



དབལ་ལྗོངས་འབྲུག་གཞུང་།
སོ་ནམ་དང་ནགས་ཚལ་རྩན་ཁག།
འབྲུག་སོ་ནམ་དང་ཟ་ཆས་འབྲིམས་དོན་དབང་འཛིན།
ROYAL GOVERNMENT OF BHUTAN
Ministry of Agriculture and Forests
Bhutan Agriculture and Food Regulatory Authority (BAFRA)
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PRESS RELEASE

We would like to inform general public that BAFRA investigated the quality issue of Tetrapak Milk with the brand name "Keventer" that is being circulated in the social media platforms. It is confirmed that one tray of milk was found to be very thin containing more water unlike the usual properties of Tetrapak Milk. However, this was limited to the only one tray of milk and in absence of a receipt we are unable to trace the shop or company which supplied it.

BAFRA field offices has carried out inspection and checked the same brand of milk in Wangdue and all other 19 Dzongkhags and such quality issue was not encountered. We also carried out the thorough inspection of both Tashi Commercial and FCBL godowns (*the main suppliers of the product*) and such product was not encountered.

In this regard, we would like to urge public to note the following.

1. If such faulty products are encountered in the market, **the suppliers can be held accountable for refund/replacement.** Therefore, the buyers should get receipts for their purchase of food products for the purpose of verification by the suppliers.
2. Regarding any quality concerns related to foods, kindly contact BAFRA toll-free number (1555) or Facebook page (<https://www.facebook.com/BAFRA2018>) or nearest BAFRA office **before it is shared on social media with unverified statements causing public panic.** BAFRA will carry out appropriate investigations and take necessary action at the earliest possible in the interest of the public.

We assure timely information and advisories on food safety to all the consumers and look forward to your kind cooperation to promote food safety in the country.

Bhutan Agriculture and Food Regulatory Authority (BAFRA)