

# Market Surveillance Report- S/Jongkhar and Pemagatshel Dzongkhags

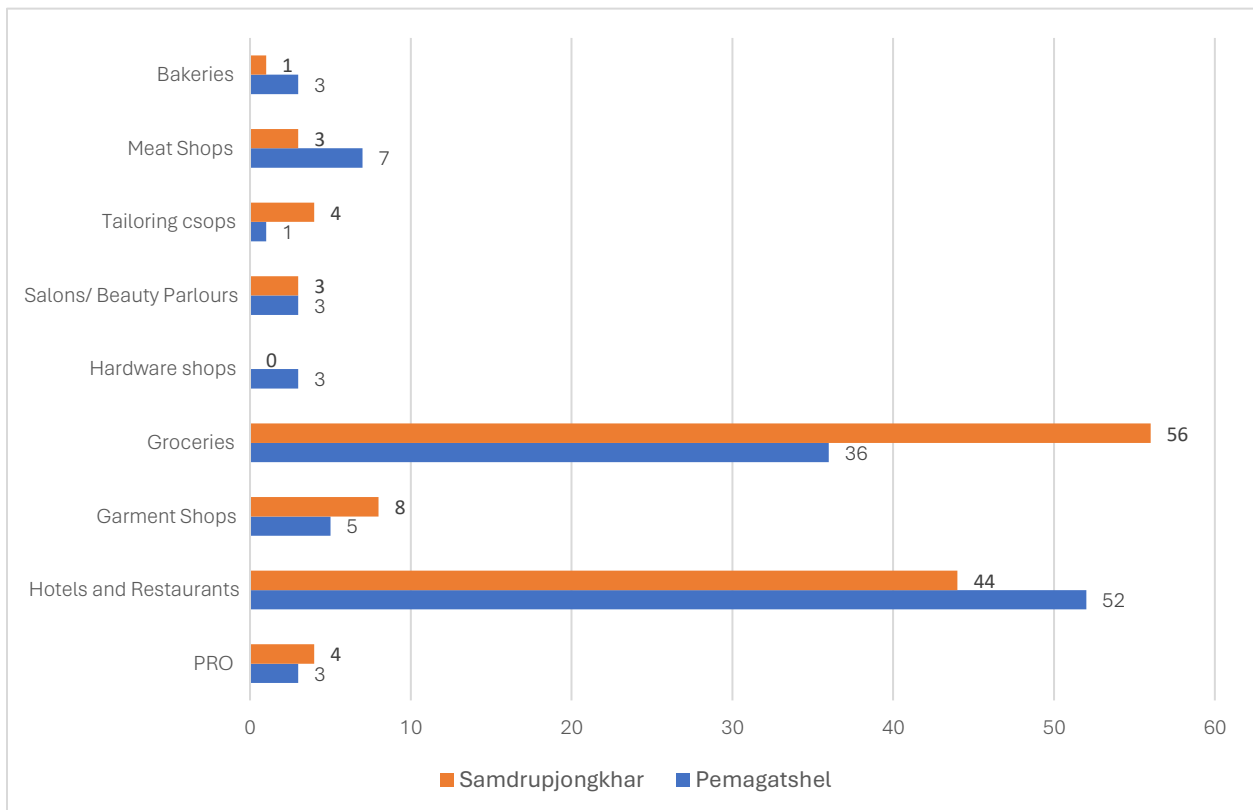
## A. Background

Surveillance of major marketplaces of Samdrup Jongkhar and Pemagatshel Dzongkhags were carried with support from Regional Office of Industry, Commerce and Employment (RoICE), Samdrupjongkhar and employees of Bhutan Food and Drug Authority (BFDA) in the two Dzongkhags over a period of 14 days starting April 23, 2024. The objective of surveillance was to check compliance by business firms to regulatory requirements outlined in the Consumer Protection Act, 2012 and the Consumer Protection Rules and Regulations, 2015.

## B. Coverage

A total of 236 business firms in the main towns of Pemagatshel and Samdrupjongkhar were covered (Fig. I).

Figure I: Numbers and types of businesses inspected by Dzongkhag



## C. Findings and Observations

- 70.76% of all business firms offer pre-printed cash memo/ purchase receipts upon consumer's demand.
- From the 92 grocery stores, 18.48% are not able to fully comply with the product labeling requirement. This issue is common in foods that are locally produced and packaged.
- Processed food items beyond their expiry dates were found being sold in 11 groceries.
- 50.42% of weighing balances in use had valid calibrations, while the rest were either never calibrated or the calibration validity had run out.
- From the seven petroleum dispensing pumps, six were fully functional and dispensed fuel (HSD and MS) accurately. However, at Samdrupchholing PRO, only one nozzle out of the 4 MS nozzles was functional.
- The fuel quality at all PROs were in compliance with the standard. The density of Motor Spirit (MS) and High-Speed Diesel (HSD) within permissible range ( $\pm 3 \text{ kg/m}^3$ ) and water content in all storage tanks were well within the maximum acceptable limit (8cm).
- The measuring jars were all calibrated, but the hydrometers, thermometers and measuring cylinders needed calibration.
- There were fire extinguishers in all PRO premises and all were within their expiration dates.
- All the PROs have installed calibrated weighing balances to weigh LPG cylinders.

## D. Action Taken

- Business firms that were in violation of selling goods beyond expiration dates were fined Nu. 4,665 as per law and expired products were seized by BFDA.
- The PRO at Samdrupchholing was directed to repair or replace all non-functional nozzles (MS) with immediate effect.

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### Inspection Team:

- *Yeshi Dema, CCAA, Thimphu (Team Leader)*
- *Pema, CCAA, Thimphu*
- *Kinzang, Singye Wangdi and Team, BFDA, Samdrupjongkhar Dzongkhag*
- *Sacha, Pema Letho and Team, BFDA, Nganglam*
- *Kezang Dorji and Dorji Letho, BFDA, Pemagatshel Dzongkhag*
- *Ugyen Jamtsho, BFDA, Bangtar*