

Market Surveillance Report - Samtse Dzongkhag

By

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1. Background

The Competition and Consumer Affairs Authority conducted a 9-day surveillance and monitoring from 23rd to 31st May, 2025 in the major market places under Samtse Dzongkhag. The primary objectives were to assess compliance by various business entities. The surveillance focused on scrutinizing the weights and measures of fast-moving consumer goods, including rice, edible oils, pulses, roasted rice and on locally packaged items like chili, vegetables, fruits, etc. Further, the team inspected various other business establishments, like restaurants, hotels, beauty parlors/salons and Petroleum Retail Outlets.

2. Coverage.

A total of 112 business entities were monitored and inspected inclusive of 102 business entities as illustrated in the table below.

Table 1: *Total coverage of the business entities:*

Business Type	Markets: <i>Samtse Town, Sipsu, Gomtu and Dorokha</i>
Petroleum Retail Outlet (PRO)	8
Hotels & Restaurant	26
Grocery/Liquor shop	54
Garment	9
Hardware	9
Tailoring	3
Bakeries	1
Beauty Parlor/Salon	1
Electronic Sale	1
Total:	112

3. Finding and Observations

3.1. General Findings

- Out of 112 business entities 99.09 percent of the business establishments have pre-printed cash memos, bill books or purchase receipts that are provided upon consumer's demand.
- 97.27 percent of the business entities are compliant to the requirement of product labeling.
- 98.18 percent of all business establishments, including PROs, have displayed the price tag on their goods and services.
- Out of 112 business entities inspected – including 28 shops (*Groceries and vegetable vendors*) and 7 PROs – a total of 35 were using weighing scales. Among these, 97.14% (*34 business establishments*) had their scales calibrated by the BSB.

3.2. Petroleum Retail Outlet (PRO)

The inspection covered eight PROs, including: Bhutan Oil Distributor (BOD), Damchen Petroleum Distributor Private Limited (DPDPL), Druk Petroleum Corporation Limited (DPCL) and State Trading Corporation of Bhutan Limited (STCBL). The key findings of the PRO's are as follows.

- Calibration of Equipment
 - 1) Pumps & Nozzles: BSB calibrated 22 pumps and 52 nozzles across all PROs.
 - 2) Nozzle Functionality: All nozzles were operational (31 High-Speed Diesel & 21 Motor Spirit/Petrol).
- Fuel Quality Compliance
 - 1) Density: Both Motor Spirit (MS) and High-Speed Diesel (HSD) were within permissible tolerance limits ($\pm 3 \text{ kg/m}^3$).
 - 2) Water Content: Storage tanks had water levels below the acceptable limit (8 cm).
- Safety Measures
 - 1) Fire Extinguishers: All PROs had functional fire extinguishers within their expiration dates.
- LPG Cylinder Compliance
 - 1) Weighing Balances: All PROs used calibrated weighing scales for LPG cylinders.
 - 2) Cylinder Weight: Inspected LPG cylinders met weight and measurement standards

- Additional Observations
 - 1) Measuring Jars: All were properly calibrated.
 - 2) Hydrometers, Thermometers & Measuring Cylinders: Some PROs required recalibration.

3.3. Weights & Measures

The inspections were conducted at two business entities to assess the accuracy of weights for repackaged commodities. A total of 50 different repackaged product samples underwent physical verification. The results confirmed that all tested items, both repackaged and prepackaged, fully complied with the requirements of the weight and measurement.

4. Action taken and Recommendations

- All PROs without proper calibrated measuring devices (Hydrometers, Thermometers and Measuring cylinders) were directed to get them calibrated immediately.
- CCAA has ensured all underweight items were rectified on-the-spot and advised them to avoid such discrepancies in the future, which otherwise shall result in penalization as per the CPA, 2012.
- All the business establishments were advocated & educated on the requirements as per the consumer protection act and rules & regulations.
- Advocated the consumers to check the weights of prepackaged and repackaged commodities like vegetable/fruits/pulses prior to the transaction.

Annexure: Images of the Market Inspection under Samtse Dzongkhag

Pic. I: *Inspection of Restaurant & Grocery shops in Gomtu Town*



Pic.II: *Inspecting PRO's in Gomtu area.*



Pic.III: *Inspecting major market places in Samtse Town*

