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## New Electronic System to Stop Fake Goods Entering Qatar

**DOHA** - The General Customs Authority has launched a sophisticated electronic system “IPM” to detect counterfeit goods coming into the country, especially cosmetics.

The system is accredited by the World Customs Organization and has been introduced due to an increase in the number of fake goods, which are manufactured in unlicensed factories, Al Sharq newspaper quoted Yusuf AL Nuaimi, assistant director of Air Cargo Customs and Special Airports, as saying.

This new system makes it easier to spot these counterfeit goods and is used in a number of countries around the world.

*Search: The Peninsula Qatar*



# Dubai Department of Economic Development Receives 27,027 Consumer Complaints in 2016

**DUBAI** - The Department of Economic Development (DED) in Dubai received 27,027 consumer complaints in 2016, an increase of 23 percent compared to the 21,896 complaints received during the previous year.

On an average, the Ahlan Dubai call center (600 54 5555) of DED received 2,252 monthly complaints as continued awareness campaigns by DED led to better understanding of consumer rights and responsibilities across the emirate.

The Commercial Compliance and Consumer Protection (CCCP) sector, as part of its efforts to promote Dubai as a safe shopping destination and promote best practices in retailing in the emirate, seeks to build awareness among consumers on the mechanisms available to raise their complaints and have their rights protected.

The complaints received in 2016 involved various issues such as non-compliance with warranty terms (39 percent of complaints), refunds (17 percent), damaged goods (13 percent), and lack of safety systems (5 percent). Indicating an eagerness among traders to offer better customer service and improved compliance to business regulations resulting from the various initiatives rolled out by CCCP, complaints relating to exchanges dropped 20 percent and those relating to commercial fraud, by 40 percent in 2016.

Sector-wise, services accounted for 43 percent of the complaints followed by electronics (24 percent), automobiles (15 percent), textiles (7 percent) and furniture (3 percent). The remaining eight percent were from varied sectors.

Mohammed Ali Rashed Lootah, CEO of CEEP, commented that the number of consumer complaints received reflects the success of the campaigns conducted by DED during 2016 to strengthen Dubai's position as the shopping destination of choice for residents and visitors, across all nationalities.

“Consumers have become more conscious and determined about their rights and the quality of service they deserve. Most of the complaints we received related to non-compliance with warranty terms, refunds and defective products. The CEEP sector did the necessary follow up and took steps to resolve those complaints amicably in not later than four working days, to the satisfaction of the consumer as well as the merchant,” Lootah said.

Ahmed Al Awadi, director of Consumer Protection in DED, added that the focus is on nurturing a healthy consumer rights culture through establishing cordial relations between consumers and traders. “We promote the principle of neutrality, awareness and adoption of the highest international standards in retailing, which is a critical sector and an engine of economic growth in Dubai.”

In 2017 too, DED will be launching a series of awareness campaigns with emphasis on discounts and measures to be taken by consumers in the purchasing process to avoid being duped, said Al Awadi. The campaigns will also seek to familiarize consumers with the Blue Book, which is being brought out in 10 different languages to educate consumers and merchants on their individual roles and responsibilities in the purchasing process.

*Source: Emirates News Agency*





# Emir of Qatar Issues Much-awaited Arbitration Law

**DOHA-** The Emir His Highness Sheikh Tamim bin Hamad al Thani on February 16, 2017 issued Law No. (2) of 2017 on arbitration in civil and commercial matters. The Law stipulates that it shall be implemented and published in the Official Gazette.

The provisions of this law shall be applicable to any arbitration between persons from both public and private sectors, irrespective of the nature of legal relationship on which the dispute is based or treaties Qatar has with other countries. However, the Arbitration Law will apply to only those cases that take place inside Qatar or in cases abroad in which parties agree to adhere to the provisions of the Qatari law.

Agreement to arbitrate in administrative contracts disputes shall be with the consent of the prime minister or his authorized representative.

In this regard, the arbitration shall be considered commercial if the dispute is based on legal relationship arising out of an economic activity, irrespective of whether it is in the form of a contractual agreement or not.

