representing 43.3 percent of the total number of traffic violation cases.

No.10 Arab News Jul.18, 1997

Banks to accept traffic fines soon — official

By a Staff Writer

JEDDAH, July 7 — Motorists who are served with tickets for violating traffic laws will soon be able to pay the fines through banks instead of reporting to traffic departments, a senior traffic official said.

Maj. Gen. Hassan A. Al-Ghati, commander of the special traffic security forces said in a television interview last night that the final touches are being put to a law allowing motorists to pay fines levied for traffic violations through banks.

The move will save much of the time and effort motorists spend looking for the nearest traffic office to pay the fine.

Fines are levied based on the nature and severity of the violation and range from SR150 for minor offenses to SR900 and two weeks in jail for jumping the red light. Traffic officials also have questioned the authenticity of independent statistics showing an alarming number of fatal accidents on the Kingdom's roads.

Brig. Abdullah Al-Otaibi, director of the public traffic department, said studies putting the rate of fatal accidents at three deaths every hour are overestimated. "There could be some exaggeration in such reports and the actual number is far below this," he said.

Based on 1995-1996 statistics of the traffic department the Kingdom registered 176,000 accidents of which 30,000 resulted in injuries and 3,000 were fatal.

On limousines, he said the traffic department and the Ministry of Communications were working to issue new regulations governing the work of limousines in an effort to curb reckless driving and check the rising rates of accidents involving limousine drivers.

According to Col. Al-Otaibi, there are presently some 30,000 limousines in service all over the Kingdom. Almost half of these operate in the capital city, Riyadh.

A limousine driver was found to drive an average 450 to 500 kilometers every day. Some stay behind the steering wheel for as long as 13 continuous hours.

The problem is further compounded by some owners of the cars who require their drivers to deposit a fixed amount of money every day from the driver no matter what he takes.

No.11 Arab News Jul. 8, 1997

1.7-7

Annex

11 people die in tragic traffic accident near Madinah

JEDDAH, July 8 — A traffic accident involving two cars occurred yesterday on the Madinah-Al-Qasim road near Al-Hanakiya. The two cars, travling in opposite directions collided claiming the lives of 11 people, Al-Jazeera reported today.

One of the cars coming from Madinah was being driven by Abdul Rahman Muhammad Al-Badr, a member of staff with the faculty of science at King Saud University in Riyadh. He and all members of his family, his wife and four children, died in the accident.

Five people also died in the second car which was coming from Al-Ahsa.

Captain Muhammad Jazahal Ayad, commander of the security patrol in the Hanakiya region was at the scene of the accident. He described the accident as "horrible."

Reckless overtaking was the cause of the accident. The road on which the accident happened is an especially busy one, with thousands of drivers using it on a daily basis. For this reason, the matter has been brought to the attention of the Ministry of Communications in order to take action to decrease the frequency of accidents.

No.12 Arab News Jul. 9, 1997

Overspeed said main reason for accident

RIYADH, July 9 (SPA) — Maj. Gen. Hassan Al-Ghati, commander of the highway security forces, said today that overspeed remained the main cause of accidents in the Kingdom. He said his forces, which cover most of the Kingdom's highways, had found that reckless and careless driving as another major reason for road accidents.

No.13 Arab News Jul. 10, 1997

8 die, 10 injured in two car accidents

JEDDAH, July 12 — Eight Saudis were killed and ten others injured when the GMC Suburban van they were traveling in overturned. The accident happened on the Taima to Tabuk road yesterday, Okaz reported.

The injured were taken to the emergency department of Taima General Hospital. Col. Abdul Khaliq Abdul Salaam, deputy director of the security forces in the area, said the accident had happened because the van had been overloaded and this had caused a tire to burst when the van was being driven too fast.

Suleiman Saleh Al-Suraid, supervisor general of the hospital said that several of the injured required special treatment and for this had been transferred to hospital in Tabuk. The others were reported to be in a stable condition.

Another Saudi died and 15 others were injured in a similar but separate car accident involving a jeep. The cause of this accident was also attributed to the fact that the jeep was overloaded. Among those who died were Ahmad Qasim Al-Faifi, 56, head of the family which lost seven other members.

