



PERFORMANCE AGREEMENT

BETWEEN

Secretary and Director

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

(July 1, 2019 – June 30, 2020)

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Preamble

The Performance Agreement is entered into between the Secretary and Director, Office Of Consumer Protection.

The objectives of this Performance Agreement are:

a) To establish clarity and consensus about annual priorities for the Office Of Consumer Protection consistent with the 11th Five Year Plan of the Ministry, and Government's other priorities;

b) To provide an objective and fair basis for evaluating the overall performance of the Office Of Consumer Protection at the end of the financial year

The Performance Agreement represents an important accountability mechanism for inculcating a performance based culture at all levels of government.

THEREFORE, the parties hereto agree as follows:

Section 1: Vision, Mission and Objectives

Vision

A well informed and protected consumer supported by a fair trading system and virtuous education programs.

Mission

"To promote, protect and advance the social and economic welfare of consumers by providing leadership, advocacy and efficient redress system thereby creating a fair and accessible consumer marketplace ".

Objectives

- 1) Enhance fair, free, safe and competitive market for consumers and business.
- 2) Enhance effectiveness and efficiency in delivery of consumer protection services
- 3) Enhance institutional capacity
- 4) Protection of economic interest of consumers through advocacy, education and awareness.
- 5) Foster consumer confidence through a consistent, predictable and effective consumer protection framework in consonance with the development imperatives of Bhutanese economy.
- 6) To institutionalize and strengthen Government Performance Management System
- 7) To ensure full utilization of Budget
- 8) Transparent, accountable & integrity consciousness and culture strengthened

Section 2: Objectives, Success Indicators & Target

| Objective | Weight | Action | Success Indicator | Unit | Weight | Excellent [100%] | Very Good [90%] | Good [80%] | Fair [70%] | Poor [60%] |
|---|--------|---|---|----------------|--------|------------------------------------|---|--------------------------------------|-----------------------|-----------------------------|
| Enhance fair, free, safe and competitive market for consumers and business. | 37 | Online Market Price Information System Implemented | MPI system implemented | Status of Work | 3 | MPI system implemented | Registration of Business Entities completed | Essential items listed in the system | - | - |
| | | Conduct market study by product and markets | Produce Report on Unfair trade practices of products in the market | Status of Work | 4 | Draft presented to Department | Draft report drafted | Field visit completed | - | Desk review carried out |
| | | Conduct market study by product and Bhutanese manufacturing markets | Conduct market monitoring on Bhutanese manufacturing sector | Number | 3 | 10 Manufacturing units | 8 Manufacturing units | 6 Manufacturing units | 4 Manufacturing units | 2 Manufacturing units |
| | | Prepare concept paper for promoting sustainable consumption | Timeline by which note on sustainable consumption policy is submitted to GNHC | Date | 4 | 03/31/2020 | 04/30/2020 | 05/31/2020 | 06/30/2020 | 07/31/2020 |
| | | Conduct safety and standards inspection in POL retail outlets | Report on POL safety and standard produced | Status of Work | 4 | Report presented to the Department | Report finalised by the Division | Draft report produced | Inspection completed | Inspection partly completed |

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|---|----|---|---|----------------|---|--|----------------------------------|---------------------------------|----------------------|------------------------|
| Enhance fair, free, safe and competitive market for consumers and business. | 37 | Monitor construction materials such as Iron rods, cement, ply boards, glass and CGI sheet | correct weights and measures on construction materials such as Iron rods, cement, ply boards, glass and CGI sheet ensured and displayed | Status of Work | 3 | correct weights and measures ensured and display | Minimum labelling ensured | Measures and strategies adopted | Report submitted | Monitoring carried out |
| | | Monitoring and ensuring safety and standards in licensed meat shops | Standard and safety in licensed meat shops ensured | Status of Work | 4 | Report presented to the Department | Report finalised by the Division | Report Drafted | Monitoring completed | - |
| | | Monitor school consumable items by the suppliers like meat, rice, oil, sugar and salt | Monitoring report produced on consumable items like meat, rice, oil, sugar and salt by the suppliers | Status of Work | 3 | Report circulated to relevant stakeholders | Report submitted to Department | Report drafted and finalised | Inspection completed | - |
| | | compliance monitoring of tour operator in relation to Package Pilgrimage Regulations 2017 | Compliance report of Tour Operator in relation to Package Pilgrimage Regulations 2017 submitted | Status of Work | 3 | Compliance report submitted to Department | Drafted report | Monitoring completed | - | - |
| | | Standardization market in terms of 1) packaging & labelling 2) weight & measures 3) Price tag in Gelephu, Phuentsholing and Samdrup Jongkahr Thomedes | Number of new Thromde in which review of economic interest of consumer is conducted | Number | 3 | 3 | 2 | 1 | - | Less than 1 |
| | | | | | | | | | | |

