

# Consumer protection & unfair business practices during December, 2023

CPCED<sup>1</sup>

## Complaints & Redressal

During December 2023, the office received a total of 12 consumer complaints of which 6 has been successfully resolved. All the complaints, except one pertained to breach of terms and conditions of the business, except one which was an allegation about inaccurate weight of the produce sold. In addition to the six complaints under review, unresolved complaints made in the past months are also in the various stages of redressal; either investigation, mediation, dispute settlement and /or litigation in the court of law.

## Market Surveillance

During this month, the CPCED carried out surveillance in major marketplaces in Bumthang, Trongsa, and Zhemgang Dzongkhag for the period of 15 days. A total of 245 of various types of businesses were covered (Table I).

*Table I: Number and types of businesses inspected*

Types of Business	Markets/ Number of firms		
	Bumthang Dzongkhag (Gaytsa, Chumey, Chamkhar & Jakar)	Trongsa Dzongkhag (Trongsa Town, Langthel, Kuengarabten, Dangdung & Drakten)	Zhemgang Dzongkhag (Zhemgang Town, Drakpai, Tingtibi, Yebilapsa, Panthang & Panbang)
<b>Petroleum Retail Outlets (PRO)</b>	1	2	3
<b>Restaurants &amp; Hotels</b>	25	11	13
<b>Garment Shops</b>	3	2	4
<b>Groceries</b>	29	27	46
<b>Hardware Shops</b>	4	1	1
<b>Salons/ Beauty Parlors</b>	5	2	0
<b>Bakeries</b>	1	2	3
<b>Tailor Shops</b>	3	2	2
<b>Vegetable Vendors</b>	18	20	4
<b>Meat Shops</b>	5	1	5
<b>Total</b>	<b>94</b>	<b>70</b>	<b>81</b>

In general, majority of the business firms demonstrated compliance to regulatory requirements. Those failing to meet the requirement were given the opportunity to

<sup>1</sup> Consumer Protection & Competition Enforcement Division, CCAA

immediately rectify or imposed fines as per the CPA, 2012 and CPRR, 2015 (For full report, please visit [www.ccaa.gov.bt](http://www.ccaa.gov.bt) or click the link:

[<https://www.ccaa.gov.bt/ckfinder/userfiles/files/Market%20Surveillance%20Reports/Market%20Surveillance%20Report%20Bumthang%20Trongsa%20and%20Zhemgang.pdf>]

### **Actions Taken**

The CCAA facilitated refund amounting to Nu. 8,248/- to consumers who hadn't received their goods despite making advance payments. Furthermore, advisory services were provided specifically the rights and duties of the consumers who filed the complaints with CCAA.

---

For any consumer complaint, please contact the CCAA:

1. Call [1214](tel:1214) (Toll-free) OR
2. Email to [consumerservice@moice.gov.bt](mailto:consumerservice@moice.gov.bt) OR
3. Written complaint via [www.ccaa.gov.bt](http://www.ccaa.gov.bt) OR
4. Visit CCAA HQ during office hours