

## **Memorandum of Understanding**

**Between**

**Competition and Consumer Affairs Authority, Ministry of Industry, Commerce  
and Employment,**

**Royal Government of Bhutan**

**And**

**Office of the Consumer Protection Board, Prime Minister's Office,**

**Kingdom of Thailand**

**On**

**Technical Cooperation in the Field of Consumer Protection**

Office of the Consumer Protection Board, Kingdom of Thailand (**OCPB**) and the Competition and Consumer Affairs Authority, Kingdom of Bhutan (**CCAA**) (hereinafter referred to as “the parties”);

**Desiring** to establish collaboration and institutional linkage between the “Parties” in the field of consumer protection and resolve consumer issues,

**Recognizing** the importance of bilateral and international cooperation in the sphere of consumer protection,

**Admitting** the mutual benefits of joint actions in solving issues of mutual interest in the sphere of consumer protection

Have reached the following understanding:

### **Purpose/Objective**

1. To establish institutional linkage and collaboration between the said Parties for mutual support on matters pertaining to consumer protection services in respective countries.

### **Areas of Cooperation and Collaboration**

2. The areas of cooperation and collaboration under this MoU include the following:

- a) Exchange of information on prevalent consumer issues including transboundary unfair trade practices that are detrimental and prejudicial to the interests and rights of the general consumers in both the countries;
- b) Consult and support to amicably resolve any consumer disputes between the consumers of one country and business entities of another and where the cost involve, the concerned party will bear it.
- c) Identification of appropriate laboratories in Thailand along with relevant advice by the OCPB, on the request of CCAA, as and when product testing and quality evaluation is required for consumer dispute settlement;
- d) The OCPB will endeavor to provide support on training and exchange program related to consumer protection. An action plan will be determined jointly by the parties on this.
- e) The OCPB will endeavor to provide capacity building programs mutually developed by the parties for CCAA in the field of technical, professional and technological relating to consumer protection services. Where CCAA has the expertise, the same could be availed by the OCPB;
- f) Both parties may endeavor to facilitate funds for projects and networking between parties in the field of consumer protection;
- g) Both parties may invite resource persons for institutional workshop/ seminars;
- h) Where possible, organize an exchange program between the parties to enable employees of both parties to learn new skills and knowledge. The host organization will not charge fee for such arrangement. However, the daily allowance and airfare involved shall be the responsibility of the concerned party;
- i) The Parties will mutually exchange good practices of consumer protection; and
- j) Any other areas of cooperation that are mutually identified from time to time.

### **Validity**

3. This MoU will be valid for a period of three (3) years, unless renewed by the parties.

### **Termination**

4. This MoU may be terminated by either party, at any time, by giving at least three (3) months written notice. The parties shall mutually consult with each other to determine whether activities or projects under this MoU should continue or not. Termination will not affect the validity of any contracts or agreements made under this MoU.

**Amendment**

5. This MoU may be amended with the mutual written consent of both the parties.

**Dispute Settlement**

6. Any dispute regarding the interpretation or application of this MoU will be resolved through mutual consultations between the parties and based on the principles of mutual understanding and respect.

**Commencement**

7. This MoU will come into effect on 31 May 2023...

The foregoing represents the understanding reached between the parties on the matter referred to in this MoU and does not create any legally and financially binding obligations upon the parties.

Signed at BKK on 31 May 2023 in two copies.

For Competition and Consumer  
Affairs Authority  
Ministry of Industry, Commerce  
and Employment,  
Royal Government of Bhutan

For Office of the Consumer  
Protection Board, Prime Minister's  
Office, Kingdom of Thailand



.....  
Name : Ugyen Penjore  
Designation : Director General



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Name : Thasornatt Thanittipun  
Designation : Secretary General