

Unfair Business Practices and Redressal Statistics - March, 2024

A. Complaint and redressal

During March 2024, the CCAA received a total of 10 consumer complaints, of which five complaints were fully resolved while five are still under investigation and redressal process (Fig I). As in the past months, breach of business terms and conditions by businesses tops the nature of violation (Fig. I).

Fig II. Consumer complaints by type of violation



B. Market surveillance

The Dzongkhags in focus during March were Paro and Haa. A total of 244 businesses were inspected over a period of 14 days starting to check business compliance to the Consumer Protection Act, 2012 and Consumer Protection Rules and Regulations, 2015. All major businesses such as hotels and restaurants, hardware stores, automobile workshops, petroleum retail outlets and groceries in Haa town, Damthang, Katsho, Paro town, Lamgong, Tsentso, Doteng, Bonday, Shaba and Isuna were covered.

Fig II. Rate of compliance to minimum market regulatory requirements



While compliance related to product labeling and display of prices were good, attention needs to be paid to compliance related to issuance of purchase receipts and accuracy of weighing and measuring devices. The full report is available on the website of the CCAA.

<https://www.ccaa.gov.bt/ckfinder/userfiles/files/Market%20Surveillance%20Reports/Market%20Surveillance%20Report%20-%20Final.docx.pdf>

For any consumer complaint, please contact the CCAA through:

- Call **1214** (Toll-free Number), OR
- E-mail to consumerservice@moice.gov.bt OR
- Write via www.ocp.gov.bt OR
- Visit **CCAA HQ** during office hours