

MINISTRY OF TOURISM, INDUSTRY & COMMERCE

Annual Report 2003



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1.0 EXECUTIVE SUMMARY

- 1.1 During the year, the Ministry was successful in achieving major targets set at the beginning of the year under review. Despite manpower and equipment constraints and major electrical problems, the Ministry's performance was commendable.
- 1.2 The technical divisions achieved their objectives specifically in areas such as marketing of Guyana's tourism product overseas, promotion of industrial development, educating consumers of their rights and responsibility, the resolution of consumer complaints and preparation of draft legislations to facilitate local trade.
- 1.3 Guyana eco-tourism product was marketed through various means namely (i) Participation at conference and trade fairs (ii) printing of brochures and production of CD Guyana Naturally (iii) launch of My Guyana Eldorado Magazine and Eco-Vision Newsletter (iv) Participation of media representatives from North America on a fam trip to eco-resorts in the hinterland region.

In an effort to continue the development of Guyana's Tourism product, a Charrette and Seminar were held. The Charette identified and considered three areas listed below with the aim of developing their tourism products.

- (i) Historical Georgetown
- (ii) The Rupununi Savannahs
- (iii) The Kaieteur National Park

A Seminar was held at Anna Regina on Planning for Tourism Development in Region 2 Pomeroon/Supernaam. At this Seminar the Tourism products of the Region were identified with the aim of further actions to be taken for their development.

During the year the "War on Bad Manners Campaign" was launched. This campaign sought to instill in Guyanese the need to portray good manners at all times. This campaign was carried out using various means, namely:

- (i) The radio and TV
- (ii) Calypso competition
- (iii) Production of CD

1.4 With a view to encourage investment in Guyana and to provide a business friendly environment the action stated below was taken:

- (i) Un - utilized plots at the Eccles and Coldingen Industrial Estates were repossessed and re-allocated to investors who are serious in building their factories and start businesses at the earliest possible time.

1.5 It is to be noted that the Commerce Division was formed in June, 2001 after the portfolio of the Ministry changed to Tourism, Industry and Commerce from Trade, Tourism and Industry. Despite the shortage of staff in the division, the majority of its targets under its work [programme were achieved, for example:

- (i) Applications for suspensions of CET were processed, with firms being consulted and objections made to the requests as appropriate.
- (iii) A data base of consumption tax concessions from 2001 to date was created and regular periodic reports of consumption tax remissions produced.

- (iii) Support was provided to the Ministry of Foreign Trade and International Cooperation through providing analyses of the domestic impact of a wide range of trade issues (such as those between CARICOM and Costa Rica) and multilateral commitments.
- (iv) Background work has been done on the practicalities of applying competition policy to a small developing country such as Guyana. CARICOM Secretariat have almost completed a model Competition Bill which the Ministry intends to implement, with suitable modifications if necessary.
- (v) Work has begun on considering the issues surrounding the implementation of an Anti-Dumping policy and the practicalities involved in the setting up of an Anti-Dumping Agency.


1.6. The Consumers Affairs Division continue to implement activities in 2003 to educate consumers of their rights and responsibilities on the print and electronic media Consumers complaints were dealt with and approximately 55% of complaint were resolved.

A Draft Consumer Protection Bill has been completed. It is expected that with the passage of this Bill in Parliament the percentage resolution of consumer complaints will be increased significantly since the bill makes provisions to resolve difficult consumer complaint cases which are presently not resolved.

Administration and support services division continued in its efforts to provide a working environment conducive to the accomplishment of the objectives set by the technical divisions.

Maintenance to computers and other equipment were done as scheduled. The fire escape was repaired and five new computers procured. These and other activities were completed to provide tools and right atmosphere for the accomplishment of the goals of the Ministry.

1.7 As noted before the Ministry was able to achieve its major objectives despite serious constraints. This success was due to teamwork among staff members within and across divisions. This approach to planning, organizing and implementation of the Ministry's workprogramme will continue in 2004.


