



ཉེ་སྤྱོད་ཉེན་སྲུང་ཡིག་ཚང་བརྒྱུད་རྒྱུ་རྒྱུ་ལས་  
དབུ་ཕྱོད་འབྲུག་གཞུང་གི་ཐོན་སྐྱེད་ལྷན་ཁང་།

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



## **CONSUMER PROTECTION SERVICES UPDATE DURING LOCKDOWN 4.0 AS OF 10.2.2022**

- 1) Since the start of the monitoring activities in Thimphu Thromde during Lockdown 4.0, the frontline team of the Office of Consumer Protection (OCP) inspected on an average 65 business entities on daily basis covering various markets and different types of businesses to ensure fair trade practices by business entities authorized to operate.
- 2) Since Lockdown 4.0 started, 1104 business entities in Thimphu Thromde were inspected including some repeated visits. The businesses include Fruit and Vegetable (F&V) shops, F&V wholesalers, grocery shops, meat shops, LPG delivery agents, BOD and medical shops.
- 3) From the start of the lockdown 4.0 till 10<sup>th</sup> February 2022, a total of 96 consumer complaints have been received through various channels, from which all genuine complaints have been redressed.
- 4) As of 10<sup>th</sup> February 2022, 43 business entities have been imposed penalties amounting to Nu. 2,28,414.80 for various types of business violations.
- 5) In consultation with Thromde, a farm shop and a vegetable shop in Thimphu Throm were closed and disallowed to operate during lockdown as these business entities repeatedly failed to comply with prescribed rates of vegetables despite warnings and imposing penalty.
- 6) Dzongkhag Administrations of Chukha, Bumthang, Dagana, Gasa, Haa, Lhuntse, Paro, Punakha, Pemagatshel, Samtse, Sarpang, Samdrup Jongkhar, Thimphu, Trashiyantse, Trongsa, Tashigang, Wangduephodrang & Zhemgang have activated their Market Surveillance and Monitoring Team (MMST) to carry out market monitoring activities in their respective regions.
- 7) Toll Free Number **1214** is operational 24 X 7 to take consumer complaints and provide relevant information.
- 8) All consumer complaints are investigated at the soonest possible and necessary actions taken.

### **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;

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