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Ministry of Industry
and Commerce

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Minister of Industry and Commerce: Sijilat Wins the 2023 e-Government Excellence Award as a Testimony to our Dedication for Continuous Improvement



H.E. Mr. Abdulla bin Adel Fakhro, Minister of Industry and Commerce, affirmed that winning the e-Government Excellence Award for the year 2023 is a result of the Ministry's continued efforts to adopt initiatives that contribute to the development and improvement of services provided to investors and individuals, in a way that raises the efficiency of procedures and the level of customer satisfaction.

According to H.E. Fakhro, this award is an incentive that motivates more efforts in the spirit of the team in order to achieve digital transformation, as the ministry is committed to providing the best levels of service and enhancing the process of effective communication with investors and individuals using the latest technologies that provide a successful experience in managing businesses with ease at any time and place with high quality and efficiency.

The Minister elaborated on the improvements included in the third version of the commercial records system "Sijilat", which include: The automated guide service, which provides interactive support to investors in the procedures for establishing their commercial activities and determining the appropriate structure for the commercial registration, in addition to the service of printing commercial registration certificates, and simplifying the steps necessary to complete the service by 60%,

in addition to adding a user dashboard in the developed system, which provides all commercial records and enables investors to complete many transactions,

such as submitting an application for a new record, deleting the record, renewing active records and searching for businesses, the speed and performance of the system has also been improved by enhancing the infrastructure and developing the responsiveness of the website, as well as enhancing the level of security and data protection in the system, which enhances confidence and reliability in its use.

The Minister of Industry and Commerce pointed out that the Ministry's achievement of the e-Government Excellence Award for the year 2023 is an important achievement that reflects the continuous efforts to enhance technology and benefit from it in developing the economic and commercial sector in parallel with the advancement of the technical infrastructure of the Kingdom of Bahrain, stressing the importance of facilitating procedures to attract more investments that support economic growth at various levels.



Minister of Industry and Commerce visits Huawei headquarters in Shenzhen City



During his official visit to the republic of China, H.E. Mr. Abdulla bin Adel Fakhro Minister of Industry and Commerce visited Huawei Technologies headquarters in Shenzhen City, as part of a series of visits conducted to pioneering Chinese establishments.



The Minister toured Huawei's headquarters and was briefed on the latest technologies and innovative solutions offered by the company. Several meetings were also held with senior company officials to discuss future cooperation opportunities in multiple fields, including developing technology infrastructure and promoting digital technology.

Huawei Technologies Co. Ltd. is one of the giant global names in the field of technology and communications. It has a wide network of customers and partners in over 170 countries. Huawei works with 45 telecommunications operators out of the 50 largest telecommunications operators in the world and provides services to more than 1,500 companies around the world, serving a third of the world's population.

Minister of Industry and Commerce Participates in the Opening Ceremony of the China-GCC Cooperation Forum

中国—海合会经贸合作论坛 CHINA-GCC ECONOMIC AND TRADE COOPERATION FORUM

主办: 中国商务部 中国广东省人民政府
Hosts: Ministry of Commerce, China People's Government of Guangdong Province, China

2023.10.22 | 中国·广州 GUANGZHOU, CHINA



On the sidelines of the official visit to The Republic of China, H.E. Mr. Abdulla bin Adel Fakhro, Minister of Industry and Commerce, participated in the Opening Ceremony of the China-GCC Cooperation Forum, in the presence of their Excellencies GCC ministers of commerce and H.E. Mr. Wang Wentao, Minister of Commerce of the People's Republic of China.



His Excellency Mr. Fakhro delivered a speech on the occasion of the Bahraini delegation's participation in the work of the forum, which in turn widens horizons of bilateral economic cooperation.

The Forum rounded several axes. The first sub-forum discussed green development and digital economy, while the second discussed industrial investment and financial cooperation, with the aim of uncovering the consensus of the China-GCC summit for the year 2022 and exploring new directions and opportunities for cooperation in related fields.



Industry and Commerce Minister Heads the Bahraini Delegation in the 39th (COMCEC) Session in Istanbul



HE Abdulla bin Adel Fakhro Minister of Industry and Commerce headed the delegation of the Kingdom of Bahrain participating in the meetings of the 39th session of the Standing Committee for Economic and Commercial Cooperation of the Organization of Islamic Cooperation (COMCEC), held in Istanbul in the presence of HE President of the Republic of Turkey Recep Tayyip Erdogan and HE Secretary General of the Organization of Islamic Cooperation (OIC) Hussein Ibrahim Taha.

