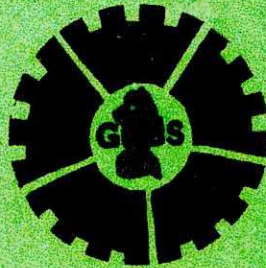


**GUYANA NATIONAL BUREAU OF STANDARDS
(GNBS)**



ANNUAL REPORT 2001

Promoting Standards and Quality in Guyana

**Guyana National Bureau of Standards
National Exhibition Centre
Sophia
Greater Georgetown
Guyana**

January 2002

**GUYANA NATIONAL BUREAU OF STANDARDS
(GNBS)**

ANNUAL REPORT FOR THE YEAR 2001

1.0 INTRODUCTION

1.1 OVERVIEW

This report highlights the achievements and limitations (constraints) of the various programmes of the Bureau during the year 2001.

In order to facilitate greater coordination and execution of the Bureau's activities, the programmes were assigned accordingly under five (5) newly-established departments, namely:

- (i) Administration and Finance
- (ii) Standardisation Department
- (iii) Management Systems Department
- (iv) Information Services Department
- (v) Engineering, Metrology and Standards Compliance

The establishment of the above-mentioned departments was one of the recommendations made by Mr. Pedro Vilaseca, Guyana Economic Opportunity (GEO) Consultant, in the Strategic Plan (2001-2003) that he had developed for GNBS.

It should be noted that based on Mr. Vilaseca's recommendations in GNBS Strategic Plan, GEO had provided additional technical assistance for the completion of three (3) other important projects for the Bureau namely:

- (i) Establishing a new Cost Accounting System
- (ii) Developing a Communication Strategy
- (iii) Assessing the Human Resource Development Need.

These additional projects were completed during 2001 by GEO and are being implemented at varying stages by the Bureau.

Despite some constraints which adversely affected the Bureau's outputs during 2001, the routine activities of the various programmes were satisfactorily carried out, in accordance with the GNBS 2001 Work Plan.

1.2 *Vision of GNBS*

“The vision of the GNBS is to *improve the quality of life of the people of Guyana through the process of Standardisation*”.

The Bureau had made significant strides toward achieving its vision. It is hoped that with the implementation of its strategic plan, greater achievements would be realised in this regard.

1.3 *Mission of GNBS*

“The mission of GNBS is to *promote standardisation and Quality Systems in the production and importation of goods and services for the protection of the consumer and the advancement of local and foreign trade, thereby improving the quality of life of the people of Guyana*”.

The Bureau has achieved its mission to a reasonable extent. However with increasingly available resources and institutional strengthening, greater achievements would be realised in this regard.

1.4 *Members of National Standards Council of GNBS for 2001*

NAMES	STATUS	AFFILIATION
Dr. David Singh	Chairman	Institute of Applied Science and Technology/Environmental Protection Agency.
Ms. Marilyn Collins	Vice-Chairman	Food and Drugs Department.
Ms. Sonya Roopnauth	Member	Ministry of Tourism, Industry and Commerce.
Dr. Chatterpaul Ramcharran	Member	Guyana National Bureau of Standards.
Mr. Brian James	Member	Georgetown Chamber of Commerce and Industry.
Mr. Dhanpaul Dhanraj	Member	Guyana Rice Millers & Exporters Development Association.
Mr. Seonarine Persaud	Member	National Frequency Management Unit.
Ms. Sandra Paul	Member	Guyana Manufacturers Association.
Ms. Renuka Persaud	Member	Guyana Consumers Association.
Mr. Melvyn Sankies	Member	Guyana Association of Professional Engineers.
Ms. Denise Fraser	Member	Environmental Protection Agency.
Ms. Rhonda Douglas	Head, (Ag.) Standards Writing	Guyana National Bureau of Standards.
Ms. Michelle Caesar	Accountant	Guyana National Bureau of Standards.
Mr. Balwant Algu	Secretary	Guyana National Bureau of Standards.

1.5 *Departments/Programmes of GNBS*

(1) *Administration and Finance Department*

- Administration
- Finance

(2) *Standardisation Department*

- Standards Development/Promotion
- Codex.

(3) *Management Systems Department*

- Laboratory Licensing
- Product Certification
- Quality/Environmental Management Systems (ISO 9001/14001)

(4) *Engineering/Metrology and Standards Compliance Department*

- Standards Compliance/Consumer Complaints
- Weights and Measures (Legal Metrology)
- Engineering

(5) *Public Relations/Information Department*

- Public Relations
- Information Services
- Metrication

Based on the recommendations of GNBS Strategic Plan, Draft Policies for the above-mentioned programmes under the departments were established.

2.0 **ADMINISTRATION AND FINANCE DEPARTMENT**

2.1 *Staff Strength*

At the end of 2001, GNBS had a total of forty (40) staff members, thirteen (13) being Technical Personnel and twenty-eight (28) being Administrative and Auxiliary personnel.

2.2 *Resignations*

During 2001, the Accountant, the Information Officer and three (3) Technical Officers resigned from the Bureau.

2.3 *Appointments*

In order to promptly fill existing vacancies and those created by the resignations, one (1) Accountant, one (1) Information Officer, two (2) Drivers and four (4) Technical Officers were recruited in 2001.

2.4 *Training*

In keeping with the Bureau's Capacity Building Policy, a number of staff members benefitted from several internal and external training sessions, workshops and seminars. The following areas in which staff were trained, included:

- Quality Management and Quality Service
- International Training Programme in Standardization and Quality Systems for Developing Countries (New Delhi, India).
- Documenting a Quality Management System.
- Workshop on Central and Monitoring of Imports of Ozone Depleting Substances.
- Results Based Management
- Administrative and Professional Secretaries.
- Presentation of a Television Programme.
- Rice Industry Management - "A conceptual Approach".
- Communication in Customer Relation.
- Workshop on Integrated Coastal Zone Management.
- Workshop on Caribbean Planning for the Adoption to Global Climate Change.

2.5 *GEO Funded Projects*

Apart from the Strategic Plan that was developed in 2000 for the Bureau, through GEO's technical assistance programme, three (3) additional projects were completed in 2001 by the said funding agency. These three (3) projects are:

- (i) Development of a Modern and Effective Cost Accounting System for the Bureau.
- (ii) Establishment of a Human Resource Development (Training) Needs Assessment for GNBS.
- (iii) Development of Communications Strategy for the Bureau.

The success of the implementation of the recommendations in the reports regarding the above-mentioned projects largely depends on resources, especially human and financial. With the availability of the resources needed and the commitment and involvement of all concerned, including GNBS Standards Council, significant achievements in this regard will certainly be forthcoming.

2.6 *Accounts Section*

The Bureau's Accounts Section performed its routine financial transactions and also prepared monthly financial statements for the National Standards Council. The Bureau's Financial Statement for 2001 is shown in Appendix 1.

Due to the process of re-entering all vouchers for the year 2001 (caused by a continuous problem in the accounting software that had been recently rectified) now being conducted in the accounts department, the consolidated financial statement could not be prepared for this report. However, it will be submitted before 28th February, 2001.

2.7 *Registry Section*

Despite limited resources, the Registry Section performed reasonably well in terms of its support services to the Technical Section. These services included typing of documents and standards, dispatching documents, filing documents and ensuring refreshments are available for Committee meetings.

2.8 *Maintenance*

The GNBS building, equipment and vehicles were serviced and maintained. However, on a medium and long term basis, it is worthwhile to replace the present building due to its high maintenance cost. Termites have severely destroyed the entire floor and other areas of the building.

2.9 *Department's Constraints*

As recommended in the Communication Strategy, each officer of the Bureau should have a computer to work with on his desk. Since the number of computers available at the Bureau is very inadequate, this situation places a severe burden on the Registry Section.

Excessive delays in typing documents were caused due to frequent prolonged period of power outages.