| | | | | | | | | | | |
|--|----|--|---|----------------|---|--|--|--|--------------------------------------|---|
| Enhance fair, free, safe and competitive market for con | 37 | Introduce issuance of receipt by shopkeepers and business entities | Issuance of receipt by shopkeepers and business entities for contribution to PIT , BIT and GDP introduced | Status of Work | 3 | All FCB Outlets | 90% | 80% | 70% | less than 70% |
| Enhance effectiveness and efficiency in delivery of consumer protection services | 15 | Carry out study on Telecommunication services | Protection of consumers from service providers ensured (Telecommunication) | Status of Work | 4 | Study Report for Telecommunication sector completed | Final draft report presented to the Department | Data collection and analysis completed | Concept paper drafted | Desk review completed |
| | | Consumer complains and Grievances Redress | Consumer grievances redressed | Days | 3 | Mediation and conciliation facilitated within turn around time | One day after the stipulated time | Two days after the stipulated time | Three days after the stipulated time | Later than three days after the stipulated time |
| | | Prepare concept note on mobile apps | Concept note on mobile apps produced | Status of Work | 4 | Presented to the Department | concept note finalized | Concept note drafted | Desk Review completed | - |

| | | | | | | | | | | |
|---|----|---|--|----------------|---|--------------------------------------|------------------------------------|--|----------------------------|----------------------------|
| Enhance effectiveness and efficiency in delivery of consumer protection services | 15 | Establish Dispute Settlement Committee | Number of Dispute Settlement Committee established | Number | 4 | 2 DSC established | 1 DSC established | collaboration with relevant stakeholders completed | - | Desk review completed |
| Enhance institutional capacity | 8 | Establish institutional linkages | Timeline by which institutional linkages established | Number | 4 | 31/03/2020 | 30/04/2020 | 31/05/2020 | 30/06/2020 | - |
| | | Build capacity of new DSC members, RTIOs, EDOs and LGs | Strengthened the capacity of new regional staff, DSC members, EDOs and LG officials through workshops/seminars/trainings | Number | 4 | 40 | 35 | 30 | 25 | 20 |
| Protection of economic interest of consumers through advocacy, education and awareness. | 16 | Create public awareness on institutional and legal framework to protect consumer rights and interest for vulnerable consumers including financial sectors | Number of awareness workshop/seminars on consumer rights and responsibilities conducted | Number | 4 | 10 | 8 | 6 | 4 | 2 |
| | | | Number of awareness conducted in educational institutes including monastic body | Number | 4 | 10 | 4 | 3 | 2 | 1 |
| | | Observing World Consumer Right Day | World Consumer Rights Day celebrated on 15th March 2020 | Status of Work | 4 | World consumer Rights Day celebrated | Programme and activities finalized | Collaborations with stakeholders finalized | Discussion with Management | Preparatory work completed |