Kenneth Jordon
Permanent Secretary

PERMANENT SECRETARY
MINISTRY OF TOURISM
INDUSTRY AND COMMERCE
229 South Road, Lacytown
Georgetown

2.0 MISSION STATEMENT

- 2.1. *To formulate and provide an effective mechanism for the implementation, evaluation and improvement of policies, the aim of which will be to facilitate economic and social improvement through coordinated actions in the areas of Commerce, Tourism, Industrial Development and Consumer Affairs.*

3.0 ORGANIZATION AND MANAGEMENT

3.1 The Ministry is comprised of the following six (6) Divisions (See Organizational Chart at Annex 2):

- i. Administration and Support Services
- ii. Tourism
- iii. Industrial Development
- iv. Commerce
- v. Consumer Affairs
- vi. Data Unit

4.0 DESCRIPTION OF DIVISIONS AND DEPARTMENTS

4.1 ADMINISTRATION AND SUPPORT SERVICES

4.1.1 The Administration and Support Services Division comprises four (4) Sections, namely:

- (i) Personnel
- (ii) Accounts
- (iii) Registry, and
- (iv) General Administration

4.1.2 The **AUTHORISED** staff complement of the **PERSONNEL UNIT** is a Senior Personnel Officer, a Personnel Officer 11, and two Personnel Officers 1. The **ACTUAL** staff strength as at December 31, 2003 was a Senior Personnel Officer and a Personnel Officer 11 (50%).

4.1.3 The **AUTHORISED** staff complement of the **ACCOUNTS DEPARTMENT** is a Principal Assistant Secretary (Finance), an Accountant, an Accounts Clerk 111 and two Accounts Clerk 11. The **ACTUAL** staff strength as at December 31, 2003, was a Principal Assistant Secretary (Finance), an Accountant, an Accounts Clerk 111 and one Accounts Clerk 11 (80%)

4.1.4 The **AUTHORISED** staff complement of the Registry is a Senior Registry Supervisor, a Registry Supervisor and eight (8) Typist Clerk 1/11. The **ACTUAL** staff strength as at December 31, 2003 was one (1) Senior Registry Supervisor and four (4) Typist Clerks 1/11.

4.1.5 The **AUTHORISED** staff complement of the General Administration is a Principal Assistant Secretary (General), an Assistant Secretary (General), a Clerk 11 (General), seven (7) Confidential Secretaries, two (2) Driver mechanics, one (1) Telephonist / Receptionist, one (1) Senior Office Assistant, four (4) Office Assistants, and two (2) Cleaners. The **ACTUAL** staff strength as at December 31, 2003 was a Principal Assistant Secretary (General) two (2) Confidential Secretaries, one (1) Telephonist / Receptionist, three (3) Office Assistants and two (2) Cleaners (57%).

4.1.6 Mission

To provide prompt and efficient support needs in areas of resource management, accounting and finance, general office support and secretarial and typing.

4.1.7 Key Responsibilities

- Provide effective Personnel and Accounting services.
- Enhancing the Ministry's staffing and skills base.
- Prepare the Ministry's Annual Report.
- Identify and acquire necessary equipment and materials to sustain optimum levels of output.
- Provide proper maintenance and care to buildings, equipment and surroundings.
- Operate an effective Record Keeping System.
- Stimulate inter-personnel staff relations.
- Produce accurate reports and correspondences.

4.2 TOURISM.

4.2.1 The **AUTHORISED** staff complement of the Tourism Division is the Director of Tourism, an Assistant Director of Tourism, three Tourism Development Officers, a Research Analyst, a Research Assistant and a Confidential Secretary.

4.2.2 The **ACTUAL** staff strength as at December 31, 2003 was one Research Assistant.

4.2.3 Mission

To develop and enhance a sustainable tourism sector in Guyana, within the wider context of Tourism Development in the Caribbean, and promote tourism products and the tourism industry with the goal of increasing net foreign exchange earnings from tourism.

