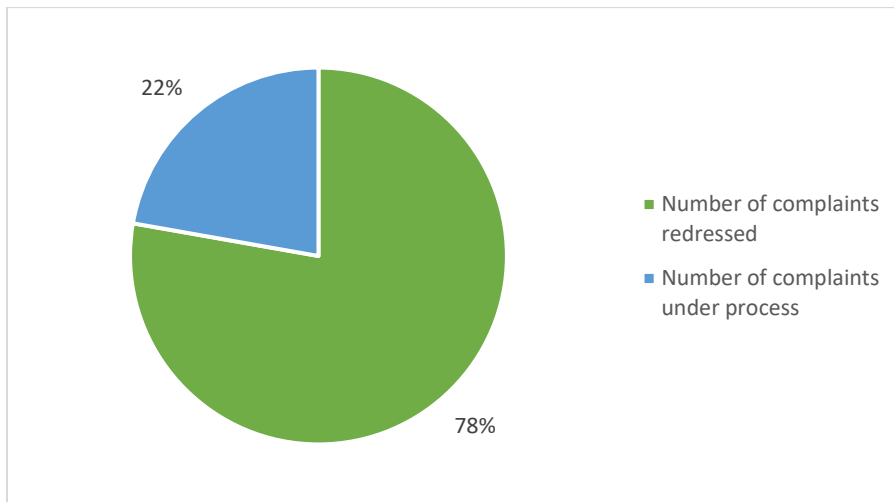


Unfair Business Practices and Redressal Statistics - May 2024

A. Complaint and redressal statistics

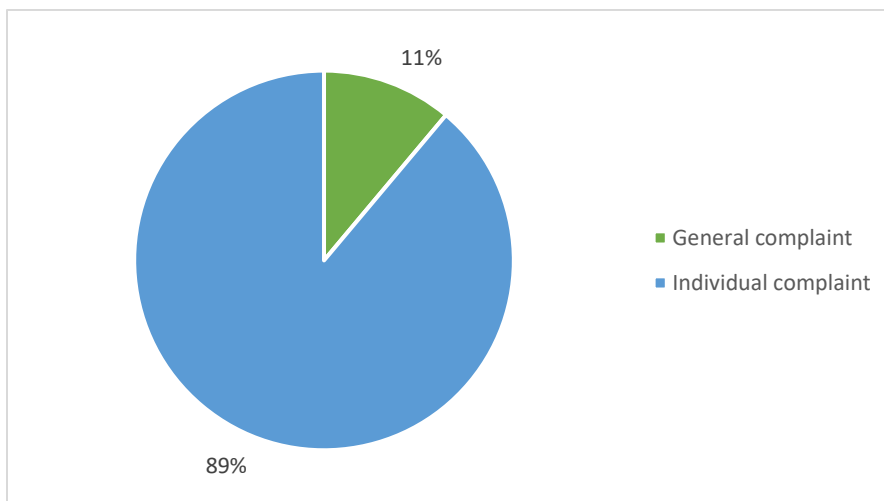
From a total of 9 cases registered in May 2024, 7 consumer complaints have already been resolved, while two are under the process of investigation and mediation (Fig. 1)

