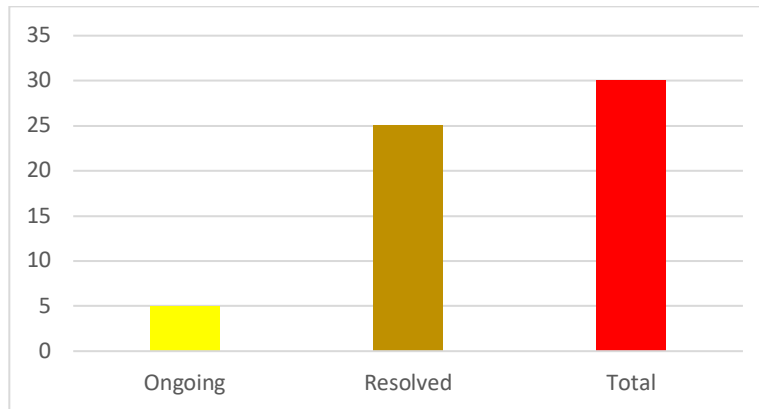


CONSUMER PROTECTION AND UNFAIR TRADE STATISTICS - JULY 2022

SECTION I: COMPLAINTS & REDRESSAL STATUS

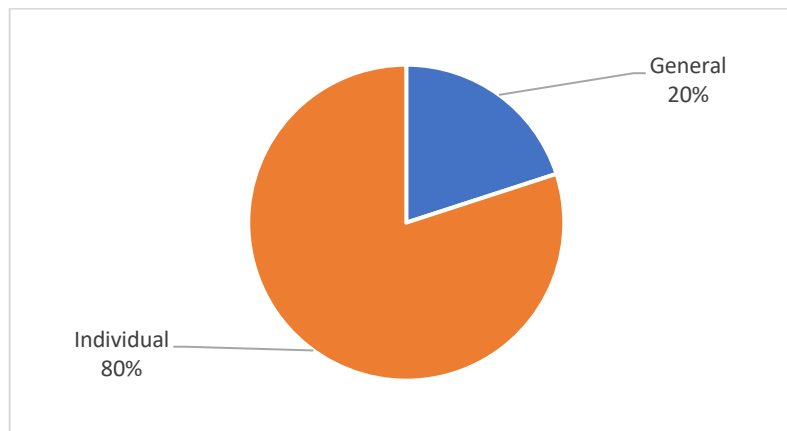
A total of 30 consumer registered complaints against businesses for unfair trade practices during the month of July, 2022, of which the OCP was able to help 25 consumers get their redressal (Fig. i).

Fig. i: Number of complaints received and redressed



80 percent (24) of those complaints pertain to individual complaint where they seek redressal (Fig. ii) for a perceived wrong done by a business, while the remainder (6) are complaints where improvement or rectification of the general business practice is recommended but no personal compensation or damages are sought.

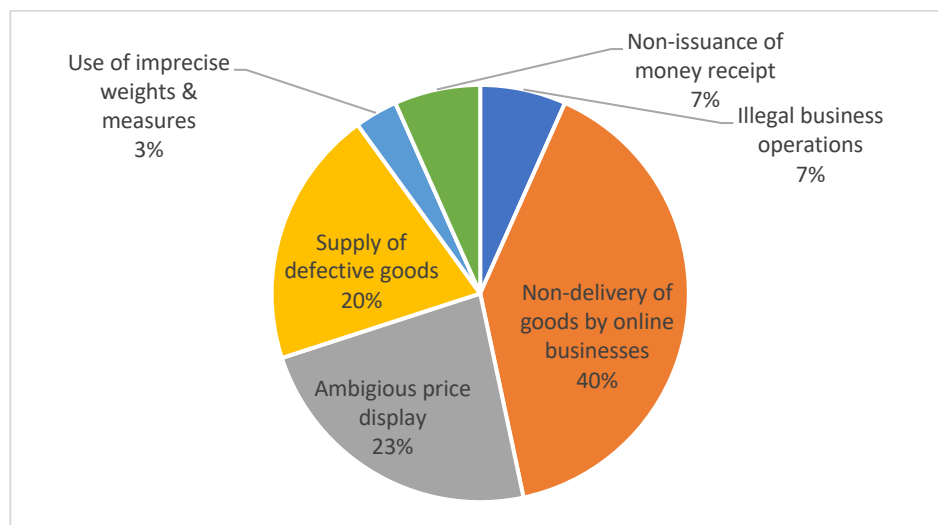
Fig. ii: Number of complaints by type



The nature of complaints ranged from the operation of illegal business to non-issuance of purchase receipts by the business entities, use of incorrect weights and delay in the delivery of products amongst others (Fig. iii). As expected, with the growing number of on-line businesses and consumers preferring the convenience and choice offered by online businesses, there is a concomitant increase in the number of complaints against them. 40 percent of the complaints

(12) are against on-line service providers. Ambiguous pricing display on products and supply of defective goods continue to be most common violations, constituting 23 and 20 percent of violations respectively.

Fig. iii: Number of complaints by nature of violation



SECTION II: MARKET SURVEILLANCE

During July, the OCP focused on compliance by meat shops in Thimphu Thromde to the minimum standards, namely, whether they display price information adequately and correctly, whether the actual weight of pre-packed meat products is as marked on the package and whether their weighing machines are calibrated and accurate.

A total of 53 meat shops were covered and it was found that the vast majority comply with the minimum standards. The validity of calibration of the weighing machines of a few shops had expired and they were directed to contact the Bhutan Standard Bureau (BSB) for immediate calibration.

During the month of August 2022, the OCP will target major towns in the southern part of the country to monitor with focus on grocery shops and automobile workshops.

SECTION III: CONCLUSION

The OCP continues to strive to provide consumer protection services and support business entities where necessary, in addition to promoting compliance to the regulatory requirements by business entities to maximize the well-being of the consumers.

If you wish to avail consumer protection service or if you happen to observe any unfair trade practice in the marketplaces, kindly contact us either calling at 1214 (Toll-free), OR by submitting an online complaint via www.ocp.gov.bt OR by visiting the office during working hours.