The Minister delivered a speech during the opening session, where he affirmed the Kingdom of Bahrain's firm belief in the crucial role played by the COMCEC in identifying and understanding the economic challenges facing the Member States, acknowledging the importance of collective efforts that promote economic growth in the Islamic world.

According to the minister "The Kingdom of Bahrain is committed to actively supporting the COMCEC in its mission by exchanging experiences and best practices and developing policies that support the vision and principles of this organization, most prominently developing SMEs, promoting the growth of the halal food industry, and resolving disputes, and in the context of the Kingdom of Bahrain's organization of the Halal Expo in February 2024, we look forward to the participation of all Member States in this important event that will gather stakeholders, companies, certification bodies and consumers, to enhance dialogue and cooperation."

His Excellency also praised the efforts to develop the e-commerce sector in the Member States. Noting that the Ministry of Industry and Commerce in Bahrain has launched a national strategy for e-commerce that includes several initiatives to support and assist companies, SMEs and startups to enhance e-commerce and digital economy, through cooperation with several government agencies, considering the importance of promoting e-commerce, raising the level of e-commerce standards, and empowering SMEs. As well as adopting regulatory procedures, value chain for e-commerce, and public awareness.

The Kingdom of Bahrain continues its efforts towards achieving a digital world with a secure and strong ICT infrastructure, especially with the unprecedented demand for e-commerce through various e-stores, all in order to stimulate youth potential, adopt innovation, and create opportunities to support entrepreneurs' entry to this field.

The Organization of Islamic Cooperation (COMCEC) is a central forum that addresses common development issues faced by Islamic countries, established in Mecca in 1981 as the fourth committee among the standing committees of the Organization of Islamic Cooperation, it includes 57 member states, in addition to five observer countries representing the four continents.



Industry and Commerce Minister Meets Saudi Minister of Industry and Mineral Resources in Riyadh



H.E. Mr. Abdulla bin Adel Fakhro, Minister of Industry and Commerce, stressed the strong ties between the Kingdom and the Kingdom of Saudi Arabia, especially in the commercial and industrial sectors.



This came during a meeting between the Minister of Industry and Commerce and H.E. Mr. Bandar Ibrahim AlKhorayef, Minister of Industry and Mineral Resources in Saudi Arabia, within the framework of his official visit to Saudi Arabia.

During the meeting, H.E. Fakhro noted the importance of supporting all programs, initiatives and projects that strengthen bilateral ties, praising Saudi Arabia's strategic steps, which reflect the commitment towards sustainable development for economic sectors, especially the industrial sector, which is witnessing rapid development and growth.

The Minister of Industry and Commerce Heads Bahrain's Delegation in the 65th Meeting of the Trade Cooperation Committee in Oman



HE Mr. Abdulla bin Adel Fakhro, Minister of Industry and Commerce, affirmed the Kingdom of Bahrain's commitment to enhancing cooperation with the GCC in various aspects to achieve mutual goals and aspirations, pointing to the pivotal role of the industrial sector in enhancing economic diversification and supporting local production.



This came as His Excellency headed the delegation of the Kingdom of Bahrain in the sixty-fifth meeting of the Trade Cooperation Committee, hosted by the Sultanate of Oman, with the participation of the GCC Ministers of Commerce, and GCC Secretary General Jasem Mohamed Albudaiwi, and the GCC Ministers of Industry. In the presence of the Undersecretary of the Ministry of Industry and Commerce, Ms. Eman Ahmed Al-Doseri, and the accompanying delegation.

The meeting discussed a number of topics on the agenda, which included a working paper on forming a permanent committee for investment, and a discussion of a number of GCC commercial laws, in addition to reviewing the memorandum of the General Secretariat on the work of committees within the Trade Cooperation Committee. As well as the latest developments on Free Trade Agreements with countries and international blocs.

During the 43rd Session of World Tourism Day in Riyadh... Minister Fakhro:

Continuing to Support Global Efforts to Promote Sustainable Tourism Development and Attract more Green Investments



HE Mr. Abdulla bin Adel Fakhro, Minister of Industry and Commerce and Acting Minister of Tourism, affirmed Bahrain's commitment to supporting global efforts to promote sustainable tourism development, and to develop policies that enhance international tourism, noting the importance of promoting and attracting more direct green investments to benefit the tourism sector, as a major contributor to accelerating economic growth.

This came during His Excellency's participation in dialogue sessions within the activities of the forty-third session of World Tourism Day, hosted by Riyadh from 27 to 28 September 2023, under the slogan "Green Tourism and Investments", in the presence and participation of decision makers in the global tourism sector and sustainability and tourism development experts, and representatives of relevant international and local organizations.

