



World Consumer Protection Map

Contribution by
Bhutan

Page 2: Contact of respondent

Q1 Name of responding member State **Bhutan**

Q2 Name of responding authority/agency:

Office of Consumer Protection

Page 3: Consumer protection legislation

Q7 Does your country's Constitution contain a provision on consumer protection? **Yes**

Q8 If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection **Consumer Protection Act of Bhutan, 2012**

Q9 Does your country have have specific law(s) on consumer protection ? **Yes**

Q10 If you do, when was the main specific law first enacted? Date **01/06/2012**

Q11 If your main specific law on consumer protection has been revised, when was the date of its latest revision? **Respondent skipped this question**

Q12 Please provide the following details of the current specific law(s):

1- Name of law **Consumer Protection Act of Bhutan, 2012**

2- Name of law **Consumer Protection Rules and Regulations, 2015**

Consumer Protection Survey

Q13 Please check all the fields that your consumer protections law(s) cover.

Consumer rights/legitimate needs,
Access by consumers to essential goods and services ,
Physical safety,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement) ,
Promotion of sustainable consumption ,
Financial services,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Page 4: Consumer protection legislation

Q14 From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Product quality	Bhutan Standard Act, 2010
Food distribution	Food Act of Bhutan, 2005
Pharmaceuticals	Bhutan Medicine Act, 2003

Q15 Please indicate the URL Link of the relevant law(s) to each field:

Product quality	www.bsb.gov.bt
Food distribution	www.bafra.gov.bt
Pharmaceuticals	www.dra.gov.bt

Page 5: Consumer protection institutions

Q16 Name of Ministry responsible for consumer protection:

Ministry of Economic Affairs, Bhutan

Consumer Protection Survey

Q17 URL link of responsible Ministry for consumer protection:

www.moea.gov.bt

Q18 Year when consumer protection was assumed by the current responsible ministry:

2014

Page 6: Consumer protection institutions

Q19 Do you have a main consumer protection authority/agency? **Yes**

Q20 Name of main consumer protection authority/agency:

Office of Consumer Protection, Bhutan

Q21 URL of main consumer protection authority/agency:

www.ocp.gov.bt

Q22 Year of creation:

2014

Q23 Annual budget: (in USD)

200000

Q24 Total number of staff:

14

Q25 Total number of staff directly affected to consumer protection:

11

Q26 Do you have a law/decree that governs the main consumer protection authority/agency? **Yes**

Q27 If you do, please provide the following details:

Reference of the law/decree

Section 112 of the Consumer Protection Act, 2012

Consumer Protection Survey

Q28 Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

Consumer rights/legitimate needs,
Access by consumers to essential goods and services ,
Protection of vulnerable and disadvantaged consumers ,
Physical safety,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Financial services,
Promotion of sustainable consumption ,
Tourism,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Page 7: Consumer protection institutions

Q29 From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Product quality	Bhutan Standard Bureau
Food distribution	Bhutan Agriculture and Food Regulatory Authority
Water	National Environment Commission
Pharmaceuticals	Drug Regulatory Authority
Energy	Department of Energy

Q30 URL Link of the relevant authority/agency to each field:

Product quality	www.bsb.gov.bt
Food distribution	www.bafra.gov.bt
Water	www.nec.gov.bt
Pharmaceuticals	www.dra.gov.bt
Energy	www.moea.gov.bt

Consumer Protection Survey

Q31 Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

Consumer rights/legitimate needs,
Access by consumers to essential goods and services ,
Protection of vulnerable and disadvantaged consumers ,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Financial services,
Promotion of sustainable consumption ,
Food distribution,
Water,
Pharmaceuticals,
Tourism,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Page 8: Consumer protection institutions

Q32 From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Respondent skipped this question

Q33 URL Link of the relevant authority/agency to each field:

Respondent skipped this question

Q34 Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

Respondent skipped this question

Consumer Protection Survey

Q35 Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)? **Yes**

Q36 Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD) **Respondent skipped this question**

Q37 Record highest amount for any sanction/measure imposed: (in USD) **Respondent skipped this question**

Q38 Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

pay a fine equivalent to the value of the goods or services and rectify the false and misleading representation within 14 days or cancellation of business license

