

Market Inspection Report for Trashigang and Trashiyangtse Dzongkhags

A. Background

The major markets in Trashigang and Trashiyangtse Dzongkhags were inspected over a period of 12 days starting February 6, 2023; with the support of the Regional Office of Economic Affairs (MoEA), Monggar and the Dzongkhag Bhutan Food and Drug Authority (BFDA) offices.

The primary objective of the inspection is to ensure compliance by the business entities with the market regulatory requirements, which are enshrined in the CPA, 2012, and CPRR, 2015, to prevent unethical business practices and protect all consumers.

The minimum regulatory requirements are as follows:

- All products are adequately labeled and there is clear and prominent display of price,
- Issuance of money receipts/ purchase receipts by the business entity,
- Display of a precise weights/ volume of the products,
- All weighing balance and measuring devices are calibrated and accurate,
- To ensure all POL products are unadulterated and all pumps are calibrated,
- All PROs meet the minimum safety standards,
- Compliance to fixed selling prices if and when Competent Government Agency fixes prices of any goods or services

B. Coverage:

A total of **171** different businesses were covered (Table I)

#	Type of Business	Number
1.	Grocery/ general shop	106
2.	Automobile workshop	14
3.	Petroleum Retail Outlet	5
4.	Hardware Shop	4
5.	Hotels and Restaurant	18
6.	Bakery	4
7.	Garment Shop	8
8.	Fabrication Workshop	3

C. Findings and Observations:

- 77.8 percent of businesses have pre-printed cash memo/ purchase receipts that are provided upon consumer's request.
- From the 106 grocery shops and 4 bakeries, 57.2 percent of business entities did not adhere to the minimum requirements of product labeling. The problem of inadequate labelling was common on food and food products that were locally produced and packed including livestock products, cookies, chips, sweets, dal, pickles, puffed rice, popcorn, dry fish and dried red chillies. The products were packaged in plain polyethylene or polypropylene bags.

- 71 percent (93) of businesses were using calibrated weighing balances and measuring devices. There was 100 percent compliance by hardware shops and meat shops, while compliance by groceries was 71.2 % and by compliance by PROs and bakery was 60% and 50% respectively.
- Display of prices on goods or about the services provided by businesses was only about 30.4.
- Of the 14 automobile workshops, 7 were found to be selling spare parts without a valid business license.
- Stocking and sale of goods past their expiration date was common. Noodles, cup cakes, biscuits, soft drinks and chips past their expiration date were found displayed for sale in 32 grocery stores (42.6%) in Trashigang and in 15 (48.3%) in Trashiyangtse Dzongkhag.
- The Team in collaboration with Forest officials inspected three sawmills, (two under the Trashigang Dzongkhag and one in Trashiyangtse) to monitor the compliance to the sale of sawn timber as per the NRPC rate. A sawmill in Rangjung was found to be selling at Nu. 460 per/cft which is in violation of NRPC rate fixed at Nu. 390 per/cft. Further, the measuring tape used by the business entity was not calibrated by the BSB.
- The quantity of fuel dispensed by 3 PROs were found to be within permissible range and the PROs were found complying with the general safety requirements prescribed for fuel stations. There was no adulteration of fuels in any of the PROs.
- The POL agent in Rangjung was found selling petroleum products in barrels. LPG cylinders were kept in a well-ventilated storage facility next to his workshop.
- The LPG Retail Outlet in Khaling town was found storing filled LPG Cylinders along with grocery items without proper ventilation and storage.
- 5 L metal cans, digital weighing machines and nozzle pumps in all 3 PROs were calibrated by BSB except for the agents in Rangjung and Khaling.
- Six numbers of expired filled cylinders were found in Wamrong PRO and were segregated to dispatch back to their dealers.
- An automobile workshop located at Trashi Yangtse town did not cooperate with the inspection team and the team was unable to proceed further to carry out the inspection.

D. Actions Taken:

- The list of all business entities that had not calibrated their weighing machine was forwarded to Bhutan Standard Bureau (BSB) for necessary action.
- The list of business entities operating without a valid business license were forwarded to ROEA, Monggar for necessary action.
- All expired products were detained in coordination with BFDA, and a total fine of Nu.39,172 was imposed on 47 violators.
- All PROs were directed to strictly abide by SOP's for safety reasons, to install calibrated weighing machines in cylinder depots, and to equip all the instruments required to determine the density, water

content and quantity of fuel dispensed. They were directed to maintain daily records of fuel density and check the quality of fuel from time to time and also advised to cross-check fuel dispensed from the machines on a daily basis to ascertain the accuracy of volume dispensed.

- The sawmill was asked to correct the selling price of their products as per NRPC rates. The NRDCI has been informed of this violation.
- Letters for rectifications to those business entities violating the provisions of CPA 2012 and CPRR 2015, were served during the time of visits.
- The CCAA management was informed of the lack of co-operation by an automobile workshop proprietor in Trashiyangtse; for further action.

CCAA Inspection Team:

- Pema Choden, Asst Trade Officer
- Deki Choden, Trade Inspector
- Sangay Lhamo, Trade Inspector
- Sonam Wangchuk, Trade Inspector, RoEA, Monggar