



ANNUAL **REPORT 2012**

*MINISTRY OF LABOUR, HUMAN SERVICES &
SOCIAL SECURITY*

ANNUAL REPORT 2012

MINISTRY OF LABOUR, HUMAN RESOURCES &
SOCIAL DEVELOPMENT

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ABBREVIATIONS AND ACRONYMS

BIT	Board of Industrial Training
CRMA	Central Recruitment and Man Power Agency
CTIP	Counter Trafficking in Persons
ECD	Early Childhood Development
DV	Domestic Violence
GBV	Gender Based Violence
GINA	Government Information Agency
GPHC	Georgetown Public Hospital Corporation
GWMO	Guyana Women Miners Organization
GUYSUCO	Guyana Sugar Cooperation
GWLI	Guyana Women's Leadership Institute
HIV/AIDS	Human Immunodeficiency Virus / Acquired Immune Deficiency Syndrome
IFMAS	Integrated Financial Management Accounting System
ILO	International Labour Organisation
LBG	Local Board of Guardians
MAB	MEN'S AFFAIRS BUREAU
MESCVI	La Convención Interamericana para Prevenir, Sancionar y Erradicar la Violencia contra la Mujer (Inter-American Convention on the Prevention, Punishment, and Eradication of Violence against Women)
MOF	Ministry of Finance
MOH	Ministry of Health
MSM	Men who have Sex with Men
NGO	Non -governmental Organization
NRDCGD	National Resource and Documentation Centre for Gender and Development
OH&S	Occupational Health & Safety
P&SSO (CP)	Probation & Social Services Officer (Centre for Childcare Protection)
PA	Public Assistance
PAC	Public Accounts Committee
PCA	Patient Care Assistant
PSC	Public Service Commission
PSM	Public Service Ministry
PTAs	Parent, Teacher Associations
NTYPE	National Training Programme for Youth Development
RDC	Regional Development Council
RWAC	Regional Women's Affairs Committee
TIP	Trafficking in Persons
TVET	Technical Vocational Education and Training
UNFPA	United Nations Population Fund
WAB	Women's Affairs Bureau
WGEC	Working Group on Enhanced Cooperation

1.0. EXECUTIVE SUMMARY

During the year 2012, the Ministry of Labour, Human Services and Social Security continued its untiring pursuit of its mission – *'to contribute to economic and social development by maintaining a stable industrial relations climate, formulating policies and providing integrated employment, training, social and welfare services'*. The several programmes of its twenty departments were executed by a workforce of four hundred and eighty three (483) staff members. This figure represented 88% of the total authorized establishment of the Ministry (550 positions). The total cost of the provision of the services was cited as \$6,161,821,139 at December 31, 2012.

The Ministry discharged its responsibility through three programmes, namely, Programme 1 – *Ministry Administration*, Programme 2 – *Social Services*, and Programme 3 - *Labour Administration*, continuing its contribution to Guyana's Poverty Reduction Strategy. This effort was undertaken largely through the promotion of a safe and healthy work environment, the promotion/ maintenance of a relatively stable industrial environment and the provision of essential social services to the poor, under-privileged and vulnerable in society. In so doing, the Ministry continued to support the national goals of economic and social development.

In July, 2012, at the Fifty-Second Session of the United Nations Committee on the Elimination of Discrimination Against Women (CEDAW) Guyana's Seventh and Eighth Reports were presented thereby providing a good and full account of the status of the implementation of this Convention in Guyana, as it pertains to the advancement of women's rights and the attainment of gender equality in our country.

All of the activities that were undertaken contributed to the level of achievement that was realized. Notwithstanding this fact, several activities are singled out under each programme, largely as a result of their innovative nature as well as depicting a more direct link to the beneficiaries served. Highlights of the year's programme execution are as follows are:

Programme 1. Administration

Comprising the Administration, Personnel, Accounts, the highlights of this support cluster are as follows:

- Concluded the Repairs to Head Office's roof which had commenced in 2011 along with the replacement of electrical fixtures and fittings.
- Financial transactions were undertaken with strict adherence to financial policies as was detailed in the Fiscal Management and Accountability Act, the Procurement Act and other related fiscal and stores regulations.
- Over 60% of vacancies were filled with the recruitment of staff to the various Divisions within the Ministry. However, this percentage still fell short of the targeted amount of 75%.

Programme II. Social Services

Within this cluster of critical Departments that spoke to one of the two core functions of the Ministry, the following achievements were realized:

OLD AGE PENSION (OAP) AND SOCIAL / PUBLIC ASSISTANCE (PA)

- By the end of 2012, thirty nine thousand, two hundred and ninety one (39,291) OAP Books and ten thousand, five hundred and twenty-two (10,522) PA books were issued.
- Guyanese from all 10 Administrative Regions who are considered to be living under difficult circumstances were given assistance. This included the provision of spectacles to pensioners and school aged children, payment of funeral expenses in respect of poor families, payment of medical expenses, granting of financial assistance, provision of food and house hold items to fire victims and others in difficult circumstances, financial and technical assistance to vulnerable individuals and families, particularly, the single parents, to enable them to venture into small economic projects, so as to help them to obtain a sustainable livelihood.

WOMEN OF WORTH (WOW) MICRO-CREDIT SCHEME

- This Department continued to provide assistance to single parents (mothers). At the end of December, 134 WOW recipients have repaid their loans for the period under review, 67 single parent women were granted second, third and fourth loans, 64 of these are second time borrowers, two are third time borrowers and one is a fourth time borrower.
- The programme has been quite successful; however there are some challenges which must be addressed to reduce the default rate by loan recipients.

WOMEN'S AFFAIRS BUREAU (WAB) AND THE MEN'S AFFAIRS BUREAU (MAB)

- Both the Women's Affairs and the Men's Affairs Bureaus continued to conduct workshops, sensitization and awareness sessions across the country on gender-based violence and sexual abuse. To date sessions were conducted in Regions, 1, 2, 3, 4, 5, 6 and 10.

CHILDCARE & PROTECTION AGENCY (CCPA)

- The three Government-owned Care Centres (safe houses), for children in need of protective care, continued to be over populated due to an increased number of children being made vulnerable by inadequate parental care and child abuse. Apart from the Government Care Centres, the 20 private Children's Homes and Orphanages also had issues of overcrowding. Admission to these institutions are the responsibility of the CPA and in spite of the best efforts to prevent separation of a child from their family unit, utilizing the Foster Care Programme and institutional care as a last resort, the total number of children therein is at an all-time 'high'. There were 805 children in institutional care at the end of 2012, with 220 at the Government-managed Care Centres in Sophia, the Drop-in-Centre and the Mahaica Children's Home.
- Cabinet approved the appointment of a New Visiting Committee with the main objective being, ***'to ensure the compliance of childcare institutions with the Minimum Operational Standards and that children receive optimal care in keeping with their rights'***. This Committee was officially launched by the Hon. Jennifer Webster, Minister of Human Services and the First Lady, Ms. Deolatchmee Ramotar on 24th May, 2012.
- By the end of 2012, the Child Care and Protection Agency was able to provide support to approximately 16,934 vulnerable children and their families through various poverty alleviation

initiatives, parental counseling, which included education and training to prevent unnecessary separation of children from their parents.

GUYANA WOMEN'S LEADERSHIP INSTITUTE (GWLI)

- A computer/office procedure training programme that commenced at the institution on the 22nd May, 2012 concluded on 28th September, 2012. Forty (40) young women between the ages of 17 to 40 years were trained in different skills in an effort to enhance their livelihood.
- On the issue of Sexual and Domestic Violence, the Ministry continued to work with Government and Non-Governmental Organizations through the Domestic Violence Oversight Committee, the Women and Gender Equality Commission, the National Task Force for the prevention of Sexual Violence to work towards the elimination of this scourge from the Guyanese society. Further, assistance was provided by our international donor partners UNICEF, UNDP, UNFPA, UN Women and USAID to support initiatives which are being undertaken.