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|---|----|--|---|----------------|---|--|--|--|-----------------------|---|
| Protection of economic interest of consumers through | 16 | advocate manufacturing units or sector on product safety and standards | Reliable and trusted Bhutanese product promoted | Number | 4 | 10 | 9 | 8 | 7 | 6 |
| Foster consumer confidence through a consistent, predictable and effective consumer protection framework in consonance with the development imperatives of Bhutanese economy. | 9 | Draft consumer protection Guidelines on e-commerce | Consumer guidelines on e-commerce drafted | Status of Work | 3 | Draft guidelines presented to Department | Consultation with the relevant stakeholder completed | zero draft prepared | Desk Review completed | - |
| | | Prescribe safety Standards of Salon Service Provider | Drafting of safety standards of Salon Service completed | Status of Work | 3 | Presented to Department | Finalized the draft | Consultation with the relevant stakeholder completed | zero draft prepared | Desk Review completed |
| | | Carry out compliance monitoring in Banking sectors in Thimphu | Compliance monitoring on financial service in Banks completed | Status of Work | 3 | Presented to Department | report prepared | inspection completed | - | - |
| To institutionalize and strengthen Government Performance Management System | 5 | Strengthen APA Implementation | Timely submission of APA implementation updates | Date | 5 | On the deadline communicated by GPMD | - | - | - | After the deadline communicated by GPMD |

| | | | | | | | | | | |
|---|---|--|---|---------|---|------------------------|------------------------|------------------------|------------------------|-------------------------|
| To ensure full utilization of Budget | 5 | Ensure Annual Budget Utilization | Percentage of annual budget utilization | Percent | 5 | >94% | 90 - 94% | 85-89% | 80-84% | <70% |
| Transparent, accountable & integrity consciousness and culture strengthened | 5 | Enhance integrity system by implementing OIP | Integrity score improved | Percent | 5 | 50% of OIP Implemented | 40% of OIP Implemented | 30% of OIP Implemented | 20% of OIP Implemented | <20% of OIP Implemented |

Section 3: Trend values of success indicators

| Objective | Action | Success Indicator1 | Unit | Actual Values [FY 2013-14] | Actual Values [FY 2014-15] | Target Values [FY 2015-16] | Projected Values [FY 2016-17] | Projected Values [FY 2017-18] |
|--|---|--|----------------|--|--|--|--|--|
| Enhance effectiveness and efficiency in delivery of consumer protection services | Carry out study on Telecommunication services | Protection of consumers from service providers ensured (Telecommunication) | Status of Work | Review Financial Institutions | Review Telecommunications | Review Automobile Dealers | Review Consultancy services | Review Financial Travel Agent Services |
| | Consumer complains and Grievances Redress | Consumer grievances redressed | Days | Mediation and conciliation facilitated within turn around time | Mediation and conciliation facilitated within turn around time | Mediation and conciliation facilitated within turn around time | Mediation and conciliation facilitated within turn around time | Mediation and conciliation facilitated within turn around time |
| | Establish Dispute Settlement Committee | Number of Dispute Settlement Committee established | Number | 12 | 2 | 4 | 4 | 2 |
| | Prepare concept note on mobile apps | Concept note on mobile apps produced | Status of Work | | Concept note on mobile app prepared | Development of mobile apps | Launch mobile apps | |
| Enhance fair, free, safe and competitive market for consumers and business. | Conduct market study by product and Bhutanese manufacturing markets | Conduct market monitoring on Bhutanese manufacturing sector | Number | | Draft paper presented to Management | | | |
| | Online Market Price Information System Implemented | MPI system implemented | Status of Work | 4 | 4 | 4 | 4 | 4 |

| | | | | | | | | |
|---|---|---|----------------|---|--|---|---|---|
| Enhance fair, free, safe and competitive market for consumers and business. | compliance monitoring of tour operator in relation to Package Pilgrimage Regulations 2017 | Compliance report of Tour Operator in relation to Package Pilgrimage Regulations 2017 submitted | Status of Work | | Monitoring report submitted to management | Monitoring report submitted to management | Monitoring report submitted to management | Monitoring report submitted to management |
| | Conduct market study by product and markets | Produce Report on Unfair trade practices of products in the market | Status of Work | | Draft paper presented to Department | | | |
| | Conduct safety and standards inspection in POL retail outlets | Report on POL safety and standard produced | Status of Work | 50 | 70 | 70 | 70 | 70 |
| | Introduce issuance of receipt by shopkeepers and business entities | Issuance of receipt by shopkeepers and business entities for contribution to PIT , BIT and GDP introduced | Status of Work | Notification on issuance of receipts issued | All FCB outlets coordinated with DRC | Convenience stores | Hardware shops | Textile and clothing |
| | Monitor construction materials such as Iron rods, cement, ply boards, glass and CGI sheet | correct weights and measures on construction materials such as Iron rods, cement, ply boards, glass and CGI sheet ensured and displayed | Status of Work | | correct weights and measures ensured and display | | | |

