

## Consumer Protection

### ❖ Consumer Rights Protection

Name of Service	<u>Consumer Rights Protection</u>
Description (Simple Explanation of the Service):	<ul style="list-style-type: none"> <li>This service enables consumers to submit an application for decision on infringement of his rights by any establishment licensed with the DED during transactions and services received by consumer provided that there are warranties, contracts or invoices that protect his rights.</li> </ul>
Service Category & Type:	<ul style="list-style-type: none"> <li>Sub-service / Procedural</li> </ul>
Concerned Division	<ul style="list-style-type: none"> <li>Consumer Protection Division</li> </ul>
Service Beneficiary:	<ul style="list-style-type: none"> <li>Public</li> <li>Individuals</li> </ul>
Required Documents :	<ul style="list-style-type: none"> <li>Purchase invoice / Agreement</li> <li>Warranty Certificate (if necessary)</li> <li>Receipt of payment (if required)</li> <li>Photos of product object of complaint</li> <li>Name and details of establishment against which complaint is made</li> <li>Name of Complainant and his/her contact details</li> </ul>
Steps for Receiving the Service (Customer Journey):	<ul style="list-style-type: none"> <li>Application shall be submitted through DED's website or smart application</li> <li>To study the application and verify if the consumer has any rights vis-à-vis the establishment.</li> <li>If the application is valid, a settlement is made between the parties.</li> <li>If the application is invalid, then it shall be rejected and closed</li> </ul>
Terms & Conditions:	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Fees:	<ul style="list-style-type: none"> <li>Free of charge</li> </ul>
Service Correlation with other Services:	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Service Delivery Channels:	<ul style="list-style-type: none"> <li>DED's website</li> </ul>
	<ul style="list-style-type: none"> <li>DED's smart application</li> </ul>
	<ul style="list-style-type: none"> <li>Government Contact Center</li> </ul>
Service Code:	<ul style="list-style-type: none"> <li>N/A</li> </ul>

▪ Service Delivery Duration:	<ul style="list-style-type: none"><li>• (2) two working days for minor complaints</li><li>• (4) four working days for average complaints</li><li>• (6) six working days for complex complaints</li></ul>
▪ Limitation of the Service:	<ul style="list-style-type: none"><li>• N/A</li></ul>