



ཉེ་སྤྱོད་ཉེན་སྲུང་ཡིག་ཚང་། བསྟན་ཀླུ་སྐྱོན་ལག་།
དཔལ་ལྷན་འབྲུག་གཞུང་། རྒྱལ་ཁབ་རྒྱལ་།
OFFICE OF CONSUMER PROTECTION
MINISTRY OF ECONOMIC AFFAIRS
ROYAL GOVERNMENT OF BHUTAN
THIMPHU



OCP-D-03/507

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PUBLIC NOTIFICATION

Fully knowing the price and the quality of a product or service prior to purchase, receiving the correct weight or volume of that product and getting a purchase receipt are some of the fundamental rights of a consumer, as enshrined in the Consumer Protection Act of Bhutan, 2015.

It is obligatory for all types of businesses to: (i) clearly and properly label packaged product, (ii) clear and unambiguously display price of the goods or services on offer; (ii) use accurate weights and measures; and (iii) provide purchase receipts/ cash memos; at all times.

Therefore, all businesses are reminded of these basic responsibilities. Consumers who are wronged has the right to complain to the Office of Consumer Protection for grievance redressal, through either of these channels:

Toll-Free Number: [1214](tel:1214)
Online complaint system: www.ocp.gov.bt
Email: ocp@moea.gov.bt
Walk in: [MOEA Complex, Thimphu](#)

Issued in the interest of public by:

Office of Consumer Protection,
Ministry of Economic Affairs