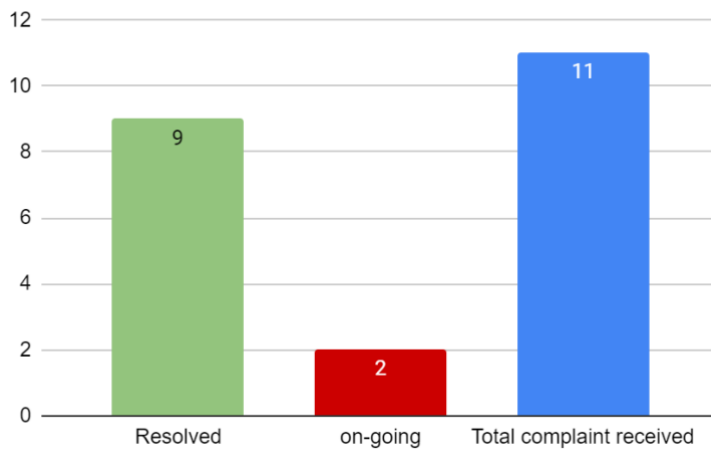


CONSUMER REDRESSAL STATISTICS & MARKET SURVEILLANCE
(June, 2024)

A. Complaints & Redressal

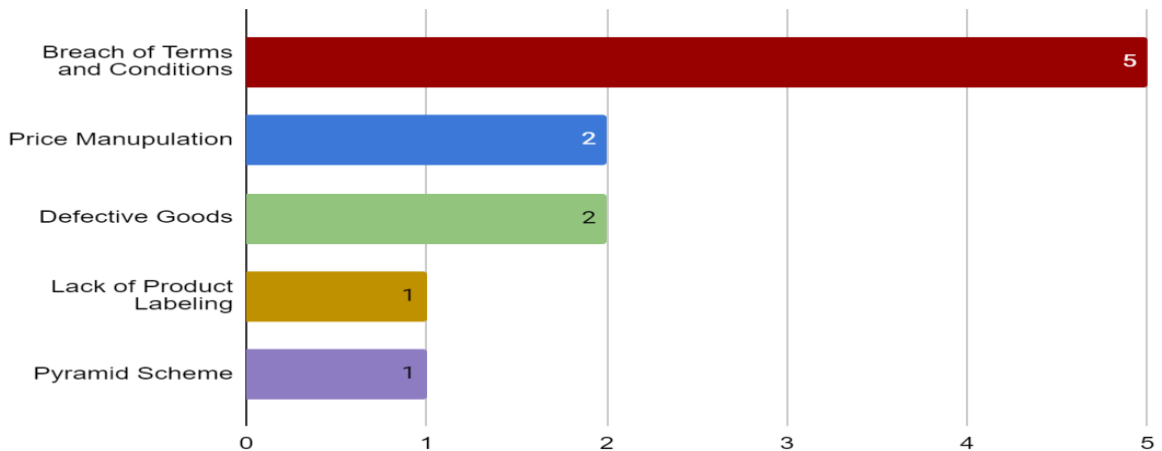
Consumers filed a total of 11 consumer complaints in June, of which a vast majority (82 %) were individual complaints (wherein consumers are seeking damages). 9 complaints were fully resolved while 2 are still in the process of investigation and mediation process (Fig I).

Fig I: *Redressal Status*



Breach of terms and conditions by businesses tops the nature of violation, followed by price manipulation to deceive consumers and supply of defective products (Fig II).

Fig II: *Complaint by nature of violation*



B. Market Surveillance

June market surveillance focused on businesses in Thimphu Thromde. A total of 156 business firms comprising the following types of businesses were monitored (*Table 1*).

Table 1: *Number/Types of businesses inspected*

Types of Businesses	Number of firms
Hotels & restaurants	35
Garment Shops	17
Groceries	83
Hardware shops	4
Salon/beauty parlors	5
Bakeries	2
Fruit & Vegetable vendors	1
Meat shops	8
Tailoring shop	1

62% of the shops issue receipts to the customers, 85% of the shops have product labeling, 66% of the shops use standard weights and measures, and 63% of the shops display prices. Those that fell short were either promptly given the chance to correct their shortcomings or face penalties in accordance with existing rules and regulations. Additionally, we are currently monitoring of the weights and measures of packaged cement bags.

C. Actions Taken

A total refund of Nu. 125,935 was facilitated for four aggrieved consumers who received defective products or did not receive their products after making an advance payment.

For any consumer complaint, please contact at:

1. Call **1214** (Toll-free) OR
2. Email to **consumerservice@moice.gov.bt** OR
3. Written complaint via **www.ccaa.gov.bt** OR
4. Visit CCAA HQ during office hour