

Request to all consumers

Following the complaints on social media regarding the discrepancy in the volume of fuel dispensed from the Petroleum Retail Outlet (PRO) at Chubachu, Thimphu, the Office of Consumer Protection (OCP) in coordination with the Regional Office of Economic Affairs (ROEA), Thimphu investigated and did not uncover any unethical practices. The volume being dispensed were found to be accurate and the minor differences were within permissible range.

While the OCP strives to be proactive, it is difficult to detect all frauds and deceits, before one or a few consumers comes across it. Hence, we also rely on the complaints made by the consumers. We affirm that we treat all complaints seriously and urgently and if necessary work beyond office hours to address the issues.

We implore all consumers to inform us immediately of any unfair business practices you may come across through any of these channels: **Toll-Free #1214**, email us at ocp@moea.gov.bt, use our Compliant Management System by logging on to www.ocp.gov.bt or by visiting our office during working hours.

Kindly help us to help you.

OFFICE OF CONSUMER PROTECTION(OCP)
MINISTRY OF ECONOMIC AFFAIRS