The arbitration shall be considered as international if the subject matter of the dispute is related to international commerce under the following circumstances:

1. In case, the principal business center of either party to the arbitration is located in two different countries at the time of execution of the arbitration agreement.
2. If the main business center of either party to the arbitration is based in the same country at the time of execution of the arbitration agreement while one of the following places are based outside such country:
  - The place of arbitration, as stipulated in the arbitration agreement or there exists a reference regarding the mode of its selection;
  - The place where execution of the substantial part of the obligations, arising from the commercial relationship between the parties, has to be carried out;
  - The place which is very much relevant to the subject matter of the dispute;
3. If the subject matter of the dispute, which comes under the arbitration agreement is linked with more than one country.
4. In case, both parties to the arbitration have agreed to have recourse to either a permanent arbitration organization or arbitration center located either in the country or abroad.

*Source: Qatar Tribune News*



## Global Impacts of Counterfeiting and Piracy to Reach US \$4.2 Trillion by 2022

**HONG KONG** - A new report released indicates that the global economic value of counterfeiting and piracy could reach US \$2.3 trillion by 2022. Titled *The Economic Impacts of Counterfeiting and Piracy*, the report provides estimates on the wider social and economic impacts on displaced economic activity, investment, public fiscal losses and criminal enforcement, and concludes that these costs could reach an estimated US \$1.9 trillion by 2022. Taken together, the negative impacts of counterfeiting and piracy are projected to drain US \$4.2 trillion from the global economy and put 5.4 million worth of legitimate jobs at risk by 2022.

The International Trademark Association (INTA) and ICC's Business Action to Stop Counterfeiting and Piracy (BASCAP) commissioned the report from Frontier Economics, an internationally recognized economics research firm. The report was launched on February 6, 2017 in Hong Kong during INTA's 2017 Anti-counterfeiting Conference.

"This new study shows that the magnitude of counterfeiting and piracy is huge, and growing," said Amar Breckenridge, senior associate at Frontier Economics. «Our objective is to as accurately as possible characterize the magnitude and growth of this illegal underground economy and its impacts on governments and consumers»

The report captures the full spectrum of economic harm associated with counterfeiting and piracy, including the value of domestically produced and consumed counterfeit products, the value of digital piracy, and the negative impacts on society, governments, and consumers. Frontier also estimated significant employment effects with projected losses of 4.2 to 5.4 million by 2022.

"Measures to fight counterfeiting have not been sufficient," said BASCAP Director Jeffrey Hardy. "If governments hope to stabilize the economy, and stimulate economic growth and employment, they must do a better job to protect the central role that IP plays in driving innovation, development, and jobs."

*Source: INTA News*

Abu-Ghazaleh Intellectual Property (AGIP)

أبو غزالة للملكية الفكرية



## Abu-Ghazaleh Intellectual Property Launches Trademarks E-Search Service in Arab Countries

**AMMAN** - The Information Center at Abu-Ghazaleh Intellectual Property (AGIP) has recently launched its e-search service for trademarks published in the Arab countries.

Access to this service could be either through AGIP's web page <http://search.agip.com/>, or by logging into the AGIP website ([www.agip.com](http://www.agip.com)), and then choosing and pressing the Main Options button and selecting Search for Trademarks to access the page.

From this page, the user can access a database comprising of more than two million trademarks available in the Arab countries, including Bahrain, Jordan, Qatar, Sudan, the United Arab Emirates, Kuwait, Lebanon, Oman, West Bank, Gaza, Yemen, Libya and Iraq.

The website provides three types of high-quality and cost effective search. The search can be done by selecting the Identical Search option, which provides the users with immediate results related to anything published which is identical to the trademark in question that appear directly. The second type of search could be via the Find Similar option, which provides immediate results presenting any published trademarks that are identical or similar to the trademark in question. The last option is via Professional Search, which provides more broad results that would be sent to the inquirer within 24-48 working hours. The results for this last option would include a search for trademarks in Arabic language, the translation and transliteration of the trademark and results for any trademarks that have a similar shape as well as trademarks similar to the one in question.

AGIP's decision to provide such a service came as a response to recent developments and updates in this field, besides the stakeholders' need to obtain results in the shortest time. The traditional way to obtain such results previously was by sending an email to all TAG-Org's 85 offices around the world to search for the trademark in question. Such a process would definitely take a longer time to find the required results.

This initiative would make all the trademarks registered in the Arab countries, which had been collected over many years, available to the clients. Some of these trademarks were registered in 1930 and this is their first update. AGIP Information Center has a database of more than two million trademarks with detailed records that comprise application number, application date, and publication details such as issuance number, date of issuance number and page number, registration number, registration date, name and nationality of the trademark owner, trademark image, description of goods and important details, in addition to the published updates for trademarks such as renewal, ownership transfer and other transactions.