Fakhro praised the efforts made to enhance international cooperation in tourism, stressing the importance of exchanging experiences and strengthening partnerships to achieve sustainable development in the tourism movement regionally and globally, in addition to enhancing its competitiveness to achieve comprehensive economic and social development.

His Excellency noted that Bahrain's participation in this global event reflects the keenness to highlight the components of the tourism sector in the Kingdom, in addition to presenting the Bahraini experience in achieving a record of innovative initiatives that strengthened the Kingdom's position in tourism regionally and globally, and established its location as one of the most attractive destinations for international tourists, given its pioneering infrastructure, services, facilities, advanced hotel and tourism facilities, and diverse tourist destinations.

Moreover, the Minister highlighted the efforts of the Kingdom of Bahrain in supporting the tourism sector according to a clear strategy and innovative plans that guarantee its sustainability, and provide an attractive and supportive climate for innovative tourism projects, pointing out that the slogan for celebrating World Tourism Day this year embodies the Kingdom's approach in formulating the tourism strategy (2022-2026), which promotes the prosperity and green investments of the tourism sector, in a way that supports the growth of the Kingdom's GDP.



Minister of Industry and Commerce Visits UNEECO



H.E. Mr. Abdulla bin Adel Fakhro, Minister of Industry and Commerce, hailed the remarkable developments the industrial sector in the Kingdom of Bahrain is witnessing, noting its pivotal role in supporting the national economy, and the importance of strengthening partnership and cooperation with the private sector to create an attractive climate for global investments, following the Industrial Sector Strategy (2022-2026).



This came during His Excellency's visit to the Universal Electro-Engineering Factory in Salman Industrial City in Hidd, where he was received by factory chairman Mr. Abdulrahman Juma, and a number of factory officials.

The Minister toured the facility and reviewed the manufacturing steps and production stages, in addition to the most important services provided by the factory. His Excellency praised the factory's advanced technological services and solutions, which support the development and competitiveness of the Kingdom's industrial sector.

Notably, UNEECO specializes in the manufacture and maintenance of home, electrical and electronic appliances, such as high-quality fire systems, and home control systems. As well as creating connectivity and communication IT solutions for customers, designing and building data centers, computer rooms, and other technological systems and solutions.

Minister of Industry and Commerce launches (Takamul) Industrial Local Value Program



H.E. Mr. Abdulla bin Adel Fakhro, Minister of Industry and Commerce, affirmed the Ministry's commitment to achieving the objectives of the industrial sector strategy (2022-2026), which comes within the economic recovery plan, in an aim to increase the contribution of the industrial sector to the GDP, and to increase exports of national origin, while providing promising job opportunities for citizens. The Minister noted the approval of the Cabinet to launch the "Takamul" program, which aims to encourage national companies to enhance their contributions to the national economy.



This came during a press conference held to announce the launch of (Takamul) Local Value Program in Industry, in the headquarters of the Ministry of Industry and Commerce, in the presence of BCCI Chairman Mr. Sameer Nass, and a number of officials from various concerned authorities.

In his speech, Minister Fakhro indicated that (Takamul) is one of the initiatives of the industrial sector strategy (2022-2026) and was launched as part of the economic recovery plan to achieve comprehensive economic development, seeking to enhance local productions and increasing the efficiency of the value-added chain, directing the expenditures of the industrial sector to the local market, and enhancing the competitiveness of national industrial establishments, in a way that contributes to the development of promising sectors and enhances integration between national industries to achieve a developed and sustainable industry.

In conclusion, His Excellency noted that the program will contribute to encouraging national companies and enhancing their contribution to the national economy, the companies' contributions will be measured and those who meet the criteria will be granted a preference in government procurement by 10%.

In cooperation with the Information and e-Government Authority, Bahrain Post and Cisco

Industry and Commerce Minister Announces the Launch of Sijilat 3.0

Improved services to facilitate and ease procedures.

Featuring "Automated Guide Service" an interactive tool to support the establishment of new business activities.



H.E. Mr. Abdulla bin Adel Fakhro, Minister of Industry and Commerce, affirmed the Ministry's commitment to developing initiatives that boost the economic and commercial sector in light of the comprehensive development plan under the leadership of His Majesty King Hamad bin Isa Al Khalifa, and the keen follow up of His Royal Highness Prince Salman bin Hamad Al Khalifa, Crown Prince and Prime Minister.

This came as H.E. The Minister announced the launch of Sijilat 3.0, in cooperation with the Information and e-Government Authority, Bahrain Post and Cisco, during a press conference held at the BCCI building, with the participation of BCCI Chairman H.E. Mr. Samir Abdullah Nass, Information and e-Government Authority CEO Mohammed Ali Al-Qaed, iGA Deputy Chief Executive Officer, Dr Zakaria Ahmed Al Khaja, and Mr. Nibras Mohammed Ali Talib, Assistant Undersecretary for Commercial Registration and Companies at MOIC, in addition to a number of invitees from the public and private sectors.

