

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

**ANNUAL REPORT**

**2009**

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

**December 2009**

# CONTENTS

<b>VISION AND MISSION OF GNBS</b>	<b>i</b>
<b>MEMBERS OF NATIONAL STANDARDS COUNCIL</b>	<b>ii</b>
<b>EXECUTIVE OFFICERS</b>	<b>iii</b>
<b>DEPARTMENTS/WORK PROGRAMMES</b>	<b>iii</b>
<b>EXECUTIVE SUMMARY</b>	<b>iv</b>
<b>0.0 INTRODUCTION</b>	<b>x</b>
<b>1.0 LEGAL METROLOGY (Weights &amp; Measures)</b>	<b>1</b>
<b>2.0 STANDARDS COMPLIANCE</b>	<b>26</b>
<b>3.0 LABORATORY SERVICES</b>	<b>40</b>
<b>4.0 CONFORMITY ASSESSMENT</b>	<b>47</b>
<b>5.0 STANDARDISATION</b>	<b>64</b>
<b>6.0 COMMUNICATION</b>	<b>76</b>
<b>7.0 METRICATION</b>	<b>91</b>
<b>8.0 STANDARDS INFORMATION</b>	<b>101</b>
<b>9.0 INFORMATION TECHNOLOGY</b>	<b>109</b>
<b>10.0 ADMINISTRATION AND FINANCE</b>	<b>112</b>

<b>11.0</b>	<b>APPENDIX 1 – Technical Committees of the GNBS</b>	<b>133</b>
	<b>APPENDIX 2 – Standards Development Process</b>	<b>134</b>
	<b>APPENDIX 3 – Standards approved by National Standards Council</b>	<b>135</b>
	<b>APPENDIX 4 – Audited Financial Statements of the GNBS</b>	<b>136</b>

## **VISION OF GNBS**

***“To improve the quality of life of the people of Guyana through the process of standardization”.***

Standardisation can be defined as an activity which provides solutions to problems essentially in the spheres of science, technology and economics, aimed at the achievement of the optimum degree of order in a given context.

Generally, the activity consists of the processes of formulating, issuing and implementing standards. An important benefit of standardization is improvement of the suitability of goods and services for their intended purposes.

This activity of standardization can make a significant contribution to improving the quality of life of the people in the country.

## **MISSION STATEMENT**

***“To promote standardization 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 VISION of the GNBS can be achieved through the implementation of the MISSION Statement. This statement spells out the different work programmes of the Bureau, targeting consumer protection and advancement of trade. The consumer protection programme activities involve the verification of weights and measures, monitoring the quality of local and imported commodities and investigation of consumers' complaints. The trade-support activities are focused on a range of conformity assessment sub-programmes and information services.

## MEMBERS OF NATIONAL STANDARDS COUNCIL 2009

1.	Mr. Melvyn Sankies	Chairman	-
2.	Dr. Chatterpaul Ramcharran	Member	Guyana National Bureau of Standards.
3.	Mr. Willet Hamilton	Member	Ministry of Tourism, Industry and Commerce.
4.	Mr. Valmikki Singh	Member	National Frequency Management Unit.
5.	Mr. Anthony Ross	Member	Guyana Manufacturers & Services Association Limited
6.	Mr. Narvon Persaud	Member	Guyana Association of Professional Engineers.
8.	Mr. Patrick Dyal	Member	Guyana Consumers Association.
9.	Ms. Tashana Redmond	Member	Environmental Protection Agency.
10.	Ms. Jewel Sears	Member	Food and Drugs Department.
11.	Mr. Allison Peters	Member	Guyana Rice Development Board.
12.	Mr. William Benjamin	Member	Benjamin Business Machines.
13.	Mr. Rameshwar Ramrattan	Member	Georgetown Chamber of Commerce and Industry.

The National Standards Council is the Governing Board of the GNBS dealing with policy matters. The Board Members meet on a monthly basis and monitor the work of the GNBS. A comprehensive monthly report is submitted to the Council by the Executive Director. Board members are also responsible to chair and manage Standards Development Technical Committees in the preparation of standards for the different sectors of the economy. Oral reports are also submitted by Council Members to the meeting, which are captured in the minutes of the meetings.

## **EXECUTIVE OFFICERS**

### **(Management Team)**

Dr. Chatterpaul Ramcharran	-	Executive Director
Mr. Candelle Walcott-Bostwick -		Head, Conformity Assessment Department
Ms. Evadnie Benfield	-	Head, Information Services Department
Ms. Ramrattie Karan	-	Head, Standardisation Department
Mr. Edward Melville	-	Laboratory Technician 111
Mr. Shailendra Rai	-	Chief Inspector, Metrology and Standards Compliance Department
Ms. Joyann Fanfair	-	Administrative Officer
Ms. Marcia Austin	-	Accountant

### **DEPARTMENTS/WORK PROGRAMMES**

* Metrology & Standards Compliance Department	-	Weights & Measures (Legal Metrology)
	-	Standards Compliance (Import quality)
* Laboratory Services Department-	-	Laboratory Certification
	-	Calibration activities.
* Standardisation Department	-	Standards Development
	-	Standards Promotion & Implementation
	-	Regional & International activities.
	-	Codex activities
* Conformity Assessment Department	-	Technical Assistance
	-	Product Certification
	-	Audit Service
	-	Inspection & Certification
	-	Accreditation activities.
* Information Services Department	-	Communication
	-	Metrication
	-	Standards Information
	-	Information Technology
* Administration and Finance	-	Administration

## **EXECUTIVE SUMMARY**

### **HIGHLIGHTS OF ACHIEVEMENT FOR 2009**

During the year 2009, the Guyana National Bureau of Standards (GNBS) continued relentlessly to promote standardization and quality systems in Guyana through its ten (10) work programmes, viz., (1) Legal Metrology (Weights & Measures) (2) Standards Compliance (3) Laboratory Services (4) Conformity Assessment (5) Standardisation (6) Communication (7) Metrication (8) Standards Information (9) Information Technology (10) Administration and Finance. The work of the Institution is reported under these Programmes.

In the pursuit of its mission and vision, the GNBS made a number of notable achievements, as summarized below. It is believed that the various stakeholders, including manufacturers, importers, retailers, vendors and consumers have become more conscious of the importance of standards, and are making the requisite adjustments to put systems in place in order to comply accordingly.

#### **(1) Legal Metrology (Weights and Measures)**

The GNBS continued the verification of new, locally-manufactured and imported devices submitted for approval during the year, resulting in a quantity of 1,270 scales, 2,695 masses, 104 measures, 2 meter rules, and 453 electricity meters were verified for accuracy. For subsequent verification, 7,761 scales, 14,380 masses and 108 measures were also verified for accuracy. At filling stations and bulk terminals 1,298 petrol pumps, 90 bulk meters, 29 wagon compartments and 32 storage tanks were verified.

Inspectors also conducted surveillance activities and visited 9,900 stalls/premises countrywide to ensure that all weighing and measuring devices used in commercial trade were tested and stamped. During these exercises, 1,300 scales, 1,199 masses, 24 measures and 2 rules were seized and removed. The execution of weights and measures surveillance inspections by the GNBS is pivotal in providing consumer protection and equity in trade. It ensures that devices used in trade and commerce are accurate and are in an acceptable working condition.

In addition, the Bureau successfully completed 146 verifications on weighbridge scales used at sugar estates, rice industry and retail sectors for the year 2009. Devices which were inaccurate were repaired and re-verified to ensure accuracy is maintained.

## **(2) Standards Compliance**

Under this programme, some twenty- five (25) categories of imported or locally manufactured commodities falling under the purview of the GNBS were monitored for compliance to National Standards. Importers, dealers (used tyres and cellular phones) and manufacturers of these commodities register with the Bureau, in order to facilitate ports-of-entry and warehouse inspections, to verify quality and ensure that requirements under the import control regulations are met. As a result, a total of 241 importers, 39 used-tyre dealers, 75 cellular phone dealers and 10 local manufacturers were registered with the GNBS for importing, retailing and manufacturing commodities monitored by the GNBS.

The GNBS was successful in conducting a total of 1273 inspections at importers' bonds and warehouses for 2009. Commodities examined were mainly new and used tyres, electrical appliances, fertilisers, toys, furniture, cell phones, footwear, garments, paints, water pumps, bicycles, Christmas tree and decorative lighting outfits and gas stoves. Commodities were examined to determine compliance with their respective national standards and were found to be generally in compliance.

Further, a total of 23 industrial inspections were conducted at garments, furniture and animal feeds manufacturers' premises during the year to determine compliance with their respective National Standards. Most of the commodities examined were in compliance with their respective labeling requirements and where non conformities were found, the manufactures were sensitized on same so that corrective actions could be taken.

During the year, 63 consumer complaints were received by the GNBS, predominantly for electrical appliances and cell phones. Ninety-three percent 93% of the complaints were favourably resolved, 4 complaints were referred to the Ministry of Tourism, Industry and Commerce for further investigation and 2 complaints are still pending further investigation by the GNBS.

## **(3) Laboratory Services**

During the year, Laboratory Services Department provided calibration services to industries and Health Sector, as 459 masses, 27 electronic balances, 15 calipers, 15 volumetric containers, 3 micrometers, 2 thermometers, 1 meter rule and 1 pressure gauge were calibrated to establish traceability to the national and international standards.

The working standards, i.e, masses, electronic balances and provers of the GNBS were also calibrated using the secondary standards. The Department tested 386 samples of rice to determine the percentage broken kernels for shipment to Jamaica and 20 gold samples to ascertain the purity of the jewellery articles. In addition, 33 moisture meters were verified.



The GNBS, in collaboration with a number of other agencies through the National Committee on Conformity Assessment, will be working closely with other agencies in the area of scientific metrology. This collaboration will see an increase in the number of devices submitted for calibration which will generate more income and facilitate trade.

#### **(4) Conformity Assessment**

Technical assistance was provided to five companies to facilitate the development of their quality management systems to the ISO 9001:2000 standard, one company to the ISO 14001:2004 standards, and three to the ISO/IEC 17025 standard. One company received ISO 9001 registration which is a significant achievement for 2009. The GNBS is working with another two companies finalizing documentation to the ISO 9001 standard and one company for ISO 14001 certification.

Technical assistance was provided in the form of regular on site meetings, interpreting the requirements of the standard, and reviewing of policies and procedures completed by the company. Each company representative was responsible for ensuring that the nonconformances identified during the review were addressed within an agreed time frame.

Fifteen (15) surveillance audits and five (5) renewals audits were conducted at the premises of clients permitted to use the National Standards Mark under the Product Certification Scheme. Three (3) jewellers and two (2) Poly vinyl chloride (P.V.C.) pipe manufacturers are currently permitted to use the National Standards Mark on products certified to the respective national standards.

With respect to the Accreditation programme, technical assistance was provided to five (5) inspection agencies, four (4) certification agencies and three (3) testing laboratories. Two (2) inspection bodies are training on the requirements of the respective standards and a clear indication of the roles and functions of inspection and certification bodies operating in Guyana.

For the Laboratory Certification Programme, nineteen (19) quality manuals and one hundred and thirty-six (136) technical manuals were submitted by thirty-two (32) clinical laboratories. One (1) safety manual was submitted by one laboratory.

Four (4) renewal audits were conducted at the Dr. Balwant Singh's Hospital Laboratory, Eureka Medical Laboratory, Sigma Labs and Georgetown Public Hospital Corporation Medical Laboratory for the year. The laboratories continued to meet the requirements of the standard, hence, their certificates were renewed for another year and laboratories being renewed after September 2009, for two years.

Woodlands Hospital Laboratory was certified in January, 2009 bringing the number of laboratories certified to seven (7). The St. Joseph Mercy Hospital Laboratory also received renewal of certification in January, 2009 after four years of the last certification.

During the year the GNBS ISO 9001 quality system documentation was completed and circulated to all Departments. In-house sessions were held to sensitise staff members of the QMS. An audit of the GNBS ISO 9001 QMS was completed during August and September where a number of nonconformances were identified. The audit revealed that the system was not fully implemented and a number of departments had not completed the Standard Operating Procedures.

Six (6) training programmes were executed by the Department during the period.

#### **(5) Standardisation**

During the year 2009, forty-one (41) standards were approved by National Standards Council. Thirty-one (31) proposals for the development of national standards were approved by National Standards Council. The total amount of standards produced by the GNBS to date is five hundred and four (504).

Four (4) memorandum were submitted to Cabinet seeking approval to make four (4) standards compulsory, GYS 58:2006 “specification for poultry feed and feed ingredients”, GYS 264:2005 “Specification for the storage, handling and transportation of LPG cylinders” and GYS 453:2008 “Specification for the storage, handling and transport of steel compressed gas cylinders” and GYS 9-3:2009 “Specification for the labelling and packaging of tobacco products”.

Twenty-four (24) Technical Committee meetings were held for the following Draft National and Caricom Standards – Interim Guidelines for noise emission into the environment; Labelling of retail packages of tobacco products; Specification for cassava bread; Specification for furniture – wooden; Specification for furniture – indigenous (other than wood); Specification for Amchar/Kuchela; Code of practice for Bed and Breakfast facilities; Specification for Barb wire and Specification for hot dipped zinc sheets.

Guyana was assigned the Regional Technical Committees for the Draft Caricom Standards on gold jewellery, cassava bread, wooden craft items, indigenous furniture, wooden furniture, Good Management Practices for Small and Micro Enterprises and achar/kuchela.

Standards in the Tourism and Furniture sectors were promoted through Small and Micro Enterprise workshops. National Building Codes were promoted through the launching of the Regional Building Standards in Guyana.

**(6) Communication**

The Division was able to fulfill its objectives in a substantial way as it continued to provide support for technical departments, educate and sensitize stakeholders about GNBS activities, organize GNBS participation in exhibitions and national events and give guidance and consumer advisories on matters pertaining to the selection of quality goods. A variety of communication strategies were employed by the Division to effectively execute its duties.

This Division made one (1) outreach visit to Region 6 and the officers used this opportunity to conduct surveillance visits to the Corriverton Municipal Market and shopping outlets around the New Amsterdam Township.

In this period under review, there was one (1) one-hour live TV Programme at NCN branch in Berbice to solicit feedback from Regions 5 and 6, press release done 13 standards corner published, 48 notices published, 34 press briefing, 2 school lectures, 9 school lectures and 2 live call-in radio and TV programmes was executed.

**(7) Metrication**

The Metrication programme continued to make an impact as it strives to educate and sensitise as many stakeholders in the regional communities targeted with metric messages. The four most used units mass, length, volume and temperature were the main areas focused on and also time and date writing. In addition, attention was paid to prepackaging and helping vendors to see in metric. However, it is essential for the Omnibus Bill be passed to boost this programme.

Within this period there were 66 sector visits, 363 farmers and other individuals in Regions 2,3 and 10 received training, 1,962 premises obtained surveillance visits and 75 letters had to be sent to agencies and media houses on the misuse of the metric units.

**(8) Standards Information**

The objective of the Technical Standards Information Unit (TSIU) is to ensure that information acquired be arranged in a logical sequence, disseminate and made retrievable in a timely manner for its patrons. These activities are the departments' primary achievements along with the inputting of data for books, National Standards and other relevant documents.

During this year, some main accomplishments were acquisition of documents 493, data entered 113, documents re-shelved 1,827, loans 369, queries handled 327 of which 236 were external, standards bound 480, standards purchased 32, standards approved by National Standards Council 17 and 128 patrons visited the Standards Information Department.

(9) **Information Technology**

The Information Technology programme provided technical support to all programme activities of the GNBS and assisted staff in carrying out their functions effectively. The network system allowed staff to share files, folders and helped them to communicate over the intranet and internet. The GNBS will move with the latest updated technology to provide support to internal and external stakeholders. For an organization to improve its business process using technology, an IT Department is mandatory for management and support of the infrastructure.

In this year, GNBS received 3 Dell Laptop and 5 Dell desk top computers as donation from the Competitiveness Project, while the other items were purchased by the GNBS such as 2 printers, 2 CPU, 2 Desk top computers and 1 Net switch gear.

(10) **Administration**

During the year in review, eleven (1) employees from the Legal/Scientific Metrology, Standards Development and Conformity Assessment Departments were exposed to overseas training. The training covered several areas in Metrology, Conformity Assessment Infrastructure, Supporting Trade, Manufacturing of Wooden Furniture, Management Practice for SMEs and Quality Management Systems, Heads of Department, personnel attached to the Conformity Assessment Department and other senior staff within the organisation benefited from eleven (1) local training.

Five (5) in-house training sessions were conducted, designed towards staff development and improved performance. Further, an awareness session on the use of the fire extinguisher and the methods of evacuating a building during a fire was explained in depth by Firemen of the Guyana Fire Service.

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Seven (7) officers represented the Bureau at various overseas conferences and meetings during the year in review, while thirty-two (32) employees attended meetings/workshops, forums, business luncheon and projects on behalf of the organization.

The staff appreciation and Long Service Award Ceremony during the last quarter of the year saw eighteen (18) members of staff honoured for their long and dedicated service to the GNBD at a simple ceremony held in the Conference Room and attended by the Chairman of the National Standards Council and Council Members.

As the organization continued to improve the services provided to stakeholders and consumers, four (4) Inspectors, one (1) Technical Officer and three (3) Non- Technical staff were employed. In addition, five (5) employees of the legal Metrology and Standards Compliance Department, one (1) from the Standards Development Department and one (1) from the Administration Department were confirmed in their respective positions.

Three (3) personnel of the Legal Metrology and Standards Compliance Department were promoted within the Department during the year at caption.

Two (2) employees were separated from the Bureau through resignation and one (1) deceased during the year under review.

Management continued to improve the working environment for staff and services to stakeholders. Air conditioning units were installed in the entire building and several other repairs were undertaken in both the interior and exterior of the Bureau.

## **Finance**

The Guyana National Bureau of Standards presented a budget for 2009 totaling 160.2M Guyana dollars of which the sum of \$119.1M represented current expenditure, and 41.1M represented capital request to purchase various laboratory equipment. However, the organization received the sum of \$85.3M for current expenditure which was broken down to \$71.9M for employment costs and \$13.3M as other charges. Capital approved 6M to purchase portable balances, test weight kits, 5 liters test measure, 20 liters test measure, E<sup>2</sup> weight kit and accessories and overhead hoist.

Other Income received/generate for the period January to December 2009 from Import and quality control monitoring, verification of weighing and measuring devices, rice and gold testing, calibration of petrol pumps, training and training programmes, totaled 42.1M which was utilized to offset expenses from 2008 and partly offset operational expenses during the year due to the unavailability of adequate funds due to budget cut.

## INTRODUCTION

This report highlights the activities, achievements and the challenges of the various work programmes of the Guyana National Bureau of Standards (GNBS) for the year 2009 including its Branch Office in Region 2 (Anna Regina), Region 6 (New Amsterdam), and the Weights and Measures Offices in the other Regions of the country. It also covers the Projects of the Institution in one Section and the Projections into the future year.

The report is structured and presented under the ten (10) different work programmes of the GNBS with the Administration and Finance Department providing a critical, supporting role to the operations of the said programmes. In discussing the achievements of each work programme, an attempt is made to evaluate the results obtained in the context of the challenges posed by the environment, and also, to make observations or comments on the evaluation, and ultimately, possible recommendations for further actions. This approach would add value to the report, as field experiences from the different activities are reflected in the evaluation conducted.

Standardisation is based fundamentally on the development, promotion, implementation and enforcement of standards which activities are intended to streamline and impact on industries, sectors, or companies. While the GNBS has the mandate to produce the standards needed by the different sectors of the economy through its various Technical Committees, it is the responsibility of the Regulatory or controlling body of each Sector to enforce the standards produced and issued. The success achieved by such Bodies/Agencies in the application and management of the standard is beyond the control of the GNBS.

The GNBS is involved in the promotion and implementation of some standards for products where there is not a Regulatory Body in the country e.g. used tyres, textiles, garments, and footwear, etc. The GNBS also has the responsibility to administer the range of International Management System Standards (ISO standards) for the development of the manufacturing companies. The cooperation and response from the manufacturers, importers and the private sector have largely not been encouraging. Attendance and participation at meetings, seminars, consultations and symposia have not been so positive, as the stakeholders tried to shy away from standards.

The GNBS made significant contributions to other Agencies and Departments with representation at their Boards, Councils or Committee Meetings, thus providing necessary, invaluable information or participating in brain-storming sessions at workshops to design strategic plans or evolve recommendations for actions on particular problems or issues. Technical Officers of the GNBS also made numerous presentations externally for other institutions, in providing support to their operations, particularly in relation to the International Management System Standards. The GNBS, in addition, maintained its in-house series of seminars for staff, throughout the year, as also, ensured the external training of staff (local and foreign) in its Human Resource Development programme. All these activities are discussed in the Administration and Finance Section of the Report.

It is hoped that the report would make interesting reading while it attempts to address the objectives of the work programmes.

## **1.0 LEGAL METROLOGY PROGRAMME (Weights and Measures)**

The main activities executed this year under the Legal Metrology (Weights and Measures) Programme were routine and it is in keeping with the Annual Work Programme for the year. These activities included the initial verification of devices manufactured locally and imported to determine compliance with manufacturing and importation requirements and accuracy prior to use i.e. the inspection and testing of new scales, weights, measures and metre rules before they are approved for used in commerce. Included also, is the subsequent verification of devices twice yearly, to ensure accuracy is maintained i.e., the inspection and testing of devices already in use in commerce. Among these activities are the verification of petrol pumps, bulk meters and tanker wagon compartments and calibration of storage tanks. In addition, surveillance of devices at sale outlets to ensure consumer protection; licensing of local manufacturers; metric sensitization of stakeholders and facilitation of the conversion of imperial devices to metric are also carried out to facilitate the effectiveness of the programme.

Further, other activities such as Regional Officers development, capacity building and public awareness activities were also carried out during the year i.e. the internal training of GNBS and Regional Inspectors, attending meetings, conducting regional visits, attendance at metrology Seminars and Workshops overseas, participating in public relations activities and the investigation of complaints relating to short weight of products purchased and paddy supplied to rice mills.

### **1.1 Licensing of Manufacturers of Weighing and Measuring Devices**

For the year 2009, a total of five (5) manufacturers were licensed with the GNBS to manufacture scales and masses, and to convert devices from imperial to metric units, as compared with four (4) manufacturers of scale and masses for 2008, five (5) manufacturers of scale and masses for 2007, five (5) for 2006, five (5) for 2005, six (6) for 2004, nine (9) for 2003, and eight (8) for 2002. However, no manufacturer of measures was licensed for 2009 and 2008, as compared with one (1) manufacturer of measures licensed for 2007, two (2) for 2006, two (2) for 2005 and 2004, respectively, none for 2003 and one (1) for 2002. The number of manufacturers licensed with the GNBS over the past four years had decreased but remained fairly consistent over the last five years, when compared with 2003 where 9 manufacturers were registered. The decrease is attributed mainly to the migration of one manufacturer, the revocation of two manufacturers' licences by the GNBS for non-compliance with manufacturing requirements and unscrupulous practices and the reduction in the demand for devices to be used for commercial purposes, on the local market. The voluntary discontinuation of the manufacturing of measures by manufacturers was as a result of the decrease in the demand for metric measures on the market, which is attributed to the fact that most vendors are buying prepackaged goods and are now weighing their solid products, as required, instead of measuring same as was done previously.

The inspection of registered manufacturers' premises was done at the beginning of the year to determine compliance with the manufacturing requirements i.e. the examination of their facilities and tools used in their operations, quality control techniques, manufacturing standards, test masses and calibration scale, prior to the issuing of manufacturing licences. In addition, quarterly inspections were conducted to ensure that requirements were maintained.

As a result of periodic inspections conducted at manufacturers' premises, it was observed that manufacturers were generally adhering to manufacturing requirements stipulated by the GNBS and generally, devices manufactured locally by licensed manufacturers were submitted to the GNBS for verification prior to sale. In some situations minor non-conformances such as, improper working standards and unverified test masses were observed. However, these non conformities were drawn to the attention of the manufacturers and the necessary corrective actions were taken to address same.

Based on a decision taken by the National Weights and Measures Monitoring Committee in 2007 to ban the use of all inferior quality dial scales commonly used on the local market to conduct commercial trade, effective from January 01, 2008, mainly due to the fact that the said scales were not manufactured to be used for commercial purposes and as a result of concerns expressed by local Manufacturers regarding importation and sale of the said devices in both metric and imperial units, since the sale of these scales is creating unfair competition for them, who are required to manufacture only metric devices. Inspectors of the GNBS have continued surveillance inspections at sale outlets during the periods of April to June and October to December for the first and second half of the year, respectively and all unapproved dial scales seized during surveillance exercises were confiscated and disposed. The quantity of unstamped devices seized is reflected in **Table 4** under '**Surveillance Inspections**'.

Since the metric system is the only legal system of measurement in Guyana, it is recommended that only metric devices be manufactured and imported for use in trade. As a result, Inspectors of the GNBS conducted surveillance inspections at outlets selling new devices and in situations where new commercial devices were being offered for sale in both imperial and metric units, the devices were placed on hold and dealers were advised to convert same to metric and submit them to the GNBS for verification, prior to sale. In addition, devices that were not verified or approved by the GNBS were also seized and removed.

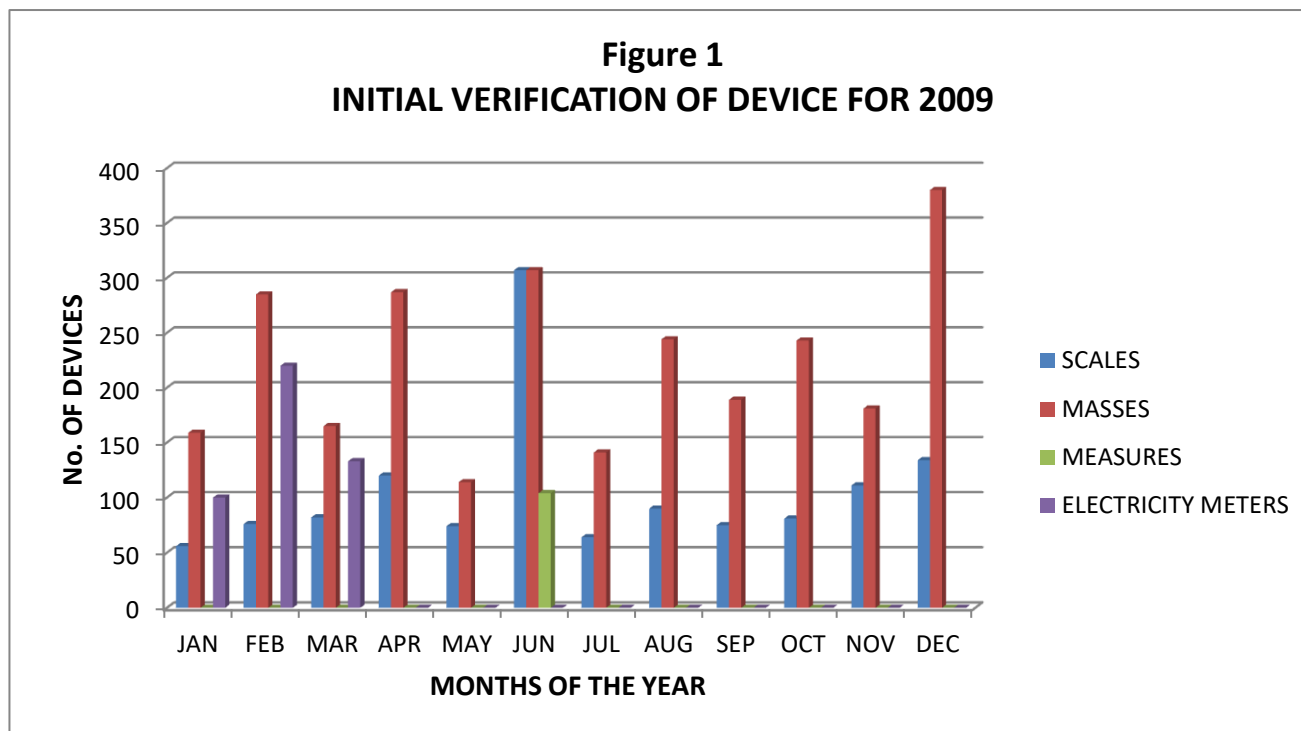
## 1.2 **Initial verification of imported and locally manufactured devices**

The initial verification of devices (new) involves the inspection and testing of devices, imported or locally manufactured prior to use, in order to ensure compliance with the manufacturing or importation requirements and to determine accuracy. Devices initially verified during the year were mainly submitted by Importers and Local manufacturers registered with the GNBS.

### 1.2.1 **Scales, masses, measures, and metre rules**



Resulting from initial verification exercises conducted during the year 2009, a total of 1270 scales, 2695 masses, 104 measures and 2 metre rules were initially verified during the year. **Figure 1. below shows** the monthly initial verification of devices verified for 2009, which indicates that there has been a monthly fluctuation in the number of new devices verified throughout the year based on the demand for same within a specific period. During the months of April, June and December a significant amount of devices were submitted for verification, while the number of devices submitted for verification for the other months were fairly consistent.



**Table 1.** below shows a comparison of devices initially verified for the years 2001 to 2009. The table shows that there has been a significant increase in the number of scales, masses and measures initially verified this year, as compared with the years, 2004, 2005, 2006, 2007 and 2008, with the exception of metre rules which remain consistent with those verified for 2008, since no importer of rules was registered with the GNBS for the year 2009.

The increase in the number of devices initially verified clearly indicates that there has been an increase in the demand for same on the local market, which could have been attributed mainly to fact that some devices that were in operation for considerably long periods of time have deteriorated and had to be replaced. In addition, the ban of domestic scales from use in commercial trade since there are no longer considered being appropriate to be used for commercial purposes, had created the need for additional approved commercial devices within the system. Further, the increase in the number of persons using weighing devices could have also contributed to the increased demand. However, in the year 2009, although some measures were verified to address the limited demand for same on the market, the general demand for measures has decreased significantly mainly due to the efforts made by the

Inspectors and the Metrification Officer of the GNBS in effectively sensitizing vendors and shop keepers on weighing solids instead of measuring same; also liquid items are also being sold prepackaged. Further, measures manufacturers were also experiencing difficulties in sourcing materials for the manufacturing of same during the year.

The fact that no significant quantity of metre rules were not submitted for verification during the year is a clear indication that importers are not importing same and dealers are reluctant to use metre rules in their operation, as recommended by the GNBS.

The GNBS continued to experience difficulties with dealers and wholesalers of products sold by length measurement, in getting them to use verified metric rules, since consumers are still purchasing and requesting products in imperial quantities, although the metric system is the only legal system of measurement in Guyana. This phenomenon has created the predominant use of unverified yard sticks by dealers and wholesalers throughout the country and has created unnecessary work for Inspectors of the GNBS to seize and remove such devices during surveillance inspections. In addition, the GNBS has experienced difficulties in getting dealers to import and stock metric rules, in order to create the availability of same on the local market and to eliminate the use of unverified imperial rules by dealers, since the metric rules are not selling.

As a result, the GNBS would need to take appropriate legislative and enforcement actions to address this situation during the upcoming year through the reviewing and upgrading of existing Weights and Measures Legislation and the continued surveillance inspections of devices used for measuring textiles at sale outlets, in order to streamline this area of measurement. Further, the GNBS would continue to work with dealers in getting them to stock metric rules and further steps would also be taken to identify a manufacturer of measures to facilitate the availability of measures on the local market, since there is no existing manufacturer of measures.

**TABLE 1  
INITIAL VERIFICATION OF DEVICES**

<b>YEARS</b>	<b>SCALES</b>	<b>MASSES</b>	<b>MEASURES</b>	<b>METER RULES</b>
2001	1867	3227	541	-
2002	1029	2094	512	-
2003	1128	2087	298	31
2004	940	1951	344	303
2005	969	2141	586	222
2006	889	2198	806	-
2007	851	1780	233	-
2008	895	1819	-	2
2009	1270	2695	104	2

Rejected devices were returned to manufacturers for rectification and further adjustments and were subsequently verified. Non-conformities identified during verification were highlighted to manufacturers at the time devices were submitted for verification to prevent a re-occurrence of same in the future. Some of the non-conformities identified included the improper finish of scales, adjusting cavities were

beyond the required specification, the bottom of the masses were not securely affixed to the top and the manufacturer's identification and denominations on the masses were not clear. In situations where the rejected devices could not be rectified, the devices were scrapped and reworked by the manufacturers.

Effective from January 01, 2009 the GNBS implemented the revised specifications for the approval of new devices used in commercial trade, based on an agreement by importers and manufacturers of devices at a meeting held during the year 2008 to comply with the new specifications. Devices imported during the year for commercial purposes were subjected to approval against the new specifications and were initially verified by the GNBS prior to sale.

Also, during the year, the GNBS conducted inspections at the ports-of-entry and sale outlets to ensure that devices imported and offered for sale are verified by the Bureau as required. Commercial devices offered for sale which were not verified were seized and removed. Manufacturers and importers have generally complied with the new requirements in the execution of their business as agreed at the meeting with the GNBS.

### **1.2.2 Verification of Electricity Meters.**

The verification of electricity meters imported and installed on consumers' premises by the Guyana Power and Light (GPL) was carried out by the GNBS earlier in the year to ensure that meters installed on consumers' premises were reading accurately, as required. Resulting from verifications conducted during the first quarter of the year, a total of 453 meters were tested, of which 236 had to be calibrated and re-verified, since they were out of the 2% acceptable tolerance applied to electricity meters. The continuation of this activity during the year was severely affected due to the lack of cooperation of GPL to submit meters to the GNBS for verification, the absence of an 110V Electricity Meter Test Bench to test 110V meters imported and installed on consumers premises and the reluctance of GPL to pay the GNBS for meters verified during the first quarter of the year. As a result, the verification of meters was discontinued until the matter was resolved. However, during this period GPL continued to import and install meter on consumers' premises without being verified by the GNBS to determine accuracy.

The matter was drawn to the attention of the Chairman of the GPL Board who promised to address same, however, to date, the matter was not resolved. Nevertheless, the GNBS was successful in acquiring an 110V Electricity meter test bench based on funding provided by International Development Bank (IDB), which was organized through the Prime Ministers' Office. In addition, the GNBS was successful in converting its existing 240V test bench to test both 110V and 240V electricity meters, based on assistance provided by an overseas Consultant. Also, the master meter for the GNBS 240V test bench was recently calibrated by the Bureau of Standards, Jamaica, in order to maintain traceability to international standards. The GNBS is now in position to commence the testing of both 110V and 240V electricity meters imported by GPL, providing that the existing payment dispute is resolved and proper arrangements are put in place to facilitate the verification of meters imported by the company, prior to the installation on consumers' premises. The execution of this activity is necessary to ensure that meters installed on consumers' premises are reading accurately, prevent the tampering of meters after verification by the GNBS, aid in dispute resolution, and to reduce complaints relating to the use of inaccurate meters by GPL.

### 1.3 Subsequent verification of devices

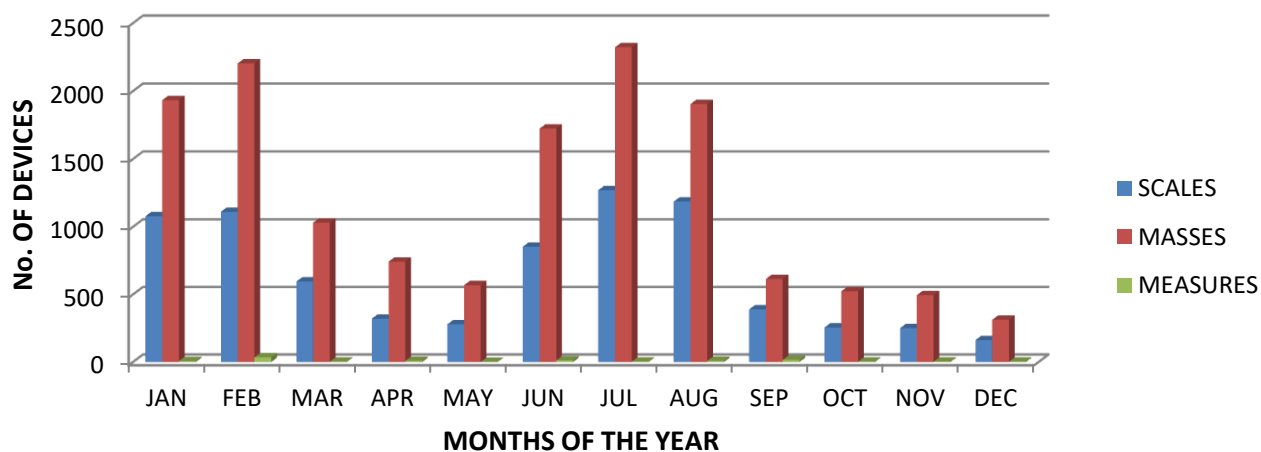
The subsequent verification of devices involves the inspection of devices already in commercial use to ensure that they are in good working condition, and the testing of same to ensure accuracy.

The verification of devices used at markets, shops, hospitals, clinics, health centres, post offices, airlines, shipping agencies, fisheries, supermarkets, sugar estates, rice mills, service stations, petrol terminals and other industries was conducted at the GNBS Head Office, Sophia Exhibition Site, Weights and Measures offices countrywide, at the Bureau's Branch offices in Regions 2 and 6, at clients' premises, and during mobile stamping exercises conducted at markets and strategic locations in the various Regions. These exercises were conducted during the periods January to March and July to September, for the first and second half of the year, respectively, as required by the 1981 Weights and Measures Act, in order to ensure accuracy is maintained, which is vital for consumer protection and equity in trade.

#### 1.3.1 Verification of scales, masses and measures

A total of 7,761 scales, 14,380 masses and 108 measures were subsequently verified for the year 2009 as compared with 6,908 scales, 12,265 masses and 256 measures verified for 2008, 7,443 scales, 12,837 masses and 448 measures for 2007, 7,380 scales, 11,506 masses and 267 measures for 2006 and 6,391 scales, 12,093 masses and 387 measures for 2005. **Figure 2** shows the monthly subsequent verification of devices for 2009, which indicates that during the month of January and February and July and August for the first and second half of the year, respectively, the highest amount of scales and masses were verified, followed by March, September and April, respectively. The scheduled verification periods (January to March and July to September) were responsible for the increase in the number of devices verified during these months, since emphasis was placed primarily on verification during these periods.

**Figure 2**  
**SUBSEQUENT VERIFICATION OF DEVICES FOR 2009**



**Table 2**, below shows a comparison of devices subsequently verified for years, 2001 to 2009. There has been a significant increase in the number of scales and masses subsequently verified this year when compared with the previous year, with the exception of measures where there was a reduction. However, the number of devices subsequently verified remains fairly consistent over the past five years. The increase in the number of devices verified this year could be attributed to the extensive verification activities and joint work carried out by the GNBS in collaboration with Weights and Measures Officers in the various Regions, mobile stamping and surveillance activities exercises carried out at various locations in the Regions and at sale outlets and the commencement of weights and measures activities in Regions # 1 and 9. While the reduction of measures verified could be attributed to the reduction of the use of same since most vendors and shopkeepers are selling prepackaged products, hence the demand for same has reduced.

Despite efforts made by the GNBS to reach out to vendors and shopkeepers to facilitate the stamping of devices used in commercial trade annually by conducting mobile stamping at strategic locations in the various Regions and educating stakeholders on the requirements governing the use of devices in trade, some vendors and shopkeepers are reluctant to submit their devices for verification. This is evident from the number of devices seized and removed during surveillance inspections carried out by the GNBS. In addition, it has been observed that scales were submitted for verification with out masses mainly because vendors were trying to reduce the cost for verification, their masses were lost, defective or the vendors were using imperial masses on their metric scales. Further, in some situations devices submitted were in unacceptable condition and had to be rejected by Inspectors of the GNBS. Rejected devices were subsequently repaired, reconditioned and resubmitted to the GNBS for verification.