| | | | | | | | | |
|---|--|--|----------------|-----------|----------------------|--|---|--|
| Enhance fair, free, safe and competitive market for consumers and business. | Monitor school consumable items by the suppliers like meat, rice, oil, sugar and salt | Monitoring report produced on consumable items like meat, rice, oil, sugar and salt by the suppliers | Status of Work | | 10 central schools | | | |
| | Monitoring and ensuring safety and standards in licensed meat shops | Standard and safety in licensed meat shops ensured | Status of Work | | Thimphu Thromde | other three Thromde | 10 Dzongkhags | Remaining Dzongkhags |
| | Prepare concept paper for promoting sustainable consumption | Timeline by which note on sustainable consumption policy is submitted to GNHC | Date | | Concept note drafted | sustainable consumption policy drafted | Sustainable consumption policy presented to the management for finalization | Sustainable consumption policy finalised and submitted to Board and Ministry |
| | Standardization market in terms of 1) packaging & labelling 2) weight & measures 3) Price tag in Gelephu, Phuentsholing and Samdrup Jongkahr Thomedes | Number of new Thromde in which review of economic interest of consumer is conducted | Number | 1 thromde | 3 thromdes | 10 Dzongkhags | 10 Dzongkhags | All yenlag thromdes |

| | | | | | | | | |
|---|--|--|----------------|---|--|---|---------------------------------------|---|
| Enhance institutional capacity | Build capacity of new DSC members, RTIOs, EDOs and LGs | Strengthened the capacity of new regional staff, DSC members, EDOs and LG officials through workshops/seminars/trainings | Number | | 40 | 40 | 40 | 40 |
| | Establish institutional linkages | Timeline by which institutional linkages established | Number | 1 | 1 | 1 | 1 | 1 |
| Foster consumer confidence through a consistent, predictable and effective consumer protection framework in consonance with the development imperatives of Bhutanese economy. | Carry out compliance monitoring in Banking sectors in Thimphu | Compliance monitoring on financial service in Banks completed | Status of Work | | Compliance monitoring carried out in Thimphu | Compliance monitoring carried out in other 3 Thromdes | Compliance monitoring in 4 Dzongkhags | compliance monitoring in remaining dzongkhags |
| | Draft consumer protection Guidelines on e-commerce | Consumer guidelines on e-commerce drafted | Status of Work | | Guidelines Drafted | Guidelines Improved | Guidelines improved and drafted | Guidelines Implemented |
| | Prescribe safety Standards of Salon Service Provider | Drafting of safety standards of Salon Service completed | Status of Work | | Safety standard prepared and presented to management | Safety standard implemented | Safety standard implemented | Safety standard implemented |
| Protection of economic interest of consumers through advocacy, education and awareness. | advocate manufacturing units or sector on product safety and standards | Reliable and trusted Bhutanese product promoted | Number | | 10 | 10 | 10 | 10 |

| | | | | | | | | |
|---|---|---|----------------|----|----|----|----|----|
| Protection of economic interest of consumers through advocacy, education and awareness. | Create public awareness on institutional and legal framework to protect consumer rights and interest for vulnerable consumers including financial sectors | Number of awareness conducted in educational institutes including monastic body | Number | 10 | 10 | 10 | 10 | 10 |
| | | Number of awareness workshop/seminars on consumer rights and responsibilities conducted | Number | 6 | 10 | 10 | 10 | 10 |
| | Observing World Consumer Right Day | World Consumer Rights Day celebrated on 15th March 2020 | Status of Work | 1 | 1 | 1 | 1 | 1 |
| To ensure full utilization of Budget | Ensure Annual Budget Utilization | Percentage of annual budget utilization | Percent | | | | | |
| To institutionalize and strengthen Government Performance Management System | Strengthen APA Implementation | Timely submission of APA implementation updates | Date | | | | | |
| Transparent, accountable & integrity consciousness and culture strengthened | Enhance integrity system by implementing OIP | Integrity score improved | Percent | | | | | |