Page 9: Consumer protection institutions

Q39 Are there any non-governmental consumer organizations/associations in your country? **No**

Q40 Do you have a law/decree that governs consumer organizations/associations? **Yes**

Q41 In case you have a law/decree that governs consumer organizations, please provide the following details:

Reference of the law/decree **Consumer Protection Act, 2012**

URL to law/decree **www.moea.gov.bt**

Q42 Do consumer organizations/associations fulfil any of the following functions? **Respondent skipped this question**

Q43 Do consumer groups/associations receive public funding? **Respondent skipped this question**

Q44 Name the three largest non-governmental consumer organizations/associations in your jurisdiction: **Respondent skipped this question**

Page 10: Consumer protection institutions

Q45 Can consumers obtain redress through judicial channels? **Yes**

Consumer Protection Survey

Q46 Is there a specialized judicial mechanism for consumer complaints? **Yes**

Q47 If there is, please provide the following details

Name **Dispute Settlement Committe**

Q48 Do you have collective redress/class actions for consumer complaints? **Yes**

Q49 Who can represent consumer interests in court? **Consumers individually**

Q50 What is the highest damages award following a collective redress/class action? **Respondent skipped this question**

Page 11: Consumer protection institutions

Q51 Regarding out-of-court/alternative consumer dispute resolution, are there any of the following? **Mediation/ Conciliation,**

Comments:

The Office of Consumer Protection has appointed authorized officer in each of the sub districts (205) to mediate and consulate any disputes between consumers and business. Besides, we have dispute settlement committee in 8 major districts as arbitrary body.

Q52 If there are any of the above, please provide the following details: **Respondent skipped this question**

Q53 Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives? **No**

Q54 If there are, please provide the following details: **Respondent skipped this question**

Page 12: Consumer protection institutions

Q55 Are there any self-regulation initiatives from businesses? **No**

Q56 Please provide (up to) 4 examples of the self-regulation initiatives from businesses: **Respondent skipped this question**

Consumer Protection Survey

Q57 Are there any co-regulation initiatives between businesses and public entities?

Respondent skipped this question

Q58 Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

Respondent skipped this question

Q59 Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

Respondent skipped this question

Page 13: Consumer protection institutions

Q60 What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

	Bilateral	Multilateral/Regional
Formal (treaties)		
Informal (memoranda of understanding)	1	

Q61 Please provide name and URL link of formal bilateral agreements (treaties):

Memorandum of Understanding with Office of Consumer Protection Board, Thailand. www.ocpb.th

Q62 Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

Respondent skipped this question

Q63 Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

Respondent skipped this question

Q64 Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

Respondent skipped this question

Consumer Protection Survey

Q65 Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

Consumer rights/legitimate needs,
Access by consumers to essential goods and services ,
Physical safety,
Product quality,
Consumer education,
Consumer information

Q66 Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

Investigate,
Obtain ,
redress
Share information and evidence

Q67 Do you have any experience in cross-border cooperation on enforcement?

No

Q68 If you do, please provide a short description

Respondent skipped this question

Q69 Do you engage in technical cooperation or capacity building activities on consumer protection?

Respondent skipped this question

Q70 If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

Respondent skipped this question

Page 14: Consumer protection policies

Q71 Does your authority/agency carry out information and education initiatives?

Yes

Consumer Protection Survey

Q72 Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Product hazard,
Product labelling,
Legislation, dispute resolution,
Weight and measures, prices and quality ,
Sustainable consumption

Q73 Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

No

Q74 If your authority/agency does, please provide the following details:

Respondent skipped this question

Q75 Do consumer organizations/associations provide education and information initiatives?

Respondent skipped this question

Q76 If consumer organizations/associations do, please provide the following details:

Respondent skipped this question

Page 15: Consumer protection policies

Q77 Does your authority/agency conduct research and analysis on consumer protection issues?

No

Q78 If your authority/agency does, please provide the following details:

Respondent skipped this question

Q79 Do other organizations/associations conduct research and analysis on consumer protection?

Respondent skipped this question

Q80 If other organizations/associations do, please provide the following details:

Respondent skipped this question