

Consumer Protection Statistics at a Glance (September, 2022)

I. Complaints and Redressals

A total of 12 complaints were received; of which 11 have been fully resolved – wherein remedies/compensation were provided to the wronged complainants and unethical business practices were rectified. Currently one complaint is under investigation. The status of enforcement and redressal for the month of September, 2022 are summarized as follows:

Fig. I: Number of type of complaints redressed

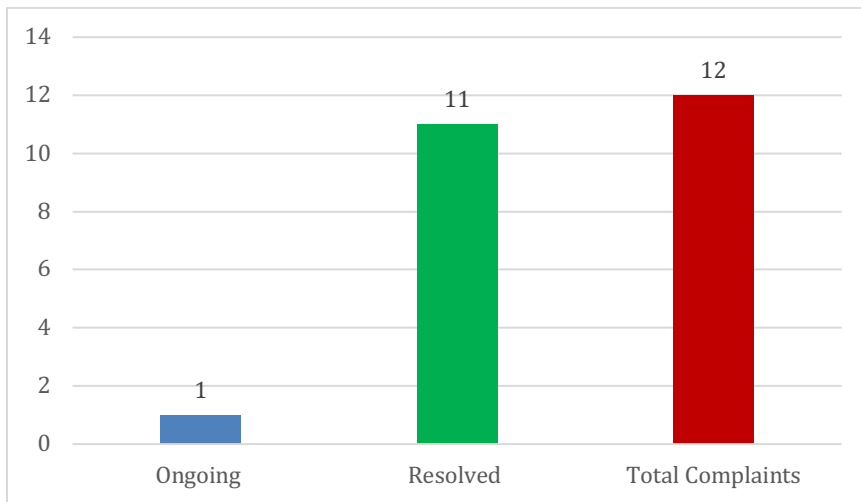


Fig. II. Number of consumer complaint received

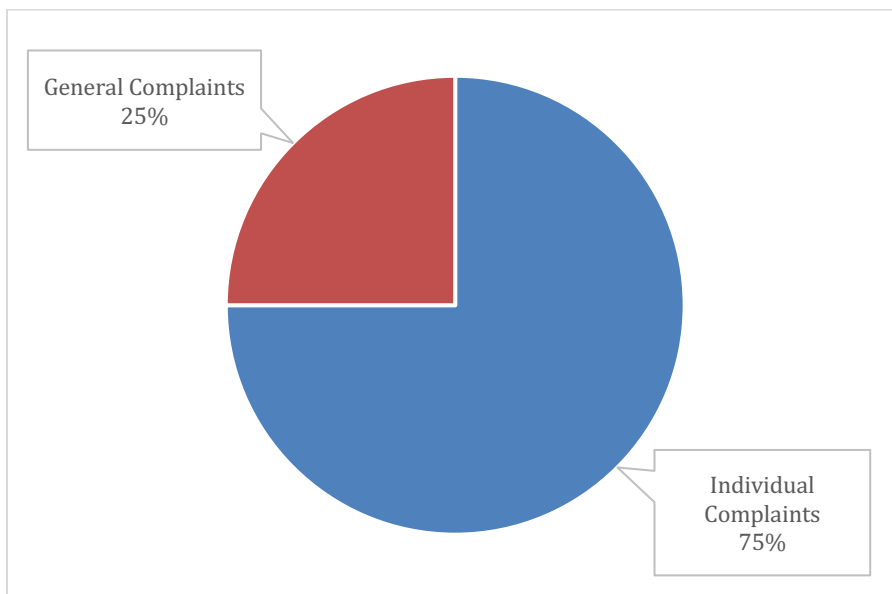
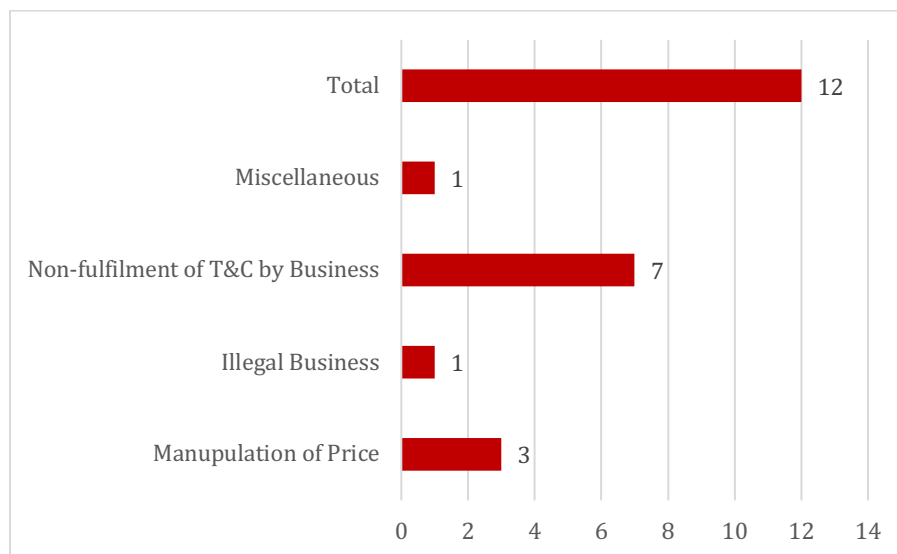


Fig. III Number of businesses by nature of violations



II. Market Surveillance

A total of 409 business entities in four thromdes were inspected in the month of September, 2022; comprising of 262 grocery and 147 automobile workshops (Table I), to ensure compliance to market regulatory requirements. Regulatory requirements as per the Consumer Protection Act of Bhutan, 2012 makes it mandatory for businesses to properly display product or service prices, use accurate weights & measures, issue of purchase receipts and label products adequately.

In general, majority of business entities were compliant while the few errant businesses were asked to immediately rectify and make the required changes.

Table 1: Number of Business Entities inspected (Thimphu, Phuntsholing, Gelephu and Samdrupjongkhar)

Sl. #	Market Place (Thromde)	Grocery stores	Automobile workshops
1	Thimphu	199	102
2	Phuentsholing	37	13
3	Gelephu	10	20
4	Samdrupjongkhar	15	12
	Total business inspected	262	147

III. Action taken for the month of September, 2022

The OCP redressed the consumer complaints through different modes like mediation, facilitating of refunds, rectifying wrong business practices and referring complaints to relevant regulatory agencies which are not in the domain of the OCP. The office facilitated refund of Nu. 80, 416/- to the aggrieved consumers.

A person who is wronged by a business entity or if one happens to come across illegal business practices in the market, please report 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