AGIP was established in Kuwait in 1972 at a time when Intellectual Property (IP) protection was still in its early stages of development in the Arab region. However, since its establishment AGIP has consistently been at the forefront of efforts to improve the infrastructure of IP in the Arab world. To this end, AGIP has worked in close coordination with Arab governments and multilateral organizations on introducing an efficient IP system that has brought significant changes to the region.

*Source: TAG-Org News*





## Increase in Trademark Publication Fees in Saudi Arabia

**RIYADH** – The Saudi Trademark Office announced that an increase in the official trademark publication fees applications will be applied in Saudi Arabia as from February 19, 2017.

Accordingly, Abu-Ghazaleh Intellectual Property (AGIP) will amend its charges and post them on its website ([www.agip.com](http://www.agip.com)).

For more information, please contact our office in Saudi Arabia at the following address:

Address: King Fahd Road - Olaya District - Talal Abu-Ghazaleh Organization (TAG-Org)

P.O. Box: 9767, Riyadh 11423, Kingdom of Saudi Arabia

Telephone: (00 966-11) 464 2936

Fax: (00 966-11) 465 2713

Email: [ksa@agip.com](mailto:ksa@agip.com)

Contact: Ma'an Al-Khen (Mr.)

*Source: [Agip.com](http://Agip.com)*



# Where We Operate

## **General Administration**

Email: [taglegal@tag-legal.com](mailto:taglegal@tag-legal.com)

## **Abu Dhabi, UAE**

Email: [abudhabi@tag-legal.com](mailto:abudhabi@tag-legal.com)

## **Algeria, Algeria**

Email: [mea@tag-legal.com](mailto:mea@tag-legal.com)

## **Amman, Jordan**

Email: [jordan@tag-legal.com](mailto:jordan@tag-legal.com)

## **Beirut, Lebanon**

Email: [lebanon@tag-legal.com](mailto:lebanon@tag-legal.com)

## **Cairo, Egypt**

Email: [egypt@tag-legal.com](mailto:egypt@tag-legal.com)

## **Damascus, Syria**

Email: [syria@tag-legal.com](mailto:syria@tag-legal.com)

## **Casablanca, Morocco**

Email: [mea@tag-legal.com](mailto:mea@tag-legal.com)

## **Doha, Qatar**

Email: [qatar@tag-legal.com](mailto:qatar@tag-legal.com)

## **Dubai, UAE**

Email: [uae@tag-legal.com](mailto:uae@tag-legal.com)

## **Jebel Ali Free Zone Area, UAE**

Email: [jafza@tag-legal.com](mailto:jafza@tag-legal.com)

## **Jeddah, KSA**

Email: [ksa@tag-legal.com](mailto:ksa@tag-legal.com)

## **Kabul, Afghanistan**

Email: [asia@tag-legal.com](mailto:asia@tag-legal.com)

## **Karachi, Pakistan**

Email: [asia@tag-legal.com](mailto:asia@tag-legal.com)

## **Khartoum, Sudan**

Email: [mea@tag-legal.com](mailto:mea@tag-legal.com)

## **Kuwait City, Kuwait**

Email: [kuwait@tag-legal.com](mailto:kuwait@tag-legal.com)

## **Manama, Kingdom of Bahrain**

Email: [bahrain@tag-legal.com](mailto:bahrain@tag-legal.com)

## **Moscow, Russia**

Email: [eu@tag-legal.com](mailto:eu@tag-legal.com)

## **Muscat, Oman**

Email: [oman@tag-legal.com](mailto:oman@tag-legal.com)

## **New Delhi, India**

Email: [asia@tag-legal.com](mailto:asia@tag-legal.com)

## **Nicosia, Cyprus**

Email: [eu@tag-legal.com](mailto:eu@tag-legal.com)

## **Ramallah, Palestine**

Email: [mea@tag-legal.com](mailto:mea@tag-legal.com)

## **Riyadh, KSA**

Email: [ksa@tag-legal.com](mailto:ksa@tag-legal.com)

## **Sana'a, Yemen**

Email: [mea@tag-legal.com](mailto:mea@tag-legal.com)

## **Shanghai, China**

Email: [asia@tag-legal.com](mailto:asia@tag-legal.com)

## **Tunis, Tunisia**

Email: [mea@tag-legal.com](mailto:mea@tag-legal.com)

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For inquiries: Quality Control Department

Talal Abu-Ghazaleh Legal (TAGLegal) / [quality.legal@tag-legal.com](mailto:quality.legal@tag-legal.com)

# TAG Legal



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