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དོ་འགན་དང་ཉོ་སྤྱོད་དབང་འཛིན།

COMPETITION & CONSUMER AFFAIRS AUTHORITY  
MINISTRY OF INDUSTRY, COMMERCE & EMPLOYMENT  
Thimphu: Bhutan



MoICE/CCAA/CPCED-06/2024-25/ 237

December 24, 2024

## PUBLIC NOTICE TO ALL PILGRIMAGE TOUR OPERATORS AND PILGRIMS

The Competition and Consumer Affairs Authority (CCAA) would like to remind all licensed pilgrimage tour operators in Bhutan that they must comply with the **Package Pilgrimage Regulation, 2017** when organizing outbound pilgrimage package tours.

**Key Requirements for Tour Operators:** Operators are required to formalize agreements with pilgrims. The agreement must clearly outline key details, including:

- o Trip duration and destinations;
- o Transportation modes;
- o Accommodation arrangements;
- o Guide services;
- o Meal plans;
- o Insurance coverage;
- o Pricing information

Failure to comply with these regulations will result in penalties as outlined in the Package Pilgrimage Regulation, 2017.

**Important Information for Pilgrims:** The CCAA encourages all outbound pilgrims to be aware of their rights and responsibilities under the regulation. Pilgrims should carefully review the details of their pilgrimage packages—especially pricing and services—to avoid potential disputes or misunderstandings.

If you have any questions or need assistance with consumer issues, please contact the CCAA through the following channels:

- **Toll-Free Hotline:** 1214
- **Website:** [www.ccaa.gov.bt](http://www.ccaa.gov.bt)
- **Email:** [consumerservice@moice.gov.bt](mailto:consumerservice@moice.gov.bt)
- **In-person:** Visit our office during business hours.

Thank you for your cooperation.

