

Supplements

SUPPLEMENTS

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CONSUMER PROTECTION SYSTEM
IN OTHER COUNTRIES

June 10, 1997

The Study Team of JICA Conducting the Study on the Master Plan
for the Development of SASO Activities for Consumer Protection



Introduction

It is indispensable to secure the consumer protection that the government, enterprises and consumers understand their roles in each position and go into action. In each country many efforts have been implemented in this way.

In this report, the outlines of the consumer protection systems in UK, Germany, USA and Japan are introduced as typical examples.

The systems in each country are different according to the situation and historical background there, but, on the contrary, there are many common features.

It is recommendable to investigate the present situation in Saudi Arabia referring to the examples, so that the foothold in investigation and comparison of the situations will be gained.

CHAPTER 1 NECESSITY AND MEASURES OF CONSUMER PROTECTION

1.1 Why is the consumer protection necessary?

Before the procedures of the consumer protection are considered, it is recommendable to take the reason into consideration why the consumer protection is necessary.

Prior to the industrialization, it was possible that the consumers confirmed the own safety and the quality of the products and services they wanted to have and bore the risk on own responsibility.

Therefore, there was a good balance between the manufactures of products or the suppliers of services and the consumers having demand for them.

With the development of industrialization, however, it has become difficult for the consumers to confirm the safety and quality of the products and services they want to have and bear the risk on own responsibility.

Reasons of necessity of consumer protection:

(1) Development of industrialization and high technology performance of products and services purchased by normal users.

(2) Difficulty for the consumers to foresee the potential risk.

Then, the balance between the manufactures of products or the suppliers of services (enterprises) and the users having demand for them (consumers) has not been kept any more and the position of the consumers became down.

Figure 1-1 shows the relationship.

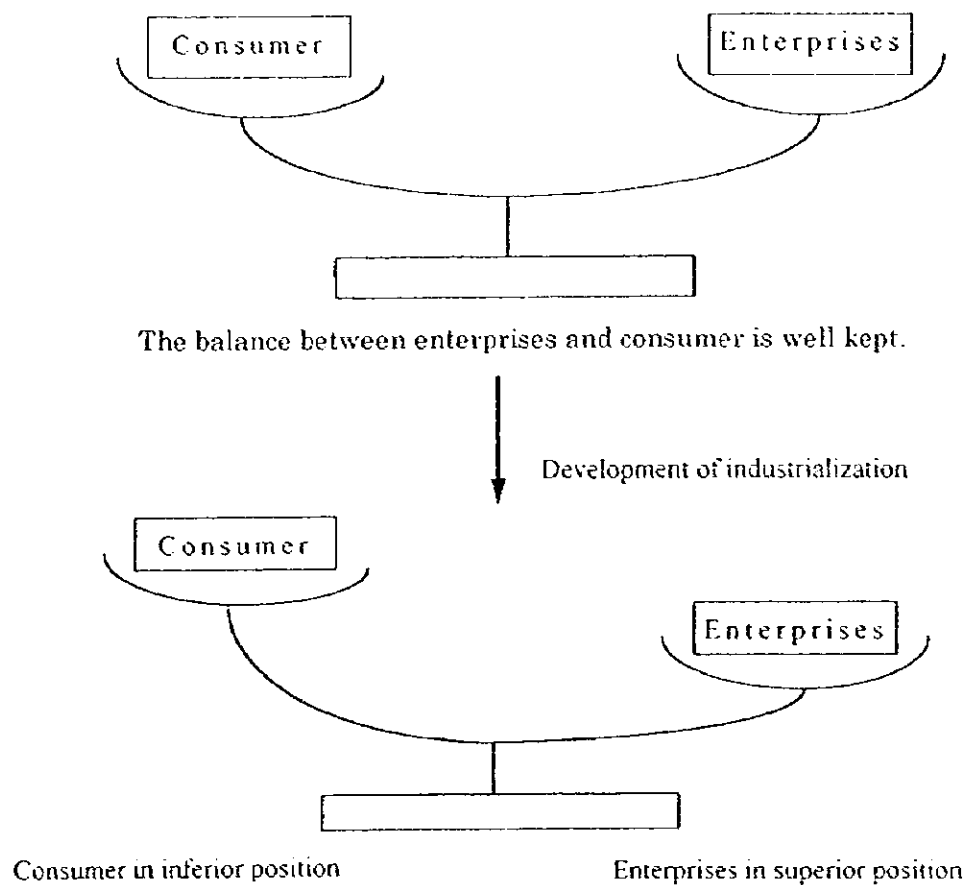


Fig. 1-1 Change of relationship between consumer and enterprises in daily life

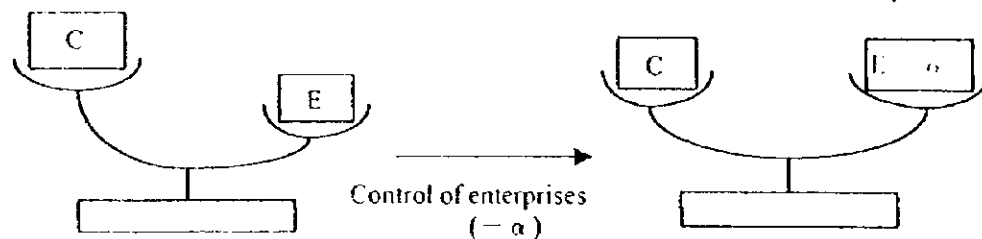
In this conditions the governmental administration and measures to protect the consumers are required.

If the enterprises and the consumers are equal in position and act reasonably obtaining perfect information, the consumer protection may be not required.

Practically, the enterprises have overwhelmingly superiority in the influence on market, product information and negotiation power, as mentioned before.

There may be two corrective methods against the unbalance. One is the method to control the acts of the enterprises with some regulations and the other is the way to strengthen the position of the consumers with some supporting measures.

- ① To control the acts of the enterprises and to keep the balance with the consumer's position



- ② To assist the consumers and to keep the balance with the enterprise's position

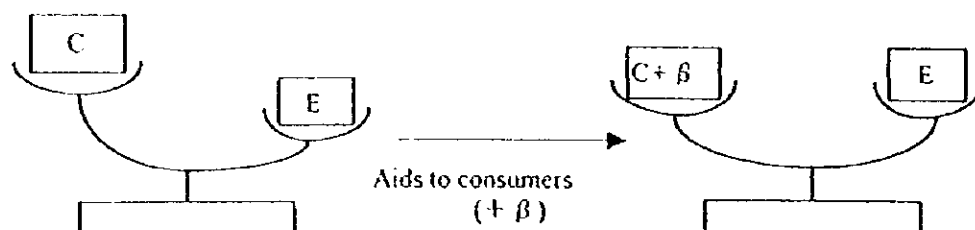


Fig.1-2 Correction of the relationship between consumer and enterprises

1.2 Pattern of the governmental administration for the consumers

The governmental administration for the consumers is the policy to protect directly the consumers with the supporting measures and, on the other hand, indirectly with some controlling measures of the enterprise's acts, to balance the above-mentioned asymmetric relationship between the enterprises and consumers.

Among the measures, there are the methods to keep balance between the enterprises and the consumers by direct acts of the government and/or the administrative authorities to the both parties or by establishment of lawful regulations to keep the practical balance between the enterprises and consumers in the transactions between the both parties.

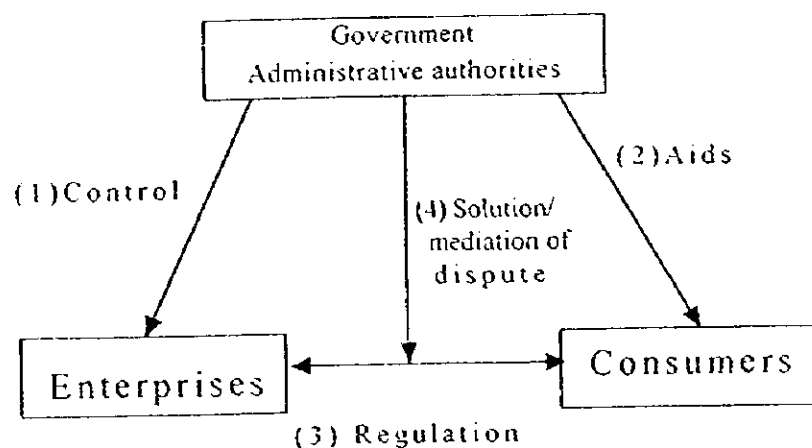


Fig. 1-3 Pattern of administration for consumers

(1) Control

This is the method to maintain the safety of the products and services purchased by the consumers in the manner that the government or administrative authorities apply controlling measures, that is forcibly, for the enterprise's acts, products and services.

In the control, there are some types in accordance with the market features.

(a) Competition-restraint control

This is the method to maintain the safe and stable supply of service in the manner that the government will approve the monopoly or oligopoly only to the enterprises who fulfill the specified conditions and control strictly the volume, quality and price of the products to be supplied. The communication or transportation services by the governmental approved corporations are included in this category.

(b) Competition-promotive control

This is not only the control to protect the interests of the consumers through control of the acts to hinder the competition, but the promotion of the fair competition among

the enterprises.

For example, the policies for anti-monopoly, fair market maintenance and proper indication are included in this category.

(c) Social control

Among products and services, there are some products which have potential risk in safety and health, if they are allowed to produce and sell freely.

The social control is the method to maintain and secure the quality and safety of products and services through control of production and sale of such products.

The typical examples are the control of quality and safety of medical supplies and foods.

From historical point of view and excluding some special cases, this controlling policy is changing from "the control by the government/administrative authorities" to "the control through the market mechanism" where the safety and so on can be checked by the consumers using necessary information given to the general users in some manner.

(2) Supporting

The present enterprises, especially big companies, have strong power to gather information and perform negotiation. It is very difficult for the relatively powerless consumers, the individual normal citizens, to have the same information and knowledge as the big enterprises have under same conditions and compete with the big enterprises in the event that a dispute occurs.

If the same information, knowledge and power necessary for dispute management as the big enterprises have are given to the consumers to maintain the balance of power, the competition in almost equal conditions can be achieved.

In this meaning, the support is the method to secure the consumer protection in the manner to provide the supporting measures for the consumers and maintain the equal conditions to the enterprises.

There are supporting methods as follows:

(a) Preparation of information

Information and knowledge about the quality and safety of products and services are the points where the consumers are in the most inferior position in comparison with the enterprises.

It is a essential measure for the consumer protection to provide and submit such information from the viewpoint of the consumers and the other information effective to strengthen the position of the consumers.

Product test and quality evaluation are the practical measures.

(b) Information service and consumer education

It is the important measures of the administration for the consumers to provide the conditions for the consumers to gain the information prepared by the government/administrative authorities and other organizations and the other information and knowledge related to the quality evaluation of products, become able to select, purchase and use products wisely and, at the same time, have the information, knowledge and education necessary for the settlement of dispute, so that the consumers can take the same position with the enterprises in the case of dispute.

The practical examples of this measures are the enlightenment and PR activities such as preparation and distribution of magazines and pamphlets and the consultation with the consumers.

(c) Promotion of consumer organization

Needless to say, the government/administrative authorities have to prepare and distribute such consumer information. However, it is rather difficult to the government/administrative authorities where only the limited resources are available to provide and distribute the information which are widely spread and detailed about the variable services and, moreover, prepared from the viewpoint of the consumers having demand for the products and services.

Therefore, it is very important that such activities are carried out not only by the government/administrative authorities but by the civilian consumer organization and/or the consumer movement.

In the measures for the consumer protection, it is also included to promote the consumer movement, so that the consumer movement, instead of the individual user, can negotiate and compete with the government/administrative authorities and the enterprises and play a role to provide and distribute the information required by the consumers.

(3) Regulations

The acts of sales and purchase of products through the market are controlled by the lawful regulations for the contracts of buying and selling to observe the rules. Therefore, the balance between the enterprises and the consumers can be maintained, when such regulations for buying and selling are made to secure the actual balance between the both parties.

The preparation of such regulations is also one of the measures for the consumer protection.

The preparation of the lawful regulations for the obligations of the manufacturers and distributors, such as indication of products and method of selling, and for the product liability are included in this category.

(4) Solution/mediation of dispute

In the event that a dispute occurs between the enterprise and the consumer, it is not practical for the normal consumer who has only limited money and time to seek a lawful remedy on every dispute.

Therefore, it is also one of the important items of the consumer protection to establish the systems to accept the

complaints from the consumers, make effort to settle the trouble and work for the remedy for the consumers flexibly and in a short time taking the position between the both parties, so that the consumers who are generally in the inferior position can seek the remedy easily and in a short time.

Such organizations in charge of the solution/mediation of dispute seem to belong to the administrative authorities generally, but they have a high level of independency from the normal authorities.

As for the functions of such organizations, there is widespread variety from a neutral one similar to a court to a office having an authority to file a complaint or bring a supplementary against the enterprises making an illegal act. Such system for solution/mediation of dispute by the quasi-judicial and quasi-administrative authorities is the superior system to settle the complicated consumer problems in the present day and seem to be accepted in many countries.

The patterns of the consumer administration have been introduced. They are the common measures for the consumer protection in many countries, although there are some differences of the features.

CHAPTER 2 SYSTEM OF CONSUMER PROTECTION IN THE UNITED KINGDOM

2.1 Legal system for consumer protection in UK

Among many laws provided for the consumer protection, the following are tightly related to the investigation activities to be carried on now.

(1) Law for safety maintenance:

‘Consumer Protection Act’

(Control of safety of products)

(2) Law for proper indication :

‘Trade Description Act’

(Prohibition of improper indication)

(3) Law for maintenance of fair market:

‘Fair Trading Act’

(Control for maintenance of fair competitive
market from the viewpoint of consumer protection)

In this stage, the systems related to the structure for the maintenance of safety, especially of electrical appliances, concerned tightly in the investigation activities to be carried on

now will be studied in detail.

2.2 Systems for maintenance of safety of electrical appliances

As you are aware, there is the necessity for the EU countries to establish the common rules to avoid an impediment in distribution of goods in the area and the EC-directives are issued and each country in the area has established and applied the national laws according to the directives.

Table 2-1 shows the related EC-directives:

Title of directives	Number of directives
Directive for low voltage	72/23/EEC, 93/68/EEC,
Directive for EMC	89/336/EEC, 92/31/EEC, 93/68/EEC,
Directive for machinery	89/392/EEC, 91/368/EEC, 93/68/EEC,
Directive for gas appliances	90/396/EEC, 93/68/EEC,
Directive for toys	88/378/EEC, 93/68/EEC,
Directive for CE marking	93/68/EEC,

Table 2-1 Examples of the related EC-directives

To the maintenance of safety of electrical appliances "the low voltage directive (73/23/EEC)" corresponds.

In this directive for low voltage, the objective products and the basic requirements which the products have to meet to maintain the safety are indicated:

(1) Objective products (electrical appliances):

All electrical appliances designed to operate with the voltage of 50 to 1000 VAC and 75 to 1500 VDC (excluding special items) (negative list system).

(2) Essential requirements to be provided for safety:

(a) The indication necessary for safety should be marked on the equipment, or, if this is not possible, on an accompanying notice.

(b) Safe and proper assembling and connection can be carried on.

(c) No danger is caused, if proper operation and maintenance in accordance with the design concept are observed.

(d) Human body, domestic animal and property should be protected from risks such as electric shock, fire, injury and so on caused by electrical appliances.

(e) Mechanical strength, weather resistance and overload protection should be sufficient under expected

environmental conditions.

(3) Standards considered to meet the safety requirements:

Standards published in the EC Official Journal (HD and EN standard based on IEC)

(4) Obligation and authority of competent authorities

(a) Prohibition of sales or restriction on distribution of unsafe electrical appliances.

(b) Notification of unsafe electrical appliances to the member nations and EC Commission.

(5) Obligation and authority of authorized organizations

(a) Establishment of standard

(b) Issuing of conformity report to the safety requirements

(c) Submission of comment on request to the EC Commission about the nation where the measures for prohibition of sales or restriction on distribution are performed to maintain the safety.

(6) Obligation of manufacturers and importers (example in the case of electrical appliances excluding special items)

(a) Preparation and keeping of EC Declaration of

Conformity (manufacturer or representative in EC area)

(b) Indication of CE marking

(c) Preparation and keeping of technical documents

Preparation should be implemented by manufacturer, but the conformity report to the essential requirements issued by authorized organizations can be also applied. This document should be kept for 10 years after the close of manufacturing of the product by manufacturer, representative in EC area or distributor.

In compliance with these regulations, "Consumer Protection Act" and "The Electrical Equipment (Safety) Regulations" are established.

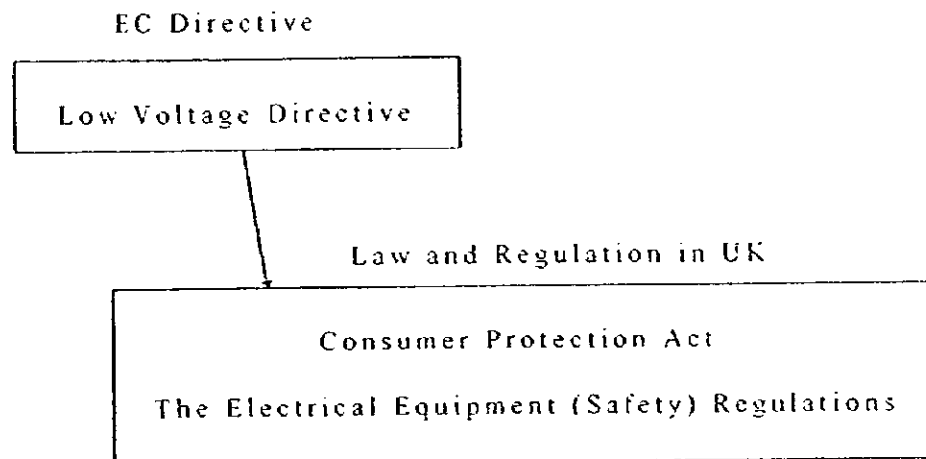


Fig. 2-1 Law system for safety of electrical appliances in UK

The examples of the authorized organizations in UK:

BSI (Standards are prepared by BSI practically)

BEAB (British Electro-technical Approval Board)

BASEC

2.3 Administrative authorities, consumer organizations and enterprise organizations and their roles

2.3.1 Governmental authorities

It is most essential to promote the measures for the consumer protection smoothly that the government, local administrative authorities, consumer organizations and enterprise organizations cooperate with each other and play the roles properly.

Here, the roles of the government and local administrative authorities will be taken into consideration.

(1) Department of Trade and Industry

The first of the governmental administrative authorities managing the consumer protection policy is Department of Trade and Industry.

As the office directly in charge, Consumer Affairs Division of the Department submits the sufficient information to the

consumers and realizes the measures in order that the consumers can make action in their own interests. The Department plays the role as money source in a large amount for the consumer protection and performs the financial aid to Office of Fair Trading as mentioned later.

The Department is in a position to appeal that the information service will cause more effective results in the consumer protection than the controlling measures, except the case for maintaining the safety of products.

From this point of view, the Department performs the financial aids to National Consumer Council, explained later, and to National Council of Citizen's Advice Bureau that is obliged to supply the information and advice to the consumers.

(2) Office of Fair Trading

The second one of the governmental authorities managing the consumer protection policy is Office of Fair Trading. Office of Fair Trading is the authority which receives the financial support from Department of Trade and Industry and obtains the budget from Department of Finance based on the direct negotiation. However, the Office is independent from the government and the chief of the Office holds the

wide controlling authority related to the consumer protection.

The chief has the competence to control the dishonest enterprises based on Fair Trading Act and plays the non-restrictive or advisory roles related to the consumer protection.

As for example, it is obligated to negotiate with the enterprise organization to ensure better protection of the consumers, in the event that the organization will establish the Code of Practice as part of the self-imposed controls based on Fair Trading Act. Further, the chief of Office of Fair Trading holds the duty to inspect and assess the transactions which might go against the profit of the consumers.

(3) National Consumer Council

National Consumer Council is not a organization established legally, but receives a subsidy from the government and the chairman and the member of the Council are appointed by the chief of Department of Trade and Industry. On the other side, the Council is given a position as a consumer organization independent from the government.

Duties of the council:

- (a) to submit the opinion and view representing the consumers to the central and local governments,
- (b) to respond to the requirements of the people asking for the opinion of the consumers,
- (c) to represent the consumers to the systems such as the government, other organizations and the international organizations like EU,
- (d) to assess the systems being present in the governmental industries for the representatives of the consumers,
- (e) to promote the activities for development and maintenance of the profit of the consumers, and
- (f) to make arrangement for the aim that the personnel in charge of decision-making influencing over the consumers can have a balanced and authorized opinion about the profit of the consumers.

This Council, as the upper-ranked organization of many consumer organizations, calls the consumer congresses, manages the congresses and supplies the fund annually. The Council has also the system to play positively the role to offer the training and education plan to the consumer groups under development.

(4) National Council of Citizen's Advice Bureaus

Having received the financial support from Department of Trade and Industry, this Council offers the services such as information system, training and so on to over 1390 Citizen's Advice Bureaus established by the local governments through the central office and 76 local offices.

2.3.2 Local governmental authorities

(1) Trading Standards Department

Trading Standards departments are organized in all 126 local governments.

The duty of Trading Standards Departments consist of, at first, the assistance to the consumers and, secondary, the execution of the criminal laws.

Examples of the assistance offered by Trading Standards Department:

- (a) Opinions on products, whether merchantability is provided.
- (b) Advice to the institution where the product test can be executed.
- (c) Information service about business policy of enterprise and institutions and whether a business was

suspended, etc.

(d) Information service about complaint against a enterprise from other consumer.

(e) Collection of evidences on dishonest transactions and submission to Office of Fair Trading.

(f) Recommendation to the enterprises to make effort to settle dispute with the customers and urge to have awareness of their responsibility.

In the event where a illegal transaction is made, Trading Standards Department performs the utmost actions, so that the consumer can have the satisfactory results.

The Department gives the best assistance for the complaint and investigates carefully whether there is any violation of the criminal laws and, if any violation is recognized, brings a supplementary against the violator. The criminal laws here are Consumer Protection Act, the regulations concerning to the product safety and Trade Description Act.

(2) The Coordinating Body on Trading Standards

Trading Standard Bureau holds the large authority in the suit procedures and the position of the strong organization for the consumer protection. As there were many cases

where the different judgments were given by the local governments, this Body has been established to resolve the discrepancies among the local governments and avoid the duplication in a local government. This Body is supported by the governmental subsidy and the financial aid from the local government and is not obligated directly to the central government.

(3) Citizen's Advice Bureau

This office aims to offer to the citizen the reasonable advice and information about the matters related to the civil life. The number of the consumer consultations handled by this office is now approximately 7 million a year and, thus, this office plays a very important role for the consumer protection.

Besides consultation, the monitoring of the consumer problems is performed and may state the opinions on the planning of the local consumer protection measures. The opinions of this office can be reflected in the consumer protection measures in the governmental level through National Council of Citizen's Advice Bureau. Citizen's Advice Bureaus is operated based on the financial aid from the local governments, but depends more than 90% on

volunteer activity

The consumer protection systems in UK is as follows:

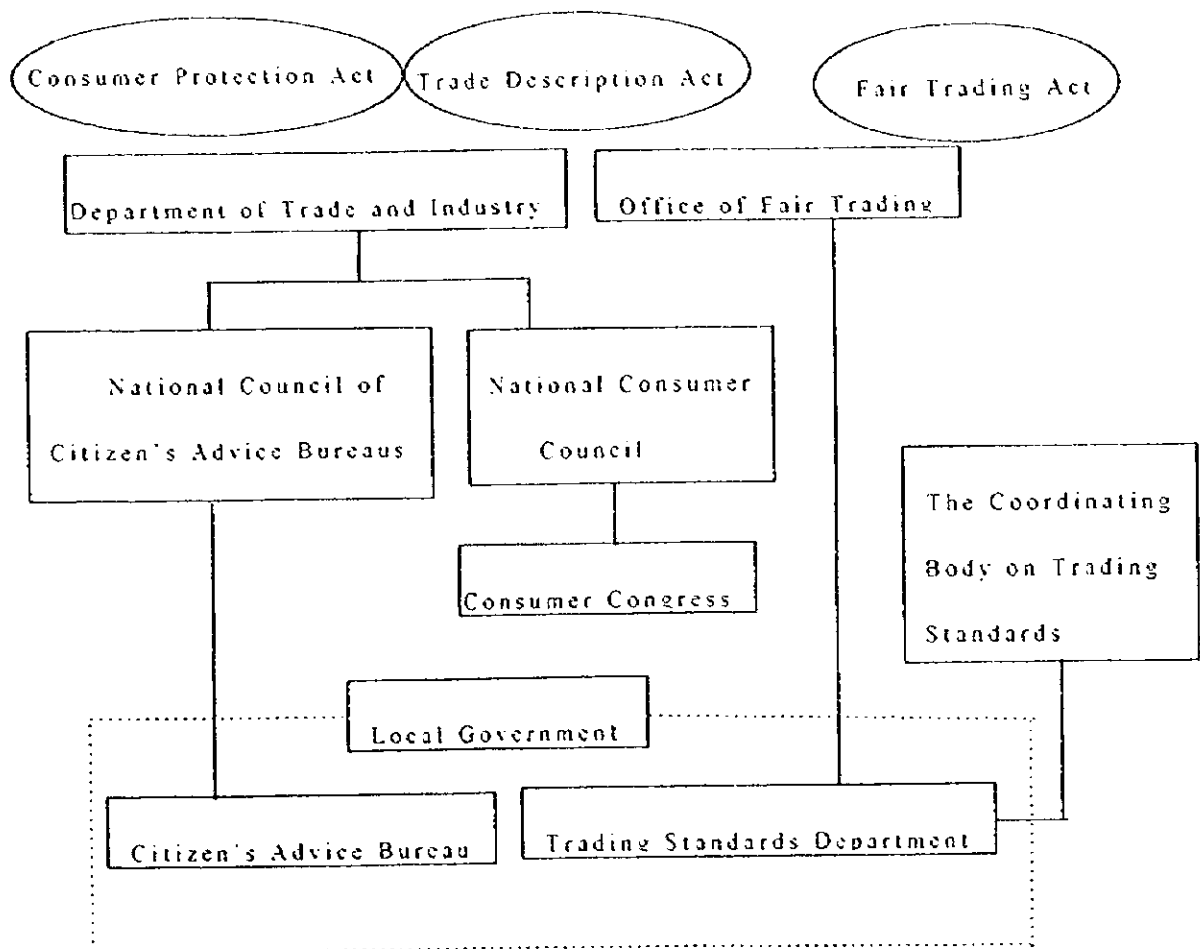


Fig.2-2 Consumer Protection System in UK

2.3.3 Consumer organizations

Now, the consumer organizations which play an important part in the performance of the consumer protection measures will be introduced.

