

Thimphu Thromde Market Surveillance Report

June 4 – June 14, 2024

A. Background

Surveillance of businesses under Thimphu Thromde was carried out from June 4, up to June 14, 2023 to check compliance to requirements as outlined in the Consumer Protection Act, 2012 and the Consumer Protection Rules and Regulation, 2015.

263 various types of businesses in Norzin Lam Wog, Norzin Lam Tag, Babesa, Olakha, Dechencholing, Taba, Jungshina and Phendey Lam were covered (Table I).

Table I: Number of business firms surveilled by type

Business type	Number of firms surveilled
Petroleum Retail Outlet (PRO)	7
Restaurant, hotel & bakery	68
Garment shop and tailoring service	22
Grocery	136
Hardware shop	7
Salon / Beauty parlor	5
Fruit & vegetable vendor	10
Meat shop	8
Total	263

B. Finding

- 64 percent of all business entities carry pre-printed cash memo/ purchase receipts that are provided upon consumers' demand.
- Of the 140 grocery shops and bakeries, approximately 83 percent do not meet the labeling requirements. Inadequate labeling is prevalent with locally produced and packed goods and goods that are bought in bulk and re-packed into smaller retail size by local businesses, such as flour, sugar, salt and pulses.
- 64 percent display selling price of goods and /or service provided.
- Of the 165 business entities that need to use weighing balances, only 66 percent have calibrated weighing devices. Weighing machine is used in business such as grocery, meat shops, Fruit & vegetable (F&V) vendors and in hardware shops.

- 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, water content in the storage tanks were all within the maximum acceptable limit (8cm).
- Volume of the fuel dispensed through nozzles in all the PROs was found to be accurate and all were using valid calibrated measuring devices.

C. Actions taken during and/or post-surveillance

- At the time of surveillance, proprietors and/ or managers present at the time were educated on the requirements as per the Consumer Protection Act, 2012. They were also informed about their roles and obligations to consumers.
- A list of all the business entities that required calibration or recalibration of weighing/ measuring devices was dispatched to Bhutan Standards Bureau(BSB) for their immediate action.
- 10 business firms that were found in violation of selling goods beyond expiration dates were fined a total of Nu. 8,110/-. In addition, expired products were seized by BFDA.
- All PROs were asked to keep a daily density record of MS and HSD using the provided format with immediate effect.
- All PROs were directed to rectify the minor discrepancies with immediate effect to be in full compliance with the SOP on Safe Handling and Storage of LPG, 2024.

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