3.0 **STANDARDISATION DEPARTMENT**

3.1 This department is responsible for the production and promotion of standards through the following Technical Committees:

- Agriculture
- Chemical
- Cosmetics and Medical Devices
- Services
- Tourism
- Environment

- Mechanical Engineering
- Electrotechnical Engineering
- Civil Engineering
- Foods
- Legal Metrology
- Safety
- Wood Products
- Consumer Products
- Laboratory.

It should be noted that many of these Technical Committees consist of affiliated sub-committees and working groups regarding relevant specialised areas.

3.2 *National Committees*

The following National Committees were established by the Bureau to coordinate and provide its Standards and Quality Systems related activities:

- *Guyana National Building Code Committee*

This Committee meets on a monthly basis to check the progress regarding the completion of the four (4) remaining Building Code Sections and the promotion/implementation of the seven (7) completed sections.

- *National Weights and Measures Monitoring Committee*

This committee meets on a monthly basis to ascertain the level of Weights and Measures activities carried out by the Regional and GNBS Weights and Measures Officers. Plans for the following month's activities are usually discussed, including joint activities between GNBS inspectors and the Regional Weights and Measures Officers.

- *National Laboratory Committee*

This Committee meets on a monthly basis to discuss and review the documentation of the Quality and Procedural Laboratory manuals established on the basis of the requirements of National Laboratory Standard. Also, discussions are also held regarding the effective implementation of the National Laboratory Standard.

- *National Codex Committee*

This Committee meets on a monthly basis to discuss and review Codex matters, especially the Codex (food) documents which are procured from the Codex Secretariat. These documents are usually disseminated by the Bureau to relevant stakeholders for their comments regarding implementation of same in their

operations. Guyana's position on these documents are compiled and forwarded to the Codex Alimentarius Commission's Head Office in Rome, Italy for possible consideration.

- ***National Conformity Assessment Committee***

This Committee is responsible for the activities regarding the establishment of a National Conformity Assessment System in Guyana, which included reliable testing, inspection and certification procedures being followed.

3.3 ***National Standards Established***

Seven (7) National Standards were approved by Council and were published:

- | | | | |
|-------|--|---|--|
| (i) | GYS 9-9: 200 | - | Labelling of Commodities - Part 9:
Labelling of Prepackaged Foods. |
| (ii) | GYS 37:1996
(First Revision, 2001) | - | Specification for Rum. |
| (iii) | GYS 67:1997
(First Revision, 2001) | - | Specification of Pneumatic Passenger Car
Tyres. |
| (iv) | GYS 192:2000 | - | Specification for Bread and Rolls. |
| (v) | GYS 193:2000 | - | Specification for Domestic Gas Stoves for use
with Liquefied Petroleum Gases. |
| (vi) | GYS 194:2000 | - | Specification for New Pneumatic Tyres for
Highway Commercial Vehicle. |
| (vii) | GYS 180:1998
(First Revision, 2001) | - | Specification for Equal Arm Scales (4 kg). |

3.4 ***Standards Development/Promotion***

Public Consultation sessions were held for the following Draft Guyana Standards:

- Code of Practice for Assessment and Grading for Restaurant and Other Services.
- Code of Practice for the Manufacture of Furniture.
- Code of Practice for Petrol Filling Stations.
- Labelling of Toys and Playthings.
- Specification for Whole chicken and Eviscerated Parts.
- Labelling of Gold Articles.

- Composition and Testing of Gold Articles.

Public Consultation sessions were also held for the following Draft Caricom Standards:

- Fruit Juices and Fruit Drinks.
- Specification for Rum.
- Specification for Brewery Products.
- Code of Hygiene Practice for the Collecting, Processing and Marketing of Packaged Water.
- Specification of Packaged Water.
- Carbonated Beverages.
- Poultry Products Quality and Marketing Standards.

3.5 Codex

- Eighty-seven (87) Codex publications and correspondences were disseminated to key stakeholders. Of these, eighty (80) were disseminated for information purposes and seven (&) were disseminated to obtain comments, which were forwarded to the Codex Headquarters in Rome, Italy.
- Quarterly publications of Codex newsletters on foods and food related matters that occurred Nationally and Internationally were circulated to stakeholders.
- A final draft document was prepared for sensitising Cabinet on Codex and requesting funding for institutional strengthening of the local Codex Secretariat.
- FAO has approved technical assistance for the local Codex Contact Point for the purchase of a computer with Internet Access.

3.6 Department's Constraints

- Due to a lack of quorum at Council meetings for the latter half of the year and the postponement of the appointment of Council members for 2001/2002 proposals for the commencement of developing six (6) new standards, three (3) draft standards to become National Standards and request for five (5) standards to be made mandatory could not have been approved.

In addition, twenty (20) draft standards were not approved by Technical Committees due to a lack of a quorum. Some chairpersons and other Committee members were discouraged to attend meetings since the life of Council had expired and a new Council should have been appointed in 2001.

- Due to inadequate number of computers at the Bureau, one hundred and eleven (111) completed standards were unable to be published.

Dissemination of Codex documents and responding to Codex questionnaires and requests promptly from FAO, WHO and WTO were also severely constrained due to a lack of adequate computer facilities at the Bureau.

- There is a great need for the Bureau's Internal Information Network to be improved so that documents to be addressed by relevant officers are promptly received and dealt with.
- GNBS Officers dealing with Codex should be trained accordingly in order to build capacity and function effectively as in some of the other sister Caricom Bureaus with well-established Codex Secretariats.

4.0 MANAGEMENT SYSTEM DEPARTMENT

4.1 *Quality Management System (QMS)*

Assistance was given to the following companies in implementing Quality Management principles, based on the ISO 9001:2000 standard:

- Guyana National Shipping Corporation
- Kayman Sankar Group of Companies
- Caribbean Resources Limited.

It is important to note that reasonable levels of documentation of procedures of the operations of these companies were completed.

On the other hand, visits of other companies were made and the benefits of QMS in their operations were highlighted. These companies included Chin's Manufacturing Company limited, Verdum Soda Factory, Mazaruni Granite Products, NeoFeed Stockfeed, Didco Feedmill, Denmor Garment Factory and Fairfield Investments. Possible Bureau's assistance to these companies was also discussed with them.

4.2 *Preparing GNBS for ISO 9001:2000 Certification*

- GNBS has been re-aligning its QMS procedures to satisfy the requirements of the ISO 9001:2000 standard. Implementation of some aspects of the procedures have commenced in the operations of the Bureau.
- It should be noted that efforts are being made to acquire funding through Caricom Development Bank (CDB) or local funding to source a consultant to train GNBS staff and industry personnel on the interpretation, documentation and implementation of the ISO 9001:2000 standard.

4.3 *Conformity Assessment*

In order to develop an internationally recognised Conformity Assessment System, adequate funding is required to establish the infrastructure needed to carry out accredited certification, inspection and testing in facilitating trade and consumer protection.

GNBS has been advancing its efforts to obtain Government backing and the International Funding on a project that could enable the development of a Conformity Assessment infrastructure in Guyana.

4.4 *Environmental Management Systems (EMS)*

Of the companies that participated in the UNDP/GNBS pilot project, only four (4) companies have since sustained their efforts to improve their EMS activities, namely, Linmine, Demerara Distillers Limited, Guysuco and Caribbean Resources Limited. These companies have established a reasonable level of documentation based on the ISO 14001 EMS standard and continued to implement same in their operations.

In order to promote EMS in other companies, relevant brochures were prepared to highlight the benefits of such a system and sent to new companies, soliciting their involvement and commitment. These new companies included the Georgetown Public Hospital Corporation, Chin's Manufacturing Company Limited, West Demerara Hospital and Mazaruni Granite Products Limited.

Lecture sessions on EMS were carried out as follows:

- Application of EMS to the Mining Sector in Guyana.
- ISO 14001 standard and EMS for the Interim Working Group developing standards on Sustainable Forestry Management in Guyana.
- Symposium on "Standards and the Environment at Regions (during 2001 Quality Week).

