

**Market Surveillance Report- Mongar and Lhuentse Dzongkhag
(January 15 to January 27, 2024)**

A. Background

The Competition & Consumer Affairs Authority (CCAA) carried out surveillance of businesses in the major market places of Mongar and Lhuentse Dzongkhags over the period of 13 days starting January 15, 2024, to check compliance to regulatory requirements outlined in the Consumer Protection Act, 2012 and the Consumer Protection Rules and Regulations, 2015; in collaboration with officials from Bhutan Food and Drug Authority (BFDA) and Regional Office of Industry, Commerce and Employment (RoICE), Mongar.

B. Coverage

A total of 229 business entities were covered (Tab.I)

Business Type	Markets	
	Mongar (Gyalposhing, Lingmithang, Yadi, Khelikhar)	Lhuntse (Autsho, Tangmachhu)
Petroleum Retail Outlet (PRO)	2	2
Hotels & Restaurant	58	16
Garment	19	0
Grocery	75	23
Hardware	13	1
Salon/ Beauty Parlor	4	1
Tailoring	6	1
Meat Shop	3	1
Bakery	1	1
Pharmacy	2	0
Total	183	46

C. Finding and Observations

- 95.2 percent of all the business firms have pre-printed cash memo/ purchase receipts that are provided upon consumer's demand.
- From the 98 grocery shops, 12.2 percent do not meet the minimum product labeling requirements. The problem of inadequate labeling is mostly prevalent with locally produced and packaged food products.
- 90.4 percent of firms display the price of the goods and services provided.
- Processed food products past their expiration date were found for sale in over 28 groceries.
- During the surveillance, a total of 65 weighing balances that were uncalibrated or calibration validity had expired in 95 business entities were verified and calibrated.
- Four fully functional fuel dispensing pumps at four Petroleum Retail Outlet (PRO) were checked. 14 nozzles were accurate; while one of the high speed diesel (HSD) pumps in Monggar, was sent for maintenance to India.
- The density of Motor Spirit (MS) and High-Speed Diesel (HSD) at all the 4 PROs were within permissible range ($\pm 3 \text{ kg/m}^3$). Likewise, the water content in the storage tanks were all below the maximum acceptable limits (8cm).
- The 5 L measuring jar used in PRO (BOD) Monggar, Gyelposhing, (Sumpa) Lhuentse and (Autsho) Lhuentse were found to have valid calibration; while the hydrometers, thermometers and measuring cylinders were not.
- The fire extinguishers in all PROs were within their expiration dates.
- All the PROs have installed calibrated weighing balances to weigh LPG cylinders.

D. Action Taken/ to be Taken

- All businesses were educated on the requirements as per the consumer protection act and rules and regulations. They were also informed about their roles and obligations to consumers.
- Business firms that were in violation of selling goods beyond expiration dates were fined as per law and expired products were seized by BFDA.

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