

## Consumer Protection - Enforcement and Redressal

### Enforcement and Redressal

One of the principal functions of the Office of Consumer Protection (OCP) is the application and enforcement of consumer protection laws and redress of aggrieved consumers, through mediation and other means. Commonly, it is to monitor and investigate dubious trade practices to ensure safety and protect the economic interest of all consumers.

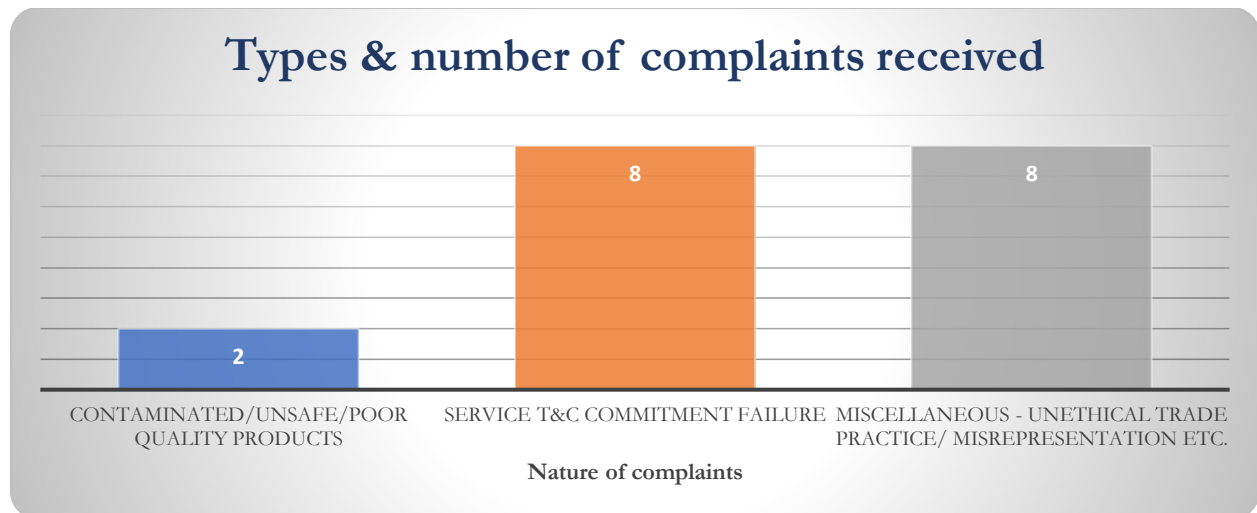
### Types of complaints

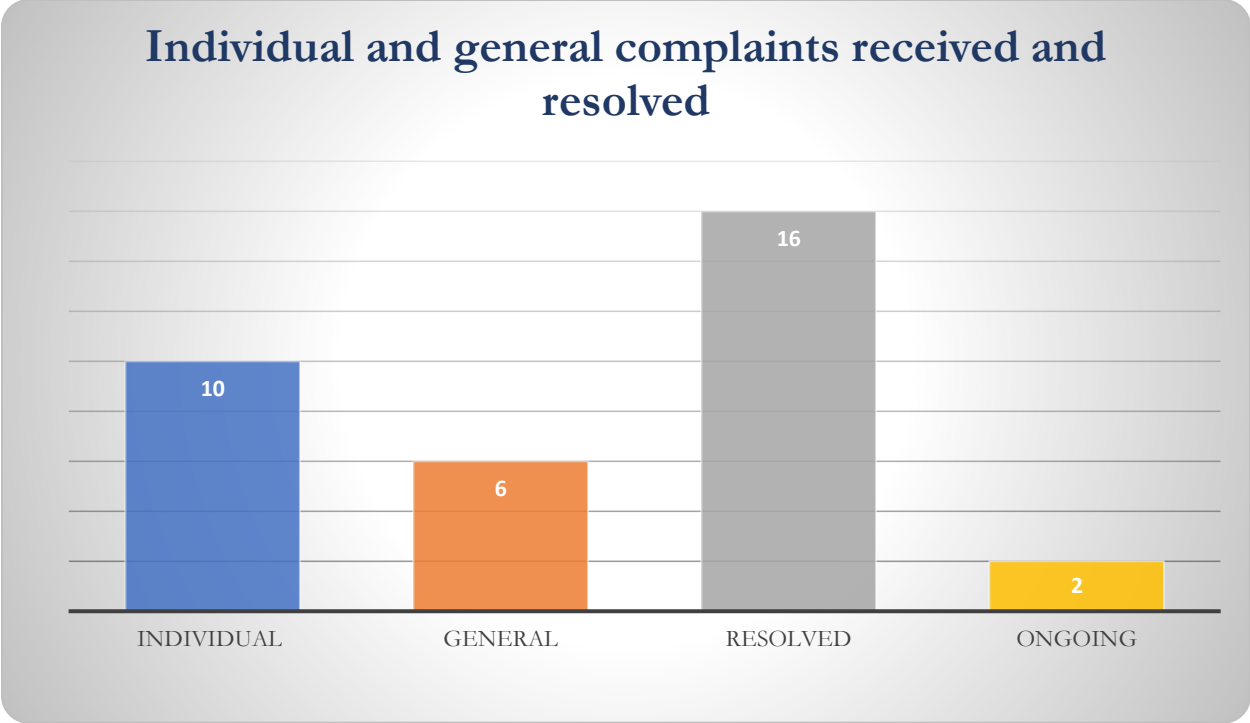
Complaints are of two types- general and individual. General complaints are those that affect all consumers through unfair and unethical trade practices by a business entity; while individual complaints are those unfair trade practices or violations which merit compensation or remedies, which an aggrieved consumer is seeking.

#### Reminders to Consumers – Knowing your rights and obligations

- Always check prices, quality and other offers if made, such as warranty of any product prior to purchase;
- Compare prices, quality and other terms of offer (if made) between business entities to get the best deals, especially when purchasing expensive goods,
- Always insist on a proper cash receipt,
- If depositing large advances for pre-orders, always insist on proper Contract Document (Terms and & Conditions) and other relevant documents,
- Keep cash receipts, Contract Documents and Warranty Cards, till such time, they are no longer necessary.

### Overview of Complaints and Redressals during September - October, 2021





**Protocol for Enforcement and Redressal**

Consumers should exercise due diligence before making any purchase, to avoid unnecessary problems.

Having done that, if any consumer feels cheated or wronged, he/she can lodge complaints to the OCP calling 1214 (toll-free), OR by submitting an online complaint facility available on [www.ocp.gov.bt](http://www.ocp.gov.bt) OR by coming to the office.

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