4.2.4 Key Responsibilities

- Develop ecotourism in Guyana within the wider context of tourism development in the Caribbean
- Monitor the development of the tourism industry
- Enhance the regulatory environment for tourism
- Identify tourism resources and facilitate their sustainable development
- Conduct market research and analysis to facilitate the identification of market niches / segments
- Facilitate investment in the tourism industry
- Improve standards and quality of service in the hospitality sector and the reliability and quality of ~~service~~ of air transportation services
- Provide training for industry stakeholders

4.3 INDUSTRIAL DEVELOPMENT

4.3.1 The **AUTHORISED** staff complement of the Industrial Development Division is a Director of Industrial Development, a Senior Industrial Development Analyst, three Industrial Development Analysts, a Research Assistant and a Confidential Secretary.

4.3.2 The **ACTUAL** staff strength as at December 31, 2003 was a Senior Industrial Development Analyst, and two (2) Industrial Development Analysts and one (1) Research Assistant.

4.3.3 Mission

To formulate and improve industrial development policies and programmes aimed at defining investment opportunities, attracting new investments and encouraging industry competitiveness,

4.3.4 Key Responsibilities

- Formulate an Industrial development policy
- Develop and implement policies that improve the fiscal incentive regime and support investment expansion.
- Develop and implement internationally attractive industrial investment incentives
- Create linkages within and amongst industries and sectors
- Publish an investment guide

4.4 COMMERCE

4.4.1 The **AUTHORISED** staff complement of the Commerce Division is one (1) Senior Foreign Trade Officer, two (2) Commerce Officers, one (1) Licensing Officer, and three (3) Licensing Clerks.

4.4.2 The **ACTUAL** staff strength as at December 31, 2003 was one (1) Commerce Officer, and three (3) Licensing Clerks.

4.4.3 Mission

To develop an enabling business environment in Guyana.

4.4.4 Key Responsibilities

- Enhance the regulatory and legislative environment for business.
- Develop legislation and set up necessary administrative bodies to enhance competition, and to work towards a level playing field for international trade.
- Provide analysis of the domestic impact of proposed trade policies and agreements, in support of participation in international trade negotiations by the Ministry of Foreign Trade and International Cooperation.
- Process applications for import and export licenses in a timely and efficient manner.
- Encourage the development of E-Commerce and E-Business.
- Carry out analyses of domestic industries and markets to further their development and to provide briefing for policymakers.
- Liaise with the private sector in addressing issues dealing with trade and commerce.

4.5 CONSUMER AFFAIRS

4.5.1 The **AUTHORISED** staff complement of the Consumer Affairs Division is a Director of Consumer Affairs, two Consumer Affairs Officers, a Legal Officer, a Research Analyst, four Research Assistants and a Confidential Secretary.

4.5.2 The **ACTUAL** staff strength as at December 31, 2003 was one Consumer Affairs Officer, two Research Assistants and one Confidential Secretary, (40%).

4.5.3 Mission

To provide sustained, coordinated programmes and measures to ensure consumer protection through policies and their implementation.

4.5.4 Key Responsibilities

- Develop Consumer Protection Policies and draft legislation
- Develop and implement consumer awareness programmes
- Establish representation for consumer complaints and inquiries
- Participate in standardization efforts directly related to consumer's interests.
- Coordinate, communicate and liaise with Government and non – government national and international consumer organizations
- Establish and monitor a national protection advisory board
- Monitor pricing, procurement and distribution of goods and services in the economy

4.6 DATA UNIT

4.6.1. The **AUTHORISED** staff complement of the Data Unit is a Manager, (Head), two Analyst Researchers and two Data Clerks.

