

## CONSUMER PROTECTION AND UNFAIR TRADE STATISTICS - MAY 2022

### SECTION I: COMPLAINTS & REDRESSAL STATUS

From a total of 16 cases received in May 14 have already been redressed (Fig. i). 15 of those complaints were complaints where individuals sought redressal. The nature of complaints ranged from supply of faulty products to use of incorrect weights and delay in the delivery of products amongst other (Fig. iii)

Fig. i: Number of complaints received and redressal status

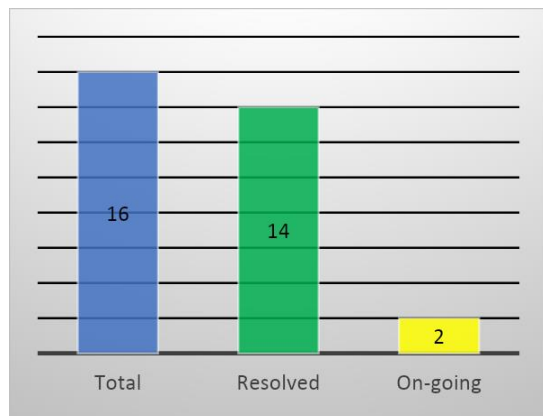


Fig. ii: Number of complaints by type



Fig. iii: Number of complaints by nature of violation



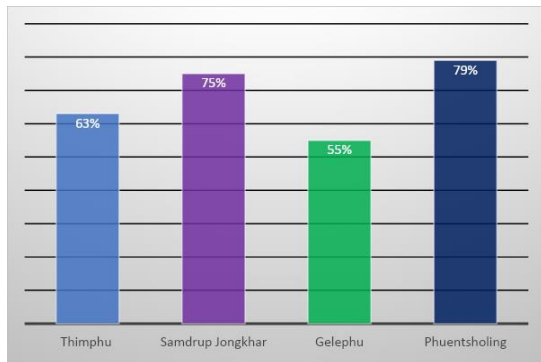
### SECTION II: MARKET SURVEILLANCE

Also in May, in collaboration with the Regional Office of Economic Affairs (ROEA), random inspections of a representative number of groceries in the four Thromdes were carried out to determine their compliance to the minimum market standards – i.e., properly packaged and labeled products, proper price information/ displays on products, use of calibrated weights and measures and issuance of purchase receipts (cash memos).

A total of 167 groceries in Thimphu Thromde, 37 in Phuentsholing, 15 in Samdrupjongkhar and 10 in Gelephu Thromdes were inspected. Compliance differed amongst the thromdes, with grocers in Phuentsholing being most compliant (79 %) as compared to grocers in Gelephu (55 %), which were least compliant. (Fig. iv). Those

grocers that were not compliant to either one or many of the standards were asked to take corrective measures to meet these standards for the benefit of the consumers.

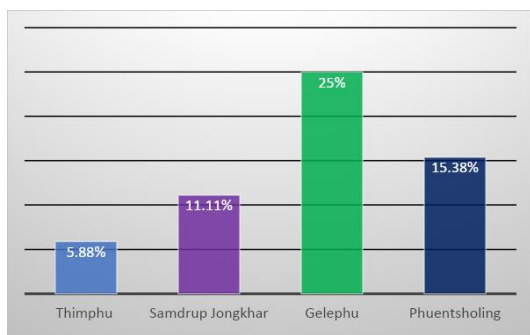
Fig. iv: Business entities (groceries) compliance percentage to minimum market standards



There is a lack of proper information about the prices of the various repairs and maintenance services provided by the automobile workshops. A total of 102 workshops in Thimphu Thromde and 20,13 and 9 workshops in Gelephu, Phuentsholing and Samdrupjongkhar respectively were covered. Compliance was highest in Gelephu (25 %) while it was the lowest in Thimphu (5.88 %) (Fig. v).

All workshops in the four Thromdes were directed to display price information prominently through one of these modes – using a TV monitor, a white board, printed paper on their notice board or in the form of a printed booklet/ catalogue.

Fig. v: Percentage of automobile workshops in four Thromdes compliant to price display



### SECTION III: CONCLUSION

The OCP will continue to not only provide advisory service and support business entities on the need and how to meet these minimum standards but also step-up inspection with the help of the ROEAs, to better serve and protect the consumers.

Please contact the OCP if you have any complaints or if you observe any unfair business practice in the marketplace by either calling **1214 (Toll-free)**, OR by submitting an online complaint via [www.ocp.gov.bt](http://www.ocp.gov.bt) OR by visiting the office during working hours.

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