During the conference, H.E. Mr. Abdulla bin Adel Fakhro, confirmed that the launch of Sijilat 3.0 aims to develop and improve the quality of services provided by the Ministry of Industry and Commerce by implementing the latest technologies that enable investors to manage their business easily and from anywhere in the world. Improvements in the new system include a collection of new e-services, which facilitate and reduce steps to access services by 60%.

The Minister indicated that the improved system uses modern programming techniques that suit the format of various devices, in addition to other new services, most notably the "automated guide" service, which is an interactive tool and a proactive step that enables investors to access everything they need to establish their business and determine the appropriate structure of the commercial registration or its activity before starting it, and providing the service of printing certificates for the CR, which allows businessmen and investors to obtain certificates and CR data through the Sijilat e-system, in addition to providing and improving 10 services for CR holders.



The new and improved Commercial Registration Portal Sijilat 3.0:

The new **Sijilat 3.0** portal features a dedicated dashboard for the commercial registration owner that helps in keeping track of CRs and applications

Key information provided by the dashboard include:



Ability to use the system on portable devices



Fewer steps to access and apply for services



User friendly interface



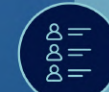
Effective monitoring of applications and CR status



Ease in identifying procedures and requirements



Renewal date for each CR



List of all CRs owned by the investor



Violations placed on each CR



Due Payments for each CR



List of all completed and in-progress applications as well as status

تكامول TAKAMUL

In-Country Value (ICV) Program in Industry



It is a program that measures the contribution of companies in the national economy, according to which companies obtain an **(In-Country Value "ICV" Certificate)** to receive preference in future government tenders.

One of the Industrial Sector Strategy (2022-2026) initiatives launched as part of the Economic Recovery Plan.

Program Objectives



Enhancing local content & increasing the efficiency of the added value chain



Directing industrial sector expenditures to the local market



Encouraging new investment opportunities in the industrial sector



Giving priority to national products in government tenders



Creating job opportunities and developing national cadres



Enhancing the competitiveness of national industrial establishments

iFactories



المصانع الذكية

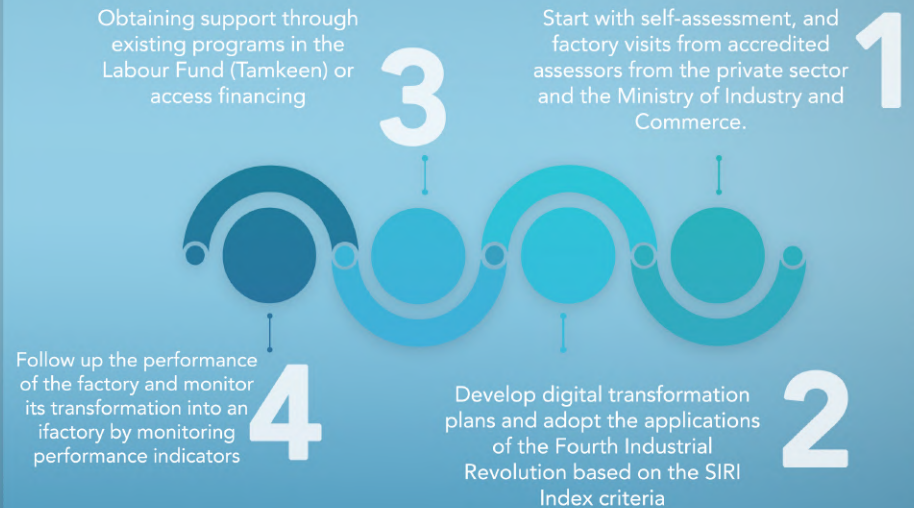
ifactories

An initiative to support the transformation of the industrial sector towards the "Fourth Industrial Revolution" by measuring the readiness of factories and their level of digital maturity, and enabling them to invest in infrastructure, technology, and digitization.