4.5 *Product Certification*

The Product Certification Scheme of Testing and Inspection was prepared and an appropriate checklist was developed.

In order to ensure that clients under the Product Certification Scheme comply with the guidelines of the scheme, surveillance inspections were conducted at Diyaljee's, Seeram's and Steve's Jewellery Establishments.

Also, renewal inspections were conducted at Nicko's, King's, Topaz's, Diyaljee's and Steve's Jewellery Establishments for the issuance of renewed permits to them.

Renewal inspection was also conducted at Guyana Thermoplastics for their PVC pipes.

In both surveillance and renewal inspections, reports were prepared accordingly and the clients were informed of any non-conformances or short comings found, so that same could be addressed.

In the case of renewal permits being issued, the companies must maintain the basic requirements of the Product Certification Scheme.

Gafson's industries, Plastic Products Limited (PPL) has been working towards achieving GNBS Standards Mark for their PVC pipes.

Efforts are also being made to promote the Product Certification Scheme in the food industry in Guyana.

A Jewellery workshop was conducted for jewellers in New Amsterdam (Berbice) to sensitise jewellers on Product Certification requirements for their products.

4.6 *Laboratory Licensing*

Twenty-one (21) laboratories were assisted by the Bureau during 2001 to develop their documentation and implementation of procedures, based on the laboratory standard, GYS 170:1998. These laboratories were:

- Standard Medical Laboratory
- Central Medical Laboratory
- Eureka Medical Laboratory
- Central Medical Laboratory
- Davis Memorial Hospital Laboratory
- Bio-Med Labs of Guyana
- Medical Arts Centre Laboratory
- West Demerara Regional Hospital
- Guyana Responsible Parenthood Laboratory
- St. Joseph Mercy Hospital Laboratory
- Guyana Medical Laboratory
- Sigma Labs
- Woodlands Hospital Laboratory
- New Amsterdam Hospital Laboratory
- Bio Tech Medical Laboratory
- Dr. Leslie Persaud's Clinic Laboratory
- Ogle Diagnostic Centre
- Dolphin's Medical Laboratory
- Guyana Power & Light laboratory
- Institute of Applied Science and Technology Laboratory
- Jesus Rescue Mission's Laboratory
- Images Diagnostic Centre.

Many of these laboratories' manuals were also reviewed and assisted to address short comings found in the System, as required by the standard.

Of the laboratories mentioned above, the following laboratories have been so far licensed by the Bureau, thereby satisfying the basic requirements of the laboratory standard:

- Guyana Medical Laboratory
 - Guyana Responsible Parenthood Association
 - Eureka Medical Laboratory
 - Sigma Labs
 - St. Joseph Mercy Hospital Laboratory
 - Bio-Med Labs of Guyana.
-
- During the year a number of surveillance audits and renewal audits of these laboratories were carried out, in order to ensure that they maintained the requirements of the laboratory standard.
 - Two (2) training sessions were held for personnel of chemical laboratories on the "interpretation of the laboratory standard GYS 170:1998 in their operations".
 - GNBS officials attended two (2) meetings with Ms. Piggot, Laboratory Advisor attached to CAREC (Caribbean Epidemiological Centre) to discuss the implementation of the requirements of GYS 170:1998 to license laboratories.
 - Monthly meetings were held with representatives of chemical and clinical laboratories to progress check their levels of documentation and implementation of the GYS 170:1998 standard.
 - GYS 170:1998 laboratory standard was reviewed against ISO 17025 and recommendations were made for improvements.

4.7 *Other Activities*

- A GNBS officer participated in workshops and meetings of the Forestry Working Group, which is coordinated by the Guyana Forestry Commission and tasked with the responsible to develop a National Standard for Sustainable Forest Management.
- The Bureau continued its collaborative efforts by attending and participating the Geology and Mines Commission Standing Committee on developing Mining Regulations in Guyana.
- A lecture was conducted by GNBS at the Richard Ishmael Secondary School on Ozone Depleting Substances, as part of World Ozone Day celebrations.

- An assessment of the needs of the Tourism Sector was carried out by the *Technical Committee - Tourism* which held meetings with principal stakeholders such as Tourism, Hospitality Association of Guyana (THAG) CPEC officials and Ministry of Tourism, Industry and Commerce. Meetings were also held with Private hoteliers, tour operators and restaurant owners.
- GNBS participated in the activities of National Laboratory Week in Guyana.
- Meetings were held with Dr. Roland Vanthuyne, European Union Consultant to discuss the need for standards for the Seafood Sector in Guyana.
- Also, a sensitisation meeting was held with members of the Seafood Sector to discuss the implementation of standards in the operations of Fish and Fishery Products. Areas that were discussed included HACCP System, Laboratory facilities needed and tests by Food and Drug Administration. The need for the development of relevant standards was recognised and proposals are being made to GNBS Council accordingly.

4.8 *Department's Constraints*

- Adequate equipment to conduct training and computer facilities are needed by the department.
- There seemed to be a lack of commitment and involvement on the part of Top Management and those concerned to drive Environmental and Quality Management Systems (EMS and QMS) in some companies.
- Government and Private Sector needs to be more aware and involved in the activities pertaining to Conformity Assessment, as a matter of priority.
- The infra-structure to facilitate Proficiency Testing of laboratories is needed.
- Greater collaboration between GNBS and Agencies are necessary to increase the level of success of the Bureau's programmes.
- Laboratory standards ISO 17025, ISO 15189 and ISO 15190 are urgently required by the Bureau to complement its Laboratory licensing programmes.
- Training is required for staff implementing the programmes of this department.

4.9 *Hybrid Standard*

This department is in the process of developing a Hybrid Standard for Small and Medium Enterprises (SME), with requirements for Quality, Environment and Occupational Health and Safety.

5.0 ENGINEERING, METROLOGY AND STANDARDS COMPLIANCE DEPARTMENT

5.1 *Training*

Inspectors of this department, Regional Weights and Measures Officers and industry personnel benefitted from a CDB/GNBS funded training programme in Legal Metrology. The first module of this training programme was held during July 31-August 17, 2001 and Module II of the training programme was held during November 7-23, 2001. These two (2) training modules were excellently conducted by Mr. Tweedsmuir Mitchell, Consultant from Jamaica Bureau of Standards.

The training modules were presented in both theoretical and practical forms, which involved checking net contents of prepackaged goods, calibration of weighing bridges, calibration of fuel dispensers, storage tanks, etc.

It was recommended by the Consultant that additional metrology equipment would be needed if the Bureau is to succeed and be effective in its countrywide Weights and Measures activities.

The final Module (Module III) of the said Metrology training programme would be held by the same consultant during the first quarter of 2002.

5.2 *National Weights and Measures Monitoring Committee Meeting*

Monthly meetings of the National Weights and Measures Monitoring Committee are usually held to progress check the Weights and Measures activities conducted in the regions during the month. Also, plans are made for the Weights and Measures Officers in the regions to execute so that the Bureau's Legal Metrology activities could be similarly exercised during each month.

In addition, this Committee gave tangible support to the Metrication Department in facilitating the Metric change over in Guyana.

5.3 *Subsequent Verification of Weights and Measures*

The number of Weights and Measures devices subsequently verified for 2001 (that is devices in use) is shown in Bar Graph 1. A total of 118 equal arm scales, 42 platform scales, 41 dial scales, 18 electronic scales, 3008 masses and 12 measures were subsequently verified. Also, 18 masses were rejected due to non-compliance with standard requirements.

The number of Weights and Measures devices initially verified for 2001 (that is new devices) is shown in Bar Graph 2. A total of 1039 equal arm scales, 55 masses, 806 dial scales, 21 electronic scales, 1 steelyard, 3,172 masses, and 541 measures were initially verified. Also, 2 platform scales, 68 dial scales and 234 measures were rejected due to non-compliance with standard requirements.

