

**Office of Consumer Protection**  
**Report for Market Inspection in Tsirang and Dagana**

**1. Background**

Market monitoring was carried out in major market places of Tsirang and Dagana Dzongkhag from 4-11 January 2022 (Annexure I: Photographs of on-site inspection). The activity was carried out to ensure compliance to regulatory requirements by the business entities with the focus on following:

- a) Products Labelling,
- b) Display of price tag,
- c) Expiry dates of products,
- d) Issuance of money receipts,
- e) Check accuracy of weighing machines and weight of locally packaged products,
- f) Inspection of wood-based industry (WBI) to check compliance to selling goods at prices fixed by Natural Resource Pricing Committee (NRPC),
- g) Inspection of Agriculture Sales & Service Representatives (ASSR) to check compliance to selling agricultural inputs within rates prescribed by the National Seed Centre (NSC) and National Plant Protection Centre (NPPC), and
- h) Inspection of Petroleum Retail Outlets (PRO)

**2. Coverage**

The numbers of business entity covered (total 107) are illustrated in the table below:

| Sl. No. | Dzongkhag    | Retail Shops/ Vegetable Vendor/ Roadside Vendor | Petroleum Retail Outlets | Wood Based Industry | ASSR Agents |
|---------|--------------|---|--------------------------|---------------------|-------------|
| 1       | Tsirang      | 54  | 1                        | 1                   | 2           |
| 2       | Dagana       | 45  | 1                        | 1                   | 2           |
|         | <b>Total</b> | <b>99</b>                                       | <b>2</b>                 | <b>2</b>            | <b>4</b>    |

### 3. Findings & Observation:

Majority of the shops inspected were found to be adhering to the regulatory requirements. During the monitoring the inspecting official made the following observations:

- 1) The net weight of the locally packed products such as dhal, sugar, soya chunk, fruits and vegetables which are displayed for sale in the shops, vegetable markets and the roadside vendors (Tsirang) were found accurate while cross-checking with the calibrated weighing stone. However, all the weighing machines had not been calibrated. Similarly, 41 out of 107 shops inspected in Tsirang and Dagana Dzongkhags do not have valid calibration for weighing machines.
- 2) The business entities, except roadside vendors, have bill/cash memo receipts and were found issuing when consumers demanded.
- 3) Locally packed or re-packaged products such as dal, chana, zaw/sips are sold without labeling.
- 4) The expired products like Amrit Bhog sooji, atta, green chili sauce, sesame flavored ramen and good day biscuits were found displayed for sale. In Tsirang there was 1 shop and in Dagana there were 12 shops with products beyond expiry dates.
- 5) Most of the shops (meat shop, vegetable vendors) including one WBI in Dagana do not have price tags / price board displayed.
- 6) All ASSRs in the two dzongkhags are found selling agricultural inputs within the prescribed rates.
- 7) In Dagapela, an automobile workshop is found located right next to the Petroleum Fuel Depot (PRO), which may be a public safety concern.

### 4. Action Taken:

- 1) 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 of products on a regular basis.
- 2) Inform Bhutan Standard Bureau (BSB) on weighing machines calibration in Tsirang and Dagana Dzongkhags.

- 3) Local BAFRA Offices were immediately notified about the 12 shops in Dagapela and 1 shop in Tsirang found selling expired products; accordingly. Products were seized and a total fine amounting to Nu 14,682.50 was imposed.
- 4) Business entity selling products without labeling were sensitized on importance of labelling requirements.
- 5) Business entities were informed that non-compliance shall be dealt with as per the provisions of CPA, 2012 leading to imposition of penalties and cancellation of business licenses.
- 6) Shared report with the Dzongkhag Administration, DOT and DCSI on the proximity of the automobile workshop to the PRO for their information/ action(s).
- 7) A follow-up monitoring shall be conducted to check compliance by business entities.

**Annexure I: Photographs of the onsite inspection in Dagana & Tsirang.**



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