



August 1, 2024

Unfair Business Practices and Grievance Redressal Statistics - July, 2024

*'competition is not only
the basis to protection
of consumers but is the
incentive to progress'*

Complaint & Redressal

The CCAA received a total of 10 consumer complaints as of July 31, 2024 (Fig. I); of which 6 were fully resolved. Furthermore, the CCAA is also investigating one of the complaints that was registered during June 2024



Market Surveillance

During the month which is a peak construction season in Bhutan, the CCAA focused on the cement supply and distribution within Thimphu Thromde. The objective was to verify if consumers are getting cement as per the prescribed weight. In the past there have been allegations that most cement supplied are underweight. Inspections of a total of 32 cement agencies and construction sites in Thimphu were completed towards the end of July and the report is under preparation. Appropriate actions as per law will be taken against violations if any.

‘consumers don’t expect businesses to be perfect, they do expect businesses to fix things when they go wrong’

Action Taken

CCAA mediated disputes between consumers and businesses and facilitated refunds to consumers when applicable. Furthermore, where consumers have erroneously complained against businesses, laws were clarified and advice was provided. Several consumers alleged businesses have charged above the Maximum Retail Price (MRP), which is of course not applicable for majority of fast-moving consumer goods in the market¹.

Competition & Consumer Affairs Authority (CCAA)

For any consumer complaint, please contact the CCAA through:

- Call 1214 (Toll-free Number), or
- E-mail to consumerservice@moice.gov.bt or
- Visit www.ocp.gov.bt and ‘File a Complaint’, or
- Visit CCAA HQ, Thimphu during office hours

¹ Fixed prices are applicable for goods whose prices are fixed by a Competent Agency of the Royal Government, including for products such as fuel, LPG, sand etc. Prices of other goods in the market are dynamic and left to the forces of supply and demand.