

Office of Consumer Protection
Market Inspection Report
(22- 28 November 2021)

1. Background

In order to ensure compliance to set standards and regulations, OCP carried out monitoring of businesses in the outskirts of Thimphu and Paro wherein a total of 104 shops were covered.

The main objective of the activity was to check the following:

- if products are labelled as per norms,
- if price tags are prominently displayed,
- if all goods sold are within expiry dates,
- if money receipts are being issued, and
- if the calibration of the weighing scales valid or not.

2. Coverage of the Markets

The area and number of shops/vendors monitored are detailed in the table below.

Sl	Market Place	Dzongkhag	No. Shops/ Vendors Monitored
1	Hongtsho	Thimphu	16
2	Yusipang	Thimphu	7
3	Chamgang	Thimphu	9
4	Khasadrapchu	Thimphu	13
5	Ramtokto/Namseling	Thimphu	6
6	Gedakom	Thimphu	3
7	Jemina	Thimphu	8
8	Kuzuchen	Thimphu	2
9	Kabisa	Thimphu	23
10	Begana	Thimphu	3
11	Issuna	Paro	5
12	Shaba	Paro	9

3. Findings & Observation:

Majority of the shops are found to be complying with most of the requirements stated in regulations, However, there were instances where certain requirements have not been met.

- The net weight of the locally packed products such as apples and vegetables which are displayed for sale near the highways were found to be accurate while cross checking with the calibrated weighing stone. However, the weighing machines in use by the vendors are yet to be calibrated.
- The business entities, except highway vendors, are issuing the receipts/cash memo on demand.
- Locally packed or repackaged products such as dal, chana, *zaw/sips* are sold without the labelings as prescribed in the regulations.
- During the inspection, the team did not come across any expired products being displayed for sale, except for a few packaged flour and soft drinks in some shops which they had stacked in a corner to return to the distributor/supplier.
- 66 out of 104 shops inspected did not have a price tag displayed. However, all meat shops had price boards affixed.

4. Action Taken:

- All the business entities are advised to label the products, display price tags of the products displayed for sale and to avoid selling expired products and check the expiry date every day.
- Wrote to the Bhutan Standard Bureau (BSB) to inform them on the need to calibrate the weighing machines used by roadside vendors at Hongtsho/Yusipang.
- A follow-up monitoring will be conducted at a later stage to check compliance to requirements by business entities .

5. Annexure: *Photographs of the onsite inspection.*



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