TRAFFICKING IN PERSONS (TIP)

- The Counter-Trafficking in Persons (C-TIP) Unit continued to focus on awareness and sensitization programmes, engaging relevant stakeholders, as well as members of the public in all ten Administrative Regions in its quest to combat human trafficking in Guyana. These programmes included information on the functions of the Unit, as well as the Ministry's mandate on this issue as stipulated in the Act.

SUPPORT TO THE HOMELESS

- The Night Shelter is a 24-hour facility for those persons who are homeless. It provides shelter, meals and other facilities not available on the streets and accommodation for approximately 200 persons, who are homeless due to various circumstances.
 - The Palms is the largest institution providing care for senior citizens in Guyana. At the end of 2012, it catered for the needs of 252 persons (127 males and 125 females in eight
- Construction work continued on the facility at Onverwagt-Centre for the Re-Integration and Rehabilitation of the Homeless. This facility will house approximately 180 homeless persons.

Programme III. Labour Administration

- During the period under review, the Department of Labour continued to promote the maintenance of a stable Industrial Relations climate through its many strategies and interventions, aimed at ensuring that both workers and employers maintain and uphold internationally accepted labour standards.
- The Guyana Sugar Corporation had 84 strikes for the first half of the year. The Ministry, in an effort to reduce the number of man days lost and the financial impact on the Guyana Sugar Corporation, had compelled them to set up a Commission of Inquiry in an effort to reduce the disputes. Several investigations were held with respect to disputes, which had occurred and a final report with recommendations was submitted.

- There were several workplace accidents occurring mainly at the Sugar Estates, Banks DIH, National Insurance Scheme and the mining sectors. Amongst those were five fatalities which had occurred in the mining and construction sectors. Officers were identified to conduct investigations into these fatalities and reports were prepared and submitted.
- The Decent Work Country Programme (DWCP) of Guyana (2012-2015) was approved by Cabinet. The Tripartite constituents and the Officer in Charge, ILO Decent Work Team, made a commitment to work together towards implementing and supporting the programme. On the 13th April, 2012, Guyana became the ninth country to sign the Agreement.
- The Minimum Wage for certain categories of workers was revised and submitted by the Department to Parliament. These were approved. Two arbitrations were set up by the Department during the year.
- The Department recommended several Occupational Safety and Health Regulations i.e. Regulation in HIV/AIDS, Noise, Chemical, Manufacturing and Mining to name a few. These are under consideration for implementation in the new year.
- The School Retention and Child Labour Prevention Programme, which commenced on August 16, 2011 continued in 2012 with ongoing financial support by the *'In-Focus' Programme on Child Labour (ILO/IPEC)*. This programme which was implemented in Regions 4 and 10, aimed at reducing the rates of truancy, and child labour activities.

EMPLOYMENT SERVICES (CRMA)

- In collaboration with employers and potential employees, steps were put in place to reduce the time taken to fill existing vacancies. By the end of 2012, 1,531 persons gained employment out of a target of 1,850, a success rate of 83%.
- Additionally, the service to both employers and potential employees has been modernized as a result of the availability / accessibility to 'virtual' job market information, as well as an automated registration system on the Ministry's website, that allows potential employees to register online.

BOARD OF INDUSTRIAL TRAINING (BIT)

- In preparation for the execution of the 2012 phase of the National Training Project for Youth Empowerment (NTPYE), placements within the industrial and commercial sectors throughout eight of the 10 Administrative Regions were secured for early school leavers. The sectors identified for training included agriculture, mining, engineering, building construction, hospitality, health and clerical.
- The Apprentice Programme continued in 2012 with five persons graduating with Certificates of Competency from the Guyana National Industrial Company Incorporated (GNICI) and 42 commencing training as Sugar Boilers and Instrument Repair Mechanics at the Guyana Sugar Corporation (GUYSUCO).
- A new traineeship programme commenced in September, 2012 with the BARAMA Company.

In retrospect, 2012 has been a relatively successful year, although there were some constraints encountered. The Administration continued to work towards the achievement of efficiency levels. Some of the most critical constraints have been (a) the challenge to attract the appropriate numbers and quality of technical skills to fill positions that are deemed key and critical to the fulfillment of our mandate; (b) insufficient funds to enable our Departments, especially in the social services, to attain the reach that is necessary to diffuse the impact that is already discernible to even more of our constituencies, and to inculcate and institutionalize a culture of continuous learning by exposing staff to developmental initiatives, so vital given the variety and complexity of social ills in the society today; (c) inadequate technological infrastructure as well as connectivity, necessary to propel our work processes to the next level consistent with the benefits and expectations associated with 21st century innovations.

Notwithstanding these real concerns, progress continues with a workforce that is hardworking, dedicated, and committed to working together to realize even greater gains in the year that is ahead.

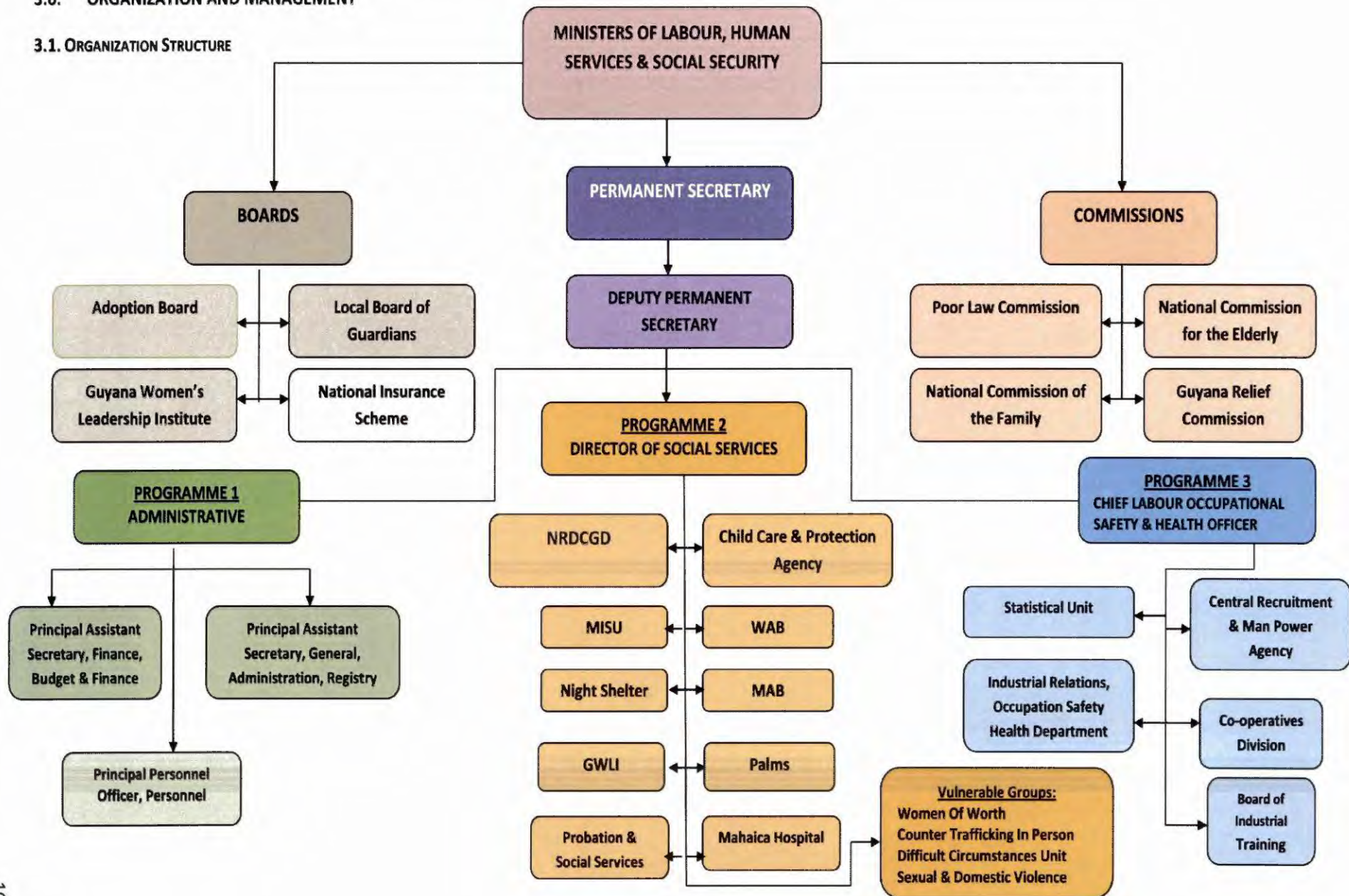
Finally, this report would not be complete if the sterling support and contributions of our social and development partners, in supporting the implementation of our many programmes, is not acknowledged. The Ministry is greatly indebted to these individuals and groups and will continue to maintain and forge partnerships with government and non-governmental organizations to improve upon the delivery of services provided throughout the country. Without their support, in funding as well as the provision of their time and skills, the level of results that have emerged from 2012's programme execution would have not been realized.