4.6.2 The **ACTUAL** staff strength as at December 31, 2003 was nil.

4.6.3 Mission

To service the data and information collection and processing needs of the Ministry of Tourism, Industry & Commerce

4.6.4 Key Responsibilities

- Perform relevant analysis on data pertaining to Tourism, Industrial Development, Commerce and Consumer Affairs
- Review existing formats used to collect, compile and store data
- Store relevant data on computer
- Conduct in-house computer software training.

5.0 SUMMARY AND REVIEW CURRENT YEAR'S PROGRAMME

5.1 ADMINISTRATION AND SUPPORT SERVICES DIVISION

- 5.1.1. Significant efforts were made to enhancing the working environment and to strengthen record keeping system; five new computers and five printers were procured to facilitate the work of the technical divisions.
- 5.1.2. In the maintenance section, contracts were awarded for the rehabilitation of the electrical system, air-conditioners, computers and copier. Vehicles and diesel plant were all serviced in a timely manner. The Fire Escape was repaired and repainted.
- 5.1.3. Security was regularized and strengthened ; public tendering, was carried out and contract awarded, resulting in ensuring that one Security Service has full responsibility for security of the Ministry thereby ending the dual security services from 2000.
- 5.1.4. The **ACCOUNTS UNIT** gave effective support to the Programmes, by providing timely release of funds to meet priority and routine needs. Also, with the introduction of IFMAS, this unit provided advise and information of its impact on the Ministry and therefore the need for prudent management of financial resources, and also proper accountability of such.

5.1.5. The **PERSONNEL SECTION** was actively involved in processing matters relating to recruitment, appointment, placement, promotion, training and development, and matters relating to industrial relations as well as conditions of service of employees, and updating Employee Record of Service.

(i) **APPOINTMENTS**

Mr. Audry Gouveria	Labourer 1 with effect from 6.1.03
Ms. Bibi Ayesha Khan	Cleaner with effect from 1.3.03
Mr. Ean Mc. Pherson	Driver /Mechanic with effect from 21.7.03
Mr. Orwell Ogle	Relief Office Assistant with effect from 2.9.03 to 1.12.03
Ms. Azuba Hinds	Relief Typist Clerk with effect from 3.9.03 to 3.3.04.

RENEWAL OF CONTRACT / RE-APPOINTMENT

PSM in conjunction with HPS approved the renewal of the following Contracts.

Ms. Kawattie Samlall, Technical Support Officer, with effect from 29.1.03

Ms. Donna Shortt-Gill Media & Public Relations Officer, with effect from 31.5.03.

Mr. Shafdar Alli, Special Projects Officer, with effect from 13.6.03

Ms. Joycelyn Brandford, Tourism Information Officer, with effect from 15.7.03

Ms. Dylcia Sylvester, Administrative Assistant to Permanent Secretary with effect from 1.8.03

CONTRACT RECOMMENDED AND FOR WHICH APPROVAL WAS AWAITED

Ms Kavita Ragoonauth, Confidential Secretary to Minister

Ms. Timothy Daniels, Research Assistant

Mr. Ronald Doorgen, Assistant Administrator / Accounting Officer.

Ms. Mary Alert, Secretary

(ii) RESIGNATION

There were no resignations.

(iii) RETIREMENT

Ms. Jermonica Walcott, Foreign Trade Officer (ag) retired from the Public Service with effect from 1.3.03.

Ms. Edith Parag, Assistant Secretary (G) , retired from the Public Service with effect from 1.12.03.

(iv) **DISMISSALS**

Mr. Winston Dias Labourer, with effect from 27.7.02
(covering approval issued on 15.1.03)

Ms. Marcelline Ramcharran, Personal Assistant to
Minister, with effect from 6.2.03

END OF CONTRACT – CEASE EMPLOYMENT

Ms. Carla James Research Assistant, contract expired
on 18.10.03

Mr. Thani Siewdyal Commerce Officer, request to be
re-employed was not granted.

(v) **PROMOTIONS**

There were no promotions.

(vi) **ACTING APPOINTMENTS**

The following persons were appointed / recommended to act
in higher positions in 2003.