Initiative Objectives

- 1 Increase the efficiency of the industrial sector and enhance its competitiveness locally, regionally and internationally
- 2 Sustainability of the industrial sector by enhancing the effectiveness of resource management
- 3 Accelerating and stimulating research, development and innovation in the industrial sector
- 4 Reducing unskilled manpower and creating promising opportunities for Bahraini cadres
- 5 Adopting the best regional and global practices in industrial facilities
- 6 Creating the appropriate technical infrastructure to attract more foreign and local investments

Factory Development Course





by **moic.gov.bh**

eCommerce Seal System (eFada)

A system for granting an eCommerce seal for the companies and commercial establishments to be displayed on their eStores/eMarketplaces after fulfilling the registration requirements. The eCommerce seal (eFada) states that the eStore/eMarketplace is registered and active in the records of the Ministry of Industry and Commerce and is authorized to practice eCommerce

Objectives of the eCommerce Seal (eFada)



Encourage consumers to engage with eCommerce platforms



Build up consumer trust



Giving credibility to eCommerce platforms



Encourage digital transformation



Elevate the standards of eCommerce platforms

The eCommerce Seal (eFada) shall be displayed on the eCommerce platforms after fulfilling the following registration requirements:

1. The commercial registration must be active.
2. Up and running eCommerce Platform (website or mobile application) which contains the following components:
 - The eCommerce platform must have a secure ePayment method.
 - Availability of a Refund and Exchange policy, Terms of Use, and Data Protection policy on the eCommerce platform.
 - The eCommerce platform must have an active shopping cart.
 - The eCommerce platform must offer delivery service to customers.

Interview with an official

Assistant Undersecretary for Domestic and Foreign Trade at the Ministry of Industry and Commerce Shaikh Hamad bin Salman Al Khalifa

1. What are the most prominent initiatives provided by the Ministry of Industry and Commerce for the benefit of consumers in 2023?

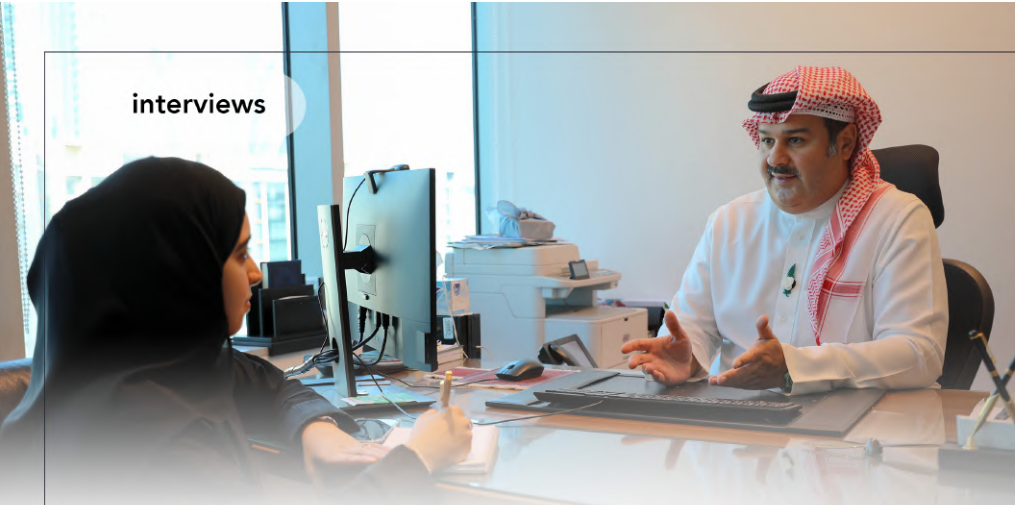
The Ministry of Industry and Commerce, represented by the Consumer Protection Directorate, launched the "Consumer Friend" initiative in June 2023 until November 2023, in response to the instability of the prices of basic food commodities in the local Bahraini markets and the high number of complaints received by the Consumer Protection Directorate regarding the prices of food commodities and products in shops, which was the result of rapid global changes. The initiative's aim was to provide more affordable alternative food commodities and products in local markets around Bahrain, promoting the principle of solidarity and community partnership between the government sector and the private sector for the best interest of citizens and residents in the Kingdom of Bahrain.

2. What are the main objectives of the "Consumer Friend" initiative launched by the Ministry in June this year?

The "Consumer Friend" initiative aims to ensure that food commodities and products in local markets of the Kingdom of Bahrain are not affected by global fluctuations, as the initiative was organized in coordination and cooperation with the commercial sector, to enhance the role of the Consumer Protection Directorate in protecting consumers in Bahrain, ensuring that commodities and food products are not affected in the local markets despite the fluctuations at the global level, and to achieve solidarity and social responsibility between the government sector and the commercial sector in the best interest of consumers, while ensuring the availability of more affordable alternatives in the market, and in order to preserve the purchase power of citizens and residents, which has a great impact on the prosperity of the local market movement.

3. What is the work mechanism of the "Consumer Friend" initiative that has been implemented in the Ministry in cooperation with the commercial sector?

