

Consumer protection statistics at a glance (1st – 31st March, 2022)

Complaints and Redressals

A total of 11 complaints were received; of which 9 have been fully resolved – wherein remedies/compensation were provided to the wronged complainants and unethical business practices were rectified. Currently there are 2 complaints under investigation.

Fig. I: Number of type of complaints received

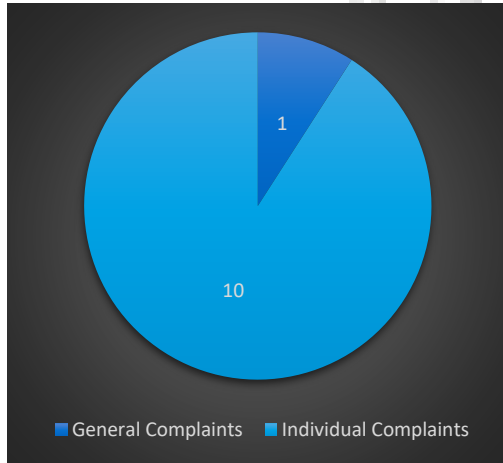
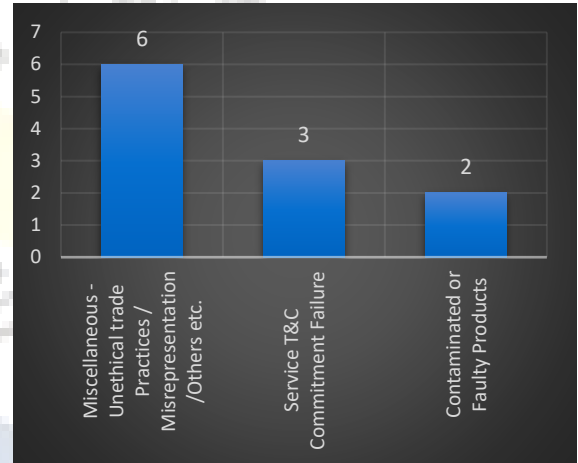
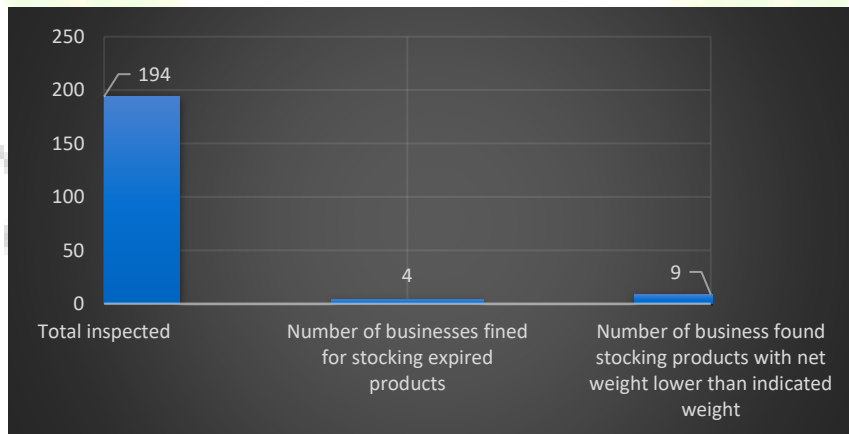


Fig. II: Number of complaints by nature of violation



Market Surveillance

Fig. III: Number of businesses inspected for illegal trade practices (Thim-Throm and the periphery)



A person who is wronged by a business entity or if one sees illegal business practices in the market that affects consumers, please complain to the OCP by either calling 1214 (Toll-free), OR by submitting an online complaint via www.ocp.gov.bt OR by visiting the office during working hours