Fig. 1: Number of complaints received and redressal service provided



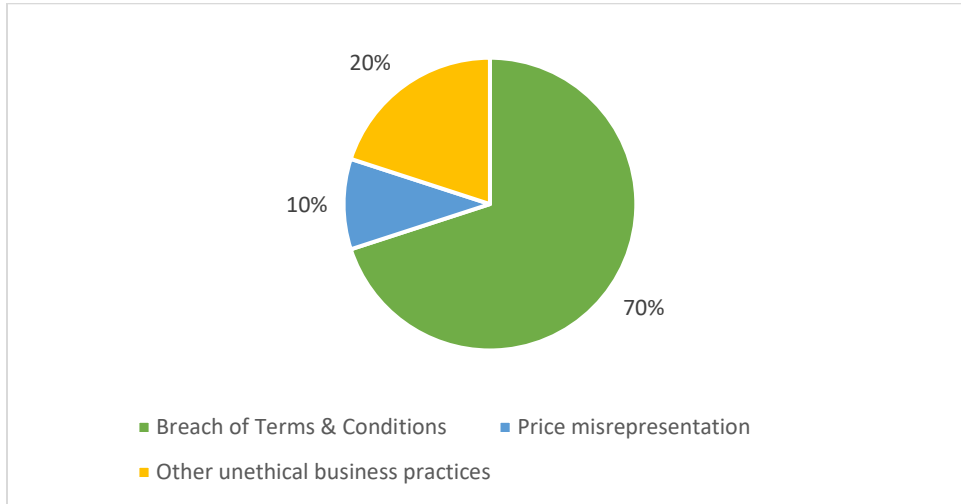
A vast majority of the cases where individual complaints wherein aggrieved consumer was seeking damages from the concerned business (Fig. 2). A general complaint on the other hand is a complaint where unethical business practice is reported by a consumer for the good of the general consumers but no personal damages are sought.

Fig. 2: Types of complaint received



Breach of business T&C consistently appear to be the most common type of complaints. During this period, 70 percent of the complaints pertained to breach by the business (Fig. 3).

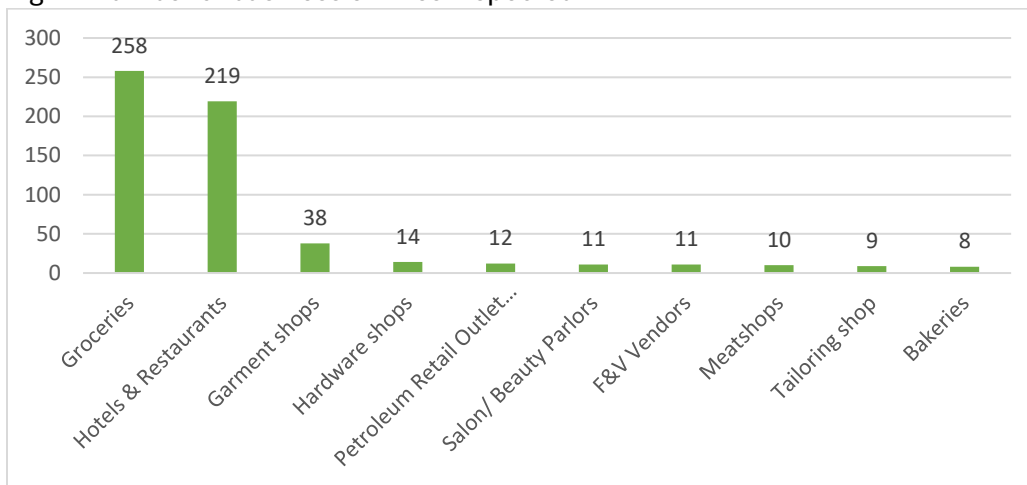
Fig. 3: Consumer complaints by type of violation



B: Market surveillance

In May, Team CCAA inspected a total of 590 establishment entities across the major markets in three Dzongkhags - Pemagatshel, Samdrup Jongkhar and Sarpang including Gelephu Thromde. All types of businesses were inspected though groceries and hotels& restaurants are the most common types of businesses in the country (Fig. 4). Detailed report of the May market surveillance can be downloaded using the following links: <https://shorturl.at/9IFoZ> & <https://www.ccaa.gov.bt/home/pageSideMenu/224>

Fig. 4: Number of business entities inspected.



C. Actions taken

The CCAA facilitated refunds to aggrieved consumers, directed corrective measures to businesses failing to comply to market standards, fined and seized expired foods products in collaboration with BFDA and provided advisory services to various businesses and consumers.

For any consumer complaint, please contact us at:



1214 (Toll-free)/ 338336/ 338337



Walk-in during office hours



www.ccaa.gov.bt



consumerservice@moice.gov.bt
