



Competition & Consumer Affairs Authority

PUBLIC NOTIFICATION

Following reports of incidences of supply of underweight Penden Cement by some cement dealers in the country, the Competition and Consumer Affairs Authority (CCAA) investigated and found that while, some stocks or consignments failed to meet the mandatory weight standard prescribed by Bhutan Standards Bureau (BSB), fraudulent practice was not conclusive.

Nevertheless, CCAA advises all cement dealers in the country to diligently ensure that weight standards have to be met at all times. In the event, any dealers fail to comply with the standards, action as per the Consumer Protection Act (CPA), 2012 and the rules thereof will be taken.

Consumers of cement are also urged to be attentive and insist on weight verification if in doubt. Should significant weight discrepancies occur and prices are not adjusted for reduced weight or compensations are not provided for by agents, consumers are advised to inform the CCAA without delay.

Issued in the interest of the general public.

For any consumer complaint, please contact us at 1214 (*Toll-free*) or email to consumerservices@moice.gov.bt