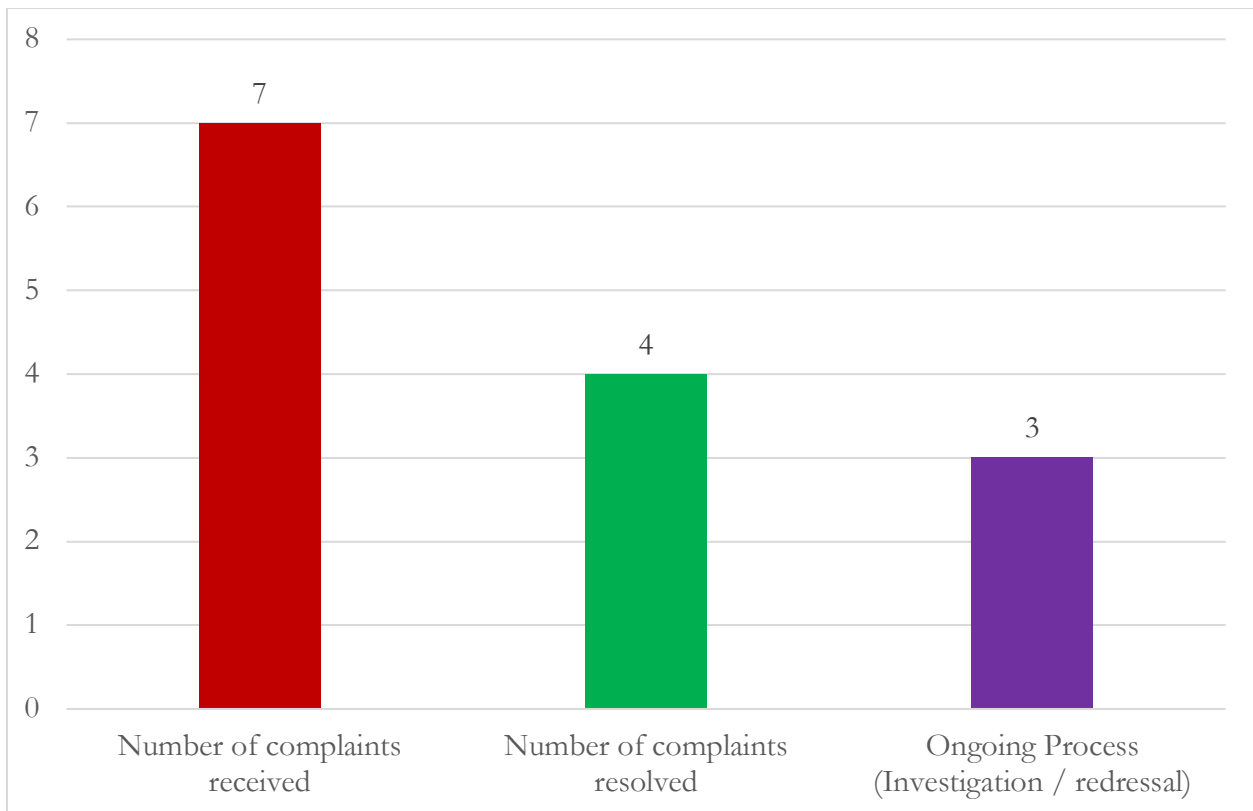


# UNETHICAL BUSINESS PRACTICE & CONSUMER REDRESSAL STATISTICS - JUNE 2023

## SECTION A: COMPLAINT RECEIVED AND REDRESSAL

The CCAA received a total of seven consumer complaints during June, 2023; of which four have been fully resolved while three are under investigation or redressal process (Fig. I).

FIG. I: COMPLAINTS RECEIVED AND REDRESSAL



86 % of the complaints are individual complaints – wherein an individual seeks damages – while only 14% is general in nature – unethical practice reported but no damages are sought (Fig. II).

