

Market Surveillance Report - Sarpang Dzongkhag

(May 15 to May 26, 2024)

A. Background

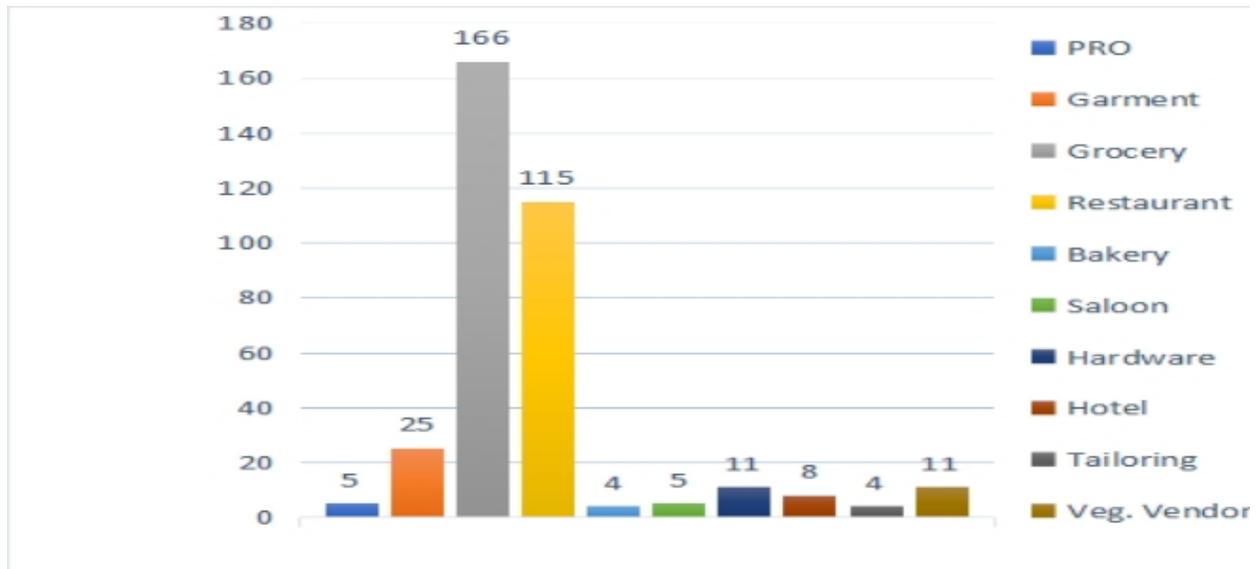
Surveillance of major marketplaces under Sarpang Dzongkhag including Gelephu Thromde were carried with support from Regional Office of Industry, Commerce and Employment (RoICE), Gelephu and Bhutan Food and Drug Authority (BFDA) under Sarpang Dzongkhag over a period of 12 days starting from May 15 - May 26, 2024. It was conducted to identify and rectify any unethical or illegal activities, thereby promoting consumers and maintaining a fair business environment. This function is particularly important as it helps prevent businesses from exploiting consumers or gaining an unfair advantage over competitors.

The team not only conducted inspection of the labeling, weight & measures, quality and safety of products (*Ref. fig 1*), but also sensitized on the responsibilities of the business entities as stipulated in CPA 2012 and Trade & Industry Rules, 2023.

B. Coverage:

A total of 349 business firms and 5 PROs stations were inspected under Sarpang Dzongkhag (Gelephu town, Shompangkha Gewog, Choekhorling, Jigmeling, Samtenling & Chuzaegang)

Figure I: Numbers and types of businesses inspected under Sarpang Dzongkhag



C. Finding and Observation

The key findings and observation are as follows:

1. **Pre-printed cash memo/purchase receipts:** 58% of business firms provide cash memo and receipts upon consumer demand.
2. **Product labeling compliance:** 43% of 354 grocery stores fail to fully comply with product labeling requirements, particularly with locally produced and packaged foods.
3. **Weighing Balances calibration:** 3% of weighing balances in use had valid calibration, while the rest either had never been calibrated or their calibration had expired.
4. **Expired Processed Food Items:** Out of 166 grocery stores, 6 stores were found selling processed food items (fizzy/carbonated drinks, flour, biscuits etc.) past their expiry dates.
5. **Fuel Pump:** All the PROs are fully functional and dispense fuel accurately.
6. **Fuel quality:** All PROs are in compliance with fuel quality standards. The density of Motor spirit (MS) and Highspeed Diesel (HSD) was within the permissible range (± 3 kg/m³), and the water content in storage tanks was within the acceptable limit (8cm).
7. **Calibration of Equipment:** Measuring jars were all calibrated but expired for Damchen Petroleum Distributor Private Limited (DPD), and hydrometers, thermometers and measuring cylinders for all PROs required calibration.
8. **Fire extinguishers:** All PROs had fire extinguishers within their expiration dates but the Gas store at Shompangkha gewog was found to be hazardous as the LPG Gas was stored near the fuel pump.
9. **Weighing Balances for LPG cylinders:** All PROs had installed calibrated weighing balances for weighing LPG cylinders.

D: Action taken/action to be taken

1. DPD in Gelephu Thromde was instructed to re-calibrate the 5 liters brass can.
2. Informed the ROICE, Gelephu on the DPD being without stock of MS (Petrol) during the time of inspection.
3. A list of shops (14 shops) operating without a license was forwarded to ROICE, Gelephu.
4. The BOD at Sarpang (Shompangkha) and Gelephu town were asked to install the CCAA safety warning board immediately.
5. Inform the Department of Trade on the operation of the LPG Depot (Shompangkha Gewog) from a makeshift structure, adjacent to the PRO.
6. All the expiry products seized and 6 Grocery stores were fined a total of Nu. 7245/-

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