2.0. MISSION STATEMENT

TO CONTRIBUTE TO ECONOMIC AND SOCIAL DEVELOPMENT BY MAINTAINING A STABLE INDUSTRIAL RELATIONS CLIMATE, FORMULATING POLICIES AND PROVIDING INTEGRATED EMPLOYMENT, TRAINING, SOCIAL AND WELFARE SERVICES.

3.0. ORGANIZATION AND MANAGEMENT

3.1. ORGANIZATION STRUCTURE



3.2. DESCRIPTION OF DIVISIONS

3.2.1. ADMINISTRATION

The ultimate responsibility for sound and appreciative management of service delivery is reposed in the Office of the Permanent Secretary, which operates as the principal accounting authority for the Ministry.

The Permanent Secretary, as Head of Administration, is supported by a Deputy Permanent Secretary, a Principal Assistant Secretary (General), a Principal Assistant Secretary (Finance), as well as other middle and junior levels of ancillary staff.

3.2.1.1. MISSION

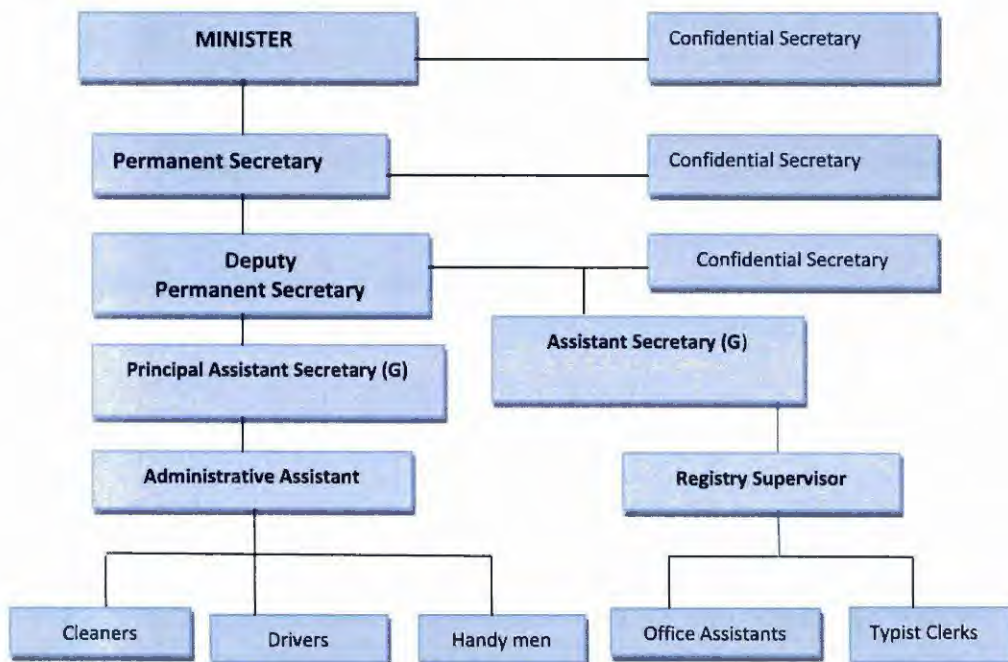
The mission of the Administration Division is *'to coordinate and manage efficiently, the available human, financial and physical resources critical to the successful administration of the Ministry's operations'*.

3.2.1.2. FUNCTIONS

This Department executes its mandate through the following functions:

- Co-ordination of the work programmes of all sections of the Ministry.
- Initiation of policy changes and presentation of proposals to Cabinet for consideration and approval.
- Provision of accounting and personnel services.
- Facilitation of staff attendance at Conferences and Seminars etc.
- Assessment of organizational needs and changes and presentation of proposals to the Public Service Ministry for redress.
- Provision of typing and record management services.
- Co-ordination and preparation of the Annual Estimates.
- Attending to all administrative correspondence.
- Maintenance of buildings, equipment and vehicles.
- Direction and supervision of cleaners, handymen and drivers.

3.2.1.3. ORGANIZATIONAL STRUCTURE



3.2.1.4. STAFFING

At the end of December, 2012, the staffing position of the Administrative Department was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	Excess	COMMENTS
Permanent Secretary	1	1	0	0		Verified with PPO Dec 9, 2013
Deputy Permanent Secretary	1	1	0	0		
Principal Assistant Secretary (G)	1	1	0	0		
Assistant Secretary (G)	1	1	0	0		
Administrative Assistant	1	1	0	0		
Confidential Secretary	1	1	0	0		
Registry Supervisor	1	1	0	0		
Typist Clerk 11/1	6	6	0	0		
Senior Office Assistant	1	1	0	0		
Office Assistant	3	3	0	0		
Cleaners	8	8	0	0		
Handymen	2	2	0	0		
Driver (5) plus 2 Driver Mechanics	7	6	0	1		
Total	34	33	0	1		

3.2.2 ACCOUNTS

3.2.2.1. MISSION :

The mission of the Accounts Department is :

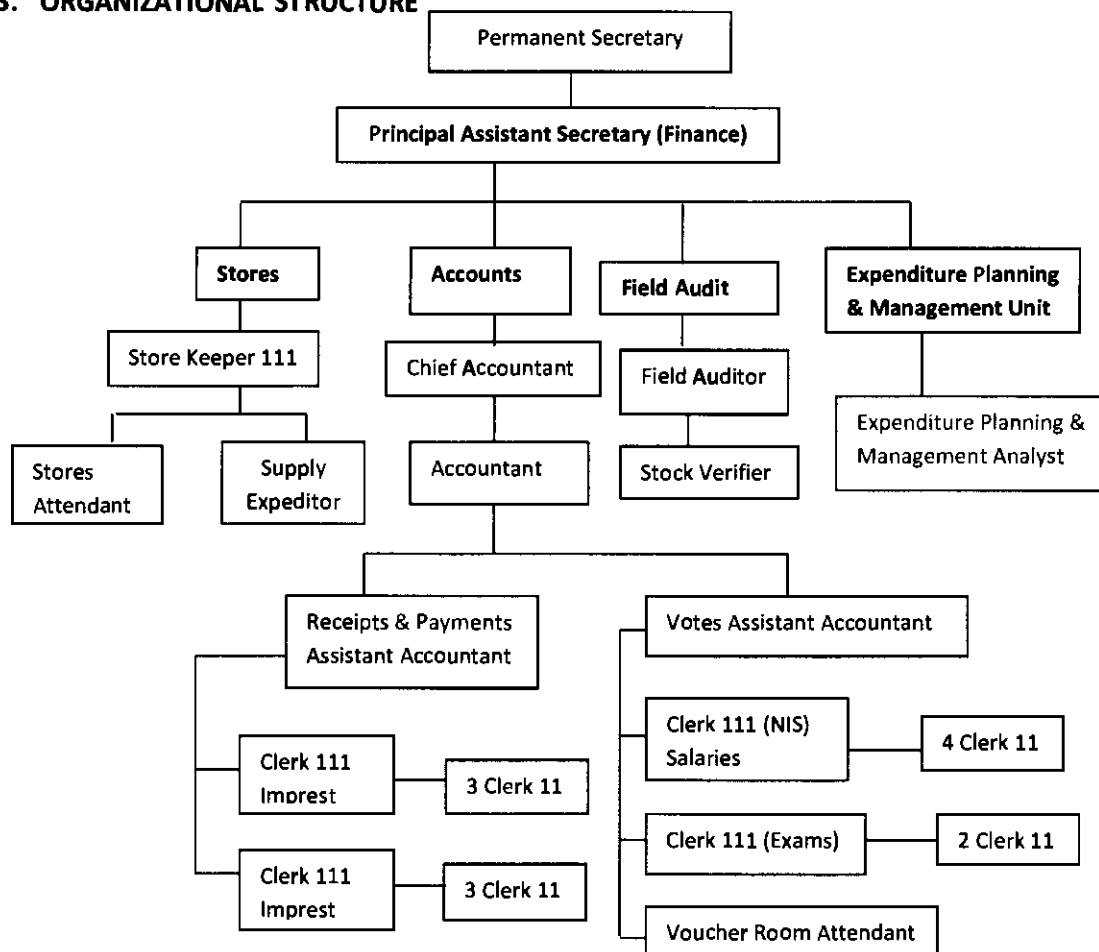
To provide financial support for all three programmes at the Ministry; Administration, Social Security and Labour, within the ambit of the Fiscal Management and Accountability Act (2003), the Procurement Act and Regulations (2003), the Financial Regulations, the Stores Regulations and Financial Circulars.