Section 4: Definition of Success Indicators

| Success Indicator | Description | Data Collection Methodology | Data Collection Frequency | Data Source |
|---|---|---------------------------------|---------------------------|-----------------------|
| MPI system implemented | Market Price Information System implemented means market price information uploaded in the Online Market Price Information System | Check System | Annually | Administrative record |
| Conduct market monitoring on Bhutanese manufacturing sector | Produce Report on unfair trade practice of products and Bhutanese manufacturing markets | Report,Office Record | Annually | Administrative record |
| Timeline by which note on sustainable consumption policy is submitted to GNHC | Concept note approve. Approval of the note will be contingent on GNHC's submission to the Cabinet. Additionally, it will depend on Cabinets's approval as well. | Concept paper and Office Record | Annually | administrative record |
| Report on POL safety and standard produced | Produced POL safety inspection report for to reduce discrepancy in the POL outlets. | Office Record | Annually | Administrative record |
| correct weights and measures on construction materials such as Iron rods,cement,ply boards, glass and CGI sheet ensured and displayed | correct weights and measures ensured and display on construction materials such as Iron rods,cement,ply boards, glass and CGI sheet | Office Record | Annually | Administrative record |
| Standard and safety in licensed meat shops ensured | Monitor licensed meat shops in Thimphu Thromde to ensure standards and safety of meat | Office Record | Annually | Administrative record |
| Monitoring report produced on consumable items like meat,rice,oil,sugar and salt by the suppliers | 10 Central schools will be monitored to ensure correct quantity and quality of consumables items supplied by the suppliers | Office Record | Annually | Administrative record |

| | | | | |
|---|---|---------------|----------|-----------------------|
| Compliance report of Tour Operator in relation to Package Pilgrimage Regulations 2017 submitted | Package tour operator will be monitored to ensure their compliance to Package Pilgrimage Regulations 2017 | Office Record | Annually | Administrative record |
| Number of new Thromde in which review of economic interest of consumer is conducted | Market standardisation in terms of packaging and labelling, weights and measures and price tags in Gelephu, Phuentsholing and Samdrupjongkhar will be ensured. | Office Record | Annually | Administrative record |
| Issuance of receipt by shopkeepers and business entities for contribution to PIT , BIT and GDP introduced | Require all Food Corporation of Bhutan (FCB) outlets to issue mandatory money receipt. | Office Record | Annually | administrative record |
| Number of awareness workshop/seminars on consumer rights and responsibilities conducted | Awareness programs will be carried out to sensitise general public, business entities and vulnerable group of consumers on consumer protection affairs | Office Record | Annually | Administrative record |
| Number of awareness conducted in educational institutes including monastic body | Awareness will be conducted in educational institutes | Office Record | Annually | Administrative record |
| World Consumer Rights Day celebrated on 15th March 2020 | World consumer rights day will be celebrated to create awareness on consumer rights and responsibilities | Office Record | Annually | administrative record |
| Reliable and trusted Bhutanese product promoted | The manufacturing units and sectors will be advocated and mandated to comply with product safety and standards there by promoting reliable and trusted Bhutanese products in the market | Office Record | Annually | administrative record |

