

Kaja Throm Inspection Report

Background and Objective

Kaja Throm is the largest fresh food market in Thimphu, comprising vendors dealing in fresh fruits, vegetables, and dairy products. Given its scale and importance to consumers, an ad hoc inspection was conducted on 8th July 2026 to verify vendor compliance with the requirements for issuing money receipts, displaying prices, and using calibrated weighing machines, in accordance with Consumer Protection Act 2012 and relevant rules.

Inspection Coverage

The vegetable market comprises 325 stalls in total. Of these, only 98 vendors were inspected, as the remaining stalls were closed on account of an ongoing event at Kuensel Phodrang. To improve inspection coverage and efficiency within this constraint, the inspection team was divided into two groups, working in collaboration with Kaja Throm management staff.

Inspection Findings

The following observations were made during the inspection:

1. Vendors were generally issuing money receipts to consumers when required by the consumer.
2. Most vendors were using calibrated weighing machines valid until April 2027. However, 3 vendors were found using weighing machines without valid calibration.
3. Most vendors had displayed the prices of their products. However, two newly established shops had not complied with the price display requirement.





Action Taken

1. The 3 vendors found using uncalibrated weighing machines were instructed to have their equipment calibrated immediately and were issued formal letters requiring rectification and compliance.
2. The newly established shops found non-compliant with the price display requirement were instructed to display prices for all products immediately.

Recommendations

1. Kaja Throm Management should carry out frequent monitoring to ensure ongoing compliance with established rules and regulations.
2. This Office should conduct regular awareness programs for vendors to educate them on relevant policies, responsibilities, and best practices.

Conclusion

The inspection found that the majority of vendors were complying with the requirements to issue money receipts, display prices, and use calibrated weighing machines. However, a few instances of non-compliance were identified, particularly relating to calibration of weighing machines and price display by newly established shops. Continued and regular monitoring and inspection is recommended to ensure full compliance by all vendors.

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