Ms. Rowena Figueira, Accountant, appointed to act as
Principal Assistant Secretary (F) with effect from 23.12.02
to 16.3.03

Ms. Edith Parag, Assistant Secretary (G), was appointed to
act as Principal Assistant Secretary (G), with effect from
13.2.03 to 26.3.03.

Ms. Patricia Fowler, Senior Registry Supervisor, was
appointed to act as Assistant Secretary (G) with effect from
13.2.03 to 26.3.03 and from 23.9.03 inclusive.

Ms. Avonie Lekha, Typist Clerk 11, was appointed to act as Senior Registry Supervisor, with effect from 12.03.03 to 26.03.03 and from 23.9.03 inclusive.

Mr. Willet Hamilton, Director of Foreign Trade, was appointed to act as Permanent Secretary, with effect from 1.7.03 inclusive.

Ms. Lisset Wills, Personnel Officer 1, was appointed to act as Senior Personnel Officer, with effect from 24.7.03 to 26.10.03.

Ms. Mignon Hope, Accounts Clerk 111, was appointed to act as Accountant, with effect from 1.10.03 inclusive.

(vii) TRANSFERS

Ms Rowena Figueira, Accountant was transferred from this Ministry to the Ministry of Agriculture with effect from 1.10.03

(viii) REASSIGNMENTS

Ms. Sonya Roopnauth, Permanent Secretary, was reassigned to the Ministry of Health with effect from 1.7.03.

(ix) TRAINING

With a focus on Team Building, towards improving effectiveness and efficiency, and taking into consideration the limited funding for accessing paid training, staff members participated fully in the PSM Training Programmes, to improve their theoretical skills. Other training afforded were from Corporate Training and Document Center for enhancing managerial skills, Guyana Junior Chambers, for Secretarial improvement and advancement.

(x) WELFARE

Birthdays, sympathy, get well, congratulation cards, were sent / given to members of staff as the occasion arose.

5.2 TOURISM DIVISION

Item	Target set for 2003	Achieved / Not Achieved	Analysis of success or failures
1. Product Development	Produce Statistics. - Analysing data from the E/D Immigration cards. - Compile Calendar of Events for 2003 with categories such as national holidays ports and cultural activities.	Achieved Achieved	Data from E/D cards from Timehri were analysed and statistics produced. Calendar of events compiled and circulated to the public, the Caribbean Tourism Organisation, other local and overseas organizations.
2. Marketing	- Printing of Brochures - Provide information on Guyana Tourism Product on request. - Install still display in the Arrival Lounge at the Cheddie Jagan International Airport Timehri. - Attend ITB - Berlin - BWIA Fam Trip	Achieved Achieved Achieved Achieved	Brochures depicting the Canje Bridge was printed and circulated to persons and organizations locally and overseas. Brochures, magazines visitors tips, facts and figures were sent to persons and organizations on request. Manequins were put on display at the Arrival Longue at the Airport providing a warm and pleasant atmosphere for visitors arriving in Guyana for the holidays. Guyana's Tourism Products were well received at the Trade fair by Visitors. Government / writers visited our eco-lodges and were impressed with our products.
3. Public Relations	Provide information on the tourism sector to school children and teachers through lectures.	Achieved	Lectures were done in schools in regions six and three.