(1) Consumers' Association

This Association is the first consumer organization established in UK and the aims at that time was the publication of the guidelines for the consumers based on the own investigation to judge whether a article is worth the price tag. The Association indicates the guidelines with the magazine named "Which?". The Association realizes keenly the importance to ask for the necessity of the consumer protection directly to the legislature and administrative offices through the activities of performance of product test and publication of test result and is developing the campaign and lobbying activities for many consumer problems.

The Association does not have any financial support from the government and the industry, accept any advertisement in the magazine, nor approve to use the test result of the Association for the advertisement of the tested product. The product subject to the test is purchased in the same route as the normal users buy it and the test is carried out in the research institution of the Association or in the public institutions.

The expenses are covered with the proceeds of the magazine.

(2) Local consumer organizations

As local body of Consumer Association, a national organization, many regional consumer organizations are established and they have organized National Federation of Consumer Groups and issued the news letter to exchange and publish the information.

CHAPTER 3 SYSTEM OF CONSUMER PROTECTION IN GERMANY

3.1 Political measures for consumer protection in Germany

Political measures for consumer protection in Germany are performed on the policy to support and strengthen the position of the consumers in the market.

It is to say that the kind and sort of the products and services to be supplied shall be finally determined by the consumers, because the productive activities don't aim the production itself, but the final goal is that the produced products and services will be used.

The consumer policy is based on the basic philosophy that the decisive role which the consumers have or should have in the market economy should be strengthened.

In this sense, the consumer policy is understood to be a field of the economic policy in Germany.

Under this basic policy, roughly three policies are performed practically.

The first is the policy on the information service to the consumers.

As the consumers have not always sufficient information to make the reasonable decision as the market participant and, therefore, this policy is based on the idea that it is necessary to support the consumers in this part.

The second is the assistance policy for the organization of the representatives of the consumers.

As the consumers mean the nation in the whole, it is difficult to organize them, this policy is considered exactly the matter to be assisted on the governmental scope.

The third one is the legislation.

The legislation system will be studied here.

3.2 Legal system for consumer protection in Germany

Among many laws provided for the consumer protection, the following are tightly related to the investigation activities to be carried out now.

(1) Law for safety maintenance:

 "Equipment safety Law (GSG)"

 (Control of safety of products)

(2) Law for proper indication :

 * "Price Tag Law"

(Control of price tag for products and services)

(3) Law for maintenance of fair market:

* "Dishonest Competition Prohibition Law

(The right to cancel the contract is admitted to the consumers who have decided to buy a product by dishonest and misleading indication of advertisement)

In this stage, the systems related to the structure for the maintenance of safety, especially of electrical appliances, concerned tightly in the investigation activities to be carried out now will be studied in detail.

3.3 Systems for maintenance of safety of electrical appliances

As the systems such as the low voltage directive are same in EU countries as in the case of UK, the national legal systems in Germany are introduced here.

In Germany, Equipment Safety Law is established to secure the safety of electrical appliances.

This law is established originally to secure the safety of the devices used in the working site, such as tools, working machines and generators, but now applied also for lighting appliances, air conditioners, ventilators, home appliances, sport goods, toys and so on.

On this law, the goods met the following requirements are allowed to distribute in the market:

- (1) Conformity to the safety standard specified in the regulations.
- (2) No danger to the human life and property expected, if the goods are used according to the instructed method of use.

Whenever a danger is expected in use of the goods, the competent authorities may prohibit or restrict the distribution of the goods and carry out any measures to recall the goods from the market.

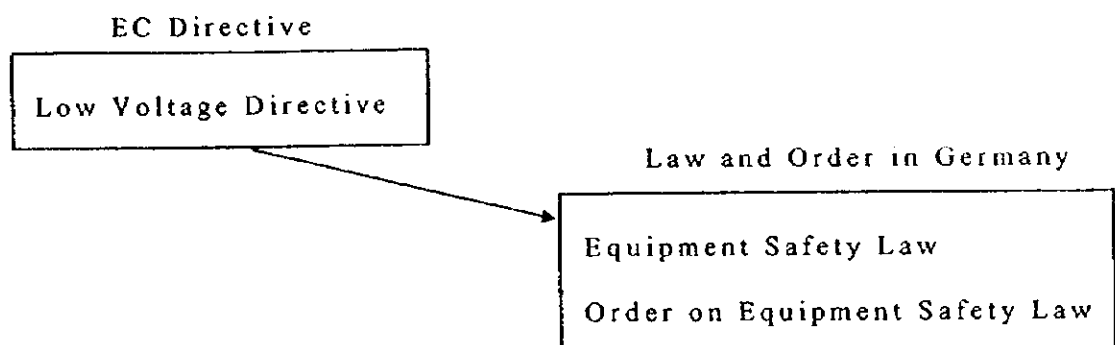


Fig. 3-1 Law system for safety maintenance of electrical appliances in Germany.

The examples of the authorized organizations in Germany:

VDE (Standards are prepared by VDE practically)

TUV Rheinland

TUV Berlin

TVU Product Service

3.4 Administrative authorities, consumer organizations and enterprise organizations and their roles

3.4.1 Governmental authorities

(1) Federal Ministry of Economy

This Ministry is competent for the consumer policy in the federal government of Germany.

(2) Inter-Ministry Joint Committee for Consumer Problems

This committee is established aiming the adjustment of problems related to the consumer problems among the Ministries and the exchange information with each other.

(3) Federal and Land-Committee for Consumer Problems

Germany is a federation and many items in the consumer administration are entrusted to the Lands. This committee is established to perform the adjustment of the consumer policy between the federal government and each Land.

(4) Consumer Council in Federal Ministry of Economy

The duty of this Council is decided to indicate the opinions of the consumers on the basic issues of the consumer policy on request for advice or make proposals on own initiative.

The member of the Council is limited to 18 and consists of the representatives of the consumer organizations and the scholars and labor representatives having special experiences on the consumer problems. The Federal Minister of Economy appoints them upon agreement of the Ministers who have dispatched the representatives to Inter-Ministry Joint Committee for Consumer Problems.

(5) Federal Material Laboratory

This is the national testing institute managed by Federal Ministry of Economy and carries on the scientific inspection, research and development of the material. Besides the inspection activities on request of the governmental authorities, the tests of the products are also performed on request of the enterprises or the consumers.

(6) Consumer Committee in German Institute for Standardization

German Institute for Standardization (DIN) is the most representative one among the organizations providing normal standards. The Institute is a corporation established by the enterprises, but is authorized as the organ to prepare the federal standards based on the contract with Federal Ministry of Economy and participates in many international

organizations representing Germany. The Institute plays a quasi-official duty and it is the reason to be explained here. As the establishment of standards refers to the profit of the consumers in many points, the Consumer Committee consisting of the consumer representatives is organized in the Institute. The Committee cooperates in some standard committees to prepare standards.

Among all, the committees handling the standard for durability, the measuring standard to construct the article description system being objectively comparable and the safety standard are important ones.

This Institute has the own office in the Head Office of DIN in Berlin and is supported by Federal Ministry of Economy financially.

The consumer protection systems in Germany is as follows:

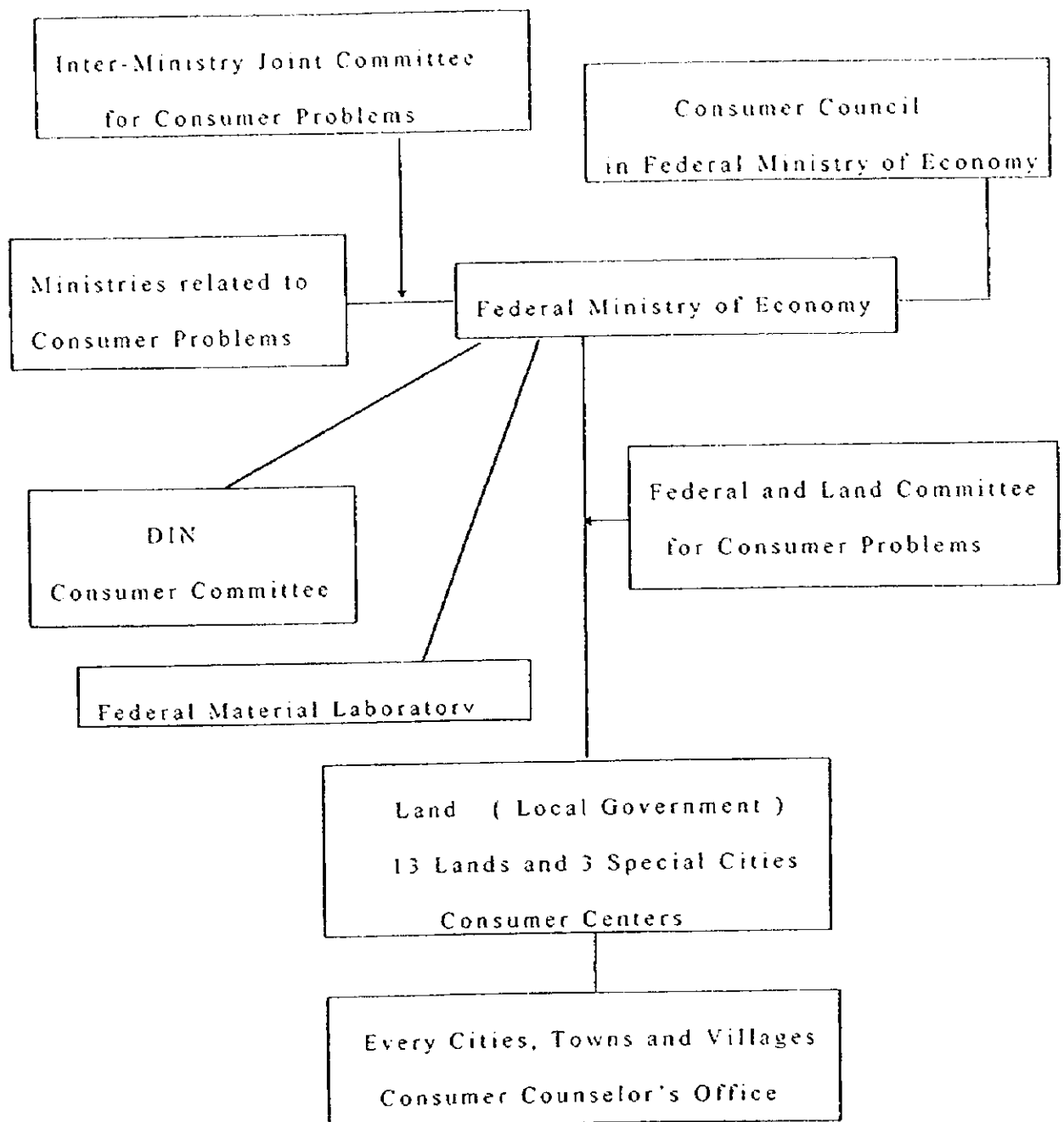


Fig. 3-2 Consumer Protection System in Germany

3.4.2 Consumer organizations

(1) * German League of Consumer Organizations

This is a corporation organized to concentrate the power of the local consumer organizations.

Therefore, it consists of the organizations concerned to the consumers. Including the organizations performing social political activities and the local consumer centers, the number of the participants is 38 as of 1993.

The duties of this organization are:

- (a) Speaking for the consumer profit in the legislative procedures
- (b) Making the agreement with the enterprises on the quality description and standards
- (c) Coordinating of the activities for information service and consultation of the consumer center of the Lands
- (d) Entrusting to the Applied Consumer Laboratory to perform investigation on price and quality and submitting the results to the consumers through the consumer centers
- (e) Issuing the weekly pamphlet named "Consumer Made News" for the special papers, enterprise organizations, political parties, governmental authorities and education institutions
- (f) Issuing the monthly magazine named "Consumers' Criticism" for the persons in charge of consultation and

education of the consumers

(2) Merchandise Testing Foundation (Stiftung Warentest)

This Foundation is established by the Federal Government 1964 as a organ for comparative tests of the merchandises. The results of the tests are made public in the monthly magazine named "Test" issued by this Foundation.

(3) Consumer Education Foundation

This Foundation assists the organizations acting in the fields of education, consultation and information service for the consumers. This Foundation is not for the consumers themselves, but aims to assist the people in charge of consumer education or information service for the consumers, such as staffers of the consumer organizations and school teachers.

The expenses of this Foundation is covered by the subsidy from the government more than a half.

(4) Consumer Protection Association

This is a corporation founded by the consumer centers of the Lands and aims to protect and promote the profit of the consumers through education and consultation activities. Practically, the activities cover the countermeasures against

the illegal acts violating Dishonest Competition Prohibition Law and the legal advice.

The Association has the right to ask for the injunction against the competition acts offending against the good custom and the misleading advertisements damaging the consumer profit.

Generally, an action for injunction is not brought promptly, but, at the first, the Association is making effort to require the participating enterprise to cancel the contract made in a unfair manner and submit a forbearance promise not to use the advertisements in the future with the expression of the intention to pay a penalty in case of violation. If the requirement is not fulfilled, then, the proceeding based on Dishonest Competition Prohibition Law is brought or a provisional disposition is applied.

(5) Consumer Centers

Germany consists of 13 Lands and 3 special cities and the consumer centers are organized in each area.

Further, each center has the consumer counselor's office in every towns and villages and the number of the offices is approximately 300 in 1993.

The consumer centers are supported financially by the budgets of the government, Land and the towns and villages.

The duty includes:

- (a) Speaking for the consumer profit politically
- (b) Making effort for observance of the present regulations for the consumer protection
- (c) Enlightening of the rights of the consumers
- (d) Assistance for decision making of the consumers through consultation, information service and education.

3.4.3 Enterprise organizations

(1) German Advertisement Association

This is organized to avoid the control of advertisement by the lawful regulations and aims to provide the guidelines and rules for advertisement, promote the self-imposed rules of the advertisers through the information service and consultation and make effort to have the dialogue with the consumer organizations.

(2) Mediation office

There are some cases that the enterprise organization set up the mediation office to settle the dispute, to correspond to the needs out of the court about the consumer complaints.

Examples: Mediation Office for Repair Works of Radio
and TV Sets

CHAPTER 4 SYSTEM OF CONSUMER PROTECTION IN USA

4.1 Legal system for consumer protection in USA

Among many laws provided for the consumer protection, the following are tightly related to the investigation activities to be carried out now.

(1) Law for safety maintenance:

'Consumer Product Safety Act'

(2) Law for proper indication :

'Federal Trade Commission Act'

(3) Law for maintenance of fair market:

'Federal Trade Commission Act'

In this stage, the systems related to the structure for the maintenance of safety, especially of electrical appliances concerned tightly in the investigation activities to be carried on now will be explained in detail.

4.2 Systems for maintenance of safety of electrical appliances

In USA, there are two lawful regulations of the federal and state governments.

The objectives to secure the safety are divided into " * Products in the Specified Professional Fields like Medical Supplies" and "Consumer Products" and the electrical products belong to the consumer product group. For this group, the federal law "Consumer Product Safety Act" is established and managed by "Consumer Product Safety Commission".

(1) The objective products:

All consumer products are subject to this Act and no specified item is described. (Negative list system)

(2) Safety standard:

The safety is obliged merely and no standard is specified. Substantially, UL standard and NEC (National Electrical Code) made public by NFPA (National Fire Protection Association) are applied.

However, the standards are provided individually for special devices or in the case there is no appropriate standard available, if necessary.

(3) Certification system:

The certification is made mainly by the local government and it is optional in the most cases, but some local governments require forcibly the marking of the

certification testing institute or the authorization by the competent authorities.

(4) Certification institutes:

UL (Standards are prepared by UL practically)

ETL

4.3 Administrative authorities, consumer organizations and enterprise organizations and their roles

4.3.1 Governmental authorities

The federal administrative organizations are divided into the groups in charge of product safety, in charge of administration related to the consumer transactions and for general management and coordination.

(1) U.S. Office of Consumer Affairs: OCA

This Office is in charge of the general management and coordination and the main duties are the advice to the President in regard to the consumer problems and the coordination in the federal government. It makes effort for the consumer education, too.

(2) Federal Consumer Affairs Council: CAC

This Office is in charge of the communication and

coordination and consists of the representatives of the groups of the federal government concerning to the consumers. OCA acts as chairman of the Council.

(3) Consumer Product Safety Commission: CPSC

The duty of this Commission is the execution of Consumer Product Safety Act and aims to secure the safety of the consumer products sold for the purposes to be used in the home, school and leisure system, except the products for industrial use only. Among the consumer products, however, the medical supplies and cosmetics are controlled by Federal Food and Drug Administration and the automobiles by National Highway Traffic Safety Administration of the Department of Transportation.

Consumer Product Safety Commission (CPSC) divides the risks of products into three grades and takes measures adequate to the grade.

(a) Unreasonable risk:

Warning, establishment of forcible safety standard and prohibition of production are issued.

(b) Substantial hazard:

After administrative procedures, suspension, recall, notification of the hazards to the enterprises concerned

and the consumers, repair, exchange and repurchase of the products, and prohibition of sales are issued.

(c) Imminent hazard:

In the cases expecting death or serious disease, the prohibition of sales or the disposal of the products is asked for to the court. Further, warning to the public, recall, repair, exchange and repurchase of the products, and prohibition of sales are issued and forcible standard for the safety is established.

CPSC collects the accident information systematically in cooperation with hospitals and fire stations.

The hazardous products must be removed from the market and it is judged whether a product is hazardous or not taking the following points into consideration.

- (a) The kind and grade of the risk
- (b) The number of the influenced persons
- (c) The necessity of the product
- (d) Character of violation against safety

For smooth performance of such measures, it is required by Consumer Product Safety Commission that the enterprises

must notify the Commission accordingly in the cases where the unreasonable risk or imminent hazard appears, the guideline for the safety of the consumer products is violated or the product not met the voluntary safety standard is found.

If the obligation for this notification is neglected, besides the penal punishment, the civil damages of the upper limit of US\$1,250,000 are required.

(4) Federal Trade Commission: FTC

The duties of this Commission based on Federal Trade Commission Act aim to perform the control from the viewpoint of the fair trade of the consumers, that is, the control against unfair competition, and secure the proper advertisement.

The consumer protection systems in USA is as follows:

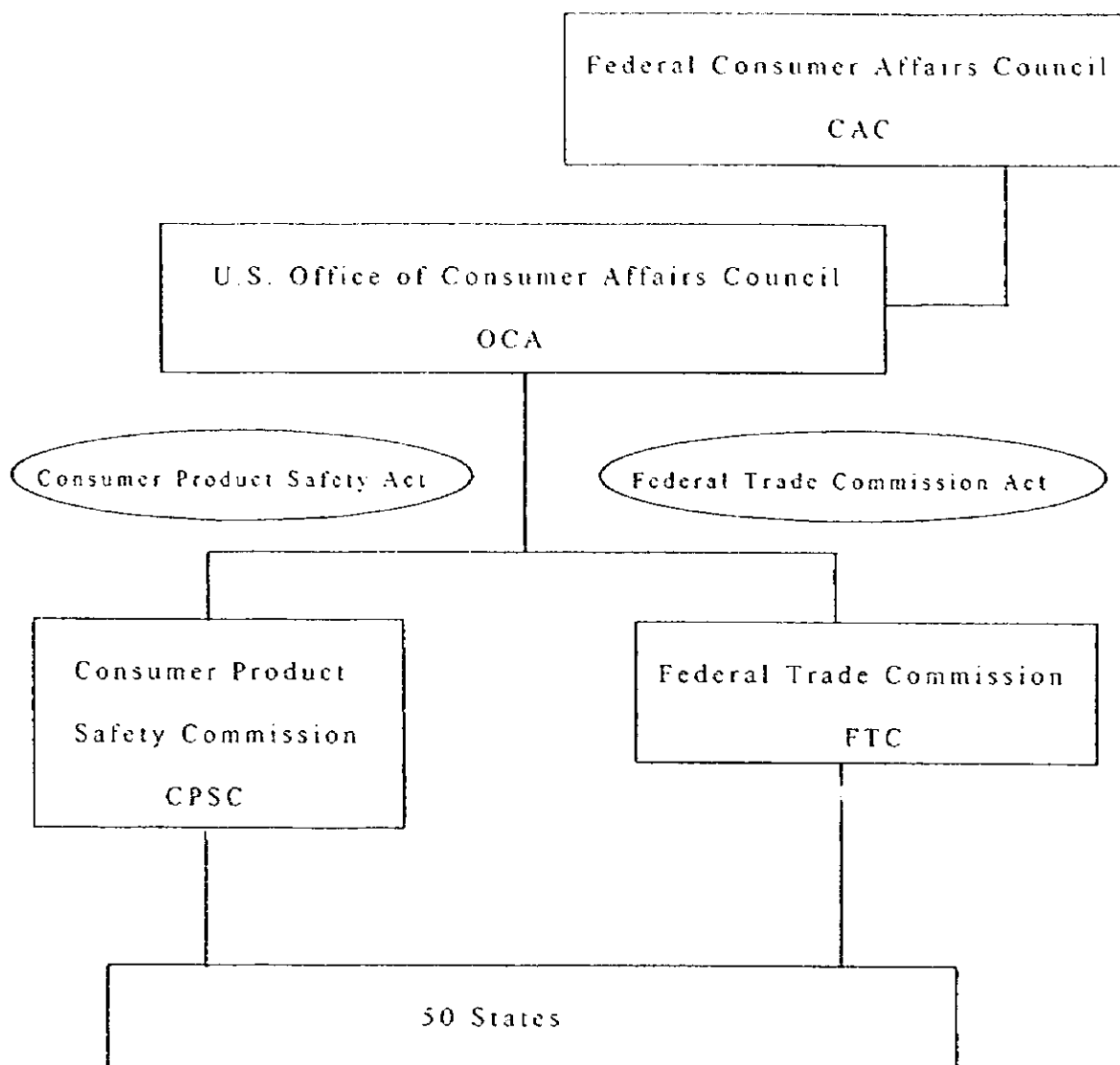


Fig. 4-1 Consumer Protection System in USA

4.3.2 Consumer organizations

In USA, Consumer Union (CU), a nonprofit institution, is organized, carries on the product test and issues the magazine named "Consumer Reports".

The expenses are covered by the proceeds of the magazine and the donation without any financial assistance from the government. As a consumer organization, the Union has the own testing laboratory and participates in the preparation activities for the standards.

If a hazardous product is found during the testing, it is notified to CPSC. The activities for the enlightening on the safety and for the disposition of complaints are performed, too.

4.3.3 Enterprise organizations

As for the examples of the enterprise organizations, there are Electronic Industries Association (EIA) and National Electric Manufacturers Association (NEMA), the most old enterprise organizations. The EIA standard is established. The both Associations cooperate to prepare the standards ANSI and UL and perform the activities for the enlightening on the safety for the consumers.

CHAPTER 5 SYSTEM OF CONSUMER PROTECTION IN JAPAN

5.1 Legal system for consumer protection in Japan

As for the fundamental law for the consumer protection, "Consumer Fundamental Protection Act" is established in Japan. With this Consumer Fundamental Protection Act, the responsibilities of the government, the local governments and the enterprises, the roles of the consumers and the legal procedures are specified and the fundamental principle of the lawful regulations and administration are clearly determined, as shown in Fig.5-1.

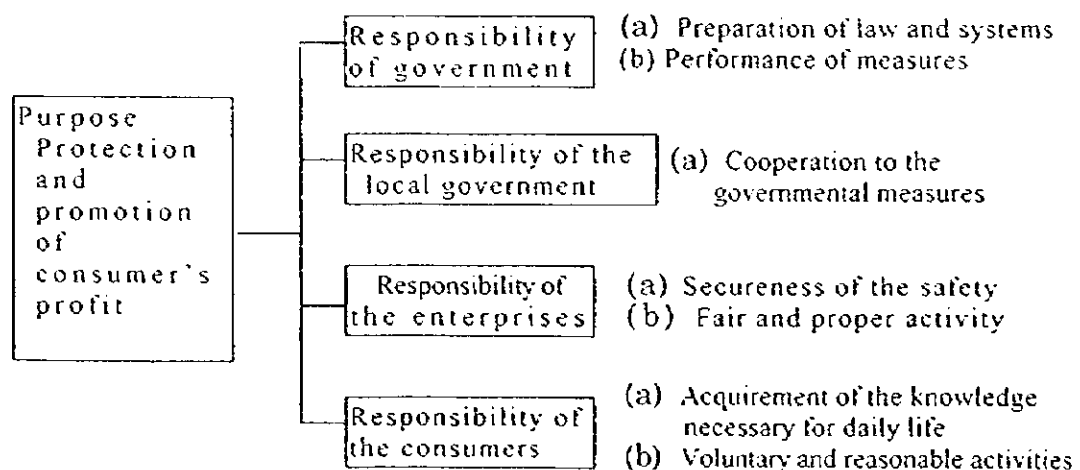


Figure 5-1 Structure of the Consumer Fundamental Protection Act
in Japan

Under this system, the government carries on the preparation of legal system, control of the activities of the enterprises and assistance to the consumers.