3.2.2.2. FUNCTIONS:

The key functions of the Department are listed below:

- Payment of all emoluments to staff.
- Preparation and submission of Income Tax Information Form 11 to the Guyana Revenue Authority.
- Presentation of employees individual Income Tax Statements Form B, on time for submission to the Guyana Revenue Authority.
- Preparation and submission of Cash Flow Statements; request funds to facilitate the completion of the Ministry's work programme.
- Preparation of first quarter and half yearly reports for presentation to the Ministry of Finance.
- Preparation and processing of Payment Vouchers, Advances and Cash Orders.
- Preparation and submission of payments on motorcar advances and personal advances to the Ministry of Finance.
- Management of the Ministry's bank accounts, including the Imprest Accounts.
- Collection and banking of all revenues.
- Preparation and submission of monthly revenue statements to Ministry of Finance.
- Payment of Old Age Pension to Shut-Ins.
- Facilitating payment of Old Age Pension and Public Assistance via the Guyana Post Office Corporation.
- Preparation of request for virement and supplementary provision when necessary.

3.2.2.3. ORGANIZATIONAL STRUCTURE



3.2.2.4. STAFFING

THE STAFFING OF THE ACCOUNTS DEPARTMENT AT THE END OF DECEMBER, 2012 WAS AS FOLLOWS:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACT-ING	VACANCIES	COMMENTS
PAS (F)	1	1	-	-	The department operated without its full complement of staff which impacted negatively on the timeliness with which some queries were addressed.
Chief Accountant	1	1	-	-	
Accountant	1	1	-	-	
Assistant Accountant	2	1	-	1	
Storekeeper 111	1	1	-	-	
Field Auditor	1	1	-	-	
Stock Verifier	1	0	-	1	
Clerk 111	4	1	-	3	
Clerk 11	12	11	-	1	
Expenditure and Management Analyst	2	1	-	1	
Stores Attendant	1	1	-	-	
Supply Expeditor	1	1	-	-	
Voucher Room Attendant	1	1	-	-	
TOTAL	29	22		7	

3.2.3. PERSONNEL

3.2.3.1. MISSION

The Mission of the Personnel Department is 'to ensure that there is effective and efficient interpretation and implementation of all personnel policies to the satisfaction of management and employees, and also to maintain a healthy relation climate within the Ministry'.

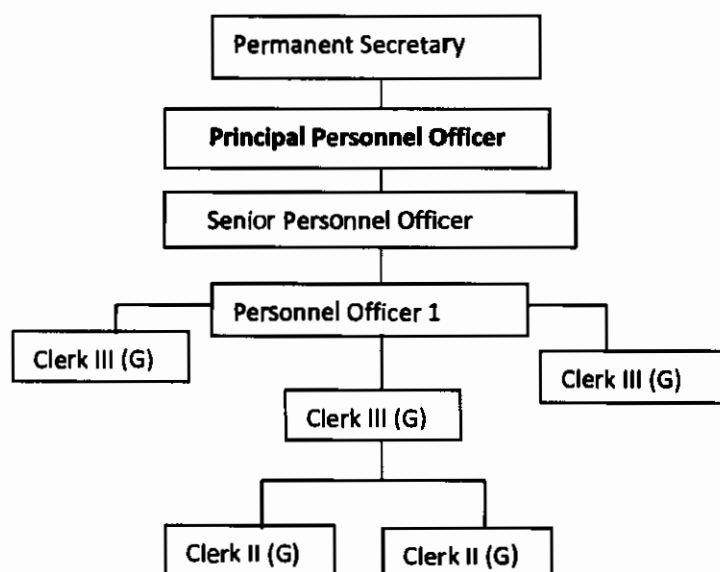
3.2.3.2. FUNCTIONS

The Central Personnel Department executes its mandate with the coordinating and the maintenance of personnel activities and records respectively. Specifically, the functions exercised in this Department are as follows:

- Liaising with the Public Service Ministry to ensure that staff are recruited as is indicated;
- Execution of contracts for persons employed on contract gratuity terms;
- Maintenance of the Inventory of Positions, as well as the Ministry's Staff Listing, working with the Public Service Ministry and Public Service Commission in order to ensure accuracy.
- Preparation and submission of superannuation papers for retirees to MOF and PSC.
- Updating of Record of Service and Maintaining Inventory of Job Descriptions
- Processing of disciplinary matters.
- Submission of recommendations for Duty/Acting/ Responsibility Allowance
- Processing applications for Duty Free concessions and motor car advances.
- Reclassification/ re-designation of positions.
- Processing personnel related matters, including salaries and wages anomalies; leave applications; National Insurance.
- Addressing the training needs of employees, including orientation of new members and respond to external training requests.

3.2.3.3. ORGANIZATIONAL STRUCTURE

The Chart below depicts the way in which this Department is organized:



3.2.3.4. STAFFING

At the end of December 31, 2012, the authorized and actual staffing for the Central Personnel Department was as follows.

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	EXCESS	COMMENTS
Principal Personnel Officer	1	1		0		
Senior Personnel Officer	1	1		0		
Personnel Officer I	1	1		0		
Clerk III (G)	3	0		3		
Clerk II (G)	2	2		0		
Data Processing Operator 1	*0	1		0	1	
TOTAL	8	6		3	1	

NOTE: The position of Data Processing Operator 1 is on the establishment of the MISU and Labour Departments. However, the post holder previously served in Region 6 Personnel Department in similar capacity and was transferred to the Ministry in same capacity. The post holder was utilized for her skills within the Personnel Department.

