

# Report of Market Surveillance in Wangduephodrang Dzongkhag

## 1. Introduction

The Competition and Consumer Affairs Authority (CCAA) conducted surveillance of different markets in Wangduephodrang Dzongkhag from October 1 to 14, 2024, to check compliance of businesses to various business and consumer protection rules and regulations.

## 2. Coverage

A total of 212 business entities were reached in Baychu, Langlatshawa, Kamichu, Bajo Town, Chuzomsha, Tekizampa, Nobding, Gangtey & Phobjikha.

*Fig.1: Types and numbers of business firms covered*

#	Type of business	Number of establishments covered
1	Petroleum Retail Outlets (PRO)	5
2	Cement Agents	4
3	F&V Retailer	30
4	Dried Fish Retailer	17
5	Grocery	95
6	Hardware Shops	2
7	Restaurants & Hotels	45
8	Garment & Footwear Shops	11
9	Bakeries	2
10	Meat Shops	1

## 3. Findings and Observations

### *a. Petroleum Retail Outlets (PRO)*

- Except for the PRO at Baychu run by DPDPL and the PRO at Langley Tsawa managed by Bhutan Oil Distributor (BOD), the density of Motor Spirit (MS) in all other PROs were within the tolerance limits ( $\pm 3$  kg/m<sup>3</sup>). Further, the density of High-Speed Diesel (HSD) at the PRO in Langley Tsawa managed by BOD), Nobding managed by STCBL and Bajo Town outlet managed by BOD were within the tolerance limit.
- Due to stock-out of MS at PRO in Langley Tsawa and stock-out of HSD at the PRO near Wangdue Bridge and Baychu, both managed by DPDPL), their densities could not be ascertained.
- The water content in the storage tanks was found to be within the acceptable limits, i.e. below 8 cm in all PROs.

- Of the total of 13 pumps (6 for MS, 7 for HSD) across the five PROs, only a single pump with a single nozzle at the PRO in Baychu was non-operational and was scheduled for removal soon.
- Out of the 33 nozzles (from the 12 functional pumps), 8 nozzles - 4 at the PRO in Bajo managed by BOD and 4 at the PRO near Wangdue Bridge managed by DPDPL - were defunct. Furthermore, 3 nozzles at the outlet in Langley Tsawa did not meet the tolerance range ( $\pm 0.5\%$  (25 ml) prescribed by the BSB).
- The PRO at Baychu managed by DPDPL had only two fire extinguishers and their Consumer Safety Board had faded and not properly legible.
- The PRO near Wangdue Bridge had no fire extinguishers on-site at the time of visit, as all extinguishers had been dispatched to Phuentsholing for refilling.

*b. Cement*

Warehouse of two cement agents - one dealing with Lhaki Cement and the other dealing with Dragon Cement – were inspected. Both agents failed to meet the weight tolerance levels prescribed by the BSB (Table I).

*Table I: Average Weights of Samples at Cement Agent Warehouse, Paro*

<b>Sl #</b>	<b>Name of cement agent (brand)</b>	<b>Sample Size (number of bags)</b>	<b>Av. weight (kg)</b>	<b>Remarks</b>
1	Perfect (Lhaki Cement)	50	49.93	Not within tolerance range
2	Kinley (Dragon Cement)	32	49.57	Not within tolerance range

Further, cement at two construction sites were also checked and weights were found to be within tolerance level (Table II).

*Table II: Average weights of samples at Construction sites in Wangduephodrang*

<b>#</b>	<b>Construction site (brand of cement at site)</b>	<b>Sample Size (number of bags)</b>	<b>Av. weight (kg)</b>	<b>Supplier</b>	<b>Remarks</b>
1	Pemba Construction Site, Nobding, (Penden Cement)	20	50.14	M/s TT Cement Agent	Meets standard
2	Rinzin Wangda Construction Phobjikha, (Lhaki Cement),	20	50.32	Directly sourced from the factory	Meets standard

*c. F&V and Dried Fish*

- A total of 278 packaged vegetable, 25 packaged fruit and 137 packaged dried fish were sampled to check weight accuracy. samples were inspected. Out of 278 packaged vegetable, 4% were found to be underweight; while all packaged fruits weighed as labelled. Out of the 137 packaged dried fish, almost 9 % were underweight.

*d. Others*

- Out of 97 business firms inspected (95 grocery stores and 2 bakeries), 3% did not meet the minimum labeling requirements.
- Additionally, imported products, such as noodles, jelly, candies and juice from countries like Thailand and Korea did not have labels in English. As per law it is mandatory to label goods either in in English and Dzongkha.
- Out of 55 business entities that were using weighing devices, 55% were using calibrated weighing devices while 45% were using devices with expired calibration with the balance using uncalibrated devices

**4. Action taken and further recommendations**

- All PROs that did not have valid calibrated measuring devices (hydrometers, thermometers, and measuring cylinders) were directed to have them calibrated immediately.
- The CCAA should issue a letter to all cement agents to install calibrated weighing devices at their godowns to ensure accurate measurement.
- The CCAA needs to find out why cement agents failed to meet the weight tolerance limit to ensure that such lapses do not recur.
- The Inspection team ensured all underweight items were rectified on-the-spot and advised them to avoid such discrepancies in the future.
- The CCAA must encourage consumers to check weights of locally produced and packed prepackaged edible products.
- The complete list of the businesses using un-calibrated or expired calibrated weighing devices were forwarded to the BSB for their support in calibrating these devices.

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