5.3 INDUSTRIAL DEVELOPMENT DIVISION

Item	Target set for 2003	Achieved/ Not Achieved	Analysis of Success/Failure
1. To facilitate the provision of development lands at Industrial Estates 1.1. Lethem	Finalize the report on Environment Impact assessment conducted for the Lethem Site and request permission to commence the development work, from the Environmental Protection Agency	Partially Achieved	A meeting was held with the EAB at which the consultant's report on the EIA for Lethem Industrial Site was partially accepted. However, Construction permit was issued by EPA to allow for development work to start.
	Conduct re-tender for consultant to prepare a design for the Lethem Industrial Estate and to supervise construction work.	Partially Achieved	Tenders were submitted and opened by the Central Tender Board. Tenders were evaluated and evaluation report sent for consideration and award of contract by the central Tender Board. No award of contract was made.
1.2 Eccles	Conduct regular visit to the Industrial Site to monitor the development works undertaken by investors.	Achieved	Allocation letters were issued to nine investors.
	Oversee monthly billing of all investors to ensure service fees are paid	Achieved	
	To oversee the service provided by the Eccles Management Committee	Achieved	The Management Committee ensure that parapets were cleaned during the year. The Ministry, however, provided funds for a one-off clean up of drains and parapets during the last quarter of the year
	Ensure that investors observe environmental measures at all phases of construction.	Achieved	The Ministry organized meeting between investors and the Environmental Protection Agency. Agreements were reached on environmental friendly measures which were put in place by investors.

Item	Target set for 2003	Achieved/ Not Achieved	Analysis of Success/Failure
	Complete installation of street lighting circuit at the Southern Access Road and the installation of lamps.	Partially Achieved	Lamp post and lighting circuit were installed by the Guyana Power and Light. The lamps were not installed due to disagreement between GPL and the supplier of the lamps as to who is responsible for their assembly.
1.3 Coldingen	Monitor and provide support for developmental works undertaken by investors at the estate.	Achieved	The Ministry intervened when new investors needed utility services and when services were disrupted.
	Collection of maintenance fee.	Partially Achieved	Only five investors paid maintenance fee regularly.
2. Strengthening Link with other Agencies	<p>Holding of monthly meetings with the following agencies</p> <ol style="list-style-type: none"> 1. Guyana Manufacturers Association (GMA). 2. Environmental Protection agency (EPA). 3. Guyana National Bureau of Standards (GNBS) 4. Inter-Ministry Committee. 5. Institute of Applied Science and Technology (IAST) 	Achieved	These meetings resulted in better working relationship between the Ministry and the agencies.

Item	Target set for 2003	Achieved/ Not Achieved	Analysis of Success / Failure
3. Small Business Development	Hosting of regular monthly meeting with the Guyana Small Business Association.	Achieved	<p>The following are the results of the meetings between the Ministry and Guyana Small Business Association</p> <ol style="list-style-type: none"> 1. Completion of the Strategic Plan for the GSBA. 2. Creating a Data Base of Small Businesses in Guyana. 3. Completion of a Small Business Directory. 4. Review of a draft proposal for a Small Business Fund. 5. Acquisition of Office space and furniture for the GSBA.
	Preparation of a Small Business Legislation, holding of consultation and presentation of final draft prepared by the Ministry of Legal Affairs to Parliament.	Achieved	<p>A Draft Business Act was prepared in consultation with stakeholders. Consultations were held in Essequibo, Demerara and Berbice. The Final Draft Legislation prepared by the Ministry of Legal Affairs was tabled in parliament in October for 1st reading.</p>
Bamboo Project	<p>Preparation of a project proposal for technical assistance.</p> <p>Complete rehabilitation work on building commencement of Training Programme Weaving - (Nov. to Jan) Furniture - (Nov. to April)</p>	Achieved	<p>Proposal prepared and submitted to Ministry of Foreign Affairs.</p> <p>Approval by Chinese Government communicated to Ministry. Rehabilitation of Building completed in October.</p> <p>Arrival of three Chinese experts as well as tools and equipment.</p> <p>First two batches of students started classes on Nov. 17th 2004.</p>

5.4 COMMERCE DIVISION

Item	Target set for 2003	Achieved/ Not Achieved	Analysis of Success or Failure
LEGISLATIVE			
1.E-Commerce	Prepare draft E-Commerce Bill	Partly Achieved	Initial Draft Text completed, consultations with stakeholders ongoing Staffing constraints contributed largely to non-completion of consultations.
2. Competition Policy	Produce Draft Competition Bill	Not Achieved.	Awaiting completion of Draft CARICOM Model Legislation to be used by the Division in preparation of Competition Policy Legislation applicable to Guyana.

