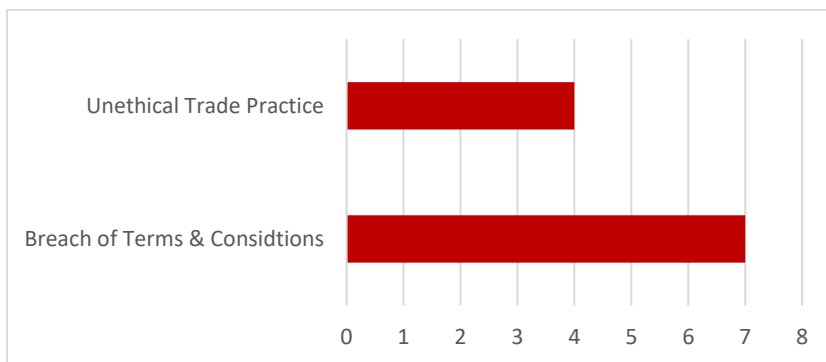


Enforcement and Redressal Report for the Month of January, 2023

A. Complaint and Redressal

Out of a total of eleven complaints received by the CCAA in the month of January 2023, eight were individual complaints – wherein the complainant seeks redressal for an alleged wrong by a business. Eight of the complaints related to breach of contract by a business while four pertained to unethical trade practices such as misleading representation to induce consumers to buy a product or service or sale of adulterated or defective products (Fig. 1).

Fig. 1: Type of violation



Out of 11, seven complaints have been fully resolved or addressed while four are in the process of investigation or mediation or dispute settlement between the two parties.

B. Referral of complaint to the Dispute Settlement Committee (DSC)

The CCAA referred two cases to the Dispute Settlement Committee (DSC) of Thimphu Thromde. The first case pertains to a dispute between a consumer and a manufacturer/ supplier for allegedly failing to supply materials and execute a packaged work in a newly constructed residential building in Thimphu, as per the pre-agreed terms and conditions. In line with the

Consumer Protection Rules & Regulation, 2015, the case was forwarded after the mediation facilitated by the CCAA failed.

The second case pertains to an alleged misleading information provided by a ticketing agency to a passenger thereby leading to economic loss to the passenger. Following the first mediation meeting, the respondent stopped responding to the CCAA request for information and calls for meetings.

C. Actions Taken

During January 2023, the CCAA facilitated refund a sum of Nu. 848,859/- to two aggrieved consumers and facilitated replacement of equipment worth Nu. 10,300 to a consumer. Similarly, errant businesses were served rectification letters advising them to comply with regulatory requirements or other standards stipulated in CPA, 2012 and CPRR,2015. Generally, adequate time is provided for businesses to correct or improve the problem(s).
