



ཉེ་སྤྱོད་ཉན་སྤྱོད་ཡིག་ཚང་བསྟན་ཐུག་ལྷན་ཁག་ལས་
དབུ་ལྷན་འབྲུག་གཞུང་། བིམ་ཐུག་

Office of Consumer Protection
Ministry of Economic Affairs
Royal Government of Bhutan
Thimphu



CONSUMER PROTECTION SERVICES UPDATE DURING LOCKDOWN 4.0 AS OF 2.2.2022

- 1) During Lockdown 4.0, the Office of Consumer Protection (OCP) activated its frontline team in Thimphu Thromde to carry out daily monitoring of business entities authorized to operate. On an average, the team inspected 64 business entities per day daily covering different markets and various types of businesses to ensure fair business practices.
- 2) Toll Free Number **1214** is operational 24 X 7 to take consumer complaints and provide relevant information.
- 3) All consumer complaints are investigated at the soonest possible and necessary actions taken.
- 4) Since Lockdown 4.0 started, 637 business entities were inspected including some repeated visits.
- 5) 328 Fruit and Vegetable (F&V) shops, 268 grocer shops, 24 meat shops, 13 LPG delivery agents, 10 F&V wholesalers, 1 BOD and 2 medical shops were covered in various part of Thimphu Thromde.
- 6) Since Lockdown 4.0 started till 2nd February 2022, 31 business entities have been imposed penalties amounting to Nu. 71,214 for various types of business violations.
- 7) As of 2nd February 2022, a total of 65 consumer complaints have been received through various channels, from which all genuine complaints have been redressed.
- 8) Dzongkhag Administrations of Chukha, Dagana, Paro, Punakha, Pemagatshel, Samtse, Sarpang, Samdrupjongkhar, Thimphu, Gasa, Trashiyantse, Wangduephodrang & Zhemgang have activated their Market Surveillance and Monitoring Team (MMSM) to carry out market monitoring activities in their respective regions.

Toll Free No: 1214 / email: ocp@moea.gov.bt
www.ocp.gov.bt / www.moea.gov.bt



ཉེ་སྤྱོད་ཉེན་སྲུང་ཡིག་ཚད་བརྟན་རྒྱལ་ཁྲུན་ལས་གཞི
དབང་ལྷན་འབྲུག་གཞུང་གི་མིང་ལྷན

Office of Consumer Protection
Ministry of Economic Affairs
Royal Government of Bhutan
Thimphu



REMINDER TO BUSINESSES

- 1) Do not hike prices unnecessarily. Maintain prices that were prevalent prior to lockdown or prices that are fixed by Government (e.g. F&V, LPG, petroleum products);
- 2) Do not tamper measuring weights and other measuring devices;
- 3) Display selling prices legibly and prominently;
- 4) Issue money receipts for any goods or products valued above Nu. 100, if and when demanded by buyers;
- 5) Do not, at any point, sell expired, spoiled or faulty products;
- 6) Always provide whatever information is sought by buyers about the product or service.

REMINDER TO CONSUMERS

- 1) Please be aware of prices of goods (F&V, LGP and petroleum products) fixed by the government;
- 2) For other products or services where prices are not fixed, know what a “reasonable” price is for that product or service prior to purchase. If you feel the prices are exorbitantly high as compared to

other times or to other business entities, report to the OCP.

- 3) Always check quality of the product and the integrity of the package (to see signs of tamper) and date of expiry prior to making a purchase;
- 4) Always insist for receipts, particularly if you are making a purchase of a reasonably high value;
- 5) If you feel wronged or cheated by a business, you should reach out to your Dzongkhag MMST, or the OCP;
- 6) To contact us, call our Toll-Free Number 1214, or e-mail us at ocp@moea.gov.bt or register an online complaint on our website www.ocp.gov.bt.

OUR COMMITMENT

- The OCP is committed to protect all consumers from unethical business practices in the country. Help us by informing if you face or notice any unethical or illegal business practices and we will try and address it at the soonest possible