The number of weighing devices externally verified for 2001 (that is, at company premises) is shown in Bar Graph 3. A total of 179 platform scales, 17 weighing bridges, 3 electronic scales and 209 masses were externally verified. Most of the devices verified were found to be accurate. In cases where devices were found to be beyond repairs/servicing, these were replaced with new ones.

The number of petrol pumps, bulk meters and wagon compartments verified for 2001 is shown in Bar Graph 4. A total of 1090 pumps were tested, of which 695 were calibrated the remainder being within acceptable tolerance. Also, 33 bulk meters were tested, of which 16 were calibrated.

The number of Weights and Measures surveillance inspections for the reporting period is shown in Bar Graph 5. A total of 349 premises and 48 markets were inspected, of which, 84 scales, 367 masses, 129 measures and 6 cups were seized due to non-compliance with standard requirements.

The number of consumer complaints dealt with during 2001 is shown in Bar Graph 6. A total of 57 complaints were received through personal contacts with the Bureau, telephone or written correspondences. Of these, 51 complaints were solved, 2 were unsolved and 3 still pending. These complaints range from defective electrical appliances, paints, stoves, jewellery, windows, etc. bought mainly from business entities.

The number of Port-of-Entry inspections carried out for the first eight (8) months of 2001 is shown in Bar Graph 7. After this period, port-of-entry inspections were discontinued since it was rendered ineffective due to many difficulties. It should be noted that surveillance of imported commodities was done at business 828 premises, whereby commodities under the purview of the Bureau were checked. During these exercises, 154 used tyres, 100 box of matches and 2 electrical appliances were found to be non-conforming to standard requirements. The items checked at the premises were mainly mosquito coils, safety matches, used tyres, electrical appliances, footwear, garments, furniture and scales.

A total of 45 used tyre dealers were registered with the Bureau and obtained permits to sell used tyres, thereby meeting certain basic requirements at the points of sale.

A total of ten (1) manufacturers of scales, weights and measures were also registered and licensed by the Bureau to manufacture the said devices, based on standard requirements.

5.4 *Department's Constraints*

- Since the port-of-entry examination of products by the Bureau discontinued, additional competent inspectors are required to carry out point of sale inspections of imported products that are monitored by the Bureau. This activity would have to be intensified at all sales outlets countrywide.
- Transportation to conduct GNBS Weights and Measures programme as well as Standards Compliance activities is severely limited.
- Additional Weights and Measures calibration equipment and tools are needed for GNBS and the Regional Sub-Offices.
- Staff of this department needs additional computers to perform their functions effectively.
- Inspectors need to be trained in Report Writing, Communication, Computer Skills, Management, Metrology (theory practicals and attachments to Sister Bureau).
- Greater Police Protection is needed for GNBS to conduct compliance activities.
- Of great necessity to this department, is adequate legislation and regulations to carry out its functions effectively.
- The Bureau desperately needs its Testing and Calibration laboratory to ensure conformity of products in Guyana.

6.0 **PUBLIC RELATIONS/INFORMATION DEPARTMENT**

During the year 2001 the above department focused primarily on consumer education, especially in the area of metrication sensitisation, standards and quality. Emphasis was also placed on training, capacity building and restructuring of the entire communications programme of the Standards Bureau.

A noteworthy achievement for the department was the passing of the metric legislation in February 2001. For the first time, legislation was passed to make the metric system legal in Guyana as of January 01, 2002.

6.1 **Lectures for School Children**

Staff members of the department took the message of standardisation to the secondary school students of Region number 3. Some of the schools which received lectures and literature expressed an interest in taking up careers in standardisation.

6.2 Free Air Time

The Management and staff of GWTV offered 15 minutes of free air time weekly to the Bureau for the purpose of promulgating consumer advisories and information. Twenty two (22) programmes were produced and aired. The air time given is on Thursday evenings at 18:45 h.

6.3 Visit to Advertising Agencies

Staff members visited Advertising Agencies such as Astroarts and Guyenterprise to seek support for the switch over to the metric system. All agencies visited gave their support for the implementation of metrication in their businesses.

6.4 Metric Programmes

A total of fifty programmes were published by the department in the Sunday Chronicle with compliments of the Management of the Chronicle newspapers. The programmes provided consumer advisories and information pertaining to Quality Systems, Environment Management and procedures for licensing of laboratories.

Metric Information in the form of print advertisements and messages on radio was also published.

The weekly radio programme **Standards Bureau and You** took a new format in the new year. The interview format was used. Here officers responsible for the various activities conducted by the GNBS shared information on subjects such as Benefits of standards to industry, the need to implement quality systems in industry and the importance of certification for entry into foreign markets. Other areas of discussion included "Let's learn metric and compliance activities."

6.5 Consultant's Visit

Communication consultants Dr. John Woods and Ms. Sally Lacey were attached to the Standards Bureau during the periods June - July, 2001 and October 2001. Their visit was made possible by a joint GEO/USAID project. The purpose of the attachment was to strengthen the Bureau's communication programme and to improve the present strategy. A number of strategies and recommendations were made, some of which were implemented almost immediately. These included the acquisition of an advertising agency, the use of power point presentations and development of fact sheets covering the activities of the various departments.

Staff received training in presentation and the use of microsoft powerpoint.

Various campaign plans such as The National Metrication campaign, The Product Certification and Jewellery campaign were drafted and made ready for implementation. The visit of the consultants greatly enhanced the Bureau's communication programme. Other recommendations will be acted on in the new year.

6.6 National Exhibitions

The department was responsible for organising two National Exhibitions. The first being the Guyana Manufacturers Association Exhibition held in August and the World Food Day Exhibition held at Uitvlugt on October 16 and 17.

The Bureau's booth was visited by high ranking officials of the Government who offered their commendation for the quality presentation of the displays which focused on certification, metrication and standardisation. Literature was distributed to the members of the public on the main activities of the GNBS.

6.7 National Quality Week

For the year 2001, the theme chosen by the International Organisation for Standardisation for World Standards Day was "**The Environment and Standards: Close Together**". As is customary, the GNBS planned a number of activities to commemorate this occasion. These included the seminar for school children and poster competition. A symposium on the topic "**How standards can be used to solve environmental issues,**" was held at the Le Meridien Pegasus and representatives from industry attended. Staff appreciation ceremony was held at the Bureau and long service award were distributed. Radio, television and newspaper messages by the Honourable Minister of Tourism, Industry and Commerce, Mr. Manzoor Nadir, Dr. David Singh, Chairman of the National Standards Council and Director of the Guyana National Bureau of Standards - Dr. Chatterpaul Ramcharran were aired and a newspaper supplement was published in the two daily newspapers. Consequently, National Quality Week was a success.

6.8 Launching of Metrication Campaign

A Metrication campaign was launched in August 2001 to promote the use of the metric system. A new jingle was developed and was aired over a two month period along with new metric strips in both the Chronicle and Stabroek newspapers.

The Bureau, in keeping with one of the recommendations from the Communications Consultants, secured the services of Tagman Advertising Agency to assist in developing this campaign.

6.9 **Media Programmes**

There were a total of fifty **Standards Corner** programmes which appeared in the Sunday edition of the Guyana chronicle, with compliments of the chronicle. These programmes provided consumer tips and served as an advisory for our consumers.

Standards Bureau and You, the weekly radio programme served to enlighten our listeners about the activities of the Guyana National Bureau of Standards in the various departments and gave them a great insight into the plans of the Bureau with regards to standardisation and consumer protection.

6.10 **Metrication**

The metrication department was kept very busy throughout the year especially as the January 01, 2002 deadline drew closer. With the passing of the legislation in February, 2001 there was urgent need for education and sensitisation activities. Some of the major achievements involved the following:

6.11 **Resuscitation of National Metrication Committee**

One of the recommendation coming out of the communication consultants report, was the resuscitation of the National Metrication Committee. This was acted on immediately and the first meeting was held September 11, 2001. Members were drawn from the major sectors across our economy. Some of the sectors are: Fuel, Power and Transport, Government Ministries, Regulatory bodies and the entire security sector.