In light of the above, it is recommended that the 1981 Weights and Measures Act be urgently reviewed and updated to address the concerns highlighted and Regulations be developed to facilitate the effective implementation of the said Act. In addition, there is also need for additional financial resources to intensify the notification of verification exercises conducted at various locations in the respective Regions and the education of stakeholders on the requirements governing the care, maintenance and use

of devices. Also, despite the current efforts made by the GNBS to conduct mobile stamping of devices at strategic locations in the Regions there is further demand for this service at more locations within some Regions, in order to further strengthen the efforts of the GNBS and to obtain greater cooperation from stakeholders.

However, the realization of improved services offered by the GNBS and increased public awareness is heavily dependent on the availability of additional transportation for Inspectors of the GNBS, appropriate facilities to conduct verification activities, adequate trained personnel and the acquisition of additional standards masses and other relevant equipment that are essential in facilitating the timely and effective execution of verification activities in the field and office.

The subsequent verification of devices used in trade has impacted significantly on commerce in Guyana and has facilitated the trade of products regionally and internationally, since at least 90% of devices in use were verified during the year thus, ensuring that overseas buyers and consumers receive the correct quantities of goods purchased. However, with the acquisition of the necessary resources the number of devices verified and the revenue generated from this activity yearly could increase significantly, thus providing better consumer satisfaction, transparency in industries and equity in trade throughout Guyana.

**TABLE 2  
SUBSEQUENT VERIFICATION OF DEVICES**

<b>YEAR</b>	<b>SCALES</b>	<b>MASSES</b>	<b>MEASURES</b>
2001	418	3217	12
2002	3360	7151	515
2003	4812	8427	932
2004	5722	11208	599
2005	6391	12093	387
2006	7380	11506	267
2007	7448	12935	448
2008	6908	12265	256
2009	7761	14380	108

### 1.3.2 Verification of Weighbridge Scales

The verification of weighbridge scales used at sugar estates, rice mills and other industries in Guyana continued during the year, in order to ensure transparency in trade and the protection of consumers. As a result, a total of 146 verifications of weighbridge scales were carried out and on 44 occasions scales tested had to be calibrated, since they were found to be inaccurate. The Bureau was successful in verifying 6 weighbridge scales used at sugar estates, 37 weighbridge scales used in the rice industry and 22 known weighbridge scales used in the other industries, for the first and second half of the year, respectively, as compared with a total of 74 for 2008, 66 verified for 2007, 100 for 2006, 53 verified for 2005, 51 for 2004 and 44 for 2003. There has been an increase in the number of verifications carried out by the GNBS this year as compared with the year 2008. The increase in verifications carried out is attributed to the fact that additional weighbridge scales were installed by some companies, some scales that were not in operation during the year 2008 were subsequently repaired, verified and one now

operational as a result of complaints received from farmers regarding weighing irregularities at rice mills (**Please see Section 1.6 for further details on complaints received**). Most of the weighbridge scales verified were found to be accurate based on tests carried out; however, those that were found to be inaccurate were subsequently calibrated and re-verified to obtain accuracy. Some of the scales were also found in deplorable conditions, which often result in their inaccuracies after testing and as such, they were subsequently serviced and re-verified.

However, some of the major challenges encountered by the GNBS in the execution of this activity during the year were the unavailability of funds to conduct unscheduled surveillance checks at rice mills, using the GNBS Test Truck, in Regions # 2 and 6 during the rice crop season, the continued mechanical problems encountered with the GNBS Test Truck which resulted in the delay of verification exercises, the acquisition of verification fees from some clients for services provided by the GNBS, the prevention of tampering of scales by some millers to cheat farmers, the adoption and use of the metric system by millers and the conversion of electro-mechanical weighbridge scales used by some millers to fully digital, in order to ensure better transparency in the rice industry.

The verification of weighbridge scales used in commercial trade is becoming increasingly necessary due to several concerns raised by the Guyana Rice Development Board (GRDB) and the Rice Producers Association (RPA) and numerous complaints received from farmers and other consumers, regarding short weight received in commerce over the years. This activity is critical in ensuring the equity in trade, consumers' satisfaction and the effective functioning of industries operating in Guyana. In addition, the use of inaccurate scales could result in the substantial loss of revenue and the dissatisfaction of external buyers, which could adversely affect trade. As a result, it is imperative that the GNBS be provided with adequate large capacity standard masses and a proper functioning test truck with at least 20 tonnes carrying capacity, to credibly perform the verification of weighbridges scales used in industries.

It is worthwhile to note that although most of the weighbridge scales used in the rice industry for 2009 were converted to digital based on the new Regulations enacted by the GRDB in 2007 under the Paddy and Rice Grading Act, which stipulates that all scale with a capacity in excess of two metric tonnes must be fitted with an electronic display to show the weight in kilogram, there were still irregularities in weighing at rice mills throughout the country. This concern was extensively expressed by farmers in the latter part of the year 2009, especially in light of the low prices offered to farmers for paddy for the second half of the year.

Although most of the scales were fitted with electronic indicators, some of them were still operating with mechanical components (electromechanical) which are subject to tampering and inaccuracy after continuous usage over a period of time of weighing. As a result of the concerns raised by the GRDB and farmers, the GNBS in collaboration with Officers from the GRDB had conducted a survey to determine the possible causes of the irregularities. The results of the survey conducted and the recommendations are outlined in **Section 1.6** of this report.

In addition, based on funding provided by the GRDB, the GNBS conducted the re-verification of all weighbridge scales used in the rice industry for the second crop of the year, to re-test and seal off the adjusting mechanisms of all scales used in the industry, although these scales were previously verified by the GNBS for the second half of the year. In situations where the scales could not have been sealed off, the last calibration information were recorded for future references, to determine tampering. During the re-verification exercises a number of scales were found to be defective although previously verified by the GNBS, which could have being attributed to improper use or subsequent tampering by millers.

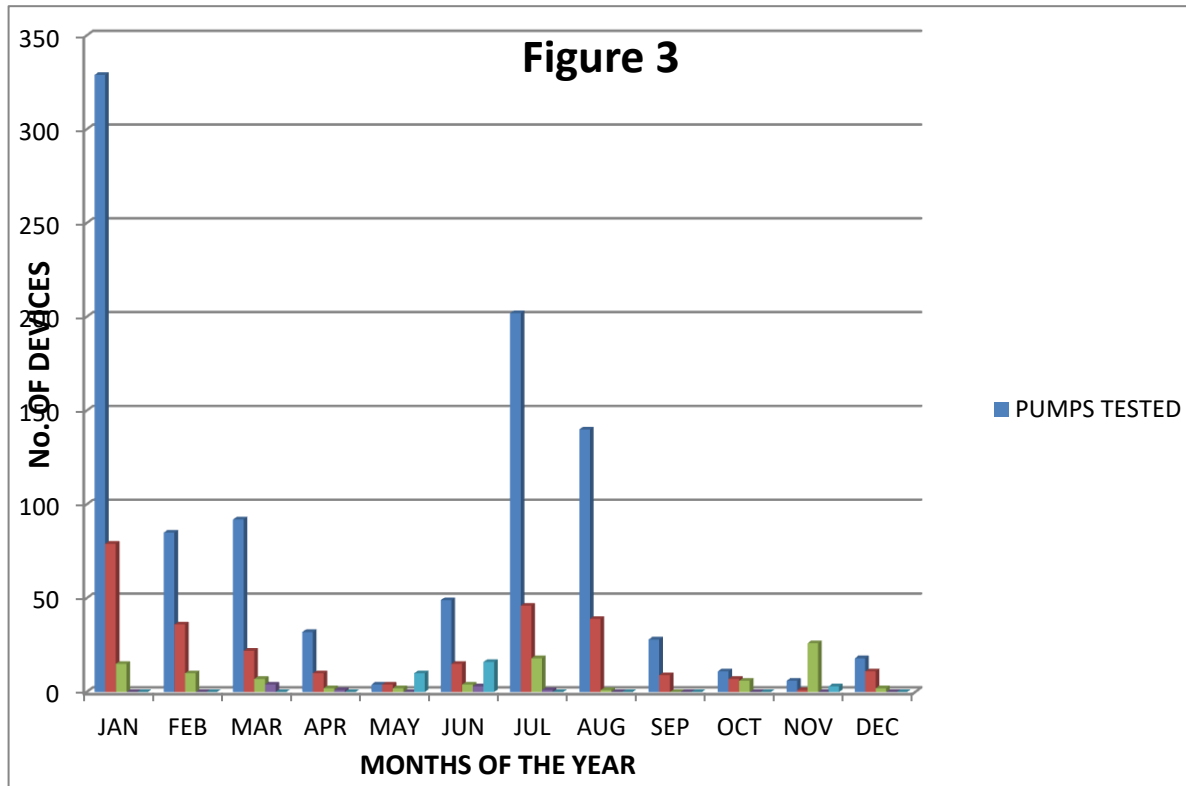
Further, there is need for stronger penalties to be instituted on persons found using defective and unverified weighbridge scales or persons found deliberately tampering with their scales to cheat farmers, since it is becoming a regular practice by some millers to cheat farmers and consumers by tampering with their scales. The GNBS would continue to work in collaboration with the GRDB in ensuring transparency in the rice industry.

#### **1.4 Verification of Petrol Pumps and Other Volumetric Devices**

A total of 1,298 petrol pumps, 32 storage tanks, 29 tanker wagon compartments and 90 bulk meters verifications were carried out during the year for company-owned stations belonging to Sol, Guyoil and Texaco Petrol Companies, and private stations countrywide, of which, 361 petrol pumps were calibrated for the various petrol companies and private stations countrywide for the first and second half of the year, 2009, of which two hundred and sixty four (264) of the pumps calibrated were over delivering and 97 were under delivering, while of the 83 bulk meter calibrated 36 were over delivering and 47 were under delivering. **Figure 3** shows the monthly verification of petrol pumps for 2009, which indicates that most of the pumps were verified mainly during the verification periods of the first and second half of the year, except in situations where requests were received from the parent companies and private owners to re-verify pumps that had to be repaired or replaced.



**Figure 3. Verification of Petrol Pumps for 2009**



**Table 3**, below shows a comparison of petrol pumps, bulk meters, wagon compartments and storage tanks verified for the years, 2001 to 2009. The GNBS recorded the highest number of petrol pumps, bulk meters, wagon compartments and storage tanks verified this year when compared with the previous years. The increase in petrol pumps could have been attributed to the opening of new service stations by companies and private owners over the years and the servicing and maintenance of pumps periodically, as recommended by the GNBS, while the increase in bulk meters and wagon compartments could be attributed to the installation of new meters, maintenance of existing meters and the acquisition of new tanker wagons by Petrol Terminal throughout the year. Thus, the need for the verification to ensure accuracy is maintained. The verification of storage tanks was carried out based on requests from stakeholders. However, there was an increase in requests received from companies during the year, based on discrepancies in the volume of products stored, which were experienced by companies.

It was observed that there was an increase in the number of pumps and meters calibrated this year when compared with the year 2008. This is an indication that petrol pumps and meters used by service stations and at Petrol Terminals are deteriorating due to continuous use and the wearing of parts. Dealers were advised to conduct periodic maintenance of petrol pumps and meters and take the necessary corrective actions, to replace old and defective meters and pumps where necessary. This is essential in order to maintain the accuracy of the meters and to ensure consumer protection and equity in trade. Also, it was noted that most of the petrol pumps that had to be calibrated were over delivering in favour of the consumers, while most bulk meters that had to be calibrated were under delivering, resulting in dealers receiving less quantity of products purchased from Petrol Terminals.

The verification of petrol pumps twice yearly is a very significant activity that impacted primarily on vehicle owners since at least 98% of petrol pumps in use in Guyana were verified, thus ensuring that they receive the correct quantities of fuel purchased from service stations. In addition, the verification of bulk meters and tanker wagon compartments at petrol terminals, which was formally commenced by the GNBS in 2007, was conducted routinely during the year, which also provided assurance to petrol dealers in receiving the correct quantities of product purchased from petrol terminals. The execution of these activities is vital in ensuring transparency within the petroleum sector of Guyana and in facilitating equity in trade.

Non-conformities relating to safety and the general operation of service stations observed during verification exercises were highlighted to the proprietors of the various service stations visited for corrective actions to be taken. Follow up inspections conducted by GNBS Inspectors revealed that non-conformities highlighted previously were addressed in most situations. Checks were also conducted at service stations during the year to ensure that products were advertised and sold in metric quantities. Pumps found to be inaccurate or defective during verification exercises that cannot be repaired or calibrated immediately were sealed off at the nozzle to prevent usage, until they are subsequently repaired, replaced and re-verified by the GNBS. In addition, the adjusting mechanism of pumps found to be accurate during verification were sealed off with security seals by GNBS Inspectors to prevent tampering and approval seals were placed on the front panel of the pumps, in order to provide guidance to consumers, i.e. indicating that the pumps or meters were verified for the corresponding periods of the year.

However, it was observed that dealers and technicians continued to remove security seals from the adjusting mechanism of pumps verified without obtaining permission GNBS, to allegedly carry out repairs. In such situations the dealers and the parent company were seriously cautioned in writing to desist from such malpractice or face prosecution. No prosecution was filed on those occasions since the 1981 Weights and Measures does not make provisions for such misconduct by dealers and the penalties and fines stipulated in the said Act are insufficient. In addition, based on the fluctuation in the prices of fuel on the international and local markets, some dealers were advertising their products in imperial units (as per gallon), although their pumps are verified and are operating in metric quantities (litres).

Further, the GNBS had encountered problems at Petrol Terminal to effect the verification of bulk meters at the Jetty, since it was not possible for the GNBS Test Measure to gain access to the meters positioned at the Jetty where the products are dispensed into boats to effect verification. As a result, in some situations where it was not possible meters were not verified. Also, the GNBS continued to experience difficulties with Companies in facilitating Inspectors during verification exercises conducted by not providing trucks in a timely manner to off load products during the verification process and to effect repairs in a timely manner. This had resulted in significant delays in the verification process and had compromised the safety of some of the trucks, since they continued to operate with defective components until repairs were carried out. Nevertheless, the GNBS was successful in completing the verification of bulk meters at Petrol Terminals, twice yearly despite the challenges encountered.

In light of the above, petrol companies and private owners of petrol stations were encouraged by the GNBS to ensure the continuous maintenance of petrol pumps, bulk meters and tanker wagons in use, since they are mechanically operated and tend to become inaccurate after continuous usage due to the wearing of parts and other factors. However, in situations where maintenance are carried out, the GNBS must be notified in order to remove the security seals and effect the re-verification of the petrol pumps or bulk meters after repairs and calibration. This is necessary to ensure pumps are delivering accurately and to avoid consumers from being cheated. In addition, pumps are required to be properly labelled with the total sale, price per litre and volume in order to provide guidance to consumers when purchasing products. Further, products must be advertised and sold in metric quantities, since pumps are verified and are operating in metric units. The reviewing and upgrading of the 1981 Weights and Measures Act to make provisions for persons found tampering with GNBS security and approval seals, to ensure the effective use of only the metric system and to prevent petrol companies from using non conforming devices and defective tanker wagons in their operation, although not verified by the GNBS, it is vital for the GNBS to improve the efficiency and effectiveness of its services provided and to enhance safety in the petroleum sector.

Realising the challenges faced to effectively carry out the verification of bulk meters at Terminals, the GNBS had incorporated the additional time spent by GNBS Inspectors at the Petrol Terminals into its cost for the services provided and had written to the petrol companies highlighting the difficulties encountered and seeking their cooperation in facilitating the verification of bulk meters at petrol terminals and facilitating corrective actions in a timely manner. Also, the GNBS continued to seek funding from the Competitiveness Project to review and update the 1981 Weights and Measures Act, since this activity is critical to the operations of the GNBS.

It should be noted that petrol pumps in operation in Region 1 were not verified by the GNBS for the year due to the absence of a Weights and Measures Officer in the Region earlier in the year and the lack of funding to visit the Region periodically, as required to execute such activity. It is therefore necessary for the GNBS to be provided with adequate resources in its Annual Budgetary Allocation to enable the Bureau to effectively carry out the verification of petrol pumps operating in all the Regions of Guyana, in order to ensure consumer protection and equity in trade.

**TABLE 3**  
**VERIFICATION OF PETROL PUMPS**

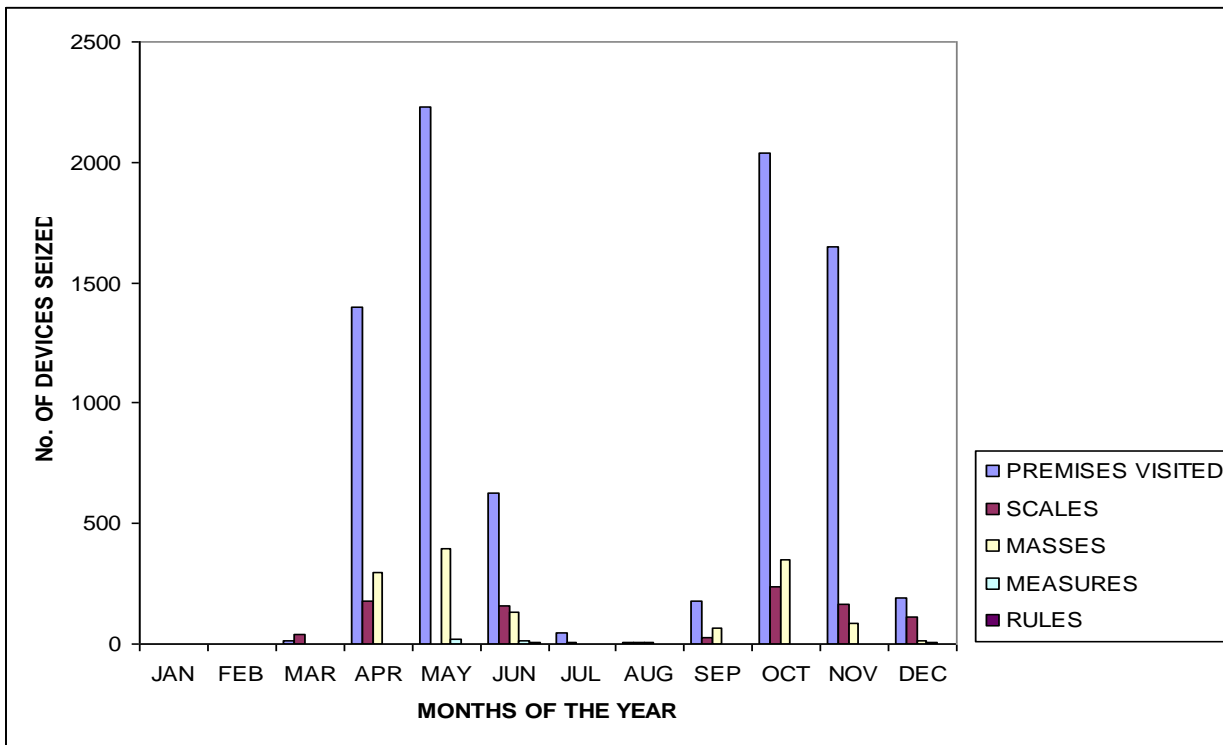
<b>YEARS</b>	<b>PUMPS TESTED</b>	<b>PUMPS CALIBRATED</b>	<b>BULK METERS</b>	<b>WAGON COMPARTMENTS</b>	<b>STORAGE TANKS</b>
2001	1090	695	33	-	-
2002	1093	484	5	-	-
2003	1191	308	14	-	17
2004	1139	380	5	-	7
2005	1197	378	15	33	7
2006	1262	406	32	-	6
2007	1248	262	26	16	14
2008	1243	316	84	29	22
2009	1298	361	90	29	32

### 1.5 Surveillance inspections

Surveillance activities involve the inspection of devices used at shops and markets to ensure that devices used for trade are stamped and are in good condition as required by the GNBS. These activities are carried out during the periods of April to June for the first half of the year, and October to December for the second half of the year. Devices which are not verified for the current period and in a deplorable condition are seized and removed and the necessary corrective actions are taken before the devices are verified and returned to the vendor or shopkeeper.

Based on surveillance exercises carried out for the year 2009, a total of 9,900 stalls/premises were visited, as compared with 8,372 stalls/premises visited for 2008, 6,593 premises/stalls visited for 2007, 7,524 premise/stalls visited for the year 2006 and 5,151 premises/stalls visited for the year 2005. **Figure 4** shows the monthly surveillance of devices for 2009, which indicates that surveillance activities were carried out mainly during the surveillance periods of the first and second half of the year, except in situations where complaints were received from stakeholders regarding inaccurate quantities of products purchased.

**Figure 4: Surveillance of Devices for 2009.**



Resulting from surveillance exercises conducted at markets and shops during the year 2009, a quantity of 1,300 scales, 1,199 masses, 24 measures and 2 rules were seized and removed, since they were found to be unjust or defective, in comparison with 937 scales, 1,348 masses and 38 measures seized and removed in 2008, 1,054 scales, 1,248 masses, 47 measures and 35 rules seized and removed in 2007, 969 scales, 1,480 masses, 54 measures and 16 rules seized and removed in 2006 and 950 scales, 1,309 masses, 237 measures and 172 rules seized and removed in 2005. **Table 4**, shows a comparison of Weights and Measures surveillance inspections conducted for the years 2001 to 2009. There was an increase in the number of surveillance inspections carried out in 2009 when compared with the previous years, which is attributed to the extensive surveillance activities carried out for the first and second half of the year in the various Regions, in order to ensure devices used in trade are verified as required.

Although there was an increase in the number of devices verified this year when compared with the previous years, the number of scales seized and removed during surveillance inspections for the year 2009 had increased. However, the quantity of masses, measures and rules seized and removed had decreased. The decrease in the number of masses seized is an indication that vendors and shopkeepers are using more verified metric masses instead of unverified imperial masses and the continuous seizing of unverified imperial masses from sale outlets over the previous years had result in a decrease in the use of same in trade. Nevertheless, at least 85% of the masses seized during surveillance exercises carried out by the GNBS for the year were un-verified imperial masses, although the GNBS has been continuously seizing and removing these weights from the various sale outlets over the past five years and are disposing of them in manner that vendors and shop keepers cannot have access to same. Further, the use of measures had decreased significantly primarily since most vendors and shopkeepers are selling prepackaged goods and are not required to use measures.

Despite significant efforts made by the GNBS over the years to ensure that devices used in trade are verified periodically, kept in good condition and are used properly, in order to ensure accuracy and equity in trade, some vendors and shopkeepers are not submitting their devices for verification twice yearly, maintaining their devices in good condition and using them properly, as required, which had contributed to the increase in the number of scales seized and removed during surveillance inspections conducted for the year. As a result, these devices become inaccurate, although they might be stamped for a particular period. This has resulted in the seizure of all unstamped and defective devices, which were found at markets and shops during surveillance inspections. The quantity of unstamped and defective devices seized is reflected in **Table 4** under ‘Surveillance Inspections’. Devices seized were repaired or converted, verified and returned to vendors and shopkeepers after the necessary corrective actions were taken. Further, some vendors and shopkeepers continued to cheat consumers by using unverified devices and by tampering with their devices to deliberately deceive consumers, despite comprehensive sensitisation and surveillance activities carried out by the Metrication and Legal Metrology and Standards Compliance Departments of the GNBS, during the year. As a result, it is imperative that vendors and shopkeepers adapt the metric system and use only verified metric devices, since the metric system is the only legal system of measurement in Guyana and only metric devices are verified by the GNBS. Further, vendors and shopkeepers must desist from using imperial masses on metric scales and selling imperial quantities on metric scales.

As a result of the reluctance of vendors and shopkeepers to adhere with the requirements governing the operation and use of devices in trade, as outlined under the Weights and Measures Programme, the Bureau has implemented a fine of one thousand Guyana dollars for the seizure of each scale, in addition to the actual cost of verification for scales, which is to be paid upon uplifting scales after seizure. This initiative was introduced effective from January 01, 2009, to address the existing problem of vendors and shopkeepers not submitting their devices for verification. However, despite the implementation of the initiative by the GNBS, vendors and shopkeepers continued to exhibit reluctance to submit their devices for verification. This has created the need for stronger fines and penalties to ensure compliance to the said requirement, which is vital to ensure consumer protection and equity in trade.

The use of dual mode devices has continued to delay the transformation of the system of measurement from imperial to metric, since vendors and shopkeepers are determined to use the imperial units. As a result, the GNBS is only verifying metric devices and is working on developing Regulations to address this situation. Devices found to be in imperial unit or dual mode during surveillance inspections were seized and removed by Inspectors of the GNBS. These devices were subsequently converted to metric units, repaired and verified by the Bureau, prior to being returned to the vendors and shopkeepers. Also, the GNBS continued to encourage vendors and shopkeepers during surveillance visits to prepackage their commodities in metric quantities, in order to promote the use of the metric system.

In conducting surveillances inspections at shops and markets, Inspectors of the GNBS had continued to encounter difficulties as it relates to the lack of cooperation of Police Officers, since they were reluctant to intervene in situations where Inspectors were obstructed from carrying out their duties and as a result, the exercise had to be discontinued. Also, in some situations Officers were not available to accompany Inspectors during surveillance inspections, although prior arrangements were made with the Commissioner of Police and instructions were passed down to the Divisional Commanders. In some instances, the number of Inspectors used to execute surveillance inspections was inadequate and as a result the exercises were not effective, as expected.

Considerations must be given to the employment of additional Inspectors for the GNBS Head Office in the new year and for the acquisition of additional transportation to facilitate continuous inspections at shops throughout the year, since emphasis is currently being placed primarily at markets and much work is not presently being done at shops, due to the lack of transportation and the high cost incurred by the GNBS monthly, to hire vehicles in the Regions, to conduct field activities. In addition, it has been observed that devices used at shops are not being stamped as required and they are often found in deteriorating conditions, hence the need to conduct continuous inspections at sale outlets is vital for consumer protection and equity in trade. Further, there is need for better cooperation from stakeholders in submitting their devices for verification twice yearly, as required by the Act and devices also need to be properly maintained periodically to consistently obtain accuracy when in use, stronger emphasis need to be placed on the on the application and use of devices in order to obtain accurate quantities.

The numerous difficulties encountered by Inspectors in the execution of Weights and Measures activities in the field, throughout the various Regions Guyana, has created the need for urgent attention to be given to the revision of the 1981 Weights and Measures Act and the development of Regulations to facilitate the effective enforcement of the said Act. This is necessary, since the existing penalties are too small and vendors and shopkeepers are capitalising on the situation by cheating consumers through the use of unverified and defective devices, which is affecting the effectiveness of the Legal Metrology Programme in Guyana. Therefore, there is need for stronger penalties to be instituted on importers, dealers, manufacturers, vendors and shopkeepers found selling and using unverified devices.

**TABLE 4  
WEIGHTS AND MEASURES SURVEILLANCE OF DEVICES**

<b>YEARS</b>	<b>NO. OF PREMISES VISTED</b>	<b>SCALES</b>	<b>MASSES</b>	<b>MEASURES</b>	<b>RULES</b>
2001	397	4	57	29	-
2002	3511	9	16	76	-
2003	3891	3	05	37	-
2004	6267	1	97	05	-
2005	5151	0	09	37	172
2006	7524	9	80	54	15
2007	6593	54	48	17	35
2008	8372	7	48	38	6
2009	9900	00	99	24	2

### 1.6 Consumer Complaints

During the year, one complaint was received regarding the short weight of milk purchased. Investigation conducted revealed that the scale used to weigh the product was inaccurate and was not verified by the GNBS for the corresponding period. As a result, the scale was subsequently verified and the complainant was fully refunded.

However, more significantly, complaints were received from the Guyana Rice Development Board (GRDB) and farmers regarding weighing irregularities at rice mills, during the second rice crop of the year, which was triggered by the low prices offered to farmers for their paddy. The GNBS, in collaboration with Officers from the GRDB, conducted a research in the rice industry to investigate the weighing irregularities at rice mills, which were contributed mainly by tampering of fully-electronic and the malfunctioning of electro-mechanical scales, used in the rice industry. Also, the alleged “inconsistent” results obtained between scales located at different mills within a particular Region were included in the investigation. Based on the checks carried out at rice mills, the following observations were made:-

- The fully-electronic scales were weighing accurately and consistently when repeated tests were carried out; however, were subjected to tampering after verification since their calibration mechanisms were not sealed, while the electro-mechanical scales (**scales with mechanical components**) were producing inconsistent results, which are attributed to the wearing and rusting of the mechanical components, such as the knife edges, pivots and fulcrum, positioned under the platform of these scales.
- The 9000kg test masses presently used by the GNBS to test weighbridge scales were inadequate to test the scales used in the industry, which ranged from 25000kg to 100000kg.
- It was evident that some farmers were not taking care of their interest, since they were sending their paddy to mills with truck drivers and there was no representative present at the mills to witness the determination of their moisture, dockage and weight, as recommended by the GNBS.
- Most mills were not in possession of dockage machines, as required by the First Schedule of the Regulation made under the Guyana Rice Development Board Act No. 15 of 1994, to facilitate the determination of the dockage for a consignment of paddy. As a result, the determination of moisture was done on an averaging system, although these mills were licensed by the GRDB to operate.

In addition, a meeting was convened between the GNBS and the GRDB and the recommendations emanated from the research were discussed and it was decided that the GNBS would conduct subsequent tests on weighbridge scales used in the rice industry, based on funding provided by the GRDB, although these scales were recently verified by the GNBS for the second half of the year. As a result, the tests were carried out on weighbridge scales used at rice mills in Regions 2, 3, 4, 5 and 6. This exercise yielded the verification of 35 scales of which 19 were verified and sealed off to prevent tampering. In situations where scales could not have been sealed off after verification, the last calibration number (Audit Trail) was recorded for future reference. Further, 3 scales were out of operation and 1 was defective and had to be repaired.

### **1.7 National Weights and Measures Monitoring Committee Meetings**

Monthly meetings of the National Weights and Measures Monitoring Committee, which is constituted of Weights and Measures Officers of the various Regions, Director of the GNBS (Chairman), and representatives from the Metrication, Public Relations and Metrology and Standards Compliance Departments, were held as scheduled throughout the year at the GNBS, with the exception of the month of December. The objective of these meetings was to facilitate open discussions on matters relating to weights and measures and metrication activities and to obtain direct feed back from Officers on



activities executed in the Regions. Officers who attended the meetings provided feedback concerning the progress of activities conducted in the Regions for the various months, according to the National Work Programme and reported on problems encountered during the execution of their duties in the Regions. In addition, work to be executed during the following month was scheduled and discussed at each meeting and difficulties encountered by Officers with the Regional Administrations were continuously highlighted at these meetings. The GNBS had made several attempts to address some of the concerns raised at the meetings, through the Regional Executive Officer (REO) and the Regional Chairman of these Regions. As a result, the GNBS was successful in having some of the matters resolved at the Regional Administration level. However, although commitments were received from the Regional Executive Officers of the various Regions these activities were not sustained in the Regions. As a result, much progress was not made in some Regions and some of the matters are yet to be addressed by the Regional Administrations. In addition, matters discussed and agreed at the monthly meetings were published in the media in the form of press releases, which is a new initiative implemented during to keep the public informed of the activities of the National Weights and Measures Programme.

### **1.7.1 Regional Visits**

#### **Visits conducted to Regions #1 and 9.**

As a result of the recent appointment of the new Weights and Measures Officer of Region #1 and the establishing of an Office by the GNBS in Region #9, the Executive Director, Head (ag) of the Legal Metrology Department and the Metrication Officer of the GNBS visited Regions I and 9 during the year to set up the Weights and Measures Offices in these Regions and to sensitise stakeholders operating in the Region of the activities executed under the Programme. During the visit to Region #1, a meeting was convened with the Regional Executive Officer and a range of matters were discussed.

In addition, during the visit to the Region #1, a total of 44 shopkeepers (shop-to-shop visits) from five communities were sensitized on the requirements of the Weights and Measures Programme, care and use of their devices and the use of the metric system. In addition, discussions were held with Representatives from the Hospital, Clinics, Post office and police Station regarding the verification of their devices periodically, in order to maintain accuracy.

During the visit to Region #9 the GNBS was successful in acquiring a building from the Regional Administration of Region #9, which was subsequently reconditioned and now houses the GNBS Weights and Measures Office. The Regional Administration also pledged their continued support for the Weights and Measures Programme in the Region.

#### **Visit conducted to Region# 6**

The Executive Director, Head (ag) of the Legal Metrology Department and the Metrication Officer of the GNBS visited Region #6 on 2009-06-08 and 2009-06-09 to conduct checks on the GNBS Branch Office in the Region and to sensitise stakeholders operating in the Mara area on the requirements of the Weights and Measures Programme and the use of the metric system.

In addition, a visit was conducted at the GNBS Sub-Office at Springlands and the Guyana/ Suriname crossing where discussions were held with Representatives of Customs regarding the operation at the

Moleson Creek location and the importation of commodities monitored by the GNBS, in an effort to strengthen the Standards Compliance Programme activities in the Region.

## **1.8 Public awareness**

Information gathered from field inspections, consumer complaints investigation and verification exercises, which were useful for the protection and guidance of consumers, were analyzed and prepared routinely throughout the year for publication in the form of releases, notices, newsletters, standard information bulletins etc. by the Communication Department. In addition, one Senior Officer within the Department participated in a live television recording organized by the said Department to provide guidance to consumers and stakeholders on the procedures involved in conducting the verification of devices, in order to increase their awareness of the services offered by the GNBS under the National Weights and Measures Programme and to sensitise them on the benefits of consumers in accessing these services. Further, notices informing vendors and shopkeepers on the dates and venues for the stamping of devices conducted in the various Regions were published by the Public Relations Department for the first and second half of the year, in order to provide guidance to stakeholders. Please see Section 6 for further details of these activities.

## **1.9 Training of GNBS Inspectors**

### **1.9.1 Internal Training**

Continuous internal training was conducted for Inspectors of the Department throughout the year in various subject areas, in order to increase their knowledge of the various activities conducted by the GNBS and to improve their competency on the job. Some of the main subject areas covered during the year were the procedure for the verification of weighbridge scales, calculation of maximum permissible error (MPE) for scales, record keeping, new fee structure, importance of measurements and practical exercises of the verification of Bulk Meters and tanker Wagon Compartments used at Petrol Terminals using the 2000L Seraphin Test Measure. The training conducted for Inspectors has proven to be very beneficial, especially the new Inspectors joining the Department during the year, since improvements in their performance were evident in the execution of their duties, which offered greater flexibility in the execution of activities within the Department. In addition, it also provides Inspectors with the necessary knowledge and approach required to effectively conduct their duties in a professional manner.

The Department was also involved in the training of new Regional Weights and Measures Officers of Regions # 1, 9 and 10 who were appointed during the year. The training conducted for these Officers were both theoretical and practical and provides Officers with the basic knowledge to effectively carry out their Weights and Measures duties in their respective Regions.

### **1.9.2 External Training and Meetings Attended.**

Senior Inspectors within the Department attended external meetings and were also exposed to external training within Guyana and overseas in the area of Legal Metrology during the year, as part of SIM, CARIMET and CROSQ/PTB activities to develop the Metrology Infrastructure within the Caribbean. As a result, training was conducted in the following areas listed below, to improve the competence of Metrology Personnel. In addition, local training was also conducted on Conformity Assessment to help

Managers to better deal with problems affecting their day to day operations and how to solve these problems. Inspectors participated in the following training programmes which are detailed in Section 10 of this report:-

- (i) Training in Root Cause Analysis.
- (ii) Training workshop on accurate measurement in the trade of bulk commodities.
- (iii) Attendance at the PTB/CROSQ Planning workshop held in St. Vincent & the Grenadines.
- (iv) Attachment to CENAM on Balance Calibration.
- (v) Attendance at the SIM 15<sup>th</sup> General Assembly Meeting in Lima, Peru.
- (vi) Training on the importance of Measurement in Grenana
- (vii) Training on the installation of the Water Meter Test Bench and the Testing of Water Meters.
- (viii) Attendance at NMI workshops at CENAM, Mexico and INDECOPI, Peru.

## 1.10 Other Activities

**In addition to the routine activities conducted by the Department during the year based on the Annual Work Programme, several meetings were convened with various stakeholders and follow-up activities conducted to address the concerns raised by the said stakeholders and to facilitate the execution of activities outlined in the Annual Work Programme.**

### 1.10.1 Meeting with GRDB on Weighing Irregularities.

In light of the numerous complaints received by the GNBS regarding weighing irregularities at rice mills a meeting was convened between the GNBS and the GRDB to discuss the findings and recommendations that emanated from an investigation that was conducted by the GNBS in collaboration with Officers from the GRDB to determine the possible causes of the problem. At the meeting it was decided that both agencies would work on the recommendations put forward in the interest of addressing the problem.

### 1.10.2 Meeting held with Representatives of Guyana Power & Light (GPL)

The Director and Chief Inspector of the GNBS met with Mr. Basil Charles, Mr. Sherwin Smith and Ms. Younita Munroe of the Guyana Power & Light on 2009-01-22 to discuss the problems affecting the inspection and verification of meters imported by GPL, prior to the installation on consumers' premises. As a result a follow-up visit was conducted to GPL Sophia location to examine the storage and testing facilities.

### **Visit to Guyana Power & Light (GPL) Sophia location.**

The Head of Department (ag) and Chief Inspector (ag) of the GNBS visited the GPL Sophia location on 2009-02-11 to examine the storage facility available to store meters imported by GPL prior to installation on consumers premises. During the visit conducted it was observed that the containers used to stored meters imported by GPL and the Bond used to stored meters imported through Projects were very hot and were not properly ventilated. As a result, discussions were held with Mr. Basil Charles of the Guyana Power & Light on the storage conditions of the imported meters, primarily electronic meters

and it was agreed that meters imported by GPL would be submitted to the GNBS in small batches, in a timely manner to facilitate verification by the GNBS, prior to the installation of same on consumers premises. Further, it was also agreed that meters imported through Projects would be submitted to the GNBS for verification.

### **1.10.3 Consultants visit to Guyana**

As part of the P.T.B/ CROSQ RQI metrology project, Mr. Alexis Valqui and Mr. Uwe Weihert, consultants from P.T.B and Mrs. Vernita Maryat, CROSQ representative visited Guyana during 2009-04-21 to 2009-04-23 to conduct an assessment of metrology infrastructure in Guyana and to convene a collective meeting with Chamber of Commerce and Ministry of Tourism. They also held meetings with other funding agencies. The objective of the visit was to determine the country's capabilities as it relates to metrology.

### **1.10.4 Attendance of the National Conformity Assessment Committee Meetings**

The Legal Metrology and Standards Compliance Department, which is responsible for the Legal Metrology Programme continued to participate at the National Conformity Assessment Committee which was established to foster closer relationship with the various Regulatory Agency operating in Guyana with the aim of improving the National Conformity Assessment Infrastructure in Guyana. The areas of engagement include standards management, conformity assessment activities, metrology (legal and scientific), information dissemination, training and metrication. The Head of Department was assigned the responsibility to represent the Department at the meeting. As a result, three meetings of the Committee were attended during the year and matters relating to the verification of devices used by stakeholders licensed by the various Regulatory Agencies were discussed with the relevant Agencies, in an effort to get the Agencies to ensure that devices used by stakeholders are verified by the GNBS, prior to being licensed by the relevant Agencies. As a result, follow-up discussions were held with the various Agencies, based on previous letters sent during the year 2008 seeking their cooperation in including the verification of devices as a requirement in their licensing process, in order to facilitate the verification of devices used by the business entities, twice yearly.

As a result, favourable responses were received from the Guyana Energy Agency, Guyana Rice Development Board and the Fisheries Department of the Ministry of Agriculture who cooperated with the GNBS in implementing the said requirement, during the year. However, despite several follow-up letters sent by the GNBS to the GGMC on the said matter and meetings held seeking their cooperation, to date, no system was implemented. Nevertheless, based on discussions held with Representatives from the GFC and the Food and Drugs Department to facilitate the implementation of the said requirement, it was indicated that the new requirement would be implemented effective from next year January.