The "Consumer Friend" initiative functions according to a very simple mechanism that does not require additional resources, by encouraging major markets to participate with the sale and trading of foodstuffs in the local markets by reducing the price of 10 food items out of 15 specified in the Consumer Friend basket by no less than 10%, meaning that the discounts range between 11% - 90% and more. The discounts offered by the market must be in all the branches and they must include ten food items from the Consumer Friend Basket specified by the Consumer Protection Directorate to be accepted in the initiative. The Consumer Friend Basket includes a range of basic food commodities consumed by typical Bahraini families, for example: chicken, red meat, fish, whole or cut local or imported, as well as legumes, frozen vegetables, sugar, salt, rice, oils, pasta, wheat and its derivatives, milk and its derivatives, tea and coffee, and finally frozen ready meals.



Interview with an official

**Assistant Undersecretary for Domestic and Foreign Trade at the Ministry of Industry and Commerce
Shaikh Hamad bin Salman Al Khalifa**

4. How well did commercial sector accept the Consumer Friend Initiative?

The "Consumer Friend" initiative witnessed a great turnout from the commercial sector, specifically the major markets concerned with the sale and circulation of commodities and food products, in June, 4 markets participated, and the number rose to 5 in July, and continued to progress, in November, 25 markets participated. Among those are: Lulu Hypermarket, Midway, Carrefour, Megamart, Nesto, Sultan Center, Montazah Markets, Ansar Gallery, Family Markets, Danube, Al Zaeem Butchery, Ramez, Al Helli, Al Jazira, Al Sater, Tamimi Market, Alnokhba. Notably, all participating markets were named Consumer Friend and honored and given certificates on a monthly basis, extending thanks and gratitude for their sense of citizenship and social responsibility towards consumers in Bahrain.

In turn, the markets were keen to publish the given certificates and announce the lists of products in the Consumer Friend Basket on their media and commercials. As for the Ministry's side, we were also committed to publishing certificates, welcome messages and lists of the Consumer Friend Basket for all shops participating in the initiative, to enhance the partnership and solidarity between the government sector and the commercial sector in the best interest of consumers in Bahrain.

5. Has the Ministry actually witnessed any direct impact on consumers through the initiative and the increase of commercial participation by markets and their branches across Bahrain?

We have in fact witnessed a significant impact since the launch of the Consumer Friend initiative in June until November 2023, one of the most important indicators is the significant decrease in consumer complaints regarding price fluctuations of basic food commodities in shops, in addition to the increase in the number of social media users visiting accounts of shops or the Ministry of Industry and Commerce to view and browse the lists of the Consumer Friend Basket, and this of course indicates the extent of consumers' interest obtaining credible information and viewing offers for discounted food commodities and products.

On the other hand, many important indicators and figures concerned with consumers in the Kingdom of Bahrain were monitored in cooperation and coordination with the commercial sector participating in the Consumer Friend Initiative. Numbers state that consumers benefited from purchasing more than 20,000 discounted food commodities from the Consumer Friend Basket, and the number of beneficiaries of the initiative reached more than 300,000 consumers, and the total savings return for consumers reached more than 250,000 Bahraini Dinars until the end of November 2023, all of which are very positive figures that indicate the success of the Consumer Friend Initiative, through the high demand of consumers to purchase products listed in the Consumer Friend Basket by the shops participating in the Initiative of the Ministry of Industry and Commerce.

Bahrain iFactories Program

Eng. Ebtisam Al-Shenoo
Chief of Industrial Operations

We are currently witnessing a continuous and accelerated movement of digital transformation across the board, a journey of improvement and change based on leveraging technology to enhance operations, services, sustainability, and competitiveness.

Many industrial enterprises may have the desire to implement manufacturing automation and digital transformation, but they need guidance and empowerment. We were pleased to work on the iFactories Program, which was launched by the Ministry of Industry and Commerce in the third quarter of this year, which comes in line with the pillars of the Industrial Sector Strategy of the Kingdom of Bahrain (2022-2026) and the GCC Unified Industrial Strategy (2023-2026) in supporting the sector's transformation towards the Fourth Industrial Revolution with the aim of increasing digital transformation, automating and linking processes, machines and data, and using smart manufacturing applications.

The program aims to increase the efficiency of the industrial sector, enhance its competitiveness locally, regionally and internationally, transfer and adopt best practices in industrial facilities, accelerate and stimulate innovation in the industrial sector, reduce unskilled manpower, create promising qualitative opportunities for Bahraini cadres, beside other ambitious goals

The project started by spreading the necessary awareness among the target factories on the importance of measuring the level of digital maturity and the actual application of the aspects of the Fourth Industrial Revolution. The first phase of the project also included a self-assessment to determine the readiness of factories, using the "Siri Smart Industry Readiness Index" the latest globally approved indicator to measure the level of factories in terms of applying the practices and techniques of the Fourth Industrial Revolution, measuring through 16 dimensions inside and outside the factory.

