

Market Surveillance Report

(October 24 to November 5, 2023)

1. Background

Over a period of 13 days starting October 24, 2023, with the support Bhutan Food and Drug Authority (BFDA), Samtse Dzongkhag and Bhutan Standards Bureau (BSB), the Competition & Consumer Affairs Authority (CCAA) carried out market surveillance of major markets in Samtse Dzongkhag. The primary objective was to check that all businesses comply to the requirements outlined in the Consumer protection Act, 2012 and the CPRR, 2015.

2. Coverage

A total of 159 business entities in the five main towns (Tendruk, Tashicholing, Samtse Town, Dophuchen and Gomtu) of Samtse Dzongkhag were covered (Tab.I)

Table I: Number of business firms Inspected by type

Business type	Number of firms
Petroleum Retail Outlet (PRO)	7
Restaurant, Hotels & Bakery	32
Garment Shop and Tailor Service	29
Grocery	73
Hardware Shop	6
Salon/ Beauty Parlor	2
Meat Shop	10
Total	159



3. Finding and Observations:

- 64.4 percent of all business entities have pre-printed cash memo/ purchase receipts that are provided upon consumers' demand.
- Only 45% of firms display price of goods and /or service provided.
- From the 77 business entities that require weighing / measuring devices at the retail level - including grocery, meat shops, bakery, hardware shops and PRO, 91 per cent of them have calibrated weighing balances.
- Out of the 91 weighing balances in use, 11 were found unfit for commercial purposes as per BSB technical standard.
- There are several incidences of stocking goods past their expiration date. Biscuits, soft drinks and chips and seaweeds were found for sale in about 20 business entities
- The density of Motor Spirit (MS) and High-Speed Diesel (HSD) at all the seven PROs were within the permissible range ($\pm 3 \text{ kg/m}^3$). Likewise, the water content in the storage tanks were all below the maximum acceptable limit (8cm).

- From the 22 fuel dispensing nozzles across the seven PROs; nine nozzles were accurate, while 11 dispensed lower and two dispensed a little higher outside the permissible range of 0.5% ($\pm 0.5\% = 25\text{ml}$) as per BSB standards.
- The measuring device (5L brass can) used in all the PROs were found calibrated and valid. The hydrometer, thermometer and the measuring cylinders used to check fuel density were not calibrated in any of the PROs.
- DPCL in Dorokha did not keep density measurement items - hydrometer, thermometer and measuring cylinders. Further, this PRO had not installed sand buckets/ backup sand in their premise.
- The information consisting of texts and graphics contained on the consumer safety boards at the DPDPL in Pugli and the DPCL in Gomtu was fading and illegible. The DPCL in Dorokha had not installed a consumer safety board in their premise.
- The fire extinguishers at both DPDPL in Pugli and the DPCL in Gomtu have all crossed their expiration dates.
- DPDPL in Pugli had two expired LPG cylinders in their stock.
- Except for DPDPL in Samtse Town, none of the other PROs have separate storage rooms for filled LPG and for empty cylinders.
- DPDPL in Sipsu and DPCL in Dorokha have not installed a weighing balance to weigh LPG.



D. Actions taken/ Actions to be taken

- Directed PROs to get the discrepancies in the volume of fuel dispensed rectified immediately, by contacting Regional Office of Industry, Commerce and Employment (ROICE), Phuentsholing.
- The BSB team members adjusted and calibrated 79 weighing devices on the spot. Four business firms were directed to replace weighing devices immediately and inform CCAA or BSB on doing so for calibration. Four other business firms had spare weighing devices available, which were calibrated on the spot.
- DPDPL in Pugli and DPCL in Gomtu replaced their old consumer safety boards and the expired fire extinguishers (fire extinguisher validity is now till 30/10/2024).
- Directed DPDPL in Pugli to abstain from selling expired LPG and also to arrange for their return to the supplier and accordingly report progress to CCAA.
- All PROs were asked to keep a daily density record of MS and HSD using the provided format with immediate effect.
- PROs that did not have separate stores for filled and empty LPG cylinders were directed to rectify to be in compliance to the SOP on Safe Handling and Storage of LPG, 2022.



- 20 business firms that were in violation of selling goods beyond expiration dates were fined a total of Nu. 63,634/-. In addition, expired products were seized by BFDA.

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