3.2.4. CHILD CARE AND PROTECTION AGENCY

3.2.4.1. MISSION :

3.2.4.2. FUNCTIONS

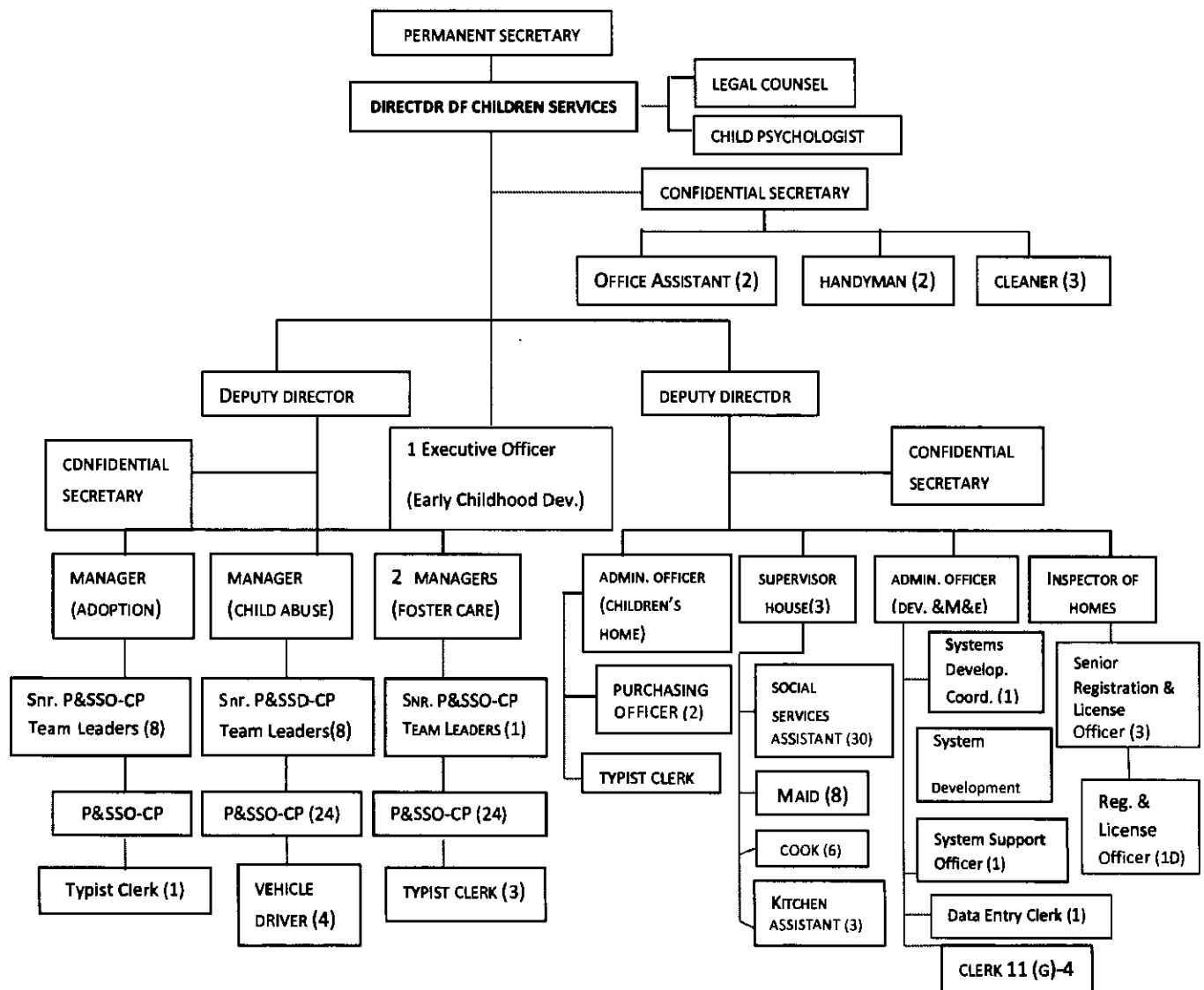
The main functions of the Department are listed below:

- Provision and maintenance of childcare centres and facilities for children in need of care and protection in order to promote care and protection for children.
- Provision of services, including basic amenities, such as shelter, food and education, for children in need of care and protection, and counselling and similar services, such as parenting education, parental responsibility and related best practices for the parents and guardians of those children.
- Placement of children in foster homes or orphanages or other places of care where protection of the children can be obtained. Supervision of foster children and foster parents.
- Promotion of prescribed standards and other requirements of care within childcare facilities or in any other setting to ensure the best development of the child; and compliance with regulations and minimum standards.
- Assessment of applications for foster care, guardianship and adoption, and provision of recommendations and assistance to the courts and other authorities involved in determining such applications.
- Making timely interventions that include any action that is deemed necessary, to ensure the safety and well-being of children, in cases where the actions or conduct of a person, or organization (with authority, responsibility for the care or custody of a child), have resulted in or are likely to give rise to abuse of the child.
- Investigation of allegations, reports or complaints of abuse or neglect of children and provision of services for the recovery and rehabilitation of children who have suffered abuse.
- Provision of care and protection for vulnerable children, including orphans, children infected with or affected by HIV/AIDS and children with mental or physical disabilities.

- Provision of training for persons engaged in the care and protection of children.
- Co-ordination of and monitoring the activities of other persons, including non-governmental organizations engaged in the care and protection of child abuse and neglect.
- Promotion of the rights of the child, as well as public awareness of those rights.
- Licensing and registration of private child care facilities and ensuring compliance with the prescribed standards and regulations.
- Liaising with regional and international organizations in matters relating to the welfare of children.
- Making proposals and recommendations on the enactment or improvement to laws relating to the welfare of children.

In discharging its functions, the Agency acts in accordance with the **Childcare & Protection Agency Act 2009**, other relevant law, the directions of the subject Minister and the policy of the Government of Guyana.

3.2.4.3. ORGANIZATIONAL STRUCTURE



3.2.4.4. STAFFING

At the end of December, 2012, the staffing position of the CHILD CARE AND PROTECTION AGENCY was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Director	1	1		0	THERE WERE 10 RESIGNATIONS; 2 TRANSFERRALS AND 1 CONTRACT NOT RENEWED. Staff increases – In 2012 the Agency got approval for increases in its organizational structure to provide for its ECD Programme with the enactment of the Child Care & Development Services Act 2011, which is an Act to facilitate the registering & licensing of day care facilities and the launching of a national ECD programme
Deputy Directors	2	2		0	
Executive Officer (Early Childhood Development)	1	0		1	
Programme Managers	4	2		2	
Lawyer	1	1		0	
Child Psychologist	1	0		1	
Administrative Officers	2	2		0	
Inspector of Homes	1	1		0	
Senior P&SSO (CP)	10	5		5	
Senior Registration & License Officer	3	0		3	
Registration & License Officer	10	0		10	
Junior P&SSO (CP)	48	34		14	
House Service Supervisors	3	2		1	
Social Services Assistants	30	27		3	
Cooks	6	6		0	
Kitchen Assistants	3	3		0	
Maids	8	6		2	
Clerk II	4	1		3	
Typist clerks	5	2		3	
Data Entry Clerk	1	0		1	
Systems Development Coordinator	1	0		1	
System Development Officer	2	0		2	
System Support Officer	1	0		1	
Confidential secretaries	3	2		1	
Handymen	2	1		1	
Office Assistants	2	2		0	
Purchasing Officers	2	1		1	
Vehicle Drivers	4	2		2	
Cleaners	3	2		1	
Total No. of Positions	164	105		59	

3.2.5. Women's Affairs Bureau

The Women's Affairs Bureau (WAB) was established as the National Machinery for promoting the advancement of women. It plays a key role in the formulation process on issues related to the status of women. Its major responsibility is to create avenues for the full integration of women into national development.

3.2.5.1. Mission

The promotion of rights and protection, economic empowerment, and equal opportunities for women and girls.

3.2.5.2. Functions

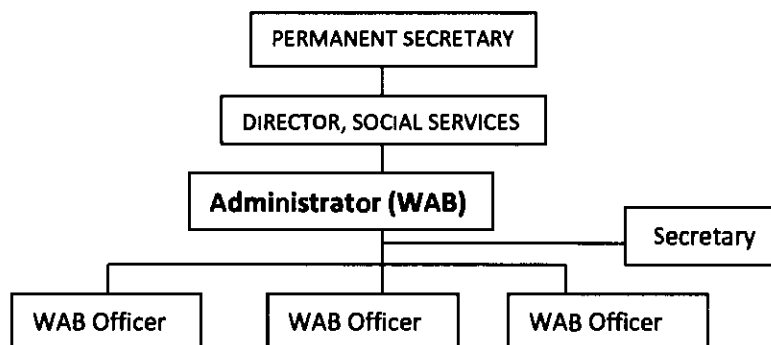
The WAB executes its mandate through the discharge of the following functions:

- Ensuring administrative approaches exist in the policies and programmes of all Ministries and Agencies including the Private Sector.
 - Providing a referral service for women.
- Initiating gender-based research and provide disaggregated data to inform policy and programme

- Formulation.
- Maintaining a public education programme, which will ensure a clear understanding of issues of concern to women.
- Addressing issues of concern related to the girl child.
- Contributing to the formulation of policies for the advancement of women in Guyana.