After the approved evaluation is completed by the certified SIRI assessors, the digital transformation priorities are set according to the challenges faced by the factory and according to the priorities and strategy of the management in the facility, so the factory will be able to draw up the work plan for development and obtain the necessary support and incentives to invest in the technological infrastructure, whether for the development of processes, technology or the enterprise system.

This project offers a program to qualify and train accredited residents in Bahrain who meet the requirements and scientific and practical experience in the field of industrial consultancy. The program includes training hours and passing a theoretical and practical exam, and a certificate is granted by the INCIT organization that developed the Siri index, so the accredited evaluator can perform the evaluation of any industrial establishment locally or globally, in addition to following up the performance of the evaluator and the technical solutions provided by the organization.

The journey of digital transformation in the industry is a continuous journey of seizing technological opportunities for improvement and measuring the progress is an important step that the Ministry of Industry and Commerce in Bahrain seeks to put a mark on.

Protection of consumer rights



The Ministry of Industry and Commerce works to protect many interests related to consumers and traders through several laws, on this basis, Law No. (35) of 2012 on consumer protection, and Resolution No. (66) of 2014 issuing the executive regulations of Law No. (35) of 2012 on consumer protection, were issued to protect and encircle the rights of consumers in the Kingdom of Bahrain, from any misleading practices or non-compliance with the implementation of the obligations imposed on the merchant.

Several lawfully protected consumer rights can be highlighted, which the Ministry works hard to address through legal procedures, most importantly:

- The right to obtain correct information related to the products.
- The right to choose products that meet legally approved quality control.
- The right to know legitimate rights and interests.
- The right to respect privacy and preserve personal information.
- The right to receive defect-free products or services that comply with approved specifications and serve their contracted purpose or the terms of the contract and professional or commercial custom.
- The right to know the price of the product in a displayed and clear manner in addition to the warranty period.

The right to receive the necessary spare parts and maintenance for a reasonable period.

Notably, the obligations of the supplier in the law state that the supplier or the merchant cannot evade obligations, whether through oral or written agreement, and the consumer has the right, in the event of a violation of any of his legally protected rights, to resort to the Consumer Protection Directorate at the Ministry of Industry and Commerce through the various available channels of communication, and to provide supporting documents to allow necessary measures to be taken in this regard.

Since these rights are subject to legal protection, they do not stop at the administrative procedures of the Ministry of Industry and Commerce, their violation may result in criminal penalties like imprisonment and/or fines.

Therefore, the consumer must be aware of his rights and obligations, to avoid falling victim to any violation, and to know the authority concerned with consumer protection and the procedures that can follow to maintain rights.

RADIO PARTICIPATIONS

The weekly message of the Ministry of Industry and Commerce



Presented by Maram Al-Mahmeed

Director of Information Systems
Information Systems Directorate



Presented by Eng. Entisar Abdulaal

Director of the Consumer Protection Directorate
Consumer Protection Directorate



Presented by Hanadi Ali Hussain

Supervisor of the Commercial Statistics Unit
Foreign Trade and Industrial Property Directorate



Presented by Hussain Faisal

Senior foreign trade specialist
Foreign Trade and Industrial Property Directorate



Presented by Fatema Dawood Ahlin

SR Consumer Protection Specialist
Consumer Protection Directorate



Presented by Yusuf Hesham Alansari

Chief of Industrial Areas Development & Control
Industrial Areas Directorate

RADIO PARTICIPATIONS

The weekly message of the Ministry of Industry and Commerce



Presented by Eng. Ali Al-Ghasra

Specifications Specialist
Standards and Meteorology Directorate



Presented by Saeeda Ali Thani

Chief of Investor Services
Industrial Areas Directorate



Presented by Amna Fuad Bushaqer

Head of Consumption Planning
Consumer Protection Directorate



Presented by Nayla Musaad Matar

Chief of Startup & Entrepreneurship Enterprises
SMEs Development Directorate



Presented by Maryam Khaled Alchuban

Financial Analyst
Companies Control Directorate



Presented by Mohammed Nabeel Askar

Senior inspection specialist
Inspection Directorate

فناوات تعاونا نشارك

المرأة في التنمية الشاملة



The Ministry of Industry & Commerce celebrates its female employees on Bahraini women's day

Celebrate Bahrain

In the presence of HE the Minister of Industry & Commerce Ministry of Industry & Commerce celebrates the National Day