The preparation of the legal system is as follows:

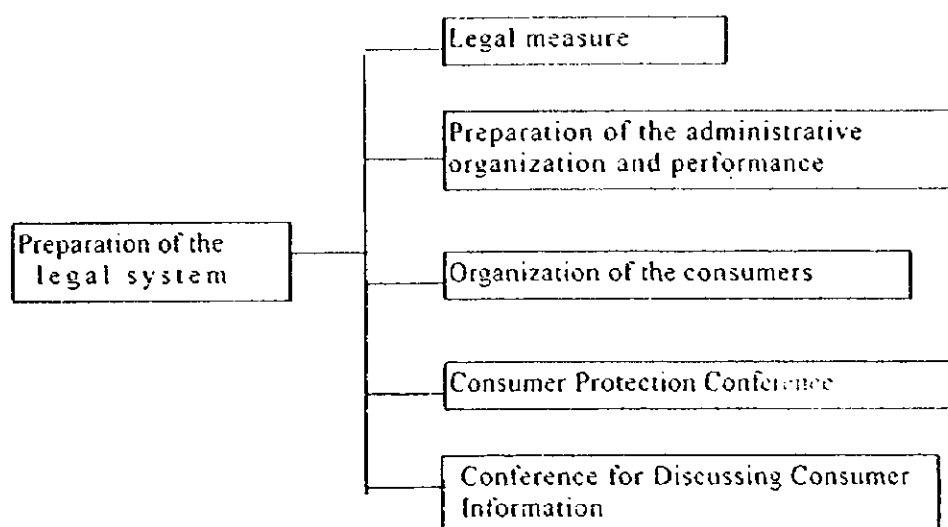


Fig 5-2 Preparation of system by the government
in Japan

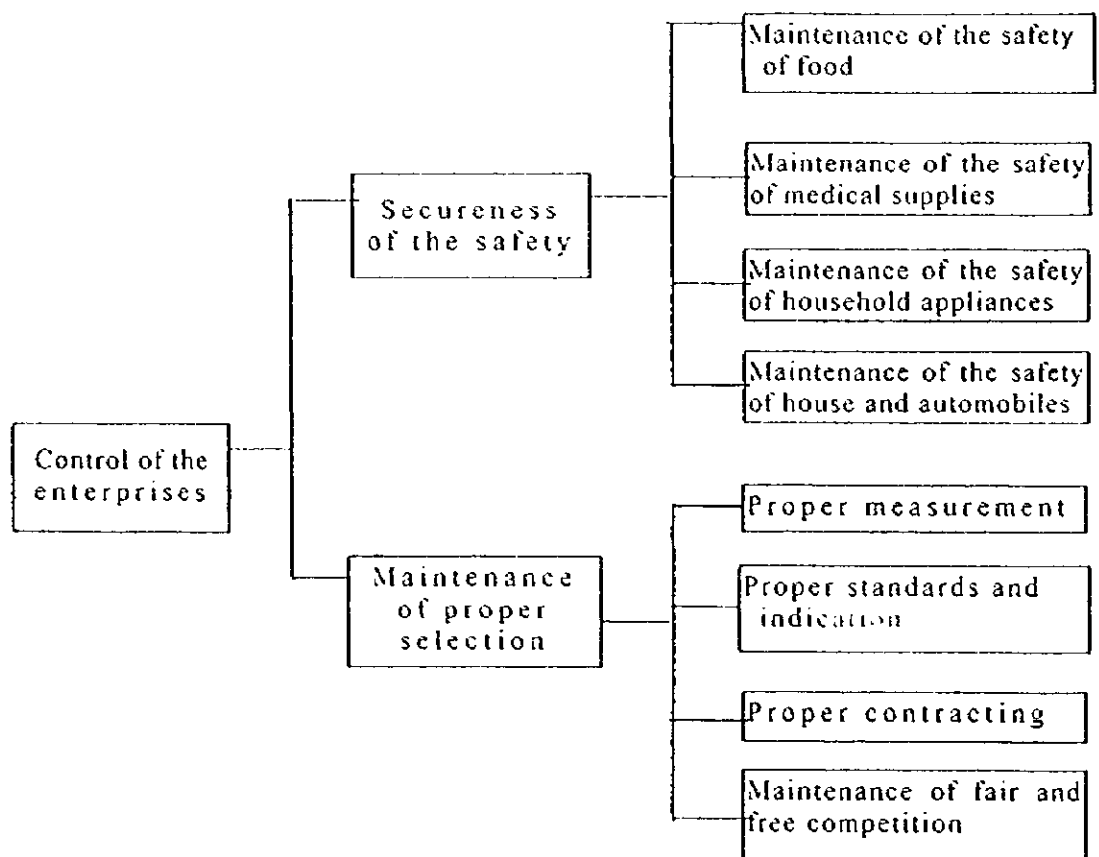


Fig. 5-3 Control of the enterprises by the government
in Japan

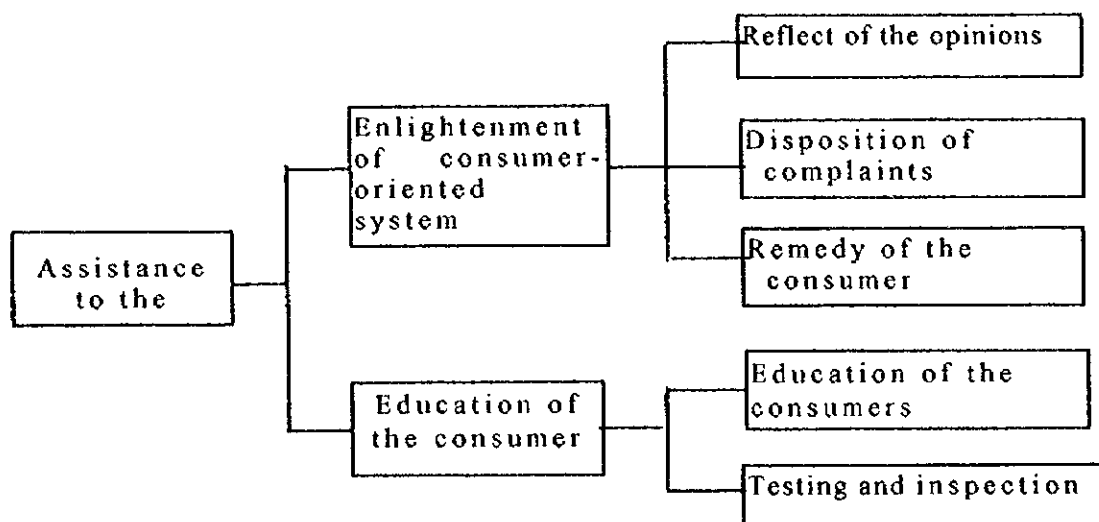


Fig. 5-4 Assistance to the consumers by government in Japan

The practical legal systems based on Consumer Fundamental Protection Act are mentioned below:

(1) Laws for maintenance of the safety:

‘Electrical Appliances and Material Control Law’

“Consumer Product Safety Law”

(2) Law for proper indications:

‘Household Goods Quality Labeling Law’

(3) Laws for maintenance of fair market:

“Act against Unjustifiable Premiums and Misleading Representation”

In this stage, the systems for the maintenance of the safety of electrical appliances concerned tightly in the investigation activities to be carried out now will be explained.

5.2 Systems for maintenance of the safety of electrical appliances

In Japan, "Electrical Appliances and Material Control Law" is established and managed by the Ministry of International Trade and Industry.

(1) Objectives:

Electrical appliances used with the voltage less than 300V and 498 items are lawfully specified.

(Positive list system)

The items are classified in two categories according to the certification system:

Category A: 165 items, the governmental certification is forcibly required.

Category B: 333 items, the self-imposed confirmation by the manufacturer is sufficient.

(2) Safety standards:

The safety standards are specified for each item by the government.

government.

(3) Authorities for testing and certification:

For the items of the category A, two governmentally nominated inspection institutions exist:

‘Japan Electrical Testing Laboratory (JET)’

(Practically, the drafts of the standards are prepared by this Laboratory.)

‘Japan Quality Assurance Organization (JQA)’

The both offices act as the voluntary certification institutions, too.

(4) Market monitoring by the government

The government purchases and tests the products distributed in the market every year to monitor the market and make public the test results. When a unsafe product is found, the government instructs the manufacturer or importer to take proper measures necessary for the maintenance of the safety.

Besides, there is the JIS-mark system in Japan. This is the system to approve the indication of the JIS-mark, when the product conforms to the JIS-Standards not only on safety, but also on performance and the production process passes the inspection.

5.3 Administrative authorities, consumer organizations and enterprise organizations and their roles

5.3.1 Governmental authorities

(1) Consumer Protection Conference

This Conference is organized based on Consumer Fundamental Protection Act and the chairman of the Conference is the Prime Minister and the member consists of the heads of the related administrative authorities. This is the highest decision-making office to promote the consumer administration having the authority as the office to prepare and promote the totalized measures of the consumer administration in the wide range.

(2) Conference for Discussing Consumer Information

This is organized as the attached office to the Economic Planning Agency and the duty is to report or submit the opinions about the fundamental measures in regard to the stability and development of the life of the people responding to the request for advice of the Prime Minister or the Ministers concerned. Of the consumer policy, the Group for the Consumer Policy Committee of this Council is in charge.

(3) Japan Consumer Information Center

This is the corporation having special status organized for the purpose of the information service and investigation related to the life of the people from the totalized point of view to contribute to the stability and promotion of the life of the people.

The Center performs the consumer consultation, enlightenment, education and training, product testing, collection and management of information and investigation activities, promotes the combination with the local governmental consumer centers and issues and makes public the monthly magazine named "TASHIKANA ME(reliable eyes)".

The information network calls PIO-NET is constructed and the consumer information system is established. The terminal units installed in the 46 local governments, 10 ordinance-designated cities, 20 cooperative hospitals and 300 consumer centers of the local governments throughout Japan are connected with the host-computer in the Consumer Information Center. The accumulated information of the problems accepted in each consumer center and the fast submission of the retrieved information are used for the improvement of the quality of the consultation and the

prevention of the enlargement of damage.

As for the data base prepared presently, the information of the consumer life consultation, the hazard information, the product test information, the judgement information and the literature information are available.

(4) Ministry of International Trade and Industry

Electric Appliance Safety Office:

This Office is in charge of the secureness of the safety of the electric appliances, prepares the safety standard and performs the control of the enterprises and the monitoring of the market concerning to the safety.

As for the gas and the oil products, there are other competent offices.

Consumer Protection Division:

This is the office to contact for accident information and consumer complaints throughout Japan, based on the accident information collection system, and makes public the results.

National Institute of Technology and Evaluation

This office is in charge of the evaluation on safety and performance of products. It accumulates the information

concerning to accident and complaint collected by the Consumer Protection Division, performs the function analysis and cause investigation and makes public the results every year periodically. The cause investigation is implemented by this Institute sometimes, but in other cases, it may be entrusted to the other governmental or private organizations all over Japan which are registered for this purpose.

(5) Japan Consumer Institute

This is the organization which receives the financial support from the Consumer Protection Division, performs the acceptance of the accident and complaint information from the consumers, the enlightenment of the consumers and the product testing and issues the monthly magazine "GEKKAN SHOHISHA (the consumers, monthly)".

5.3.2 Consumer organization

As for the examples of the consumer organization, there are "The Japan Housewives Association" consisting of housewives, and "The Japan Consumer Union".

These organizations cooperate to prepare the standards and regulations

5.3.3 Enterprise organization

For example, there are "The Japan Electrical Manufacturers' Association" consisting of electrical machinery manufacturers, and "The Electronic Industries Association of Japan" consisting of electronic machinery manufacturers.

These organizations establish the Code of Practice as part of the self-imposed controls based on consumer protection, establish their own standards (JEMA, EIAJ standards) and also cooperate to prepare JIS (Japan Industrial Standard).

System for promotion of the consumer administration in Japan
is as follows:

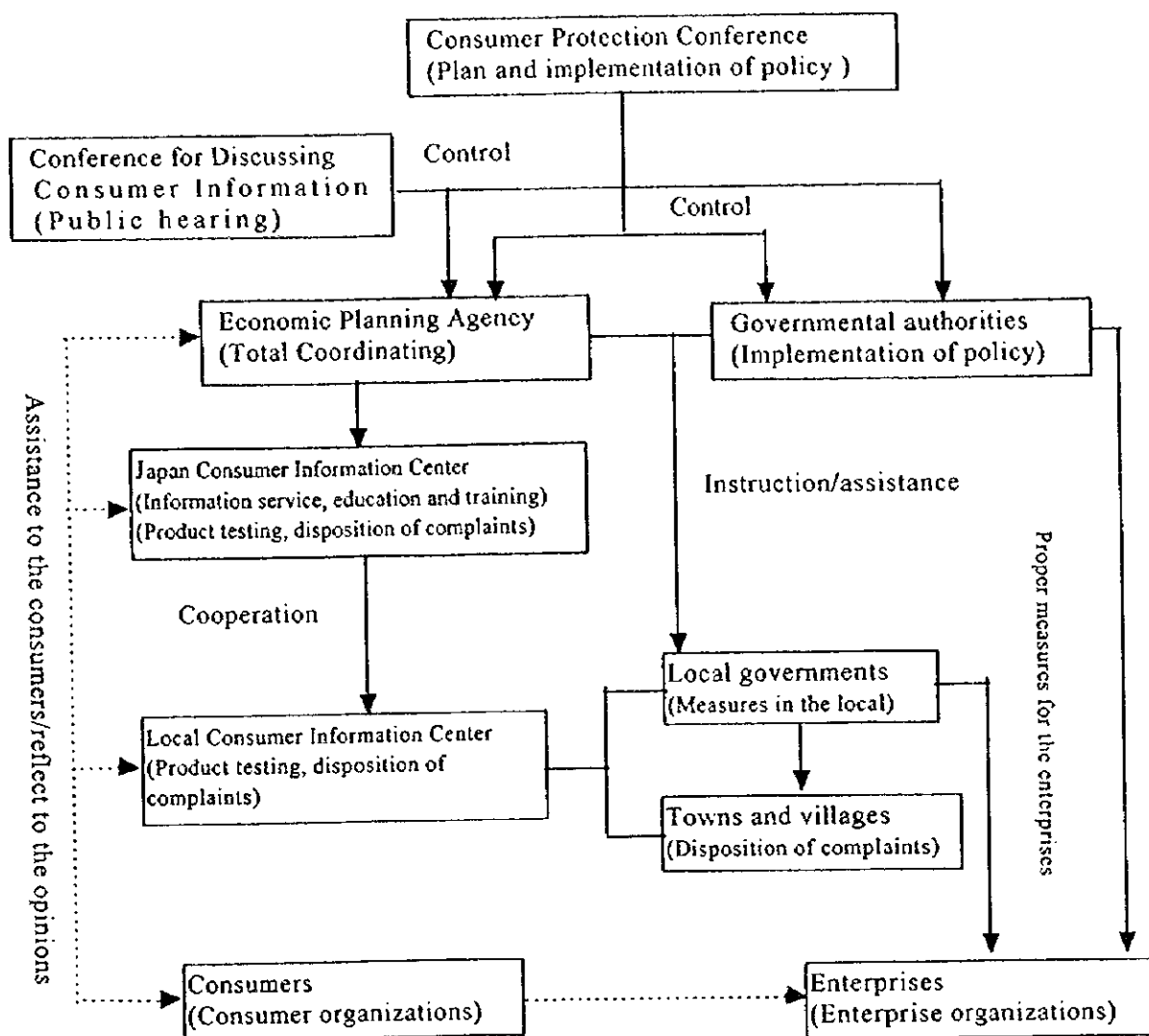


Figure 5-5 System for promotion of the consumer administration
in Japan

Conclusion

Now, we took a general view of the consumer protection system in each countries.

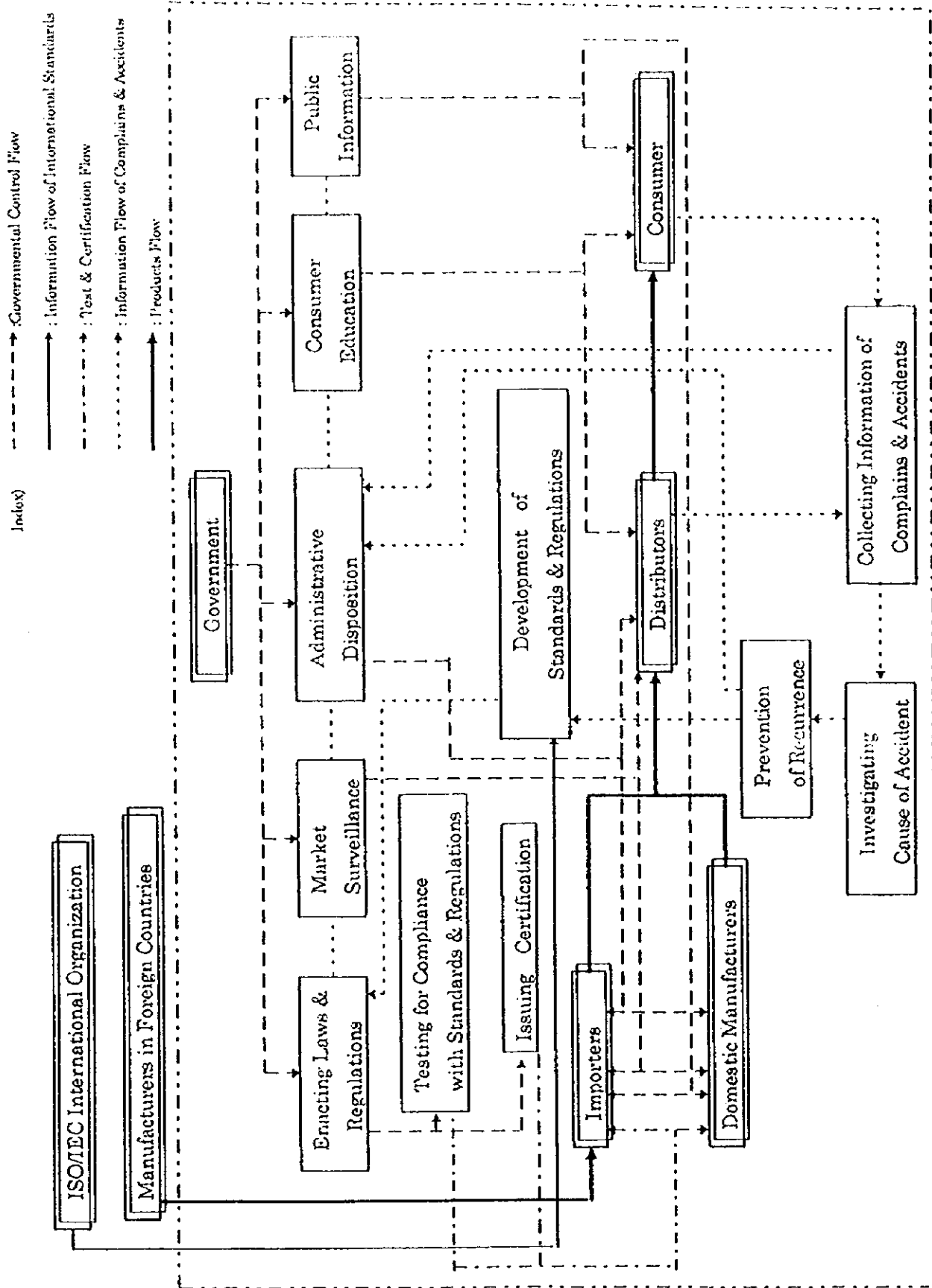
It is most essential to promote the measures for the consumer protections smoothly that the government, local administrative authorities, enterprises and consumers cooperate with each other and play the roles properly.

Annex Fig.1 shows a typical consumer protection system in a country. In order to carry out consumer protection, at least, following kind of functions are necessary in the total consumer protection system.

- (1) Enacting laws and regulations
- (2) Testing for compliance with standards and regulations
- (3) Issuing certification
- (4) Consumer education
- (5) Public information
- (6) Market surveillance
- (7) Administrative disposition
- (8) Collecting information of complains & accidents
- (9) Investigating cause of complain and accident
- (10) Prevention of recurrence
- (11) Development of standards & regulations

Finally, it will be a great pleasure for us, if this report could contribute for you to review what policy the Kingdom of Saudi Arabia has, and to seek for what kind of role SASO should play , and also which part should be strengthened for the consumer protection.

Reference: "A Tendency of Consumer Protection in Each Country"
by Economic Planning Agency of Japan



Annex Fig.1. Consumer Protection System

Comparison of Consumer's Magazine

Country	Name of Magazine	Publisher	First issue year	No. of pages	Circulation	Price
Japan	たしかに目 (Tasikana me)	Japan Consumer Information Center	1981	84	40,000	450yen
	月刊消費者 (gekkan syohisha)	Japan Consumer's Institute	1963	80	50,000	450yen
U.S.A	Consumer Report	Consumer's Union	1936	68	4,500,000	\$ 2.95
U.K	WHICH?	Consumer's Association	1957	60	1,070,000	£ 39(year)
Germany	test	Stiftung Warentest	1964	68	800,000	6.30DM
Saudi Arabia	The Standards Magazine	SASO	1985	46	12,000	SR 5
	The Consumer		1994			

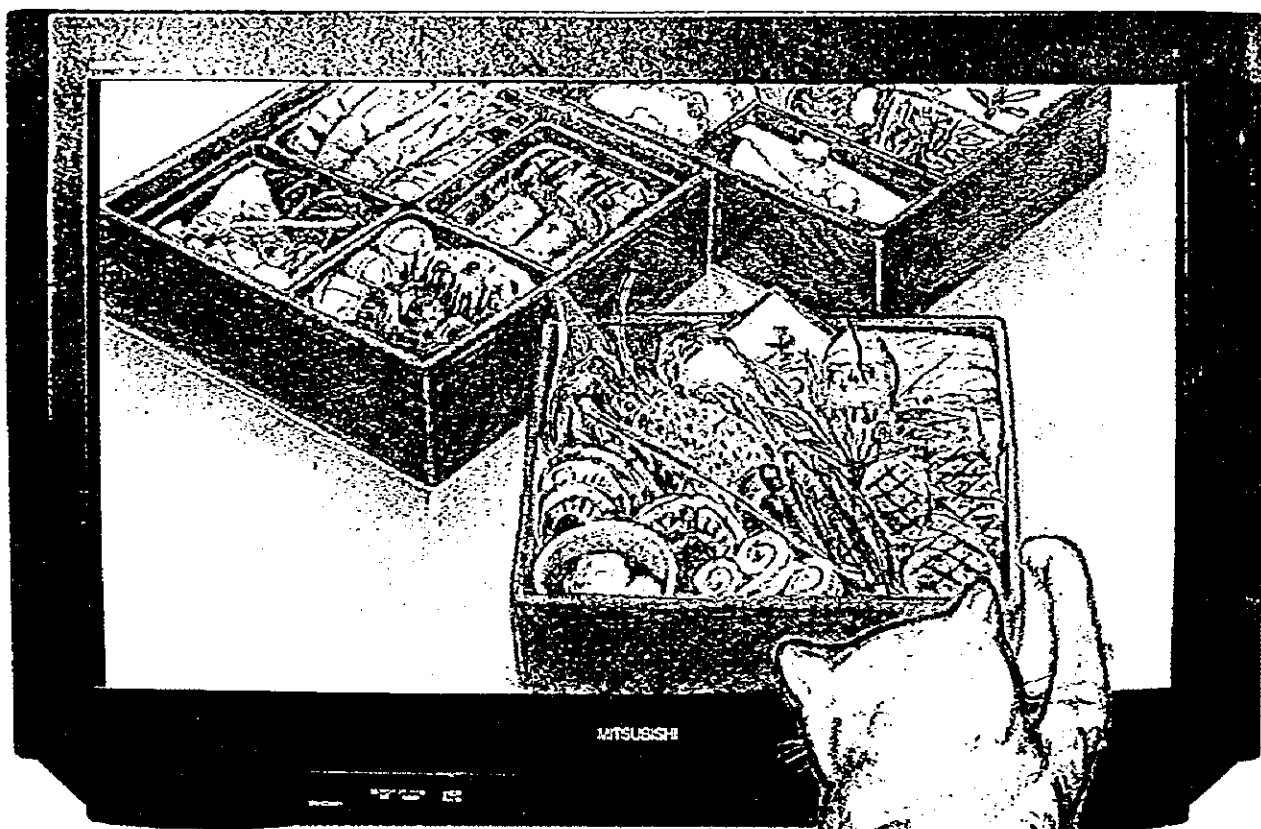
商品テストと暮らしの情報誌

月刊 消費者

'97 1 No.449

'96年消費者10大ニュースと
話題になった10の商品
しょくひん館
におわないのが新しい? 消臭食品
なっとくYa!
包む

インターネットに
ホームページを開設
アドレス
<http://www.sphere.ad.jp/jca-home/>



今月の商品テスト

水平高画質化回路内蔵

BS内蔵32型ワイドテレビ

2.1.-64

もっと暮らし上手に

1996年12月1日発行
毎月11日発行
1992年11月創刊
第14巻 第12号

国民生活センターの
商品テストと暮らしの
情報誌

12

December 1996

No.125

定価
450円
(本体 437円)