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|--|---|--|----------|------------------------------|
| Protection of consumers from service providers ensured (Telecommunication) | Review Telecommunication services to protect consumers from service providers. A report on the sector to be ready for submission to the board. | Report,Office Record | Annually | Administrative Record |
| Consumer grievances redressed | Mediation and conciliation facilitated within turn around time for different sectors/issues mentioned in the Consumer Act of Kingdom of Bhutan. | office Record | Monthly | Administrative Record |
| Concept note on mobile apps produced | A concept note will be prepared on the mobile apps for consumer protection services | Office Record | Annually | Administrative Record & Apps |
| Number of Dispute Settlement Committee established | Number of new Dispute Settlement Committee established in the country | Office Record | Annually | Administrative record |
| Consumer guidelines on e-commerce drafted | Produce Draft consumer protection Guidelines on e -commerce | Guidelines,Office Record | Annually | Administrative record |
| Drafting of safety standards of Salon Service completed | A safety standards for Salon Service will be prepared | Safety standard Document,Office Report | Annually | Administrative record |
| Compliance monitoring on financial service in Banks completed | Compliance monitoring in banking sectors in Thimphu will be carried out to ensure consumer rights are protected and consumer grievances are redressed appropriately | Office Record | Annually | Administrative record |
| Timeline by which institutional linkages established | Joined Consumer International as member by signing MoU or Form. This SI is contingent on Political clearance from MFA/Cabinet and budget approval. It will also depend on the acceptance of the Consumer International. | Office Record | Annually | administrative record |

| | | | | |
|--|---|---------------|----------|-----------------------------|
| Strengthened the capacity of new regional staff, DSC members, EDOs and LG officials through workshops/seminars/trainings | Workshops/seminars/training will be carried out for new regional staff, DSC members, EDOs, OCP Officials and LG officials for strengthening and capacity building | Office Record | Annually | administrative record |
| Timely submission of APA implementation updates | | | Annually | Administrative records/GPMS |
| Percentage of annual budget utilization | Percentage of annual budget utilization | | Annually | Administrative record, AFD |

Section 5: Requirements from other Departments & Secretariat Divisions

| Organisation Name | Relevant Success Indicator | Requirement from the Organisation | Justification for the Requirement | Requirement detail | Impact (If Not Met) |
|---------------------|--|---|---|--------------------------------|---|
| SECRETARIAT | Protection of consumers from service providers ensured (Telecommunication) | Consumer Board's approval to present research finding | Consumer Board is the highest body in the country dealing with consumer affairs and policy and its approval is vital. | Direction and support | Will face difficulties in implementing the recommendations of the study. |
| All Ministeries | Timeline by which institutional linkages established | Require support and interest from Relevant Regulatory agencies in signing the MoU | Signing of MoU is fully dependent on the interest of other as there is no legal requirement. | Direction and support | Failure of signing MoU with regulatory agencies. |
| All Dzongkhags | Consumer grievances redressed | To reduce the grievances in their respective jurisdiction | to provide consumers right to hearing and redressal on time | Mediation and investigations | consumers right will be denied |
| All Dzongkhags | Number of Dispute Settlement Committee established | To identify the members and establish DSC | Dzongkhag and thromdes would have list of the most able person in the locality | Identify the most able members | the consumers complaint will not be redress on time |
| DEPARTMENT OF TRADE | Report on POL safety and standard produced | Require technical support for the conduct of safety audit | Office doesn't have the technical expertise to interpret all the findings | Direction and support | Failure to conduct the safety audit will lead to discrepancy in the POL services and safety |

| | | | | | |
|------------------------------|--|---|---|---------------------------------------|---|
| BHUTAN STANDARD BUREAU | Report on POL safety and standard produced | Require technical support for the conduct of safety audit | Office doesn't have the technical expertise to interpret all the findings | Direction and support | Failure to conduct the safety audit will lead to discrepancy in the POL services and safety |
| MINISTRY OF ECONOMIC AFFAIRS | Standard and safety in licensed meat shops ensured | Provide list of licensed meat shops | List of meat shops is not available in the office | Support | Actual coverage will not be there |
| MINISTRY OF EDUCATION | Monitoring report produced on consumable items like meat, rice, oil, sugar and salt by the suppliers | Provide reports on school supplies and suppliers | Monitoring will be based on the reports maintained by the MoEA | Facilitation and support | Objective may not be fulfilled |
| All Dzongkhags | Strengthened the capacity of new regional staff, DSC members, EDOs and LG officials through workshops/seminars/trainings | To coordinate the conduct of the trainings | To get logistic support and attendance of the participants | coordination and confirmation support | will not be able to conduct the training |
| MINISTRY OF ECONOMIC AFFAIRS | Strengthened the capacity of new regional staff, DSC members, EDOs and LG officials through workshops/seminars/trainings | To coordinate the conduct of the trainings | To get logistic support and attendance of the participants | coordination and confirmation support | will not be able to conduct the training |