### **1.10.5 Acquisition of Equipment**

Based on funding allocated in the 2009 Capital Budget, the Department was successful in purchasing four (4) Portable Electronic Balances, four (4) Standard Test Mass Kits and one 20L and one 5L Test Measures from Scientific Supplies and Technology in the USA, which was received by the GNBS on 2009-11- 12. The one (1) 200L Seraphin Test Measure which was purchased from Western Scientific Company in Trinidad from the 2008 Capital Budget was received during the year 2009. The Portable Electronic Balances and Standard Test Mass Kits acquired would be distributed to the Regions presently

not in possession of such devices and one each would be retained by the GNBS to conduct verification activities. The 20L and 5L Test Measures would be used by the GNBS to conduct the verification of petrol pumps at service stations and wagon compartments at Petrol Terminals. The 200L Test Measures would be used to conduct the internal calibration of GNBS 500L Test Measure which will in turn be used to calibrate the GNBS 2000L Test Measures, for traceability purposes and on the Water Meter Test Bench.

#### **1.10.6 Calibration of Working Standards**

The physical working standards (Volumetric and Masses) used by the GNBS to carryout the verification of devices for stakeholders were calibrated in house, twice during the year, by the Laboratory Services Department (LSD) to maintain accuracy and traceability to international standards. The Test Mass kits used in the field by the various Regions were also calibrated for the year, as a result of the acquisition of a mass comparator acquired by the LSD. The LSD also recently acquired a 150kg mass comparator to conduct the calibration of the 20kg and 10 kg test masses used by the LMSCD.

#### **1.10.7 Quality Management System**

In an effort to have the activities of the Department certified to the ISO 9000 Quality Management System Standard, to improve the operational efficiency in order to better serve its stakeholders, the Department made considerable stride in preparing the relevant procedures and working instructions for the various activities conducted under the Legal Metrology Programme. The procedures were prepared in accordance with the ISO 9000 standard and were submitted to the Conformity Assessment Department for approval.

#### **1.11 Monitoring and Evaluation**

The primary activities scheduled in the Legal Metrology Annual Work Programme for 2009, which include the initial and subsequent verification of weighing and measuring devices, Weights and Measures surveillance inspections of devices at shops and markets for the first and second half of the year in order to ensure that devices used for commerce were verified for the corresponding period, regional development and metric sensitization activities to facilitate the use of the metric system and to educate stakeholders on activities conducted under the Legal Metrology Programme were achieved during the year, with the exception of the reviewing and updating of the 1981 Weights and Measures Act, preparation of Regulations for the said Act and the checking of net contents of prepackaged goods, except for complaints relating to net contents of products purchased by consumers and farmers not receiving the correct weight for paddy supplied to rice mills which were addressed during the year. Nevertheless, the department was able to complete approximately 90% of the activities outlined in the Legal Metrology Annual Work Programme for 2009.

The reviewing and updating of the 1981 Weights and Measures Act, preparation of Regulations for the said Act and the checking of net contents in prepackaged goods, which accounts for the remaining 10%, were not achieved mainly due to the lack of funding and the involvement of Inspectors in the execution of other activities within the Department and legislation to support the execution of the said activity, respectively. In addition, despite significant amount of work done in relation to the verification of wagon compartments the GNBS was unable to complete this exercise with all petrol companies

twice yearly, due to difficulties encountered with some petrol companies to effect repairs in a timely manner. However, it is expected that better cooperation would be received from petrol companies in facilitating this exercise in the New Year, since letters were sent to the Operations Managers of the various companies on the matter. Further, the GNBS would continue to seek assistance from the Competitiveness Project in providing the necessary funding to facilitate the reviewing and upgrading of the 1981 Weights and Measures Act and the development of Regulations for the said Act. Also, the GNBS would explore the possibility of using the Dominica Model Act to assist in the reviewing and upgrading of the 1981 Weights and Measures Act and the development of Regulations for the said Act, in the New Year.

The status of completion of activities carried out under the Programme for the corresponding periods was determined through monthly evaluations of the report on activities conducted by the Department against the Annual Work Programme. The evaluations carried out revealed that activities were executed within the stipulated time frame as outlined in the Annual Work Programme on most occasions. In situations where activities were not carried out within the stipulated time frame due to unforeseen circumstances, these activities were rescheduled and executed subsequently.

However, there is need for the acquisition of additional large capacity test masses for the testing of weighbridge scales and a larger capacity Test Truck, 2500kg mass comparator to calibrate 1000kg capacity test masses, 20 kg cast iron standard test masses for the Regional Offices to test platform scales used in the Regions, 10L and 20L Seraphin test measures for the Water Meter Test Bench, 5L and 20L Test Measures for Region #9 Weights and Measures Office, additional computers for the Department, thermometers for the 2000L seraphin` test measure, compression tester for the testing of concrete blocks, measuring cylinders for the verification of measures and the calibration of tanker wagon compartments, simulators, standard concentration solution and accessories for the verification of breathalysers, and safety gears for Inspectors. In addition, the completion of the setting up of the calibration rack is necessary to facilitate the calibration of the 2000L seraphin and the verification of tanker wagon compartments in the New Year.

### **1.12 Projections**

The Department would continue its routine activities based on the Annual Work Programme for the New Year, since the activities carried out by the Department are regulatory-based, in order to provide consumer protection and equity in trade. The Annual Work Programme for 2010 would be prepared based on guidance from the Strategic Plan developed by the GNBS based on recommendations by the Consultants who executed the Public Management Modernisation Programme (PMMP) in 2008, in order to improve the efficiency and accountability in Statutory Bodies and Semi- Autonomous Agencies in Guyana, of which the GNBS was selected to be among the 10 Agencies identified.

In addition, special emphasis would be placed on the checking of the net contents of prepackaged commodities based on complaints received at sale outlets and manufacturing companies, the further development of the Weights and Measures Programme in the various Regions, the verification of tanker wagon compartments primarily for private operators and the reviewing and upgrading of the 1981 Weights and Measures Act and the development of Regulations for the said Act, in an effort to strengthen the Weights and Measures Programme in the new year. The execution of these activities is critical to improve the effectiveness of the Weights and Measures Programme countrywide by ensuring

that commodities sold to consumers have the correct net contents and that petrol dealers receive the correct quantities of fuel purchased from Bulk Terminals. In addition, the reviewing and upgrading of the existing 1981 Weights and Measures Act and the development of Regulations for the said Act are vital for the effective execution of Weights and Measures activities in Guyana, thus ensuring consumer protection and equity in trade.

## 2.0 STANDARDS COMPLIANCE PROGRAMME

The Standards Compliance Programme is geared to ensure consumer protection and satisfaction through the monitoring of some 20 categories of commodities, locally-manufactured and imported, falling under the purview of the GNBS, in order to ensure compliance with their respective national standards. It involved the inspection of commodities at Ports-of-entry, Importers' Bonds and Warehouses and at sale outlets, based on Customs entries referred to the GNBS from the Customs and Trade Administration and information received from shipping manifests, which is facilitated by the positioning of GNBS Inspector at Customs House on a daily basis. The investigation of consumer complaints received from consumers in relation to the quality of products purchased and services provided were also carried out. Further, product by product campaign on commodities for which numerous complaints were received was also carried out at sale outlets to determine compliance with their respective national standards. Also, commodities monitored by the GNBS which are manufactured locally were examined to determine compliance to established National Standards.

Of the 25 categories of commodities previously monitored by the GNBS, five (5) of the commodities, namely, bicycles, seat belts, paints and paint products, animal feeds and fluorescent lamp ballast were removed from the list of commodities monitored by the GNBS, since animal feeds are now monitored by the Ministry of Agriculture, and Paints and paint products are monitored by the Pesticides and Chemical Board. The other products are quarantined by the Guyana Police Force and are not required to be monitored by the GNBS since the Traffic laws and the Electricity Sector Reform Act made provisions for same.

### 2.1 Registration of Stakeholders

#### 2.1.1 Registration of Importers

A total of 241 importers of commodities monitored by the GNBS under the Standards Compliance Programme were registered for the year, as compared with 224 for 2008, 307 for 2007, 289 for 2006, 115 for 2005, 103 for 2004, 85 for 2003, 94 for 2002 and 213 for 2001. There has been an increase in the number of importers who registered with the GNBS this year as compared with the previous year, which clearly reflects that the recommencement of activities carried out under the Standards Compliance Programme during the year 2009 had resulted in an increase in the number of importers registered with the GNBS for the year.

The recommencement of Standards Compliance activities by the Department at the beginning of the year and the implementation of the TRIPS system by the Guyana Revenue Authority (GRA) in 2009, to expedite the clearing of commodities at Ports-of-entry has resulted in extensive ports-of-entry and warehouse inspections carried out by the GNBS during the year. As a result, the surveillance of commodities at sale outlets had reduced significantly, since Inspectors were more involved in Port-of-entry inspections and follow-up. However, the new TRIPS system implemented by the GRA had created unnecessary burdens on the GNBS to provide additional transportation and personnel to execute examination at importers' bonds and warehouses and had proven to be ineffective since in some instances commodities released to warehouses were sold out prior to the examination by the GNBS.



Based on the allocation of an Office space to the GNBS by the GRA at the Lethem Multipurpose Complex, the GNBS was able to set up an Office at the Multipurpose Complex, to facilitate the examination of commodities imported from Brazil. As a result, the GNBS had employed a new Officer who was trained at Head Office and is presently operating in Region #9. With the presence of the GNBS Inspector in the Region, the GNBS would be in a better position to monitor the quality of commodities imported and offered for sale in the Region, and to address consumer complaints received relating to defective products purchased by consumers.

In addition, despite the commitment given by the Customs and Trade Administration (CTA) to support the activities carried out by the GNBS in holding customs entries for GNBS examination prior to the releasing of same, some Customs Officers stationed at the ports-of-entry were releasing entries for commodities monitored by the Bureau whether stamped “Hold for Inspection” or not without inspection by the GNBS. This was evident based on the monthly correlation of Customs entries held for examination against inspections conducted. This matter was discussed with the Officer responsible for Wharves at the CTA who had promised to address same. In addition, the detaining of commodities by CTA at the Ports-of-entry to facilitate examination by the GNBS, for importers who the GNBS had experienced difficulties with in the past regarding the examination of commodities at bonds and warehouses, was also discussed with CTA Representative.

The recommencement of the Standards Compliance activities during the year and the increase in the registration fees from \$25,000 to \$30,000 effective from January 01, 2009 has resulted in an increase in the revenue generated by the GNBS, when compared with 2008, which is necessary in sustaining the various activities of the GNBS in the future.

### **2.1.2 Registration of Used Tyre Dealers**

Regarding used tyres, 39 dealers were registered with the Bureau for 2009, as compared with 45 for 2008, 53 for 2007, 50 for 2006, 51 for 2005, 59 for 2004, 56 for 2003, and 50 for 2002. This indicates that the number of dealers registered with the GNBS over the past two years continued to decrease, which is attributed to the fact that some dealers have closed some of their outlets previously operate, as a result of dealers shifting towards the importation of new tyres, since the demand for same has increased on the local market, due to increased consumer awareness and education. Inspections of the premises of registered tyre dealers were carried out during the first quarter of the year to ensure that tyres offered for sale are in compliance with the relevant quality requirements, for example, free from cracks on sidewalls, and were stored in accordance with the requirements outlined in the Code of Practice for the Storage of Tyres. Permits to sell used tyres were issued to the registered dealers. In situations where minor non-conformities were observed, dealers were given specific time-frames to take corrective actions, and follow up inspections were conducted to ensure compliance, prior to the issuing of permits. In addition, periodic follow up inspections were carried out during the year to ensure that the quality and storage requirements were maintained by dealers registered with the GNBS.

However, the number of periodic inspections conducted at sale outlets to determine compliance during the year was reduced due to the limited personnel and transportation and the involvement of Inspectors in other activities. In addition, the extensive examination of tyres at the Ports-of-entry and at importers' bonds and warehouses, due to the commencement of Standards Compliance activities, prior to being sold to dealers for retail sale has reduced the need to conduct frequent inspections at sale outlets, since tyres offered for sale were previously examined at the time of importation. A total of 68 inspections were conducted throughout the year and a quantity of 333 defective tyres was destroyed, as compared with 376 for 2008, 487 for 2007, 300 for 2006, 225 for 2005, 377 for 2004, 440 for 2003 and 449 for 2002.

The quantity of tyres destroyed had decreased this year when compared with the previous years, which is mainly attributed to the examination of tyres at the time of importation, the importation of better quality tyres by dealers and also based on the fact that there has been a reduction of the number of used tyre dealers, as previously mentioned. In addition, new dealers registered with the GNBS were advised at the time of registration to acquire the respective quality and storage Standards for tyres, in order to ensure compliance. However, the slow sale of tyres by some dealers had contributed to the further deterioration of the quality of tyres, which resulted in the destruction of same during surveillance inspections conducted by Inspectors of the GNBS.

Further, based on the increase in road accidents which was allegedly caused by the use of defective tyres, speeding and drivers driving under the influence, the GNBS had convened a meeting with Representatives of the Guyana Police Force (GPF) to address matters relating to the inspection of tyres on vehicles for defects and the application and use of tyres, the verification of scales, speed guns and breathalysers used by the GPF in an effort to reduce the number of defective tyres used on vehicles and the use of unverified devices by Traffic Ranks. As a result, the GPF promised to conduct the periodic examination of tyres during their routine checks and at the time of certifying the fitness of vehicles to determine the extent of usage of tyres and to acquire the necessary accessories to facilitate the verification of speed guns and breathalysers used by the GPF in the near future.

### **2.1.3 Registration of Cell Phones Dealers**

Based on continuous consumer complaints received by the GNBS regarding the quality of cellular phones offered for sale on the local market over the past four years, the GNBS had continued the registration of cell phone dealers during the year 2009, in order to streamline this sector and to improve the quality of phones imported and offered for sale to consumers. As a result, a total of 75 dealers were registered with the GNBS for the year and a quantity of 78 inspections were carried out at sale outlets in Regions #2, 3, 4, 5, 6, 7 and 10, as compared with 88 dealers registered for 2008 and 91 dealers for 2007. There was a slight decrease in the number of dealers registered with the GNBS this year when compared with the previous years, which is attributed to the increase in competition and some dealers venturing into other businesses. The demand for cell phones on the local market had decreased since most persons would have already acquired same; nevertheless, the demand for same has not decreased significantly since some consumers are moving to upgrade their instruments by buying new and updated models of phones.

Most of the outlets visited were in compliance with the requirements of the GNBS and the phones on display were labelled as required. In situations where non-conformities were observed the dealers were advised to take the necessary corrective actions. Nevertheless, no major non conformity was observed during inspection, except in some situations where used phones were offered for sale were not properly labelled and consumers were not given written warranty. However, based on immediate actions taken by the GNBS these non-conformities were subsequently addressed by the relevant dealers. Further, it was observed that the number of complaints relating to the quality of cellular phones offered for sale this year remained fairly consistent with the number of complaints received during the year 2008. This could be attributed to the fact that some persons are guilty of misusing their cellular phones, while on the other hand some unscrupulous dealers are deceiving consumers by selling them used phones as new. Whenever such mal practices were detected, appropriate actions were taken by the GNBS to address same.

## 2.2 Standard Compliance Inspections

### 2.2.1 Import Inspections

As a result of extensive Ports-of-entry and warehouse examinations carried out under the Standards Compliance Programme during the year, the GNBS was successful in conducting a total of 1,273 inspections for 2009, as compared with 139 for 2008, 2,229 for 2007, 1,393 for 2006 and 298 for 2005. Commodities examined were mainly new and used tyres, electrical appliances, fertilisers, toys, cell phones, footwear, garments, textiles, paints, bicycles, Christmas tree and decorative lighting outfits, cigarettes, safety matches, animal feeds, soap powder, PVC pipes, safety helmets, furniture, bicycles, devices and gas stoves. Commodities were examined to determine compliance with their respective national standards and were found to be generally in compliance.

In situations where commodities were imported disassembled or inadequately labeled, they were released to warehouse and placed “on hold” at the importers’ bonds pending the necessary corrective actions i.e. assembling, re-labelling or the submission of the relevant Test Certificates. Non conformities identified for commodities examined during the year are outlined **Table 5** below.

**TABLE 5**  
**NUMBER OF WAREHOUSE INSPECTIONS CONDUCTED FOR 2009.**

COMMODITIES	NO. OF INSPECTIONS	NO. OF NON-CONFORMITIES
Garments	297	2 containers & 16 doz.
Footwear	243	3 containers & 142 doz.
Tyres	68	2,332 tyres were rejected & destroyed.
New tyres	47	-
Cigarettes	30	-
Electrical Appliances	322	2 containers.
Paints	14	1 container.
Fertilisers	8	
Soap powder	27	4 containers.
Textiles	50	4 containers.

Gas Stoves	44	2 containers & 10 pieces.
Toys & Playthings	49	3 container, 12 cartoons & 2 pallets.
Animal Feeds	2	-
Cell Phones	22	-
Bicycles	4	3 containers.
Fairy Lights	2	2 containers & 3 boxes.
Safety Matches	3	-
PVC pipes	5	-
Safety helmets	1	-
Furniture	34	4 containers.
Devices	1	-
Total	1273	-

The non conformities highlighted above were related mainly to the inadequate labelling of products and the absence of Certification Marks, except for used tyres where defects were found.

Most of the commodities held were subsequently assembled, re-labelled in accordance with requirements of their respective national standards, or certificates of compliance were submitted from independent third party testing bodies to the GNBS verifying the quality of the products, and the commodities were subsequently released.

In addition, a total of 2,214 used tyres imported, were rejected and destroyed during examinations conducted at the at importers' warehouses, since they had cracks on their side walls, damaged bead area, cracks within the treads, patches on side walls and were below the 4 mm thread depth. The increase in the number of tyres rejected is attributed to the importation of defective tyres by new importers who did not consult with the GNBS prior to the importation of tyres. As a result, the tyres imported did not meet the requirements of the National Standard and were destroyed. Further, 10 containers of damaged tyres imported by Mr. Saheed Khan for recycling purposes, were subsequently sold to dealers for retail purposes. Based on intelligence information received by the GNBS, the necessary enforcement actions were taken, and as a result, a quantity of 4,467 tyres was destroyed. Also, the importer was prosecuted by dealers who purchased tyres from him for knowingly sold defective products.

In some cases, importers were reluctant to allow Inspectors to destroy defective tyres found during examination at importers' bonds and warehouses. As a result, meetings were convened with the relevant importers and they had promised to cooperate with GNBS Inspectors in the future. Further, it was agreed at the meetings convened that if such a situation continued to exist, the GNBS would conduct the examination of tyres at the ports-of-entry for importers who are not willing to cooperate with the GNBS.

## 2.2.2 Surveillance Inspections

Surveillance inspections were carried out by the GNBS on specific products based on numerous consumer complaints received and unfair competition. These products include safety matches, cigarettes, energy saving lamps, furniture, footwear, PVC pipes and fertilisers.

Resulting from complaints received, examinations of the above-mentioned products were carried out at sale outlets on separate occasions, and a total of 1,664 inspections were conducted during 2009, as compared with 4,014 for 2008, 1,356 for 2007, 1,215 for 2006, 1,338 for 2005, 1,326 for 2004, and 2,497 for 2003, which indicates that there was a decrease in the number of inspections carried out this year when compared with the year 2008. As a result, a total of 657 packets of Capitol, 14 packets of GT smart, 12 packets of fast, 27 packets of business club, 10 packets of L&M light, 35 packets of Jaisalmer cigarettes, 110 packets morello, 6 packets Marlboro, 20 packets of counterfeit Bristol, 60 boxes of volcano and 170 boxes of euro safety matches which were found to be inadequately labelled and of poor quality, were seized and removed. In addition, 3,585 PVC pipes were placed on hold pending the removal of the GNBS certification mark, since the pipes were not covered under the Product Certification Scheme. The marks were removed and the pipes were subsequently released for sale. The other commodities examined during surveillance inspections were generally in compliance with their relevant National Standards. Details of used tyres and cell phones surveillance conducted at sale outlets are featured under **2.1.2 “Registration of used tyre dealers”** and **2.1.3 “Registration of cell phone dealers”**.

## 2.3 Local Product Monitoring

### 2.3.1 Registered Products

The monitoring of locally-manufactured commodities continued during the year, being a requirement of the WTO/TBT Agreement to monitor both locally-manufactured and imported commodities, in order to ensure consumer satisfaction and protection. As a result, ten (10) manufacturers had registered with the GNBS for 2009, as compared with 15 manufacturers for 2008, 19 for 2007, 9 manufacturers for 2006, 14 manufacturers for 2005, 3 for 2004 and 9 for 2003. This reflects a decrease in the number of manufacturers registered with the GNBS for this year. These were mainly manufacturers of garments, furniture, paints and animal feeds. The decrease in the number of manufacturers registered with the Bureau for the year 2009 is a clear indication that local manufacturers are reluctant to participate in the programme and meet the requirements of the National Standards. In addition, the absence of technical expertise at the GNBS and training in the area of furniture has also continued to affect the effectiveness of the programme. As a result, there is need for the quality standards of the locally manufactured products to be made mandatory, in order to strengthen enforcement actions, such as, the seizing of commodities not in compliance with the respective Guyana National Standards and the prosecution of manufacturers by the Bureau in the New Year, in order to send a strong signal to the other manufacturers who were not registered with the GNBS for the year 2009 of the importance of doing so and the need to ensure that products manufactured are in compliance with the respective Guyana national standard. Also, there is need for the GNBS Inspectors to be properly trained in the various subject areas in order to facilitate the execution of their duties competently.

The examination of commodities manufactured by the registered and unregistered manufacturers was carried out routinely throughout the year, resulting in a total of 7 inspections for garment, 15 for furniture, 1 paint and 1 for animal feed being conducted. Commodities examined were generally in compliance with their respective national standards. However, in situations where commodities were not in compliance with the respective national standards, the manufacturers were advised accordingly in order to facilitate the compliance of products manufactured. This approach was used to assist manufacturers to produce products of acceptable quality, instead of applying enforcement actions. Some of the defects found during the examination of furniture manufacturers were:-

- Some manufacturers were storing their furniture in direct sunlight, which had resulted in the deterioration in the quality of the products.
- Defects such as over spray, absence of draw slides, and doors not sliding properly were evident on some products offered for sale.
- Some of the products were not adequately labeled as required by the national standard and the manufacturers were not registered with the GNBS for the year 2008.
- The materials used by manufacturers were not properly dried, which resulted in creases on the finished products.

As a result, these non conformities were drawn to the attention of the manufacturers and they were advised to take the necessary corrective actions.

### 2.3.2 Poultry Feed Quality

Based on discussions held with the Manager of the Technical Services Department of the Ministry of Agriculture during the year, it was decided that the Ministry would spear head the monitoring of feed factories locally and also, the quality of animal feeds imported and locally manufactured, since the Ministry has the technical expertise required for such monitoring. However, the GNBS would continue to provide support as it relates to the development of standards in the area.

### 2.4 Consumer Complaints Investigation

During the year, 63 consumer complaints were received, as compared with 59 for 2008, 59 for 2007, 87 for 2006, 103 for 2005, 77 for 2004, 24 for 2003, 35 for 2002 and 57 for 2001. **Table 6** below shows a comparison of complaints received for the years, 2001 to 2008. There was a slight increase in the number of complaints received during the years 2009 when compared with 2008 and 2007. However, the amount of complaints resolved remained fairly consistent as shown in the table. Nevertheless, the number of complaints unresolved and complaints referred to the Ministry have increased. The increase in the amount of complaints unresolved and complaints referred have resulted from the items being misused by the complainant; as a result, there was not much that could have been done in such situations.

**Table 6**  
**INVESTIGATION OF CONSUMERS' COMPLAINTS**

<b>YEARS</b>	<b>COMPLAINTS RECEIVED</b>	<b>SOLVED</b>	<b>UNSOLVED</b>	<b>REFERRED</b>	<b>PENDING</b>
2001	57	52	2	-	3
2002	35	23	1	10	1
2003	24	22	2	-	-
2004	77	69	-	8	-
2005	103	90	2	7	4
2006	87	75	-	6	6
2007	59	50	-	8	1
2008	59	55	-	2	2
2009	63	54	4	4	1

The commodities for which complaints were received; the nature of the complaints received and the manner of resolution are all outlined in **Table 7** below, which are primarily related to the quality of products purchased by consumers.

Most of the complaints received were that of electrical appliances which represent 40% of the total amount of complaints received for the year 2009. A large number of complaints were also received for cell phones which represent 33%; the remaining 27 % represents complaints received for furniture, tyres, water pump, jewellery, concrete blocks, footwear and toys.

**Table 7**  
**COMMODITIES AND NUMBER OF COMPLAINTS RECEIVED.**

<b>COMMODITIES</b>	<b>NUMBER OF COMPLAINTS</b>	<b>NATURE OF COMPLAINTS</b>
Cell Phones	21	Phones locked, not charging, blanking off, foreign language, not holding charge, not reading both SIM, damaged camera, poor signal, defective display, refurbished phone sold as new, manufacturers' defect, absence of manual, freezing, cutting off during calls, not working at all and speaker problems.
Furniture	4	Chair was deteriorating, suite was shaking, wooden furniture was shrinking and spaces between the doors were widening, and clothes place in drawers were stained.
Electrical appliances	25	Item was shutting off, iron not getting hot, TV shutting down, manufacturers' defect, CD not playing, volume problem, blender blade not spinning, DVD player not working, amplifier display not working, computer overheating, freezing and keypad not working, burnt

		motor, amplifier not functioning properly, callers ID not working, freezer not freezing, refrigerator not coming on, blue tooth earpiece not working, fan not spinning and ipod did not meet specifications required by consumer.
Toys	2	Toy car was not moving as should.
Footwear	5	Loose sole, dry rot, tearing of the upper and loose heel.
Tyres	3	Tyres had bulge on side walls, loose treads & cracks on side walls.
Water pump	1	Pump seized up and was not working.
Concrete blocks	1	Blocks were losing up during handling.
Jewellery	1	Chain was 12 karat instead of 14 karat.
Total	63	

Although most proprietors of stores from which commodities were purchased cooperated with the GNBS in resolving consumer complaints, there were a few who were reluctant to address complaints drawn to their attention. This resulted in the complaint being referred to the Ministry of Tourism, Industry and Commerce for further investigation. In addition, there were a few situations where the consumers misuse the items, which resulted in the proprietors being reluctant to address same.

Further, in situations where complaints were received pertaining to defective electrical products, inspections were conducted at sale outlets and products not in compliance were placed on hold pending submission of Test Certificates. The results of these inspections conducted are reported under **2.2.2 “Surveillance Inspections”**.

It is recommended that proper testing facilities be available to conduct the testing of products for which complaints are received, in order to effectively determine the cause of the problem and to effectively carry out proper investigation of complaints. In addition, there is urgent need for the Consumer Protection Bill to be passed in Parliament and to be enforced by the relevant Regulatory Agencies, in order to ensure the proper protection of consumers, instead of depending on moral persuasion, which has proven to be ineffective in the past.

## 2.5 Training of GNBS Inspectors

As part of the GNBS in-house training conducted by Senior Officers to facilitate capacity building within the LMSC Department of the GNBS, Inspectors of the department were trained on the identification of commercial entries of commodities monitored by the GNBS, the Guyana Standard Specification for PVC pipes, which include both labeling and testing requirements required for PVC pipes and the new approved Guyana Standard, Specification for the labelling of retail packages of tobacco products. Training on the standards was carried out, to educate Inspectors on the requirements of the standards, which would assist them in conducting examinations at the Ports-of-entry and at sale outlets.



In addition, other matters relating to the operation of the department, record keeping and customs operations were conducted individually with new Inspectors joining the Department, during the year, in order to improve the operational efficiency of the Department. The training received was beneficial to Inspectors, since they are better equipped to execute their duties in the respective disciplines which they were trained on, which would enable them to provide better quality of service to stakeholders and improve the operational efficiency of the Department.

Further, the Guyana National Bureau of Standards (GNBS) in collaboration with Trinidad Cement Limited Guyana Inc. (TGI) organized a training programme for Inspectors of the GNBS on June 11, 2009 in the Conference Room of the GNBS. The main purpose of the seminar was to educate Inspectors on the importance of employing the correct ratio of sand, water and cement when making concrete and highlighting the other factors that influence the strength of a concrete mixture. A detailed presentation was made by Mr. Danny, Concrete Technologist of Trinidad. The training was a very timely for both the Inspectors of the GNBS and concrete block manufacturers, especially since the GNBS is exploring the possibilities of monitoring the quality of concrete blocks manufactured locally due to numerous complaints received by the GNBS regarding the poor quality of blocks.

## 2.6 Public awareness

Information gathered from field inspections and consumer complaints, which were useful for the protection and guidance of consumers, were analyzed and prepared routinely throughout the year for publication in the form of releases, notices, newsletters, standard information bulletin etc. by the Communication Department. In addition, Senior Officers within the Department participated in two (2) live television programmes organized by the said Department to provide guidance to consumers on the procedures involved in the examination of used tyres, to increase their awareness of the services offered by the GNBS, the benefits of consumers in accessing these services, tips for purchasing electrical appliances and toys and to keep the public informed on the various activities carried out by the GNBS.

Further, on 2009-02-10 Mr. Shailendra Rai, Head, Legal Metrology & Standards Compliance Department (ag) along with representatives from the Ministry of Health and the Bloomberg Project participated in a live one hour television programme to discuss the standards development process and the requirements of the Guyana Standard Specification on the labeling of tobacco products, which was published for public comments. During the programme the panel explained the process that was followed in the development of the standard and discussions were held on the key requirements of the standards, which include the picture based warnings on 50% of the front and back panel of each packet, the constituents of the emission of the product and the name of the country where the product was manufactured to be sold. Members of the public were encouraged to submit their comments to the GNBS on the standard, prior to the stipulated deadline for public comments on the said standard.

## 2.7 Other Activities

**In addition to the routine activities conducted under the Annual work Programme for the year, several meetings were convened with stakeholders and follow-up visits were conducted at Companies to address various concerns raised by stakeholders based on the implementation of Mandatory Standards under the Standards Compliance Programme of the GNBS, in order to increase awareness and to strengthen the Programme.**

### **2.7.1 Attendance at the National Tobacco Control Council and Sub- Committee Meetings**

For the year 2009, two meetings of the National Tobacco Control Council and several meetings of the National Tobacco Control Council Sub-committee were attended by the Head of the Standards Compliance Department of the GNBS, in order to facilitate the execution of activities of the Council.

The GNBS was tasked with the responsibilities of finalizing the national standard and making the said standard mandatory and support the urgent finalisation of the Caricom Standard on the packaging and labeling of tobacco products, by attending Technical Committee Meetings at CROSQ, and by acquiring information on the actions taken by other Caricom Member States to address tobacco control. Based on work executed by the Consume Products Technical Committee during the year, the standard was finalized in July and approved by the National Standard Council as a National Standard. In addition, the standard was subsequently sent to the Minister of Tourism, Industry and Commerce to be taken to Cabinet to be made mandatory, in order to facilitate effective implementation. However, to date the standard was not approved as a mandatory standard and the CROSQ Standard is yet to be finalized.

In the circumstances, the Minister of Health, who is the Chairman of the National Tobacco Council, at the last Council meeting held in December indicated that his Ministry on behalf of the Council would draft a letter to be sent to the Chief Executive Officer of CROSQ carbon copied to the Secretary General of Caricom seeking an update on the CROSQ Standard and urging them to finalise and approved the Caricom standard, since the deadline for the implementation of Article 11 of the FCTC on packaging and labelling for Guyana had expired on December 31, 2008. As a result, the finalisation and approval of the CROSQ standard is necessary to facilitate Guyana compliance to Article 11 of the FCTC. In addition, steps would be taken to send letters to the GNBS and GRA to intensify campaign on the existing standard to ensure compliance of products offered for sale locally. Policymakers and stakeholders are of the view that if Guyana proceed and implement our standard when the CROSQ standard is finalised and approved, if there are major difference between the two standards then the tobacco company would have expend significant financial resources to implement the required changes to meet the requirements of the CROSQ standard.

The Chest Society in collaboration with PAHO, Ministry of Health, GNBS and the Press Association held a workshop at the Herdmanston Lodge on 2009-12-05, to sensitise Reporters on the requirements of the new national standard for the labelling of tobacco products, in order to foster a better relationship with reporters to promote the education of citizens on the dangers associated with the use of tobacco products and the effects of second hand smoke.

### **2.7.2 Meeting held with Representatives of Demerara Tobacco Company**

During the year several meetings were convened between the GNBS and Representatives of Demerara Tobacco Company to discuss matters relating to the illicit trade of tobacco products in Guyana, which is severely affecting the business of the company. Some of the concerns expressed at the meeting were the importation of various brands of cigarettes which are not in compliance with the existing National Standard for tobacco products, smuggling of cigarette products, the need for the sensitisation of importers and consumers and the continuous monitoring of tobacco products by the GNBS. The

Director promised his full support in monitoring the product to ensure compliance with the National Standard, however, indicated the GNBS would appreciate if the Demerara Tobacco Company could provide the necessary intelligence information to the GNBS to facilitate such process (Please see Section 2.2.2 of this Report for details of surveillance inspections carried out during the year).

### **2.7.3 Meeting held with the Pesticides and Chemical Board.**

A meeting was convened between Representatives of the GNBS and the Pesticides and Chemicals Board to discuss the transfer of the responsibility of the monitoring of paints and paint products from the GNBS to the Pesticides and Chemicals Board. It was decided that effective from January 01, 2010 the Pesticides and Chemicals Board would commence monitoring and as a result, all importers and local manufacturers of paints would be required to be registered with the Board and submit samples to be tested to determine compliance with the respective National standards. The GNBS would no longer monitor the said Product.

### **2.7.4 Meetings held with Ansa Mcal Trading.**

In light of numerous complaints received by the GNBS regarding the poor quality of Swinger Safety matches imported and distributed by Ansa Mcal Trading, several meetings were held with Representatives of the company to discuss the matter and as a result, corrective actions were taken to address the concerns highlighted by the GNBS. In addition, Test Certificates attesting to the quality of the product, which were obtained from the Trinidad Bureau of Standards (TTBS) was submitted to the GNBS for products imported. The GNBS is presently monitoring the situation by taking samples and conducting testing, in order to ensure compliance is maintained.

### **2.7.5 Attendance of Trade Seminar**

Mr. Jermaine Softley made a presentation on the **Importance of Metrology in Trade** at one day workshop for SMEs, which was hosted by the Caribbean Export Development Agency, in collaboration with Caricom Regional Organisation for Standards and Quality (CROSQ), Guyana National Bureau of Standards (GNBS) and the Ministry of Tourism, Industry and Commerce. The workshop which was held at the International Conference Center on Friday, July 17, 2009 was held under the theme **“The role of standards in enhancing SME competitiveness and methods of obtaining funding through the Caribbean Export Direct Assistance**

### **2.7.6 Attendance of Seminar on Cement.**

The Guyana National Bureau of Standards (GNBS), in collaboration with Trinidad Cement Limited Guyana Inc. (TGI), held an awareness seminar for concrete block manufacturers and contractors on June 12, 2009 at the TGI Compound. The main purpose of the seminar was to sensitize stakeholders on the importance of employing the correct ratio of sand, water and cement when making concrete and highlighting the other factors that influence the strength of a concrete mixture. Mr. Danny consultant from TGI also presented and explained the requirements in the Guyana Standard specification for concrete blocks so that stakeholders were made aware of what are the GNBS requirements for the manufacturing of concrete blocks. The seminar was well attended and saw over

150 block manufactures, contractors and other persons that use concrete in their everyday work environment.

## **2.8 Monitoring of GNBS Branch Offices and Regional Offices.**

### **Region #2 and 6 Branch Offices**

Two visits were conducted to the GNBS Branch Office at Anna Regina, Region #2 and the GNBS Branch Office at New Amsterdam, Region #6 during the year, by the Chief Inspector and the Director, in order to check on the records, equipment and facility at the said locations. The findings of the visit revealed that all records were properly kept and easily retrievable, equipment used was properly maintained as required and the Office was well organized and in a tidy condition.

### **Regional Offices.**

During the year 2009 visits were only carried out to the Weights and Measures Offices in Regions 1, 3 and 10 to facilitate the handing over process of all equipment and standards to the newly appointed Weights and Measures Officers in these Regions. The Offices of the other Regions, with the exception of Regions #2 and 6 which falls directly under the GNBS, were not visited during the year mainly due to lack of resources.

## **2.9 Monitoring and Evaluation**

The main activities conducted under the Standards Compliance Programme for the year 2009 were the registration of importers and manufacturers, licensing of dealers, monitoring of Customs desk, surveillance at sale outlets, industrial inspections and the investigation of consumer complaints, which were routine and in keeping with the Annual Work Programme for the year. However, in light of the decision taken by the Director to re-commence Ports-of-entry inspections, emphasis was placed on the examination of commodities at the Ports-of-entry and at importers bonds and warehouses based on the new TRIPS system implemented by the GRA during the year. However, this new system has created the increased need for additional transportation and personnel to conduct examinations at importers' bonds and warehouses in a timely manner. Regarding the investigation of complaints received by the GNBS for poor quality products falling under the purview of the Bureau which are imported and offered for sale on the local market, the GNBS was successful in obtaining the service and cooperation of two independent Technicians, one for cell phones and one for electrical appliances, to examine defective products for which complaints are received and to provide the GNBS with reports of their findings, which were subsequently used to facilitate the investigation of complaint received by the Department.

In addition, based on the nature of complaints received by the GNBS it is becoming increasingly important for the GNBS to focus on the quality of commodities monitored instead of labelling for the new year, since it has been observed that there is an increase in the importation of sub-standard quality of commodities, which cannot be determine by the GNBS through visual examinations. As a result, there is need for adequate testing equipment and facilities to conduct testing to verify the quality of commodities imported and locally manufactured. Further, there is also need for performance standards for commodities monitored by the GNBS in order to facilitate testing and the training of Inspectors to conduct the testing of commodities.

The status of completion of activities carried out under the Programme based on the Annual Work Programme for the corresponding period was determined through periodic meetings conducted by the Department. The meetings carried out revealed that the activities were executed within the stipulated time frame as outlined in the Annual Work Programme, since they were routine activities. In situations where activities were not completed due to the involvement of Inspectors in other departmental activities, the activities were rescheduled and executed subsequently. As a result, the department was successful in completing approximately 90% of the activities outlined in the Standards Compliance Annual Work Programme for 2009. Much work was not done on the examination of products monitored by the GNBS at sale outlets due to the lack of transportation and Inspectors within the Department. Also, no significant amount of work was done on industrial surveillance of furniture and locally manufactured products due to the lack of training of Inspectors in this area, the absence of quality standards, lack of cooperation of manufacturers and the absence of technical expertise, which account for the remaining 10% not being achieved.

## **2.10 Projections**

The Department would continue its routine activities based on the Annual Work Programme for the New Year. The Annual Work Programme for 2010 would be prepared based on the Strategic Plan developed by the GNBS based on recommendations by the Consultants who executed the Public Management Modernisation Programme (PMMP), in order to improve the Efficiency and Accountability in Statutory Bodies and Semi- Autonomous Agencies in Guyana, of which the GNBS was selected to be among the 10 Agencies identified. In addition, the department would need to design a new strategy in order to effectively monitor the quality of commodities imported and locally manufactured, in the New Year, since much cooperation was not received from local manufacturers during the year 2009. In addition, the implementation of the TRIPS system by the GRA has resulted in a reduction of the number of inspections carried out at the Ports-of-entry. As a result, more inspections were carried out at importers' bonds and warehouses. This new approach would require additional transportation and personnel to facilitate the examination of products at the Ports-of-entry and importers' bonds and warehouses in a timely manner. In addition, the GNBS would need to intensify surveillance inspections of commodities monitored by the GNBS at sale outlets, in order to ensure that quality products are offered to consumers and to address cross border smuggling of commodities.

Further, it is imperative for the GNBS to take the necessary steps to monitor commodities falling under its purview that are imported through Timehri, Springlands, Charity and at Lethem, since there has been an increase in the importation of commodities imported through these ports during the year 2009 and there has been indications that the importation would be further increased over the next few years.