ごみ減量にはそれなりの効果

生ごみ 処理

！費用が高いのが課題

各地のテスト

輸入果物の残留農薬

喜多方ラーメン

飲料水の備蓄

市販総菜・ファストフード

輸入果物缶詰のスズ

DEC

あなたの元気を応援、女性センターってどこの新刊

この冬のジュエリーは「品位」で選びたい

大掃除シーズン、古本処分に困っている人は必読

玄関ドアに思わぬ危険、子どもの指切断も

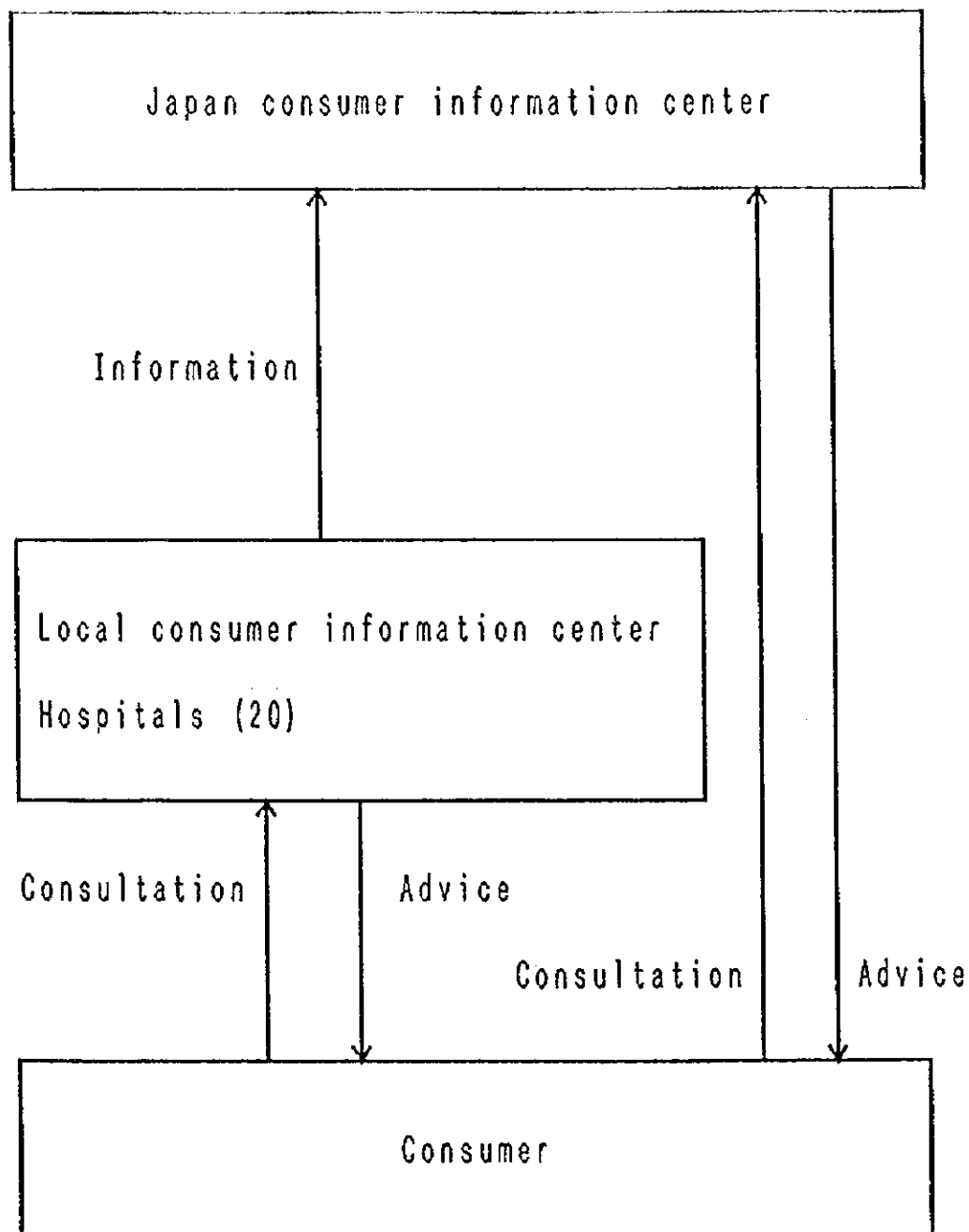


Fig. A-2 Consumer conference and collecting information

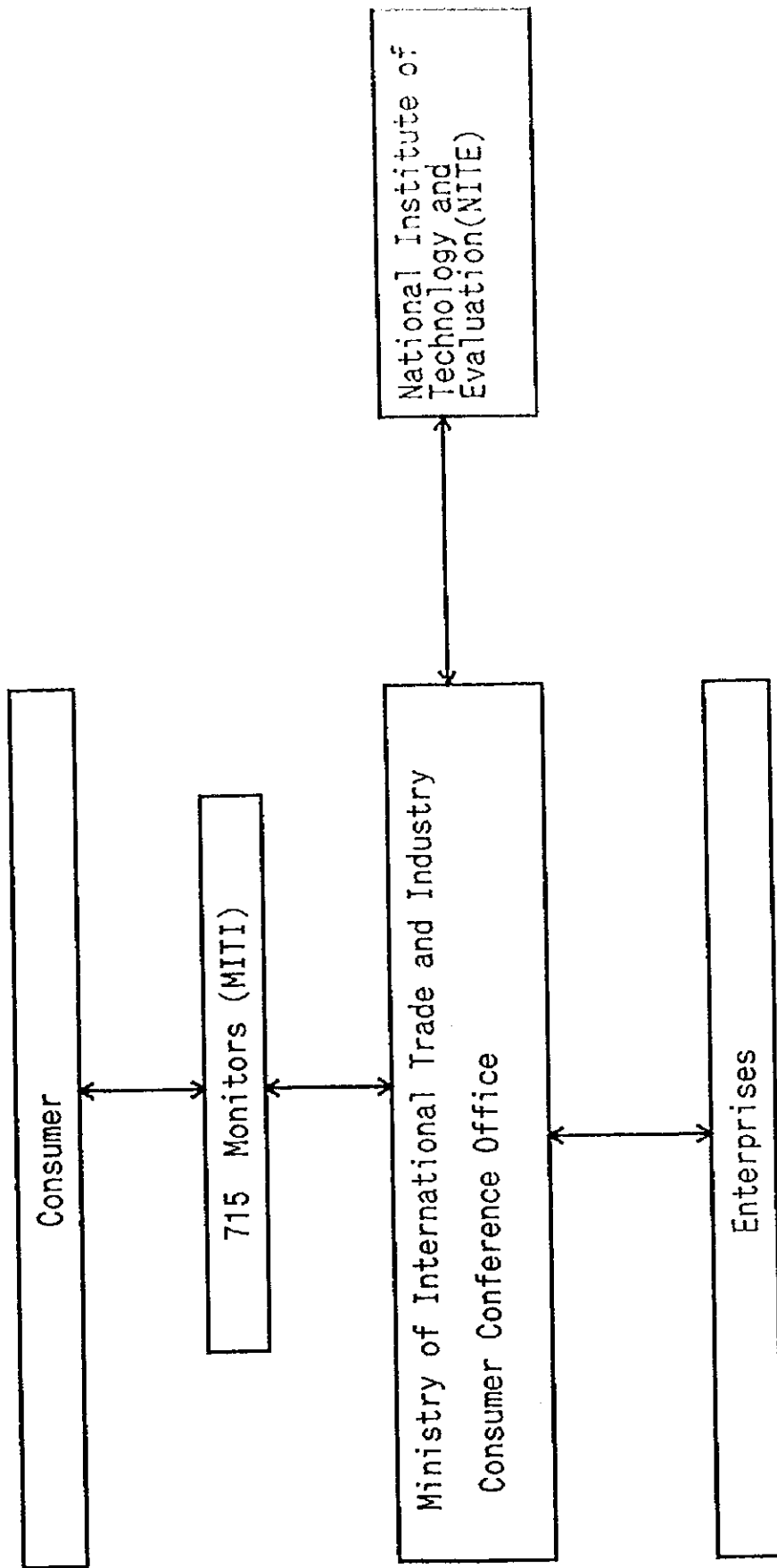
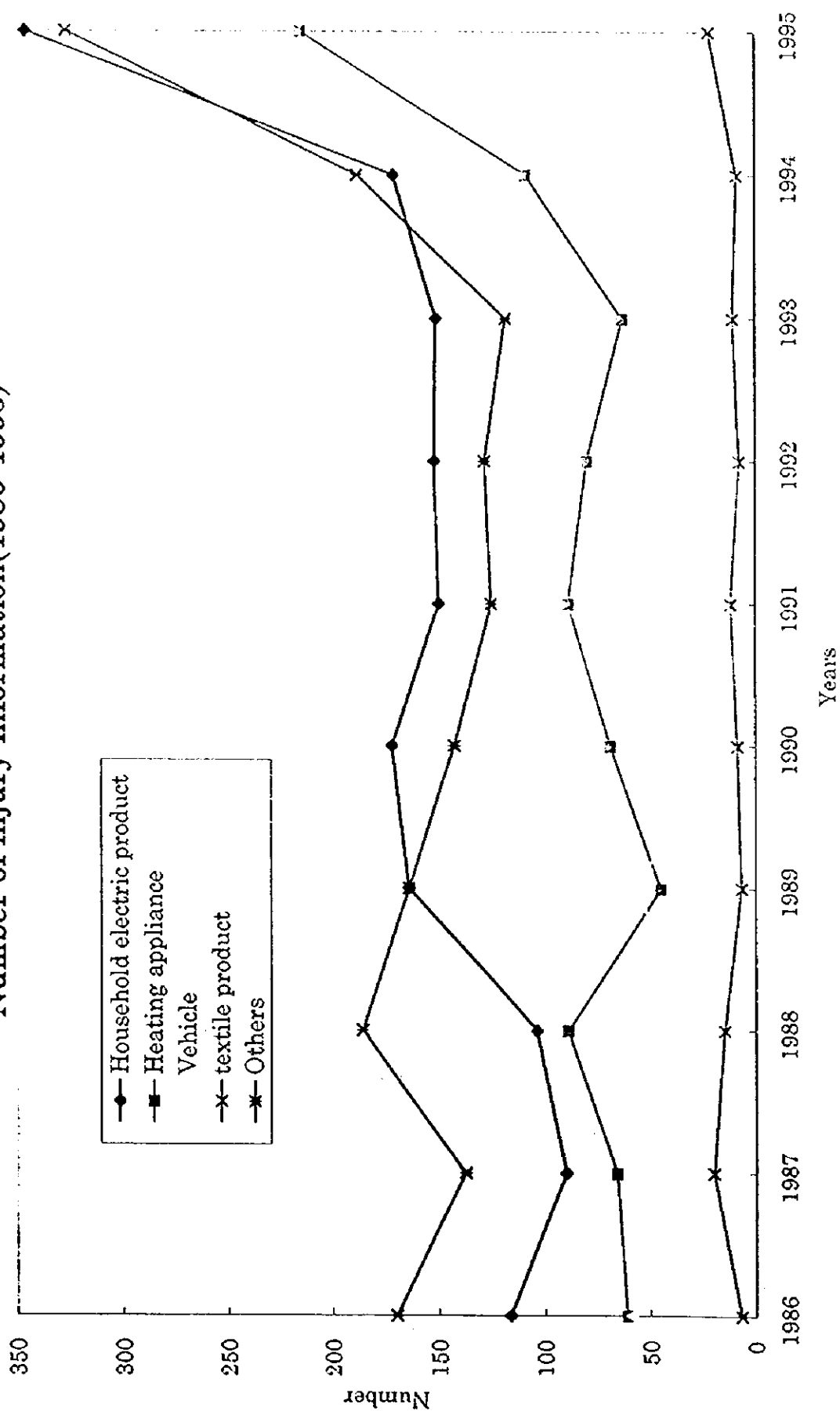
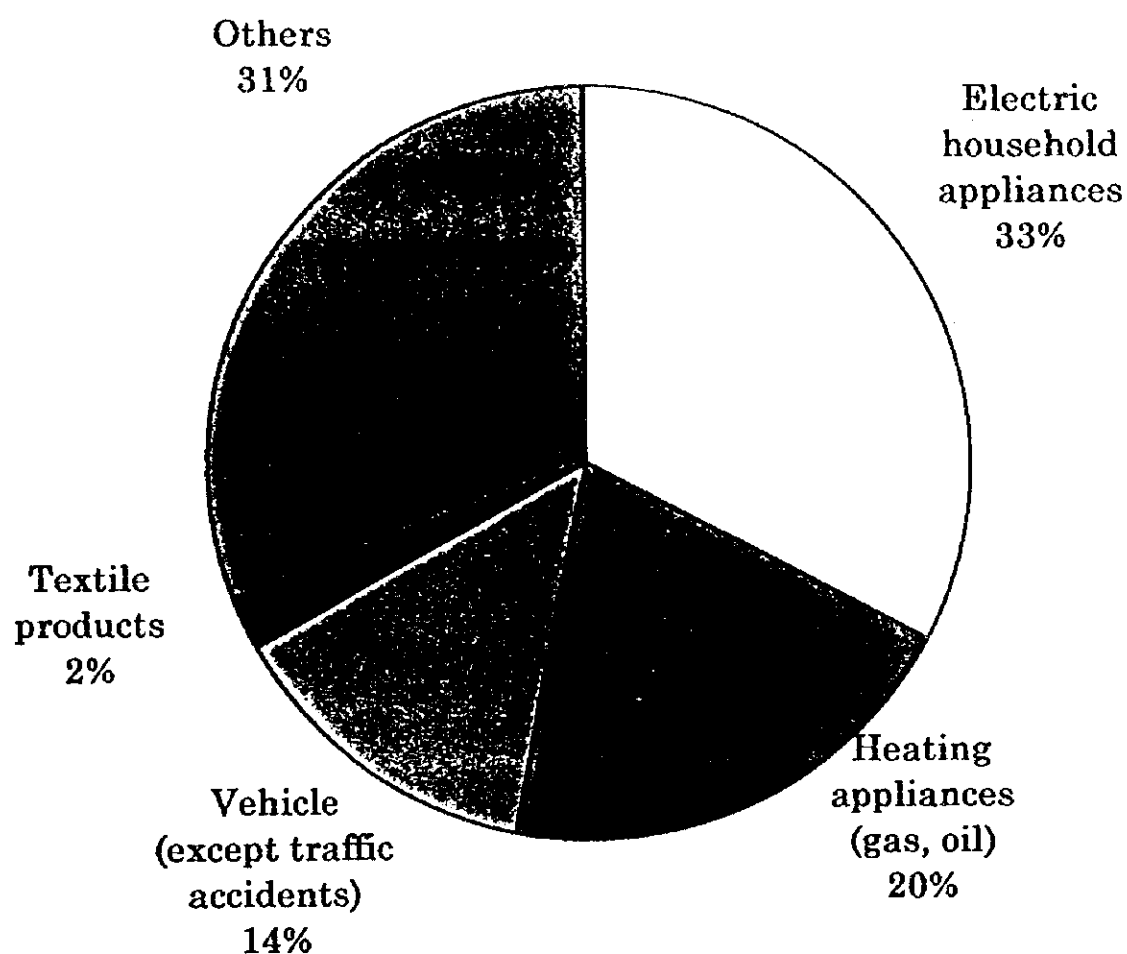


Fig. A-4 Consulting system for consumer

Number of injury information(1986-1995)



Category	Number of Accident Information	%
Electric household appliances	346	32.8
Heating appliances (gas, oil)	215	20.4
Vehicle (except traffic accidents)	146	13.8
Textile products	22	2.1
Others	327	30.9
Total	1056	100



**Fig. Annex 2 Number and Percentage
of Informed Accidents
by Category (in 1995)**

Category	Number of accidents	%
Dead	75	7.1
Seriously injured	86	8.1
Slightly injured	341	32.3
Damaged surroundings	299	28.3
Damaged appliances only	249	23.6
No damage	6	0.6
Total	1056	100

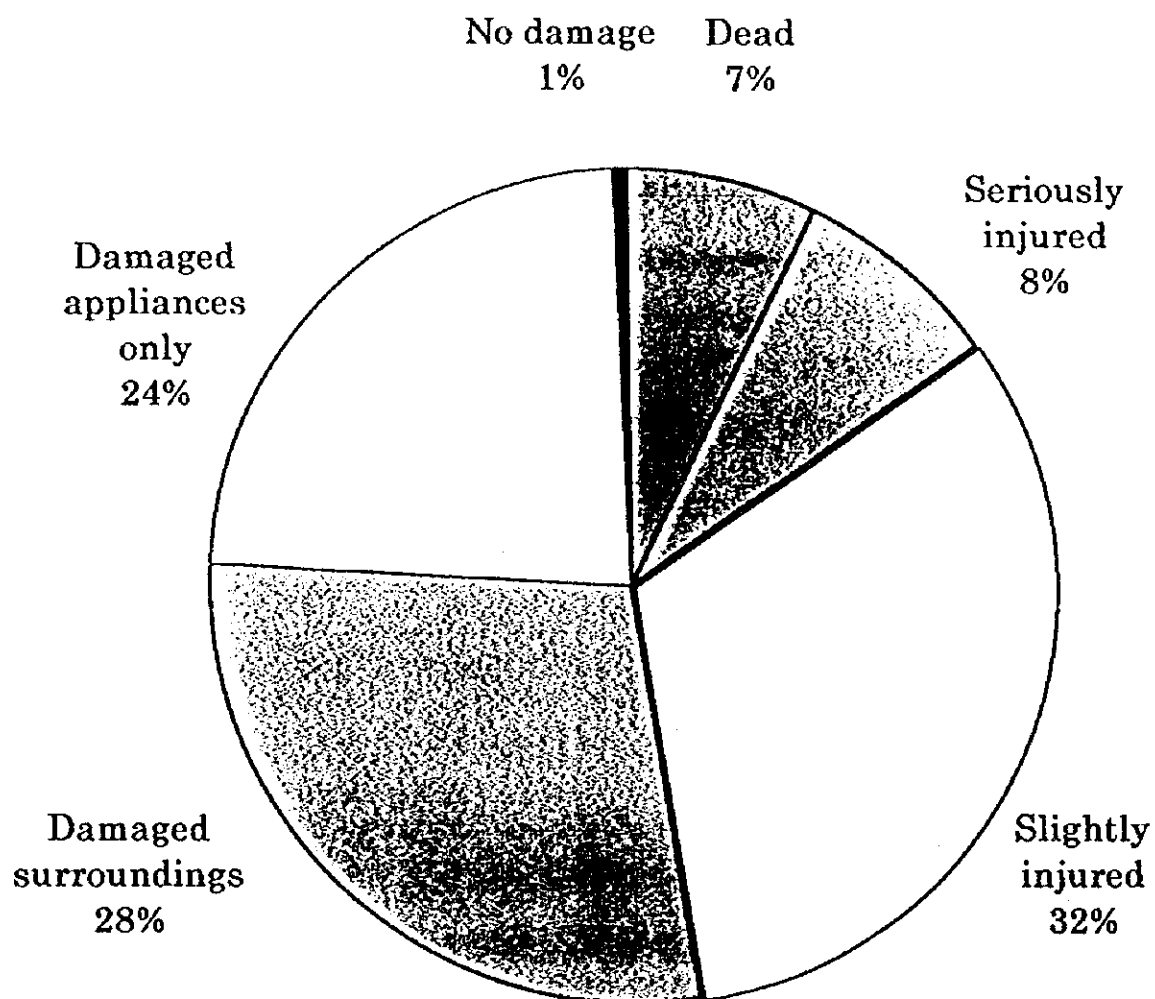
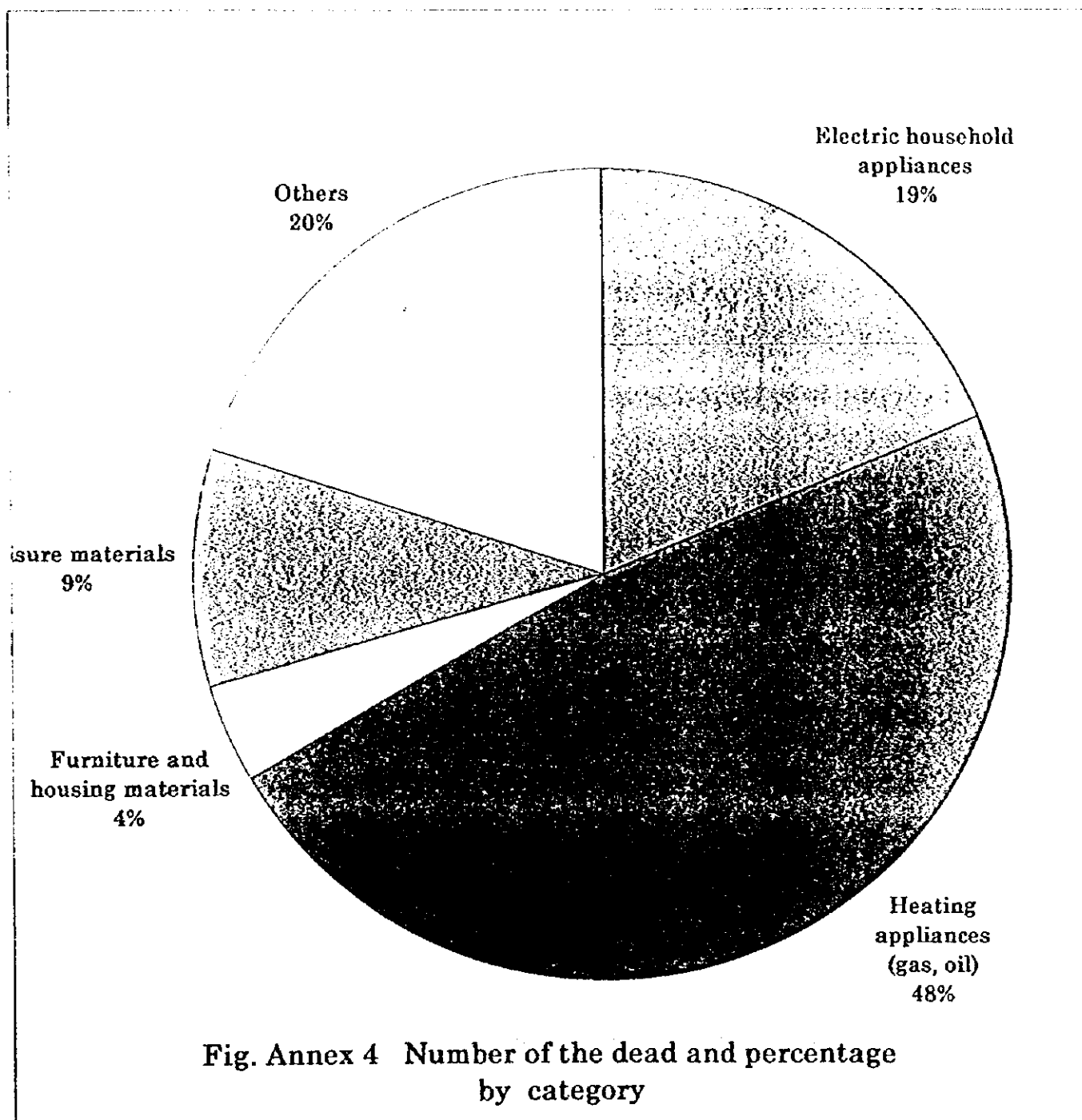


Fig. Annex 3 State of Accidents

Category	Number of the dead	%
Electric household appliances	14	18.7
Heating appliances. (gas, oil)	36	48
Furniture and housing materials	3	4
Leisure materials	7	9.3
Others	15	20
Total	75	100



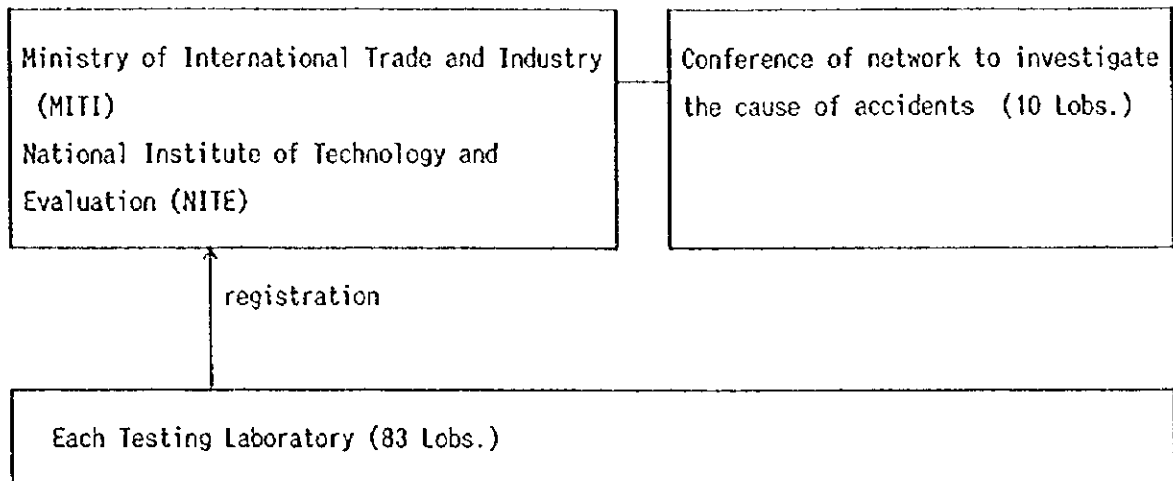


Fig.A-6 Network to investigate the cause of accidents

**Ministry of International Trade and Industry
(MITI)**

Electrical Appliance Safety Office

to secure the safety of the electrical appliances
to prepare the safety standards
to control the enterprises
to monitor the market concerning safety

Consumer Protection Division

to accept consumer complains
to collect accident information and publish the results
to operate consumer protection regulations

**National Institute of Technology
and Evaluation**

to evaluate on safety and performance of products
to accumulate the information concerning accidents
and complaints
to investigate cause of accidents
and make public the results

Cause of accidents	Number of accidents	%
Design, manufacturing or discription on the product	240	22.7
Product itself, but affected by user's misuse	79	7.5
Long time use, and nearly end of life	30	2.8
Poor installation, or damaged during transportation	32	3
Misuse or unreasonable method of use	338	32
Unkown or others	337	32
Total	1056	100