3.2.5.3. ORGANIZATIONAL STRUCTURE

The Chart below depicts the way in which this Department is organized:



3.2.5.4. STAFFING

At the end of December, 2012, the staffing position of the **Women's Affairs Bureau** was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Administrator	1	1	0	0	
Women's Affairs Bureau Officers	3	2	1	0	
Secretary	1	1	0	0	
TOTAL	5	4	1	0	

3.2.6. MEN'S AFFAIRS BUREAU

3.2.6.1. MISSION :

The mission of the Men's Affairs Bureau (MAB) is:

"To enable men and boys to achieve their full potential as participants in Guyana's social, cultural and economic development through the identification, acknowledgement and the systematic resolution of problems facing certain sections of the male population."

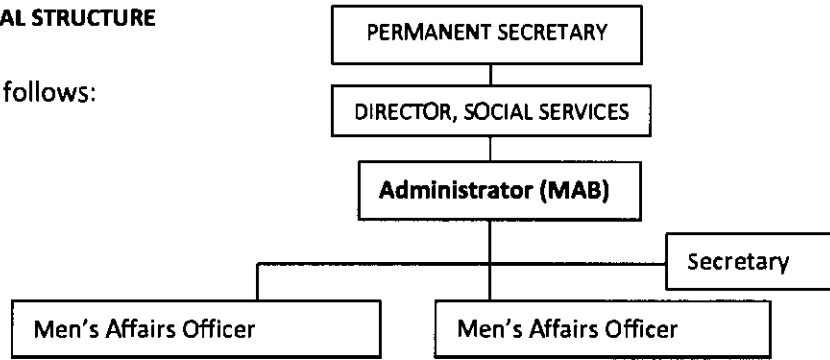
3.2.6.2. FUNCTIONS

The key functions of the unit are outlined below:

- Initiation of research and documentation on the integration and advancement of men and gender issues.
- Conducting sensitization sessions to educate young men and women in schools across the country.
- Dissemination information on men's advancement through workshops, seminars, round table discussions, print and non-print media.
- Liaising with International Organizations and Agencies.

3.2.6.3. ORGANIZATIONAL STRUCTURE

The MAB is organized as follows:



3.2.6.4. STAFFING

At the end of December, 2012, the staffing position of the **MEN's Affair Bureau** was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Administrator	1	1	0	0	The Men's Affairs Bureau is in dire need for the employment of another Men's Affairs Officer and a Secretary
Men's Affairs Officers	2	1	0	1	
Secretary	1	0	0	1	
TOTAL	4	2	0	2	

3.2.7. NIGHT SHELTER

The Shelter accommodates approximately 189-201 persons daily (adults only). The Shelter also caters for deportees, able bodied persons and persons with a sound mind.

3.2.7.1. MISSION

The mission of this facility is:

"To provide itinerant street dwellers with a temporary environment of physical safety, medical, material support and counselling services aimed at arresting social and emotional dysfunction."

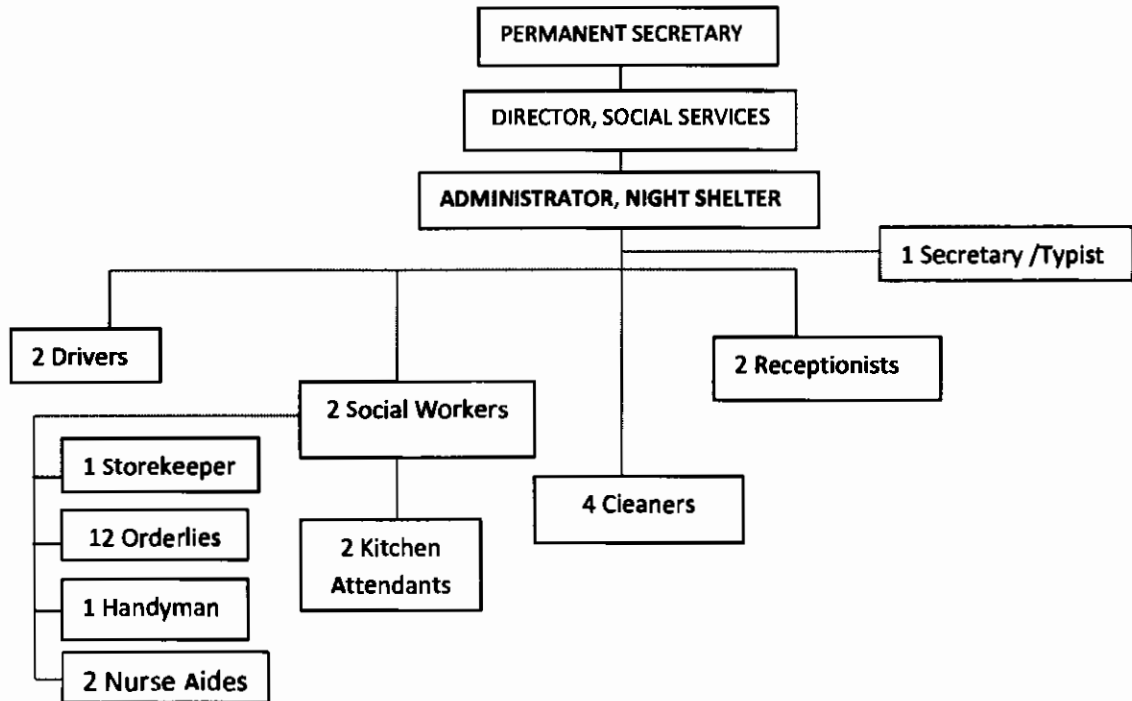
3.2.7.2. FUNCTIONS

The Night Shelter pursues its mission through the execution of the following functions:

- Provision of shelter and meals for the homeless.
- Facilitating medical attention for homeless persons by referring them to local medical clinic for routine medical attention and to Georgetown Hospital for emergencies and serious cases.
- Provision of daily transportation for the routine gathering of homeless persons in the evenings; and responding to related public requests.
- Ensuring the daily cleaning and regular fumigating of the facilities.
- Provision of basic toiletries to encourage good hygiene practices.
- Provision of counselling services to the homeless and encourage/promote the reconciliation / reintegration with families / society.
- Assisting able-bodied persons to acquire training or suitable jobs to aid self-sufficiency through collaboration with the BIT and CRMA.
- Referral of persons who are incapacitated or of the required age so that they can benefit for either Public Assistance or Old Age Pension Services.
- Referral of incapacitated persons to the Palms.

3.2.7.3. ORGANIZATIONAL STRUCTURE

The functions and mission of the Night Shelter is executed through the following organizational arrangements:



3.2.7.4. STAFFING

The status of the staffing as at December 31, 2012 is presented in the Table below:

POST	STAFF ESTABLISHMENT	No. FILLEO	No. ACTING	VACANCIES	COMMENTS
ADMINISTRATOR	1	1	-	-	
SECRETARY / TYPIST	1	-	-	1	
SOCIAL WORKERS		-	-		1 ASSIGNED FROM PROBATION DEPT.
NURSE AIDS	2	-	-	2	
STOREKEEPER	1	1	-	-	
RECEPTIONIST	2	1	-	1	
DRIVERS	2	1	-	1	
ORDERLIES	12	9	-	3	
KITCHEN ATTENDANTS	2	2	-	-	
HANDYMAN	1	1	-	-	
CLEANERS	4	4	-	-	
TOTAL	28	20		8	

3.2.8. NATIONAL RESOURCE AND DOCUMENTATION CENTRE FOR GENDER AND DEVELOPMENT

3.2.8.1. MISSION:

"The Centre will provide critical support for all measures aimed at building the capacity of women; empowering them to participate as equal partners with men at all levels of decision making and national development and for the promotion of gender equality through the provision of pertinent information resources and services".