### **3.0 LABORATORY SERVICES DEPARTMENT**

#### **Introduction**

The objective of the Laboratory Services Department is to provide scientific calibration and testing services to the manufacturing, commercial and public sector in the country. It provides these services in six areas, namely: Mass, Volume, Pressure, Dimensional and Temperature for calibration activities and Gold Testing and Moisture Meter Verification. In order to provide these services the GNBS has established three calibration laboratories to conduct mass, length, temperature, pressure and volume calibrations and two testing laboratories to facilitate the testing of gold and moisture meter verification. The gold testing laboratory analysed gold samples submitted by customers to ensure that the products sold are of the required quality and carat for the customer. The moisture meters verification is done by the GNBS, is specifically for the rice industry.

The Gold Testing Laboratory tests gold for purity in conformance with GYS 50-2: 2003, Specification for gold articles- Part 2: Guidelines for manufacturing, alloying and testing. This testing supports the Product Certification Programme of the GNBS which ensures that certified manufacturers produce and label gold articles with the required purity as specified in the standard to ensure that customers receive the required value for their money.

In addition, a limited service is extended to the general public for verification of the purity of gold articles purchased from the local market.

These laboratories are manned by qualified and competent personnel, in order to obtain credible and reliable results. The calibration services offered by the department to industries, provide traceable measurements to the National and International Standards, which ensure that measurements industries and laboratories are accurate in their production and testing activities. This will in effect allow products and services offered by industries and laboratories to be accepted at the national and international levels thus promoting free trade and reducing trade barriers.

In order to achieve the objectives of the Department and mandate of the GNBS, the department is staffed with four dedicated personnel who are multi-tasked. The staff performed their assigned responsibilities with much enthusiasm despite the existing challenges.

#### **3.1 Calibration of Weighing and Measuring devices.**

During the year, a total of 499 devices were submitted by stakeholders internally and externally for calibration and 439 items for testing, as compared with 160 devices for 2008, 88 for 2007, 310 devices for 2006 and 146 for 2005 as shown in Table 8 below. The variation in numbers of devices calibrated over the four years is attributed to the non submission of devices by companies for calibration and also, the GNBS's capacity in 2007 to operate fully as a mass laboratory. The GNBS was only offering mass calibration within the range of 1mg – 200g, until the achievement of a mass comparator in September, 2008 through capital funding, with a capacity of 26 kg. This achievement now makes the GNBS fully capable to provide the required

services in mass calibration. As reflected in 2009, there is a significant increase in the area of mass calibration and this is due to the GNBS being capable of providing calibration of masses within the range 1mg – 20 kg. Also showing a significant increase in 2009 are electronic balances, due to companies realizing the importance of calibration and ensuring accuracy. Most of the devices calibrated were to establish traceability for companies that are accredited and also those opting for accreditation. The devices were all calibrated and the necessary calibration certificates were issued indicating the accuracy of the devices calibrated within an acceptable tolerance, along with an uncertainty statement of confidence level within 95%.

**Table 8**  
**Comparison of devices calibrated for the year 2005 to 2009.**

Year	Calipers	Rules/Tape	Micro meters	Gauges	Electronic Balances	Masses	Measures	Thermometers
2005	2	2	3	-	4	129	6	
2006	8	6	2	4	3	278	9	
2007	4	1	1	10	5	65	2	
2008	12	1	2	3	9	124	9	
2009	15	1	3	1	27	459	15	2

Most of the devices calibrated were masses which ranged from a class M3 to F1 and capacities, from a range of 1mg to 20kg. These classes are given by the International Recommendation OIML R 111; Weights of classes E1- M3, Part 1: Metrological and technical requirements. From the Dimension Laboratory a total 19 devices were submitted for calibration and they included calipers, micrometers, feeler gauges, depth gauge, rule and a thickness gauge. Also 27 electronic balances were calibrated and this was carried out in the Mass Laboratory. These electronic balances were submitted mainly from manufacturing industries, the health sector and other agencies, for example the Guyana Rice Development Board and Guyana Geology and Mines Commission.

Also the Laboratory Services Department is expected to increase the number of devices calibrated for 2010, through the National Committee on Conformity Assessment and the metrology survey carried out in 2009 on the needs for calibration of devices from the industries, where it will be working closely with a number of agencies to meet their needs in the area of scientific metrology (calibration).

### **3.1.1 Stakeholders devices submitted**

Devices submitted externally for calibration by companies were generally to establish traceability to the National or International Standards. Also, it is required that all measuring equipment be calibrated once, depending on the frequency of use. The calibration of the measuring instruments and apparatus is carried out to establish that products and services conform to existing quality

standards and this, in turn, gives an assurance of quality of the products and services offered to consumers.

### **3.1.2 Working Standards**

The working standards of masses, electronic balances and provers of the GNBS were calibrated using the secondary standards. The working standards are used by the Standard Compliance Department to verify Weighing and Measuring Devices nationally.

### **3.1.3 The Primary Standards**

The Primary Standards at the GNBS have the highest metrological qualities and are sent to laboratories in the United States of America or the CARICOM region to be calibrated to maintain traceability to International Standards.

It is worthwhile to point out that the testing and calibration programme is developing gradually to reach its full capacity. For example, funds were approved from the capital to purchase items budgeted in 2009 to have the necessary reference weights and accessories. Also the GNBS, through other projects, has achieved additional equipment in the area of temperature calibration to provide the basic and essential services needed in the industries.

## **3.2 Rice Testing**

A total of 386 samples of white and parboiled rice were analyzed for the year. The samples submitted were only analyzed for broken content. This total only reflects rice tested for the period January to March, 2009. The samples taken were all placed in plastic bags by the Guyana Rice Development Board (GRDB) and collected by the GNBS.

As from April, 2009, the GRDB indicated to the GNBS that they were no longer submitting rice samples. In the circumstance the GNBS indicated this to the Jamaica Bureau of Standards (JBS) and assured the JBS that the GRDB was developing their quality management system with technical assistance from the GNBS to ensure confidence in the results produce. For this reason, the GRDB is now carrying out the testing for the determination of broken content.

## **3.3 Gold Testing**

During the year, a total of twenty (20) gold samples were submitted both by the Product Certification Department and consumers as compared with 19 for 2008, 46 for 2007, 36 for 2006, 14 for 2005 and 8 for 2004 (Table 3). This decrease from 2006-2007 could be attributed to some persons submitting their samples to the Guyana Geology and Mines Commission for testing. The samples were tested for customers to verify their purity and to support the Product Certification scheme of the GNBS. The Product Certification Officer advised manufacturers whether the samples tested were within the expected specification or not, based on the results submitted.



Table 9 below shows that there has been a slight crease in the number of gold samples tested for the year 2009 as compared with the pervious years 2008 and 2006. This decrease in the number of samples was mainly due to the consumer complaints regarding under carating of gold articles sold to them.

**TABLE 9: Shows a comparison of Gold Articles submitted for Testing for 2004 to 2009.**

YEAR	NO. OF SAMPLES TESTED
2004 (October 2004)	8
2005	14
2006	31
2007	46
2008	19
2009	20

### 3.4 Verification of Moisture Meters

With effect from of January, 2009, the GNBS commenced the verification of moisture meters. A total of 33 moisture meters were verified for the year. These devices were submitted twice annually for verification. The moisture meters submitted were mainly from the rice industry from millers. The moisture meters along with the medium use, whether it is paddy, rough rice or polished rice were submitted for verification. The verification was done using the International Standard ISO 712: Determination of Moisture in Cereal and Cereal Products. On completion of the verification a test certificate was issued with a correction factor with regards to the reference method (hot air oven).

### 3.5 Training/Workshop Attended.

#### 3.5.1 Measurement uncertainty Workshop hosted by Caricom Regional Organization for Standards and Quality.

Mr. Edward Melville, Laboratory Technician 111, attended workshop hosted by Caricom Regional Organization for Standards and Quality(CROSQ), in collaboration with the Trinidad and Tobago Bureau of Standards (TTBS), on 23-24 July, 2009 at the TTBS conference room.

The workshop was based on estimation of uncertainty in measurements for laboratories with the following objectives:

- To describe and determine the factors which contribute to uncertainty in measurements when performing test methods;
- To explain the use of measurement uncertainty as an indicator of measurement capability for accreditation and proficiency testing;
- To identify the steps to be taken in preparing a measurement uncertainty budget; and

- To calculate and develop measurement uncertainty budgets for the evaluation of uncertainty values with respect to the testing process

### 3.5.2 **GNBS represented at the SIM metrology school hosted by Brazilian National Metrology Institute INMETRO and NIST.**

Mr. Edward Melville, Laboratory Technician 111 and Mr. Dillion Beckles, Senior Inspector of the Guyana National Bureau of Standards attended a Inter-American Metrology System (SIM) metrology summer school /workshop during the period of December 9 – 16, 2009, at Brazilian Metrology Institute (INMETRO). A joint partnership project between SIM and the Brazilian Agency of Cooperation (ABC) funded the metrology school.

The curriculum included mass, flow, dimensional, pressure, thermometry, nanometrology, biometrology, optical metrology, legal metrology, uncertainties and chemical metrology.

The purpose of the training/workshop was to enable National Metrology Institutes of the SIM region to cooperate and network with one another to develop their metrology skills.

The training included a combination of general lectures and hands-on classroom training. Practical laboratories were given in the areas of pressure calibration, dimensional calibration, chemical calibration and electrical calibration.

### 3.6 **The acquisition of new equipment by the GNBS through capital funds and projects**

A total of 15 equipment were purchased through capital funds and the competitiveness project in the areas of temperature, dimensional, volume and mass calibration and also in the areas of testing footwear and textiles.

The lists of equipment purchased by capital funding are as follows:

#### Mass Calibration Equipment

- E2 weight kit and accessories. (This E2 weight kit will be used mainly for the calibration of analytical balances and mass calibration; also it will be used as the reference standards when the other E2 kit is sent for recalibration externally.)

#### Textile Testing Equipment

- Digital Martindale Abrasion Tester
- Digital Bursting Strength Tester
- Elmendorf Tear Strength Tester
- Perspirometer
- Digital Light Fastness Tester
- Digital Flammability Tester
- Digital Washing Fastness Tester

#### Footwear Testing Equipment

- Computerized Universal Tester

- Flexometer
- Toe Cap Impact Tester
- Crackiness Tester

The list of footwear and textile equipment will be used for testing footwear and textile imported to ensure quality as is required by the relevant standard.

The list of equipment purchased under the competitiveness project is as follows:

#### Temperature Calibration Equipment

- Triple Point of Water Maintenance Bath
- Quick Stick Immersion Freezer
- Thermo-Hygrometer

The temperature equipment will be used for the calibration of liquid-in-glass thermometer, platinum resistance thermometer and thermocouples used in industries and also to provide traceability to the international temperature scale (ITS-90) using the triple point of water.

### 3.7 Metrology Survey Activity

The Inter-american Metrology System (SIM) and the Guyana National Bureau of Standards are working on the improvement of the current systems that satisfy the metrological needs in Guyana, particularly the calibration services.

The GNBS conducted the demand survey at 15 major companies and industries in Guyana. A basic questionnaire was used to obtain vital information of their manufacturing processes and also the measuring instruments used in the process. Of the 15 companies visited 8 were involved in food manufacturing, manufacturing of gases, PVC pipes, pharmaceuticals and packaging of commodities. Two of the companies visited (Demerara Distillers Ltd and Edward B. Beharry & Co. Ltd) are ISO9001 certified. A few of the other companies are presently working towards certification. It was noticed that these companies are more interested in ensuring their measuring instruments are calibrated and are accurate. Some companies indicated that they would change their devices such as pressure gauges and thermometers every year instead of calibrating same.

### 3.8 Developing the management system of the GNBS laboratories.

The Department is at the stage of implementing the ISO 9001 standard and two internal audits were carried where several areas were highlighted for some minor changes to be made for the next audit of the Department. The Department is currently working to make the changes to the quality system.

### 3.9 **Monitoring and Evaluation**

The activities conducted under the Laboratory Services Department for this reporting period were based on requests received internally and externally for the calibration of working standards and rice samples obtained by the GRDB at wharves and mills.

Requests received were promptly addressed and samples obtained were analysed routinely during the year. However, there is need for better cooperation from clients to submit their weighing and measuring equipment to the GNBS for calibration, as required. In addition, there is need for continuous training of Laboratory Technicians to facilitate capacity building within the Department, in order to achieve maximum output, primarily in the area of calibration.

Further, it is very critical that staff be proven competent in the activities of the department to promote self confidence and also gain confidence and support from customers. Competency is one of the underlying factors that contribute to accurate and reliable results that the customer requires. In addition, adequate environment, equipment, methodologies and measurement accuracy are crucial for the laboratory environment.

### 3.10 **Projections**

The Department will continue its routine activities in the New Year based on the Annual Work Programme. In addition, Department would widen its scope of testing to include footwear and textile testing.

## 4.0 **CONFORMITY ASSESSMENT 2009 REPORT**

### 4.1 *Technical Assistance*

#### 4.1.1 **Quality Management Systems**

Technical assistance was provided to the companies listed below to facilitate the development of their quality management system to the ISO 9001:2008 standard. Technical assistance was provided in the form of regular on site meetings, interpreting the requirements of the standard, and reviewing of policies and procedures completed by the company. Each company representative was responsible for ensuring that the nonconformances identified during the review were addressed within an agreed time frame. This programme is focused on facilitating the registration of companies in Guyana to the ISO 9001:2008 standard in the drive to guarantee customer satisfaction and competitiveness of products and services provided.

- (1) Caribbean Containers Inc (CCI)
- (2) Caricom Rice Mills Limited (CRML)
- (3) Guyana Stockfeeds Inc.
- (4) Bounty Farm Limited (BFL)
- (5) Guyana Geology and Mines Commission (GGMC)

#### **4.1.1.1 Caribbean Containers Inc (CCI)**

GNBS received a request from CCI to conduct a document review of the company's quality manual and twenty (20) quality system procedures for the ISO 9001 certification. The Guyana National Bureau of Standards completed the document review and submitted the report on the findings to the Company.

#### **4.1.1.2 Caricom Rice Mills (CRML)**

Caricom Rice Mills Limited was certified to the ISO 9001:2008 standard by the Trinidad and Tobago Bureau of Standards in March, 2009. This company is maintaining its quality system. This was an achievement of the GNBS Technical Assistance Programme where Officers of the GNBS provided assistance to this Company by assisting with the development and implementation of its ISO 9001 QMS for Certification.

#### **4.1.1.4 Guyana Stockfeeds Inc (GSF)**

The review of the GSF Quality Manual was completed in **November, 2009** with senior Officers of the Company who met with the GNBS representative.

A meeting is scheduled for January, 2010 to finalise the quality manual. The Hatchery Operational Manual Hatchery and the Feed Mill Operational manual and forms for the Quality Management System will also be reviewed and finalized by the company before the meeting. The Quality system of this Company is about 85% completed.

#### **4.1.1.5 Bounty Farm Ltd (BFL)**

GNBS Officer prepared a draft quality manual meeting the requirements of the ISO 9001: 2008 standard. However, several meetings were held with the representatives from Bounty Farm Located at Timehri, East Bank Demerara to review the manual and make changes in regards to their activities. So far the following clauses were completed: **Clauses 1.0 - 7.5.5**. The next meeting would take place in **January 2010**. This company has completed about 60% of its quality system documentation.

#### **4.1.1.5 Guyana Geology and Mines Commision (GGMC)**

A document review of the quality manual, quality system procedures and Land Management Standard Operating Procedures was completed by GNBS Officers. A report on the findings of the review was submitted to the Company. This Company is pursuing ISO 9001 certification.

#### **4.1.2 Environmental Management System (EMS)**

##### **4.1.2.1 Guyana Oil Company Limited (Guyoil)**

During the year, a number of meetings were held with representatives of Guyana Oil Company to provide technical assistance towards the development of the EMS documentation. The EMS policy and EMS manual were completed addressing the requirements of ISO 14001:2004 standard.

The GNBS had completed the EMS documents which were sent to the Company in October for review. The Company was also expected to complete the Emergency Preparedness procedure to complete the documentation. The GNBS is currently awaiting a report on the status of EMS documents in order to commence implementation in January, 2010.

#### **4.2 Product Certification**

##### ***Product Certification***

The goal of the product certification programme is to promote, implement and monitor product certification systems in industries in order to provide consumers with the assurance that locally-manufactured products conform to the requirements specified in Guyana Standards.

Through this scheme, manufacturers are permitted to use the National Standards mark on their products once their manufacturing processes and products have been assessed as conforming to the relevant Guyana Standards on a continuous basis.

##### ***Maintenance of Standards Mark***

Fifteen (15) surveillance audits and five (5) renewal audits were conducted at the premises of clients permitted to use the National Standards Mark under the Product Certification Scheme. (Table 10). Three (3) jewellers and two (2) Poly Vinyl Chloride (PVC) pipe manufacturers are currently permitted to use the National Standards Mark on products certified to the respective national standards.

The gold jewellers are: King's Jewellery World, Steve's Jewellery and Jewellery by Niko's. The PVC manufacturers are: Plastic Products Limited and the Guyana Thermoplastics Limited.

##### ***Plastic Products Limited***

In a surveillance audit conducted during September 2009, it was observed during the inspection of the Company's bond and Sales outlet it was found that 3,226 pipes stamped with the Standards Mark were not within the scope of certification. These pipes were placed on Hold by the GNBS Officers to facilitate the removal of the Standards mark from all pipes not within the scope of Certification. The Company took the necessary actions to have the Standards Mark removed. The GNBS will now intensify its surveillance activities to ensure that this practice does not reoccur at this facility.

An inspection was also conducted at Guyana Thermoplastics Limited to ensure that all pipes manufactured by the Company and carrying the Standards Mark were within the scope of the permit. The inspection indicated that all pipes carrying the Standards Mark were within the scope of the permit.

**Table 10**  
**Audits of certified companies**

<b>Name of Client</b>	<b>Product</b>	<b>No. of Surveillance audits conducted</b>	<b>No. of Renewal audits conducted</b>	<b>Remarks</b>
King's Jewellery World	Gold Articles	3	1	Certification not renewed, pending the corrective actions taken within the given time frame.
Steve's Jewellery	Gold Articles	3	1	Certification renewed; it expires in July 2010.
Jewellery by Niko's	Gold Articles	3	1	Certification renewed; it expires in December 2010
Plastic Products Limited	PVC pipes	4	1	Certification renewed; it expires in March 2010
Guyana Thermoplastics Limited	PVC pipes	2	1	Certification renewed; it expires n April 2010

***Clients withdrawn from the Product Certification Scheme***

De Abreu's Creation, in a letter dated **April 07, 2009** to the GNBS, stated that they would no longer renew the certification of gold jewellery for 2009 because of the increase in the annual certification fee from \$35,000.00 to \$ 50,000.00 dollars.

## ***Water Certification***

A Memorandum of Understanding for a joint venture of water certification between the GNBS and the GA/FDD was prepared by GNBS. Two meetings were held to discuss the MOU. The last meeting was held on **November 17, 2009** at the GA/FDD. Based on the meeting the Director of the GA/FDD requested some clarifications to be addressed and the reviewed draft should be resubmitted to the GA/FDD by January, 2010.

### ***4.3 Audit Service***

One request for audit service was received from the Art Williams and Henry Wendt Aeronautical Engineering School (AES) and the Guyana Geology and Mines Commission (GGMC) for ISO 9001 quality system audits. The GNBS completed the audit at the Aeronautical Engineering School. However, only a document audit was completed for the Guyana Geology and Mines Commission.

### ***4.4 Accreditation***

#### ***4.4.1 Accreditation of Inspection Bodies***

In 2009, the GNBS continued its technical assistance programme in the area of Inspection accreditation. Technical assistance in the form of guidance, interpretation, and review of ISO 17020:1998 standard and inspection management system documentation were provided to Inspection Agencies.

This programme enables Inspection Agencies to develop policies and procedures for the inspection management system for accreditation to the requirements of the ISO 17020 standard.

The Inspection Agencies participated in this programme included:

- (1) Guyana Rice Development Board (GRDB)
- (2) Guyana Tourism Authority (GTA)
- (3) Guyana Forestry Commission (GFC)
- (4) Environmental Protection Agency (EPA)
- (5) Government Analyst/ Food and Drug Department (Ministry of Health)

##### ***4.4.1.1 Guyana Rice Development Board (GRDB)***

Three meetings were held at various times with the new representative to provide awareness and understanding of the ISO 17020 standard. After these sessions the GRDB personnel completed outstanding documentation for the standard i.e. clauses 1.0 to 16.0 for the standard along with the requisite procedures.



The GNBS completed the review of both quality and procedural manuals for this agency. A meeting was held to clarify and provide a better understanding of what was required by the agency. GRDB was given a deadline to submit the revised document by a time frame specified by GNBS. GRDB is correcting the nonconformities identified in the review. This Agency has completed 60% of its documentation.

#### **4.4.1.2 Guyana Tourism Authority**

A letter was sent to agency's Head with a plan to help complete the outstanding documentation which was put on hold since the staff resigned. To date a number of sessions were completed as outlined in the plan. An awareness session was held initially, thereafter visits were conducted by the Technical Officer, at Guyana Tourism Authority with GTA's Representative.

Technical assistance was provided for the review and development of clauses 1.0 to 6.0 of the ISO 17020 Inspection Manual at various dates. This was facilitated by power point presentations.

A draft manual was prepared for this agency, however there are requirements that need to be reviewed by the agency and the necessary corrections made. This Agency has completed 60% of its documentation.

#### **4.4.1.3 Guyana Forestry Commission**

A plan was prepared by GNBS with a schedule for the development and completion of policy and procedures for the ISO 17020 manual. This was submitted to the Commissioner of Forest requesting the identification of personnel to work along with the GNBS officer. Sessions were held at the both GFC and GNBS with the representatives identified by the organization. Areas covered included clauses 1.0 to 6.0 of the standard. An awareness session and other sessions to facilitate the implementation of the inspection management system was completed with two personnel of GFC at several meetings held during the year.

The organization is in the process of preparing policies for clauses 4.0 to 16. This Agency has completed 55% of its documentation.

#### **4.4.1.4 Food and Drug Department -**

A review was completed by the Officer for the electronic ISO 17020 manual received. This agency is in the process of correcting the requisite procedures based on the comments made by the GNBS. This Agency has completed 55% of its documentation.

#### **4.4.4.5 Environmental Protection Agency**

A review was completed on the draft quality and procedural manual completed by the EPA. A meeting conducted with the representatives of the GNBS and the Agency to address clarifications on the review sought by the Agency.

#### **4.4.2 Accreditation of Certification Bodies**

The accreditation process for organisations to the ISO/IEC Guide 65, 'General Requirements for bodies operating product certification systems' is slowly proceeding. Four (4) certification bodies collaborated with the GNBS in 2009. These Certification Bodies are the Veterinary Public Health Unit, Guyana Rice Development Board, Guyana Tourism Authority and the Guyana Forestry Commission.

##### **4.4.2.1 Veterinary Public Health Unit**

The review of the Certification Manual was completed in **September 2009**. A copy of the manual was sent to the Director of the VPHU, for a final review. This Agency has completed 60% of its documentation.

##### **4.4.2.2 Guyana Rice Development Board**

An awareness session on the Guide 65 standard was presented to the representative. Two (2) meetings were conducted in November and December 2009 on the Guide 65 Standard. At the last meeting, the representative promised to review the draft certification manual along with the comments made by the GNBS Officer.

##### **4.4.2.3 Guyana Tourism Authority**

A draft certification manual was prepared by the Officer and submitted to the GTA. An awareness session was conducted on the ISO/IEC Guide 65 Standard to the representative from GTA who indicated that a meeting will be scheduled with the Director of GTA to discuss the Guide 65 standard and the way forward.

##### **4.4.2.4 Guyana Forestry Commission**

A report on the review of the GFC certification manual highlighting nonconformities was completed by the GNBS and submitted to the Guyana Forestry Commission in June 2009. The GNBS is awaiting a feedback on the completion of the corrections from the GFC.

#### **4.5 Laboratory Certification**

##### **4.5.1 Certification of testing laboratories to the GYS 170: 2003 standard- Status of the completion of manuals to date.**

During 2009, nineteen quality manuals along with the quality system procedures were submitted by thirty two laboratories. Reports on these reviews were completed by the GNBS and submitted to the respective laboratories. The laboratories are currently addressing the final set of nonconformances identified.

One hundred and thirty six technical manuals were submitted by the same laboratories and one safety manual was submitted by one laboratory. All of the reviews were completed and reports sent to the laboratories for corrective actions.

Laboratories submitting manuals were Georgetown Medical Centre, Eureka Medical Laboratory, New Amsterdam Hospital, Medical Arts Centre, , Georgetown Public Hospital, Linden Hospital Complex, Sigma Labs, Guyana Rice Development Board, Government Analyst Food and Drug Department, Woodlands Hospital, St. Joseph Mercy Hospital, Mc Bens Diagnostic Centre, Dr. Balwant Singh's Hospital, Spectrum Laboratory, Guyana Defence Force Medical Corps, Rite Care Diagnostic Centre, Bio-Tec Laboratory, Multi Tec Reference Laboratory, Ralaquin Medical Laboratory and Dr. Leslie Persaud Diagnostic Centre.

During the month of January 2010, contact will be made with the laboratories completing corrections for a status to facilitate the Certification of at least another five laboratories by June, 2010. When compared to 2008, the laboratories have shown an improvement in the documentation submitted which on average addresses 80% of the requirements of the GYS 170: 2003 standard.

#### **4.5.2 Maintenance of the Laboratory Management System to the GYS 170: 2003 standard.**

Two surveillance visits were conducted at the Eureka Medical Laboratory, Dr. Balwant Singh's Hospital Laboratory, Sigma Labs, Georgetown Public Hospital Corporation Medical Laboratory, St. Joseph Mercy Hospital Laboratory, Woodlands Hospital Laboratory and the Georgetown Medical Centre Laboratory. The results of these audits indicated that these laboratories had consistently implemented a laboratory management system meeting the requirements of the GYS 170: 2003 standard. The laboratories took the necessary corrective actions to facilitate implementation of the laboratory management system.

Four renewal audits were conducted at Dr. Balwant Singh Hospital, Eureka Medical Laboratory, Sigma Labs and Georgetown Public Hospital Corporation Medical Laboratory for the year. The laboratories continue to meet the requirements of the standard hence; their certificates were renewed for another year and laboratories being renewed after September 2009, two years.

#### ***4.5.3 Certification of New Laboratories***

Woodlands Hospital Laboratory was certified in January, 2009 bringing the number of laboratories certified to seven.

The St. Joseph Mercy Hospital Laboratory also received renewal of Certification in January, 2009 after four years of the last Certification.

#### **4.5.4 *Improvement to the Certification Process***

The Technical Sub-Committee of the National Standards Council was assigned the duties of the Advisory Committee on Certification from June 2009, to improve the transparency of the Certification Process of the GNBS as defined in the Procedures for Product and Laboratory Certification. On completion of audits for Certification, the audit findings were sent to this Committee which is independent to the audit process for a decision on whether to grant or not to grant Certification based on the findings of the audit.

In addition, the certification period for laboratories was extended to two years from one year to facilitate improvement in the implementation process at laboratories. Annual certifications did not provide adequate time to monitor the effectiveness of the laboratory's performance and improvement capabilities.

#### **4.6 *GNBS- Management Systems***

During the year the GNBS ISO 9001 quality system documentation were completed and circulated to all Departments. In-house sessions were held to sensitise staff members of the QMS. An audit of the GNBS ISO 9001 QMS was completed during August and September where a number of nonconformances were identified. The audit revealed that the system was not fully implemented and a number of Departments had not completed the Standard Operating Procedures. Four Management reviews were conducted during the year, however, due to the lack of implementation of the QMS the reviews conducted could not determine the effectiveness of the quality system.

The documentation for the other Management Systems has been completed, viz., Inspection, Laboratory and Certification.

#### **4.7 *Training***

##### **4.7.1 *External Training***

The Guyana National Bureau of Standards in collaboration with Delphi Consultants conducted four training programmes for 2009.

##### **4.7.1.1 *Internal Auditing Training***

The Internal Quality Auditing Programme was held from February 09-11, 2009, the Foreign Service Institute. Sixteen participants participated in this training programme. Representatives from two laboratories and eight Companies attended this programme. Facilitators were Ms. Margaret Weston and Mr. Orett Campbell of Delphi Consultants Limited. This three (3) day training programme was designed to provide participants with the required knowledge, confidence and skills to audit the Quality Management System of the organization for effectiveness in meeting specified quality objectives and criteria, including those of ISO 9001.

At the end of the training course, the participants were provided with the skills to carry out effective internal quality audits; properly plan for the audit including preparing the audit checklist; conduct interviews and examine records as part of the audit process; write intelligible and accurate nonconformity statements; assess the significance of the findings and prepare the audit report; assess the effectiveness of corrective actions taken on nonconformities; and understand how the corrective action and feedback loop of the audit process works as a tool for continuous improvement.

#### **4.7.1.2 *Root Cause Analysis***

The Root Cause Analysis Programme, was held from February 12-13, 2009 at the Foreign Service Institute. Twenty three participants attended this programme from eleven organisations including laboratories, companies and the GNBS.

At the end of the training course the participants were provided with the knowledge and skills to understand the problem solving cycle and how root cause analysis fits into the problem solving process; properly define problems and use appropriate tools and techniques to thoroughly investigate them to determine possible causes and the root cause; and determine the most appropriate solution to the defined problem and test the implementation of the solution.

#### **4.7.1.3 *Understanding the ISO 9001 requirements and Effective documentation and implementation***

These two training programmes : “Understanding the ISO 9001 requirements” and “Effective Documentation and implementation”, were conducted July 13-17, 2009 collaboratively by GNBS and DELPHI Consultants Ltd. These programmes were conducted in a Conference Room at the Canadian International Development Agency (CIDA), Main and New Market Streets, Georgetown.

Mr. Orett Campbell (DCL) and Ms. Candelle Walcott-Bostwick (GNBS) were the facilitators for both training programmes. A total of twenty-five persons were trained in the areas mentioned. The target group for the programme was management representatives, managers, senior quality assurance personnel and staff generally involved in the development of a quality management system. Companies participating in the programmes were Caribbean Containers Ltd., GUYSUICO, NAMILCO, Banks DIH, Guyana National Shipping Corporation, Ministry of Health and Eureka Medical Laboratory.

#### **4.7.1.4 Statistical Process Control Training**

The **Guyana National Bureau of Standards** in collaboration with **DELPHI CONSULTANTS Limited**, conducted a training programme, titled Statistical Process Control. This training was conducted during the period **October 19-21, 2009 at the CIDA Building Main and New Market Streets Georgetown. Mr. Orett Campbell of DELPHI CONSULTANTS Limited** facilitated this training programme. Sixteen participants attended this training programme. Ms. Rodlyn Semple and Mr. Abidin Mohamed of the Guyana National Bureau of Standards formed part of the group of participants which included representatives from the following companies; Sterlings Products Limited, Banks DIH Limited, Caricom Rice Mills Limited, Food and Drug Department, Edward Beharry and Sons Company Limited, Eureka Medical Laboratory, National Milling Company of Guyana and Art Williams and Henry Wendt Aeronautical Engineering School.

The objective of this course was to provide an understanding of the principles and concepts of Statistical Process Control (SPC). The attendees were provided with a set of tools to enable them to review processes and use simple statistical techniques to implement necessary improvements within their organisations.

This course was interactive, timely, informative and instructive in nature and allowed participants individually and collectively in groups to solve problems outlined in the work books provided. The facilitator portrayed a high degree of knowledge and skills in the transference of the subject matter to the participants.

#### **4.7.1.5 Launching of the Caribbean Laboratory Accreditation Services (CLAS) and the Twenty Mile stone Training programme**

The Guyana National Bureau of Standards in collaboration with the Caribbean Regional Organisation for Standards and Quality (CROSQ) held an Accreditation Workshop during March 02-05, 2009 at the Le Meriden Pegasus Hotel Georgetown Guyana.

**1. Launching of the Caribbean Laboratory Accreditation Services (CLAS) Project** on March 02, 2009. The objective of this awareness was to raise awareness among key stakeholders about the importance of the Laboratory Accreditation to National and Regional Development.

- (a) Inform stakeholders about the benefits of the CROSQ Funded Accreditation Project within the Region
- (b) To officially launch the CLAS Project within the region.

Speakers of the opening ceremony were Ms. Evadnie Benfield, Acting Director, GNBS, Dr. Vyjayanthi Lopez, CROSQ Chief Executive Officer, Ms. Giselle Guevara, Project Coordinator CLAS Project. The feature address was given by Dr. Leslie Ramsammy, Minister of Health Guyana.

- 2. Train the Trainer Workshop part 1.** On March 02, 2009 the workshop continued with the Didactical Aspects of the training this dealt with the following areas
- (a) Competence requirements of ISO 17025 and ISO 15189
  - (b) Training Principles
  - (c) Basics of Didactics, presentation skills, exchange of experiences
  - (d) Training principles & training tools
  - (e) Training modules: information , knowledge, know how and experience transfer
  - (f) Training exercises

- 3. Train the trainer Workshop part 2** – This continued on March 03, 2009 and basically dealt with how to implement a quality management system in laboratory form idea to implementation.
- Areas addressed in the segment were:
  - Main components of ISO 17025 and ISO 15189
  - Introduction to road maps and milestones
  - Moderation of a 20 milestone session for laboratory
  - Exercises with role plays.

- 4. Accreditation trainer’s meetings-** This occurred on March 04, 2009. The objective of this meeting was to work with the recently trained pool of experts to assist them in developing action plans for magnification of the training in the country. The outcome was to;
- Develop and maintain cooperative arrangements and relationships with key stakeholders about the importance of accreditation to National Development
  - Discuss and plan future regional proficiency testing programmes
  - Develop and update action plan for meeting the projects’ performance indicators in each country
  - Applying and developing indications for measuring project performance.

**5. 20 Milestone Workshop (Guyana Laboratories)**

Fifty laboratory personnel represented various laboratories in Guyana. The aim of this session was to train participants to develop a QMS that conforms to the requirements of ISO 17025 and ISO 15189 using the 20 Mile stone system. Participants were informed of the history of 20 milestones, basics and principles, use of the milestone for analyzing, planning, implementation, controlling and archiving, examples of 20 milestones in a clinical laboratory, problems analysis, brainstorming and exercises.

**4.7.1.6 ‘Accurate measurement in the trade of bulk commodities’ Conference**

Officers in the department attended The Caricom Regional Organisation for Standards and Quality (CROSQ) in collaboration with the Guyana National Bureau of Standards (GNBS) held a half-day conference titled ‘Accurate measurement in the trade of bulk commodities’ on April 22, 2009 at the Regency Suites and staff of the Conformity Assessment participated.

#### **4.7.1.7 “The Role of Standards & Caribbean Export’s Direct ASSISTANCE Scheme in Enhancing SME Competiveness”**

Ms. Rodlyn Semple, Technical Officer, within the Conformity Assessment Department, attended and presented a workshop titled “**The Role of Standards & Caribbean Export’s Direct ASSISTANCE Scheme in Enhancing SME Competiveness**” on **July, 17, 2009** at the International Convention Centre Liliendaal, Greater Georgetown. This workshop was a collaborative effort between the GNBS and Caribbean Export. The area presented on was Product Certification and Conformity Assessment.

#### **4.7.1.8 ISO workshop on Conformity Assessment Infrastructure Supporting Trade Workshop**

The Guyana National Bureau of Standards and Guyana were represented by two Technical Officers, Mr. Abidin Mohamed and Ms. Rodlyn Semple at the Regional Workshop on Conformity Assessment Infrastructure supporting trade held from **August 04-06, 2009** at the Bay Gardens Hotel, Castries, St. Lucia, West Indies.

In the frame work of the ISO Action Plan for developing countries 2005-2010, with specific regard to objective three on increasing national and regional cooperation, and on sharing experiences, resources and training this workshop was held . The workshop presented the latest information on the ISO /IEC standards and guides that set out the internationally agreed practices on conformity assessment activities. The CASCO toolbox was also presented.

The objective of the workshop was to improve understanding of what is expected by the WTO agreement in relation to conformity assessment procedures, and the methods for providing added confidences in conformity assessment results. This workshop was organized by ISO in the framework of the **ISO Action Plan for Developing Countries 2005-2010**, in collaboration with the Caricom Regional Organization for Standards and Quality (CROSQ) and hosted by Saint Lucia Bureau of Standards (SLBS) with generous financial support of *the Swedish International Development Cooperation*.

#### **4.7.1.9 Twenty Milestones to Accreditation**

A training programme on the Twenty Milestones to Accreditation was held on November 23-24, 2009. The two-day training programme focused on accreditation to the ISO/IEC 17025: 2005 (General requirements for the competence of testing and calibration laboratories) and ISO 15189: 2007 (Medical laboratories – Particular requirements for Quality and Competence) standards. Mr. Manfred Kindler, creator of the Twenty Milestones initiative and of Physikalisch Technische Bundesanstalt (PTB) Germany, was the main facilitator of the programme. Ms. Giselle Guevara, Project Coordinator of the CROSQ-CLAS-EDF Project, also assisted in the training programme. The Twenty Milestones offer a step by step guide to the requirements needed for accreditation to the ISO/IEC 17025 or ISO 15189 standards. Twenty persons comprising of eight participants



from medical laboratories, seven from non-medical laboratories, four participants from the GNBS and one guest were exposed to the principles of the Twenty Milestones.

Following the conclusion of the training programme, participants were better able to identify the steps to be taken in building an effective laboratory quality management system and the milestones needed to be realised to gain accreditation. Action plans were also done by participants to aid in the design and implementation of a laboratory quality management system. Participants were also equipped with means to monitor, maintain and improve the laboratory quality management system.

#### **4.7.10 *Laboratory Accreditation meeting the requirements of GYS223:2005 and GYS265:2009 standards***

The Guyana National Bureau of Standards hosted its first three-day training programme on Laboratory Accreditation to facilitate the Accreditation of Medical, Testing and Calibration Laboratories in Guyana. This training was facilitated by Ms. Candelle Walcott-Bostwick, Head of the Conformity Assessment Department, who was trained by the Caribbean Regional Organisation for Standards and Quality (CROSQ) as a trainer for Laboratory Accreditation in Guyana. This training programme and workshop was held from November 18-20, 2009 at the CIDA Building, located at Main and New Market Streets, Georgetown.

This training programme focused on providing an interpretation of the requirements of the ISO/IEC 17025: 2005 (General requirements for the competence of testing and calibration laboratories) and ISO 15189: 2007 (Medical laboratories – Particular requirements for quality and competence) standards.

Sixteen participants from eleven laboratories (six medical and five testing laboratories) including two GNBS personnel participated in this training programme. The purpose of this training programme was to provide participants with an understanding of how to implement the Laboratory Management system for the purpose of Accreditation.

The course commenced with a pre-course questionnaire on both standards which allowed participants to be familiarised with the requirements of the respective standard. Based on the evaluation of the questionnaire, participants scored over 90% which was a good indicator for the success of the course administration.

During the training programme participants were exposed to the differences between Accreditation, Certification and Registration, the gaps between the GYS 170 standard and the ISO standards, the indicators of Quality management, understanding the requirements of the standards and how they can be applied to their respective laboratories. The steps for achieving Accreditation were also discussed with participants. There were seventeen group exercises which facilitated brainstorming and application of the requirements of the standards in their respective laboratories.

The GNBS distributed a checklist for the applicable standards for the laboratories to complete. This checklist will be used to identify the gaps in laboratory management system to facilitate the Accreditation process. The action plan for implementation will follow the 20 Milestones to Accreditation Approach.