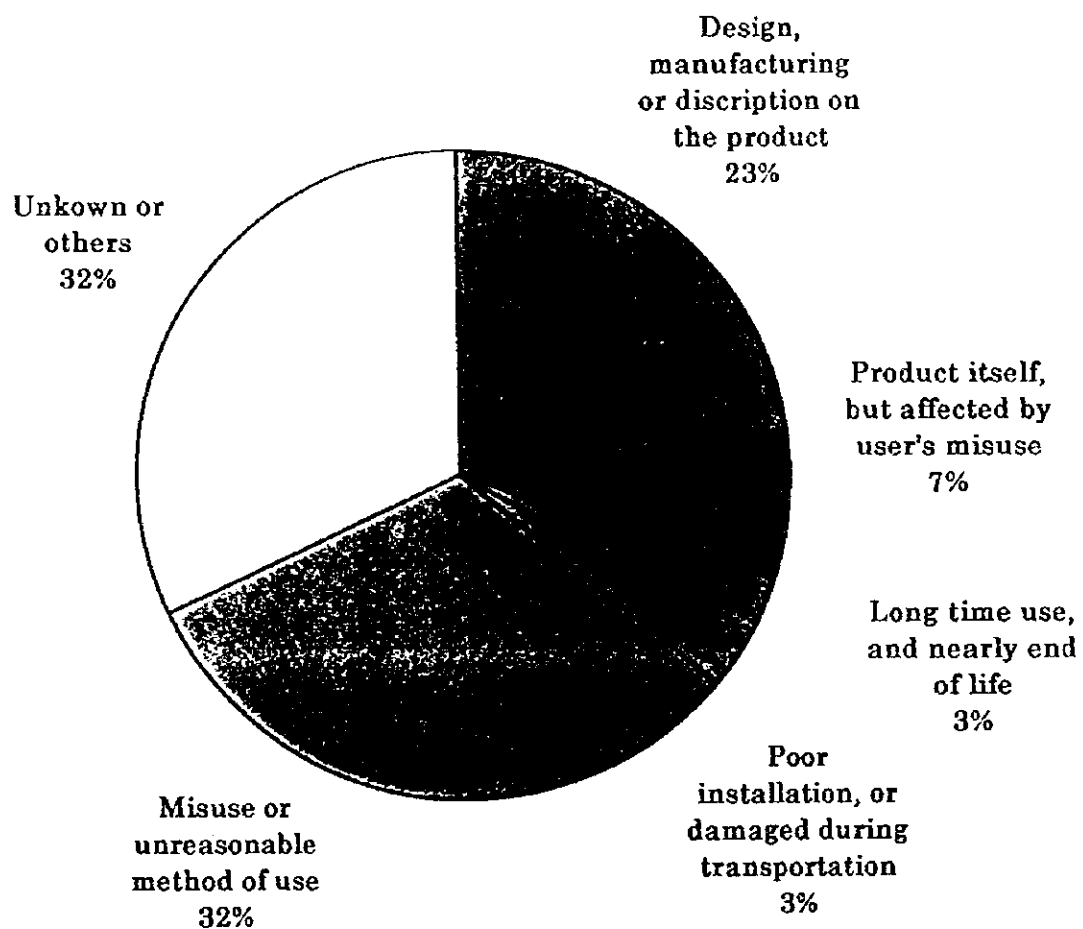
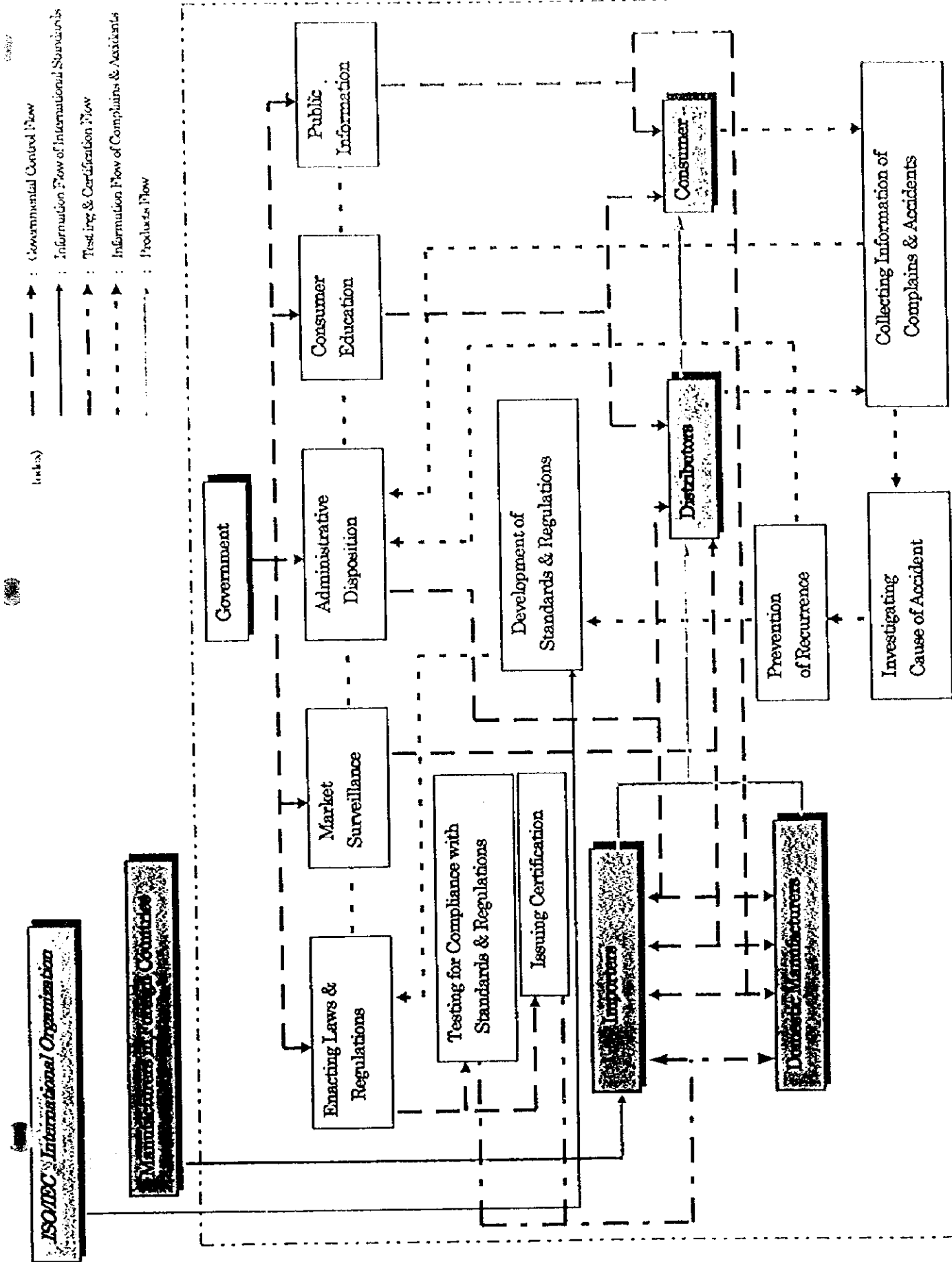


Fig. Annex 5 Cause of Accidents



Annex Fig.1 Consumer Protection System

JAPAN INTERNATIONAL COOPERATION AGENCY (JICA)

THE SAUDI ARABIAN STANDARDS ORGANIZATION
THE KINGDOM OF SAUDI ARABIA

THE SEMINAR
ON
STRENGTHENING
OF
CONSUMER PROTECTION ACTIVITIES
IN
SAUDI ARABIA AND SASO

FEBRUARY 1998

JAPAN ELECTRICAL SAFETY & ENVIRONMENT TECHNOLOGY LABORATORIES
FUJI TECHNOSURVEY COMPANY, LIMITED

TOKYO, JAPAN

Seminar schedule

Date	Time	Subject	Speaker
2/16 (Mon.)	9:00~ 9:20	Registration of the participants	
	9:20~ 9:30	Opening session	SASO Director General
	Session 1: Strengthening of SASO's & concerned ministries activities for Consumer Protection		
	9:30~ 9:40	The objective and the scope of the Study	K. TOMIZAWA
	9:40~ 10:15	Five fundamental measures to step up Consumer Protection in Saudi Arabia	K. TOMIZAWA
	10:15~ 10:30	Rest	
	10:30~ 11:45	The current situation in Saudi Arabia and measures to improve followings:- 1) Prevention of traffic accidents caused by tires 2) Prevention of accidents caused by electricity and flammable textile products 3) Wrong use of dual voltage 4) Indication and instruction manual	S. UEDA H. MIZUKAMI
	11:45~ 12:30	Prayer time	
	12:30~ 13:45	Strengthening of SASO	K. TOMIZAWA T. OBAYASHI S. MORII
	13:45~ 14:00	Questions and discussion	
2/17 (Tue)	9:00~ 9:30	Registration of the participants	
	Session 2: Strengthening of SASO Laboratories		
	9:30~ 9:45	General	K. TOMIZAWA
	9:45~ 10:15	Strengthening test equipment in electric and electronic products	K. TOMIZAWA
	10:15~ 10:45	Importance of proper tire maintenance Strengthening test equipment in tires	M. TAKAMATSU
	10:45~ 11:15	Indication of textiles Future standards for textiles, strengthening test equipment and necessary test items	N. NAKAYAMA
	11:15~ 11:45	Questions and discussion	



The objective and the scope of the Study

The objectives :-

To formulate a master plan for development of the SASO for strengthening of consumer protection function, such as SSA establishment, product inspection techniques, information processing, public relations, etc.

In addition, to propose some ideas to improve consumer protection activities of concerned ministries.

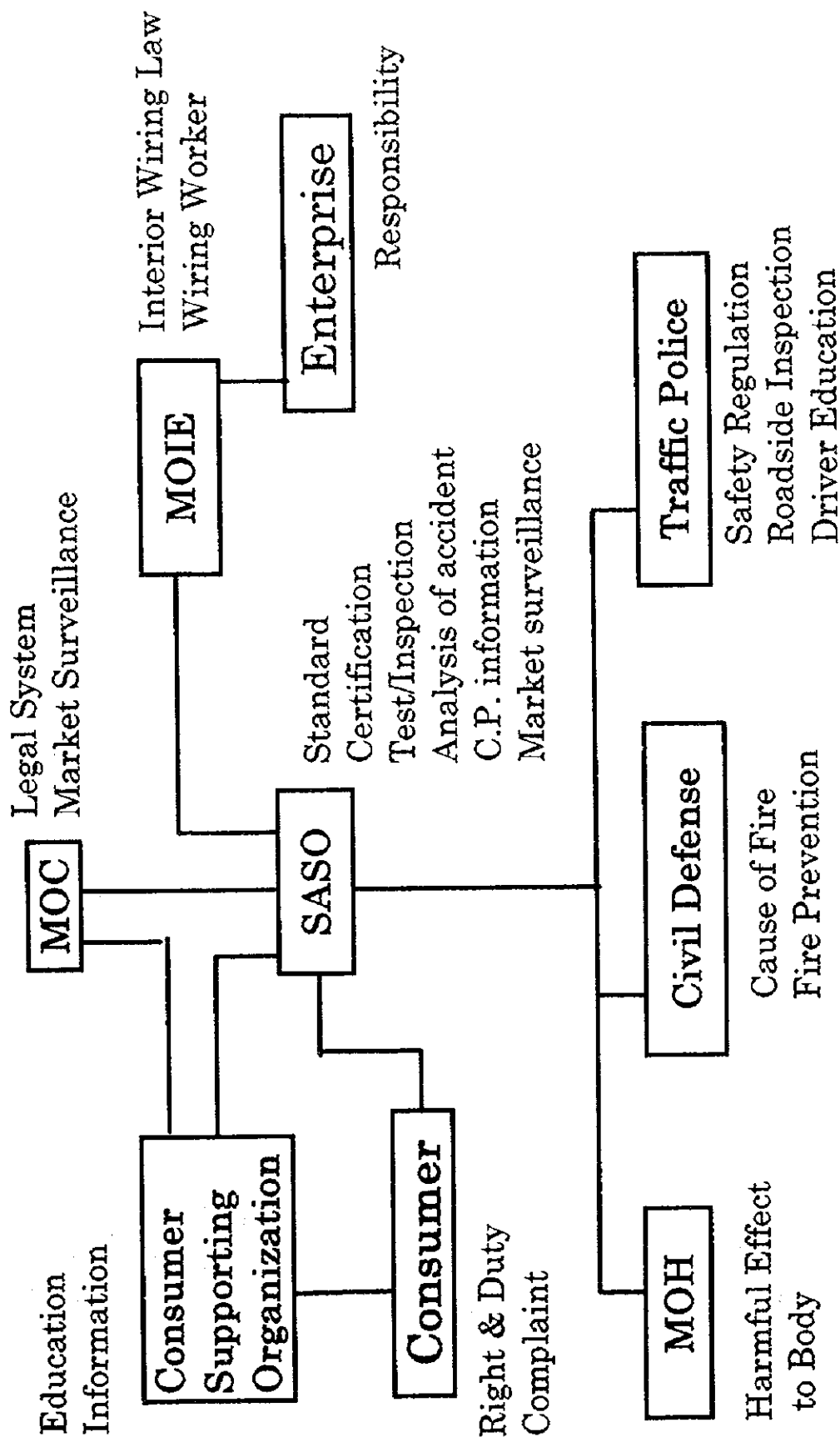
The scope (selected product groups for in-depth study):-

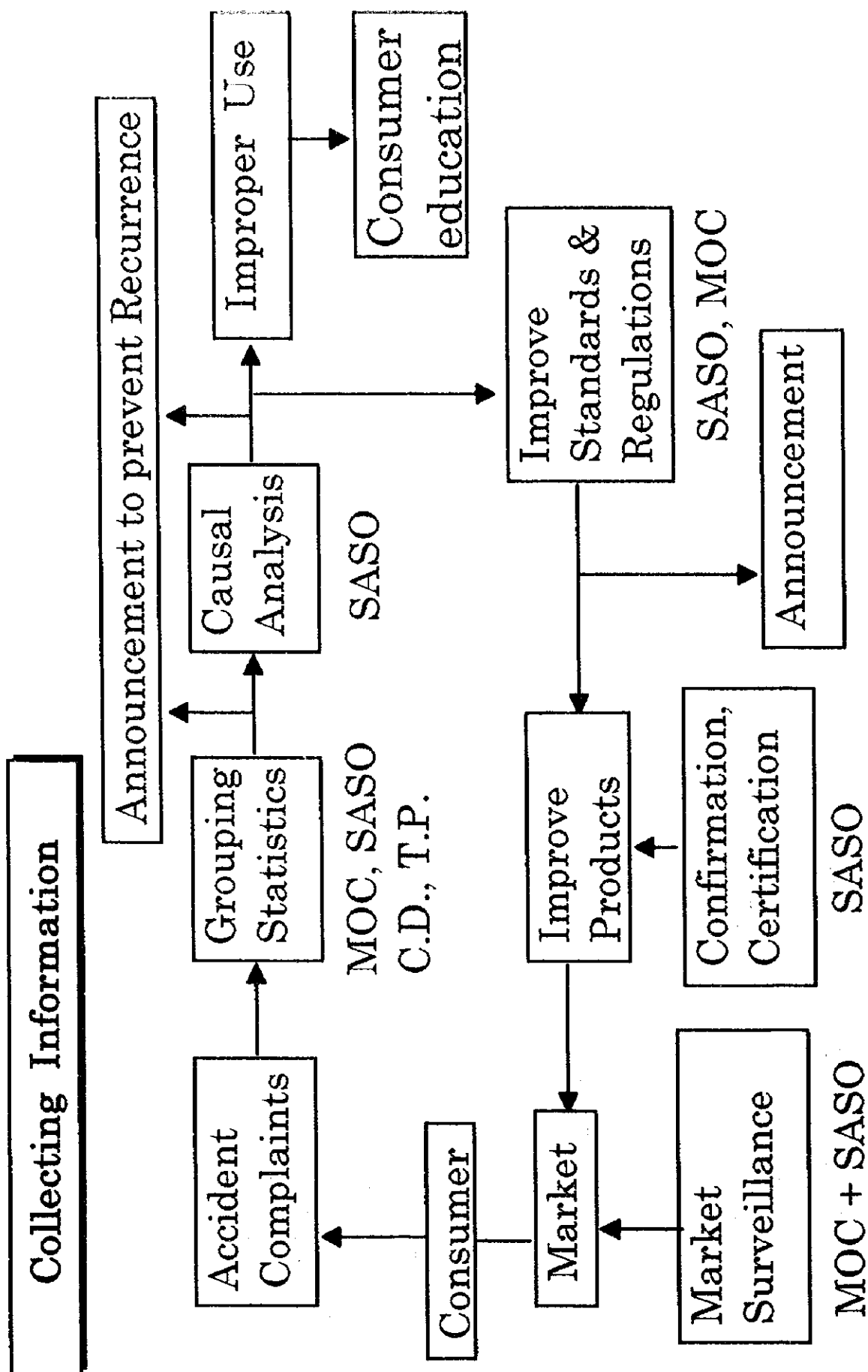
- 1) Electrical and electronic products
- 2) Tires
- 3) Textile products

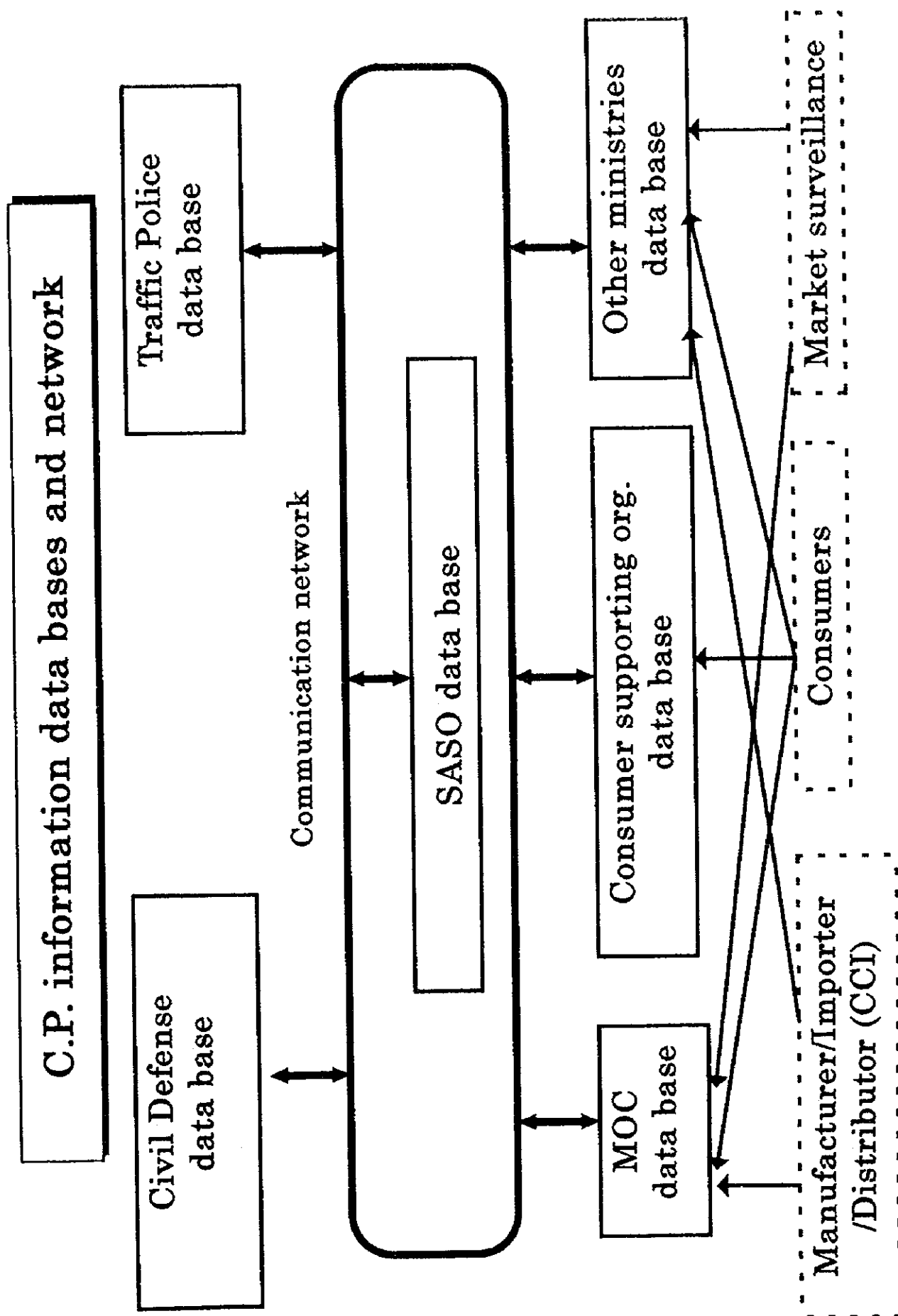
**Five fundamental measures to step up
Consumer Protection in Saudi Arabia**

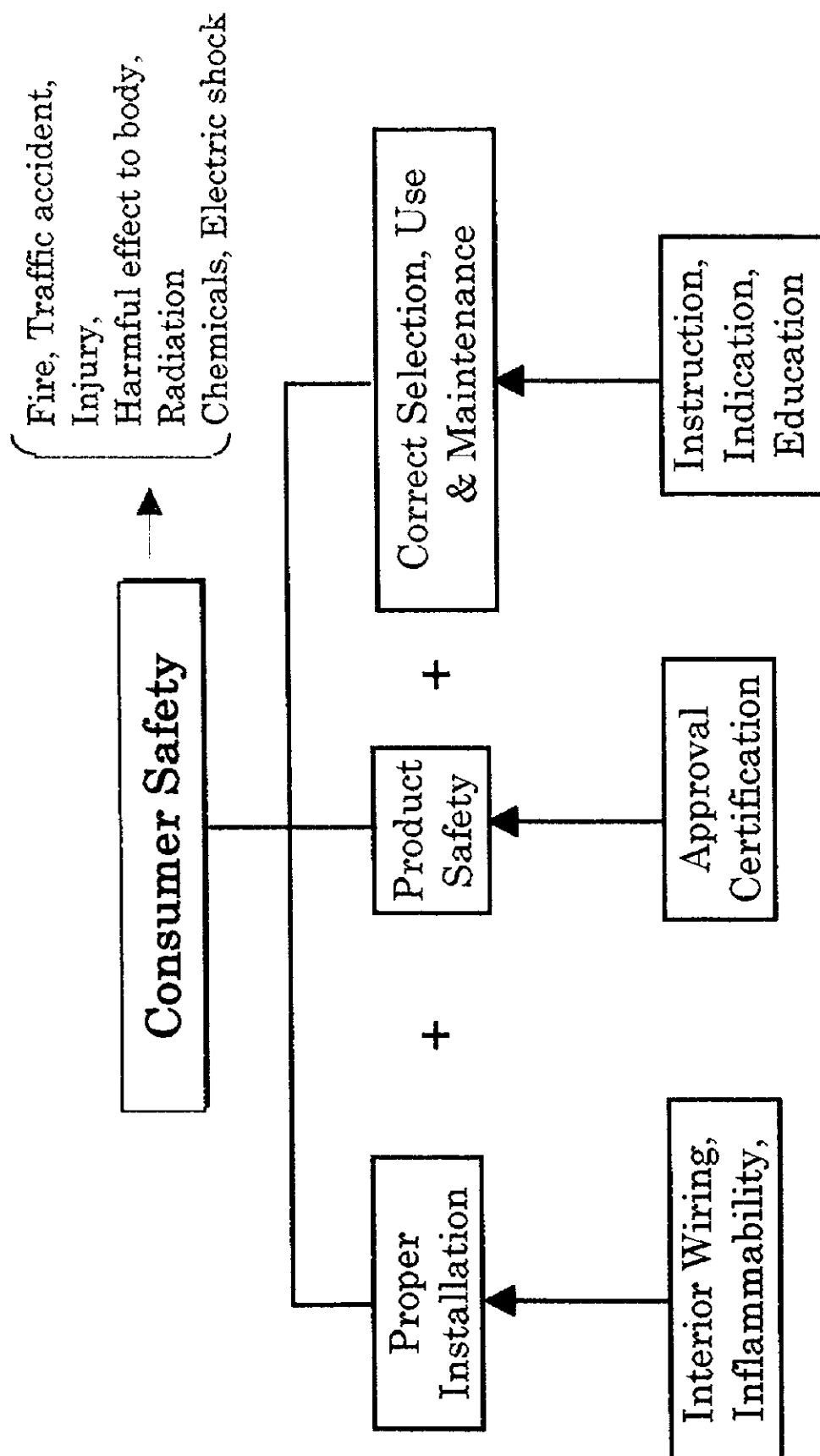
1. Strengthening the legal system and standard
2. Enhancing quality control of products, especially in the distribution channel and in domestic manufacturers
3. Ensuring proper selection and usage of products by consumers (Consumer education)
4. Using SASO's technical expertise for consumer protection
5. Establishing consumer information system and completing the total feedback loop for consumer protection

Cooperation for Consumer Protection









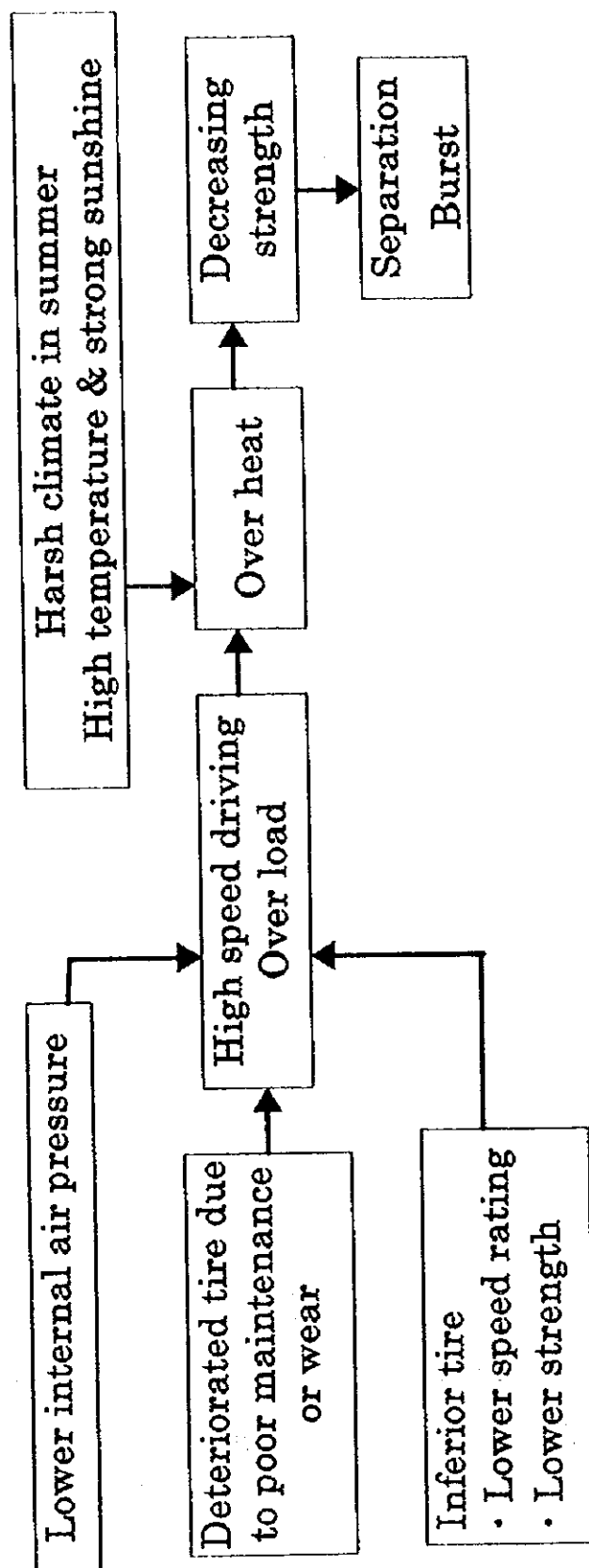
How the following accidents and consumer damages can be reduced by cooperative execution of the five measures

1. Prevention of traffic accidents caused by tires
2. Prevention of fire accidents caused by electricity and flammable textile products
3. Wrong use of supply voltage
4. Indication and instruction manual

Causes of car traffic accidents	Saudi Arabia (1993)	Japan (1996)
Speeding	40 %	1.2 %
Signal ignorance	14 %	4.1 %
Unlawful passing	9 %	0.06 %
Unlawful turning	4 %	2.0 %
Others	33 %	92.7 % (Including violation of safe drive obligation : 66.8 %)

Traffic violations	Saudi Arabia (1996)	Japan (1996)
Total number	677,486	8,666,385
Speeding	293,498 (43.3%)	2,503,584 (28.9%)

Improper usage and maintenance of tires causes car traffic accidents



Under severe climate and high speed driving tendency in Saudi Arabia, special care should be taken for proper usage and maintenance of tires.

