

UNETHICAL BUSINESS PRACTICE & CONSUMER REDRESSAL STATISTICS - APRIL, 2024

SECTION A: COMPLAINTS RECEIVED AND REDRESSAL

A total of nine consumer complaints were registered during April, 2024; of which five have been successfully resolved while four are under investigation/ mediation. Two complaints pertained to breach of sales terms and conditions, two to delivery of sub-standard/ poor quality goods or services, five to other unethical business practices and the last one to suspected operation of a pyramid scheme/ ponzi in the market.

SECTION B: MARKET SURVEILLANCE

Tsirang and Dagana were the focus of Dzongkhags for market surveillance during the month of April. The team covered a total 261 business firms; which included Petroleum Retail Outlets (PRO), groceries, meat shops, garment and tailoring shops, hardware stores, as well as restaurants and hotels. Support was rendered by the Bhutan Standards Bureau (BSB) and Bhutan Food & Drug Authority (BFDA) in relevant sectors.

(For details visit:

<https://www.ccaa.gov.bt/ckfinder/userfiles/files/Market%20Surveillance%20Reports/Market%20Surveillance%20Report%20-%20April.pdf>)

Furthermore, cement distributors in Phuentsholing and Thimphu were monitored to ensure rectification measures to improve business practices prescribed during past monitoring were being adhered to.

SECTION C: ACTIONS TAKEN

From the complaints that were resolved, the CCAA facilitated refund of Nu. 30,000 to aggrieved consumers and also collected fines amounting to Nu. 1,027,200/- for unethical business practices. For other cases that are yet to be resolved, investigation and mediation/ dispute settlement works are in progress.

Help us help you. For any consumer complaint, please contact the CCAA:

- Call **1214** (Toll-free Number)
- Email to consumerservice@moice.gov.bt
- Visit www.ccaa.gov.bt
- Visit CCAA HQ, Thimphu during office hours