#### 4.8 *National Committees*

##### 4.8.1 *National Committee on Conformity Assessment*

Four quarterly meetings of the NCCA were held during 2009. These meetings were held on January 08, April 02, July 09 and October 08, 2009. Dr. Chatterpaul Ramcharran and Mr. Trumel Redmond served as the Chairman and Technical Secretary respectively for the meetings. An average of fourteen agencies and nine personnel from the GNBS were represented at the meetings. Some of the agencies present were primarily involved in testing, inspection and certification activities. While work with the agencies regarding completion of their documentation to the relevant international standard was at various levels, the meeting also served to sensitise representatives on metrication and metrology issues. The meetings provided opportunities for concerns and problems to be raised and possible solutions for same to be identified

##### 4.8.2 *National Laboratory Quality Committee*

###### *Clinical sub-committee*

During the period of January to December four quarterly Clinical Sub-Committee meeting meetings were held in the conference room of the GNBS.

During the first quarter contact was made with Ministry of Labour to be apart of the Clinical Sub-committee meetings and to assist with safety in laboratories. Ms Vansluytman (**Senior Labour and Occupational Health & Safety Officer**) attended the second quarterly meeting and spoke briefly on safety in laboratories. Ms.Vansluytman stated that sections 59-66 of the Health and Safety Act emphasize safety in laboratories. It was stated that safety in laboratories depends on the workers. Ms.Vansluytman stated that all laboratories should have an Occupational Safety and Health Committee in place and the minutes of all meetings should be forwarded to Ministry of Labour. The Occupational Health and Safety Act require that every work place should have a committee once there are twenty or more persons. During the second half of the year Ministry of Labour commenced visits to laboratories to view the operations and provide guidance where possible to enhance safety at these facilities.

At this meeting all participants were briefed on the fee structure for reviews of quality system documents. An entire break down was done so that members would have an idea of how certification fees are calculated by the GNBS. Ms. Bostwick informed participants the more reviews conducted by the GNBS the higher the costing will be for that laboratory.

The laboratory personnel were also encouraged to pay attention to the review reports provided by GNBS and seek clarification when necessary. All uncertified laboratories were encouraged to complete their documentation and become certified.

## **4.9 Projects**

### ***Competitiveness Project***

During the year, the GNBS received a compliment of training, office and laboratory equipment through this Project to strengthen its capacity to provide training on management system standards, calibration and verification services. Office equipment which included computers, printers and a UPS were provided to enhance the IT capacity of the GNBS net work system. The Training equipment included a lap top computer, multi media projector, flip chart stands, video camera and DVD player which will be used to enhance the training capabilities of the GNBS trainers. The laboratory equipment included two lap top computers, masses, software, temperature equipment, micrometers and measuring devices which will be used to enhance the calibration and verification services provided to Industry.

Approval was granted for ten GNBS Officers to be trained as trainers on the ISO 9001 and ISO 22000 standards and Lead auditors for the said standards. These training programmes were awarded to a Company in Argentina. Training programmes are scheduled for January to March, 2010.

In addition, the review of the standards strategy was advertised seeking suitable Consultants. The Consultants bidding for this review will be evaluated by January 2010.

The communication strategy is currently being reviewed by the Project Officer to facilitate its implementation at the GNBS. The GNBS is awaiting a report from the Project Officer.

For 2010, the GNBS will receive additional funding to access additional training for its staff and additional equipment to strengthen its capacity to provide services to improve the competitiveness of Industry in Guyana.

## **4.10 Other Activities**

### **4.10.1 Social Responsibility**

An inaugural meeting of the Social Responsibility Mirror Committee was held on April 30, 2009. At the meeting, the Chairman – Mr. Henry Lewis of Banks DIH and Vice-chairman – Ms. Sharon Alexander of the Ministry of Tourism, Industry & Commerce were elected. Persons at the meeting discussed possible avenues for the promotion of the standard. Much activity has not taken place in the committee since it was felt that work should be done once the standard has been officially published. This publication date is scheduled for September 30, 2010. Members of the committee were encouraged to implement the draft standard in their organisations. Information on the ISO/CD 26000 standard from two articles featured in the *ISO Focus* magazine was disseminated to members of the Social Responsibility Mirror Committee via email in November.

#### **4.10.2 *Cement Seminar***

TCL Guyana Incorporated (TGI) in collaboration with the GNBS held a Cement Seminar on Friday, June 12, 2009. The Seminar was held at TGI's Lombard Street location. GYS 215 and 216 are the two standards that are applicable to the cement/concrete sector. Mr. Danny Jairam, Concrete Technologist of Trinidad and Tobago, was the main resource person at the Seminar. He delivered a presentation titled "Cement, Concrete and Blocks" where he summed up the requirements that should be followed to ensure proper block making. Firstly, the water in the mix should be reduced. This can be done through the use of water reducers such as super plasticizers. Blocks should be properly compacted, preferably mechanically, where the strength of an individual does not have to be taken into consideration. Thirdly, every effort should be made to prevent blocks from drying out. Lastly, he urged the continuation of the curing process on stock piles.

#### **4.10.2 *Laboratory Safety Workshop***

The Guyana National Bureau of Standards (GNBS) was invited by the National Public Health Reference Laboratory (NPHRL) to a Laboratory Safety Workshop that was held on Tuesday, August 11, 2009 at their office. Approximately twenty persons were exposed to the training at the Workshop. Ms. Kristy Osterhout, Safety Officer, and Ms. Shadia Barghoti Rath, Molecular Laboratory Supervisor, of the State Laboratory of Public Health, Raleigh Office, North Carolina were the facilitators of the Workshop. Five main areas were addressed at the Workshop: General Safety, Personal Protective Equipment, Chemical Safety, Bloodborne Pathogens and Biosafety Level (BSL) 3 Procedures. Sessions were practical and encouraged interaction among participants and facilitators who were willing to provide suggestions based upon experiences they had encountered.

### **4.11 *Monitoring and evaluation***

#### **4.11.1 *Technical Assistance***

One Company received ISO 9001 registration which is a significant achievement for 2009. The GNBS is working with another two companies finalizing documentation to the ISO 9001 standard and one Company for ISO 14001 certification.

#### **4.11.2 *Product Certification***

Lack of testing facilities for locally-manufactured products is hindering the expansion of the Product Certification Scheme. Clients have indicated that the product certification fee was too expensive. Despite the review of the cost for the Product Certification Scheme one client left the scheme.

#### **4.11.3 *Audit Service***

One audit was conducted during the period.

#### **4.11.4 Accreditation**

With reference to the Laboratory Certification Programme, the review of the quality manual indicated that 85% of the requirements of the GYS 170:2003 standard were addressed by the laboratory. The technical manuals reviewed had minor corrections to be made. The other laboratories are currently developing their quality system documentation. There are at least twenty (20) laboratories developing their quality systems. At least five laboratories should be certified in 2010.

#### **4.11.5 GNBS –Management Systems**

The GNBS management system documentation is 60% completed and the implementation commenced in January, 2009 in most departments, however data for the evaluation of the performance of the QMS to the ISO 9001 standard had not commenced.

#### **4.11.6 National Committee on Conformity Assessment**

Two critical factors affecting the completion of the management systems for certification and inspection bodies are training on the requirements of the respective standards and a clear indication of the roles and functions of inspection and certification bodies operating in Guyana.

#### **4.11.7 Projects**

The Competitiveness Project has shown commitment to strengthen the capacity of the GNBS through the approval of funding to supply office, laboratory and training equipment to the GNBS so that services provided to Companies in Guyana by the GNBS will facilitate National competitiveness.

## 5.0 STANDARDISATION

The Standardisation Department of the Guyana National Bureau of Standards (GNBS) is responsible for planning, organizing and facilitating the development of national standards. Standards are developed in a wide variety of fields by Technical Committees (See Appendix 1) comprising of experts in each field. Justification must be provided for any standards development project.

The Standards Development process (See Appendix 2) is conducted by four (4) Officers of the Standardisation Department. The Department works closely with various Technical Committees and other interested parties to develop and execute the standards development work programme, which includes, inter alia:

- (a) research activities and planning for identification of greater priorities for standardisation;
- (b) formulation of draft standards and identification of suitable regional and international standards for adoption as national standards;
- (c) review and maintenance of national standards;
- (d) periodic consultation with producers, service providers, government agencies, the private sector, consumer representatives, special interest groups and the general public to promote the concept and importance of standardisation in national development; and
- (e) participation in regional and international standardisation.

The standards development work programme of the GNBS focuses on the development, adoption and application of standards that will enhance product or service competitiveness, and ultimately the economic development of Guyana. These standards maybe developed from baseline information but such an approach is often time consuming. Also, there is always the very real possibility that the lengthy development process will culminate in no more than a re-invention of the wheel.

In view of this, the Standardisation Department encourages Technical Committees to adopt regional or international standards that will bring greater benefits to Guyana on a wider scale. Technical Committees operate on a consensus principle and the public is given the opportunity to examine and comment on all draft standards before they are adopted as national standards.

The Standardisation Department houses Guyana's WTO Enquiry Point which answers all reasonable enquiries from other Members and interested parties, as well as provides, inter alia, relevant documents regarding:

- (a) Technical regulations adopted or proposed within its territory;
- (b) Standards adopted or processed within its territory;
- (c) Conformity assessment procedures or proposed conformity assessment procedures, which are operated within its territory;

- (d) The membership and participation of the Member or of relevant institutions within its territory, in international and regional standardization bodies and conformity assessment systems; and
- (e) The membership and participation of the members or of relevant institutions within its territory in bilateral and multilateral arrangements within the scope of the Agreement.

The Standardisation Department also houses Guyana's Codex Contact Point which:

- (a) acts as the link between the Codex Secretariat and member countries;
- (b) coordinates all relevant codex activities nationally;
- (c) receives all Codex final texts (standards, codes of practice, guidelines and other advisory texts) and working documents on Codex sessions and ensure that they are circulated to those concerned nationally;
- (d) sends comments on Codex documents or proposals to the Codex Alimentarius and/or its subsidiary bodies and/or the Codex Secretariat;
- (e) works in close cooperation with the National Codex Committee;
- (f) acts as a channel for the exchange of information and coordination of activities with Codex members;
- (g) receives the invitation to Codex sessions and inform the relevant chairpersons and the Codex Secretariat of the names of participation from Guyana;
- (h) maintains a library of Codex final texts; and
- (i) promotes Codex activities nationally.

## **5.1 Status of National Standards Development**

### **5.1.1 Standards Proposals**

Thirty one (31) proposals for the formulation of national standards were approved by National Standards Council. These proposals were:

- (i) Testing concrete Part 207: Recommendations for the assessment of concrete strength by near to surface test;
- (ii) Specification for casareep;
- (iii) Specification for the sampling, testing, and assessing the suitability of water, including water recovered from process in the concrete industry as mixing water for concrete;
- (iv) Specification for poly (vinyl chloride) (PVC) pressure rated pipe (SDR series);
- (v) Specification for poly (vinyl chloride) PVC plastic pipe schedule 40, 80 and 120;
- (vi) Food safety management systems – Guidance on the application of ISO 22000:2005;

- (vii) Food safety management system – Requirements for bodies providing audit and certification of food safety management systems;
- (viii) Traceability in the feed and food chain – General principles and basic requirements for system design and implementation;
- (ix) Food safety management systems – Requirements for bodies providing audit and certification of food safety management systems;
- (x) Food safety management systems – Guidance on the application of ISO 22000:2005;
- (xi) Specification for toilet tissue;
- (xii) Conformity assessment – General requirement for accreditation bodies accrediting conformity assessment bodies, Conformity assessment – Guidance for drafting normative documents suitable for use as conformity assessment, Guidelines for selection of quality management systems consultants and use of their activities, Quality management Customer satisfaction – Guidelines for dispute resolution external to organizations, Point of Care Testing (POCT) Requirements for quality and competence, Quality management Customer satisfaction – Guidelines for codes of conduct for organization, Conformity assessment – Code of Good Practice, Medical laboratories requirements for safety, Conformity assessment – vocabulary and general principles, Conformity assessment – Fundamentals of product certification, Arrangements for the recognition and acceptance of conformity assessment results, Test methods for heels and toe pieces – top piece retention strength, Test methods for outsoles – Abrasion resistance, Test methods for outsoles – Flex resistance, Test methods for stiffeners and toe puffs – Mechanical characteristics, Sampling location, preparation and duration of conditioning of samples and test pieces, Test methods for uppers – water resistance, Test method for whole shoe – Upper sole adhesion, Test methods for uppers – Resistance to damage on lasting, Tests methods for upper lining and in socks – Tear strength, Tests methods for stiffeners and toe puffs – bondability, Test methods for uppers and lining – flex resistance. The formulation of these standards was assigned to the various Technical Committees.

### **5.1.2 Standards at Technical Committee Stage**

There are seventeen (17) standards remaining on the work programme of the Technical Committees for 2009. These standards are at various stages of standards development.

### **5.1.3 Public consultation for standards**

Three (3) Public consultations were held on the following standards:

- (1) Specification for the labeling of retail packages of tobacco products.



- (2) Code of Practice for the design and construction of Ventilated Improved Pit (VIP) Latrine.

One National consultation was held for the standard “Specification for the labeling of retail packages of tobacco products” and two consultations were held in Region numbers 3 and 6 on the standard “Code of Practice for the design and construction of Ventilated Improved Pit (VIP) Latrine” to solicit comments from members of the public. Comments received were considered by the relevant Technical Committees.

### 5.1.3 Standards approved by National Standards Council

Table 11 shows the standards approved by National Standards Council over a five year period.

**Table 11**  
**Standards approved by National Standards Council**

	YEAR				
	2005	2006	2007	2008	2009
Standards approved by National Standards Council	27	199	6	3	41
Standards in publication	322	481	465	468	504

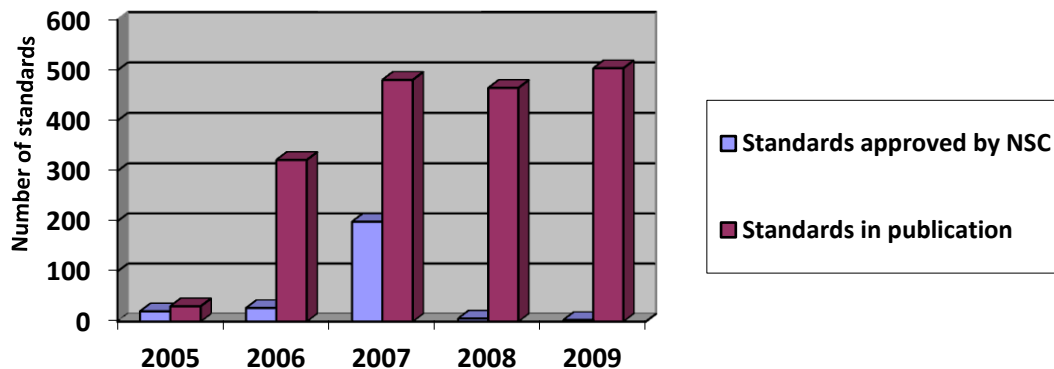
Note: The number of standards approved each year includes revised.

During the year 2009, forty one (41) standards were approved by National Standards Council (See Appendix 3).

The Standardisation Department’s standards catalogue was updated to include the above-mentioned standards.

The bar graph below in Fig 5. shows the number of standards approved by NSC over a five year period.

**Figure 5**  
**Standards approved by National Standards Council**



#### **5.1.4 Compulsory Standards**

Four (4) Cabinet Memoranda requesting Cabinet to approve the National Standards GYS 58:2006 “Specification for Poultry feed and feed ingredients”, GYS 264:2005 “Specification for the storage, handling and transportation of LPG cylinders”, GYS 453:2008 “Specification for the storage, handling and transport of steel compressed gas cylinders and Specification for the labeling and packaging of tobacco products” were submitted to the Ministry of Tourism, Industry and Commerce to seek approval from Cabinet as compulsory National Standards.

The importation of unlabelled, incorrectly labelled or falsely labelled commodities are of great concern to consumers. Consumers are often misguided by the information supplied on labels or no information available about the identity, care and direction of use of a product. For the GNBS to effectively implement the above-mentioned national standards, which have been established as “voluntary” national standards, it is essential that these standards be made “compulsory” so that the GNBS could enforce them.

A total of fifty standards were retyped and edited. The purpose is maintain all national standards electronically for ease of access and retrieval.

### **5.2 Regional Standards**

#### **5.2.1 Meetings of Technical Committee/Consultations on Caricom Standards**

Meetings of Technical Committee/Consultations were conducted on the following Draft Caricom Standards which were under formulation by CROSQ:

- (a) Specification for Tomatoes;
- (b) Specification for Oranges;
- (c) Specification for Pineapple;
- (d) Specification for Hot Peppers;
- (e) Specification for Mangoes;
- (f) Specification for packaged water;
- (g) Code of hygiene practice for packaged water;
- (h) Specification for amchar/kuchela;
- (i) Labeling of retail packages of tobacco products;
- (j) Specification for cassava bread;
- (k) Specification for furniture – Wooden;
- (l) Specification for furniture – Indigenous (other than wood) and;
- (m) Specification for grades of Bananas.
- (n) Guidelines for Good Management Practices for Small and Micro Enterprises;
- (o) Specification for gold articles;

Comments received on the above-mentioned standards were submitted to the Caricom Regional Organisation for Standards and Quality (CROSQ) Secretariat for dissemination to the respective Regional Technical Committee for consideration.

### **5.2.2 Regional Technical Committee – Guyana**

Guyana was assigned the Regional Technical Committees for the Draft Caricom Standards on gold jewellery, cassava bread, amchar/kuchela, Good Management Practices for SMEs, wooden craft items, indigenous furniture and wooden furniture. Comments were received from Caricom Member States on the following Draft Caricom Standards:

- (a) Specification for cassava bread;
- (b) Specification for indigenous furniture;
- (c) Specification for wooden furniture;
- (d) Specification for gold articles;
- (e) Specification for amchar/kuchela;
- (f) Specification for Wooden furniture and
- (g) Guidelines for Good Management Practices for Small and Micro Enterprises.

The comments along with the standards were disseminated to the relevant Technical Committee for review. The comments were discussed and considered at meetings of Technical Committees. Revised drafts of the above –mentioned standards were prepared and submitted to the CROSQ Secretariat for dissemination to Caricom Member States.

### **5.2.3 Votes on Regional Standards**

Guyana voted for the approval of the following Caricom Standards:

- (1) Code of hygienic practice for packaged natural coconut water;
- (2) Code of hygienic practice for packaged water;
- (3) Specification for Packaged water;
- (4) Guidelines for good management practices for small and medium sized enterprises;
- (5) Specification for gold articles – Marking requirements and guidelines for manufacturing, alloying and testing;
- (6) Specification for labelling pre-packaged foods;
- (7) Specification for Packaged natural coconut water;
- (8) Specification for Botanical cosmetics;
- (9) Specification for fruit and vegetable juices and fruit nectars;
- (10) Code of Practice for the preparation of frozen fruit pulps and purees;
- (11) Code of practice – General principles of Food hygiene;
- (12) Code of practice for the manufacture of wooden craft items;
- (13) Code of practice for fish and fishery products;
- (14) Specification for indigenous furniture – bamboo, rattan, wicker, tibusiri and rattan;
- (15) Specification for grading of Tomatoes;
- (16) Specification for grading of Oranges;
- (17) Specification for grading of Pineapples;

- (18) Specification for grading of Hot Peppers;
- (19) Specification for grading of Mangoes;
- (20) Specification for grading of Pumpkins;
- (21) Specification for grading of Grapefruits;
- (22) Specification for grading of Cabbages;
- (23) Specification for grading of Bananas;
- (24) Specification for grading of Sweet peppers;
- (25) Specification for poultry and poultry products;
- (26) Specification for cassava bread and
- (27) Code of Practice Tour guides.

#### **5.2.4 Participation in CROSQ meetings**

Guyana submitted an update to the CROSQ Secretariat on the status of implementation of all the Caricom standard to date.

Ms. Ramrattie Karan attended two meetings of the CROSQ Technical Management Committee in Barbados. The first in April and the second in September. The purpose of the meetings was to review the status of regional standards under development, standards work programme and technical matters relating to standardization.

#### **5.2.5 Regional Building Standards**

The Guyana National Bureau of Standards (GNBS) in collaboration with CARICOM Regional Organisation for Standards and Quality (CROSQ) launched the National Technical Sub Committee (NTSC) – Regional Building Standards on **Wednesday, November 18, 2009** at the Cara Lodge.

The objective of the launching was to:

- outline the project;
- provide a status on the project and;
- officially launch the NTSC.

In attendance were Mr. Michael Wood, Project Coordinator, CROSQ, Mr. Melvyn Sankies, Chairman National Building Code Committee, Mr. John Cush, President Guyana Association of Professional Engineers and representatives of the Public and Private sectors.

Mr. Melvyn Sankies, Chairman National Building Code Committee, participated in ten Regional Building Standards meeting via teleconference.

### **5.3 Standards Promotion**

**5.3.1** The Standardisation newsletters entitled “Technical Regulations and the World Trade Organisations” and “Standards and Consumer Protection” were prepared and disseminated to national stakeholders for information purposes. The purpose of this newsletter is to sensitise national stakeholders on current standardization issues.

### **5.4 WTO/TBT Enquiry Point**

**5.4.1** Guyana’s Standards Development Work Programme for January to June 2009 was prepared and submitted to the WTO Secretariat via the National Notification Authority (Ministry of Foreign Affairs).

**5.4.2** Three notifications on Guyana’s intention to make three national standards compulsory were submitted to the WTO Secretariat. These were GYS 58:2006, “Specification for poultry feed and feed ingredients” and GYS 264:2005 “Specification for the storage, handling and transportation of liquefied petroleum gas cylinders” and GYS 253:2008 “Specification for the storage, handling and transport of steel compressed gas cylinder”.

**5.4.3** The WTO/TBT Enquiry Point received enquiries. These were the request for information on:

- (a) The ISO 9001 certified companies in Guyana;
- (b) Guyana’s work programme for standardization.

These enquiries were promptly answered by the WTO/TBT Enquiry Point.

GNBS participated in a five year Trade Policy Review which was held with WTO Officials and key agencies with responsibilities for trade and trade - related matters. The review was held at the Ministry of Foreign Trade and the following areas were reviewed and discussed:

- the intergovernmental agreement establishing CROSQ;
- the list of mandatory standards;
- the standard development procedure;
- Conformity assessment infrastructure in Guyana.

It was the second Trade Policy Review since Guyana became a WTO member on January 01, 1995.

A workshop on the operation of the WTO notification point was conducted for all agencies with responsibility for trade and trade related matters. Two (2) Officers from the Guyana National Bureau of Standards attended the workshop. The purpose of the workshop was to sensitise stakeholders on their importance and role of the notification authority. Also, to provide practical examples in completing notification for submission to WTO.

## **5.5 Codex Activities**

- 5.5.1** One meeting of the National Codex Committee was held in December, 2009. The purpose of this meeting was to review and discuss Guyana's attendance at Codex meetings in 2009 and funding for Guyana's attendance at meeting in 2010. Also, to discuss the work programme for 2010 and the way forward. The Codex Trust Fund has indicated that the Fund will no longer be funding Guyana's participation at meetings in 2010.
- 5.5.2** Forty (40) electronic copies of Codex documents were disseminated to the Food and Drug Department, and the Ministry of Agriculture for information purposes to sensitise the stakeholders on the status of development of Codex standards, guidelines and codes.
- 5.5.3** Four quarterly editions of the Codex newsletter were disseminated to national stakeholders for information purposes. The purpose of these newsletters was to sensitise national stakeholders on current issues/practices related to food safety.

The first quarter edition of the Codex newsletter featured an article entitled, "What is Codex Alimentarius Commission." The second quarter edition of the Codex newsletter featured an article entitled "Food and food additives". The third quarter edition featured an article entitled "Food security and climate change" and the fourth quarter edition featured an article entitled "Pros and cons of Food additives".

- 5.5.4** Guyana completed the Codex Trust Fund Application Form for 2010 and submitted it to the Codex Secretariat in Rome. Guyana's selection was based in order of priority, the five Codex meetings at which it will be represented in 2010 as follows:
- (a) Codex Committee on Fish and Fishery Products;
  - (b) Codex Committee on Food Import and Export Inspection and Certification Systems;
  - (c) Codex Committee on Processed Food;
  - (d) Codex Committee on Food Labelling;
  - (e) Codex Committee on Fresh Fruits and Vegetables.

The FAO/WHO Project and Fund for participation in Codex (The Codex Trust Fund) supported Guyana's participation at two (2) Codex meetings for 2009, namely; the Committee on Food Labelling and the Committee on Fish and Fishery Products. Dr. Chatterpaul Ramcharran, Executive Director, Guyana National Bureau of Standards attended the thirty-seventh session of the Committee on Food labelling held on April 30 to May 04, 2009, in Canada. Dr. Colin James, Director, Veterinary Public Health Unit, Ministry of Health, attended the Committee on Fish and Fishery Products held on September 30 – October 03 in Morocco.

## **5.6 National Building Code**

- 5.6.1** The National Building Code Sub-Committee – Latrine met and developed the draft standard “Code of Practice for the Design and Construction of Ventilated Improved Pit (VIP) latrine for the disposal of human excreta” Two consultations were held in Region numbers 3 and 6, respectively. Participants commented on the draft standard which will be reviewed by the Sub-Committee during 2010.
- 5.6.2** The National Building Code Sub-Committee – Solar Panel held one meeting to review the draft Code of Practice on Solar Panel Installation. The meeting of the Sub-Committee will continue in 2010.

The revision and development of the National Building Codes were severely affected by lack of funds for the payment to Committee members.

## **5.7 Websites Monitoring**

- 5.7.1** The CROSQ Website was monitored for the uploading of new documents relating to regional standardization and Technical Management Committee meetings.
- 5.7.2** Daily monitoring of the WTO websites were conducted. There were no notifications/standards which required action by Guyana.

## **5.8 Projects**

- 5.8.2** The SME Project Execution Unit, housed in Barbados, requested the following from Guyana:
- (a) A list of all Regional Technical Committee members;
  - (b) Completion and submission of Guyana’s Voting Forms for the approval of standards.
  - (c) A list of contact persons, address, email, telephone and fax information) of Guyana’s Banking Institutions, Credit Unions, Office of Public Counsel, Consumer Regulations Bodies, Small Business, Ministry of Commerce, Media Houses, Publications Bodies, Chamber of Commerce, Business Development Agencies and Insurance Companies.

Guyana hosted two workshops under the IDB/SME project. The first workshop was held under the theme “Enhancing competitiveness through standards for the Tourism Industry” and the second under the theme “Standards and the Furniture Industry”.

The first workshop was held in April, 2009 which targeted the hospitality sector and approximately ten (10) persons were in attendance. Also in attendance were the Project Manager of CROSQ, IDB/SME project and representatives from the Caribbean Tourism Organisation.

The second workshop was held in October, 2009 which targeted the furniture manufacturers and two (2) manufacturers were in attendance. Also, in attendance was the Project Manager of CROSQ, IDB/SME project.

- 5.8.3** Mr. Elton Patram, Technical Officer attended four Project Monitoring Group meetings during 2009. The first meeting was held during January in Barbados. The second was held in Trinidad, the third in Guyana and the Fourth in Saint Lucia. The purpose of these meetings was to deliberate and discuss progress/constraints on project activities and deliverables. Also, the meetings discussed and plan new activities for 2010.

## **5.9 Other Activities**

- 5.9.1** The Guyana National Bureau of Standards in collaboration with the Ministry of Tourism, Industry and Commerce facilitated meetings with Craft and Agro Processors/Manufacturers which led to the formation of the Arts and Craft Producers Association and Agro Processors Association respectively.

- 5.9.2** Mr. Elton Patram represented the GNBS at two meetings of the National Advisory Council on Occupational Safety and Health. This Council reports to the Ministry of Labour, Human Services and Social Security, Upper Brickdam, Stabroek, Georgetown. The purpose of the Council is to review and set policies with regards to Occupational Safety and Health in the workplace.

- 5.9.3** Ms. Andrea Thom and Mr. Iran Ali attended a Regional training programme hosted by the Caricom Regional Organisation for Standards and Quality (CROSQ) and the International Organisation for standardization (ISO) entitled “The role of Standards in Economic Development and Trade. The training was held in Trinidad from October 13 – 15 for National Standards Bodies representative.

The purpose of the training was to raise awareness on the benefits and the role of standards from the economic development and trade perspective.

- 5.9.4** Mr. Elton Patram was nominated to represent the GNBS on the Public-Private Council (P-PC). The P-PC serves as an advisory body and the final authority in approving/rejecting financial support to entrepreneurs participating in the Matching Grant Initiative (MGI) for private enterprise development and export competitiveness. Four meetings were held to review the Terms of Reference, the Policy manual and applications submitted to Matching Grant Initiative.

- 5.9.10** Ms. Andrea Thom attended a training hosted by the Pan American Health Organisation entitled “Counteracting the Tobacco Industry”. The training was held on June 24 at the Cara Lodge and its objective was to increase awareness and understanding among technical personnel in key stakeholder agencies.



- 5.9.11** Mr. Iran Ali attended a training hosted by TCL Guyana Limited on cement mixing. The training was conducted by Mr. Danny Jairam, Concrete Technologists from Trinidad. The training focus on the properties of the raw materials and concrete and the process involved in installing concrete. The training also highlighted how the contractors and builders can practice construction to improve the structural integrity of buildings. A practical demonstration of the mixing of concrete was also illustrated.
- 5.9.12** Mr. Elton Patram attended a workshop hazard mapping and disaster management. The workshop was hosted by the Caribbean Disaster Emergency Response Agency (CDERA) which was held in Trinidad. The purpose of the workshop was to sensitise Member States in the region on the work done in regards to a technical consultancy undertaken in the region.
- 5.9.13** One meeting was held with the Commissioner, Guyana Forestry Commission, representatives of the Forest Products Development Marketing Council (FPDMC) and the Guyana National Bureau of Standards. The purpose of the meeting was to adopt draft standards developed by the FPDMC as national standards and to introduce certification of Forest Operators.

## **6.0 COMMUNICATION REPORT 2009**

### **Overview**

The Communication Division is responsible for providing programme support services to assist in the successful execution of the various activities listed under the work programmes of the Bureau's six departments. The year under review was a challenging one and work progressed satisfactorily as the GNBS worked tirelessly to achieve its mandate and targets set.

The Division was able to fulfill its objectives in a substantial way as it continued to provide support to technical departments, educate and sensitise stakeholders about GNBS activities, organize GNBS participation in exhibitions and national events and give guidance and consumer advisories on matters pertaining to the selection of quality goods. A variety of communication strategies were employed by the Division to effectively execute its duties.

### **6.1 Programme Support**

One of the main functions of the Division is to provide vital programme support to the technical work programmes of the organization. This function is continuously provided by the Division to ensure that there are communication inputs into key programme activities of the GNBS. Support is provided for activities such as symposia, seminars, workshops, and Public consultation sessions.

### 6.1.1 School Lectures

As a means of reaching out to school children with the message of standardization and to link its importance with quality, a series of lectures were conducted by the Head of Department and the Public Relations Officer.

The lectures focused on a broad overview of the GNBS (including the main activities of the six departments), the importance of standards in trade, the relationship between standards and quality, and metrication, and career opportunities in standardization. A number of questions regarding the above topics were asked by students and teachers, which were addressed accordingly.

The sessions were interactive and students were given suitable examples to help them establish the link between standards and trade, how standards provide protection for consumers and the inter-dependency between standards and quality.

Officers were also able to both ask and answer relevant questions pertaining to the lecture and students generally seemed interested in obtaining information

Table 12 below shows the schools covered in the lecture series.

**Table 12**  
**School Lectures Conducted during 2009.**

Region	Name of School	Number of students attending lecture
Region No.3	Leonora Secondary Zeeburg Secondary Parika/ Salem Secondary Uitvulgt Secon dary	720.
Region No. 6	Skeldon/ Linepath Secondary Canje Secondary	385
Region No. 4	Tutorial High School, Christ Church Secondary, Covent Garden Secondary Queenstown Community High.  Bygeval Multi- lateral School	900

### 6.1.2: Regional Visits

The Communication Division conducted one outreach visit for the year to Region # 6 during which, School lectures were conducted for students of two Secondary schools. Surveillance visits were also made to the Corriverton Municipal Market and shopping outlets around the New Amsterdam Township. Findings revealed that many packaged goods were not labeled and shopkeepers were still not fully in compliance with the metric requirements. As a matter of fact, vendors claimed that they knew how to use the system,

but do not use the metric system because consumers are still demanding their goods in imperial quantities. Nevertheless, they promised to commence the use of the metric system.

A live Television programme was also held on NCN Television in Berbice to garner feedback from residents of Regions Five and Six. During the one hour programme, callers raised many complaints pertaining to expired food, while others had concerns about businesses selling stone and sand by averaging. There were also complaints about vendors cheating consumers. Outreach visits are a means used by the GNBS to obtain independent feedback.

### **6.1.3 Television programmes**

During the first half of the year, GNBS was able to benefit through an initiative taken by NCN Television to support the education and sensitization of stakeholders on the subject of standardization. This activity took the form of five minute features which showcased consumer information on the morning show “Guyana Today” and during other scheduled television features. Among the topics featured were: Tyre inspection and storage, verification of fuel pumps, scales weights and measures, and calibration of weighing and measuring instruments, the standards development process, etc. The GNBS was grateful to NCN for this gesture.

Another Television station NBTV 9 made similar gestures and three programmes were accommodated on the morning show, “First Look”. During these programmes information was disseminated to the general public on Metrication, National Quality Week and the monitoring of commodities by the GNBS.

It has been found that live television programmes are an excellent means of disseminating information and obtaining instant feedback from stakeholders especially in the areas outside of Region 4. It is hoped that much more television programmes are held in the New Year as there was a decline in this activity in 2009 because of limited resources.

### **6.1.4 Other Programme Support Activities.**

The Division arranged press briefings, symposia, chaired opening and closing ceremonies for training courses, organized news interviews, responded to correspondence written by members of the public, edited printed materials such as, the Standards Information Bulletin, brochures and fact sheets. Other collaborative activities which took place during the year 2009 are listed in Section 6.6.

## **6.2 Promotional Activities:**

Table 13 shows the promotional activities as a means of publicizing GNBS activities under its various work programmes.

**Table 13**  
**Promotional activities for the period: 2005 - 2009.**

No	Name of Activity	Year 2005	Year 2006	Year 2007	Year 2008	Year 2009
1	No. of press releases issued	27	24	35	30	13
2	No. of editions of Standards Advisory (Formerly Standards. Bureau and you)	44	29	-	-	-
3	No. of editions of Standards-Corner published	35	42	45	48	48
4	No. of notices published	52	42	37	42	34
5	No. of press briefings held	9	8	8	4	2
6	No. of school lectures held	4	8	15	18	9
7	No. of live Radio &/ TV programmes	7	12	5-	8	2
8	No. of Pre recorded Television programmes	-	-	-	-	10

The figures in the table above represent the number of promotional activities undertaken by the Communications Division over the last five years to support the programmes of the technical departments, help in the dissemination of information to stakeholders and promote significant events. The number of activities executed in the respective years varied as the need arose, and according to events outlined in the respective work programmes. This is especially applicable to notices, press briefings and press releases. Regarding pre-recorded television programmes, this is a new activity that commenced during this year.

#### **6.2.1 Metric Promotional Campaign:**

In an effort to boost the National Metrication Campaign, the Division mounted a three week promotional campaign which comprised a thirty second radio commercial. The advertisements were aired on 98.1 FM and the Voice of Guyana during the peak periods of the day. The commercials aired emphasized the need to use the metric system only, and discouraged consumers from converting from the metric to the imperial and vice versa. Full colour posters featuring the four commonly used units were also reprinted and distributed to sales outlets in the various Administrative Regions. These were posted in prominent locations, shops and markets to educate consumers on the metric system.

#### **6.2.2 Standards Corner**

The weekly Standards Corner features continued to be published free of cost in the Wednesday editions of the Guyana Chronicle, through the auspices of the Editor-in Chief. The column is used mainly to feature short articles on various aspects of standardization and to provide tips for consumers. Below are samples of the articles published for the year:

- The importance of verification in the conduct of trade.

- Procedures for having a laboratory certified.
- Importance of a quality Management system in any manufacturing operation.
- The benefits of the Product Certification Scheme. The GNBS Audit Services programme,
- Standards Implementation facilitates Trade.
- How can a company implement an Environment Management System.
- Codex Activities.
- Basic Rights of a consumer,
- The metric system in the health care sector.
- Role of Standards in the jewellery sector.
- The GNBS Technical Assistance Programme.
- The purchasing of Toys and Playthings
- The purchasing of Electrical Appliances
- The requirements for Paints

### **6.2.3. Press Releases**

The issuing of press releases to media houses for publishing was also effectively used as a means of advising and educating consumers on activities conducted by the Bureau, for highlighting faulty products and services offered to consumers and to feature Standards available at the GNBS. Thirteen (13) press releases were published in the print and electronic media. Some of the key press releases issued to media houses covered topics such as:

- National Weights and Measures activities continue to record significant progress during 2009.
- St Joseph Hospital Laboratory maintains certification.
- Standard Code of Practice for the transport of fresh fruits and vegetables developed.
- GNBS urges the public to beware of Bogus Inspectors.
- Restaurants and Eating Houses urged to implement the standard Code of Practice governing the sector.
- Cellular Phone and Used Tyre Dealers urged to get registered with GNBS.
- Soap Powder must comply with the National Standard.
- Consumers: Beware of faulty cellular phones.
- More non-compliant cigarettes found in the market place – inspectors determined to remove them

### **6.2.4 Notices and Advertisements**

A total of thirty four (34) notices were placed in the print and electronic media to highlight major activities and events organized under the work programmes of the Bureau. Notices sometimes took the form of consumer alerts or promotional advertisements. For example, during this year, the department promoted a number of workshops and training programmes, and sensitised the public of the operations of a bogus Inspector.

### **6.2.5. Press Briefings**

During this year, the GNBS held two press briefings to launch National Quality Week and to educate consumers and retailers about non-compliant cigarettes seized by Inspectors during surveillance inspections conducted. The significant reduction in the number of press briefings can be attributed to the fact that the message of standardization is reaching the stakeholders through the hosting of activities such as symposia and workshops, which are usually given media coverage.

### **6.2.6 Standards Features**

The Division has employed a variety of communication strategies to make stakeholders aware of standards. One of these is the featuring of new standards in the form of press releases which are then issued to media houses for publishing. It has proven to be an effective strategy in that after publication, there is a noticeable increase in the sale of the standard featured and follow up inquiries by stakeholders. However, in order to increase the volume of promotional activities, more financial resources need to be available.

Some of the standards featured this year are:

- ❖ Code of practice for the transportation of Fresh Fruits and vegetables.
- ❖ Specification for laundry soap powder

### **6.2.7 Guest Articles**

Another strategy used to promote awareness of standards is the publishing of articles on standards related topics in the newspapers, in newsletters of stakeholders such as, the Guyana Manufacturers and Services Association or in the Standards Corner column.

At intervals, during the past year, consumer Advocate Ms Cox, and the editors of the Kaieteur News and the Guyana Chronicle facilitated this activity. Some of the articles published were:

- ❖ Expiry Dates
- ❖ “What are Technical Barriers to Trade?”
- ❖ “Importance of Building Codes”
- ❖ “Role of Business in mitigating Climate change”
- ❖ “Tips for Purchasing Electrical Appliances”

### **6.2.8 Newsletters**

The GNBS continued to produce its quarterly newsletters. The articles captured the highlights of activities undertaken during the respective quarter. This year an increased use of photographs was incorporated and it continued to be printed on glossy paper.

About two hundred and fifty copies were distributed each quarter to stakeholders such as libraries, members of National Standards Council, Sister Bureaus, Government Ministries, other regulatory agencies, non-governmental bodies, foreign embassies,

certified laboratories and holders of the national standards mark, agencies working towards international certification and stakeholders in the legal sector. Copies of the newsletter were also placed on the GNBS website

It is hoped that the information shared will keep stakeholders informed about the major activities undertaken by the Bureau and their impact on regional and international trade.

### **6.3 Information Dissemination**

One of the main functions of the Communication Division is the dissemination of information and this goal is achieved by various means.