- ① Air pressure ② Mounting position change ③ Residual groove depth

Prevention of traffic accidents caused by tires

Actions	Law /Regulation /Standards	Quality control (Test/Inspection)	Consumer education Others
Enhancing proper tire usage & maintenance	CP fundamental act (User's obligation) Traffic Safety Law (Proper tire usage) (TP) Establishing stds. (Maintenance, etc.) (SASO)	Roadside inspection (TP, CCI, SASO)	Instruction card (MOC) Explanation by retailers (MOC) Actual cases of tire troubles (TP, SASO) Proper usage/maintenance education for high school boys (MOE)
Ban on usage of unsafe tires	Revising stds. (Retread car tires) (SASO) Ban of used tire sales (MOC)	Market surveillance (MOC, SASO)	
Information system	Reflection of information	Causal analysis(TP,SASO)	Prevention of recurrence

Establishment of Consumer Protection Fundamental Act

Contents of the Act

The party concerned

Each role of concerned party for C.P.

Government

- Completing the legal system
- Specifying the ministry or agency in charge of C.P.

Enterprises

- Taking responsibility for their duties in manufacturing, importing, distributing or selling consumer products

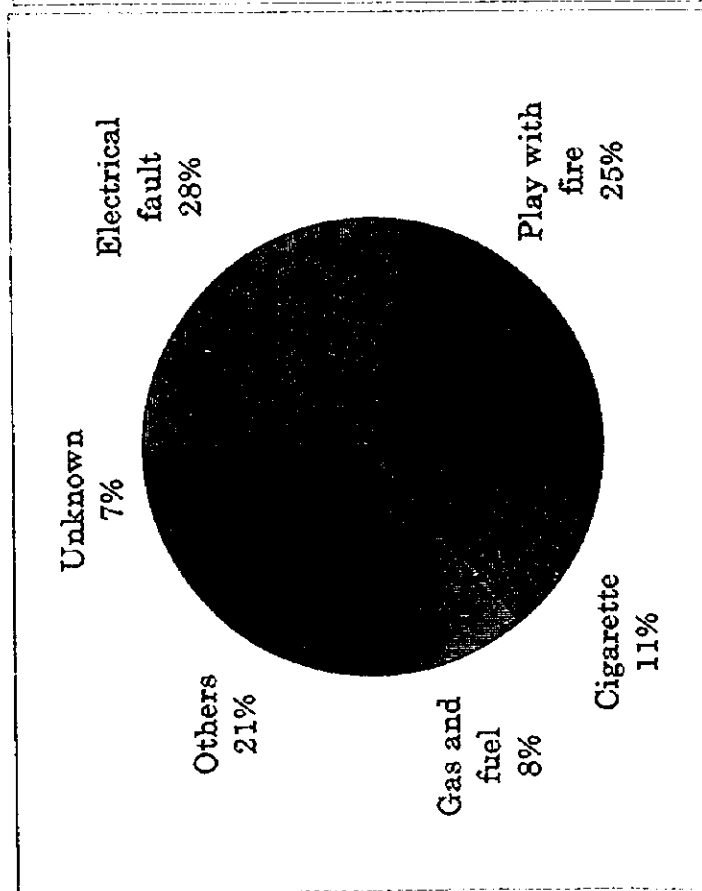
Consumers

- Performing their duty of careful use and maintenance of consumer products

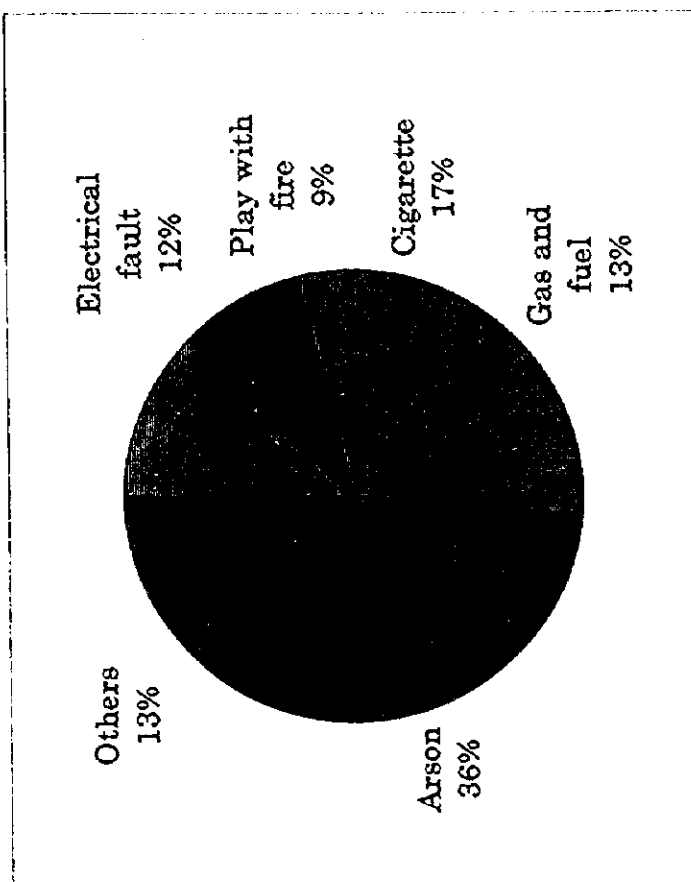
Outline of Consumer Protection Fundamental Act

Enactment of safety laws for each product category

Product	Law	Contents
All Product	Product Safety Law	All the consumer products should be safe in manufacturing, importing, distributing, selling and using
E/E Product	Interior Wiring Law	Enforcement of interior wiring standard
Tire	Traffic safety regulation of vehicles & tires	Regulation of tire maintenance, etc.
Textile Product	Harmful Substance Regulation	Regulation of harmful substance in textile
	Flame Resistibility Regulation to be added to "Civil Defense Law"	Regulation of flame resistant textile such as curtain & rug for specific places



Causes of 16,675 fires in 1994
Saudi Arabia



Causes of 6,589 fires in 1995
Tokyo, Japan

Analysis of electrically caused fires

Faulty items	Saudi Arabia (1995)	Tokyo, Japan (1995)
Wiring (Overload, Poor equipment, Poor practice)	1,000 (18%)	180 (22%)
Plugs, Adapters, Extension cords	1,500 (24%)	150 (20%)
Products (Air conditioners, Refrigerators, Fans, TVs)	3,200 (53%)	440 (55%) (Misuse 30%) (Wiring, connector 20%) (Insulation failure 10%)

Prevention of fire accidents caused by electricity and flammable textile products

Actions	Law /Regulation /Standards	Quality control (Test/Inspection quality system)	Consumer education Others
Reducing bad interior wiring	Interior wiring law Qualification for wiring workers (MOIE) Saudi Appl. Guide (SASO)	Inspection system for interior wiring (MOIE, SASO)	Popularization of the new system
Expelling inferior connectors & elec. Appliances	Product safety law (MOC) Establishing stds. (SASO)	Market surveillance (MOC, SASO)	Actual cases Prod. test report
Reducing wrong use of 127/220 V	(Refer to the following sheets)		
Application of fire retardant textile products	Stipulation in CD Law (Specific places & items) (CD) Supplementing fire retardant stds. (SASO)	Test and marking system (SASO) Inspection (CD, MOMRA)	
Info. system	Reflection of information	Causal analysis(CD,SASO)	Prevention of recurrence

Wrong Use of Supply Voltage

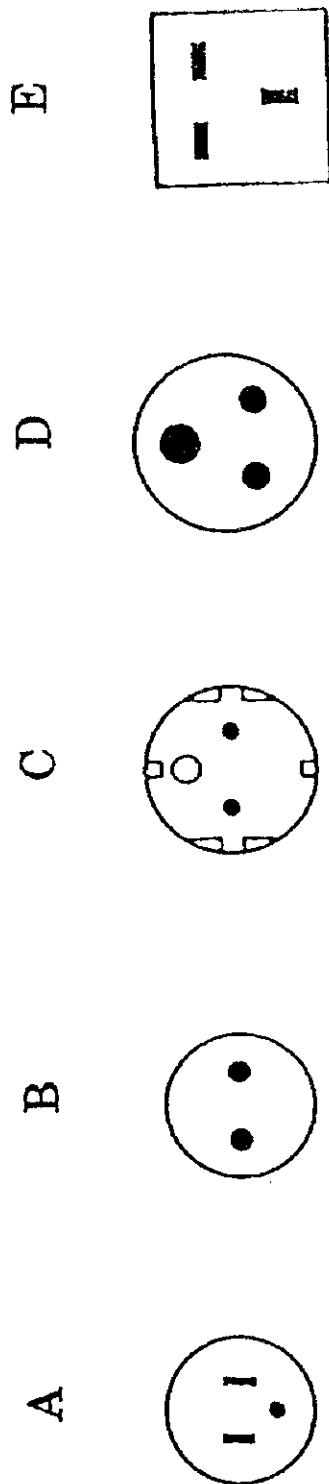
Questionnaire to SASO staff on the dual voltage system and its connecting apparatus (number of answers: 19)

Q-1 Voltage distributed in the housing

110V	127V	220V
2*	17	18

Note One person does not have 220V line but only 127V.

Q-3 Outlets mounted on the wall



A ☉		B	C	D	E ☉	
110V	127V	220V	127V	220V	127V	220V
	☉	*2		*1	*1	☉
2	7	2	0	1	4	9

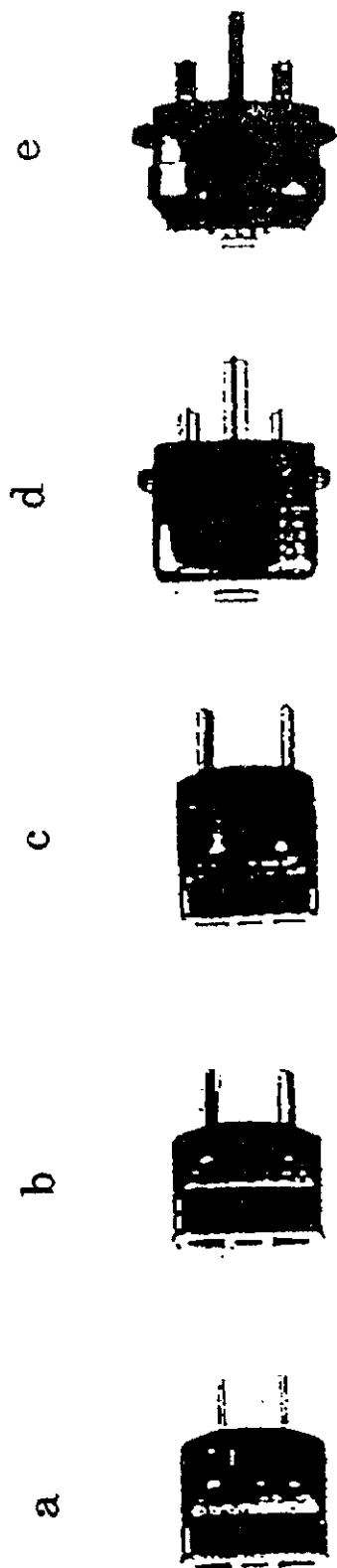
Note: ☉ Outlets for 127 and 220V specified in SSA

*1 Ratio of the outlets for 127V use which do not comply with SSA: 12/19 (63%).

*2 Ratio of the outlets for 220V use which do not comply with SSA: 6/15 (40%).

Q-4 Plugs attached to electric and electronic products

1) Shape of plugs attached to electric and electronic products



a	b	c	d	e
9	7	3	6	13

Notes: © Outlets for 127 and 220V specified in SSA

2) Relationship between shape of plugs and products

Shape of plug	a		b*2		c*2		d*2		e	
	127⊙	220*1	127	220	127	220	127	220	127	220⊙
Voltage (V)										
TV	1		2		2	1				1
VTR			1		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		
Air conditioner								2		3
Refrigerator					1	1		1	1	
Washing machine			1				1		1	1
Vacuum cleaner								1		
Smell appliances	1									

Notes: © Plugs for 127 and 220V use specified in SSA

- *1 The products of the rated voltage 220V have plugs specified for 127V use.
- *2 Many products have plugs not specified in SSA.

Q-5 Measures when plugs of products do not fit outlets

- 1) Use of configuration adapters: 10 of 19 (53%), Replacement of plugs: 13 of 19 (68%)
- 2) Many products cannot directly be connected to the outlets.

Q-6 Wrong use of voltage

- 1) Wrong use of voltage: 8 of 19 (42%), Repair of products: 6 of 8 (75%)

Countermeasures

1. Strict use of exclusive outlets and plugs for 127 and 220V lines specified in SSA
2. Division of electric and electronic products into two groups: for 127 and 220V use
Exclusive plugs for 127 and 220V use respectively
3. Revision of the SSA for outlets and plugs
4. New houses should be provided with exclusive outlets.
Saudi Application guides
Inspection and certification system
Qualification system for wiring workers
5. Unification of voltage

Indication and Instruction Manual

1. Indication

Customers largely rely on descriptions of the label such as country of origin, trademark, fiber composition, etc. in choosing them.

- **Misleading indication: SONY** (in large letters) **Made in Malaysia** (in small letters)

InterNational, Sunny, Designed in Japan

- **Fake indication:** fluorescent lamp fixture's ballast sticker
- **Unfair and improper indication** of country origin and fiber composition for textile products
- **Double description** of country of origin
- **No indication :** Composition, care method and country of origin for textile products

2. Instruction manual

- Many instruction manuals of imported E/E products: not written in Arabic but in English SSA specifies "Instruction manuals should be written in Arabic."
- Imported tires are sold without any instruction manuals (cards).

3. Countermeasures

- Establishment of "Indication Law":

Contents and methods of indication (ratings, fiber composition, country of origin, names of importers and distributors which allows the trace of the product if necessary)

Prohibition of fake or misleading indication

Duties of importers and distributors (check of labeling)

Penalty (suspension of business, etc.): when the situation is not improved

- Review of standard: instruction manual or card in Arabic for tires (Fig. 2.6.2-1)
- Review of standard: ex. position of indication for textile products

- Market surveillance

Joint market surveillance by SASO and MOC: indication and instruction manuals

False indications: sample test at SASO Lab.

Strengthen SASO

1. Consumer Protection Coordination Department
2. Standard establishment
3. Product certification
4. Inspection / Testing capacity
5. Causal analysis of accidents
6. Market surveillance
7. Release information to consumer
- (8. Legal system)

Policy of establishment of standards

Standardization of requirement levels

- Purpose; Protection of Electric shock, Fire, Injuries
- Requirements; Construction and Material, Thermal protection, Electrical protection, Mechanical protection, Flammability,

Harmonization with International standards

- Safety and quality of international level products
- Promotion of export of Saudi Arabian products
- Compensation of lack of experts for drafting SSA
- Shortening of necessary time to establish SSA

Industrial development, trends and needs

- Adaptation to current technology
- Understanding of products for which SSA to be published

Consumer complaints and accidents

- Reflection in SSA

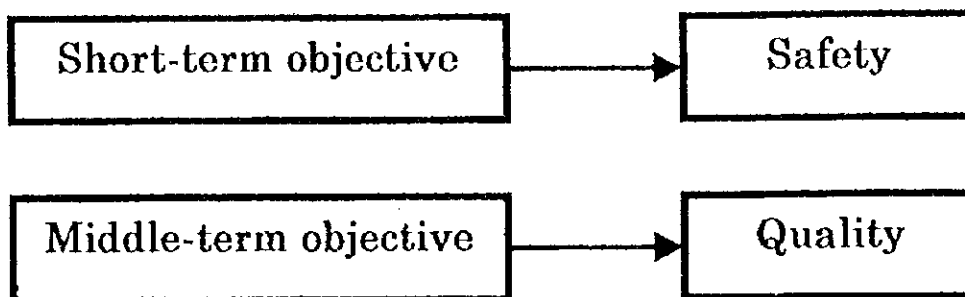
Periodical review of SSA after publishing (every three year, in principle)

- Reflection of demand from mfg., distributor, consumer, authorities

Participation of representative consumer supporting organization in Technical Committees of SASO which draft SSA

Improvement of SSA

Principle



Electrical/Electronic Products

Short-term objective

- Establishment of SSA for mains configuration adapters and extension cord set
- SSA for applying to 14 product categories covered by ICCP

Middle-term objective

- Establishment of SSA for components used for products covered by ICCP
(Appliance couplers (IEC320), Automatic electrical control (IEC730), Switches for appliances (IEC1058), Cord set (IEC799), etc.)
- Establishment of SSA for popular products not covered by ICCP such as electric tools (IEC745)
- Establishment of SSA for other components
- Revision of SSA already published to harmonise with IEC STDs.

Tires

Short-term objective

- Revision of SSA1275/1997 "Standards for characteristics of retread tyres and testing method"
(Prohibition of retread tires for passenger cars and limitation for lorries and buses)
- Establishment of user maintenance standard
(Reduction of accidents resulting from the tire burst)

Textile products

Short-term objective

(Establishment of SSA for safety)

- Babies' items and underwear women and men containing harmful substances such as formaldehyde, azo dyestuff, etc.
- Flame resistant items such as curtains, carpets and rugs
- Toxic gas generated from flame retardant items
- Prevention of static electricity of the floor covers
- Test methods of rubbing and dry cleaning for testing of colorfastness

(Revision of SSA)

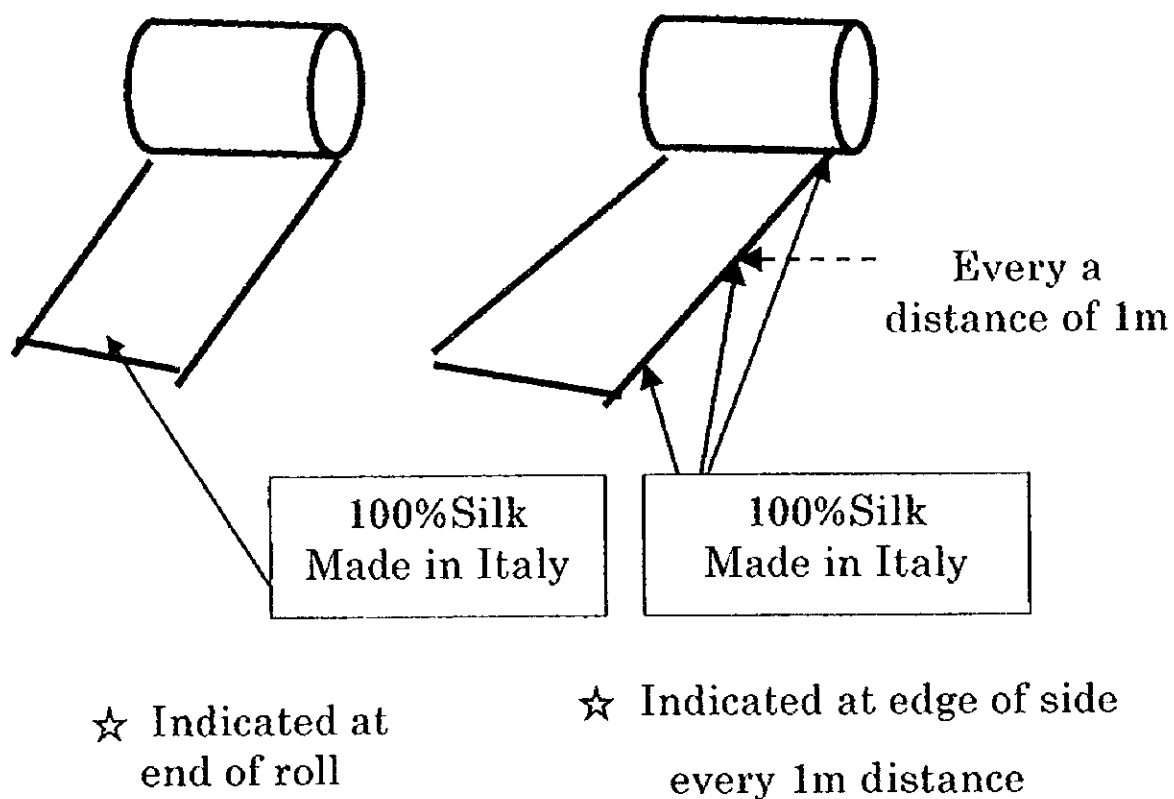
- Indication location of fabric composition and country of origin as "edge of side every a distance of 1m" (see Annex 1)

Middle-term objective (Establishment of SSA)

- General garments such as women's and men's jackets
- Sewing specification

Annex 1

Figure of “edge of side every a distance of 1m”



Certification/Registration/accreditation

Short-term objective

- Introduction of Standard Conformity Mark
- Participation in “the scheme of the IECEE for Recognition of Results of testing to Standards for Safety of Electrical Equipment (IECEE-CB Scheme)

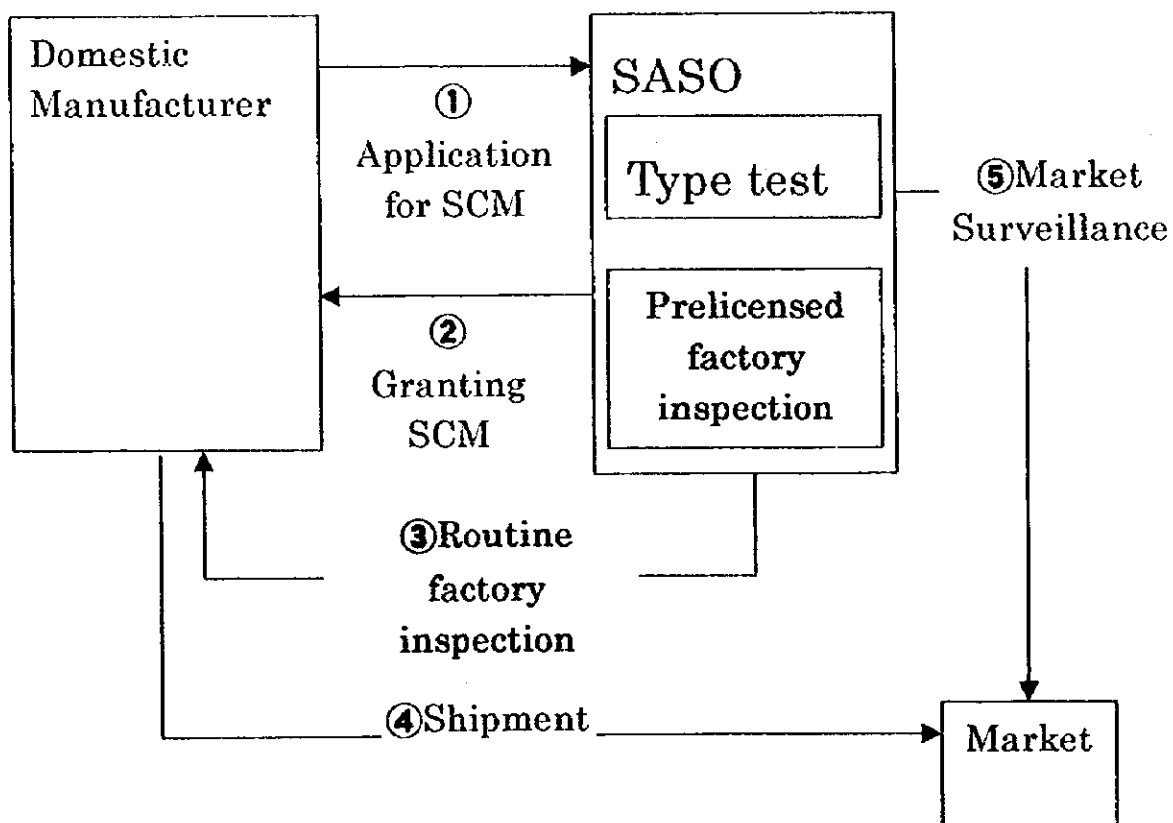
Middle-term objective

- Promotion of Quality Mark System
- Promotion of ISO 9000 Registration System

Introduction of Standard Conformity Mark

- Mandatory certification scheme
- Strengthening of domestic product control
- Balance of product control between domestic products and imported products

Procedure of Standard Conformity Mark



Promotion of Quality Mark System

Promotion of Quality Mark System

- Testing in manufacturing premises (large products, shortage of SASO testing facilities)
- Utilization of test results developed by manufacturers (avoiding of the duplicated testing in SASO, improvement of competency of testing of manufacturers)
- Utilization of CB Test Certificate under IECEE-CB Scheme (avoiding of the duplicated testing in SASO)
- Recognition of test results developed by testing organizations in foreign countries (avoiding of the duplicated testing in SASO)
- Simplification of factory inspection (Utilization of the results of ISO9000 Registration, avoiding of the duplicated inspection for the part of the quality system)
- Recognition of results of factory inspection performed by inspection organization in foreign countries (reduction of costs and expenses imposed to foreign manufacturers)
- Establishment of a Quality day and annual awards (Offering the opportunity to learn the test knowledge to manufacturers, etc.)