No.14 Arab News Jul. 13, 1997

arab news

Over 50% of students drive cars without licenses: Study

By Ibrahim Alfakeeh
Arab News Staff

JEDDAH, Dec. 6 — A study conducted last year by the Faculty of Medicine at King Abdul Aziz University found that 55 percent of students who drive do not have a driving license, 22 percent have a valid driving license while 23 percent have a special permit to drive.

The study covered a number of schools of different levels in Jeddah. The average age of the students mentioned in the study was 18.

The study also reviewed the files of car accident victims at a number of leading hospitals in different areas and several students injured in road accidents were interviewed.

The study revealed that about 85 percent of the students had an awareness of traffic safety and regulations but 41 percent of them disregard these, enjoying the challenge of speeding and driving through red lights.

Younger students who walk, especially in the vicinity of schools are said to be especially at risk from reckless student drivers.

According to Muhammad Aqad, director of the Traffic Engineering Department at Jeddah Municipality, the number of speed bumps that slow traffic down will be increased around schools for the students' protection.

"The Traffic Department should step up patrols near schools to deter underage and reckless drivers," he said.

No.15 Arab News Des. 7,1997

Road crashes cause losses worth SR10b

By Javid Hassan
Arab News Staff

RIYADH, Dec. 16 — Traffic accidents are causing more than 30,000 injuries and 4,000 to 7,000 fatalities annually in the Kingdom involving financial loss worth over SR10 billion.

This was disclosed to Arab News by Dr. Ali Saeed Al-Ghamdi, chairman of the information committee for the upcoming traffic safety conference which will be inaugurated by Interior Minister Prince Naif at the King Faisal Hall on Saturday.

Dr. Al-Ghamdi, who is also associate professor in the Department of Civil Engineering (Transportation and Traffic Engineering) at King Saudi University, quoted recent statistics according to which traffic violations registered by the traffic police last year reached more than two million last year.

"These statistics show that there is one fatality and four injuries every hour."

In an earlier international symposium on adolescent medicine organized here in October, it was revealed that the number of persons involved in traffic accidents in the Kingdom during the 12-year period between 1984 and 1996 stood at 91,854, representing seven percent of the total number of road casualties.

Traffic accidents are the main cause of the surge in mortality rates in the Kingdom and other Gulf states. According to Dr. Abdul Jaleel Al-Seif, director-general of Medical Services in the Ministry of Interior, children constituted 20 percent of the road casualties reported, which he described as a major problem after gastric diseases.

Dr. Al-Ghamdi said the objective of the conference is to explore solutions which could be implemented after the conference. Another goal, he pointed out, is to create traffic awareness through education. The participants will discuss various aspects of the problem, including those related to law enforcement, emergency medical services, traffic violations, etc.

Besides King Abdul Aziz City for Science and Technology (KACST), the organizer of the conference, other government agencies participating in the event include the ministries of interior, communications, as well as municipal and rural affairs. Gen. Ahmad Bilal, director of public security forces, will be one of the speakers at the conference, he added.

No.16 Arab News Des. 17, 1997

Traffic conference to open today

RIYADH, Dec. 19 (SPA) — The first national conference on traffic security will be opened here tomorrow by Interior Minister Prince Naif. It is expected to come up with practical solutions to reduce growing traffic accidents in the Kingdom.

The four-day conference will discuss a number of research papers focusing on the social and economic effect of traffic accidents as well as ways of reducing such accidents. The conference comes as part of the government's efforts to cut short the growing number of road accidents which kill thousands of people in the Kingdom every year. The conference will focus on the issue from various angles, including the effect of first aid and medical services in saving the life of crash victims. It will also discuss coordination between various security agencies as well as traffic control systems and deterrent punishment for violators of traffic rules and regulations.

The first session of the conference, to be presided over by Gen. Ahmad Bilal, director general of public security, will focus on "Effect of traffic accidents and violations." Brig. Abdullah Al-Saqr, Dr. Ali Al-Ghamdi and Dr. Abdul Jaleel Al-Saif will address the session. Dr. Jamal Abdul Aal will present a paper on "Toward setting out a national strategy to reduce traffic accidents."

The main theme of the second session will be: "Traffic administration and control." The session will be presided over by Dr. Hamad Al-Salloum, director-general of the Institute of Public Administration. The first evening session of the conference will be presided over by Minister of Higher Education Dr. Khaled Al-Anqari. Municipal and Rural Affairs Minister Dr. Muhammad Al-Jarallah, Communications Minister Dr. Nasir Al-Salloum, Health Minister Dr. Osama Shubokshi and Gen. Bilal will address the session focusing on coordination of government departments with regard to traffic violations and accidents.