6.12 **Sector Meetings**

Twenty four (24) meetings were conducted with the priority organisations in the country. These were followed up with metrication training sessions held for the said organisations and their affiliates in the various sectors of the country. Some of these organisations included: Ministry of Education, Guyana Forestry Commission, Ministry of Culture, Youth and Sports, Lands and Surveys and the Guyana Geology and Mines Commissions.

6.13 **Metrication Workshops**

Thirty-two (32) metrication workshops were conducted for the said agencies, which included Ministry of Housing and Water, Ministry of Education, Ministry of Culture, Youth and Sports, Guyana Forestry Commission and lumber dealers, Laparkan, Guyana Police Force, Guyana Prisons Service, Guyana Thermoplastics Limited, Ministry of Local Services and Security, Ministry of Home Affairs, GS & WC, Pharmagen Enterprises and Medicare Pharmacy, several schools, NCERD, etc, under the Ministry of Education were trained in Metrication. Similar requests for additional metrication training were made by other agencies and Ministries.

Twenty markets were visited and surveillance carried out to help the vendors to understand to use the metric system. These included Bourda, Stabroek, Kitty, LaPenitence, East LaPenitence, Wales, Diamond, Parika, Plaisance, Mahaica, Mon Repos, Rosignol, New Amsterdam, Charity and Anna Regina markets.

Surveillance was also done at 68 other business premises and assistance was rendered to enable shopkeepers and their staff to understand and use the metric system.

The four (4) oil companies, namely Shell, Guyoil, Esso and Texaco have made tremendous efforts to follow the metric system, both at their terminals and fuel stations.

Several supermarkets were also visited and pledged to use the metric system. These included Nigel's, Chand's, C & F and N.H Tony Supermarkets.

6.14 *Department's Constraints*

- Election 2001: The unrest which followed the 2001 elections severely hampered the field activities and also the regular programmes. During this period the focus of stakeholders including the media was not on the Bureau's activities.
- Metrication activities require additional manpower and financial resources.
- To effectively carry out the public education and Information Services of the Bureau, greater financial resources is necessary.

(i) *Transportation/Insufficient Finance*

Transportation and insufficient financial allocations severely affected the planned activities of the department. Much more could have been done in terms of the activities set out in the work programme.

(ii) *Budgetary Allocations*

Resulting from the 2001 elections also, was the late budgetary allocations made to agencies and reduced amounts which were allocated.

(iii) *Malfunctioning Equipment*

The computers in the department were down for four months. This severely affected the activities of the Information Unit. There was also no internet access for the same period. This was due to the faulty telephone line and damage of the modem caused by the unstable electricity supply.

(iv) Staffing

The loss of the Information Officer left the department severely depleted. This further slowed down the pace at which tasks were executed.

6.15 Statistical Data

For the period under review the Technical Standards Information Unit received a total of nine hundred and seventy one (971) new documents, one hundred and seventy two (172) queries, and made one thousand one hundred and eighty nine (1,189) loans. One hundred and eighteen (118) standards were sold which amounted to five hundred and seventy five thousand five hundred dollars (575,500) in cash generated for the Bureau.

7.0 **CONCLUSION**

The routine activities of the Bureau were satisfactorily carried out, except for some amount of delays in field activities such as surveillance inspections and metrication, which were affected by post election violence and tensions.

The irregular meeting of National Standards Council also affected some standardisation activities of the Bureau.

The implementation of the GEO completed projects for the Bureau would continue in 2002, depending on the amount of financial resources available.

APPENDIX 1

Other Income INCOME AND EXPENDITURE STATEMENT AS AT DECEMBER 2001

INCOME

Verification of scales, masses and measures	2,836,040	
Registration fee / license for Importers etc.	2,530,000	
Metric training and sale of metric booklets etc.	62,360	
Sale of Standers and Building codes	495,700	
Sale of laboratory and Jewellery licenses etc	325,600	
Calibration of petrol pumps etc.	828,000	
Pension refunds for staff and other payments also for overseas trip for Director	0	
	<u>1,012,516</u>	8,090,216

EXPENDITURE

Out of town float for Inspectors	330,000
Rental of apartment for Inspectors	190,000
Employers Pension contribution for staff	1,072,404
GPL arrears owing for electricity	904,710
Drafting of Building Codes (W.Harris)	225,000
Pension refunds for staff	427,955
Allowances for W & M officers in Region # 2 & 3	240,000
Security charges owing to EXPO for 2000	280,170
Training for Inspector in Trinidad	135,050
Gifts for secretaries week	40,000
Posting of packages etc	22,650
Payment in lieu of leave for staff	194,179
Field trips for Inspectors and other staff	344,168
Telephone & Electricity charges for out of town offices	34,515
Repairs done to accounting software	75,600
Lab / Jewellery consultation fee paid to Mr Hooper	190,000
Correction of amount incorrectly deposited	100,000
Items purchased use by Inspectors etc	29,922
Purchase of filling cabinet for office	118,500
Telephone purchased for confidential secretary	28,000
Termination benefits paid to staff	467,496
Items purchased for general office Tape-recorder etc	108,403
Refreshments purchased for W&M meetings etc	17,097
Purchased of Fax Machine	95,000
Purchased of Laboratory Kit	30,000
Insurance policy for assets in office	42,000
GNBS participation in the GMA fair	50,940
Gifts for long service award ceremony	55,000

Key system for switch board	172,150	
Overseas training for A.Ross	54,340	
Legal metrology training program	463,907	
Purchase of A.C unit for Inspectorate	106,000	
Transportation cost for drums purchased for training	6,000	
Christmas social and Old years day lunch	130,000	
Transportation cost for furniture from Springlands	10,000	
Metric ads etc	14,000	6,805,156
surplus / Deficit		<u>1,285,060</u>

Government Subvention
Income & Expenditure Statement
As at 31st December 2001

Income:

Total Income:

Government Subvention

\$55,723,000

Line Item

Expenses

101 - Administration	3,334,234
102 - Senior Technical	4,961,143
103 - Other Technical	13,250,507
104 - Clerical & O/ Support	4,598,459
105 - S/Skilled & U/Skilled	1,840,246
106 - Contracted Employee	3,706,950
107 - Temporary Employee	2,800
201 - Other Direct L/Cost	143,165
203 - Benefits & Allowances	5,985,243
204 - National Insurance	2,159,661
205 - Pensions	1,836,747
121 - Drugs & M/Supplies	22,000
122 - Field Materials & Supplies	309,563
123 - Office Material & Supplies	1,220,963
124 - Print & Non - Print Material	387,555
131 - Fuel & Lubricants	1,206,934
141 - Rental Of Buildings	315,000
142 - Maintenance Of Buildings	532,301
143 - Janitorial & Cleaning Supplies	164,400
161 - Local Travel & Subsistence	866,285
162 - Overseas Travel & Conf.	4500
163 - Postage & Telex	57,302
164 - Vehicle Spares & Services	579,416
171 - Telephone Charges	736,634
172 - Electricity Charges	902,284
173 - Water Charges	68,959
182 - Equipment Maintenance	811,593
183 - Cleaning & Extermination	50,000
184 - Others	3,504,426
191 - National & Other Event	72,000
193 - Refreshments	303,301
194 - Others	968,015
212 - Training	412,095
231 - Contri. Local Organisations	3,000
231 - Contri. International Organisations	395,000
Total Expenses:	55,712,681