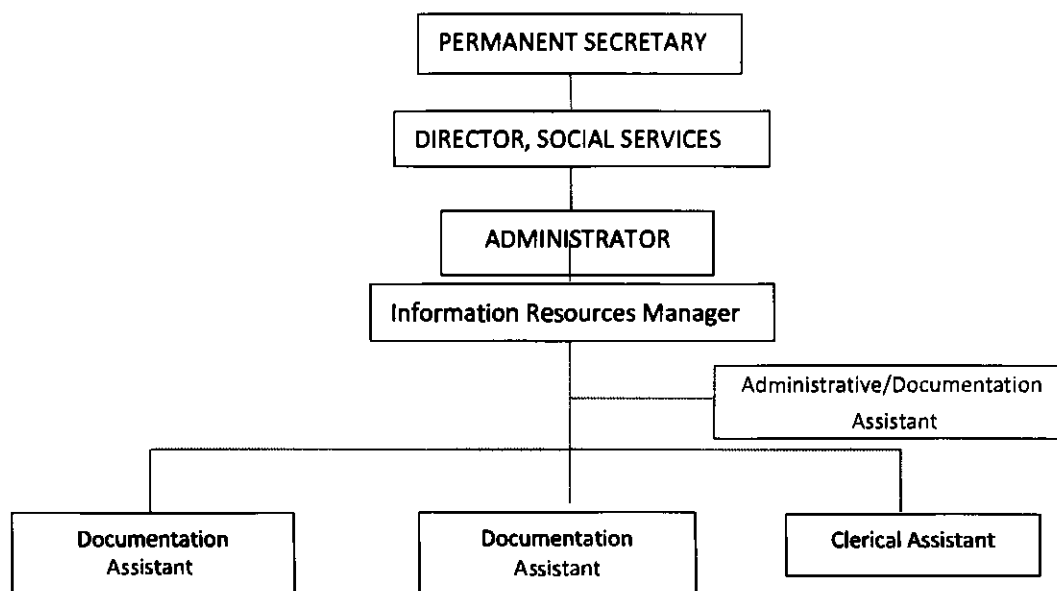
3.2.8.2. FUNCTIONS

The following functions are undertaken by the NRDCGD in pursuit of its mission.

- Implementation of a well-planned system for acquiring a range of up-to-date, relevant, bibliographical and statistical information on the relevant subject areas, focusing on Guyana, the wider Caribbean and internationally, where applicable.
- Provision of an electronic catalogue of the Centre's resources.
- Hosting of Reading Room facilities and reference services.
- Provision of research assistance.
- Provision of Internet services.
- Provision of information for the compilation of analytical and other national reports.
- Provision of information for various aspects of the Ministry's work.
- Monitoring the status of women in the Guyana society and preparation of an Annual Report.
- Production of a quarterly Newsletter and other booklets on topical issues.
- Monitoring displays or exhibitions as required.
- Maintaining a newspaper clippings file on topical issues of interest.
- Development of a women's archives/heritage collection.
- Networking with relevant agencies locally, the wider Caribbean and internationally.

3.2.8.3. ORGANIZATIONAL STRUCTURE

The following organizational chart depicts the way in which this Department is organized:



3.2.8.4: STAFFING

AT THE END OF DECEMBER, 2012 THE STAFFING OF THE DOCUMENT CENTRE WAS AS FOLLOWS:

POSTS	AUTHORIZED POSITIONS	FILLED	VACANCY	COMMENTS
Information Resources Manager	1	1	-	
Administrative/Documentation Assistant	1	1	-	
Documentation Assistant	1	1	-	
Documentation Assistant	1	0	1	
Clerical Assistant	1	1	-	
Total	5	4	1	

3.2.9. PROBATION AND SOCIAL SERVICES DEPARTMENT

3.2.9.1. MISSION :

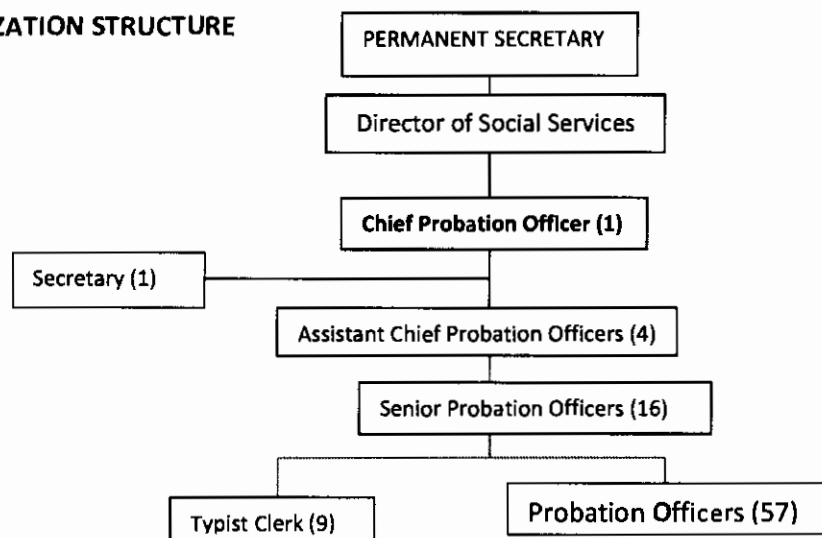
The mission of the Probation and Social Services Department is *"to share in the provision of services for the protection of the Guyanese society from crime and delinquency and the promotion of the welfare of members of the society, by providing social, financial and other material assistance, so that national goals can be achieved with the minimal disruption and with the maximum contribution of the citizens"*.

3.2.9.2. FUNCTIONS:

The key functions of the department are highlighted below:

- Conducting social investigations and prepare 'pre' and 'post' sentencing reports for the courts.
- Supervision of all persons placed on probation and other forms of supervision.
- Provision of 'after-care' supervision of juvenile offenders released from the New Opportunity Corps.
- Supervision of persons released on parole.
- Preparation and submission of international social services report.
- Investigation of and conciliation in matrimonial matters referred by the Courts.
- Investigation and submission of reports on the life of persons who have petitioned the Prerogative of Mercy Committee for release on license.
- Provision of interventions in Kindred Social Matrimonial Reconciliation cases (other than court referrals).
- Provision of social investigation reports on individuals as requested by international social services, high commissions and other social services agencies.
- Provision of general child welfare services.
- Coordination and participation in community based programs and services.
- Provision of social work practicum for University of Guyana, Institute Of Distant and Continuing Education and other training institutions.
- Preparation and distribution of Old Age Pension booklets.
- Investigation, preparation and submission of cases for Public Assistance (PA) to the Local Board of Guardians (LBG).
- Submission of cases for review by the LBGs.
- Distribution of booklets to Public Assistance beneficiaries.

3.2.9.3. ORGANIZATION STRUCTURE



3.2.9.4. STAFFING

At the end of December, 2012, the staffing position of the Probation and Social Services Department was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
CHIEF PROBATION OFFICER	1	0	1	0	Over the period in review, two Assistant Chiefs, both of whom acted as Chief, and two Grade Two staff retired, while one Grade One staff was added. The staffing in the Department is highly inadequate to meet the demands of all the functions it has to perform.
ASSISTANT CHIEF PROBATION OFFICER	4	2	0	2	
SENIOR PROBATION OFFICER	16	9	0	7	
PROBATION OFFICER	57	42	0	15	
SECRETARY	1	1	0	0	
TYPIST CLERK	9	7	0	2	
TOTAL	88	61	1	26	

3.2.10. PALMS GERIATRIC CENTRE

3.2.10.1. MISSION

"To provide free medical and nursing care to all residents and out patients who comprise of the aged, destitute, blind and mentally retarded."