The third session to be presided over by Education Minister Dr. Muhammad Al-Rasheed will debate matters related to traffic awareness programs. The fourth session focusing on punishment for traffic violations will be presided by Gen. Muhammad Al-Harbi.

Motorists welcome new rule

By Ibrahim Alfakeeh
Arab News Staff

JEDDAH, Nov. 22 — Motorists have welcomed the new law making the wearing of seat belts in the Kingdom mandatory. The new law, recently approved by the Cabinet and to be introduced on a gradual basis, will necessitate the wearing of seat belts by drivers and passengers and require cars to have special seats for children.

"It will certainly reduce the number of injuries resulting from car accidents," said Salem Aleidi, a long-haul driver.

Col. Abdul Aziz Al-Ruwaily, deputy director of Jeddah Integrated Security, agrees, saying "the new law will certainly help to reduce the number of deaths and injuries." He pointed out that statistics reveal that most of the deaths and serious injuries could be drastically reduced if the seat belt was worn. Doctors draw attention to the fact that seat belts can prevent the head, neck and spine from serious injury.

Recent surveys show that 84 percent of drivers think that the wearing of seat belts should be mandatory and only 15 percent responding that it was uncomfortable to wear. Only 10 percent of those surveyed think there is no need to wear it at all. The number of traffic accidents in the Kingdom is estimated at 100 a day, with eight deaths and five seriously injured, according to available statistics.

No.18 Arab News Nov. 23, 1997

Campaign on to educate students about traffic laws

By Ibrahim Alfakeeh
Arab News Staff

JEDDAH, Sept. 30 — The Ministry of Education is planning to adopt various measures to reduce the number of students who are killed or injured in car accidents every year.

Education departments have been directed to provide information about traffic laws to students, according to Mansour Saleemuddin, deputy director of the Jeddah Education Department.

Clarifying some of the measures to be adopted, he talked about the necessity of attaching a "stop sign" to school buses which would draw car drivers' attention for the need to exercise caution when behind such vehicles.

He said that students should be taken to hospitals and rehabilitation centers to see first hand victims of car accidents. He added that there was a need to examine the case of students who live far away from their schools and the possibility of transferring them to schools closer to their homes.

He said that education departments had started teaching driving information to students within the newly introduced civics curriculum.

"There are intensive efforts on the part of the Jeddah Traffic Department in patrolling the schools areas, to watch over the students' safety," said Saleemuddin.

On his part, Col. Abdul Aziz Al-Ruwaily, deputy director of Jeddah Integrated Security said that traffic education instructions needed to be given to drivers as well as to students. He stressed the role that parents had to play in educating their children about traffic and said that they should not allow minors to drive.

No.19 Arab News Aug. 1, 1997

Six killed, 12 injured in tragic Al-Salil road accident

JEDDAH, July 28 — A tragic motor accident occurred yesterday on Al-Salil road, 50 kilometers south of Riyadh killing six people and injuring 12 others.

The accident involved a family of 18 people coming from Jizan in their GMC car. Six of them died instantly while others were taken to the hospital, Al-Riyadh reported here today.

Speaking about the accident, a senior brother in the family said that the car suddenly burst its left rear tire when a truck was coming toward it from the Al-Sahil direction. As the driver tried to avoid the truck, the car swerved and crashed as the road was narrow and in bad condition.

Among the deceased family members were a father, mother, three of their children and one of their grandchildren, while the eldest son, 26, was at the wheel but survived.

Prince Sultan, second deputy premier and minister of defense and aviation, has directed that all those injured in the accident be treated at a Riyadh medical complex.

Meanwhile, the Ministry of Communications has designated hotlines in all road and transportation departments in various regions to receive complaints of road users. This step comes in accordance with directives of the Minister of Communications Dr. Nasser Al-Salloum.

No.20 Arab News Jul. 29, 1997

Only 5% of motorists using seat belts: NCTS

JEDDAH, Nov. 30 — Only five percent of car drivers in the Kingdom have been using seat belts, according to Dr. Abdu Rahman Al- Abdul Aali, secretary general of the National Commission for Traffic Safety (NCTS).

In an interview with Okaz daily, he expressed the hope that the decision to make the wearing of seat belts for drivers and passengers mandatory will bring down the injury rate due to car accidents substantially.

