

UNETHICAL BUSINESS PRACTICE & CONSUMER REDRESSAL STATISTICS - JULY, 2023

SECTION A: COMPLAINT RECEIVED AND REDRESSAL

FIG. I: COMPLAINTS RECEIVED AND REDRESSAL



FIG. II: COMPLAINTS BY NATURE OF VIOLATIONS



SECTION B: MARKET SURVEILLANCE

During the month of July, the CCAA carried out frequent market price surveillance covering 235 shops dealing with 30 essential food commodities within Thimphu Thromde. In general, the price of goods remained stable during the month and there was no noticeable changes as compared to June, 2023.

SECTION C: ACTION TAKEN

During the month, the CCAA facilitated refund amounting to Nu. 16,343.23 to three consumers.

For any consumer complaints, please contact the CCAA through:

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