As is normally the case, the majority of consumer complaints pertains to breach of terms and conditions by businesses, followed by complaints related to sale of defective product. Price misrepresentation by businesses leading to payment of much higher prices by consumers also is also a frequent complaint (Fig. III)

FIG. II: COMPLAINT BY TYPE

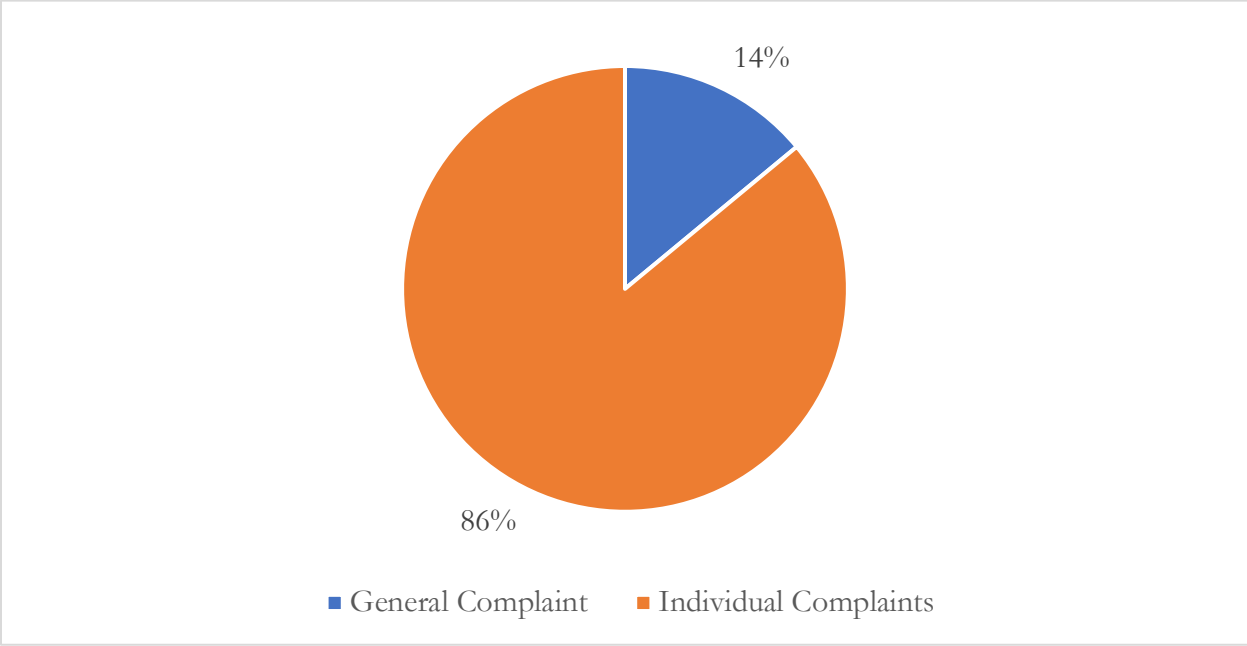
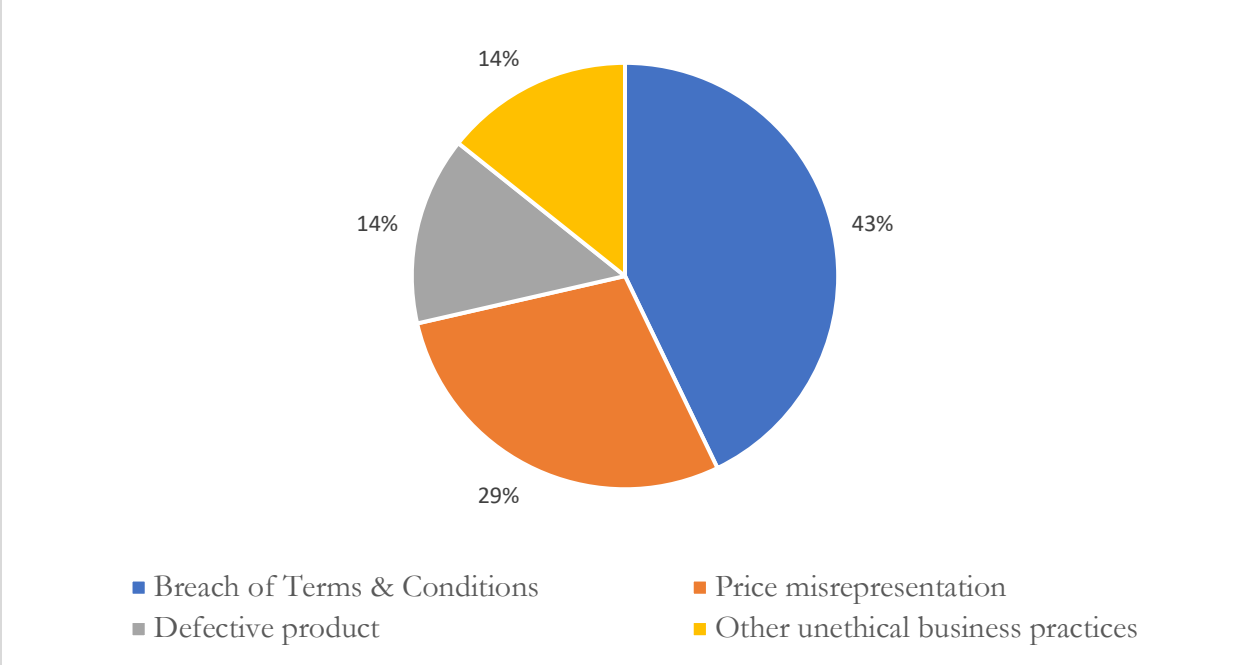


