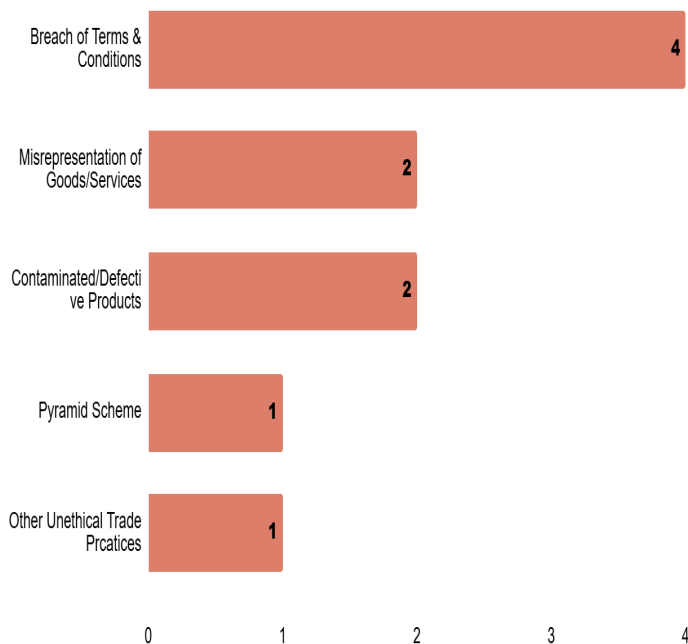


## CONSUMER COMPLAINTS & REDRESSAL

In January, the Competition and Consumer Affairs Authority (CCAA) received 10 complaints - 8 individual and 2 general. Of these, 8 cases have been successfully resolved, while 2 remain under investigation.

The most frequently reported issues include violations of terms and conditions, misrepresentation of goods or services, and the sale of contaminated or defective products. (Refer Fig. 1 for details.)

Fig. 1. Nature of Complaints by Type



## MARKET SURVEILLANCE

Between January 7 and 18, 2025, CCAA inspected 106 business entities, including 19 in Tshimasham, Chhukha Dzongkhag, and 87 in Phuentsholing Thromde. For a detailed report, visit:

[🔗 Inspection Report](#)

📷 *Inspectors checking the thickness of plywood.*



## PARTICIPATION IN THE MINISTRY'S QUARTERLY MEETING

The CCAA presented its half-yearly achievements during the Ministry's 2nd Quarterly Progress Review Meeting, which also served as the Mid-Year Review for FY 2024-25, held from January 23-24, 2025. All planned activities of CCAA are on track. The quarterly meeting, chaired by the Secretary, is held every three months to review progress, assess the implementation of planned activities, and debottleneck any challenges.




## INSPECTION OF LPG CYLINDERS

To verify the accuracy of LPG cylinder weights supplied by various delivery agents, an inspection is underway, covering 12 agents across Thimphu so far.

In a meanwhile the consumers are encouraged to check cylinder weights at purchase.

## ADVOCACY VIDEO PRODUCTIONS

CCAA is developing three awareness videos on:

-  E-commerce
-  Pyramid schemes
-  High-value goods

These initiatives aim to empower consumers with essential knowledge for informed decision-making.

## MARKET PRICE INFORMATION OF ESSENTIAL COMMODITIES FOR Q2

To aid consumers in making informed purchases, CCAA publishes quarterly price data on essential commodities. The latest report is available on:

 [Market Price Report](#)

## PROCUREMENT OF LABORATORY EQUIPMENTS


Testing equipment worth Nu. 500,000 is being procured to enhance quality, weight, and measurement checks during market surveillance.

## ACTION TAKEN REPORT

CCAA has imposed a total fine of Nu. 28,131 on three LPG gas delivery agents after detecting discrepancies in the weights of filled cylinders they supplied.


Meanwhile, the CCAA facilitated a refund of Nu. 3,63,364.80 to an aggrieved consumer who was misled into a pyramid promotional scheme.

**For any queries or complaint, contact us:**

 **Call:** 1214 (Toll-Free)

 **Email:** [consumerservice@moice.gov.bt](mailto:consumerservice@moice.gov.bt)

 **Website:** [www.ccaa.gov.bt](http://www.ccaa.gov.bt)

 **Office:** CCAA HQ, Thimphu during office hours.

**“Consumers should have the right to know what they are buying and from whom.”**

– John F. Kennedy.