

Market Surveillance Report- Bumthang, Trongsa and Zhemgang Dzongkhags
(December 4 to December 18, 2023)

A. Background

The Competition and Consumer Affairs Authority carried out market surveillance in the major market places of Bumthang, Trongsa, and Zhemgang Dzongkhags over a period of 15 days starting December 4, 2023, with the support of officials from the Bhutan Food and Drug Authority (BFDA) and the Bhutan Standards Bureau (BSB). The primary objective was to inspect compliance by business firms with the regulatory requirements outlined in the Consumer Protection Act, 2012, and the Consumer Protection Rules and Regulations, 2015.

B. Coverage

A total of 245 business entities were covered (Tab. I) during this period.

Business Type	Markets		
	Bumthang (Gaytsa, Chumey, Chamkhar, Jakar Lhakhang)	Trongsa (Trongsa Town, Langthel, Kuenga Rabten, Dangdung, Drakten)	Zhemgang (Zhemgang Town, Drakpai, Tingtibi, Yebilapsa, Pantang & Panbang)
Petroleum Retail Outlet (PRO)	1	2	3
Restaurants & Hotels	25	11	13
Garment shops	3	2	4
Grocery	29	27	46
Hardware shops	4	1	1
Salons/ Beauty Parlors	5	2	0
Bakery	1	2	3
Tailoring shops	3	2	2
Vegetable vendors	18	20	4
Meat shops	5	1	5
Total	94	70	81

C. Findings and Observations

- 74 percent of all the business entities have pre-printed cash memo/ purchase receipts that are provided upon consumer's demand.
- Out of the 108 grocery shops and bakeries, around 63 per cent do not meet the minimum labeling requirements. The problem of inadequate labeling is mostly prevalent with locally produced products and locally re-packed retail products.
- Only 49 percent of firms have displayed the selling price of the goods meant for sale.
- Food products such as biscuits, cup noodles, chips, sauces, flour and spices past their expiration date were found for sale in 13 shops in Bumthang, 11 shops in Trongsa, and 11 in Zhemgang.

- A total of 158 weighing balances in 143 firms (which include grocery shops, vegetable vendors, meat shops, hardware shops and PRO) were verified and calibrated.
- From the total of 158 balances, 19 were found unsuitable for commercial use, because of technical defects.
- The densities of Motor Spirit (MS) and High-Speed Diesel (HSD) at all 6 PROs were within permissible range ($\pm 3 \text{ kg/m}^3$). Likewise, the water content in the storage tanks were all within the maximum acceptable limits (8 cm) in all PROs.
- The volume of fuel dispensed at PRO (DPCL) Dangdung, PRO (DPCL) Tingtibi and PRO (DPDPL) Pangbang were below the permissible range of 0.5% ($\pm 0.5\% = 25\text{ml}$).
- The 5-L brass measuring jar was unavailable at PRO (DPDPL) Pangbang during the time of inspection.
- The Consumer Safety Board at PRO (DPDPL, Panbang) was faded and illegible.
- Only PRO (BOC) at Bumthang and PRO (BOC) at Trongsa and PRO (DPCL) had installed fire extinguishers on their premises. However, only PRO (BOC), Trongsa had 100 per cent valid extinguishers. PRO (DPCL) Tingtibi, PRO (BOC) Zhemgang, and PRO (DPDPL) Pangbang had not installed fire extinguishers.
- From the 15 extinguishers at PRO (BOC) Bumthang, 11 were valid while four had expired. From the 3 extinguishers installed at PRO (DPCL) at Dangdung, all were past expiration date.
- PRO (DPCL) Dangdung and PRO (DPDPL) Pangbang had not installed weighing machines for LPG cylinders. Additionally, the weighing machine at PRO (BOC) Zhemgang was unfit for commercial use as determined by BSB.

D. Actions Taken

- The PRO (DPCL), Dangdung, PRO (DPCL), Tingtibi and PRO (DPDPL), Panbang were directed to rectify the discrepancy immediately and inform CCAA and/ or ROICE, Trongsa and ROICE, Gelephu. The firms were informed that value for the differential volume between the time of inspection till the date of rectification will be imposed for reimbursement into the RGR account.
- The PRO (DPDPL) at Pangbang was directed to keep valid calibrated measuring 5L brass can. In addition, it was directed to repaint or replace the consumer safety board within one week from the date of inspection.
- All the PROs except PRO (BOC) Trongsa were directed to refill the expired fire extinguishers within a week from the date of inspection. In addition, all PRO were asked to keep a daily density record of MS and HSD using the provided format with immediate effect.
- PRO (DPCL) Dangdung and PRO (DPDPL) Pangbang were directed to procure a new weighing balance and inform either CCAA within one week from the date of inspection.

- 35 business entities that were in violation of selling goods beyond expiration dates were fined a total of Nu.18,515/- in Bumthang Dzongkhag, Nu. 2,105/- in Trongsa and Nu. 12,615/- in Zhemgang Dzongkhag. In addition, expired products were seized by BFDA.
- 12 business entities were directed to replace their weighing devices immediately and inform either CCAA or BSB for calibration once replaced. Those who had spare weighing devices were calibrated during the inspection.

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