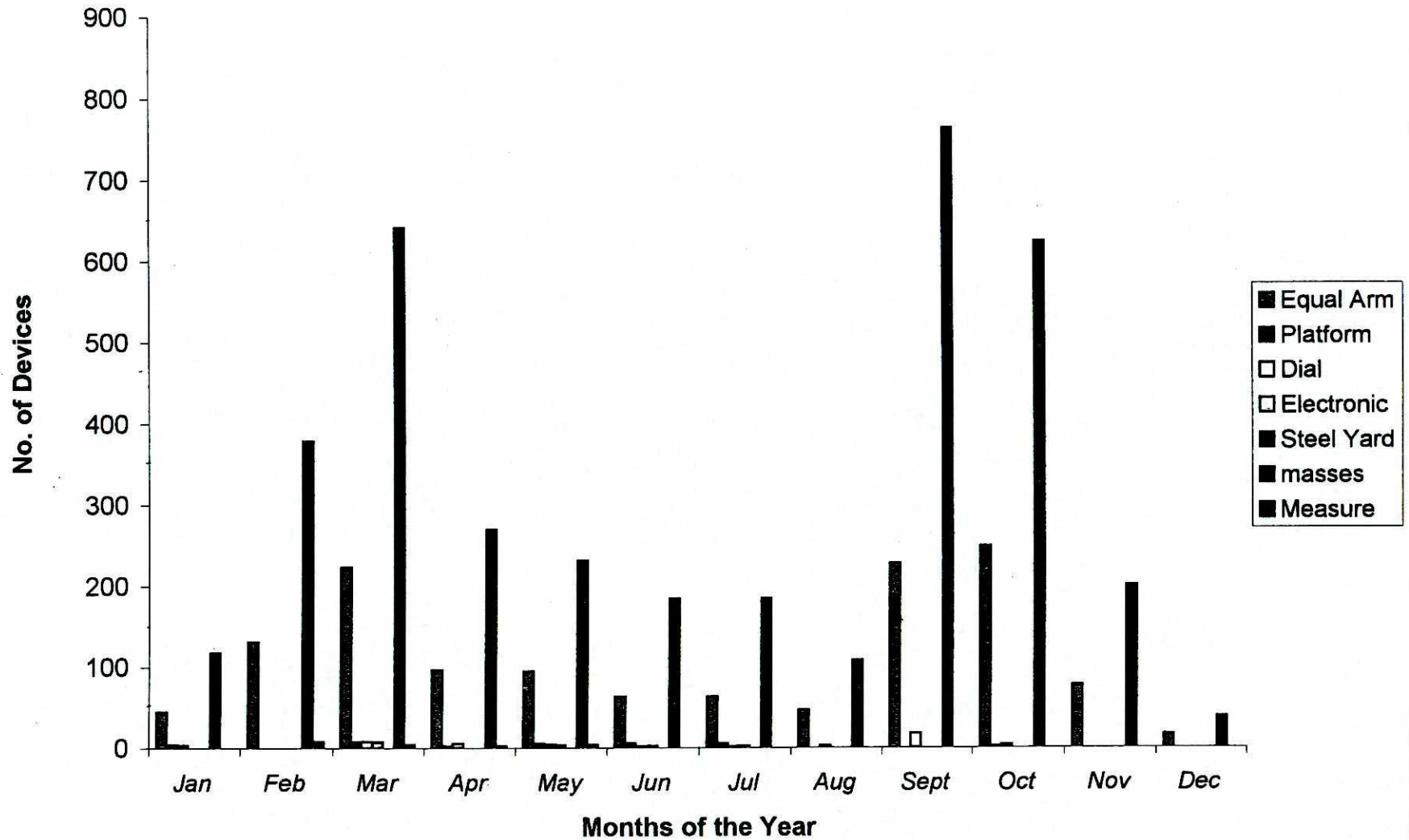
(Surplus)/Deficit:

Prepared by: *Jacobs*

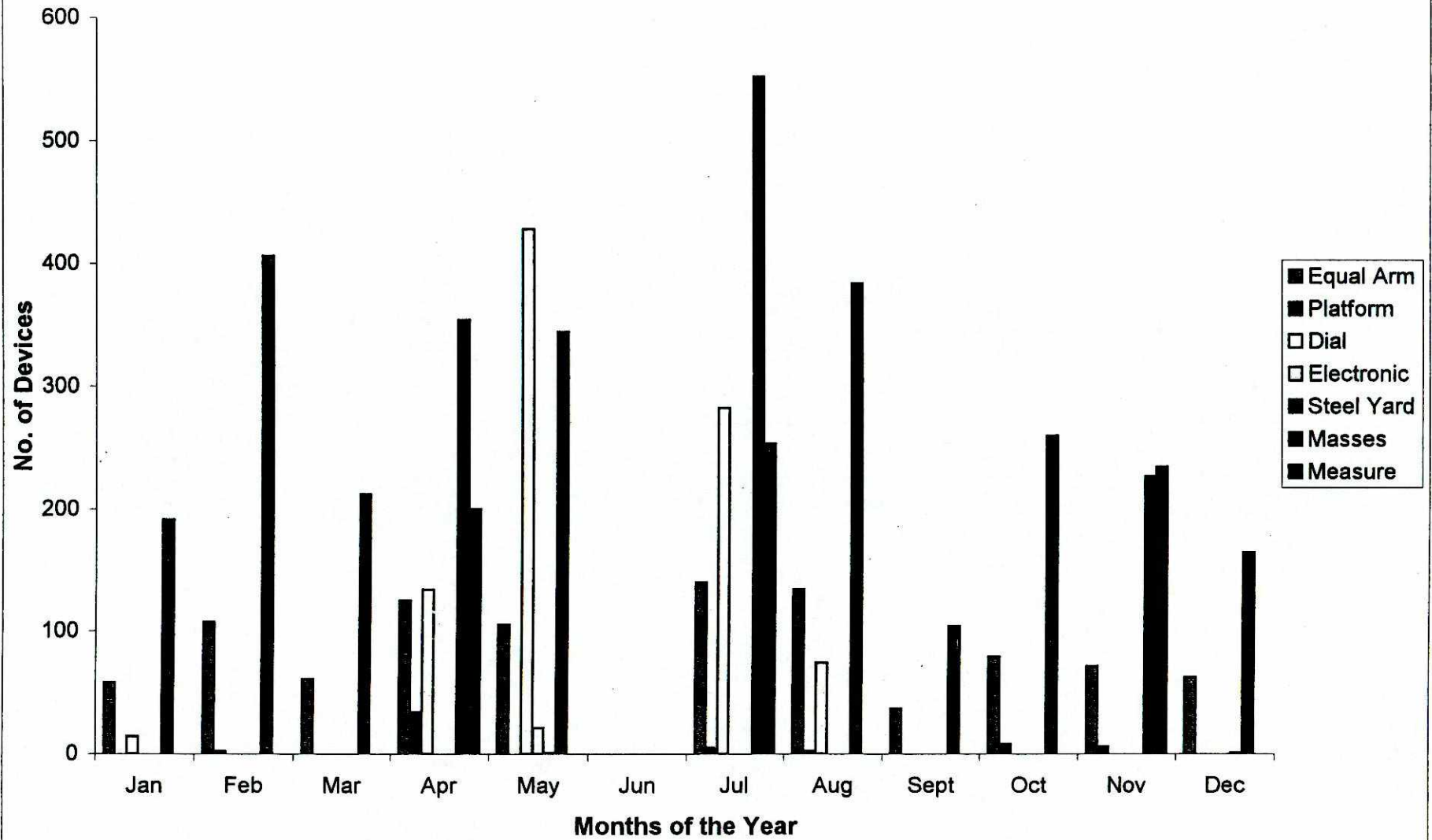
-55,712,681

\$10,319

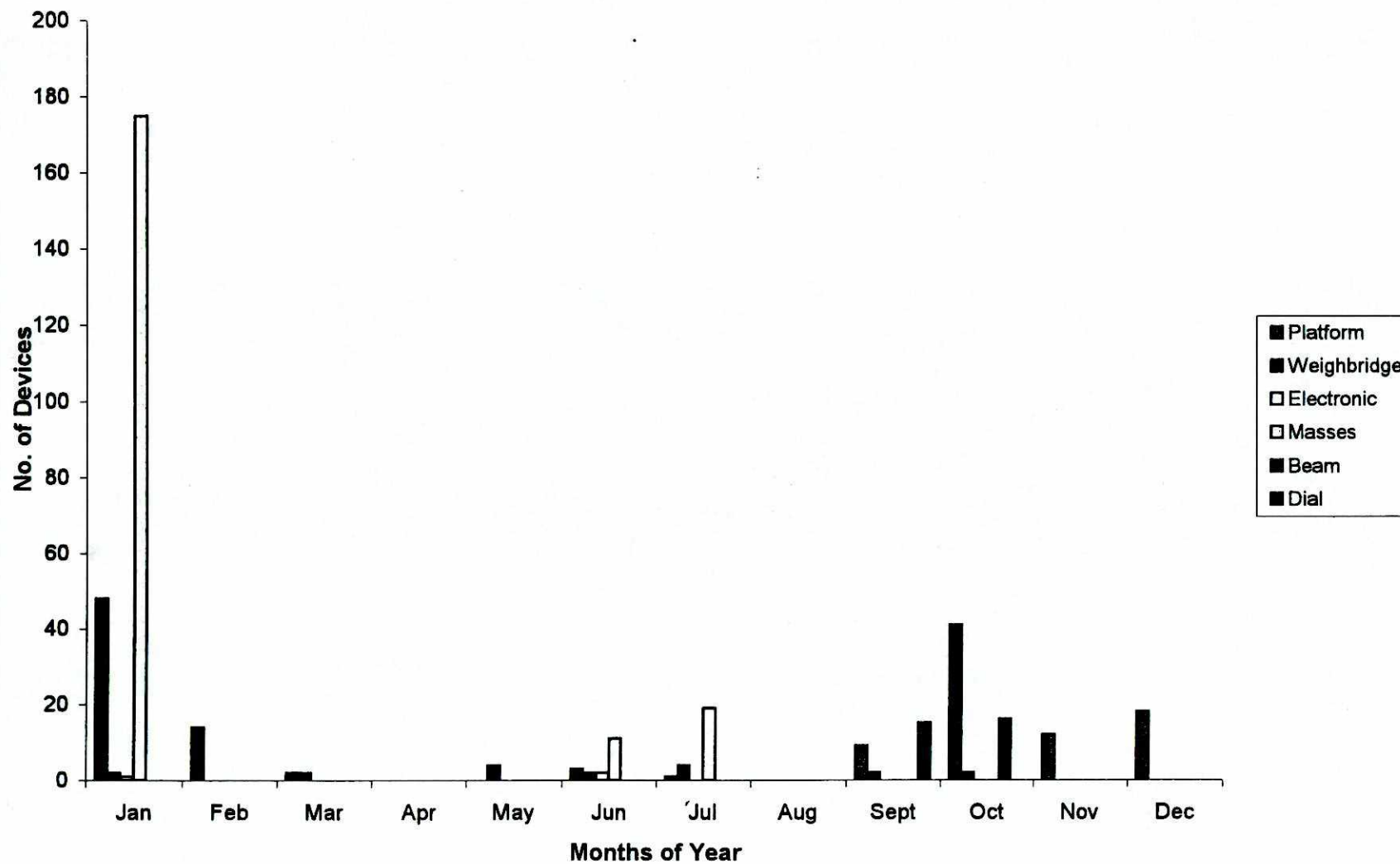
(Bar graph1)Subsequent Verification Report for the year 2001



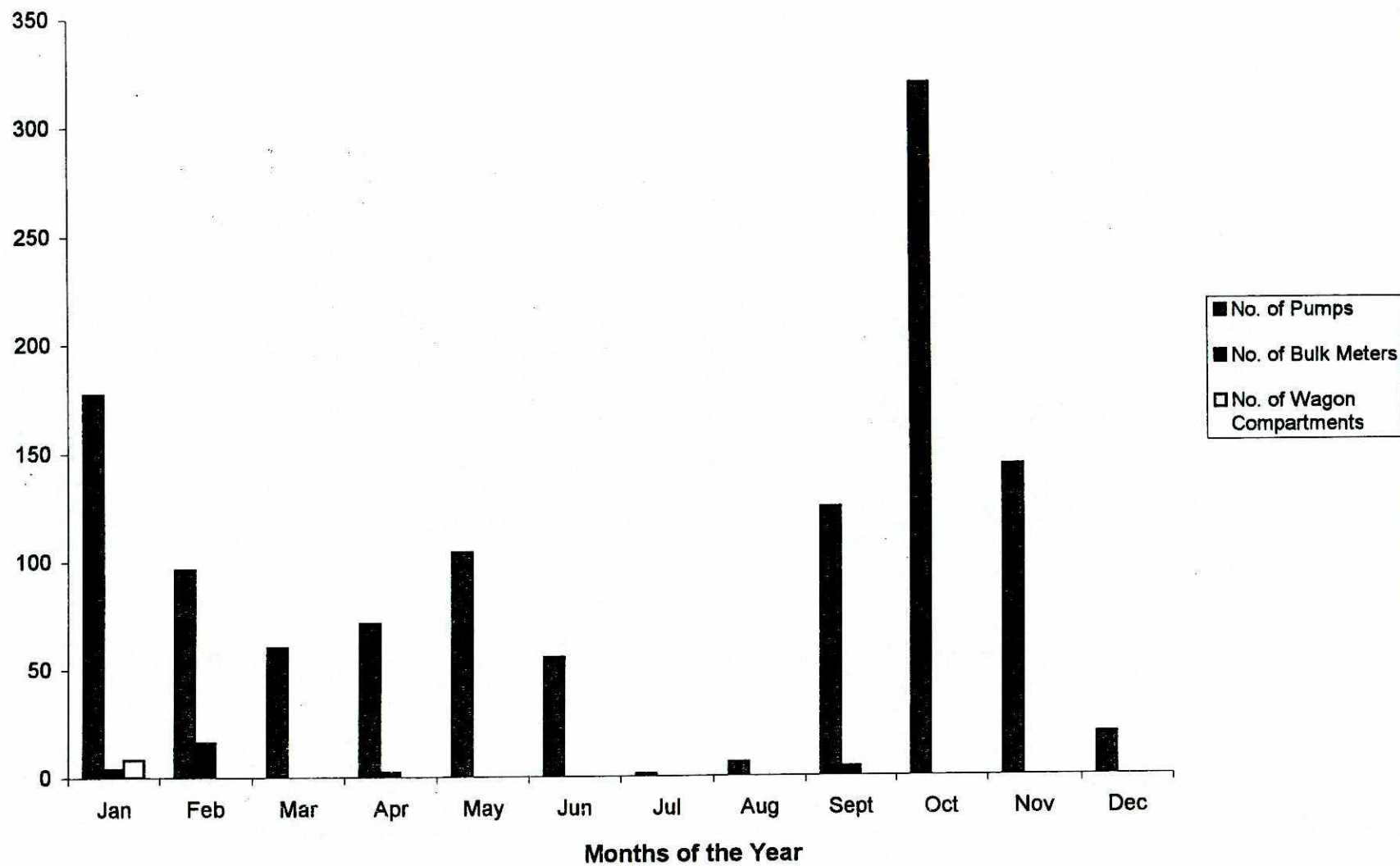
(Bar Graph 2) Initial Verification of Devices For The Year 2001



