

## Consumer Protection – Enforcement and Redressal

### Enforcement and Redressal

One of the principal functions of the Office of Consumer Protection (OCP) is the application and enforcement of consumer protection laws and redress aggrieved consumers, through mediation and other means. Commonly, it is to monitor and investigate dubious trade practices to ensure safety and protect the economic interest of all consumers.

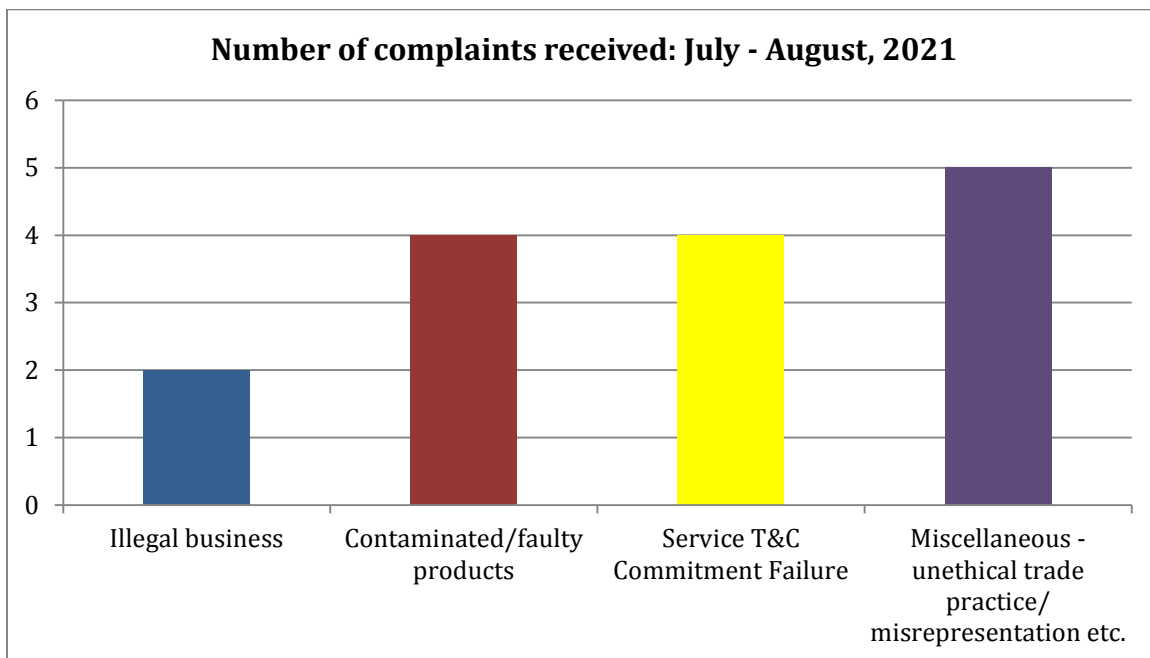
### Types of complaints

Complaints are of two types - *general* or *individual*. *General complaints* are those that affect the all consumers through unfair and unethical trade practices by a business entity; while *individual complaints* are those unfair trade practice or violations which merit compensation or remedies, which an aggrieved consumer is seeking.

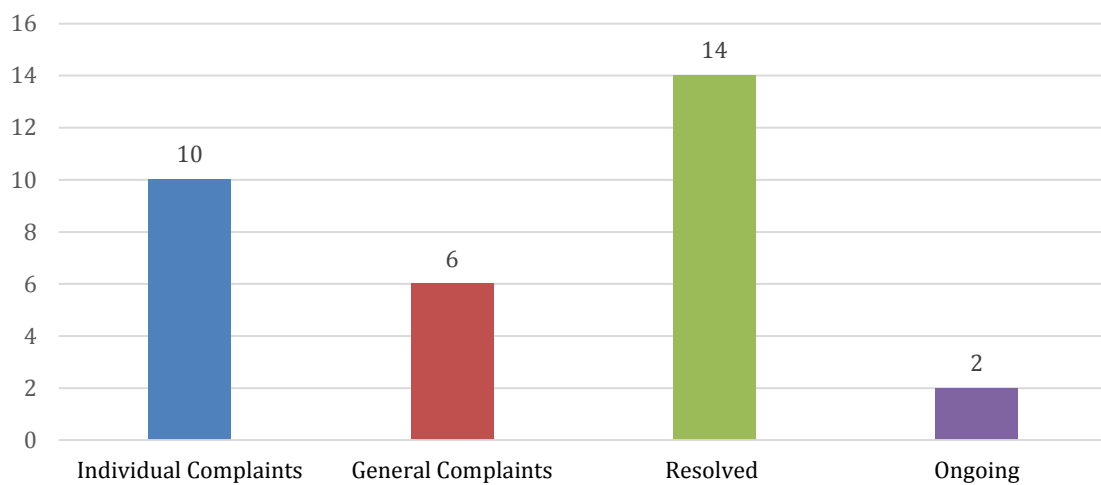
### Protocol for Enforcement and Redressal

Any general consumers or aggrieved consumers can lodge complaints to the OCP calling 1214 (toll free), OR by submitting an online complaint facility available on [www.ocp.gov.bt](http://www.ocp.gov.bt) OR by walking in the office.

### Complaint and Redressal at a Glance - July, 2021 - August, 2021



### Status of Consumer Complaints : July - August 2021



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**Prepared and shared by:**

Office of the Consumer Protection,  
Ministry of Economic Affairs,  
Thimphu