| | | | | | |
|--|---|--|---|---|--|
| MINISTRY OF ECONOMIC AFFAIRS | Compliance report of Tour Operator in relation to Package Pilgrimage Regulations 2017 submitted | Require their support to carry out these activities smoothly and follow up actions | Since they have the mandates of consumer protection in their respective regions their involvement these matters are required for follow actions | Facilitation, support and follow up actions | There will be a lack of coordination and gap between OCP and RTIOs will be created |
| MINISTRY OF ECONOMIC AFFAIRS | Number of new Thromde in which review of economic interest of consumer is conducted | Require their support to carry out these activities smoothly and follow up actions | Since they have the mandates of consumer protection in their respective regions their involvement these matters are required for follow actions | Facilitation, support and follow up actions | There will be a lack of coordination and gap between OCP and RTIOs will be created |
| DEPARTMENT OF COTTAGE & SMALL INDUSTRIES | Drafting of safety standards of Salon Service completed | To Draft The safety standards | To get input from respective agencies | Incorporation of Agencies activities | safety standards will be not be comprehensive |
| DEPARTMENT OF TRADE | Drafting of safety standards of Salon Service completed | To Draft The safety standards | To get input from respective agencies | Incorporation of Agencies activities | safety standards will be not be comprehensive |
| BHUTAN STANDARD BUREAU | Drafting of safety standards of Salon Service completed | To Draft The safety standards | To get input from respective agencies | Incorporation of Agencies activities | safety standards will be not be comprehensive |
| MINISTRY OF HEALTH | Drafting of safety standards of Salon Service completed | To Draft The safety standards | To get input from respective agencies | Incorporation of Agencies activities | safety standards will be not be comprehensive |

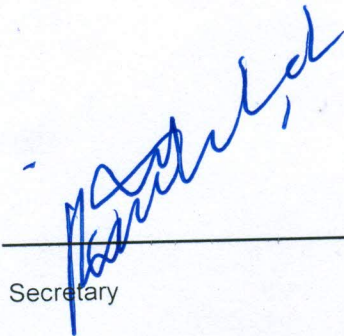
| | | | | | |
|---------------------|---|--|--|---|---|
| MINISTRY OF FINANCE | Issuance of receipt by shopkeepers and business entities for contribution to PIT , BIT and GDP introduced | incorporating money receipts as one the basis of PIT and BIT collection especially lump sum BIT collection | DRC collects BIT from most of the business entities on lumpsum basis as business entitites do not maintain transaction records/money receipts. OCP will initiate the issunace of money receipt by business entities and DRC should emphasis on money receipts for BIT and PIT collection | Collection of BIT and PIT on the basis of money receipt | Actual tax will not be collected |
| SECRETARIAT | MPI system implemented | The online system dependent on Ministry's internet system as the system is hosted in ministry's website | The system is dependent on ministry's internet and website. Since, the online MPI system is hosted in ministry's website, functioning and implementation of MPI is contingent to Ministry's website. | -Fast and reliable internet services -Website operational for all time | -May not be able to upload the list of essential items, register business entities, and upload prices in the system |

Whereas,

I, the Director, Office Of Consumer Protection, commit to the Secretary and the Minister, Ministry Of Economic Affairs to deliver the results described in this Annual Performance Agreement.

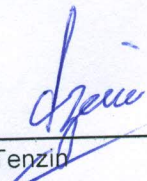
I, the Secretary, commit to the Director, Office Of Consumer Protection to provide necessary support for the delivery of results described in this Annual Performance Agreement.

SIGNED:



Secretary

21.08.2019
Date



Sonam Tenzin
Director

21/8/19.
Date