

Annual Report - 2022

Consumer Protection Directorate

- Opening of the third customer service center at the Ministry of Industry and Commerce "Consumer Protection Center"



His Excellency the Minister of Industry and Commerce inaugurated the third center for consumer protection customer service during the month of July 2022, with the aim of raising the quality of government services provided by the Consumer Protection Directorate to all segments of Bahraini society with smart and innovative technical standards that contribute to the completion of their work with ease.

- The most important national initiatives that accompanied the opening of the Consumer Protection Center



Introducing the center's services to people with disabilities



Starting the initiative to serve people with mental disabilities



Consumer protection staff learning Sign language

- The most important statistics monitored by the Consumer Protection Center

%4



Customers from Elderly & Special needs

%11



Customers applied for Sale & Promotions

%39



Customers submitted complaints

%47



Subsidized Flour requests

Total Served
336

- Consumer Protection Center indicator.

13



Minutes customer Average Serving Time

9:26



Minutes average Waiting Time

%97



Customer satisfaction survey