

ट्रियः स्वारस्यायिन् द्वयःस्या कुं.क्रूट्रेयं खेटः कृताः कृटाच्यक्षयः क्षयः स्वयः स्व

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 10th 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 10th 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;



ट्टन्न.इव.ट्वीया.योबेटा झुश्रःसेवा ब्र्.श्रूट्र.येव.श्रेट.त्रुवा.क्टांट्यश्रेव.श्रेव.राजा

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



6) Always provide whatever information is sought by buyers about the product or service.

REMINDER TO CONSUMERS

- 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.