

Market Surveillance Report for Mongar and Lhuntse Dzongkhags

by

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1. Background

The CCAA conducted inspection of major markets in Mongar and Lhuentse Dzongkhags over a 15-day period, commencing on May 2, 2025. The primary objectives of the inspection were to check and ensure businesses comply with the market regulatory requirements outlined in the Consumer Protection Act (CPA), 2012 and the Consumer Protection Rules and Regulations (CPRR), 2015.

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The minimum market requirements are as follows:

- All weighing and measuring devices used by businesses are accurate and have valid calibration status;
- All products for sale are adequately labelled. Likewise accurate and unambiguous information is provided about services that are provided by the business;
- All businesses provide money receipts or cash memo to all customers upon demand;
- Prices of all goods and services are prominently, clearly and unambiguously displayed.

In addition, checks are also performed to ensure petroleum products are unadulterated and safety protocols are followed by the Petroleum Retail Outlets (PRO) and LPG agents.

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2. Market Coverage

A total of 320 business entities - 278 under Monggar Dzongkhag and 40 under Lhuentse Dzongkhag - were covered during this phase of inspection.

Table 1: Number of business entities covered in Monogar and Lhuntse Dzongkhags

Business Type	Mongar Dzongkhag (Monggar town, Kilikhar, Yadi, Lingmithang, Gyelposhing)	Lhuntse Dzongkhag (Lhuntse town, Tangmachu, Phawan, Autsho)
Grocery	107	20
Restaurant	74	14
Hotel & Entertainment	5	1
Meat Shop	3	1
Beauty Saloon	6	0
Bakery/Café	4	1
Garment Shop	20	2
Tailoring	5	1
Spare Parts / Electronics / Repair Services	8	0
Pharmacy	1	0
Hardware	15	0
Grocery / Liquor Shop	15	0
Vegetable Vendor	13	0
PRO's Retail / LPG Outlets	2	2
Total	278	42
Grand Total	320	

3. Finding and Observations

- The MPD pump in Autsho, equipped with four nozzles (two for HSD and two for MS), is currently non-operational because of technical issues.
- The water content in all the PROs under Mongar and Lhuentse dzongkhags were within the permissible range ($\pm 8\text{cm}$).

- The LPG cylinders stocked at the Sumpa outlet in Lhuentse Dzongkhag were not stored in accordance with the Standard Operating Procedure (SOP) for Storage and Handling of LPG, 2022 under the section 11 of the OPERATIONAL AND HANDLING NORMS.
- It was also observed that the Sales Counter was not separated from the LPG storage room, which is a violation of the aforementioned guidelines.
- All PROs met the minimum safety standards such as - availability of fire extinguishers, sand bucket, signage and use of certified dispensing equipment..
- 95.9% of all business entities had pre-printed cash memo/ purchase receipts that are provided upon consumer's demand.
- 76.8% of the business entities had weighing machines in their shops and out of which 17.1% of the business entities had calibrated their weighing machines in accordance with regulatory requirements and standards prescribed by BSB.
- 1.8% of the business entities did not have weighing devices.
- It was observed that all the shops have clear price displays on the products, with proper product labelling.

4. Actions taken

- The management of Autsho was instructed to repair the MPD pump to restore it to working condition within 14 days and to formally inform the CCAA office upon completion.
- The empty cylinders at the Sumpa outlet in Lhuentse were immediately made to store according to the recommended methods. Additionally, the management was instructed to establish a separate sales counter within 14 days.
- The list of business entities found using weighing machines with invalid or expired calibration dates was forwarded to the Bhutan Standards Bureau (BSB) for necessary re-calibration.

5. Conclusion

The market inspection conducted in Mongar and Lhuentse Dzongkhags revealed a positive compliance with the existing rules and regulations. Nonetheless, continued advocacy and frequent surveillance is essential to keep businesses in compliance with the law and consumers protected at all times.

Annexure 1: Images of market inspection carried out in Mongar and Lhuentse dzongkhags.