Firstly, the GNBS website is one of the major means of sharing information. Copies of the newsletter, features in the Standards Corner, Standards for public comments, notices, training programmes, brief reports from recently concluded activities and consumer alerts were published on the website.

Fact sheets, posters and brochures outlining the activities under the various work programmes are another means of disseminating information. Live television programmes, lectures, participation in national exhibitions, telephone inquiries, answering letters in the letters column and through the use of the Technical Standards Information unit are other means by which information is disseminated.

### **6.4 National Events/ Exhibitions**

#### **6.4.1 University of Guyana Career Fair.**

The University of Guyana held its annual career fair on February 20, 2009 and the GNBS participated this year with its main aim being to share information on the importance of standardization, receive feedback from stakeholders and showcase career opportunities in the field of Standardisation.

The activities of the Information Services, Legal Metrology/ Standards Compliance, Laboratory Services, Standardisation and Conformity departments were showcased while the Administration and Finance Department focused on Career Opportunities at GNBS.

A number of metrology equipment and standards were displayed and printed materials on the various activities conducted by the GNBS were distributed to visitors at the booth.

During the fair, visitors which included secondary school students, university students, teachers, lecturers and members of the general public flocked the GNBS booth seeking information about the Bureau, its activities and career opportunities that are available in the organization. A certificate of participation was presented by the University to the GNBS and other companies that participated in the event.

#### **6.4.2 World Metrology Day 2009**

World Metrology Day is commemorated annually on May 20 in observance of the signing of the Metre Convention and to celebrate the important work of Metrologists who ensure accuracy of measurements and traceability of precision instruments to international standards. To mark this occasion, the Communications Division published excerpts of the message published by Professor Andrew Wallard, Director of Bureau International of Weights and Measures (BIPM)

#### **6.4.3 World Consumer Rights Day**

The Guyana National Bureau of Standards collaborated with the Consumers Affairs Division of the Ministry of Tourism, Industry and Commerce and other Consumer Bodies to conduct activities in keeping with the theme for World Consumer Rights Day, 2009 which was – **Junk Food Generation: “Stop the marketing of unhealthy food to children”**.

This year, World Consumer Rights Day activities which consisted of a lunch box challenge, oral presentations to students and a live television call in programme, were held in New Amsterdam (Region # 6) **on Thursday, March 12, 2009**.

Oral presentations on various aspects of Consumerism, regarding Junk Foods, in relation to Standards and the Quality of food were delivered by various consumer protection organizations including the GNBS. The PRO represented the GNBS and participated in all activities which included a lunch box challenge and a live television programme on the evening of Thursday, March 12, 2009 on LRTVS Channel 10.

The Communication Division collaborated with the staff of the Consumer Affairs Division of the Ministry of Tourism in the planning of a symposium and a live television programme to mark this occasion.

The symposium was held at the Sea Breeze Hotel and the Honourable Minister of Tourism, Industry and Commerce delivered the feature address. Representatives from the Food and Drug Department, Consumer Movement of Guyana and the Pharmacists Association also made presentations.

Another live television programme regarding the theme was held on NCN television. The panelists were drawn from the above agencies and the programme was hosted by the GNBS representative. Consumers highlighted issues such as: expired drugs, labelled in foreign languages and sale of prescription drugs by persons unqualified to do so.

#### **6.4.4 National Quality Week**

The Guyana National Bureau of Standards (GNBS) designated October 12 – 16, 2009 as National Quality Week. The week’s celebrations coincide with World Standards Day which was commemorated internationally on Wednesday October 14, 2009 under the theme: ***“Tackling Climate Change through Standards.***



As is Customary, the GNBS conducted a number of activities during National Quality Week. These activities included appearances on NCN Channel 11 and HBTV Channel 9 morning programmes, conducting of a live panel discussion on NCN Channel 11, publishing of messages by the Honourable Minister of Tourism, Industry and Commerce and the Chairman of the National Standards Council, hosting of an Award Ceremony for Standards Compliant Companies, conducting a lecture for Secondary School Students and the Long Service Award Ceremony and Staff Appreciation Day.

### **Award Ceremony for Standards Compliant Companies**

On Tuesday, October 13, 2009, the GNBS took the opportunity to recognize the sterling contributions made in the implementation of Standards by ISO Certified Companies, Companies who are holders of the National Standards Mark under the GNBS Product Certification Scheme, Certified Medical Laboratories and HACCP Certified Companies. This ceremony was conducted in the training room of the GNBS and Representatives of some 20 companies were presented with certificates. Brief presentations were made by the Dr. Chatterpaul Ramcharran, Executive Director of the GNBS and Mrs. Candelle Walcott Bostwick, Head, Conformity Assessment Department. Some of the Representatives present took the opportunity to extend their gratitude for the effort made by the GNBS to recognize the work of their respective companies.

### **World Standards Day Messages**

Wednesday, October 14, 2009 was set aside as World Standards Day. The World Standards Day message by Mr. Manniram Prashad, Honourable Minister of the Ministry of Tourism, Industry and Commerce and Mr. Melvyn Sankies, Chairman of the National Standards Council were published in a half page advertisement in three of the daily Newspapers, namely the Guyana Chronicle, Kaieteur Newspapers and the Stabroek News. The Minister's message was also aired on NCN radio and television.

### **School Lecture**

This year a school lecture was conducted for secondary school students on the theme "Tackling Climate Change through Standards" on Thursday, October 15, 2009. The lecture, which was done at Hotel Tower, saw the following schools attending: North Ruimveldt Multilateral School, Queens College, West Demerara Secondary, and International Business Education.

Two Specialists in the field of environment and climate change, Dr. Paulette Bynoe, Director of the School of Earth and Environmental Science, University of Guyana and Ms. Gitanjali Chandernal of the Climate Change Unit, Office of the President, made detailed presentations on the phenomenon of climate change and the Low Carbon Development Strategy to the students in attendance. The students took the opportunity at the end of the presentations to ask some very pertinent questions regarding environment and climate change.

## **Long Service Awards and Staff Appreciation Day**

On the final day of National Quality Week, the GNBS held its annual Award Ceremony and Staff Appreciation Day where staff who had served the GNBS for 5, 10, and 15 years were awarded along with specially selected staff. This was followed by a Luncheon and Social.

### **6.4.5 GUYEXPO 2009**

This year, the GNBS took the decision to utilize space in the main auditorium instead of using its office space as was done in previous years. In keeping with the theme, the GNBS placed its focus on the ISO14000 series of standards and more specifically, the Environment Management System principles which also highlighted the benefits of implementing an EMS in organizations. Other programmes highlighted included: Weights and Measures, Standards Compliance, metrication, conformity assessment and standardization.

With respect to weights and measures, visitors were given demonstrations which explained the weighing process using the equal arm scale and tips for recognizing that a scale had been verified for the current period. The seraphin, (a volumetric test measure) was also used to showcase how fuel pumps were verified.

In the case of the standards compliance programme, the commodities monitored by the Bureau were highlighted and information was shared concerning the inspection process. Consumers were particularly interested in guidelines for purchasing cellular Phones and electrical appliances. The metrication programme was also showcased where the height chart and equal arm scale were used to demonstrate aspects of the metric system in a practical way to consumers.

Posters were also mounted which highlighted: the benefits of standards, commodities monitored by inspectors, the benefits of standards to SME's and the conformity assessment system. Hundreds of fact sheets highlighting all the programmes of the GNBS were distributed to members of the public over the six day period.

#### **Video:**

A video highlighting the activities of the core programmes of the Bureau was also shown to the members of the public. Highlighted were: examination and inspection procedures for used tyres, calibration of fuel pumps, certification of PVC pipes and mass volume, pressure and temperature calibration procedures. Officers of the various departments manned the booth throughout the course of the exhibition.

Outreach events such as this one always provide valuable feedback for the Bureau since it is sometimes difficult to make more regular visits to the Regions.

**GUYEXPO Magazine:** The Bureau took a quarter page advertisement in this year's magazine which highlighted its various programmes.

## **6.5 Meetings**

### **6.5.1 The National Weights and Measures Monitoring Committee Meeting**

The Public Relations Officer continued to participate in the statutory meetings of the above Committee for 2009 that were held on the last Thursday of every month. During the year, the Division provided support to the activities conducted planned by the committee through the publishing of notices, press releases, etc.

### **6.5.2 The National Metrication Meeting**

The National Metrication Committee Meetings were held on Second Tuesday, of every month during 2009. At these meetings, matters relating to metrication in Guyana were highlighted and discussed in details.

### **6.5.3 Other meetings**

For the purpose of making communication inputs and providing support through the execution of education and sensitization activities, Officers of the Division attended quarterly meetings of the National Conformity Assessment Committee, and Management Review Meetings, which form part of the requirements for pursuing ISO certification.

## **6.6 Other Activities**

### **6.6.1 GO – Invest Trade Session**

The Public Relations Officer attended a session on the “Changing role of investment and trade promotion agencies”. This session which was held on Wednesday, November 26, 2008 at Cara Lodge was sponsored by GO-Invest and a presentation was done by Mr. Peter Bennett, a Consultant from Ireland. During his presentation, Mr. Bennett focused on the strategies put in place by Ireland that aided the country’s economic development and suggested ways Guyana can implement similar strategies for growth.

### **6.6.2 Awareness and Public Consultation Session on Social Responsibility**

**On Wednesday, February 04, 2009**, Officers of the Department participated in an awareness and public consultation session on the Committee Draft Standard for Social Responsibility, **ISO/CD 26000, “Guidance on Social Responsibility”** Remarks were made by Ms. Evadnie Benfield of the GNBS, and presentations were done by Ms Candell Walcott- Bostwick of the GNBS, and Mr. Eugene Gilbert, Corporate Social Responsibility Representative of Guyana. Participants, which numbered about 35, were placed in various groups depicting integral parts of the standard to facilitate discussion and to peruse and make comments, which may be incorporated in the standard. All comments were recorded.

### **6.6.3 Metric Session for Security Officers and Guyana Forum for Youth in Agriculture (GFYA)**

The Public Relations Officer participated in a metric sensitisation session which was conducted for 10 Security Officer of the RK Security Service. The Officers were sensitised about the activities of the GNBS, and the importance and use of the metric system. The Officers asked many pertinent questions which were satisfactorily answered. A similar session was conducted for youths pursuing careers in Agriculture who are part of the Guyana Forum for Youth in Agriculture.

### **6.6.4 Updating of the GNBS Website**

The Public Relations Officer along with the Information Technology Officer took on the task of perusing the GNBS website and removed all outdated information and updated the site with new information. The exercise was routinely done as new and relevant information relating to the activities of the GNBS is made available.

### **6.6.5 Training programme on Root Cause Analysis**

Head, Information Services, attended a two day training programme on Root Cause Analysis. The session was very timely and beneficial and would allow participants to address issues of the workplace in a timelier and focused way by examining the root causes.

### **6.6.6 Meeting with Officials from the Ministry Of Amerindian Affairs**

The Head of Department along with Head of Legal Metrology/Standards Compliance (Ag) and Head of the Standardisation Department, met with Ovid Williams, Principal Regional Development Officer and a team of VSO's from the Philippines and Kenya to discuss a range of issues regarding the development of Standards for Amerindian products, aspects of Legal Metrology and its impact on the activities on the citizens and businesses of Region #9.

### **6.6.7 CLAS Project:**

The Head, Information Services attended the opening ceremony of the Caribbean Laboratory Accreditation Services Project and delivered the welcome and some brief opening remarks. The ceremony which was held at the Pegasus Hotel on Monday March 02, 2009 was the joint effort of CROSQ, GNBS, Ministry of Health and the Funding Agency and attracted participants from the CARICOM Region. The Honourable Leslie Ramsammy, Guyana's Minister of Health, delivered the feature address.

### **6.6.8 Meeting with University of Guyana Officials**

The Head of Department also attended a specially convened meeting in the Education Lecture Theatre of the University which dealt with the subject of Conformity Assessment and its impact on trade. Discussions also centered on including aspects of standardization in the University's curriculum so that students will have insights into the role and functions of standardization in the execution of trade. Among those present were representatives of CROSQ, Administrative personnel of the University and from the Institute of Distance and Continuing Education.

### **6.6.9 National Consultation on Draft Livestock Development Board Bill**

The Head of the Department represented the GNBS at the above consultation session which was held at NARI on Thursday March 26, 2009. During the meeting, there were deliberations and inputs made by stakeholders on the Bill. The structure of the new department was also outlined.

### **6.6.10 GNBS Quality Management System**

All departments received their Quality Manuals and the first Management Review meeting was held on March 30 in the Conference Room during which a number of issues pertaining to the smooth functioning and implementation of the system were discussed. The Communication division completed its procedures and has commenced implementation of same. All records and relevant documentation are kept accordingly. Further, the Head of departments has been participating in management reviews to address matters that allow the smooth implementation of the ISO 9001 standard. One internal audit was conducted on the Information Services Department and the findings were discussed and corrections were done.

### **6.6.11 Public Consultation- Consumer Protection Bill**

The Public Relations Officer and the Head of the Information Services Department participated in a public consultation session held in the Boardroom of the Ministry of Tourism, Industry and Commerce. Participants at the session which took place on Wednesday April 22, 2009, examined the draft Consumer Protection Bill and made their suggestion and inputs which will be considered for inclusion.

### **6.6.12 First Regional ICT Meeting**

The CARICOM Regional Organisation for Standards and Quality held its first meeting of the Information and Communication sector in Bridgetown, Barbados over the period September 09 to 10, 2009. In attendance were representatives from Regional Standards Bodies and the Head of the Information Services Department and the Network Administrator, represented the GNBS.

The main focus of the meeting was to discuss the current state of ICT in the Region, form a special committee that will meet and discuss ICT matters and come up with the draft terms of reference for the new Committee. The project proposal was also discussed and the features of the new CROSQ's web site were examined.

#### **6.6.13 Stakeholder Dialogue Meeting:**

Ms Evadnie Benfield represented the Guyana National Bureau of Standards at a meeting convened at Accra Beach Hotel in Christchurch, Barbados over the period November 26 to 27, 2009. As part of this project, Standards Bodies and members of the private sector key stakeholders to CROSQ also met and held fruitful discussions. The format of the Stakeholder dialogue was tailored to encourage sharing of views and experiences. Among the top concerns was the limited knowledge on the part of some policy makers on the role and functions of standards and the limited resources allotted for the execution of the work programmes of standards bodies.

#### **6.6.14 Validation Workshop on the Draft investors' Roadmap**

On **Wednesday, June 17, 2009** Mr. Lloyd David, Public Relations Officer of the Guyana National Bureau of Standards (GNBS) participated in a workshop to finalize the draft 2009 Investors' Roadmap. The workshop which was held in the conference room of the Grand Coastal Inn was attended by Representatives from the various Government regulatory agencies whose information was included in the road map document.

#### **6.6.15 Meeting with GMSA Officials**

Head of the Information Services Department met with Officials (Mr. A Ross, Clem Duncan from the GMSA) to discuss GNBS involvement in an IDB funded project to provide technical assistance and help build capacity for SME's in the implementation of the ISO 14001 Environment Management Systems standards in their operations. Other key players are the IAST, City Public Health department and the School of Earth and Environmental sciences at the University of Guyana.

#### **6.6.16 Toshao Conference**

The Head, Information Services Department, represented the Bureau at the recent Toshao's Conference held at the Guyana International Conference Centre. The objective was to share information about the agency's role and its functions in the event that its services may be needed in Amerindian Communities.

Officers of the Communication Division also participated in the following activities:

1. Conference on bulk measurements
2. National Workshop- (Alcohol Consumption, Associated problems and responses in Latin America- Valencia Project)
3. Conference on Competitiveness in the Tourism Sector

4. National Consultation on the labeling of Cigarette Packages
5. Training Seminar on Counteracting the Tobacco Industry
6. National Competitiveness Strategy- GNBS Communications Proposal
7. Small and Medium sized Enterprises Workshop on “The role of standards in enhancing SME competitiveness and methods of obtaining funding through the Caribbean Export Direct Assistance Scheme”.
8. National Consultation on Draft Education Strategy for Climate Change
9. Meeting of GNBS OS&H Committee
10. Meeting on Packaging and Labelling Requirements for Export
11. Opening Ceremony for the E- learning Course on Standardisation
12. Cement training session
13. Water and Metrology workshops

#### **6.10 Monitoring/ Evaluation**

Evaluation was conducted on a weekly basis at management meetings, following which, the monthly reports were submitted to the National Standards Council. Quarterly review meetings were also convened by the Executive Director during which progress of work was checked, percentage completion of activities, challenges faced and needs of the programme. In addition, a half year report was done and at the end of the year, an annual report prepared.

At management meetings, there was information exchange and sharing of ideas to ensure improvement where necessary and targets were set and monitored against the work programme for the current year.

This programme continued to function as one of the core programmes of the Bureau and is one of the main means through which the programme activities, promotional events and achievements of the organisation are disseminated to its many stakeholders across the country.

Each year, new initiatives are undertaken to achieve the goals set and notwithstanding the challenges, the objectives targeted are achieved as fresh ideas are injected.

In order to make the Division more self sufficient and reduce costs for design and printing, at least one of the staff should be trained in ‘Microsoft Publisher’ or ‘Corel Draw’. This would enable brochures and the GNBS newsletter to be designed in- house.

It is hoped that in the coming year, the message of standardization could be taken to Regions No. 1 and 9 and that more funds will be made available to successfully execute planned activities.

## 7.0 METRICATION

The Metrication programme is one of four programmes under the Information Services Department. In 2009, Metrication continued to make progress as education and sensitization activities increased and many stakeholders in the regional communities were targeted with metric messages. The four commonly used units mass, length, volume and temperature were the areas focused on in addition to time and date writing. Attention was also paid to prepackaging and helping vendors to sell in metric.

### 7.1 Sector Activities

A very successful method that was used to reach stakeholders with the metric message was sector visits. These visits were significant in that they targeted senior management operatives at the agencies/organizations listed to solicit their support, determine training needs, determine the status of metrication in the organization, provide assistance where necessary for the implementation of metrication, review existing legislation and prepare a workable plan of action for the implementation of metrication.

Sixty six (66) visits and subsequent meetings were conducted with management representatives of the various organizations as shown in Table 14.

**Table 14**

#### **Metrication Sector Visits**

<b>No. of Organisations</b>	<b>Sectors</b>	<b>Name of Agencies</b>
6	Security Sector	Professional Guard Service, Sase Narine & Sons National Security Service, R.K. Security Service, MMC Security Force, Brans Security and Neal and Massay (NM) Security Service.
7	Financial Sector	Scotia Bank, GBTI, Citizen Bank Guyana Inc., CLICO, North American Fire & General Insurance Co. Ltd Nafico / North American Life Insurance Co. Ltd Nalico., Diamond Fire and General Insurance and John Fernandes Insurance Company.
10	Travel Sector	Frandec, Interior Flight Services, Delight Travel Service, Worldwide Travel Service Ltd, Somwaru Travel Service, Plane Advantage Travel Service, Maraj Travel Service, Travel Span, Connections Travel Service and Roraima Travel Service.

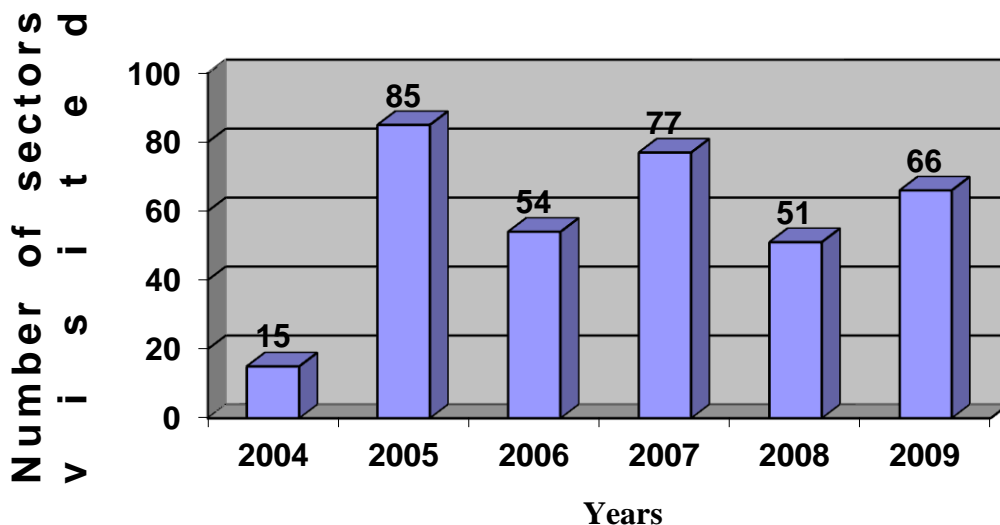


11	Surveying and Real Estate	Patterson Associates, Goodwill Real Estate, Mentore Singh Realty Ltd, Sugrim Real Estate Agency & Related Services, Jewanram's Realty, Everest Construction, Mayor and City Council, Environmental Protection Agency, Ministry of Housing Planning Department, Ministry of Housing, and Guyana Fire Service.
2	Furniture Manufacturing	A.H & L Kissoon, and Mohan's Furniture Establishment.
28	Supermarkets	W.M. Fogarty, Guyana Stores Ltd., Bonny Supermarket, Nigel's Supermarket, C & F Meats, Johnny P. Supermarket, N & S Mattai, Bounty Chain, P. Ramroop and Sons, NAJAB Trading, DSL, Survival Supermarket, Nirva Supermarket, Guyshop Sheriff St, HN. Super Center, Netram and Sons Supermarket, N.S. Mattai, ADL Supermarket, and Police Consumer Cooperation.
2	Television Stations	CNS Channel 6, HBTv Channel 9.

Figure 6 shows a comparison of the number of visits in 2009 with previous years.

**FIGURE 6**

### Metrication Sector Activities



In 2008, there was a decrease in the activities as a result of Managers of some organizations not making themselves available, not giving the subject the importance it deserved and also because the programme activities subsequently began in March which was due to the resignation of the Metrication Officer.

In 2009, there was a slight increase in the number of sectors visited. This was as a result of the Metrication Officer conducting visits on a systematic basis. The different organizations were separated into categories and then each category was visited. This approach was undertaken to ascertain the support of entire sectors to facilitate the switching over to the metric system.

## 7.2 Metrication Training

The Metrication Division continued to offer training to all agencies that made requests for such training. The training programme which follows a workshop approach was focused on getting participants “to Think metric”. Hence, there were a number of practical activities and role playing in the sessions which were very interactive.

Nine (9) organizations benefited from metrication training in 2009 and there were also four (4) farmers’ workshops in Regions 2, 3, and 10.

Where necessary, training was tailored to suit their respective work situations. Table 15 below shows the organizations that received metrication training.

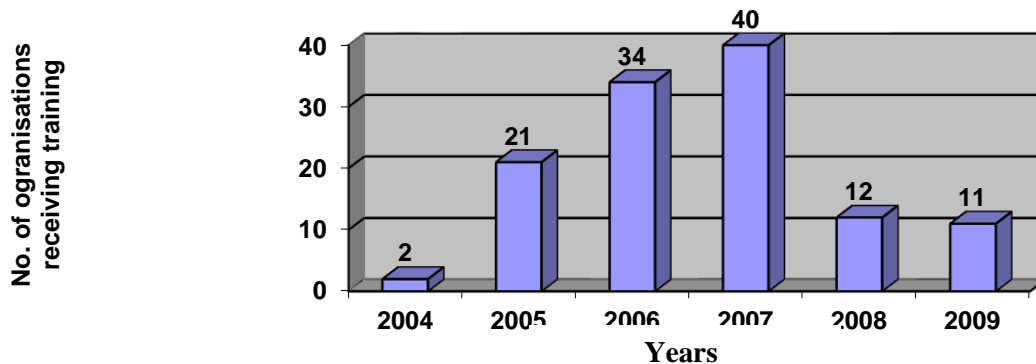
**Table 15**

### **Organisations receiving in metrication training**

<b>No.</b>	<b>Name of Organisations</b>	<b>Number trained</b>
1	R.K. Security	8
2	Region # 6	13
3	Guyana Forum for Youth in Agriculture	24
4	Guyana Industrial Training Centre (GITC)	128
5	Frandec Travel Service	19
6	The Guyana Lands and Surveys Commission	31
7	New Guyana Marketing Corporation Workshop at Parika Back	50
8	New Guyana Marketing Corporation Workshop at Linden	30
9	CNS Channel 9	18
10	New Guyana Marketing Corporation Workshop Charity	22
11	New Guyana Marketing Corporation Workshop Anna Regina	20
<b>Total</b>		<b>363</b>

**Figure 7**

**Number of Organisations receiving training from 2004 to 2009**



The participants who benefited from metrication training in 2009 displayed keen interest in the topics that were delivered, including, What is the GNBS, historical background to metrication, mass units, linear units, volume and capacity units. Participants however stated that the Dial Scales were still in abundance in the markets.

The sessions were highly interactive as a workshop style approach was used where participants were involved in the “Think Metric” demonstrations such as mass versus height, body mass in kilograms versus body height in centimeters. Since there seem to be confusion as to the correct way of writing time and date participants also benefited from a practical demonstration in accordance with the ISO Standard 8601 which deals with the correct procedure of writing numeric representations of date and time.

In 2009, the figures are almost the same as in 2008 which resulted from the fact that most persons and organizations are not accepting or taking the metric system seriously. Therefore, they were not in favour of any training session. However, in 2009 there was an outreach training programme for farmers across Guyana, which was launched by the New Guyana Marketing Corporation, and the GNBS Metrication Session was also part of the training programme. As a result of this programme, some of the far flung areas were covered. The Metrication Officer conducted training at four (4) workshops in Regions # 3, 10 and 2.

### **7.3 Education Campaign**

The metrication programme also targeted the commercial and retail sectors in 2009 but this activity proved to be most challenging. It entailed visits to shops, stores, stalls and supermarkets countrywide, holding one-to-one discussions with vendors and shopkeepers, carrying out practical demonstrations and having a first hand look at the practices employed by vendors and shopkeepers regarding the sale of goods and services in metric.

From observations, vendors and retailers, especially those at Municipal markets continued to sell goods in imperial quantities although they were in possession of metric devices and efforts were made to educate and sensitise them. They continued to blame the consumers.

It was also observed that most liquids were being sold using the metric measures. However, rice was still sold using measures, but the metric measures were substituted for the imperial, which accounted for the consumers receiving less rice, as the vendors sold the 500 ml measure as one (1) pint. Vendors claimed that if they weigh the rice it would take up a lot of time and the consumers would not request their rice by the mass/weight.

In 2010 efforts would be continued to implement the method of pre-packaging and weighing grains by mass.

- **The use of Price charts**

All vendors/retailers countrywide were advised to post price charts displaying prices for goods in metric units. Practical demonstrations were done in this regard. Very few vendors heeded this call as they continued to display prices in imperial units.

- **Prepackaging of Goods**

It was noted that prepackaging of goods was working for supermarkets and this strategy was shared with vendors/shopkeepers to prepackage all goods in metric quantities making it easier for consumers to purchase.

Observations during surveillance exercises revealed that there was unwillingness by vendors to use the metric system, as compared with the supermarkets and mini-marts that were leading in the metrication drive due to their strategy of prepackaging goods and posting up of a price lists.

During surveillance of prepackaged and canned products imported from the United States, Canada and the Far East, it was found that goods were labelled in a dual format, using sequences of imperial units followed by metric and vice-versa.

Ninety (95%) of local prepackaged products were correctly labelled in metric with only 5% of non-conformance.

The large textile importers were importing their bales of raw textiles in metric, but most of the retailers were forced to sell their textiles in imperial quantities due to public demand. However, they were advised not to do so.

Following outreach programmes countrywide, it was also discovered that senior members of population were least cooperative and were holding on to the imperial system, saying they were too old to comprehend the metric system. Another problem that affects the

phasing out of the imperial system is the influence of parents on their children. Parents are sending their children to the shops and markets to purchase goods in imperial units and thus the imperial system is passed on from generation to generation.

#### 7.4 Market Surveillance/intelligence

##### Surveillance activities in 2009

The surveillance activities conducted in 2009 closely embraced the education campaign, as a result, these exercises were conducted simultaneously, thus the stake holders that benefited from these activities would be the same.

The Regional Weights and Measures officers also played an important role in their respective regions carrying out surveillance sensitization exercises.

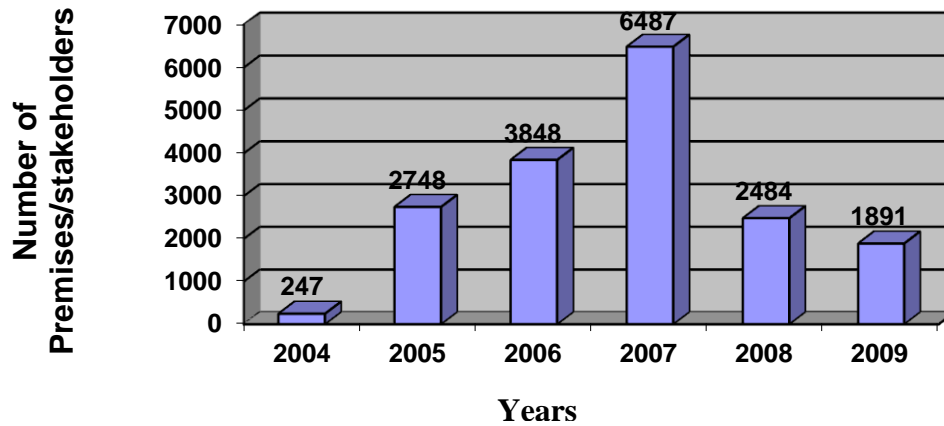
Listed in Table 16 below are the areas covered during the surveillance/sensitization exercise for 2009.

**Table 16**  
**–Regional Surveillance sensitization activities**

<b>Region</b>	<b>Areas covered</b>	<b>Number of premises</b>
1	Wauna, Hosororo, Kumaka, Mabaruma Settlement and Mabaruma Township	41
2	Supernaam -Queenstown, Anna Regina Market, Charity market, Charity to Coffee Grove, Lima-Henrietta, Suddie Market, Supernaam-Anna Regina	594
3	Parika, Good Hope, arm, Meten-meer-zorg, Zeeburg, Leonora, V/Hoop, La Jalousie, Enterprise, La Bagatelle, Belfield, Ruimzeight, Maryville, Hague, Anna Catherina, Tuschen, Louisiana-Phoenix.	81
4	Supermarkets – Guynaz, C & F, Bonny’s, Bounty chain, Nigel’s, N & S Mattai, Guyana Stores, Fogarty’s, MFK Trading, , Textile importers, Hardware dealers, Paints Dealers, Seafoods, Municipal markets – La Penitence, Kitty, Bourda, Stabroek, and Commercial areas around Georgetown	778
5	Bushlot, Bath Settlement, Hope Town	202
6	New Amsterdam, CWC- # 43Village, East Canje,	84
7	Bartica Markets, Bartica Shops	79
10	Central Mc Kenzie, Amelia’s Ward, Old Kare Kora, New Kare Kora, West Wetouka, Burnham Drive, C/burg, Blue Berry Hill, Canvas City, Half Mile, One Mile, Block 22, Wismar, Hospitals, Health Clinics,	111
	<b>Total</b>	<b>1962</b>

**Figure 8**

**Metrication surveillance activities in 2001 – 2009**



It was observed during Surveillance exercise countrywide that the supermarkets, Mini-marts and private manufacturers continued to be the leaders in the adoption and use of the metric system. This is due to the full adoption and use of prepackaging and labelling of goods, such as grain flour sugar and beverages.

The municipal market vendors claimed that they were willing to sell only in metric, but they are forced to sell in imperial units due to the continued request in imperial units by consumers. Most provision vendors sell in the imperial equivalent on a metric scale.

There was a slight decrease in the amount of surveillance conducted in the year 2009 as a result of a decline of surveillance activities conducted by the Regional Officer.

### **7.5 Communication Activities**

As part of the metrication outreach programme on the “**Think metric**” concept, a series of activities were conducted, as follows - :

- A series of advertisements were aired on the radio.
- Two live “call-in” TV programmes were held

### **7.6 Metric Units misuse**

The Metrication Department has been using a very effective strategy to point out misuses of the metric system in the media. The daily Newspapers were checked for evidence of misuses and letters pointing out the errors were sent to the relevant newspapers, advertising agencies or directly to clients and telephone calls were also made in this regard.

As a result, seventy (75) letters highlighting instances of misuse of the metric system were issued to television stations, media houses, printing agencies and other organizations interfacing with the public. A total of four (4) telephone calls were made to defaulters for misusing the metric system.

In response, almost all of the stakeholders took steps to address these flaws with the exception of Stabroek News, who kept citing that their customers made request specifically to have advertisements prepared using imperial units.

### **7.6.1 Writing Dates and times**

Another initiative taken under this programme was to arrest the confusion taking place throughout the country in the writing of dates and times. In an effort to standardize the format according to ISO standard 8601, this area was also given a practical approach during the training sessions.

### **7.7 National Metrication Committee**

The National Metrication Committee was chaired by Mr. Narvon Persaud (Council Member), and comprises members drawn from key stakeholder organizations; they are:

The Guyana Forestry Commission  
The Guyana Lands and Survey Commission  
Ministry of Agriculture  
Ministry of Public Works and Communication  
Ministry of Education  
Ministry of Housing and Water  
Ministry of Tourism, Industry and Commerce  
Guyana Rice Development Board

This Committee met once monthly and its main objective was to provide much needed support, devise fresh strategies and provide technical guidance for the execution of the National Metrication Programme.

During the year of 2009, eight (8) statutory meetings were held.

- Members of the Committee were able to arrange training for members of their respective organizations.
- The issue on the accuracy of the speed guns was discussed and it is now being handled by the Laboratory Service and the Legal Metrology and Standard Compliance Departments.
- The Guyana Lands & Surveys Commission would commence the use of the dual system while carrying out their function as a result of a recommendation made by the committee.
- During the year 2009, the Motor Vehicle and Road Traffic Act was amended and the Police is now expected to prosecute persons using the metric system.

- There was also the problem of rice bags being unlabelled and the Guyana Rice Development Board was tasked with the responsibility to ensure that all rice bags be labelled in metric units.

The work of the National Metrication Committee is vital to the success of the National Metrication programme.

More support is needed from the members in the National Metrication Committee if the Metric System is to be implemented in Guyana. The members need to act as ambassadors and also promote the metric system and facilitate the GNBS wherever possible to hold workshops and training sessions.

## **7.8 Metrication Legislation**

All organizations whose legislation was found to be in imperial were asked to work on converting their own legislation.

## **7.9 Counselling during verification of devices**

This activity is conducted routinely by the Inspectorate Department. (See Weights and Measures report).

## **7.10 The Metric message at meetings/events**

This activity was fully implemented in 2009.

## **7.11 Quarterly Review meeting**

A special Quarterly Review meeting was convened during the year and the Director reviewed the activities for the work programme, all previous months report and the format for the monthly report. The minutes of this meeting were prepared and submitted to the Director. He also discussed staff needs, activities for the next reporting period and strategies for analyzing data contained in the report.

The Head of the department also convenes quarterly meetings to check and evaluate progress of work.

## **7.12 Other activities**

### **7.12.1 Monitoring**

Monitoring of the work programme was done at weekly planning Meetings with the Head of the Department and the monthly progress report.



Quarterly review meetings which were chaired by the Executive Director was another means of evaluating the progress of work as during the review meetings achievements were measured against the planned activities and constraints. The needs of the programme were also examined critically and plans and projections for the next quarter were made.

### **7.12.2 Evaluation**

The activities covered for 2009 were satisfactory and in compliance with the Annual work programme. However much more needs to be done and more resources both human and financial are needed.

The absence of legislation is also hampering the process of implementation of the metric system because persons were still using the imperial system at free will.

There is still need for metrication reports to be submitted by all affiliated regions to the GNBS and there is need for a more positive approach by officers when promoting the metric system in their respective regions with the exception of the Officers of Region # 2 who were successful in implementing the metric system in their Region.

In the foregoing year, it was observed that generally, businesses were willing to change over to use the metric system, but the consumers were the driving force behind the use of the imperial system.

The scenario at the Municipal markets was another area of major concern, since most of the consumers make their purchases there, and the vendors sell these consumers in imperial units. Some vendors refused to use the metric system as they stated that it was the consumers who requested their goods in imperial units and since the farmers also sell them in imperial units, they had no choice.

Hence, in the New Year efforts will be geared to target consumers with the metric system and efforts will also be made to work along with the Ministry of Agriculture to reach the farmers. However from observation, the support of the consumers would not be forthcoming unless the Omnibus Act is passed, thus enforcing the metric system on all the laws of Guyana. If this act is passed the consumers will have no choice but to purchase in metric units because the laws will require all business to change over completely to metric units only.

## **8.0 STANDARDS INFORMATION**

The goal of the Technical Standards Information Unit (TSIU) is to ensure that information obtained are organized, disseminated and made retrievable on a timely basis for its patrons/users. These tasks will always be the Departments' primary accomplishments along with inputting of data for books and National Standards.

### **8.1 Automation of TSIU**

New acquisitions were recorded by the use of a manual system, which is substituted, until the library can achieve the necessary resources to be fully automated. The previous library system implemented had experienced several hiccups during this period.

New documents acquired were indexed, classified, labelled and/or lettered and interfiled/shelved by their specific subject, title or reference/call numbers in sequence, to ensure accessibility and traceability.

The Senior Information Officer concluded a stock taking project which established materials that were not catalogued. These materials can now be traced by specific call numbers/reference numbers. This method assists in the fostering of an efficient collection development.

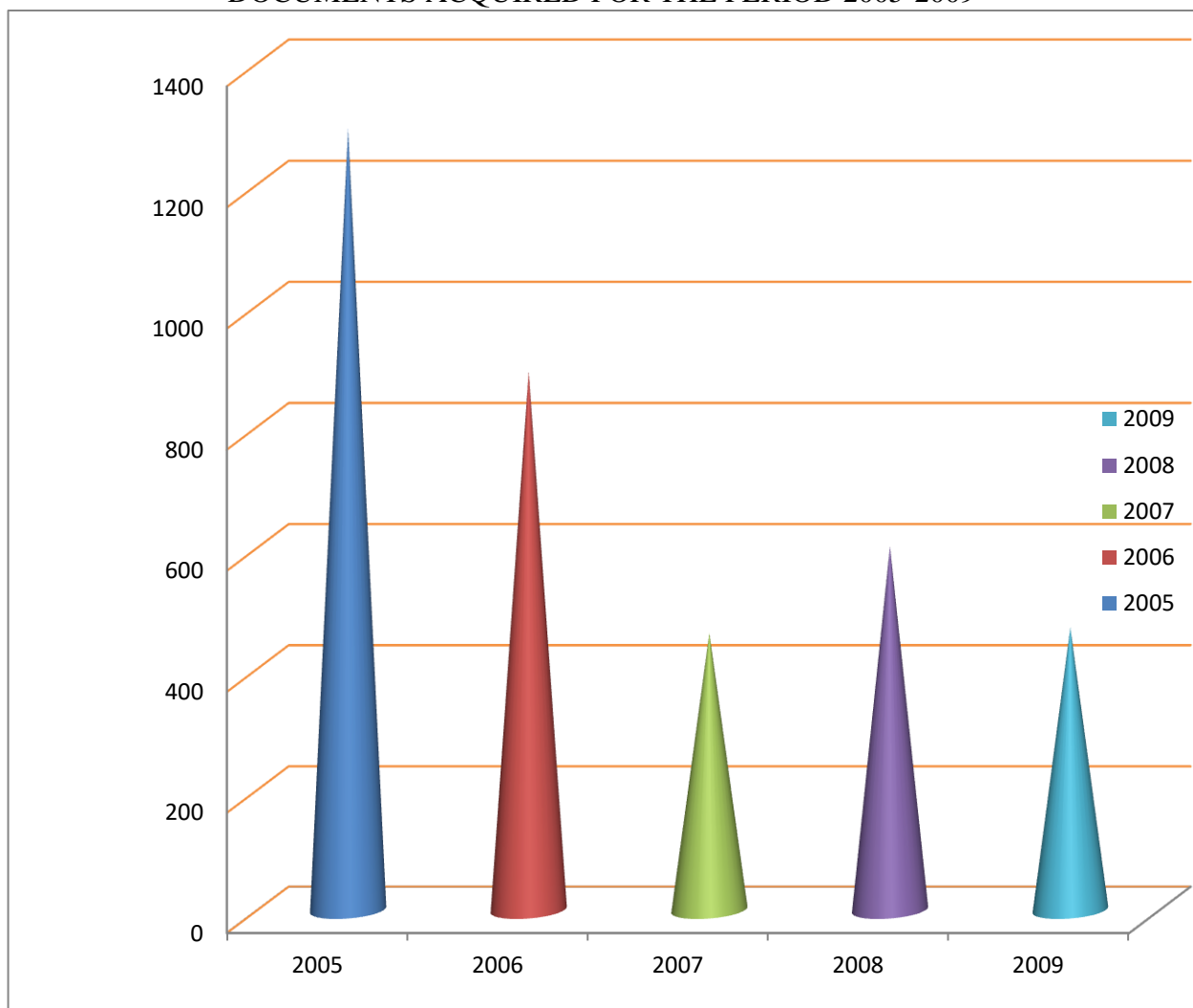
This is a continuous activity for officers of this Department.

