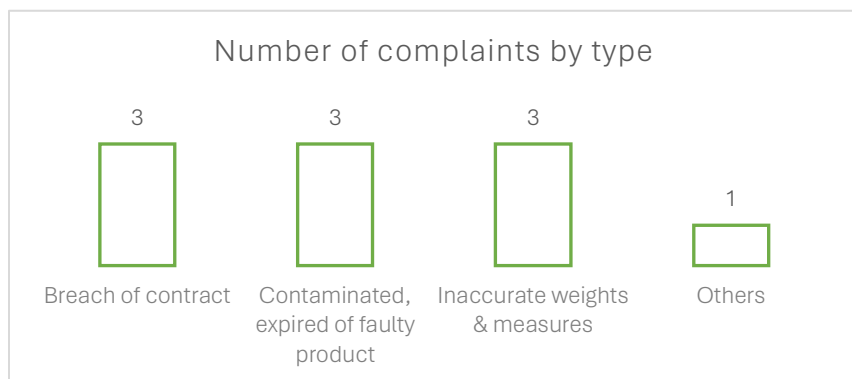


CONSUMER COMPLAINTS & REDRESSAL

A total of 10 complaints were made to CCAA during the month of September, of which 5 have been resolved while 5 are still under investigation and redressal process. Complaints were resolved through mediation, product replacement or refund. A sum of Nu. 28,950.00 were refunded to three complainants.



A **brand** is not just a name or logo; it's a combination of features that distinguish a seller's goods or services from others.


E-Commerce is the buying and selling of goods and services over the internet.

The **free market** is an economic system based on supply and demand with minimal government control.

A **warranty** or **guarantee** is a promise made by a manufacturer regarding the condition of their product. If it doesn't function as intended, repairs, refunds, or exchanges shall be available.

MARKET SURVEILLANCE

September market surveillance focused on businesses in Paro Dzongkhag. A total of 57 business firms were covered. The focus was on grocers, cement agents and Petroleum Retail Outlets.

 CCAA Inspectors checking weight of cement at warehouse – protecting consumers



LAUNCH OF BHUTAN'S FIRST GREEN LABEL & ECOLABEL CRITERIA

The Bhutan Green Label logo was launched on September 12 which marks a major step in advancing sustainable consumption and production in Bhutan. As part of the Sustainable Consumption and Production (SCP) project, implemented by the CCAA in collaboration with the Bhutan Standards Bureau (BSB) & GIZ Office in Thailand, this initiative aims to nudge Bhutan's industries towards green technology and consumers towards sustainable consumption.



 Lyonpo Namgyal Dorji, the Hon'ble Minister for MOICE launched the Green Label Logo and Ecolabel Criteria – towards sustainable consumption and production

LEAD AUDITOR TRAINING FOR BHUTANESE OFFICIALS

To support capacity building of agencies responsible for auditing of environmental standards, the CCAA as part of the SCP Project organized a ISO

14001 CQI-IRCA Lead Auditor training from September 16, 2024 till September 20, 2024 in Thimphu with 10 participants from BSB and the Department of Environment and Climate Change (DECC). Ms. Tracy Chooi Lean Yin, a reputed tutor from IQCS, Malaysia was the lead trainer.



📷 Ms. Lean Yin training officers from BSB and DECC – improving the quality of certification for better outputs

MARKET PRICE INFORMATION OF ESSENTIAL COMMODITIES

Information is power. To empower consumers in making better purchase decisions, the office provides quarterly prices of major food commodities in all Dzongkhag and Thromde towns. Price collection for Q1 2023-2024 started during the latter part of September in collaboration with the Regional Office of Industry, Commerce & Employment (ROICE).


Prior to the start of the price collection, the CCAA organized a hands-on training to 10 officers from different ROICE, on how to input data into the Market Price Information (MPI) system of the CCAA.

The Q1 prices will be disseminated via the office's website by early October.

YOUNG ENTREPRENEURS AT START-UP CENTER LEARN ABOUT CONSUMER RIGHTS

Educating and sharing information with consumers and businesses about their rights, obligations and duties contributes to consumer empowerment. In September, the CCAA carried out an advocacy program to 21 entrepreneurs at the Start-up Center at Thimphu. Such knowledge would make these budding entrepreneurs who are at the cusp of entering the real marketplace responsible businessmen who put customers at the forefront while growing their business.



 CCAA disseminating information on consumer and business rights and obligations to young entrepreneurs – empowering consumer



For any queries or complaint, contact us:

Call 1214 (Tollfree)
Email to consumerservice@moice.gov.bt
Visit www.ccaa.gov.bt and go to 'File a Complaint',
Visit CCAA HQ, Thimphu during office hours