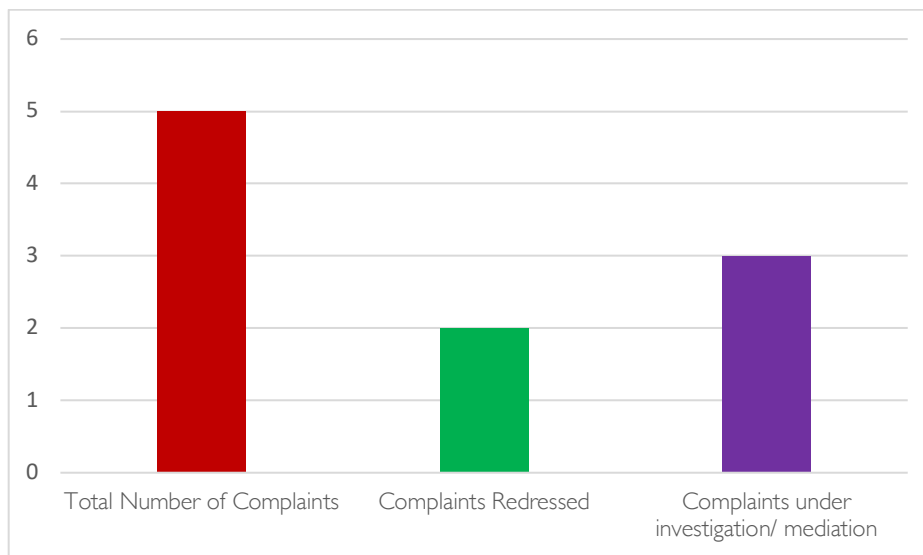


Consumer Protection Statistics at a Glance (October, 2022)

I. Complaints and Redressal

The Office of Consumer protection (OCP) received five complaints in October; of which 2 have been fully resolved – wherein remedies/compensation were provided to the wronged complainants and unethical business practices were rectified. Currently 3 complaints are under investigation and/ or mediation. (Fig. I)

Fig. I: Number of complaints received and resolved



Of the five, two were regarding breach of terms and condition of sale, two relating to excessive delay in supply of goods and the last complaint was on the manipulation of the selling price (Fig. II).

II. Market Surveillance

A total of 29 business entities in Haa dzongkhag were inspected in the month of October, 2022; comprising of 22 general/ grocery shop, 6 sawmills and a Petroleum Retail Outlet (PRO) to assess their compliance to regulatory requirements. The minimum regulatory requirements as per the Consumer Protection Act of Bhutan, 2012 are to: clearly display prices of product or service offered, use only accurately calibrated weights & measures, issue purchase receipts on demand for any goods or services worth Nu. 100 and above, and adequately and clearly label all products for sale.

While all the sawmills and the PRO were fully compliant, almost 50 per cent of the groceries were not fully compliant to requirements such as use of calibrated weights and measures and

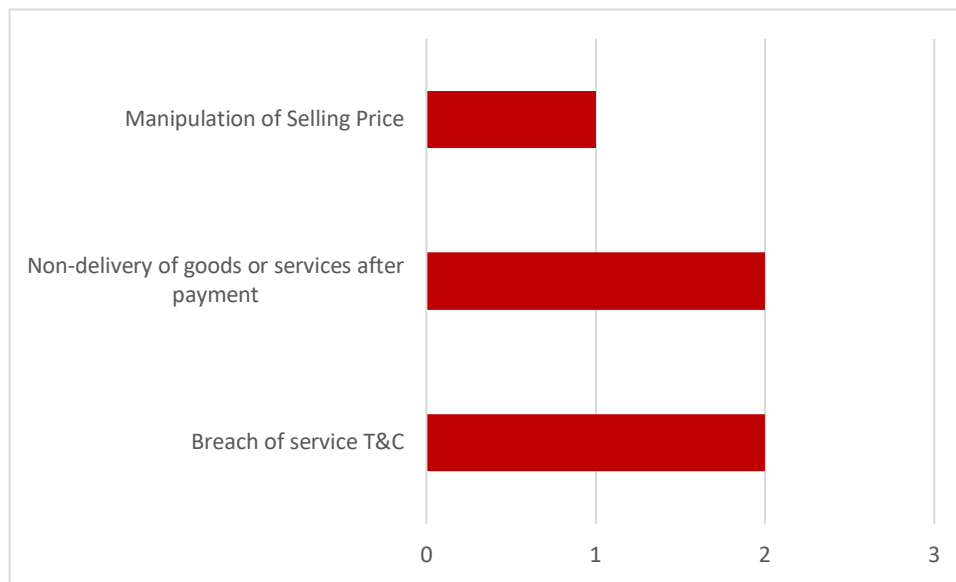
issuance of purchase receipts. They were asked to immediately rectify and make required changes.

III. Action taken for the month of September, 2022

During the month, the OCP, following unsuccessful mediation, had to forward a case to the Dispute Settlement Committee (DSC) of Gelephu Thromde and facilitate settlement pertaining to a dispute between a consumer and manufacturer/ supplier of pre-fabricated wooden items for home. The DSC found the business entity in contravention to the existing rules and regulations and ordered reimbursement to the complainant and payment of relevant fines.

In addition, the OCP, facilitated refund of Nu. 5,000 to an aggrieved consumer pertaining to non-delivery of goods by an online business platform after payment. Further, another refund worth Nu. 55,000/- pertaining to a complaint made during the previous month (September) regarding manipulation of price, was also made possible.

Fig. II Number of businesses by nature of violations



IV. Information for all

A person who is wronged by a business entity OR if one happens to come across illegal business practice(s) in the market(s), please report to the OCP by either calling [1214 \(Toll-free\)](tel:1214), OR by submitting an online complaint via www.ocp.gov.bt OR by visiting the office during working hours