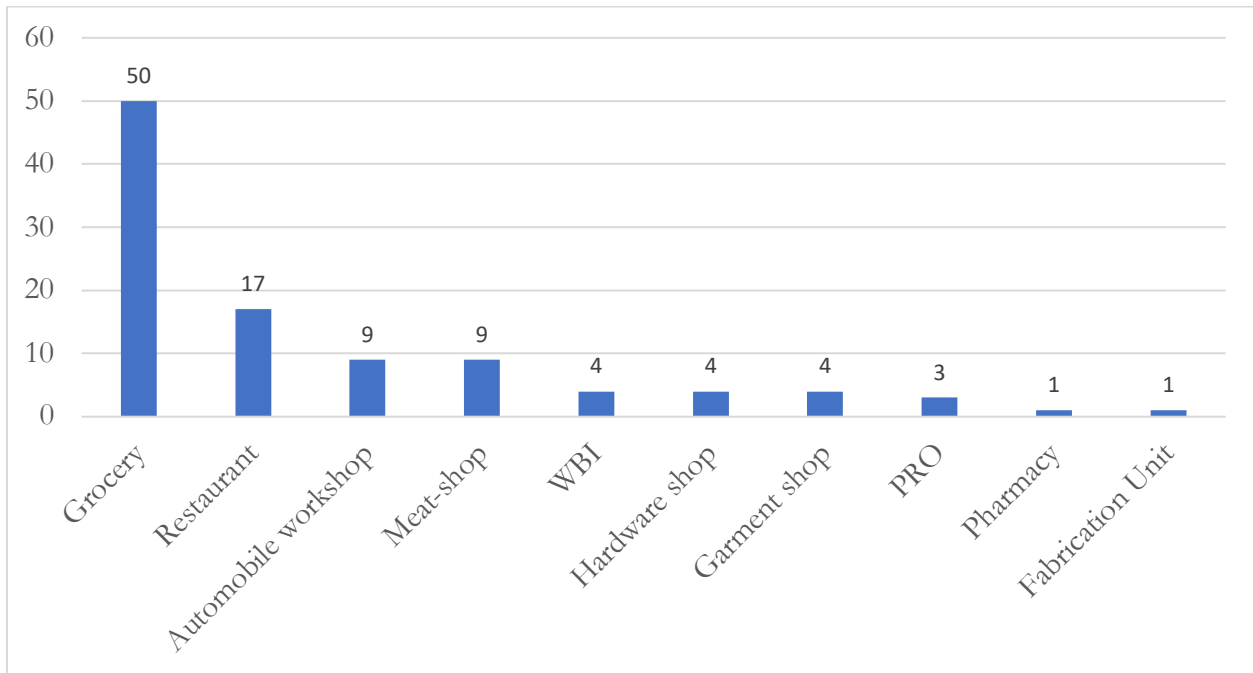
FIG. III: COMPLAINTS BY NATURE



## SECTION B: MARKET SURVEILLANCE

In June, the CCAA focused on Paro Dzongkhag. In total, 102 business establishments were inspected, comprising a wide variety of sectors such as grocery stores, automobile workshops, meat shops, Wood Based Industries (WBI), Petroleum Retail outlets (PROs), hardware shops, restaurants, garment stores, pharmacies and fabrication units (Fig. IV).

FIG IV: NUMBERS OF TYPES OF BUSINESS ENTITIES INSPECTED



## SECTION C: ACTION(S) TAKEN

The CCAA facilitated mediation between disputing parties and also facilitated a refund to the two aggrieved consumers. Similarly, errant businesses were served rectification letters advising them to comply with regulatory requirements or other standards stipulated in CPA 2012 and CPRR 2015. Adequate time has been provided for businesses to correct or improve their business practices for the safety and protection of consumers.

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