

❖ Awareness-raising on Consumer Rights

▪ Name of Service	<u>Awareness-raising on Consumer Rights</u>
▪ Description (Simple Explanation of the Service):	<ul style="list-style-type: none"> Through this service, the Division shall sensitize shopping centers and consumers about: Raise awareness among both consumers and shopping centers about consumer rights Raise awareness among consumers and shopping centers about tax invoice Sensitize shopping centers about the display of commodity prices on shelves and the need that the same complies with the price collected
▪ Service Category & Type:	<ul style="list-style-type: none"> Sub-service Procedural
▪ Concerned Division	<ul style="list-style-type: none"> Consumer Protection Division
▪ Service Beneficiary:	<ul style="list-style-type: none"> Individuals Companies Establishments Business Sector Public Consumers
▪ Required Documents :	<ul style="list-style-type: none"> N/A
▪ Steps for Receiving the Service (Customer Journey):	<ul style="list-style-type: none"> Annual Awareness Plan Preparation
	<ul style="list-style-type: none"> Approval of the Plan
	<ul style="list-style-type: none"> Implementation according to the approved time table Sensitize consumers and shopping centers about rights and obligations
	<ul style="list-style-type: none"> Evaluate consumer and shopping centers' satisfaction with awareness events
▪ Terms & Conditions:	<ul style="list-style-type: none"> N/A
▪ Fees:	<ul style="list-style-type: none"> Free of charge
▪ Service Correlation with other Services:	<ul style="list-style-type: none"> N/A
▪ Service Delivery Channels:	<ul style="list-style-type: none"> Shopping Centers and Markets
	<ul style="list-style-type: none"> Communication Channels and Media Channels
▪ Service Code:	<ul style="list-style-type: none"> N/A
▪ Service Delivery Duration:	<ul style="list-style-type: none"> As per the time table and awareness plan
▪ Limitation of the Service:	<ul style="list-style-type: none"> N/A