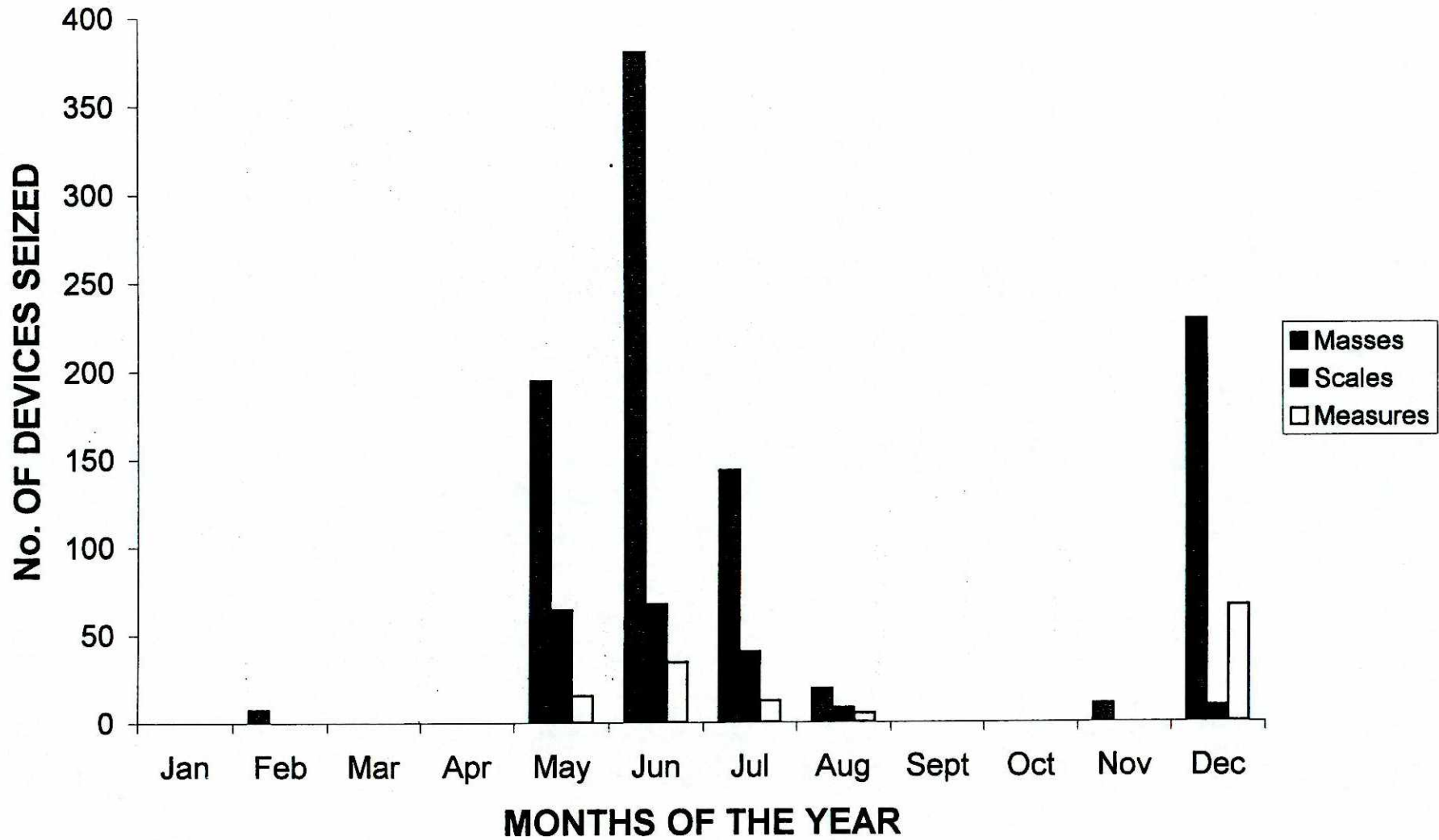
(Bar Graph3) External Verification of Devices Report for the Year 2001



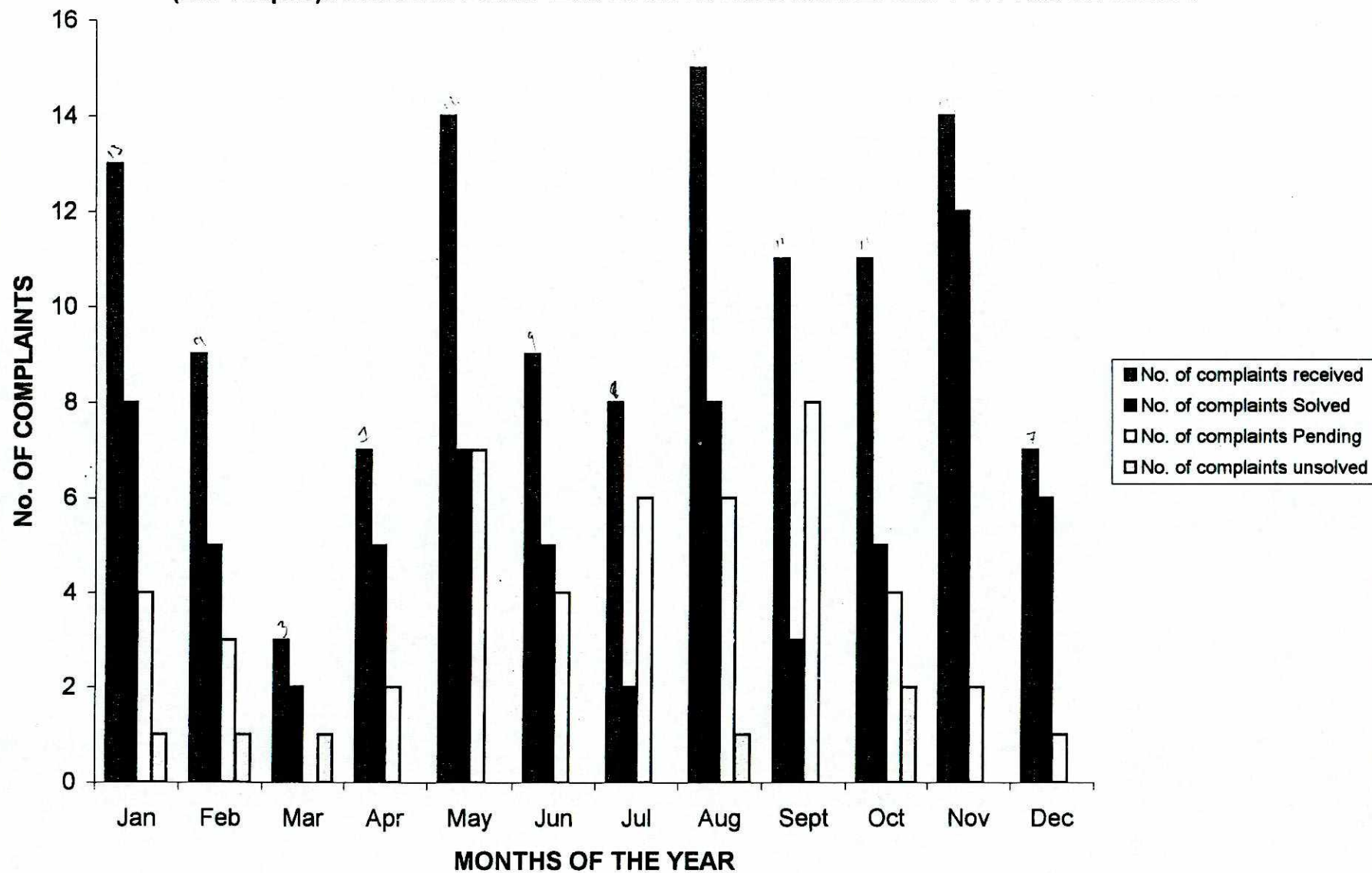
(Bar Graph4) Verification of Petrol Pumps,Bulk Meters & Wagon Compartments for the Year 2001.



(Bar Graph5)WEIGHTS AND MEASURES SURVEILLANCE REPORT FOR THE YEAR 2001



(Bar Graph6) CONSUMER COMPLAINTS INVESTIGATION REPORT FOR THE YEAR 2001



(BAR GRAPH7) PORT- OF - ENTRY INSPECTIONS FOR THE YEAR 2001