Abdul Aali has commended the decision taken by the Council of Ministers recently to make seat belts for car drivers, passengers and special seats for children mandatory. "A recent study revealed that wearing seat belts will lower the accident rate for drivers and passengers in front seats by 50 percent and the rate for back seat passengers by 75 percent," Okaz quoted him as saying.

The two studies were carried out by NCTS at King Abdul Aziz City for Science and Technology. The studies, under the supervision of Dr.Muhammad Al-Isa of King Faisal University, focused on a variety of issues. "The experience of developed countries in this regard, ways and means for implementing the plan etc., are covered in the study," Dr. Abdul Aali pointed out.

The need for launching an awareness campaign is highlighted by both studies. NCTS has conducted a survey as part of the studies, to determine how many people have been wearing seat belts and also to gauge the reaction of the public on this. According to Abdul Aali, the upcoming traffic safety conference, the first of its kind in the Kingdom, is part of the move on the part of the authorities in implementing the recommendations of the NCTS studies.

The conference will discuss among other things, problems involved in the implementation of making the use of seat belts mandatory.

"The violation of traffic regulations, its causes and social impact, will also be debated in detail. The measures to be taken in order to make the express highways in the Kingdom safer in the light of increasing traffic accidents will be one of the main topics of the conference," Dr. Abdul Aali concluded.

No.21 Arab News Des. 1, 1997

1.7-14

Annex

Gas cookers to be banned during Haj

RIYADH, June 9 — A ban was announced today on the use of gas cannisters during Haj to avoid a repetition of the Mina blaze in April.

"Starting from the next pilgrimage, gas rings and gas cookers will be totally banned in the holy places," said the director-general of the Civil Defense Department, Gen. Muhammad ibn Ali Suheili.

The pilgrims in and around Makkah "will have to make do with cold meals or do their cooking outside the holy places," he said in an interview with the daily Al-Madinah. The general also said the authorities are considering whether to replace the cloth tents used to accommodate hundreds of thousands of pilgrims with fire-proof materials.

No.22 Arab News Jun. 10, 1997

Study on Haj tents completed

JEDDAH, July 28 — The Haj Research Center has completed feasability studies on replacing traditional canvas tents with fire-resistant, multi-story ones using metal frames which are easy and economic to install, Al-Eqtisadiah reported today.

The center has been considering different alternatives to the tents used in the past in order to guarantee higher standards of safety.

Additionally, the center has been studying the potential danger to pilgrims from rain and floods as the next Haj will take place in winter.

No.23 Arab News Jul. 29, 1997

Gulf countries urged to set up consumer representative bodies

By a Staff Writer

JEDDAH, July 15— The opening up of the Saudi and other Gulf markets to world trade and the continuous flow of goods and services of every nationality into the area has prompted governments and business communities to seek more stringent measures to protect consumers.

The Gulf Cooperation Council (GCC) has, through its standards organization, urged the establishment of consumer representative bodies in member countries whose main task would be to advise on the reliability of the goods purchased, ensure the availability of after-sale services and conduct market research and studies to monitor consumer response and reaction.

The proposal was welcomed by officials at the local chambers of commerce and industry who called for comprehensive measures to ensure a fair share for both the consumer and the producer.

They said it would help individual consumers who may not be in a position to undertake all these goals by himself to closely follow up the market.

Meanwhile, steps leading to the formation of a national commission for the protection of consumers are now being accelerated, according to officials at the Riyadh-based Council of Saudi Chambers of Commerce and Industry (CSCCI).

The Ministry of Commerce is the main body in the Kingdom that oversees the enforcement of the strict standards intended to ensure that the goods reaching the consumer are within the specified specifications.

Advertisements have been blamed by some for the confusion and uncertainty that many consumers face which lead some to buy products they later discover to be not as good as portrayed.

"I think consumer protection should start from here because in many cases unrestrained advertising could have negative effects. What we need is a legal framework that would ensure a fair share for both the consumer and producer," said Khaled Al-Harbi, head of the commercial department at the Jeddah Chamber of Commerce and Industry. The National Commission for the Protection of Consumers will act as the main frame for subsidiary committees all over the Kingdom, said Anwar Ezzi of CSCCI who expected the new body to be formed in the near future. (AWB)

No.24 Arab News Jul. 16, 1997