Minimum requirements for implementation of testing in manufacturer's premises

- Agreement between SASO and manufacturer
- Audit by SASO on conformity of quality system of manufacturer according to relevant requirements of ISO/IEC Guide 25
- Testing by SASO engineer
- Statement of testing in manufacturing premise in test report

Minimum requirements for utilization of test results developed by manufacturers

- Agreement between SASO and manufacturer
- Audit by SASO on conformity of quality system of manufacturer according to relevant requirements of ISO/IEC Guides 25 and 58
- Witness testing by SASO engineer
 - At initial stage, witness by SASO of all testing by manufacturer
 - At on-going stage, random witness by SASO of testing by manufacturer
- Statement of utilization of test results developed by manufacturers in test report.

ISO 9000 Registration System

Establishment of ISO 9000 Accreditation System at national level

- Accreditation Body
- Registration/Certification Body
- Auditor Training Body
- Auditor Registration Body, if necessary (usually same organization to Accreditation Body)

Advantage

- Recognition of SASO's ability of ISO9000 Assessment and Registration from the world
- Spread and promotion of ISO9000 Registration in Gulf countries
- Promotion of international cooperation not only in Gulf countries
- Assistance to improvement of manufacturing capability of domestic manufacturers
- Assistance to investment of oversea manufacturers
- Establishment of fair competition on commercial business
- Placing of safety and quality products in market

Participation in "the scheme of the IECEE for
Recognition of Results of testing to Standards for
Safety of Electrical Equipment (IECEE-CB Scheme)

Purpose of participation

Use of CB Test Certificate for;

- International conformity Certification Program
- Inspection/testing system at customs clearance
- Quality Mark System
- Standard Conformity Mark System

Minimum requirements for NCB

Recognising NCB

- Observation of rules of IECEE-CB Scheme
- Operation of certification scheme by candidate Certification Body at national level
- Standards used well known in that country and harmonised with IEC standards (Allowed the small amount of differences against IEC standards)
- Certification scheme operating based on ISO/IEC Guide 65
- Acceptance of assessment by IECEE
- Certification experiences at least 10 cases in the past of two years every product category/IEC standard

Issuing and Recognising NCB

In addition,

- Possession of testing laboratory in that certification body or subcontracting testing laboratory;
- Operating based on ISO/IEC guide 25

With test experiences at least 10 cases in the past of two years every product category/IEC standard

How to proceed to participation in the Scheme

At first step (1998)

- Decision on which organisation to be as a Member Body of IECEE in discussing with IEC National Committee of Saudi Arabia
- Application for acceptance of a Member Body of IECEE to IECEE
- Application for acceptance of a Recognizing NCB to IECEE with specific products/IEC standards to be accepted at national certification scheme

At second step (2001)

- Application for acceptance of an Issuing and Recognising NCB to IECEE with specific products/IEC standards to be accepted at national certification scheme and issued CB Test Certificate
- Application for acceptance of a CB Testing Laboratory to IECEE with specific products/IEC standards to be tested for issuing CB Test Certificate

After completion of second step

- Application for acceptance of an Issuing and Recognising NCB to IECEE with expansion of specific products/IEC standards to be accepted at national certification scheme and issued CB Test Certificate
- Application for acceptance of a CB Testing Laboratory to IECEE with expansion of specific products/IEC standards to be tested for issuing CB Test Certificate

Organisation development

- Establishment of quality systems of SASO
- Establishment of Consumer protection coordination department

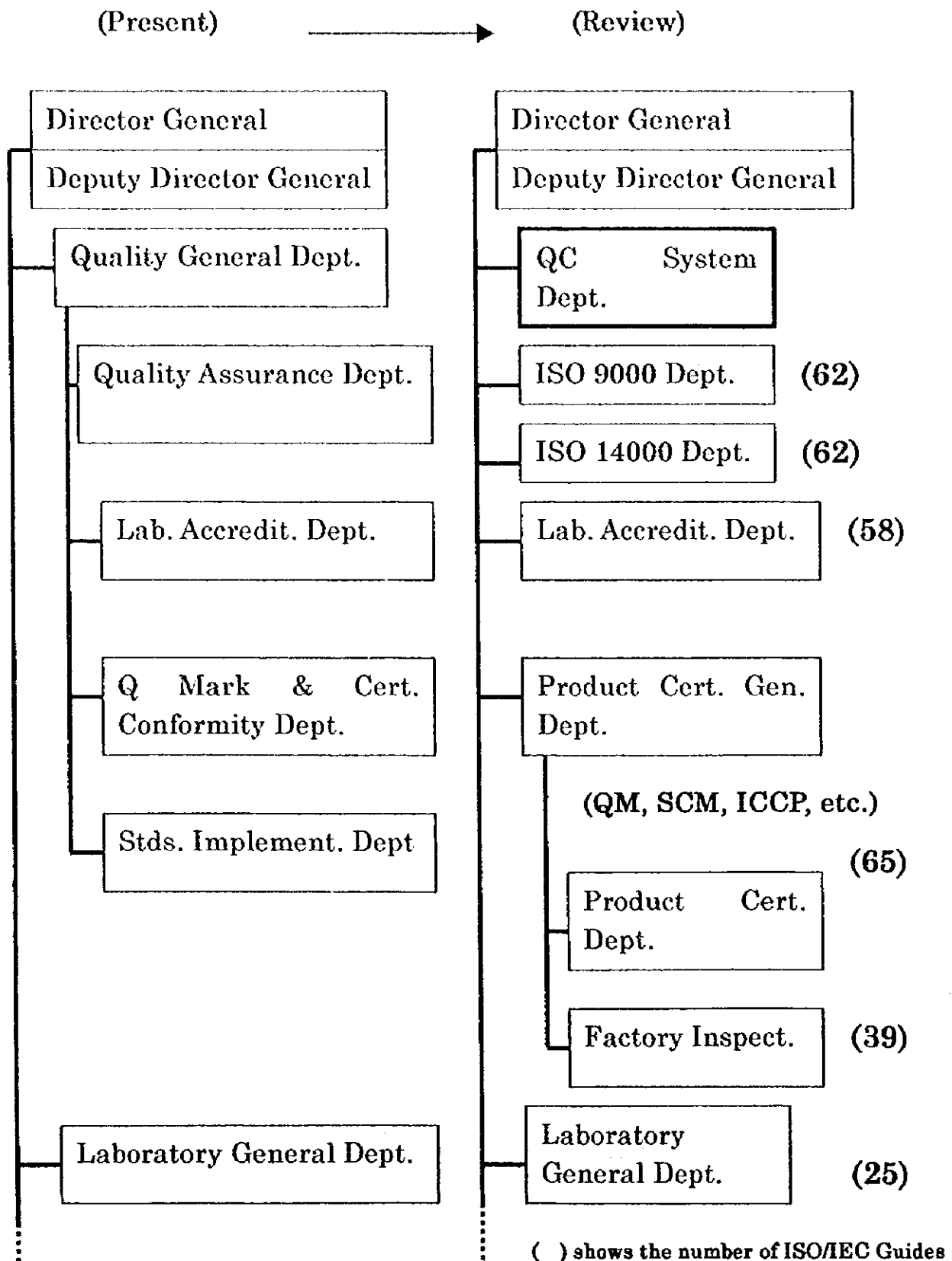
Establishment of quality systems of SASO

ISO/IEC Guide	Title
65	General requirements for bodies operating product certification system
25	General requirements for the competence of calibration and testing laboratories
39	General requirements for the acceptance of inspection bodies
58	Calibration and testing laboratory accreditation systems General requirements for operation and recognition
62	General requirements for bodies operating assessment and certification/registration of quality systems

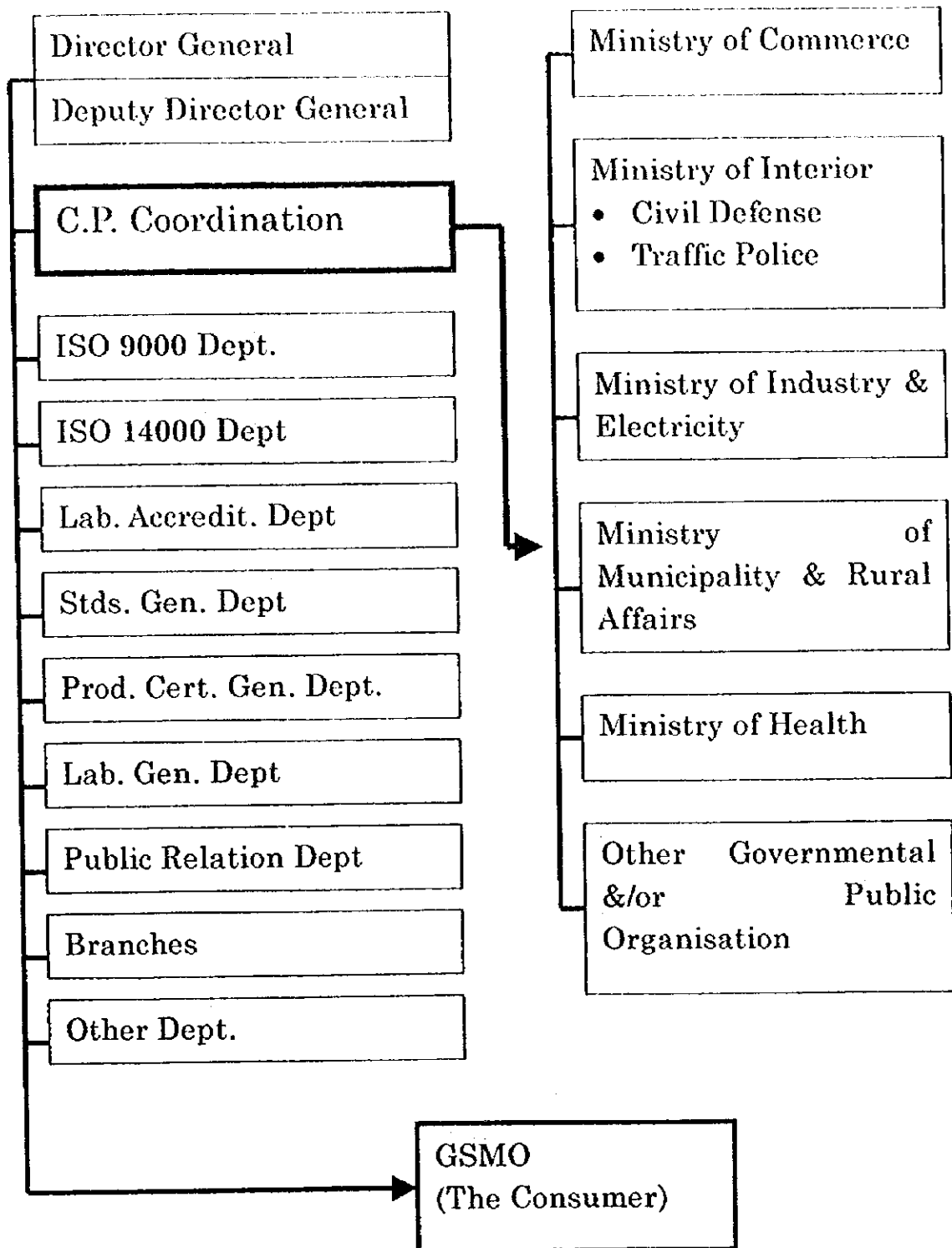
Establishment of Consumer Coordination Department

- Causal analysis and development of countermeasures for reoccurrence of fire/traffic accidents in cooperation with Civil Defense and Traffic Police
- Investigation of consumer injuries, damages and complaints and implementation of market surveillance in cooperation with MOC
- Input of information above to Standard General Dept. for reflecting in SSA
- Input of information above to Public Relation Dept. and GISMO for announcement to public
- Analysis of consumer accidents and losses data and keeping SASO data base

Review of SASO organisation



Consumer Protection Coordination Department



Consumer education

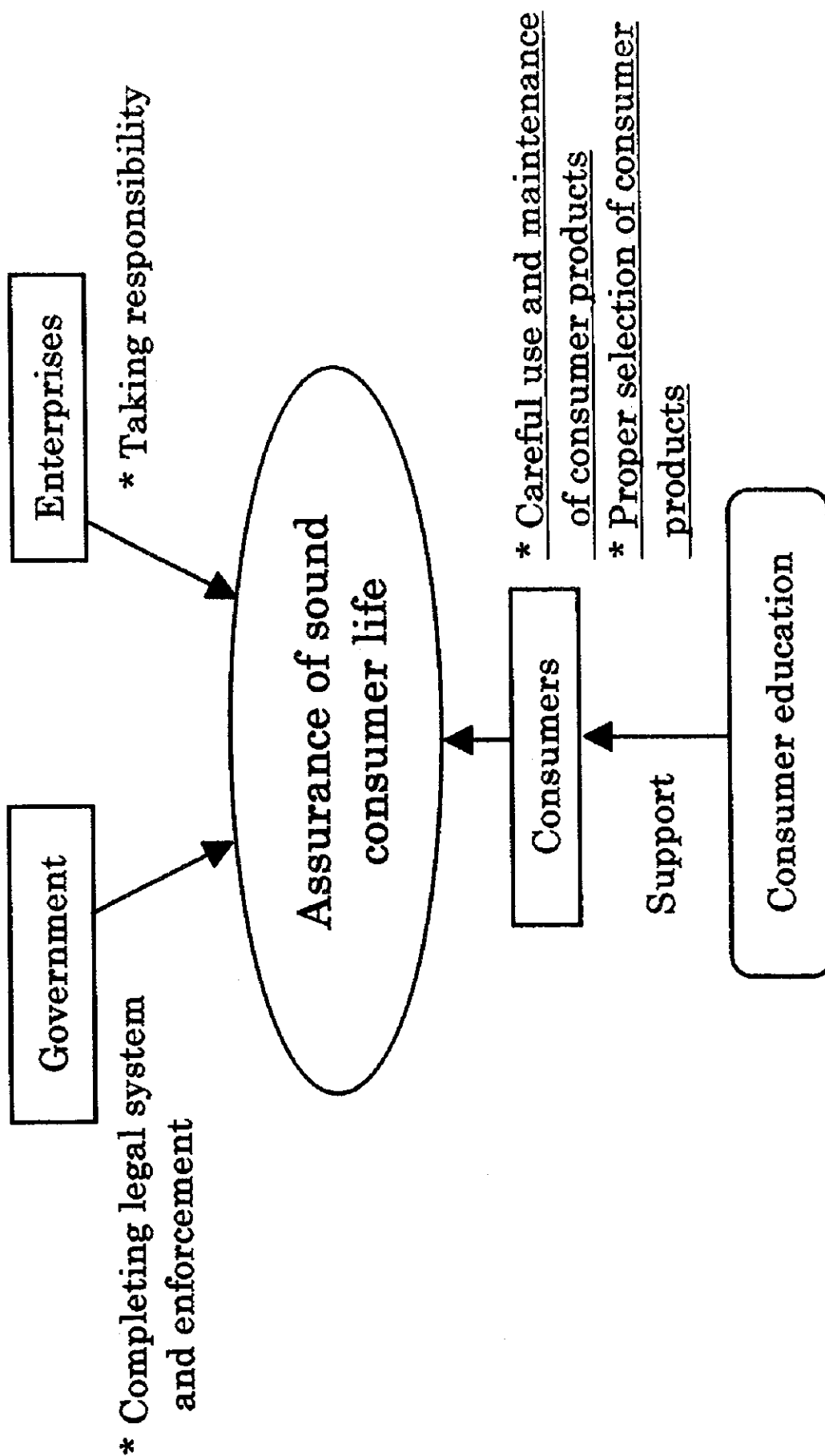
Short-term objectives

- * Taking part in education and public relations activities in close cooperation with related organizations, making free use of data base.
- * Editing committee of "The Consumer" should be supported by concerned ministries
- * Support for school education related to consumer protection such as dispatching lecturers and preparing teaching materials
- * Complementary use of two kind of media, the one is for attracting attention such as news papers and TV/radio, the other is for giving consumers necessary knowledge, such as magazines and seminars.

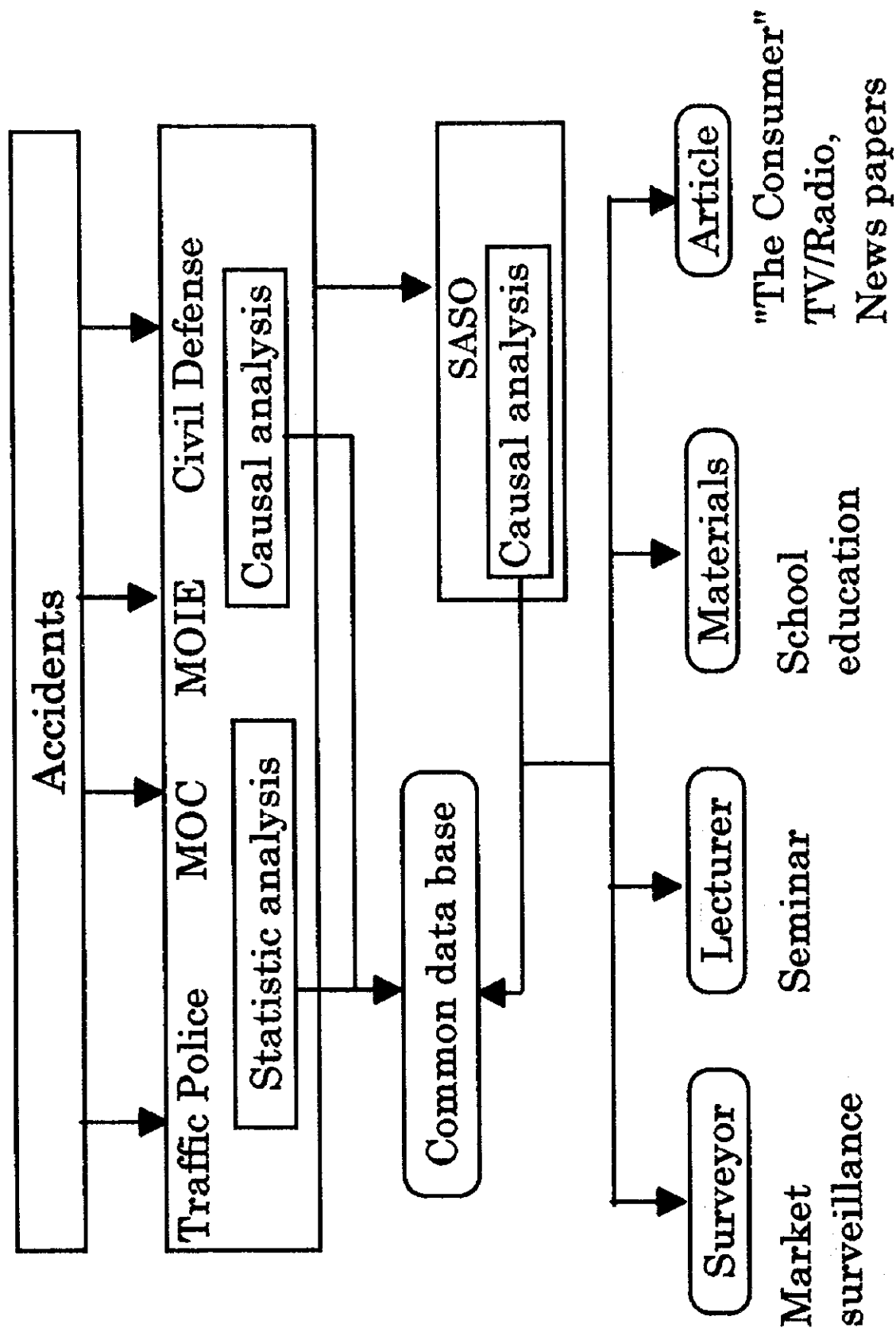
Middle-term objective

- * "The Consumer" should be published monthly and increased the number of circulation.

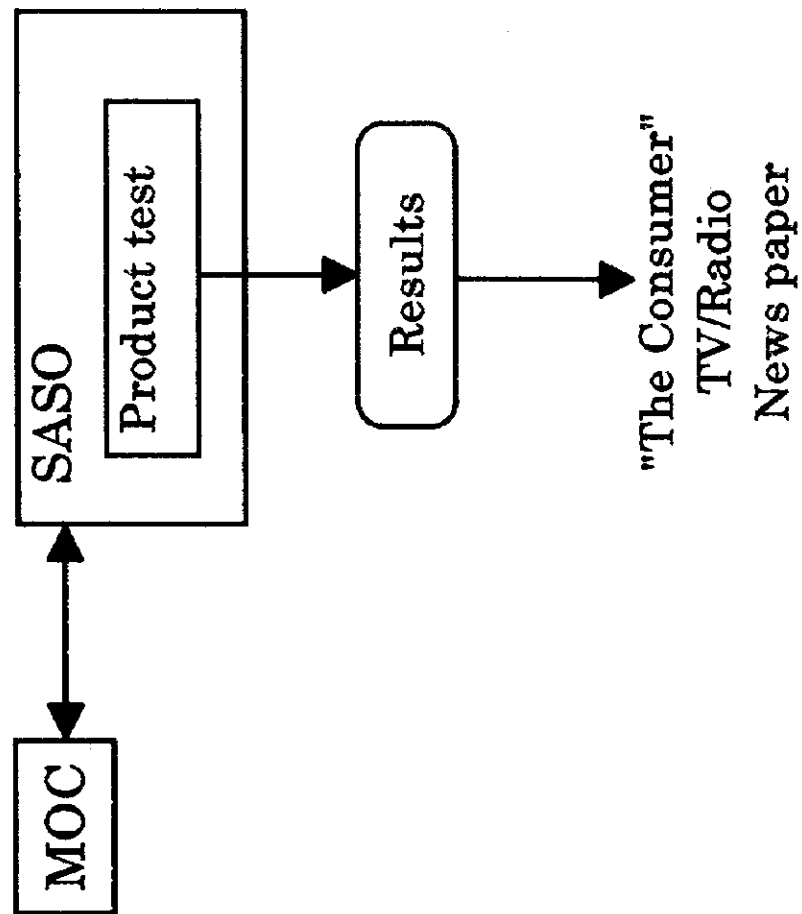
Consumers' duty



Support for careful use and maintenance



Proper selection of consumer products



Improvement of "The Consumer" magazine

- * The information about GSMO and Gulf standards is better to be separated into other volumes.
- * Articles on better home life should be added to make the magazine more attractive.
- * Taking subjects from actual accidents
- * Using more easy context for general readers even if sacrifices technical accuracy
- * Featuring the magazine with top articles focused on traffic accidents, fire accidents, food poisoning, etc., asking the concerned ministries to join the editing committee.
- * Reprinting popular articles from consumer magazines of other countries

Strengthen SASO Labs.

1. Increase the amount of test for market surveillance, etc.
2. Increase test technician and equipment
3. Improve managing system (Computerized management)
4. Causal analysis (Group study)

Important test items (Safety of electric products)

- * Normal operation -----
 - Temperature rise,
 - Leakage current,
 - Dielectric strength

- * Abnormal operation (Motor stall, Over load, Failure of control,
 Long time running, Short circuit of capacitor)
 - Excess temperature (Insulation) ----- Thermal cut-out
 - Excess pressure----- Pressure release
 - Excess current----- Fuse, Circuit breaker

- * Clearance and creepage distance

E/E Test Equipment and Personnel

1. Connectors and cooking appliance
(connection and operation)
2. Components, heating appliance and insulating material
3. Mechanical strength and abnormal operation
4. Burning test of material and Luminaries (Ballasts)
5. Environmental test (against water)
6. Causal analysis of accidents
7. Personnel 5+7=12 (five year plan)

Electric Laboratory (Grouping)

1. Electric heating appliances & Motor operating appliances
2. Ballast, Luminaires, Lamps
3. Electronic apparatus, TV, Video, Information technology equipment
4. Wiring devices, Components (Protective devices)
5. Cables and Cords, Insulating materials

Importance of proper maintenance (Tires)

① Air pressure (keep the specified value).

