

**OFFICE OF CONSUMER PROTECTION  
MINISTRY OF ECONOMIC AFFAIRS**

**SERVICE: CONSUMER GRIEVANCE REDRESSAL RELATED TO UNFAIR TRADE PRACTICES**

**SERVICE ACCESS POINTS:**

- Service is available online from [www.moea.gov.bt](http://www.moea.gov.bt)
- Complaints can also be lodged through telephone/toll-free no./e-mail/postal, and at the Office of Consumer Protection.

**PROCEDURES TO AVAIL THE SERVICES**

**Documents requirement**

- Duly-filled complaint form (Form No. I)
- Money receipts or proof of transaction
- Other documents (service contracts, invoice, agreement signed or any correspondences between the parties).

**Eligibility**

- Any aggrieved consumer
- Any recognized consumer association
- Any individual/agency/organization on behalf of or for the benefit of general consumers

**Toll-free no.**

- 1214

**TURN AROUND TIME:**

- TAT for Gup to mediate complaint is eight working days from the date of receiving the complaint. If mediation fails, complaint shall be forwarded to Consumer Advocate (RTIO).
- Consumer Advocate or authorised officer of RTIO shall inform the respondent on the same day or no later than five working days from the date of the registration of the complaint. Consumer Advocate or authorised officer shall investigate and require the respondent to respond to the complaint (no fixed TAT), following which the consumer advocate shall endeavour to settle the dispute amicably within three days of the receipt of the response/completion of investigation. In case it cannot be resolved amicably and the complaint contains prima facie evidence of unfair trade practices as alleged, the consumer advocate or authorized officer shall refer such complaint to Dispute Settlement Committee (DSC) and notify concerned parties no later than three days of the acceptance.
- TAT for DSC to initiate the first hearing of the case shall be within 10 working days from the date of registering the case. After the completion of required hearings, the decision

and order shall be issued to the parties in writing no later than three working days from the date of closing of hearing.

**FEES & PAYMENT PROCEDURE:**

- No fees are applicable for lodging the complaint.

**CONTACT/FOCAL PERSON:**

Chief Trade Officer

02-338336

[gpradhan@moea.gov.bt](mailto:gpradhan@moea.gov.bt)

**LOCATION/ADDRESS OF THE OFFICE:**

Consumer Grievance and Redressal Division

Office of Consumer Protection

Ministry of Economic Affairs

Tele.: 333556

Post Box: 1787



## སྤྱད་འཇུག་སྤྱོད་ཐངས་ཀྱི་རིམ་པ།

- ཚུད་ཉེགས་ཐོ་བཀོད་འབད་ནི་ལུ་འཇུག་མི་ཕོག།

## འབྲེལ་བ་འཐབ་ས།

ཚོང་འབྲེལ་གཙོ་འཛིན་འགོ་དཔོན།

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[gpradhan@moea.gov.bt](mailto:gpradhan@moea.gov.bt)

## ཡིག་ཚངས་ཁོངས་/ཁ་བུང་།

ཉེས་སྤྱོད་སྤྱུག་གྱིང་ལེགས་བཅོས་སྡེ་ཚོན།

ཉེགས་སྤྱོད་ཉེན་སྲུང་ཡིག་ཚང་།

བསྟན་ཀྱིས་ལྷན་ཁག།

བརྒྱུད་འཕྲིན་ཨང་ ༠༢\_༢༢༢༥༥༤

འགྲེམས་སྤོམ་ ༡༧༤༧