TRADE RELATED

Item	Target set for 2003	Achieved / Not Achieved	Analysis of Success or Failure
1. Analysis of Trade Agreements.	Provide support to MOFTIC in the analysis of Trade Agreements.	Achieved	Provided analysis on the domestic impact of the CARICOM - Costa Rica, and CARICOM-Dominican Republic Free Trade Agreements. Generally, implementation of the Agreement was supported given that investigations revealed that there was a possibility for Guyana to benefit in specific areas.
2. Trade Policy Review	Meet with WTO representatives, to provide requested information.	Achieved	Meetings were held with the relevant Agencies and information was submitted to the MOFTIC.
3. Subsidies, Anti-dumping and Countervailing Duties.	Completion of Paper on practical issues surrounding the implementation of AD legislation	Partly Achieved	The Division completed the preliminary assessment of the draft Model legislation prepared by the CARICOM Secretariat.

DOMESTIC COMMERCE

Item	Target Set for 2003	Achieved/ Not Achieved	Analysis of Success or Failure
1. Ad Hoc Firm Issues	Treat with ad hoc issues such as complaints about imported products and price increases brought to the Ministry by individual firms.	Achieved	The Ministry contributed to the resolution of the mini-bus fare increase issue.
2. CET Suspension Requests.	<p>1. Respond to requests for suspension of the CET by other CARICOM Member States.</p> <p>2. Create database of suspension requests and perform analysis with regard to CARICOM demand for products.</p>	Achieved	In most cases Guyana was unable to supply rice and sugar to other member states.
3. PL 480 Programme	Administer logistics aspects of PL480 Programme.	Achieved	This Program was discontinued by the US Government part way through the year.
4. CARICOM Single Market and Economy	Work on analysis of requirements for implementation of the CSME	Achieved	
5. Sector specific work	Investigate / monitor poultry and other sectors.	Achieved.	The Division responded to shortages of poultry and cement and increases in the prices of other commodities, by conducting investigations and submitting reports to the Cabinet Sub-Committee on Trade.
6. Issuance of Licenses.	Process Import and Export Licences.	Achieved	

5.5 CONSUMER AFFAIRS DIVISION

LEGISLATIVE AND REGULATORY

Item	Target set for 2003	Achieved / Not Achieved	Analysis of Success or Failure
1. Consumer Legislation	Prepare draft Consumer Legislation	Achieved	Draft Legislation completed and forwarded to the Minister for his consideration
2. Monitor Goods and Services	Monitor electrical items sold by stores	Achieved	Electrical items such as blenders, rechargeable lamps were monitored in view of complaints received from consumers who were dissatisfied with their performance. Meetings were held with importers to resolve this problem resulting in reduced complaints.
3. Distribution of Goods and Services	Monitor the distribution of goods and services	Achieved	The distributions of essential items were monitored. Adequate supplies of goods were received by each region.

EDUCATION AND PUBLIC RELATIONS

Item	Target set for 2003	Achieved / Not Achieved	Analysis of Success or Failure
1. Public Awareness	Use of the Television to educate consumers.	Achieved	Consumers were advised on their rights and responsibilities, tips for Christmas shopping and on what to look for in a contract.
	Distribution of Flyers and Brochures.	Achieved	Flyers and brochures were sent to the Regions, to schools, the Police and fire Service and to Government and Private Sector Organisations generally.

CONSUMER COMPLAINTS AND RESEARCH.

Item	Target set for 2003	Achieved/ Not Achieved	Analysis of Success or Failure
1. Consumer Complaints	Receive, resolve and file complaints.	Achieved	One hundred and forty five (145) complaints were received; seventy percent (70%) were resolved.
2. Establishing a Data Base	Collect information pertaining to Foreign Trade, Industry, Tourism and Commerce.	Partially Achieved	Prices on essential items were collected. Specific data relating to the other technical division were not collected due to inadequate staff.
3. Visits to Administrative Regions	Collecting information on prices and distribution of goods and in the Regions.	Partially Achieved	Information on prices and distribution of essential goods were received from the Region via the telephone. Data on other items such as electrical goods were not collected due to priority given to the education programme.

