

Summary of the Report

Discussion Panel

"The Role of the Consumer Protection Agency in Regulating Markets and Protecting Consumer Rights"

"Launching the First National Document to Promote and Protect Egyptian Consumer Rights"

Tuesday, November 26th, 2024

In light of the measures taken in the Egyptian market to regulate markets and monitor prices, with the aim of combating fraud and exploitation and ensuring consumer rights, and as part of implementing the Economic Committee's plan, the Committee held a discussion panel with Mr. Ibrahim El-Segini, Head of the Consumer Protection Agency, entitled **"The Role of the Consumer Protection Agency in Regulating Markets and Protecting Consumer Rights"** on Tuesday, November 26th, 2024.

The panel discussion was inaugurated by Ambassador Moushira Khattab, NCHR President; Mr. Ibrahim El-Segini, Head of the Consumer Protection Agency; Mr. Mohamed Mamdouh, Head of the Economic Committee; and Ambassador Fahmy Fayed, Secretary-General of NCHR. The session was attended by a number of experts and employees from the Consumer Protection Agency and a select group of members from the House of Representatives and the Senate, including Representative Amal Asfour, Member of the House of Representatives' Education and Scientific Research Committee; Representative Samira El-Gazzar, Member of the House of Representatives' Planning and Budget Committee; Representative Dina El-Hilali, Member of the Senate's Human Rights and Social Solidarity Committee; and Representative Atef El-Maghawry, Member of the House of Representatives' Legislative and Constitutional Committee. Representatives from Civil Society Organizations (CSOs) also participated, including Dr. Souad El-Deeb, Head of the Specific Union of Consumer Protection Associations; and Mahmoud El-Asqalani, Head of the Citizens Against High Prices Association.

The session witnessed a rich discussion on the following topics:

- The Consumer Protection Agency's efforts in monitoring markets and prices, and the challenges it faces in this area.
- Means to enhance consumer awareness and protect them against harmful practices that impact their health and economy.
- The role of CSOS in monitoring negative and unregulated phenomena and practices in the markets, and their contribution to protecting consumer rights.
- Visions and proposals on market regulation mechanisms and price control provisions, with the aim of alleviating the burden on citizens.

The session resulted in the launch and signing of the first national document aimed at unifying efforts to promote and protect Egyptian consumer rights. This document represents a practical step towards building an effective partnership between all concerned parties, with the aim of enhancing consumer rights' protection, ensuring an improved quality of economic and social life for Egyptian citizens, and supporting efforts to achieve social justice and sustainable development.

Parties to the document:

- The National Council for Human Rights (NCHR).
- The Consumer Protection Agency.
- Members of Parliament involved in defending consumer rights.
- CSOs involved in defending consumer rights.

Axes of cooperation:

1. Awareness raising and capacity building.
2. Reviewing legislation and policies.
3. Activating mechanisms for receiving and resolving complaints.
4. Enhancing local and regional cooperation.

The signatory parties affirmed their full commitment to implementing the provisions of this document in order to achieve the ultimate goal of ensuring and protecting consumer rights, and working in a spirit of partnership and social responsibility.