In the presence of HE Mr. Abdulla bin Adel Fakhro, Minister of Industry & Commerce, and a number of senior officials... The Ministry of Industry & Commerce celebrates the National Day and the Coronation anniversary of HM King Hamad bin Isa Al Khalifa



Achievements of employees of the Ministry of Industry and Commerce and their families



Nada Nasser Al Thawadi received a Master's degree in Business Administration with first honors from the University College of Bahrain. The University organized the graduation ceremony for the 19th cohort of undergraduate and master's programs under the patronage of Professor Shaikh Khalid bin Mohammed Al Khalifa, Founding President and Chairman of the Board of Trustees. Nada delivered a speech on behalf of her fellow graduates, praising the efforts of the university's administration, members of the administrative and educational bodies, and professors to sustain the university's academic and administrative development and prestigious position, and highlighting the role of the youth, who contribute to the country's advancement and seek to develop it through science and knowledge.



Hawar International School's 3rd grade student Shaikh Nasser bin Ahmed Al Khalifa, son of employee Nada Nasser Al-Thawadi, participated in the Mental Math World Cup 2023, along with participants from 54 countries, scoring 2nd place at the level of the Kingdom of Bahrain and 1st place at the school, the student also won certificates of appreciation and a medal, and was honored by the school principal and administrative and educational bodies, who praised his outstanding results in the competition in appreciation of his achievement, encouraging him to participate in more Global competitions to enrich his experience and earn him more future awards.

Achievements

Director of Communication and Awareness awards the trainees of the Communication and Awareness Directorate in the Ministry of Industry and Commerce for the year 2023



Trainee Isra Albaitam



Trainee Sondos Yusuf



Trainee Ali Madan



Trainee Taiba AlDailami



Trainee Fatima Fardan



Trainee Ali Ahmed



Trainee Minwah Almardi

Initiatives

month of
JULY



Salman Abdulla Ali
Human & Financial Resources Directorate

month of
OCTOBER



Mr. Shafi Mohammed Albalushi
Consumer Protection Directorate

month of
AUGUST



Ali S. Taqi Alalawi
Companies Control Directorate

month of
NOVEMBER



Mohamed Ali Mansoor
Office of the Minister

month of
SEPTEMBER



Taghreed Ezzuddin Shanaea
SMEs Development Directorate

month of
DECEMBER



Nofal Jameel Mansoor
Foreign Trade and Industrial Property

EMPLOYEE OF THE MONTH

The Ministry of Industry and Commerce awards the winners of the competition of Al-tijara magazine for the second half of 2023



Employee Donya Al-Taweel



Employee Sara Busaqroo

The Ministry of Industry and Commerce awards the winners of the Monthly competition of the Ministry of Industry and Commerce





Mahmoud Ahmed Mujbel
Director of communication
and awareness

Every year, the people of the Kingdom of Bahrain celebrate two important occasions that represent a symbol of unity and national pride. December 16, which marks the National Day of the Kingdom of Bahrain, and the twenty-fourth anniversary of His Majesty King Hamad bin Isa Al Khalifa' coronation.

The National Day is a wonderful occasion that commemorates the founding of the Kingdom and strengthens the patriotic spirit among citizens and residents of the Kingdom of Bahrain. It is a day that witnesses official and popular celebrations, as many events, marches and festive performances are organized around the kingdom, where Bahraini people express their love and loyalty to the country by participating in these celebrations

In addition, Bahrainis celebrate the national holidays in memorial of the establishment of modern Bahrain as an Arab Muslim state in 1783,

during the era of Founder Ahmed Al-Fateh, and its accession to the United Nations as a full member, and the anniversary of His Majesty the King's coronation, which falls on December 16 and 17 every year.

This notable occasion reflects the determination of Bahraini people to continue building a better future for the country and strengthening values of patriotism and social cohesion. Events and celebrations are organized across the Kingdom, which include military parades, popular parades, and cultural and artistic performances. People of all ages and social classes gather to participate in these celebrations and enjoy the atmosphere and rich Bahraini heritage.

The National Day and Coronation Anniversary of His Majesty King Hamad bin Isa Al Khalifa are occasions that embody unity and national belonging. These celebrations also enhance the national spirit and pride in Bahraini identity and remind the people of the achievements throughout the country's journey towards development and prosperity.

In conclusion, these two occasions represent an opportunity to reflect on the history of the Kingdom of Bahrain and the progress that has been achieved. While keeping in mind that the key to success is unity and interdependence among members of society, and that through the combined efforts of the people and their leadership, Bahrain will continue to move forward to achieve the aspirations of its people.