5.6. DATA UNIT

Item	Target Set for 2003	Achieved/ Not Achieved	Analysis of Success or Failure
No Activity was scheduled since Division was not Staffed, and no funds were allocated for its operations.	Nil Heads of Divisions were made responsible for executing all tasks specific to the Divisions operations.	Nil Heads of Divisions retained copies of work / reports in their respective Divisions.	This Division should be resuscitated taking into consideration the volume of research applicable to the Ministry, and the compilation of reports for circulation.

6.0 ANNEX 1

BUDGET 2003

DETAILS ON CURRENT EXPENDITURE

Subhead Code		BUDGET ALLOCATION				BUDGET EXPENDITURE			
		Prog.1	Prog.2	Prog.3	Total Allocation	Prog.1	Prog.2	Prog.3	Total Expenditure
	Total Appropriation Expenditure	138146	31019	47164	216329	130334	27520	43537	201391
	Total Employment Cost	20442	11543	17575	49560	17519	11897	15107	44523
	Total Wages & Salaries	19701	9706	12819	42226	17002	9935	11054	37991
101	Administrative	2864	4612	1158	8643	1850	4776	1329	7955
102	Senior Technical	0	0	4392	4392	0	0	4587	4587
103	Other Technical & Craft Skilled	826	1329	1088	3243	1223	1323	734	3280
104	Clerical & Office Support	253	2710	1489	4452	523	2824	1562	4909
105	Semi-Skilled Operatives & Unskilled	1264	505	0	1769	1916	556	0	2472
106	Other Employees	14494	550	4692	19736	11490	456	2842	14788
	OVERHEAD EXPENDITURE	741	1837	4756	7334	517	1962	4053	6532
201	Other Direct Labour Cost	75	239	1626	1940	28	540	209	2666
203	Benefits & Allowances	360	948	2403	3711	205	773	1354	1332
204	National Insurance	306	650	727	1683	284	649	601	1534
	OTHER CHARGES	117704	19476	29589	166769	112815	15623	28430	156868
121	Materials Equipment & Supplies	1776	1580	1667	5023	1680	1251	1434	4365
131	Fuel & Lubricant	1503	150	0	1653	1385	193	0	1578
141	Rental & Maintenance of Buildings	4200	1710	101	6011	6280	1423	84	7787
151	Maintenance of Infrastructure	0	350	0	350	0	80	0	80
161	Transport Travel & Postage	1195	805	880	2880	1588	753	492	2833
171	Telephone Charges	1618	649	910	3177	2236	540	664	3440
172	Electricity Charges	5040	7374	0	12414	5040	5573	0	10616
173	Water Charges	1572	245	0	1817	0	36	0	36
181	Other Services Purchased	2618	5718	11868	20204	6749	4924	12124	23797
191	Other	15716	820	2665	19201	10401	815	2283	13499
211	Training	25	75	230	330	15	35	81	131
221	Rates & Taxes	0	0	0	0	0	0	0	0
231	Subs. And Contribution to local and Int'l Organisations	82441	0	11268	93709	77441	0	11268	88709

DETAILS OF CAPITAL EXPENDITURE

CCOUNT CODE	DESCRIPTION	(G\$'000 BUDGET	(G\$'000 EXPENDITURE
12001	Buildings	5000	1350
24001	Land Transportation	3000	0
25001	Office Equipment	2000	1928
41001	Tourism Development	12000	7924
45001	Industrial Development	30000	2179
47001	GO-Invest	0	0
47003	Guyana National Bureau of Standards	20000	20000
	GRAND TOTAL	72,000	33,381