

# Report on Enforcement and Redressal (July- December, 2021)

## 1. Enforcement and Redressal

As mandated under CPA 2021, Office of Consumer Protection (OCP) promotes fair trade practices through market monitoring and enforcement of consumer protection laws and regulations. Further, OCP also facilitates remedies and compensation to aggrieved consumers who file complaints.

A summary of consumer grievances and redressal statistics for 6 months are prepared based on the types of complaints received, to provide an overview of the type and frequency of unethical business practices prevalent in the country.

## 2. Types of complaints

Complaints are categorized into two types - general and individual. General complaints are those that affect all consumers through unfair and unethical trade practices by a business entity, where no individual compensation is sought but rectification or some action against the violator is sought; while individual complaints refer to specific unfair trade practices where compensation or remedy by the aggrieved is sought.

### 2.1 Overview of Consumer complaints (July- December, 2021)

49 complaints have registered as of December 16, 2021, while the number of complaints over the months is fairly consistent.

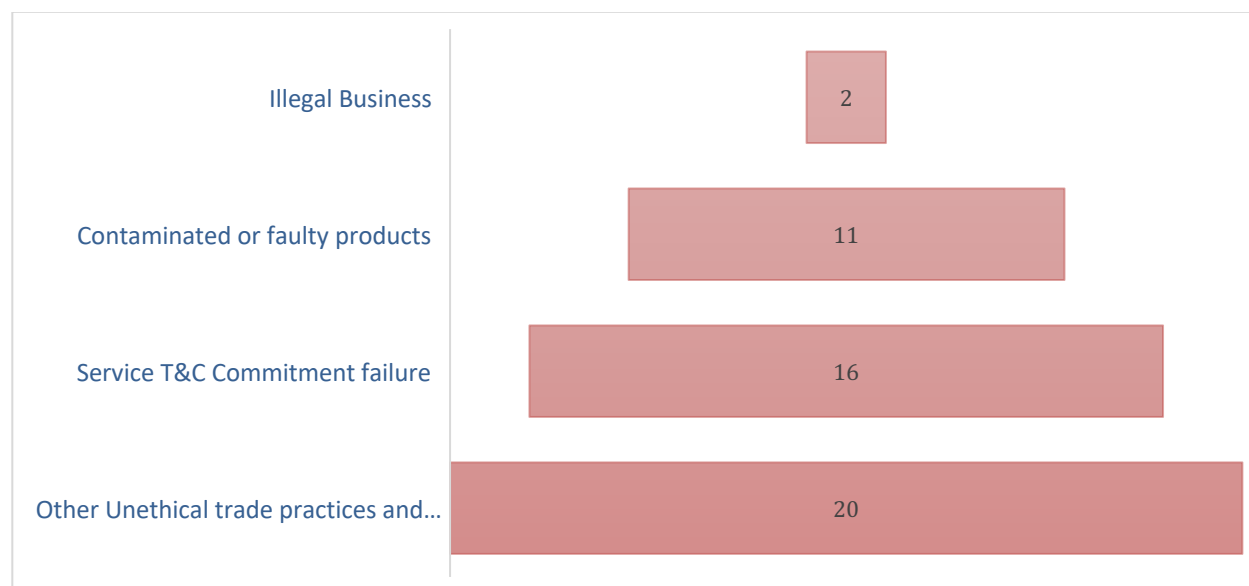
*Table I: Number of complaints received by month*

Month	Individual	General	Total Complaints
July	04	07	11
August	04	02	06
September	06	03	09
October	04	05	09
November	06	04	09
December	04	0	04
<b>Total</b>	<b>28</b>	<b>21</b>	<b>49</b>

### 2.2 Types and number of complaints received

Complaints are categorized into four main groups – illegal businesses, contaminated or faulty products, service terms and commitment failures and others resulting from other unethical trade practices or misrepresentation.

*Fig. I: Number of violations by type (July – December, 2021)*



The most common types of violations result from sale of defective or faulty products and from businesses not keeping their commitments as outlined in the pre-agreed terms and conditions.

### 2.3 Redressal Action Taken

Based on the type of complaints, the OCP may either mediate between the two parties, provide advice and ask violating business entity to rectify, impose fines or in the worst-case scenario sue in the court of law.

*Table II: Number and types of redressal actions taken by the OCP*

	Type of Action	Number of Actions
1	Mediation facilitated	07
2	Rectified business entity	14
3	Refund facilitated	11
4	Fines and penalty imposed	02
5	Advisory service provided	03
6	Referred to relevant agencies	09
7	Ongoing	03
	<b>Total</b>	<b>49</b>

### 3. Consumer complaint received Dzongkhag wise from July-December, 2021

Consumer complaints from Thimphu Dzongkhag is by far the highest, with zero complaints from the other 13 dzongkhags.

Table III: Complaint by Dzongkhag

<b>Dzongkhag</b>	<b>Location</b>	<b>Number of complaints</b>
Thimphu	Thimphu	40
Punakha	Toebisa	01
Trashigang	Wamrong	01
Chhukha	Phuentsholing	02
Wangduephodrang	Bajo	02
Paro	Shaba	02
Samtse	Gomtu	01
<b>Total</b>		<b>49</b>

#### 4. Conclusion

Protecting consumers, looking into their complaints and providing redressal are the core mandates of the OCP. While there were only 49 registered complaints during the past six months, as the population and the numbers and types of businesses increases, consumer complaints are bound to grow. This will be further compounded by the increase in e-commerce which are more challenging in terms of detecting frauds, monitoring and investigating. The OCP will nonetheless have to be more vigilant and prepare to improve its monitoring and fraud detection capacity.