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

**Complaints and Redressals**

A total of 11complaints were received; of which 9have 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

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