

UNETHICAL BUSINESS PRACTICE & CONSUMER REDRESSAL STATISTICS - OCTOBER, 2023

SECTION A: COMPLAINTS RECEIVED AND REDRESSAL

The CCAA received a total of eight consumer grievances in October 2023; of which six have been successfully addressed and the remaining in the process of investigation and resolution. Half of the complaints pertain to businesses failing to deliver goods as per agreed terms and conditions while the other half were complaints about delivery of sub-standard goods or services.

SECTION B: MARKET SURVEILLANCE

Market surveillance of businesses in Samtse Dzongkhag is underway. As of 31 October, 2023, the team covered 111 business firms, including three Petroleum Retail Outlets (PRO), groceries, meat shops, garment and tailoring shops, hardware stores, as well as restaurants and hotels in Gomtu, Tashichholing Geog (Sibsoo) and Tendruk Geog. Inspection is being conducted jointly with the Bhutan Standards Bureau (BSB) and Bhutan Food & Drug Authority (BFDA).

SECTION C: ACTIONS TAKEN

From the complaints that are considered resolved, the CCAA facilitated refunds amount to Nu. 22,171 to four consumers, while one of the complaints was successfully mediated and did not involve refund. The last complaint was beyond the mandate of the CCAA and has forwarded to the relevant agency.

For any consumer complaint, please contact the CCAA:

- Call **1214** (Toll-free Number)
- Email to consumerservice@moice.gov.bt
- Visit www.ccaa.gov.bt
- Visit CCAA HQ, Thimphu during office hours

