

UNETHICAL BUSINESS PRACTICE & CONSUMER REDRESSAL STATISTICS - SEPTEMBER, 2023

SECTION A: COMPLAINT RECEIVED AND REDRESSAL

The CCAA received a total of 10 consumer complaints during September, 2023; of which 5 were fully resolved while 5 are still under investigation and redressal process (Fig. I). 90% of the complaints are individual complaints seeking redressal (Fig. II). The remaining were general complaints against unethical business practices seeking CCAA’s investigation and rectification.

Fig I: Complaints received and redressal

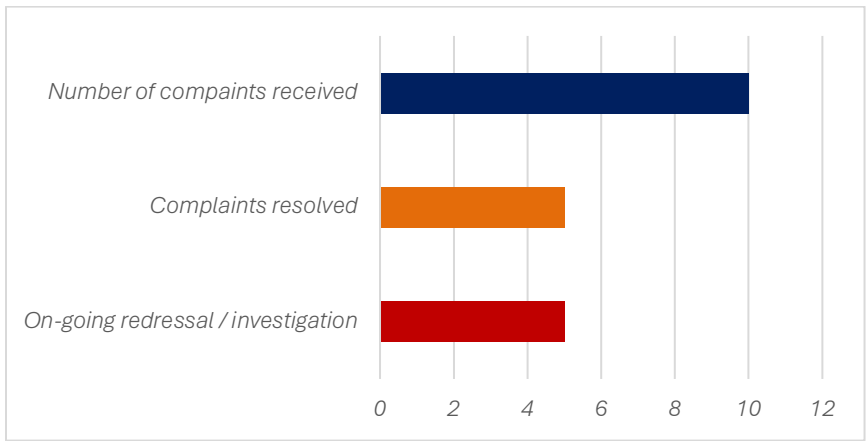
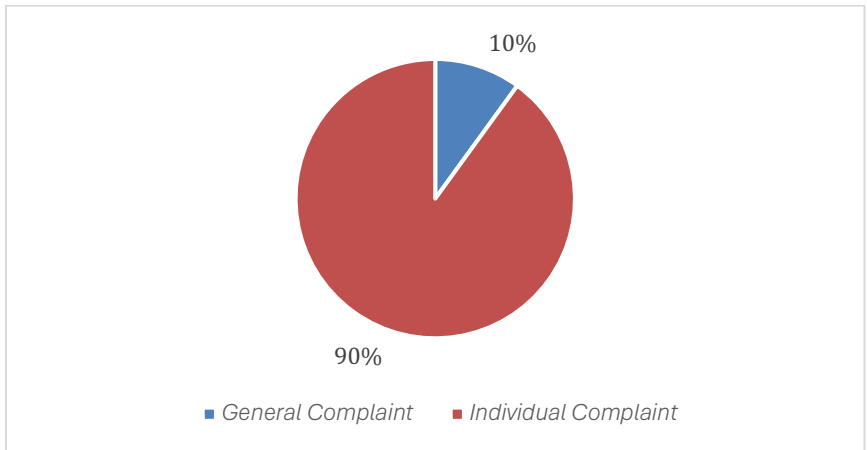
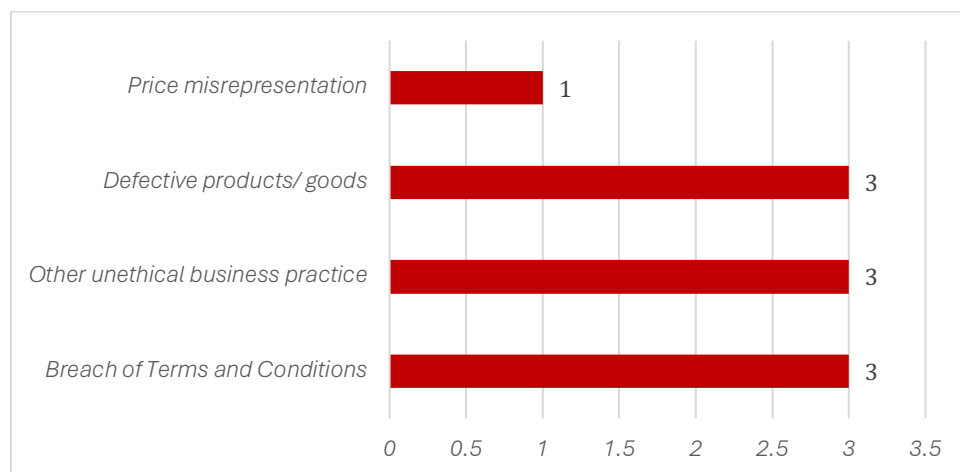


Fig II: Complaint by type



Breach of terms and conditions by businesses tops the nature of violation, followed by infractions relating to sale of defective products/ goods (Fig. III).

Fig III: Complaints by nature of violation



SECTION B: MARKET SURVEILLANCE

During the latter part of September, 2023, the CCAA started market surveillance of restaurants and hotels, hardware shops, garment shops and bakeries in Thimphu Thromde. As of September 30, 15 restaurants / hotels and one each of hardware shop, garment shop and bakery were covered (Surveillance will continue during October).

Upon receipt of a complaint during the last week of September, 2023 alleging collusion amongst businesses (hair cutting salons) to exorbitant increase in price of their service in Bajo, Wangduephodrang Dzongkhag, the CCAA started an investigation. Presently, the report is being prepared by the Investigator for formal submission to the CCAA.

A team also started market surveillance of businesses in Punakha and Gasa Dzongkhags to check compliance to the Consumer Protection Act, 2012 and its rules and regulations.

SECTION C: ACTIONS TAKEN

The CCAA also facilitated refund amounting to Nu. 11,485/ to two aggrieved consumers who were supplied with defectives goods. In addition, advisory services were provided to the many consumers who made complaints.

For any consumer complaint, please contact the CCAA through:

- Call *1214* (Toll-free Number), or
- E-mail to consumerservice@moice.gov.bt or
- Write via www.ocp.gov.bt or
- Visit CCAA HQ during office hours