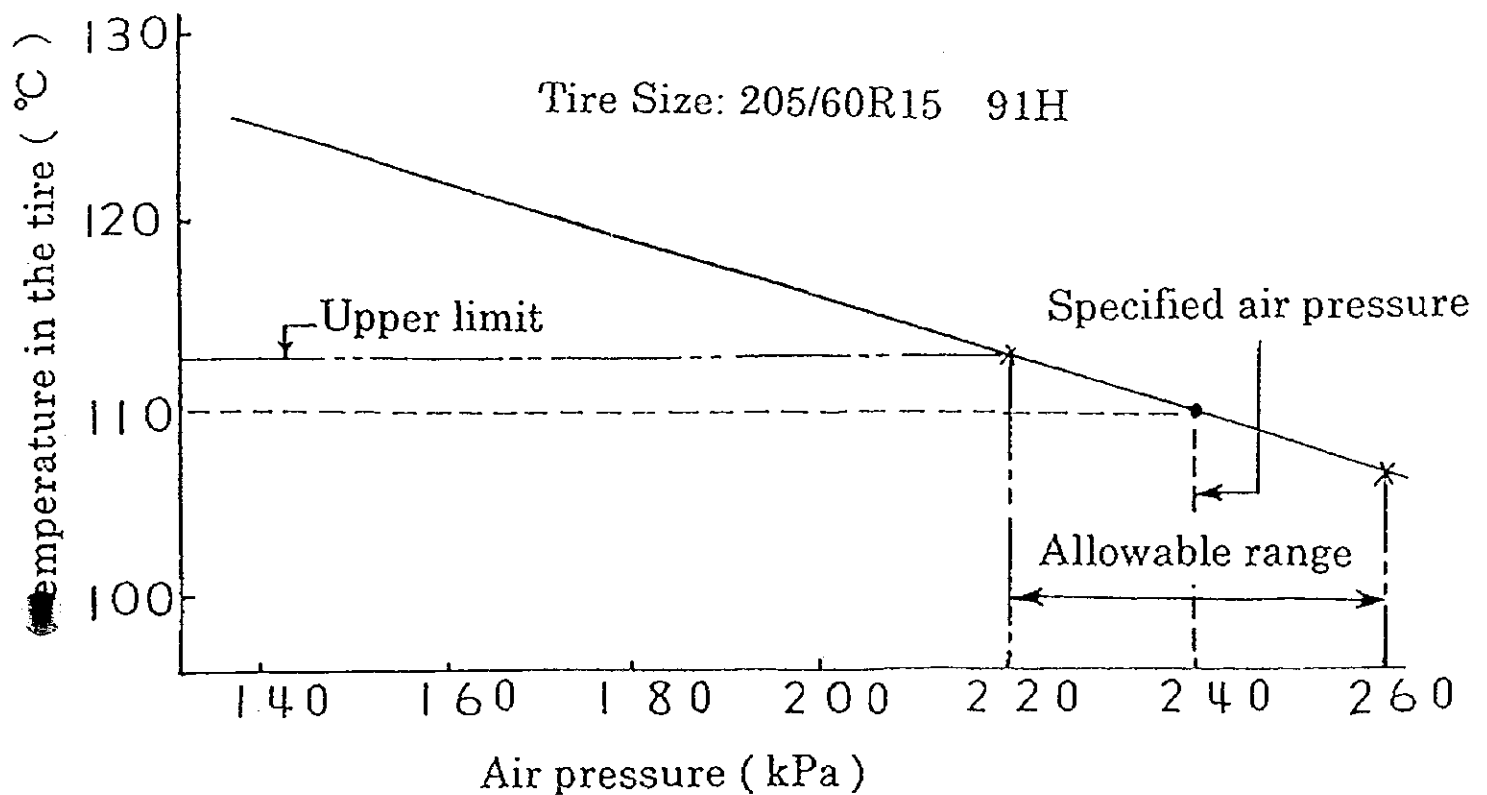
Continuous high speed driving with lower pressurized tires will lead to tire troubles due to excess heat generation in tires.

② Mounting position change of tires

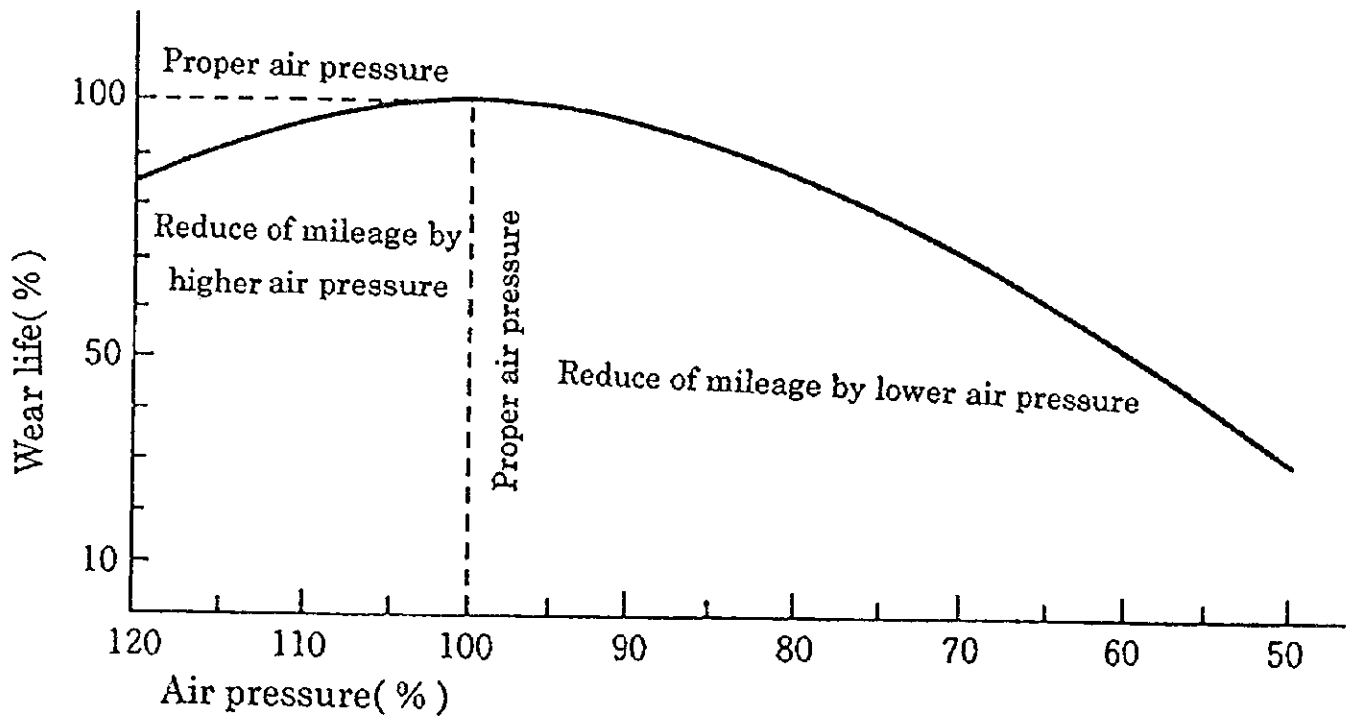
Scheduled position change of tires prevents tires from irregular wear.

③ Check of remaining groove depth of tires.

Air pressure and Temperature in the tire

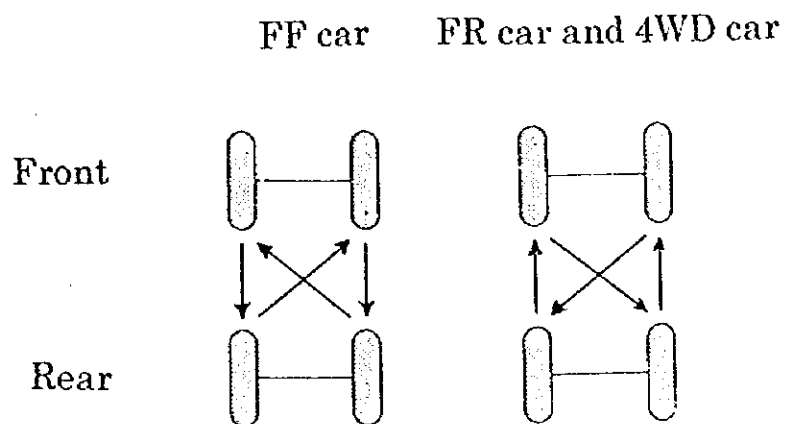


Air pressures and wears

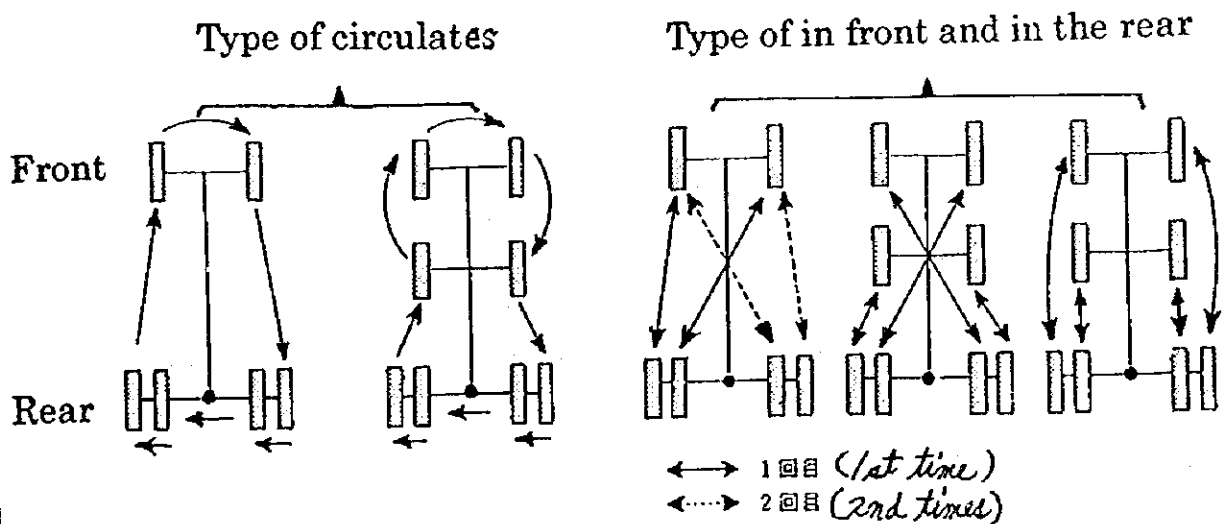


Mounting position change of tires

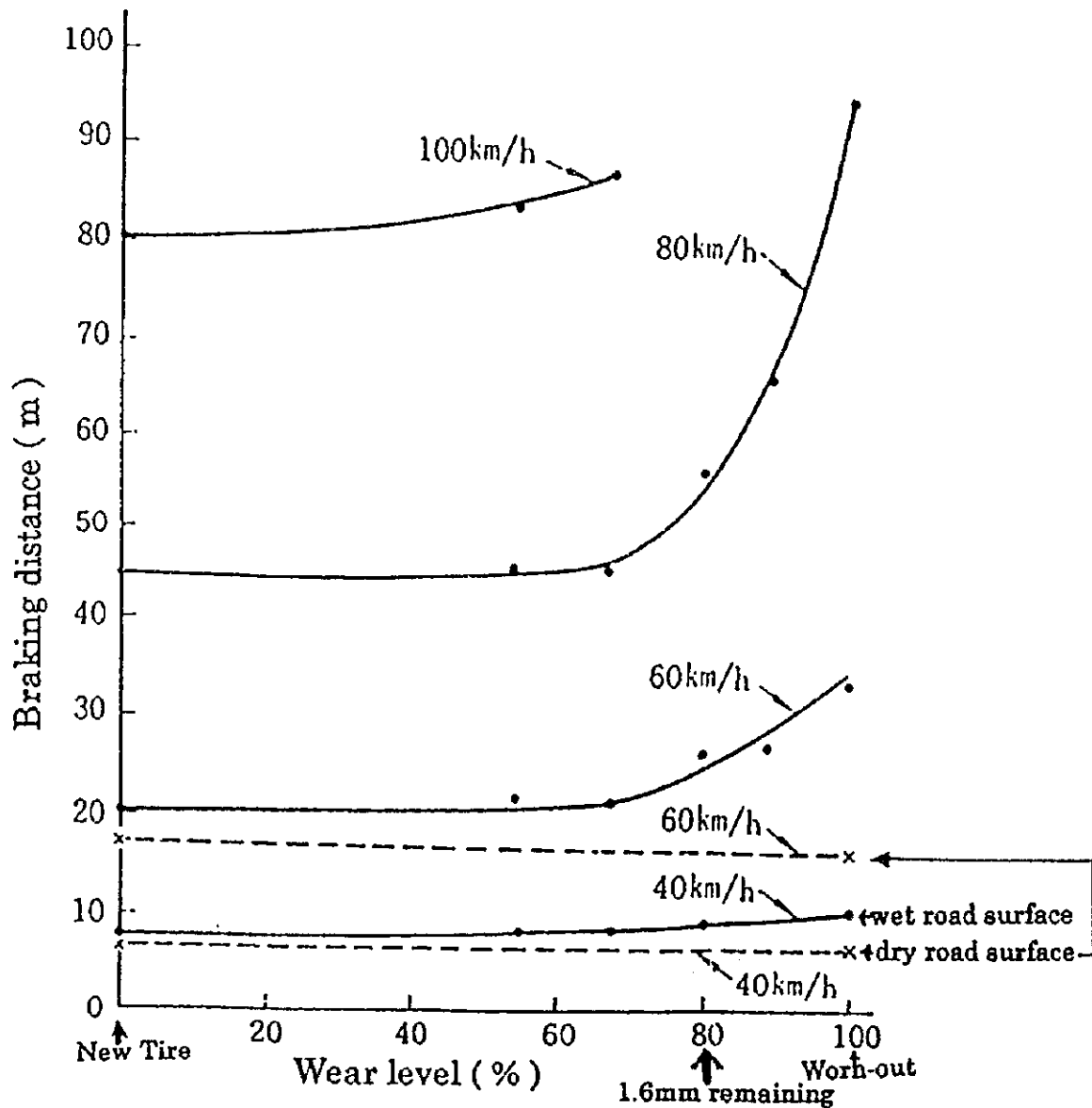
An example of mounting position change of tires for passenger cars.



An example of mounting position change of tires for trucks/buses.



Relation of tire groove depth and braking distance



Tire Size: 6.95-14 4PR

Air Pressure: 1.6kgf/cm²(Cold)

Load: 4 Passenger

Kind of car: 2000cc Passenger car

Improvement of test functions in SASO laboratory

List of testing equipment and testing items

	Strengthening of testing equipment	Increase of testing item	Increase of testing personnel
1	Air chuck for autograph	Tensile strength and elongation for ①side treads rubber. ②single cord in cord layer Peeling test between carcass layers	—
2	Tire cutter for steel cords	Tire cross section (the symmetric level for tire uniformity).	One person
3	Plunger/ Bead unseating tester	Breaking energy (strength) of passenger car tire.	One person
4	Dynamic balancing tester	Uniformity level of tires.	One person
5	Indoor drum tester	High-speed performance test and endurance test.	Three persons for crew work

(Excluding Indoor Drum tester):Additional 3 persons in all
(Including Indoor Drum tester):Additional 6 persons in all

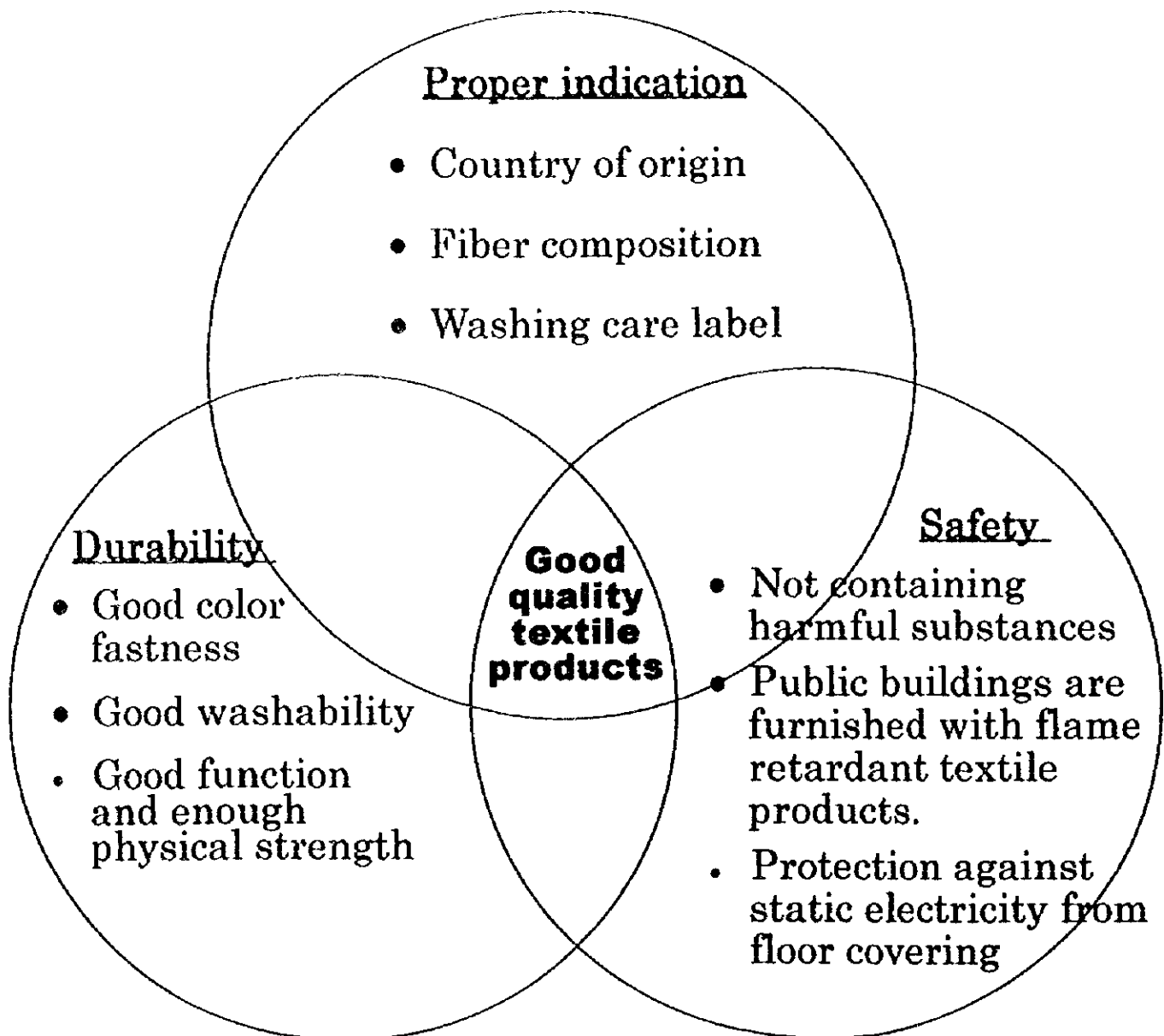
Requirements for good quality textile products

Generally and also in Saudi Arabia, good-quality products should meet the following three requirements;

1. Proper indication

2. Durability

3. Safety



Results of silk fabrics' samples test (The second field work)

	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

Results of garments wash ability test

		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°C 1 time)	0.8%	1.7%	14.3% *
	Body length	0.5%	2.1%	—1.9% *
	Body width	0.5%	0.8%	
	Sleeve length			

※ Dry method: Low temperatures tumble dry.

C.C: Color change, S: Stain

* Reference: Measurements before washing—Body length 61.0 cm Body width 43.0 cm

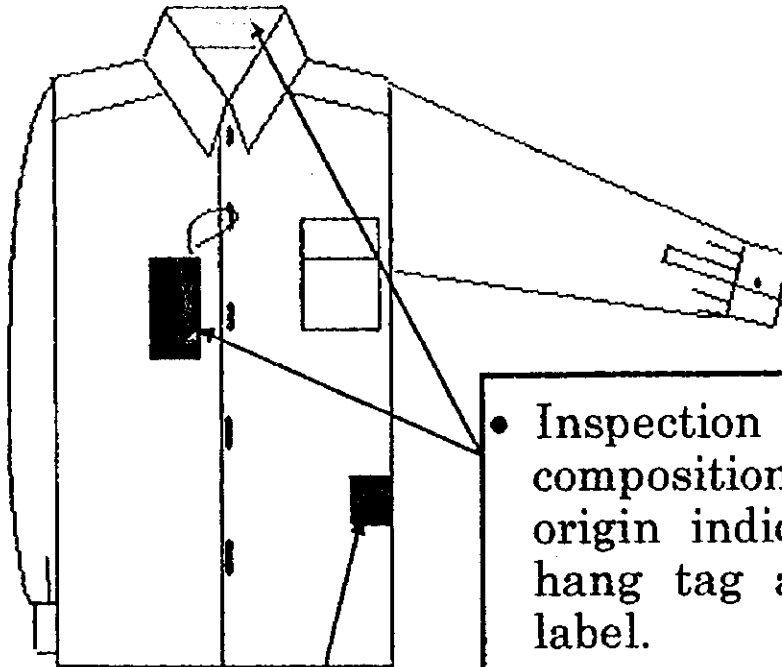
Measurements after washing—Body length 52.3 cm Body width 43.8 cm

Result of sample test (The first field work)

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.

The labeling positions of garment for inspection



- Inspection of fiber composition and country of origin indication at paper hang tag and/or attached label.

☆ Some times no indicate of fiber composition and/or country of origin.

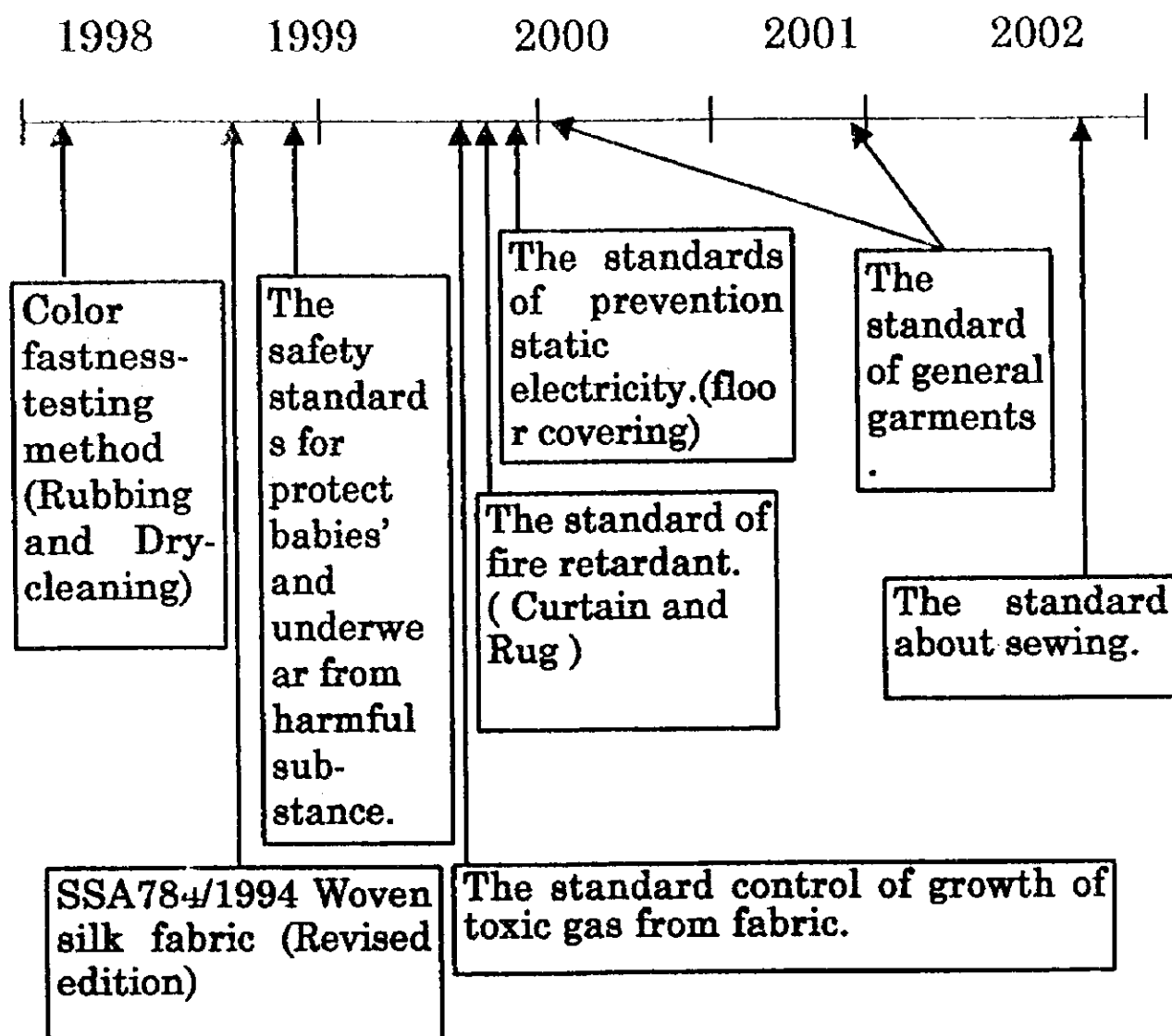
☆ Some times different indications of country of origin between paper hang tag and attached label.

Inside of body

- Inspection of washing care labeling.

☆ Sometimes occurred no washing care label.

Five year plan for standards



Policy of five-year plan

Completion of fundamental test methods. First, revision of "SSA784/1994 Woven silk fabric" for unfair indication of silk, then safety standards against skin injuries, physical shock by static electricity and toxic gas within two years. Standard for general garments within three to four years, and the standard about sewing in the fifth year.

Five-year plan for testing equipment

List of testing equipment

Name of testing machines.	Testing item	The year of introduction.
Xenon tester	Color fastness to light.	1998
Washing machine approved by IEC for testing use.	Dimensional change.	1998
The spectra photometer.	Analyze the content of the formaldehyde	1998
Smoke density analysis toxic machine	Analyze for toxic gas and smoke from fabric.	1999
Electro Static machine "walk method"	Measure the static electric from the floor covering.	1999

Important textile products for inspection

1. Fabric roll and bolt, especially pure silk
2. Traditional costume
3. General garments such as Men's Jacket / Ladies' Blouse, especially pure silk
4. Babies' wear and underwear
5. Fire retardant products (Tent, Curtain and Rug)

Testing items, which should be specified in the standard of Men's Jacket (minimum requirements)

Classification of tests	Test items
Indication inspection	<ul style="list-style-type: none"> • Fiber composition • Country of origin • Washing care labeling
Garment inspection	<ul style="list-style-type: none"> • Appearance • Sewing
Washability / Dry cleanability	<ul style="list-style-type: none"> • Appearance • Sewing • Change color • Shrinkage
Color fastness	<ul style="list-style-type: none"> • Light • Washing and/or dry cleaning • Perspiration • Rubbing
Analysis test	Fiber composition
Physical test	<ul style="list-style-type: none"> • Tensile strength • Tearing strength • Seam slippage