Automation of the library's collection will enhance a better organization climate.

### **8.2 Upgraded Collection**

Figure 9. below shows new acquisitions obtained during the last five (5) years, viz., 1,292 for 2005, 891 for 2006, 459 for 2007, 602 for 2008 and 493 for 2009.

# DOCUMENTS ACQUIRED FOR THE PERIOD 2005-2009



**YEARS**

The Figure demonstrates large increases and decreases over the years. The figure for this year indicated a reduction. To enhance Standard Information collection more financial resources should be provided to purchase relevant standards, textbooks and periodicals which would enhance the benefits to the collection development.

During this period under review, it was observed that students from the University of Guyana, Faculty of Technology and Environmental Studies made fully use of this library.

### 8.3 PRODUCING CURRENT AWARENESS BULLETIN ON A MONTHLY BASIS

During the year, six hundred and seventy (670) copies of Standards Information Bulletin (SIB) were produced and disseminated by the Technical Standards Information Unit. Twelve (12) articles were prepared and sent to various agencies, clients, organisations, institutions and Sector Committees. Articles on the various topics are represented in **Table 17**. Technical Officers prepared the topics that are related to their planned work programmes, and the Senior Information Officer coordinated this activity.

**Table 17**  
**Standards Information Bulletin Topics Reproduced in 2009**

<b>Month</b>	<b>Title of Articles</b>
JANUARY	<b>QUALITY SYSTEM: SYSTEMATIC APPROACH TO ENSURE QUALITY</b>
FEBRUARY	<b>QUALITY CROPS</b>
MARCH	<b>TECHNOLOGY: POTENTIAL FOR PROMOTING QUALITY</b>
APRIL	<b>SAFETY STANDARDS AND EQUIPMENT</b>
MAY	<b>ISO AND CLIMATE CHANGE</b>
JUNE	<b>CONCRETE BLOCKS AND THE PRODUCTION PROCESS</b>
JULY	<b>THE IMPORTANCE OF STRATEGIC PLANNING IN ORGANIZATION</b>
AUGUST	<b>WHY A NATIONAL QUALITY INFRASTRUCTURE</b>
SEPTEMBER	<b>BUSINESS HAVE A ROLE IN MITIGATING CLIMATE CHANGE</b>
OCTOBER	<b>TOTAL QUALITY MANAGEMENT IS MANAGEMENT FOR TOTAL QUALITY</b>
NOVEMBER	<b>IS THE METRIC SYSTEM RELEVANT TO GUYANA</b>
DECEMBER	<b>THE IMPORTANCE OF MEASUREMENTS</b>

The articles published by Technical Officers, were informative and enlightening to industries, agencies, clients and other stakeholders who obtained maximum benefits from the use.

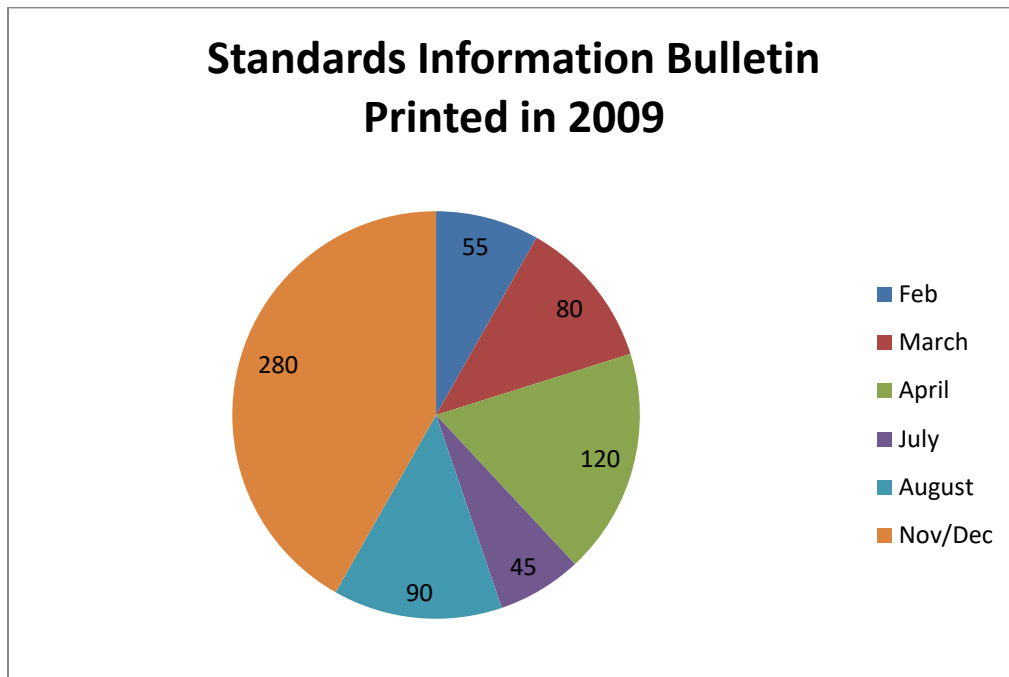


Fig. 10 above illustrates the amount of Standards Information Bulletin reproduced monthly and sent to various stakeholders of the GNBS.

## 8.4 Profile of Activities

The results of various activities conducted by the Technical Standards Information Unit in 2009 are summarized in **Table 18**.

**Table 18**  
**Activities of TSIU**

Activities		Months of the Year												
		Jan	Feb	Mar	Apr	Ma y	June	July	Aug	Sept	Oct	Nov	Dec	Total
1.	Acquisition	<b>35</b>	<b>51</b>	<b>47</b>	<b>22</b>	<b>60</b>	<b>16</b>	<b>49</b>	<b>104</b>	<b>21</b>	<b>26</b>	<b>56</b>	<b>6</b>	<b>493</b>
2	Articles placed on information corner notice board	-	<b>7</b>	<b>13</b>	<b>9</b>	-	-	<b>25</b>	-	-	-	-	-	<b>54</b>
3	Books catalogued	<b>20</b>	<b>08</b>	<b>22</b>	<b>03</b>	<b>20</b>	<b>03</b>	<b>14</b>	-	-	-	<b>2</b>		<b>92</b>
4	Books bound	-	-	-	-	<b>03</b>	<b>02</b>	<b>02</b>	-	<b>02</b>	<b>03</b>	<b>13</b>		<b>25</b>
5	Books/Documents lettered	<b>01</b>	<b>33</b>	<b>06</b>	<b>03</b>	<b>04</b>	<b>03</b>	-	-	-	-	<b>02</b>	<b>02</b>	<b>54</b>
6	Books checked during stock taking process	<b>46</b>	<b>26</b>	<b>20</b>	-	-	-	-	-	-	-	-	-	<b>92</b>
7	Catalogue cards cut	<b>106</b>	<b>130</b>	<b>40</b>	<b>151</b>	-	<b>40</b>	-	-	-	-	-	-	<b>467</b>
8	Catalogue cards written by Author/Subject titles	<b>82</b>	<b>46</b>	<b>101</b>	<b>32</b>	<b>54</b>	<b>07</b>	<b>32</b>	-	-	-	<b>7</b>	-	<b>361</b>
9	Catalogue cards interfiled	<b>132</b>	<b>130</b>	<b>178</b>	<b>94</b>	<b>54</b>	<b>07</b>	-	-	-	-	<b>07</b>	-	<b>602</b>
10	Codex documents issued free	-	-	-	-	-	-	-	-	-	-	<b>6</b>	-	<b>06</b>
11	Codex documents discarded	-	-	-	-	-	<b>7,74</b>	<b>700</b>	-	-	-	-	-	<b>8,447</b>
12	Copy right pages printed	-	<b>74</b>	-	<b>50</b>	<b>70</b>	-	-	-	<b>35</b>	<b>11</b>	-	<b>141</b>	<b>381</b>

13	Data entered	-	-	-		<b>53</b>	<b>60</b>	-	-	-	-	-		<b>113</b>
14	Data forms printed	-	-	-	-	-	-	-	-	-	-	<b>12</b>		<b>12</b>
15	Data from written for data entry to be made	<b>14</b>	<b>11</b>	<b>14</b>	<b>13</b>	<b>46</b>	<b>09</b>	<b>03</b>	-	-	<b>38</b>	-	<b>02</b>	<b>150</b>
16	Date due labels printed and place on books	-	-	-	<b>268</b>	<b>32</b>	-	<b>14</b>	-	-	-	<b>2</b>		<b>316</b>
17	Dissemination of odex documents	-	-	-	-	-	-	-	<b>21</b>	-	-	-	-	<b>21</b>
18	Documents shelved	<b>35</b>	<b>51</b>	<b>47</b>	<b>24</b>	-	<b>4</b>	<b>28</b>	<b>64</b>	<b>76</b>	<b>38</b>	<b>110</b>		<b>407</b>
19	Documents re-shelved	<b>68</b>	<b>61</b>	<b>159</b>	<b>677</b>	<b>151</b>	<b>40</b>	<b>130</b>	<b>121</b>	<b>78</b>	<b>53</b>	<b>183</b>	<b>106</b>	<b>1,827</b>
20	Documents withdrawn from collection	<b>05</b>	-	-	<b>1,062</b>	<b>1,662</b>	-	-	-	-	-	<b>22</b>	-	<b>2,751</b>
21	Draft standards received for public comments	<b>01</b>	<b>03</b>	-	<b>01</b>	<b>01</b>	-	<b>01</b>	-	<b>02</b>	-	-	-	<b>09</b>
22	Files label created and printed	<b>09</b>	<b>03</b>	<b>17</b>	<b>11</b>	<b>31</b>	<b>02</b>	<b>06</b>	<b>03</b>	<b>04</b>	<b>20</b>	<b>5</b>		<b>111</b>
23	ISBN assigned to GNBS Standards	-	-	-	-	-	-	-	-	-	<b>04</b>	-	-	<b>04</b>
24	ISBN' forms sent to CARICOM for the assigning of ISBN's	<b>07</b>	-	-	-	-	<b>10</b>	<b>15</b>	-	-	<b>04</b>	-	-	<b>26</b>
25	Issue slips printed	<b>34</b>	-	-	<b>160</b>	-	<b>30</b>	-	<b>45</b>	-	<b>143</b>	-	-	<b>412</b>
26	Loans	<b>30</b>	<b>24</b>	<b>43</b>	<b>33</b>	<b>44</b>	<b>40</b>	<b>28</b>	<b>18</b>	<b>27</b>	<b>18</b>	<b>17</b>	<b>47</b>	<b>369</b>
	- external	<b>29</b>	-	-	-	<b>02</b>	-	-	-	-	-	-	-	<b>31</b>
	- internal	<b>01</b>	<b>24</b>	<b>43</b>	<b>33</b>	<b>42</b>	<b>40</b>	<b>28</b>	<b>18</b>	<b>27</b>	<b>18</b>	<b>17</b>	<b>47</b>	<b>338</b>
27	Magazine boxes labels created	<b>03</b>	-	<b>04</b>	<b>26</b>	-	-	-	-	<b>22</b>	-	-	-	<b>55</b>
28	Newspaper clippings	<b>13</b>	<b>20</b>	<b>18</b>	<b>02</b>	<b>33</b>	<b>15</b>	<b>42</b>	<b>20</b>	<b>15</b>	<b>4</b>	<b>39</b>	-	<b>221</b>

29	Newspaper loans	<b>25</b>	<b>16</b>	<b>29</b>	<b>50</b>	<b>35</b>	<b>52</b>	<b>30</b>	<b>42</b>	<b>28</b>	<b>30</b>	<b>28</b>	<b>16</b>	<b>381</b>
30	New standards received (GNBS)	-	-	-	-	-	<b>09</b>	<b>01</b>	<b>01</b>	<b>01</b>	<b>4</b>	-	<b>01</b>	<b>17</b>
31	Pages collated for binding of standards	-	<b>521</b>	<b>230</b>	<b>966</b>	-	<b>423</b>	-	-	<b>58</b>	<b>964</b>	<b>756</b>	<b>461</b>	<b>4,379</b>
32	Queries	<b>22</b>	<b>33</b>	<b>25</b>	<b>39</b>	<b>40</b>	<b>22</b>	<b>08</b>	<b>17</b>	<b>25</b>	<b>15</b>	<b>39</b>	<b>42</b>	<b>327</b>
	- external	<b>18</b>	<b>30</b>	<b>19</b>	<b>28</b>	<b>28</b>	<b>18</b>	<b>04</b>	<b>13</b>	<b>17</b>	<b>10</b>	<b>31</b>	<b>30</b>	<b>236</b>
	- internal	<b>04</b>	<b>03</b>	<b>06</b>	<b>11</b>	<b>12</b>	<b>04</b>	<b>04</b>	<b>4</b>	<b>08</b>	<b>5</b>	<b>8</b>	<b>12</b>	<b>91</b>
33	Shelves labelled	-	-	-	-	-	-	-	-	<b>24</b>	<b>20</b>	<b>48</b>	-	<b>92</b>
34	Standards bound	<b>01</b>	<b>25</b>	<b>46</b>	<b>44</b>	<b>65</b>	<b>07</b>	<b>41</b>	<b>15</b>	<b>49</b>	<b>33</b>	<b>28</b>	<b>126</b>	<b>480</b>
35	Standard catalogued	-	<b>01</b>	-	-	-	<b>09</b>	-	-	-	-	-	<b>02</b>	<b>12</b>
36	Standards covers created and printed	<b>01</b>	<b>39</b>	<b>47</b>	<b>109</b>	<b>48</b>	<b>07</b>	<b>41</b>	<b>20</b>	<b>50</b>	<b>20</b>	<b>41</b>	<b>126</b>	<b>549</b>
37	Standards information Bulletin printed	-	<b>55</b>	-	<b>80</b>	<b>120</b>	-	-	<b>45</b>	<b>90</b>	-	<b>205</b>	<b>75</b>	<b>670</b>
38	Standards issued as Complimentary copies	-	-	<b>03</b>	<b>02</b>	<b>09</b>	<b>24</b>	-	<b>06</b>	-	-	<b>12</b>	-	<b>55</b>
39.	Standards printed	<b>03</b>	-	-	-	-	<b>06</b>	-	-	<b>02</b>	-	-	-	<b>11</b>
40	Standards received from request (Purchased)	-	<b>02</b>	-	<b>01</b>	-	-	-	<b>02</b>	<b>01</b>	<b>13</b>	<b>12</b>	<b>01</b>	<b>32</b>
41	Standards sent externally for printing		<b>3</b>				<b>4</b>	-	<b>8</b>	<b>10</b>	-	<b>14</b>	<b>2</b>	<b>41</b>
42.	Standards requested	<b>03</b>	-	-	<b>01</b>	-	<b>02</b>	-	-	-	-	<b>03</b>	-	<b>09</b>
43.	Standards sold	<b>07</b>	<b>20</b>	<b>19</b>	<b>18</b>	<b>10</b>	<b>20</b>	<b>17</b>	<b>07</b>	<b>01</b>	<b>25</b>	<b>22</b>	<b>125</b>	<b>291</b>
44.	Standards ticked to update ISO standards found in collection	-	-	<b>03</b>	-	-	-	<b>1,224</b>	<b>2049</b>	<b>1,206</b>	-	-	-	<b>3,659</b>



45	Standards ticked to update Jamaica catalogue	-	-	<b>104</b>	-	-	-	-	-	-	-	-	-	<b>104</b>
46	Standards withdrawn	<b>2</b>	-	<b>118</b>	<b>02</b>	<b>15</b>	-	<b>53</b>	<b>92</b>	<b>136</b>	-	-	-	<b>412</b>
47.	Title pages typed and printed for standards that were bond	-	<b>06</b>	-	<b>60</b>	<b>09</b>	-	<b>13</b>	<b>08</b>	<b>52</b>	<b>25</b>	-	-	<b>173</b>
48.	Visitors	<b>05</b>	<b>07</b>	<b>08</b>	<b>08</b>	<b>15</b>	<b>10</b>	<b>08</b>	<b>10</b>	-	<b>11</b>	<b>38</b>	<b>8</b>	<b>128</b>
	Weekly forms printed	-	-	-	-	-	-	<b>02</b>	<b>10</b>	-	-	<b>10</b>		<b>22</b>

Two hundred and ninety one (291) standards were sold, which represents one million seven hundred and two thousand, nine hundred and twenty (\$1,702,920.00) dollars. This figure when compared to 2008 has demonstrated a drastic increase by 85.30% and the number of standards sold by 56.45%.

## 8.5 Sale of standards

Table 19 shows a breakdown of the sale of standards in various subject areas.

#	Categories	Amount	Cost (\$)
1	Building Codes	126	699,820
2	Chemical	1	4,000
3	Civil Engineering	9	40,800
4	Consumer Products	6	24,600
5	Electrical Equipment	2	7,300
6	Environmental	2	9,500
7	Foods	22	130,600
8	Fruits and Vegetables	1	4,000
9	Laboratories	45	336,100
10	Mechanical Engineering	5	20,000
11	Pipes	2	11,100
12	Poultry	6	32,000
13	Quality Management	45	292,800
14	Soaps, detergents and cleaning agents	11	44,800
15	Textiles and garments	1	4,000
16	Tourism	1	7,700
17	Tyres	6	33,800
		291	1,702,920

From the table showed above it is established that the Building Codes were sold more than the other categories then followed by laboratories and Quality Management categories, which resulted with the same sale figures

## 10.0 **ADMINISTRATION AND FINANCE**

### OVERVIEW

The Administrative Department comprises of seventeen (17) non-technical staff who provide support to the six (6) Technical Departments of the Bureau in an efficient manner. The Department also liaises with other government and non governmental agencies in the execution of its responsibilities.

## 10.1 **Staff Training**

### 10.1.1 **Overseas Training**

During the year in review, eleven (11) employees participated in overseas training as mentioned hereunder:

- 10.1.1.1 Mr. Jermaine Softley, Chief Inspector (ag) of the Legal Metrology and Standards Compliance Department attended the Inter American Metrology System (SIM) and the German National Metrology Institute (PTB) workshop in Cenana (Centro Nacional De Metrologia) Mexico during the period March 02-05, 2009.
- 10.1.1.2 Mr. Kemo Fyfee, Senior Inspector of the Legal Metrology and Standards Compliance Department participated in a training course on the weighing of instruments (OIML R 76) during the period March 16 -18, 2009 in St. George's Grenada. The training organized by the Inter American Metrology System (SIM) focused on Measurements, Non-automatic Weighing instrument and testing procedures and reporting format for Liquid fuel dispenser.
- 10.1.1.3 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance Department (ag) and Mr. Osei Drakes, Laboratory Technician 11 of the Laboratory Services Department attended a training course during the period March 23 to April 03, 2009 at PTP Metrology Mexico. The training was organized by the Caribbean Regional Organisation for Standards and Quality (CROSQ) in collaboration with Physikalisch – Technische Bundesanstalt, National Metrology Institute in the Caribbean and Latin America.
- 10.1.1.4 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance Department participated in a Project Planning Workshop on April 28-29, 2009. The workshop arranged by the Caricom Regional Organisation for Standards and Quality (CROSQ) and the Physikalisch Technische Bundesanstalt (PTB), the National Metrology Institution of Germany was held at the Methodist Church Hall in St. Vincent and Grenadines.
- 10.1.1.5 Mr. Edward Melville, Laboratory Technician 111 of the Laboratory Services Department attended a two days workshop on Estimation of Uncertainty in Measurement for Laboratories during the period July 23-24, 2009 at the Conference Room of the Trinidad and Tobago Bureau of Standards. The workshop organized

by the Caricom Regional Organisation for Standards and Quality(CROSQ) in collaboration with Trinidad and Tobago Bureau of Standards described and determined factors which contributed to uncertainty in measurement during testing, identified steps in preparing a measurement uncertainty budget and methods of monitoring factors which contribute to error and uncertainty in the testing process.

- 10.1.1.6 Ms. Rodlyn Semple and Mr. Abidin Mohamed, Technical Officers 1 of the Conformity Assessment Department attended an ISO workshop on Conformity Assessment Infrastructure, Supporting Trade on August 04-06, 2009 in Castries, Saint Lucia. The workshop organized by the International Standards Organisation (ISO) in collaboration with the Caricom Regional Organisation for Standards and Quality (CROSQ) was aimed at providing the requisite knowledge and understanding on the ISO/IEC standards and guides which explained the internationally agreed practices on conformity assessment activities. It also provided participants with an opportunity to improve understanding on what is expected by the WTO agreement in relation to conformity assessment agreement and procedures.
- 10.1.1.7 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department attended a workshop organized by the Caricom Regional Organization for Standards and Quality (CROSQ) on September 07, 2009 at the Belize Bureau of Standards. The objective of the workshop was to share information in Manufacturing Wooden Furniture and Management Practices for SMEs.
- 10.1.1.8 Ms. Andrea Thom and Mr. Iran Alli, Technical Officers 1 of the Standards Development Department attended a three day Regional workshop during the period October 13-15, 2009. The workshop, hosted by the Trinidad and Tobago Bureau of Standards was designed to raise awareness and understanding on the benefits and role of standards for economic development of trade dimensions.
- 10.1.1.9 Mr. Jermaine Softley, Chief Inspector of the Legal Metrology and Standards Compliance Department attended a follow-up workshop on “NMI Metrology User Relations” on October 29, 2009 in Lima, Peru. The objective of this workshop was to exchange experiences with identified activities carried out in different working groups and to discuss guides developed and key elements for the demand identification in each service.
- 10.1.1.10 Ms. Candelle Walcott-Bostwick, Head of the Conformity Assessment Department attended a workshop hosted by the CROSQ 9th EDF Funded Caribbean Laboratory Accreditation Services (CLAS) Project in collaboration with the Inter American Accreditation Cooperation (IAAC) entitled “Quality Management Systems for Medical Laboratories” in Santo Domingo, Dominican Republic from November 11-13, 2009 under the auspices of the Director General de Normas Sistemas de Calidad (DIGENOR). The aim of the Workshop was to provide participants with an understanding of the concepts, tools and techniques of Laboratory Quality Management leading to Accreditation against the requirements of the International standard ISO 15189 – Medical Laboratories – Particular requirements for Quality and Competence.

**10.1.1.11** Mr. Edward Melville, Laboratory Technician 111 of the Laboratory Services Department and Mr. Dillon Beckles of the Standards Compliance and Legal Metrology Department attended the first SIM Metrology Summer School in Petropolis, Brazil during the period December 09, 2009 to December 16, 2009. The workshop, a joint partnership project between SIM and the Brazilian Agency of Cooperation (ABC) exposed participants to several aspects of Metrology.

**10.1.2** *Local Training*

10.1.2.1 Heads of Departments and Technical Officers of the of the Conformity Assessment Department attended a two days Training programme on Root Cause Analysis on February 12 -13, 2009 at the Conference Room of the Foreign Service Institute, Ministry of Foreign Affairs. The training organized by the Guyana National Bureau of Standards and the Delphi Consultants Limited focused on the theoretical and practical methods of solving problems within the organization.

10.1.2.2 Mr. Hans Peter Scheuermann, Consultant attached to the Pheyskalish Technical Bundesanstalt (PTB) conducted one week training in Metrology for the staff attached to the Laboratories of the GNBS. The training exposed staff to pressure, temperature and dimension calibration.

10.2.2.3 Ms. Bernadette Richards, Stenographer of the Administration Section attended a twelve weeks course in Office Administration which commenced on March 09, 2009 at the University of Guyana Institute of Distance and Continuing Education.

10.2.2.4 Mr. Jose Dajes, Consultant attached to the Pheyskalish Technical Bundesanstalt (PTB) conducted training in Metrology during the period September 14 -18, 2009 for the staff attached to Mass Laboratory. The training which was held in the Laboratories of the GNBS included the installation of the water meter test bench, technical & metrological requirements, test to determine errors of indication, and estimation of uncertainty.

10.2.2.5 Ms. Candelle Walcott- Bostwick, Head of the Conformity Assessment Department conducted a training session on the Standard Operating Procedures for the staff of the Department on September 14, 2009.

10.2.2.6 The Head, Legal Metrology and Standards Compliance Department and Senior /junior staff attended a half day awareness session on the identification of defective cell phones on September 14, 2009. The training which was held in the training room of the organization was facilitated by Mr. Mark Peters, Technician of the Celltec Organisation.

- 10.2.2.7 Mr. Marlon Rose, Assistant Accountant participated in the first training session on the Role and Functions of Procurement and Procurement methods on September 30, 2009 at the Board Room of the Ministry of Finance/ National Procurement and Tender Board. The training organized by the National Procurement and Tender Board was conducted by Mr. Thomas Burola, Procurement Training Officer. He also attended the second training module on October 05, 2009. The objective of the second module was aimed at providing participants with a better understanding and job skill/knowledge on the use and implementation of the Procurement Act, Regulations and Revised Procurement Handbook, Tender Board Manual and Standard Evaluation Criteria Guidelines.
- 10.2.2.8 Ms. Allison Nelson, Maid/ Cleaner, attended a seminar sponsored by the Junior Chamber International Guyana (JCI) on October 24, 2009 at the Exclusive Kingston House, Barrack Street, Kingston. The seminar was aimed at empowering maid/cleaners thus, enabling them to improve job performance.
- 10.2.2.9 Mr. Kemo Fyffe, Senior Inspector and Mr. Lorenzo Gill, Inspector 11 of the Legal Metrology and Standard Compliance Department and Mr. Edward Melville Laboratory Technician 111, Mr. Vishnu Matbadal Laboratory Technician 11, Mr. Chandadat Persaud, Laboratory Technician 1 and Mr. Kenrick Singh, Inspector I attended a training on Mass Comparator on November 12, 2009 in the volumetric Laboratory. The purpose of the training was to give participants hands on experience on how to install and use the Mettler Toledo balance. The training was facilitated by Mr. Douglas K. Rordai, a Mass Comparator Specialist from the United States of America.
- 10.2.2.10 The Guyana National Bureau of Standards hosted its first three-day training programme on Laboratory Accreditation during the period November 18-20, 2009 at the CIDA Building, located at Main and New Market Streets, Georgetown. The training focused on providing an interpretation of the requirements of the ISO/IEC 17025: 2005 (General requirements for the competence of testing and calibration laboratories) and ISO 15189: 2007 (Medical laboratories – Particular requirements for quality and competence) standards.
- 10.2.2.11 Mr. Trummel Redmond and Mr. Al Donavon Fraser, Technical Officers 1 of the Conformity Assessment Department and Mr. Vishnu Matbadal, Laboratory Technician 11 of the Laboratory Services Department attended the **Twenty Milestones to Accreditation** training Course from November 23-24, 2009 at the CIDA Building. The Course was funded by Caribbean Regional Organisation for Standards and Quality (CROSQ) EDF funded-CLAS Project, Physikalisch-Technische Bundesanstalt (PTB) and coordinated by the Guyana National Bureau of Standards. The 20 Milestone approach was developed by Mr. Manfred Kindler from Germany who conducted the workshop.

This Training programme exposed participants to use the 20 Milestone Approach to assist in the development of action plans to prepare for Accreditation using the 20 Milestone computer programme.

### **10.1.3 In - House Training**

As the Bureau continued to improve job performance of its human resources a number of in house training sessions were scheduled, designed towards staff development and improved performance. The following in- house training sessions were conducted during 2009:

- 10.1.3.1** In-house training sessions were held on January 16 and 23,2009, respectively in the Conference Room of the Bureau .The training which was intended as sensitization sessions were facilitated by the Administration and Conformity Assessment Departments and delivered by Ms. J. Fanfair, Administrative Officer and Ms. C. Walcott-Bostwick, Head, Conformity Assessment. At the sessions, several aspects of the Revised Administrative Manual and the GNBS Quality Management Systems (Moving towards ISO 9001)were discussed.
- 10.1.3.2 Training on the Guyana National Bureau Standards (GNBS) Quality Management System was held on February 06, 2009 in the Conference Room.Mr. Abidin Mohamed, Technical Officer 1 of the Conformity Assessment Department discussed the activities of Product Certification.
- 10.1.3.3 Ms. Evadnie Benfield, Head of the Information Services Department conducted an in – house awareness session for members of staff on “Managing Workplace Relationship” on September 04, 2009 in the Bureau’s Conference Room.
- 10.1.3.4 Mr. Johneil Holder, Leading Firemen and Mr. David Persaud, Fireman of the Guyana Fire Service conducted an awareness session on the methods of evacuating a building during a fire and the use of fire extinguishers on September 25, 2009 in the Conference Room of the Bureau. The awareness session based on a recommendation of the Workplace Safety and Health Committee was arranged by the Administration Department and attended by all members of staff.
- 10.1.3.5 Mr. Khemraj Bhoowan, Network Administrator, of the Information Service Department conducted an awareness session on the “GNBS Exchange E-mail’ on October 09, 2009 in the Conference Room of the GNBS.
- 10.1.3.6 Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department organized a training on “Calculation of Maximum Permissible Errors (MPE) for Inspectors within the Department on October 29, 2009. The training which was held in the Training Room of the GNBS examined several methods of minimizing mistakes during the calculation of the MPE in verifying scales.

#### **10.1.4 Overseas Conference/Meetings**

- 10.1.4.1 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department represented the Bureau at CROSQ/IDBS Small Business Enterprise Project Monitoring Group (PMG) meeting on January 23, 2009 at the Blue Horizon Hotel, Rockley, Barbados. The purpose of the meeting was to conduct the mid term evaluation of the project.
- 10.1.4.2 Ms. Ramattie Karan, Head Standardisation Department attended a workshop on Greenhouse Gas Qualification and Verification in keeping with ISO 14064 and ISO 14065 standards during the period April 03 -05, 2009 in San Jose, Costa Rica. The workshop was organized by the International Organisation for Standards (ISO) and the Institute de Normas Tecnicas de Costa Rica (INTECO).
- 10.1.4.3 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department attended a Regional Workshop on the Development of Strategy and Standards for the Regional Disaster Risk Management for Sustainable Tourism in the Caribbean at the Auditorium of the Trinidad and Tobago Bureau of Standards during the period May 04 -07, 2009. The workshop organised by the Inter- American Development Bank (IABD) and the Caribbean Tourism Organisation (CTO) was designed to provide an overview of the project and to develop a regional disaster risk management Strategy for sustainable tourism including the formulation of Standards for vulnerability assessment and risk mapping applied to the Tourism sector.
- 10.1.4.4 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department represented the Bureau at CROSQ/IDBS Small Business Enterprise Project Monitoring Group (PMG) meeting on April 23, 2009 at the Tower Hotel, Guyana. The purpose of the meeting was to conduct the mid term evaluation of the project.
- 10.1.4.5 Ms. Evadnie Benfield, Head of the Information Services Department and Mr. Khemraj Bhoowan, Network Administrator represented the Bureau at a Regional Information Network Committee meeting on September 09-10, 2009 at the CROSQ office in Barbados. The meeting was organized by the Caricom Regional Organization for Standards and Quality (CROSQ) in collaboration with the European Union. The objective of the meeting was to establish an Information Technology Committee in the Caribbean.
- 10.1.4.6 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department represented the Bureau at CROSQ/IDBS Small Business Enterprise Project Monitoring Group (PMG) meeting on September 07, 2009 at Jamaica. The purpose of the meeting was to conduct the mid term evaluation of the project.
- 10.1.4.7 Mr. Edward Melville, Laboratory Technician 111 of the Laboratory Services Department represented the Bureau at the Caribbean Regional Organisation for Standards and Quality (CROSQ) 1<sup>st</sup> Regional Mass Inter-comparison preliminary meeting, held at the Jamaica Bureau of Standards on October 13, 2009. The purpose



of the meeting was to discuss the need for comparison activities within the International Committee for Weights and Measures (CIPM)/Mutual Recognition Arrangement (MRA) and to review CIPM and the Inter-American Metrology System (SIM).

- 10.1.4.8 Mr. Shailendra Rai, Head, Legal Metrology and Mr. Jermaine Softley, Chief Inspector of the Legal Metrology and Standards Compliance Department attended the 15<sup>th</sup> Annual General Assembly of the Inter-American Metrology System (SIM) on October 26<sup>th</sup> and 27<sup>th</sup> in Lima, Peru. The purpose of this meeting was to discuss developments in Metrology, upcoming activities, projects, training opportunities and funding for new projects.
- 10.1.4.9 Ms. Evadnie Benfield, Head-Information Services Department attended a Stakeholder Dialogue on “Strengthening Caribbean Co-operation towards Standards & Quality” sponsored by the Caribbean Regional Organisation for Standards and Quality (CROSQ) from November 26-27, 2009 in Christ Church, Barbados. The objective of the dialogue was to identify current and future institutional needs of CROSQ and its stakeholders.
- 10.1.4.10 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department represented the Bureau at CROSQ/IDBS Small Business Enterprise Project Monitoring Group (PMG) meeting on December 11, 2009 at Saint Lucia. The purpose of the meeting was to conduct the mid term evaluation of the project.

## 10.2 **Representation at meetings / workshops**

- 10.2.1 Ms. Evadnie Benfield, Head of the Information Services Department represented the Bureau at a Focus Group Meeting for Policy Makers (Chainsaw Milling Project) on January 14, 2009 at the Conference Room of the Guyana Forestry Commission. Participants at the meeting examined alternatives for illegal chainsaw lumbering through multi-stakeholder dialogue.
- 10.2.2 Ms. Evadnie Benfield, Head of the Information Services Department represented the Bureau at the Quarterly Meeting of the National Committee for the Coordination of Sanitary and Phytosanitary Matters (NCCPSMI) on February 19, 2009 at the Board Room of the Ministry of Agriculture.
- 10.2.3 Ms. Evadnie Benfield, Head, of the Information Services Department represented the Bureau at the Caribbean Laboratory Accreditation Services Project on March 02, 2009 at the Pegasus Hotel. The project which was funded by CROSQ, GNBS and the Ministry of Health was declared open by Ms. Benfield while the feature address was delivered by the Health Minister Dr. Leslie Ramsammy.

- 10.2.4 Ms. Evadnie Benfield, Head, of the Information Services Department represented the Bureau at a meeting on March 04, 2009 at the Education Lecture Theatre, University of Guyana. The objective of the meeting was to discuss Conformity Assessment and its impact on trade.
- 10.2.5 Ms. Evadnie Benfield, Head of the Information Services Department, Head of the Legal Metrology and Standards Compliance Department (ag) Mr. Shailendra Rai and Head of the Standardisation Department Ms. Ramrattie Karan, met with Mr. Ovid Williams, Principal Regional Development Officer and a team from the Volunteer Service Organisation from the Philippines and Kenya to discuss a range of issues regarding the development of standards for Amerindian products.
- 10.2.6 Ms. Evadnie Benfield, Head of the Information Services Department represented the Bureau at a National Consultation on the Draft Livestock Development Board Bill on March 26, 2009 at NARI. The agenda of the meeting was to discuss comments received from stakeholders.
- 10.2.7 Ms. Evadnie Benfield, Head of the Information Services Department represented the Bureau at a workshop organized by the Ministry of Health through the support of the Pan American Health Organisation on April 15 -16, 2009 at Cara Lodge Hotel. The purpose of the workshop was to develop a National Policy aimed at addressing Alcohol use in the primary health care setting.
- 10.2.8 Mr. Marlon Rose, Assistant Accountant represented the organization at a Public Consultation on the procedures for bidding works, goods and services on April 14, 2009 at the Convention Center. The workshop planned by the Ministry of Finance , Procurement and Tendering Unit attracted Permanent Secretaries, Heads of Agencies and Regional Executive Officers.
- 10.2.9 Ms. Evadnie Benfield, Head of the Information Services Department and Mr. Lloyd David, Public Relations Officer represented the Bureau at a Public Awareness Consultation on April 21, 2009 at the Ministry of Tourism, Industry and Commerce. The consultation was convened by the inter – agency committee, Consumer Affairs Division of the Ministry. The objective of the meeting was to examine the 2006 Consumer Protection Bill.
- 10.2.10 Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department represented the Bureau at the Opening Session of the Georgetown Chamber of Commerce and Industry's (GCCT'S) 119<sup>th</sup> Annual General Meeting on April 28, 2009 at Duke Lodge, Kingston. The featured address was delivered by the Minister of Tourism, Industry and Commerce Mr. Manniram Prashad.

- 10.2.11 Ms. Roxan Bourne, Senior Information Officer attended a Business Luncheon on April 30, 2009 at the Regency Suites Hotel. The Luncheon which formed part of the Guyana Manufacturing and Services Association Ltd. (GMSA) awareness programme was attended by the United States of America Ambassador to Guyana, Mr. John Melvin Jones, guest speaker.
- 10.2.12 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department conducted a training on the topic ‘Occupational Health and Safety Standards’ at the Annual Certification Course on Occupation Safety and Health on April 30, 2009 at the Institute of Distance and Continuing Education, University of Guyana.
- 10.2.13 Ms. Andrea Thom, Technical Officer 1 of the Standards Development Department represented the Bureau at the re- Launching of the Guyana Agricultural Producers Association (GAPA) on May 15, 2009 at the Guyana International Conference Centre, Lilendaal.
- 10.2.14 In observance of the fortieth anniversary of the National Milling Company of Guyana Inc. (NAMILC) Ms. Rodlyn Semple, Technical Officer 1 of the Conformity Assessment Department attended the ISO 90001:2008 Certification on May 21, 2009 at the Pegasus Hotel.
- 10.2.15 Ms. Evadnie Benfield, Head Information Services Department declared open a workshop organized by Caricom Regional Organisation for Standards and Quality (CROSQ) on May 28, 2009 at the Hotel Tower. The objective of the workshop was to sensitize participants of the importance of the Regional Policy Guidelines for Tourism Standards from the Caribbean Tourism Policy Framework.
- 10.2.16 Ms. Rodlyn Semple, Technical Officer 1 of the Conformity Assessment Department represented the Bureau at a Business Luncheon on July 03, 2009 at the Regency Suites Hotel. The Luncheon which formed part of the private sector awareness programme arranged a presentation by Professor Lawrence Carrington, Vice Chancellor of the University of Guyana who discussed the topic “The Development of the University of Guyana to serve the Business Community”.
- 10.2.17 Ms. Evadnie Benfield Head, Information Services Department represented the Bureau at a meeting on the National Policy on Science and Technology on July 15, 2009 at the Ministry of Education, National Centre for Education Resource Development (NCERD) Conference Room. The objective of the meeting was to update and review the Policy with key stakeholders.
- 10.2.18 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department, participated in a half day Stakeholder’s workshop on the “Establishment of a Trade Point in Georgetown” on July 29, 2009 at the Regency Hotel. The workshop which was organised by the National Competitiveness Strategy through the Guyana Office for Investment examined a broad framework for trade in Georgetown.

