

**Market Surveillance Report- Haa and Paro Dzongkhags**  
(March 5 to March 18, 2024)

**A. Background**

The Competition and Consumer Affairs Authority carried out market surveillance in the major market places of Haa and Paro Dzongkhags over a period of 14 days starting March 5, 2024, with the support of officials from the Bhutan Food and Drug Authority (BFDA), Paro. The primary objective was to inspect compliance by business firms with the regulatory requirements outlined in the Consumer Protection Act, 2012, and the Consumer Protection Rules and Regulations, 2015.

**B. Coverage**

A total of 244 business entities were covered (Tab. I) during this period.

Business Type	Markets	
	Haa ( Haa Town, Damthang, Katsho)	Paro (Paro Town, Lamgong, Tsento, Doteng, Bonday, Shaba & Issuna)
Petroleum Retail Outlet (PRO)	1	3
Restaurants & Hotels	24	50
Garment shops	7	12
Grocery	28	92
Hardware shops	1	2
Salons/ Beauty Parlors	2	5
Bakery	0	3
Tailoring shops	1	4
Vegetable vendors	1	3
Meat shops	0	5
<b>Total</b>	<b>65</b>	<b>179</b>

**C. Findings and Observations**

- 52 % of all the business firms issue pre-printed cash memo/ purchase receipts.
- Of the 123 groceries and bakeries, 13 % do not meet the minimum labeling requirements. The problem of inadequate labeling is prevalent with locally made and re-packed products.
- 61 % of the firms fulfil the price labeling and display requirement
- 4 shops in Haa and 15 shops in Paro had expired stocks, including biscuits, noodles, chips, sauces and spices

- From the total of 85 weighing balances in 81 firms, only 36% were calibrated, 12 % due for calibration and 52 % were using uncalibrated weighing devices.
- The density of Motor Spirit (MS) and High-Speed Diesel (HSD) at all 6 PROs were within permissible range ( $\pm 3 \text{ kg/m}^3$ ). Likewise, the water content in the storage tanks were all within the maximum acceptable limits (8 cm) in all PROs.
- The volume of fuel dispensed at all the Petroleum Retail Outlets (PRO) were all within the permissible range of 0.5% ( $\pm 0.5\% = 25\text{ml}$ ). The measuring jars at PRO (Bhutan Oil Distributor) Haa and PRO (DPDPL) Paro were due for calibration.
- All (100%) fire extinguishers in all the PROs in Haa and Paro were well within their expiry dates.
- The PRO (DPDPL) at Paro had not installed a weighing machine for LPG cylinders. Additionally, the weighing machines at PRO (BOD) at Haa and PRO (DPCL) at Shaba were not calibrated.
- LPG stores/ outlets were located within the PRO premises and not separated.

#### D. Actions taken during inspection and further recommended actions

- The PRO (DPDPL) at Paro and PRO (BOD) at Haa were directed to keep valid calibrated measuring 5L brass can.
- The PRO (DPDPL) at Paro was directed to procure a new weighing balance and inform CCAA within 14 days from the date of inspection.
- The complete list of the all business entities which required weights and measures calibration and recalibration were dispatched to Bhutan Standards Bureau.
- Directed all the PROs to rectify minor violations to be in full compliance to the SOP on Safe Handling and Storage of LPG.
- Shops in Haa and Paro Dzongkhags stocking expired were fined a total of Nu. 3,670/- and Nu.45,747/- respectively. In addition, expired products were seized by BFDA.
- The DOT needs to be informed about the LPG outlets being operated from PRO premises in Paro and Haa and the need to separate them as per the SOP on Safe Handling and Storage of LPG.

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