- 10.2.19 Ms. Evadnie Benfield Head, Information Services Department attended a meeting on July 29, 2009 at the International Conference Centre. The meeting planned by the Ministry of Amerindian Affairs addressed concerns raised by the Toshaos.
- 10.2.20 Mr. Richard Boyler, Product Manager, Business Systems and Risk Education and Training and Mr. Kevin Boehmer, Program Manager, Business Management and Sustainability of the Canadian Standards Association, attended a meeting on August 07, 2008 in the Conference Room of the Bureau .The meeting which was attended by Management Staff, was designed to provide a full understanding of the operation of the Bureau. Immediately, following the meeting was a tour and inspection of the various Laboratories within the Bureau.
- 10.2.21 Mr. Jermaine Softly, Senior Inspector of the Standards Compliance and Legal Metrology Department represented the Bureau at the launching of the Georgetown Chamber of Commerce and Industry five year strategic plan on August 18, 2008 at the Cara Lodge.
- 10.2.22 Ms. Joyann Fanfair, Administrative Officer represented the Bureau at the Graduation Ceremony of the National Training Project for Youth Empowerment, Board of Industrial Training at the National Cultural Centre Auditorium on September 04, 2009.
- 10.2.23 Mr. Kemo Fyfee, Senior Inspector of the Legal Metrology and Standards Compliance Department represented the Bureau at the first meeting of the Advisory Council on Occupational Safety and Health on September 10, 2009 in the Boardroom of the Ministry of Labour, Human Services and Social Security.
- 10.2.24 Ms. Evadnie Benfield, Head, Information Services Department represented the Bureau at the second Stakeholder's Meeting on the Framework for the National Policy for Science and Technology in the computer room of the National Centre for Educational Resources Development (UNESCO) on September 23, 2009.The objective of the meeting was to review and update the national policy on science and technology.
- 10.2.25 In observance of Amerindian month Mr. Lloyd David, Public Relations Officer of the Information Services Unit represented the Bureau at an Exhibition entitled "The Amerindian Way" on September 25, 2009 at the Umana Yana"
- 10.2.26 Ms. Evadnie Benfield, Head Information Services Department represented the Bureau at an opening ceremony of the Demerara Distillers Limited (DDL) new bottling plant on October 28, 2009.
- 10.2.27 Ms. Andrea Thom, Technical Officer 1 of the Standards Development Department attended a half day Stakeholders sensitization Forum on October 29, 2009 at the Pegasus Hotel. The agenda of the forum was to continue discussions on the project and preparing Guyanese producer and processors of fresh and/or processed products for trade with Canada. The forum was chaired by the Trade Facilitation Organization's (TFO) Consultants, Mr. Bertrand Walle and Mr. Leo Arsenault from Canada.

- 10.2.28 Ms. Ramrattie Karan, Head Standards Development Department attended the launching of the National Technical Sub Committee Regional Building Standards on November 18, 2009. The purpose of this workshop was to sensitise stakeholders in Guyana on the Caribbean Regional Organisation for Standards and Quality (CROSQ) involvement with Regional Building Standards Project funded by the Caribbean Development Bank.
- 10.2.29 Ms. Ramrattie Karan, Head Standards Development Department and Ms. Roxanne Bourne , Senior Information Officer of the Information Services Unit attended a National Workshop on “The Results of the Second Trade Policy Review of Guyana and World Trade Organisation (WTO) Notification Requirements”. The purpose of the workshop which was held at the Foreign Service Institute (FSI) in Georgetown from November 18-20, 2009 was designed to sensitise National stakeholders on the operation of the WTO Notification Point.
- 10.2.30 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance Department represented the Bureau at Fire Advisory Board meeting on December 09, 2009 in the Board Room of the Ministry of Home Affairs. The agenda of the meeting was to review report of findings of several fires.
- 10.2.31 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance Department attended the Tobacco Control Council meeting on December 14, 2009 at the Aids Secretariat, Ministry of Health. The meeting examined the standards in relations to labeling and a work plan for the Year 2010.
- 10.2.32 Mr. Chatterpaul Ramcharran, Executive Director and a team from the organization attended a meeting hosted by Mr. James Singh, Commissioner of the Forestry Commission and Mr. Derrick Cummings, Executive Director of the Forestry Product Development Commission. on December 21, 2009 in the Conference Room of the Guyana Forestry Commission.. The agenda of the meeting was to adopt two (2) standards developed by the Forest Commission and the Certification of its operation.

### 10.3 **Personnel Matters**

- 10.3.1 On the invitation of the Caribbean Regional Organisation for Standards and Quality (CROSQ) in collaboration with the (Physikalisch –Technische Bundesanstalt), National Metrology Institute in Germany and Latin America, as part of the CROSQ/TBT – RQT Project Mr. Osei Drakes , Laboratory Technician 11 of the Laboratory Services Department was selected to participate in a training course during the period March 23 to April 03, 2009 in Mexico. However, on March 31, 2009 a report was received from the organizer that Mr. Drakes took ill. From the information received his brain was malfunctioning and an emergency surgery was done to correct same. He appeared to be recovering until April 11, 2009 when the management of the Bureau was informed that he died from a heart failure. He was laid to rest on April 24, 2009.

10.3.2 The annual half year review meeting was held on July 08, 2009 in the Conference Room of the Bureau. The Executive Director in his brief remarks urged staff members to continue to be committed as they journey through from day to day to uphold the image of the Bureau. During the meeting, Heads of Department took the opportunity to reflect on their Department's performance over the past eight months. The Workplace Occupational Safety and Health Committee was constituted and its first meeting was held on July 21, 2009.

10.3.3 The staff appreciation Day and Long Service Award Ceremony was held on October 16, 2009. At a simple ceremony held in the Training Room of the Bureau and attended by the Chairman of the National Standards Council and Council members, eighteen (18) members of staff were honoured for their long and dedicated service to the GNBS. The Executive Director in expressing gratitude to the awardees noted their sterling contribution made to the organization over the years and urged them to continue to maintain the image of the Bureau.

10.3.4 The GNBS management staff attended a cocktail reception on November 17, 2009 at the Conference Centre. The cocktail was coordinated by GNBS for participants of the E. Learning course hosted by CROSQ and PTB.

### 10.3.2 **Employment**

During the year in review the following persons were employed:

Name	Department	Designation	Effective date of employment
Mr. Rondell Henry	Legal Metrology & Standards Compliance	Inspector 1	March 09, 2009
Ms. Nickasi Bollers	Administration	Receptionist	March 23, 2009
Mr. Iran Ali	Standards Development Department	Technical Officer 1	March 09, 2009
Mr. Gerald Alcides	Legal Metrology and Standards Compliance	Inspector	June 08, 2009
Mr. Michael James	Legal Metrology and Standards Compliance	Inspector	September 07, 2009
Mr. Damion Dukharan	Legal Metrology and Standards Compliance	Inspector	September 30, 2009
Ms. Caroline Homer	Legal Metrology and Standards Compliance	Maid/ Cleaner	September 30, 2009
Ms. Nikieta Waithe	Legal Metrology and Standards Compliance Administration Finance	Accounts Clerk	December 01, 2009

### 10.3.3 **Promotion**

The following persons were promoted/ appointed to act during the reporting period.

Name	From	To	Effective Date
Ms. Evadnie Benfield	Head Information Services	Executive Director (ag)	February 02, 2009 to March 02,2009 & October 19, 2009 to December 07, 2009
Mr. Shalilendra Rai	Chief Inspector	Head, Legal Metrology and Standards Compliance (ag).	February 02, 2009
Mr. Jermaine Softley Mr. Elwan Etwah Ms.Susheelwantie Ramnauth	Senior Inspector Inspector 11 Receptionist	Chief Inspector (ag) Senior Inspector (ag) Records Clerk	February 02, 2009 February 02, 2009 March 24,2009

### 10.3.4 **Transfer**

Mr. Kenrick Singh, Inspector 1 of the Legal Metrology and Standards Compliance Department was transferred to the Laboratory Services Department with effect from October 16, 2009

### 10.3.5 **Confirmation**

The following employees were confirmed in their positions during the year in review.

Name	Department	From	To	Effective Date
Ms. Ramrattie Karan	Standards Development	Technical Officer 11	Head, Standards Development Dept.	January 05, 2009
Mr. Quincy Troyer	Legal Metrology & Standards Compliance	Temporary Inspector 1	Inspector 1	June 14, 2009
Mr. Rondell Henry	Legal Metrology & Standards Compliance	Temporary Inspector 1	Inspector 1	July 01, 2009
Ms. Nickasi Bollers	Administration	Receptionist	Receptionist	August 10, 2009

Mr. Shailendra Rai	Legal Metrology & Standards Compliance	Chief Inspector	Head, Legal Metrology and Standards Compliance Department	October 01, 2009
Mr. Jermaine Softley	Legal Metrology & Standards Compliance	Senior Inspector	Chief Inspector	October 01, 2009
Mr. Alwin Etwah	Legal Metrology Standards Compliance	Inspector 11	Senior Inspector	October 01, 2009

### 10.3.6 Resignation

During the reporting period the following persons tendered their resignation from the employment of the Bureau.

Name	Department	Designation	Effective Date
Ms. Audrey Petri	Administration	Maid/ Cleaner	October 15, 2009
Mr. Avinash Persaud	Finance	Accounts Clerk	December 04, 2009

### 10.3.7 **Leave**

During the year in review employees proceed on annual leave as scheduled.

### 10.4 **Registry**

966 documents were typed, 1,673 dispatched and 592 filled during the year at caption.

### 10.5 **Rendering Administrative Support**

69 Technical Committees Sub – Committees, 5 Public Consultation and 5 National Standards Council meetings were convened during 2009.

### 10.6 **Maintenance**

#### 10.6.1 **Vehicle Maintenance**

During the period under review the Bureau's fleet of vehicle was serviced and expired vehicle insurances and fitness's were renewed. In addition, an electrical switch was installed on the Seraphim and 4 tyres purchased.



## **10.6.2 Equipment Maintenance**

During the period covered by the report, the modem card (PCI) for the server was replaced.

CPU Damaged to System Board (replacement of memory).

The computer attached to the Head Information Services Department was serviced /repaired.

All Air conditioning units were serviced.

## **10.6.3 Building Maintenance**

As management continued to improve the working environment for staff and service to stakeholders, a multiplicity of repairs were done to both the interior and exterior of the building. In addition, Air conditioning units were installed in the following areas:

1. Executive Director's Office
2. Confidential Secretary
3. Administrative Officer
4. Head, Conformity Assessment Department
5. Mass Laboratory
6. Office of the Head, Legal Metrology and Standards Compliance
7. Accountant
8. Accounts Section
9. The Eastern and Southern Sections of the building to facilitate to circulate the cooling of the open departments.

Two (2) glass doors were installed at the Eastern and Southern entrances of the building, three (3) toilet tanks, two (2) paper towel dispensers and two large mirrors were purchased for the washrooms. Three (3) grill doors to protect the air conditioning condensers at the Eastern side of the building were installed. The floor of the training room was replaced with concrete. Rotten floor on the Eastern side of the building was replaced. Vertical ficilian blinds were placed in the Conference Room, the scientific Laboratory and the training room. Fifteen executive chairs were purchased to enhance the image of the Conference Room. The Information Unit was relocated to the southern section of the building (formally Training Room). The exterior of the Eastern and Northern sides of the building were painted. The interior of the Information Unit and the Training Room were also painted and carpet installed in the Training Room. Fluorescent lights were installed on the external eastern side of the building and periodically spraying was done to exterminate rats, wood ants and roaches. The roof of the building was serviced to avoid leakage.

## 10.7 FINANCE

The GNBS operates two accounts:

- Government Subvention Account (#688-109-8)
- Other Income Account (#688-746-7)

### 10.7.1 Subvention

A budget of \$119.1M was submitted to the Ministry of Finance for the year 2009; however the organization received an amount of \$85.3M which was broken down as, \$71.9M for employment costs and \$13.3M as other charges.

Table 20 shows the nine (9) major current/monthly expenses incurred during the year which were financed by the Government Subvention.

**Table 20**  
**Major Expenses**

<b>Chart of a/c</b>	<b>Line Item</b>	<b>Amount</b>
101-106	Wages and Salaries	54,568
201-205	Overhead Expenditure	17,395
121-124	Materials Equipment & Supplies	2,340
131	Fuel & Lubricants	3,520
141-143	Rental & Maintenance of Building	1,711
161-165	Transport, Travel & Postage	1,520
171-173	Utility Charges	4,196
181-184	Other Goods & Services	104
191-194	Other Operating Charges	0
	<b>Total</b>	<b>\$85,354</b>

In addition, the amount of 3.5M was allocated by government to facilitate the payment of 6% salary increase to staff for the year.

### 10.7.2 OTHER INCOME

Other Income received/generated for the period January to December 2009 totaled 42.1M which was utilized to partly offset expenses incurred to conduct training programmes and operational expenses during the year due to the unavailability of adequate Government funds allocated after budget cut.

**Table 21** shows Income Generate for 2009

<b>Revenue Centres</b>	<b>Amount</b>
Import Monitoring Fees	9,379
Verification of Devices	22,389
Sale of Publications	805
Rice Testing and Lab Fees	373
Training Programmes	6,767
Calibration of petrol pumps	2,478
Calibration of electric meters	0
<b>Total</b>	<b>42,191</b>

The percentage of Income generated by the main revenues centres is Illustrated in Figure 11 for 2009.

Figure 11

Income Generated by Revenue Centers

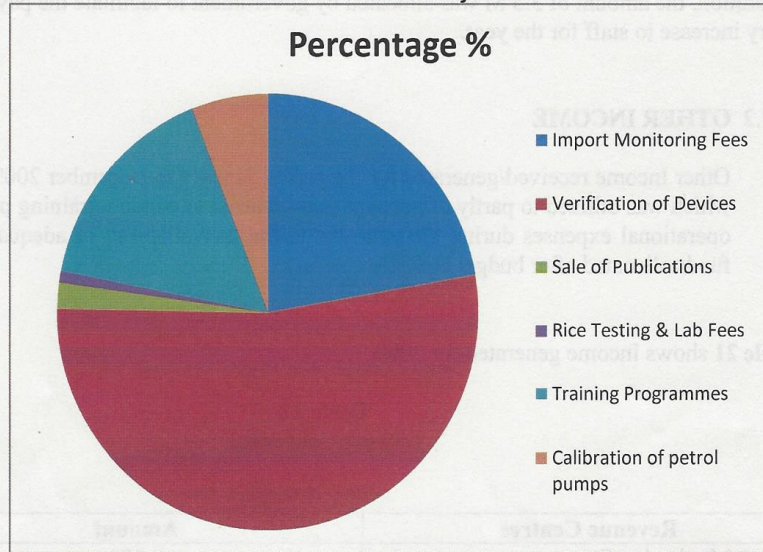


Table 22. Shows expenses offset from Income generated.

Table 22

Expenses incurred

Expenses	Amount
Goods and Services	5,488
Travel/postage Expenses & Subsistence	7,156
Public Utility & Fuel Charges	7,554
Maintenance of Building & Equipment	9,936
Rental of Building	1,500
Maintenance of Vehicle	1,911
Training	3,672
Fees & payment to International Organization	2,804
Employer Pension contribution	2,321
<b>TOTAL</b>	<b>\$42,342</b>

The financial year 2009 has not been without its challenges for the GNBS. The annual budget (Government Subvention) has been cut by 34 million dollars which had forced the GNBS to exhaust the entire amount of Income generated to offset current year expenses and liabilities for previous years (2008). It also adversely affected activities planned to be carried out according to the work programme.

**Table 23.** shows projection and actual funds generated during the year 2009 and projections for the year, 2010.

**Table 23**  
**Revenue Generated for 2009 & Projections for 2010**

<b>Revenue Centres</b>	<b>Revenue Projection 2009</b>	<b>Revenue Generated 2009</b>	<b>Revenue Projections 2010</b>
Import Monitoring Fees	9,000	9,379	10,000
Verification of Devices	14,000	22,389	23,000
Sale of Publications	800	805	800
Rice Testing & Lab Fees	1,500	373	250
Training Programmes	2,500	6,767	2,500
Calibration of petrol pumps	2,500	2,478	2,500
Calibration of electrical meters	600	0	500
<b>Total</b>	<b>\$30,800</b>	<b>\$42,191</b>	<b>\$39,550</b>

**Table 24,** shows government Subvention and Capital releases received over the period 2004-2009, and revenue generated over the said period.

**Table 24**  
**Government contribution and Revenue received**

<b>Revenue Centres</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
Subvention	62,947	66,807	69,300	73,695	76,890	85,354
Capital	5,000	12,000	10,000	12,000	16,000	6,000
Revenue	24,331	19,024	23,746	22,830	27,355	42,191
<b>Total</b>	<b>92,278</b>	<b>97,831</b>	<b>103,046</b>	<b>108,525</b>	<b>120,245</b>	<b>133,545</b>

The increase in government subvention over the years shown in table 26, are amounts allocated by the Ministry of Finance to facilitate the government salary increase (across the board) for the respective years. All releases were fully and adequately expended; also revenue/income generated were utilized to offset operations expenses and to enhance the working environment.

**Table 25** shows the amount of Income Tax remitted on behalf of staff for the year 2008, as also employees and employer's contribution for Pension, Health Insurance (Medical Scheme) and N.I.S. contributions.

**Table 15**  
**Employer & employees remittance for 2009**

<b>Headings</b>	<b>Employees</b>	<b>Employer</b>
Health Insurance	439,276	443,664
National Insurance Scheme	2,220,359	3,330,539
Pension	2,124,670	2,124,670
Income Tax	10,479,935	0
<b>Total</b>	<b>15,264,140</b>	<b>5,898,873</b>

Note: The Bureau remitted a total of 15M on behalf of staff for Medical Scheme, Pension, Income Tax and National Insurance (employee's contribution), and also committed itself to an amount of 5.9M as employer's contributions during the year for Health Insurance, N.I.S and Pension contributions. The Medical and N.I.S. contributions are subvention expenses (budgeted for with salaries request), while the Pension contribution is being offset from revenues generated during the year.

### 10.7.3 Capital

The Capital Estimate approve for the GNBS by the Ministry of Finance for the year 2009 was \$6M Guyana dollars.

This approval was granted for the purchase of capital items as indicted hereunder:

- One (1) Over Head Hoist
- Four (4) Portable Balances
- Four (4) Test Weights Kits
- One (1) 5L Test Measure (with certificate)
- One (1) 20L Test Measure (with certificate)
- One (1) E 2 Weights Kit & Accessories

However, the entire amount allotted was not utilized during the year due to the in completed project for the Over Head Hoist. However this sum was released and the project will be completed during the first quarter of 2010.

### 10.7.4 Inventory Monitoring

The monitoring of equipment/assets in laboratories and general office were done on a monthly basis during the year in review.

### 10.7.5 Overseas payment/transfer

Wire transfer were made to ISO, COPANT, NCSL and U.S Metric Association during the year which represents yearly contributions and membership fees, as shown in Table 26, also to other organisations for various work and services provided to the organization.

**Table 26**  
**Overseas Payment for 2009**

<b>Agency</b>	<b>Details</b>	<b>Amount</b>
ISO	Annual membership fee for 2010	\$594,928
COPANT	Annual membership fee for 2009	\$147,400
NCSL International	Annual membership fee for 2009	\$ 77,950
U.S Metric Association	Annual membership fee for 2009	\$ 10,180
Payment for goods & services purchased overseas companies	Seals purchased calibration of equipment, standards & catalogs purchased etc., during the year 2008.	#1,972,832
<b>Total</b>		<b>\$2,803,290</b>

## **APPENDIX 1**

### **TECHNICAL COMMITTEES OF THE GUYANA NATIONAL BUREAU OF STANDARDS**

Standards are formulated by the work of Technical Committees comprising persons from various interest groups such as producers, consumers, technologists and professionals from private and public sectors. This type of partnership allows for transparency, openness and consensus to be achieved in the development of the standard. This approach, although time consuming, allows for adopted standards to be more readily accepted by all parties.

The following Technical Committees currently operate under the auspices of the Bureau:

<b>Technical Committees (TC) Number</b>	<b>Technical Committee</b>
TC 1	Agriculture
TC 2	Foods
TC 3	Chemical
TC 4	Electrotechnical Engineering
TC 6	Mechanical Engineering
TC 7	Consumer Products
TC 9	Laboratory Management
TC 10	Civil Engineering
TC 12	Tourism
TC 13	Wood Products
TC 14	Environment
TC 15	Management Systems



## **APPENDIX 2**

### **STANDARDS DEVELOPMENT PROCESS**

Guyana's standards are developed in accordance with the WTO's Code of Good Practice for the Preparation, Adoption and Application of standards. The following outlines the process undertaken:

The preparation of standards is undertaken upon the National Standards Council's Authorisation. Recommendations are made to the Council based on requests from National Organisation, the general public, existing Technical Committees, or Bureau staff.

On approval of the new work item, it is assigned to a Technical Committee. In the absence of a Technical Committee, a new Technical Committee is formed. A Technical Committee comprises of experts and stakeholders in the relevant field and a Bureau staff member serves as Secretary.

The draft document is then made available for general public comments. All interested parties, by means of a notice in the press, are invited to comment within a sixty (60) day period. In addition, copies are sent to those known to be interested in the subject.

The Technical committee considers all the comments received and amends the draft accordingly. The final draft is then recommended to Council. On Council's approval, notice of the standard is published in the local newspapers, and copies are placed for sale.

If compliance with the standard is deemed necessary for the health and safety of consumers, Council may recommend to the Minister, Tourism, Industry and Commerce to declare the standard compulsory. If necessary, the Minister may seek any areas which the standard may affect. The compulsory standard is then sent to the Attorney General Office for vetting and final review to ensure compliance with current legislation.

A national standard is reviewed and updated every five years in an effort to reflect the latest developments in safety and technological, as well as current realities in the marketplace and consumer demands.

Amendments to, and revisions of standards formally require the same procedure as is applied to the preparation of the original standard.

### **APPENDIX 3**

#### **STANDARDS APPROVED BY NATIONAL STANDARDS COUNCIL**

- (1) Specification for steel nails.
- (2) Specification for chain link fence fabric.
- (3) Specification for milk.
- (4) Code of hygienic practice for milk and milk products.
- (5) Food Safety Management Systems – Requirements for any organization in the food chain.
- (6) Conformity assessment – Requirements for bodies providing audit and certification of management systems.
- (7) Environmental Management – Environmental assessment of sites and organisations.
- (8) Environmental Management Systems – General guidelines on principles, systems and support techniques.
- (9) Requirements for Quality Management systems.
- (10) General requirements for the operation of a Medical Laboratories.
- (11) Reference Materials – Contents of certificates and labels.
- (12) Specification for the labelling of retail packages of tobacco products.
- (13) Specification for net contents in packages.
- (14) Food Safety Management Systems – Guidance on the application of ISO 22000:2005.
- (15) Traceability in the feed and food chain – General principles and basic requirements for system design and implementation.
- (16) Conformity assessment – General requirements for accreditation bodies assessing conformity assessment bodies.
- (17) 17007:2009 – Conformity assessment – Guidance for drafting normative documents suitable for use for conformity assessment.
- (18) Guidelines for the Selection of Quality Management Systems consultants and use of their services.
- (19) Quality Management – Customer satisfaction – Guidelines for dispute resolution external to organization.
- (20) Point of Care Testing (POCT) Requirements for quality and competence.
- (21) Quality Management – Customer Satisfaction – Guidelines for Codes of Conduct for organization.
- (22) Conformity Assessment – Code of Good Practice.
- (23) Arrangements for the recognition and acceptance of conformity assessment results.
- (24) Medical laboratories – Requirements for safety.
- (25) Conformity Assessment – Fundamentals of product certification.
- (26) Conformity Assessment – Vocabulary and general principles.
- (27) Greenhouse gases – Part 1 Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals.
- (28) Greenhouse gases – Part 2 Specification with guidance at the project level for quantification, monitoring and reporting of greenhouse gas emission reductions or removal enhancements.
- (29) Greenhouse gases – Part 3 Specification with guidance for the validation of greenhouse gas assertions.

- (30) General requirements for the operation of a laboratory.
- (31) Test methods for heels and top pieces – top piece retention strength.
- (32) Test methods for outsoles – Abrasion resistance.
- (33) Test methods for outsoles – Flex resistance.
- (34) Test methods for stiffeners and toepuffs – Mechanical characteristics.
- (35) Sampling location, preparation and duration of conditioning of samples and test pieces.
- (36) Test methods for upper – water resistance.
- (37) Test methods for whole sole – Upper sole adhesion.
- (38) Test methods for uppers – Resistance to damage on lasting.
- (39) Test methods for uppers lining and in socks – Tear strength.
- (40) Test methods for stiffeners and toepuffs – Bondability.
- (41) Test methods for uppers and lining – Flex resistance.



## *Audit Office of Guyana*

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AG: 12/2017

05 April 2017

### REPORT OF THE AUDITOR GENERAL ON THE FINANCIAL STATEMENTS OF THE GUYANA NATIONAL BUREAU OF STANDARDS FOR THE YEAR ENDED 31 DECEMBER 2009

I have audited the accompanying financial statements of the Guyana National Bureau of Standards (GNBS) which comprise of the statement of financial position as at 31 December 2009, and the statement of comprehensive income, statement of changes in equity and the statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information. The audit was conducted in accordance with the Audit Act 2004.

#### *Management's responsibility for the financial statements*

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Generally Accepted Accounting Principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### *Auditor's responsibility*

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with International Standards on Auditing issued by the International Federation of Accountants (IFAC), and the International Standard of Supreme Audit Institutions (ISSAIs). Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

*Basis for Qualified Opinion*

The amount of \$1.239M was shown as debtors. However, an advance register was not maintained to record advances granted to employees. As such, it could not be determined whether all advances granted were cleared and if so, within the stipulated time. In addition, an examination of the debtor's schedule when compared with the financial statements revealed amounts totalling \$1.208M and \$1.239M respectively, resulting in an overstatement of \$31,401. As a result, the accuracy, validity and completeness of the amount stated as debtors could not be verified.

The sum of \$5.551M was stated as cash at bank. However, the relevant documentations for the reconciling items in the reconciliation statement were not presented. Reconciling items included amounts totaling \$3.645M which were stated as incorrect cash book brought forward balance. Also, included were credit transfers in the sum of \$8.616M. Further, an amount of \$3.964M was reflected as incorrect posting as at 31 December 2009. As a result, the accuracy, validity and completeness of the sum \$5.551M stated as cash at bank could not be validated.

Amounts totalling \$4.389M was shown as creditors and accruals. Included in this amount is the sum of \$4.202M which represented bank overdraft. However, evidence of approval for an overdraft facility was not presented for audit. Also, supporting documentations were not produced to substantiate the amount of \$171,061 stated as accruals. As a result, the accuracy, validity and completeness of the amount stated as creditors and accruals could not be verified.

The sum of \$135.165M was shown as income for the year under review. Included in this amount is the sum of \$46.386M which was stated as other income. However, no supporting documents were presented for verification. As a result, the completeness, accuracy and validity of the amount stated as income could not be determined.

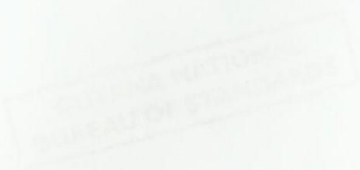
Note 1(a) of the Notes to the financial statements, states that the financial statements are prepared in accordance with Generally Accepted Accounting Principles (GAAP), however, it was observed that the statement of cash flows was not prepared in accordance with GAAP, since the cash and cash equivalent figure was incorrect.

*Qualified Opinion*

In my opinion, except for the effects of the matters described in the Basis for Qualified Opinion paragraphs, the financial statements give a true and fair view, in all material respects, of the financial position of Guyana National Bureau of Standards as at 31 December 2009, and of its financial performance for the year then ended in accordance with Generally Accepted Accounting Principles.



AUDIT OFFICE OF GUYANA  
63 HIGH STREET  
KINGSTON  
GEORGETOWN  
GUYANA



**GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 31 DECEMBER 2009**

	NOTES	2009 G\$	2008 G\$
<b>OPERATING INCOME</b>			
Government Subvention	7	88,779,433	82,639,593
Other Income	8	46,385,750	29,677,144
<b>Total Income</b>		<b>135,165,183</b>	<b>112,316,737</b>
<b>OPERATING EXPENDITURE</b>			
Employment Cost	9	81,441,055	73,259,524
Office Expenses	10	9,975,349	7,789,513
Other Admin Expenses	11	19,682,852	16,698,494
Others Goods & Services Purchases	12	17,202,378	12,889,798
Depreciation		12,165,036	10,354,285
Asset Disposal		54,000	40,000
		<b>140,520,670</b>	<b>121,031,614</b>
 Net Surplus/(Deficit)		<b><u>(5,355,487)</u></b>	<b><u>(8,714,877)</u></b>

**GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 31 DECEMBER 2009**

	<b>Government of Guyana</b>	<b>Accumulated Deficit G\$</b>	<b>Total Equity G\$</b>
Balance as at 1 January 2008	90,487,764	(39,501,424)	56,735,437
Funds From Resources	15,999,464	-	15,999,464
Net Surplus/(Deficit) for the period	-	(8,714,877)	(8,714,877)
<b>Balance as of 31 December 2008</b>	<b>106,487,228</b>	<b>(48,216,301)</b>	<b>64,020,024</b>

	<b>Government of Guyana</b>	<b>Accumulated Deficit G\$</b>	<b>Total Equity G\$</b>
Balance as at 1 January 2009	106,487,228	(48,216,301)	58,270,927
Funds From Resources	5,799,723	-	5,799,723
Net Surplus/(Deficit) for the period	-	(5,355,487)	(5,355,487)
<b>Balance as of 31 December 2009</b>	<b>112,286,951</b>	<b>(53,571,788)</b>	<b>58,715,163</b>



**GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF CASHFLOWS  
AS AT 31 DECEMBER 2009**

	<b>2009</b>	<b>2008</b>
	<b>G\$</b>	<b>G\$</b>
<b>OPERATING ACTIVITIES</b>		
Net Surplus/(Deficit)	(5,355,487)	(8,714,877)
Depreciation Charges	12,165,036	10,354,285
Suspense	90	-
(Increase)/Decrease in Inventory	-	-
(Increase)/Decrease in Debtors	(471,191)	85,500
Increase/(Decrease) in Creditor/Accruals	3,477	(4,649)
<b>Net Cash Flow from Operating Activities</b>	<b>6,341,925</b>	<b>1,720,259</b>
<b>INVESTMENT ACTIVITIES</b>		
Purchase of Fixed Assets	(9,518,677)	(21,057,646)
<b>Net Cash Outflow from Investment Activities</b>	<b>(9,518,677)</b>	<b>(21,057,646)</b>
<b>FINANCING ACTIVITIES</b>		
Funds from other resources	6,000,000	15,999,464
	<b>6,000,000</b>	<b>15,999,464</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>2,823,248</b>	<b>(3,337,923)</b>
Cash and cash equivalents at beginning of period	6,742,390	10,080,313
<b>Cash and cash equivalents at end of period</b>	<b>9,565,638</b>	<b>6,742,390</b>

**GUYANA NATIONAL BUREAU OF STANDARDS  
NOTES TO THE ACCOUNTS  
AS AT 31st DECEMBER 2009**

**1. Incorporation and Principal Activities**

The Guyana National Bureau of Standards (GNBS) was established in March of the year 1984 under Act No. 11 of Parliament in the same year.

At the time the Bureau was located in the Ministry of Works compound, Fort Street, Kingston, until April, 1987, when the operations were moved to 77 West ½ Hadfield Street, Werk-en-Rust. The Bureau remained until the month of June in 1996 when the GNBS Office was located to Flat 15, National Exhibition Complex, Sophia, Greater Georgetown..

The Bureau has the legal status of a statutory corporation or a semi-autonomous agency. It is governed by a National Standards Council, whose members are appointed by the subject Minister. i.e. Ministry of Tourism, Industry and Commerce. Members of National Standards Council are drawn from organizations such as the Chambers of Commerce, University of Guyana, Guyana Manufacturers' Association, Regulatory bodies etc.

The Council meets monthly in order to carry out the work of the organisation which is executed through the various Technical Committees appointed by the National Standards Council. The Chairpersons of the respective technical committees are members of the council.

**GNBS Mission Statement**

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.

**GNBS Objectives**

The objectives of the GNBS are to promote standardization and quality systems in the production and importation of goods and services for the protection of the consumer and to advance local and foreign trade, thereby improving the quality of life for the people of Guyana, outlined in the GNBS Act 11 of 1984.

**2. Summary of Significant Accounting Policies**

**(a) Accounting Convention**

The Financial Statements were prepared in an accrual basis and is in accordance with the General Accepted Accounting Principles.

**(b) Depreciation**

Depreciation is calculated using straight-line basis at the rates specified below which are contributed to write off the assets over their estimated useful lives.

Motor Vehicle	10%
Office Equipment	20%
Office Furniture	10%
Sundry Equipment	10%/20%

A full year's depreciation is charged on all assets purchase during that year.

**GUYANA NATIONAL BUREAU OF STANDARDS  
NOTES TO THE ACCOUNTS  
AS AT 31st DECEMBER 2009**

<b>4. Staff Debtors</b>	<b>2009</b>	<b>2008</b>
	<b>G\$</b>	<b>G\$</b>
Staff Debtors	1,238,974	767,783
<b>5. Cash in Bank/Hand</b>		
	<b>G\$</b>	<b>G\$</b>
Cash in Bank A/C #: 688-109-8	5,550,517	3,575,747
Cash in Hand	50,006	50,011
<b>Total</b>	<b><u>5,600,523</u></b>	<b><u>3,625,758</u></b>

<b>6. Creditors and Accruals</b>	<b>G\$</b>	<b>G\$</b>
Overdraft Bank A/C #: 688-746-7	4,201,953	4,904,064
Accruals	171,061	171,061
PAYE (C.Bacchus)	8,523	8,520
NIS (C.Bacchus, M. Peters etal)	11,220	9,411
NIS (A. WILSON)	-	1,814
Union Dues (A. Nelson)	700	700
Health Insurance	(7,355)	(7,355)
Pension	(102)	-
Health Insurance	3,486	-
<b>Total</b>	<b><u>4,389,486</u></b>	<b><u>5,088,215</u></b>

**7. Government Subvention**

Income is derived principally from contribution secured from Central Government

**8. Other Income**

The Other Income collected during the year was derived from such activities as registration of importers, course fees and verification of devices.

**GUYANA NATIONAL BUREAU OF STANDARDS**  
**NOTES TO THE ACCOUNTS**  
**AS AT 31st DECEMBER 2009**

<b>9. Employment Cost</b>	<b>2009</b>	<b>2008</b>
	<b>G\$</b>	<b>G\$</b>
Administrative Salary	8,376,535	7,643,058
Senior Technical	8,170,567	5,433,522
Other Technical and Craft Skilled	25,203,028	22,454,274
Clerical and Office Support	8,833,254	7,772,148
Semi-Skilled and Unskilled	4,077,905	3,825,255
Contracted Employee	5,696,674	5,201,338
Overtime	144,000	197,200
Employers, Contribution to NIS	3,659,052	3,522,243
Pension, Gratuity & Health Scheme	4,295,743	4,060,376
Miscellaneous Allowances	12,984,297	13,150,110
<b>Total</b>	<b><u>81,441,055</u></b>	<b><u>73,259,524</u></b>
<b>10. Office Expenses</b>	<b>G\$</b>	<b>G\$</b>
Drugs and Medical Supplies	-	10,000
Field Materials and Supplies	287,606	220,822
Office Materials and Supplies	3,238,143	3,049,172
Print and Non-Print	504,461	655,576
Travelling and Subsistence, etc.	5,384,199	3,272,206
Postage and Telex	95,050	82,673
Janitorial and Cleaning Expenses	465,890	499,064
<b>Total</b>	<b><u>9,975,349</u></b>	<b><u>7,789,513</u></b>
<b>11. Other Administrative Expenses</b>	<b>G\$</b>	<b>G\$</b>
Maintenance & rental of building	8,769,784	9,319,709
Telephone & Electricity	5,612,946	4,172,558
Equipment Maintenance	2,475,025	578,632
Security Services	540,000	540,000
Others service (184)	2,285,097	2,087,595
<b>Total</b>	<b><u>19,682,852</u></b>	<b><u>16,698,494</u></b>

**GUYANA NATIONAL BUREAU OF STANDARDS  
NOTES TO THE ACCOUNTS  
AS AT 31st DECEMBER 2009**

<b>12. Others Goods &amp; Services</b>	<b>2009</b>	<b>2008</b>
	<b>G\$</b>	<b>G\$</b>
National & other Event	21,500	4,000
Fuel & Lubricant	3,733,976	4,305,951
Motor Vehicle Spares & Repairs	2,356,229	2,515,115
Overseas Conference	947,706	1,253,762
Refreshments & Meals	1,618,105	1,253,248
Training	921,893	736,772
Others (194)	7,602,969	2,820,950
<b>Total</b>	<b>17,202,378</b>	<b>12,889,798</b>

**13. Management Staff Remunerations**

<b>Position</b>	<b>Name</b>	<b>Remuneration</b>
		<b>G\$</b>
Executive Director	Chatterpaul Ramcharran	446,219
Head Of Information	Evadnie Fields	235,905
Administrative Officer	Joyann Fanfair	147,487
Accountant	Marcia Austin	147,487
Head of Conformity & Assessment	Candelle Walcott	238,146
Head of Standardisation	Ramrattie Karan	187,084
Head of Legal, Metrology & Standard Compliance	Shailendra Rai	153,838

**GUYANA NATIONAL BUREAU OF STANDARDS  
NOTES TO THE ACCOUNTS  
AS AT 31st DECEMBER 2009**

**3. Fixed Assets Schedule**

	<b>Sundry Equipment and Office Furniture &amp; Equipment G\$</b>	<b>Motor Vehicle G\$</b>	<b>Total G\$</b>
Cost/Valuation January 1 2009	119,116,304	15,749,000	<b>134,865,304</b>
Additions During The Year	9,518,677	-	<b>9,518,677</b>
Disposal	-	(1,674,000)	<b>(1,674,000)</b>
<b>Total Assets As At 31 December 2009</b>	<b>128,634,981</b>	<b>14,075,000</b>	<b>142,709,981</b>
Accumulated Depreciation, Jan 1, 2009	68,172,203	7,727,500	<b>75,899,703</b>
Depreciation On Disposal of Assets		(1,620,000)	<b>(1,620,000)</b>
Depreciation For The Year	11,177,536	987,500	<b>12,165,036</b>
<b>Accumulated Depreciation As At Dec 31 2009</b>	<b>79,349,739</b>	<b>7,095,000</b>	<b>86,444,739</b>
<b>Net Book Value AsAt Dec 31 2009</b>	<b>49,285,242</b>	<b>6,980,000</b>	<b>56,265,242</b>
<b>Net Book Value As At Dec 31 2008</b>	<b>50,944,101</b>	<b>8,021,500</b>	<b>58,965,601</b>

Appendix I

Stale dated cheques

No.	Account No.	Date	Payee	Cheque #	Amount \$
1	688-746-7	January, 2003	Laparkan	237	95,000
2	do	September, 2003	Council Stipend	735-50	16,500
3	do	December, 2003	Council Stipend	860-73	7,500
4	do	February, 2004	Council Stipend	3642-53	15,000
5	do	February, 2004	R. Bridgemongal	2620	7,800
6	do	March, 2005	Council Stipend	6948	7,500
7	do	October, 2005	Council Stipend	682-687	7,500
8	do	July, 2008	Reginal W&M	6452	12,000
9	do	August, 2008	Reginal W&M	6491-5	24,000
10	688-109-8	December, 2004	Unknown	3901	136,837
TOTAL					329,637

Appendix II

Instances where reconciling items were recorded in the bank reconciliation statements

Details of Transactions	A/C # 688-747-7 \$'000	A/C # 688-109-8 \$'000	Total \$'000
Incorrect Posting	323	3,641	3,964
Incorrect C/B balance B/F	0	3,645	3,645
Credit Transfer	6,974	1,642	8,616
Unposted Cheques	125	95	220