3.2.10.2. FUNCTIONS

In pursuit of its mission, the functions of the Palms are as follows:

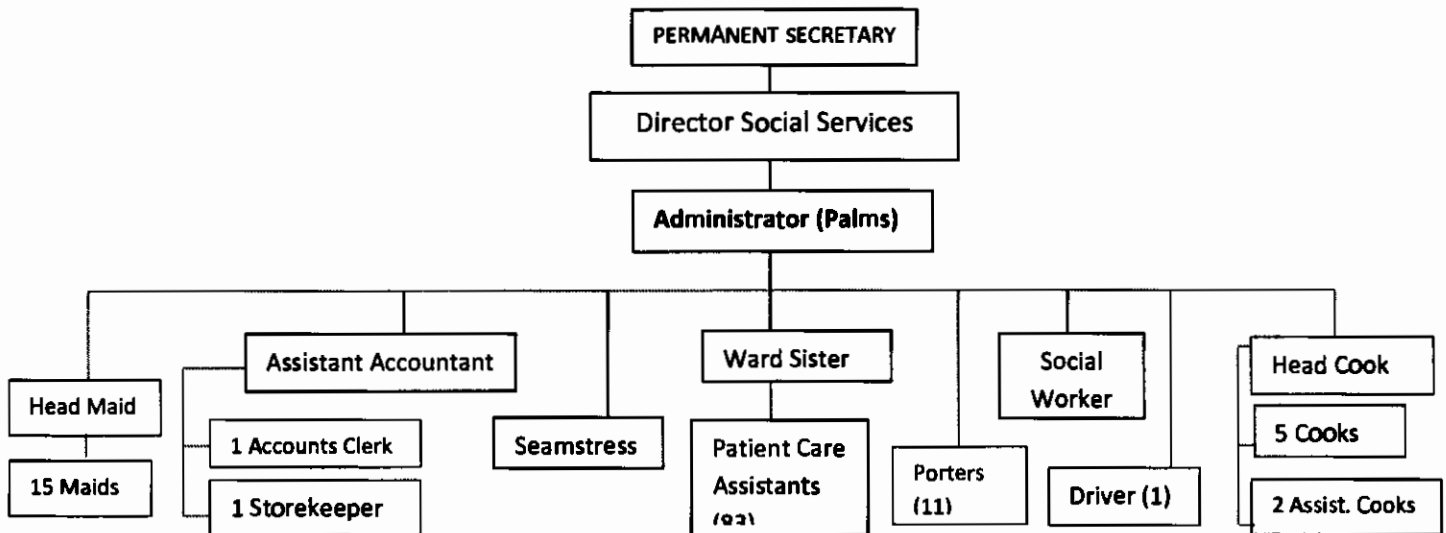
- Ensuring the physical and medical well-being of residents.
- Catering to the dietary needs of the residents in a timely manner following established guidelines and health needs.
- Provision of medical services for residents, staff and the community.
- Ensuring that medical problems are attended to and referrals to hospital undertaken when necessary.
- Ensuring timely and effective laundry arrangements.
- Partnering with Sandy's Funeral Parlour to ensure removal and interment services are provided in

response to deaths at the institution.

- Managing donations from individuals, corporate citizens and organizations both local and international for the benefit of the residents.
- Lobbying for the maintenance of the infrastructure of the facility.

3.2.10.3. ORGANIZATIONAL STRUCTURE

The Chart below depicts the way in which the Palms is organized:



3.2.10.4. STAFFING

THE STAFFING OF THE PALMS WAS AS FOLLOWS AT THE END DECEMBER, 2012:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Administrator	1	1	-		1 Social Worker is assigned from the Probation Department
Ward Sister	1	1	-		
Social Worker			-		
Assistant Accountant	1	1	-		
Accounts Clerk 11	1	1			
Storekeeper	1	1			
Stores Attendant	1	1			
Patient Care Assistant	83	75	-	8	
Seamstress	1	1	-		
Head Maid	1	1			
Maids	15	15			
Porters	11	9	-	2	
Head Cook	1	1	-		
Cooks	5	5			
Assistant Cooks	2	2			
Driver	1	-	-	1	
TOTAL	126	115	-	11	

3.2.11. MAHAICA HOSPITAL

3.2.11.1. MISSION

The mission of the Mahaica Hospital is as follows:

“To provide free medical attention, nursing care, food, shelter and transportation to patients afflicted with Hansen’s Disease.”

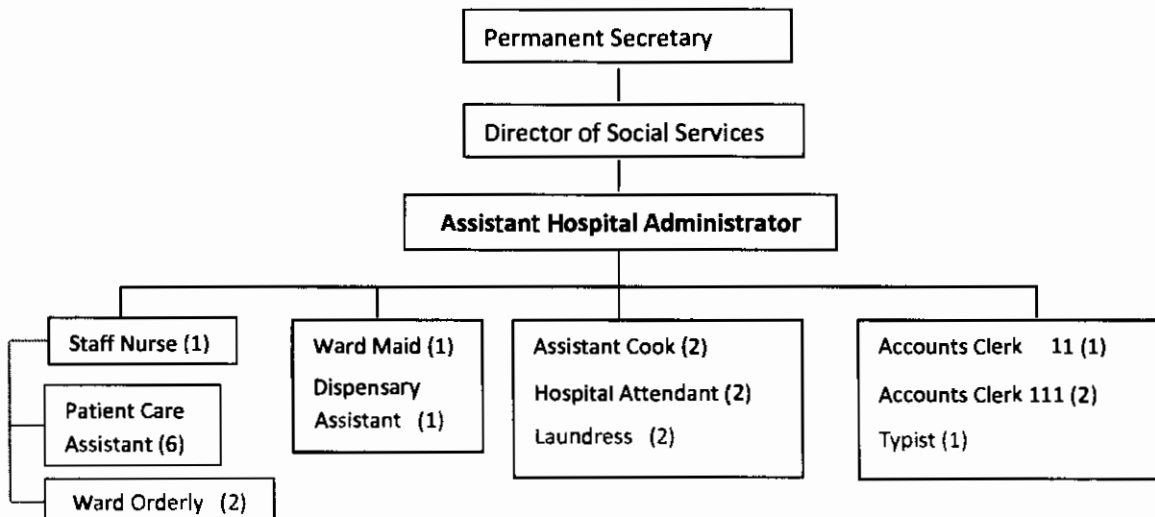
3.2.11.2. FUNCTIONS

The following are the functions of the Mahaica Hospital in pursuit of its mission:

- Provision of support to the pensioners who are paid at the Mahaica Hospital by liaising with the MOF and performing the duties of pensions’ paymaster complying with all the attendant duties necessary to ensure accountability. Submitting pension returns to the Ministries of Labour and Finance, respectively.
- Collecting and accounting for revenues from the rental of farm lands, maintaining the requisite accounting records in keeping with standards and policies promulgated by the MOF.
- Performing all accounting tasks associated with the administration of the Mahaica Hospital in a timely and efficient manner.
- Procuring required supplies for the functioning of the facility comprising of all its buildings (kitchen, children’s home, administrative building) in accordance with existing policies and procedures as well as observing standard storekeeping regulations in order to ensure efficacy in the storage and usage of all supplies purchased, inclusive of dietary material.
- Preparing nutritious meals for patients.
- Ensuring that adequate laundry services are provided to the residents in the facility to promote patient comfort and care.
- Ensuring the maintenance of all buildings and compounds.
- Preparation of monthly work programme, quarterly, half yearly reports, strategic review and projections.
- Managing the transportation needs of the facility.
- Performing simple and routine personnel activities for staff in the Mahaica Hospital, inclusive of all necessary reports for the Central Personnel Office.

3.2.11.3. ORGANIZATIONAL STRUCTURE

The organizational arrangements of the Mahaica Hospital are depicted below:



3.2.11.4. STAFFING

The staffing situation of the Mahaica Hospital as at December, 2012 is presented in the Table below:

POST	STAFF ESTABLISHMENT	# FILLED	# ACTING	VACANCIES
Assistant Hospital Admin.	1	1	--	--
Staff Nurse	1	-	---	1
Patient Care Assistant	6	6	--	--
Assistant Cook	2	1	--	1
Ward Orderly	2	1	--	1
Hospital Attendant	2	1	--	1
Laundress	2	1	--	1
Labourer	4	4	--	-
Ward Maid	1	1	--	--
Dispensary Attendant	1	1	--	--
Accounts Clerk 11	1	--	--	1
Accounts Clerk 111	2	1	--	1
Typist	1	1	--	-
Stores Clerk/ Expeditor	1	1	--	--
TOTAL	27	20	-	7

3.2.12. GUYANA WOMEN'S LEADERSHIP INSTITUTE

3.2.12.1. MISSION :

The mission of the Guyana Women's Leadership Institute (GWLI) is *"to create and implement gender focused education and training programmes for women and men in the government, non-government, public, and private sectors in order to promote gender awareness and equity and enable the full participation of women in leadership and decision-making processes throughout society, thereby contributing to the equitable and sustainable development of Guyana"*.

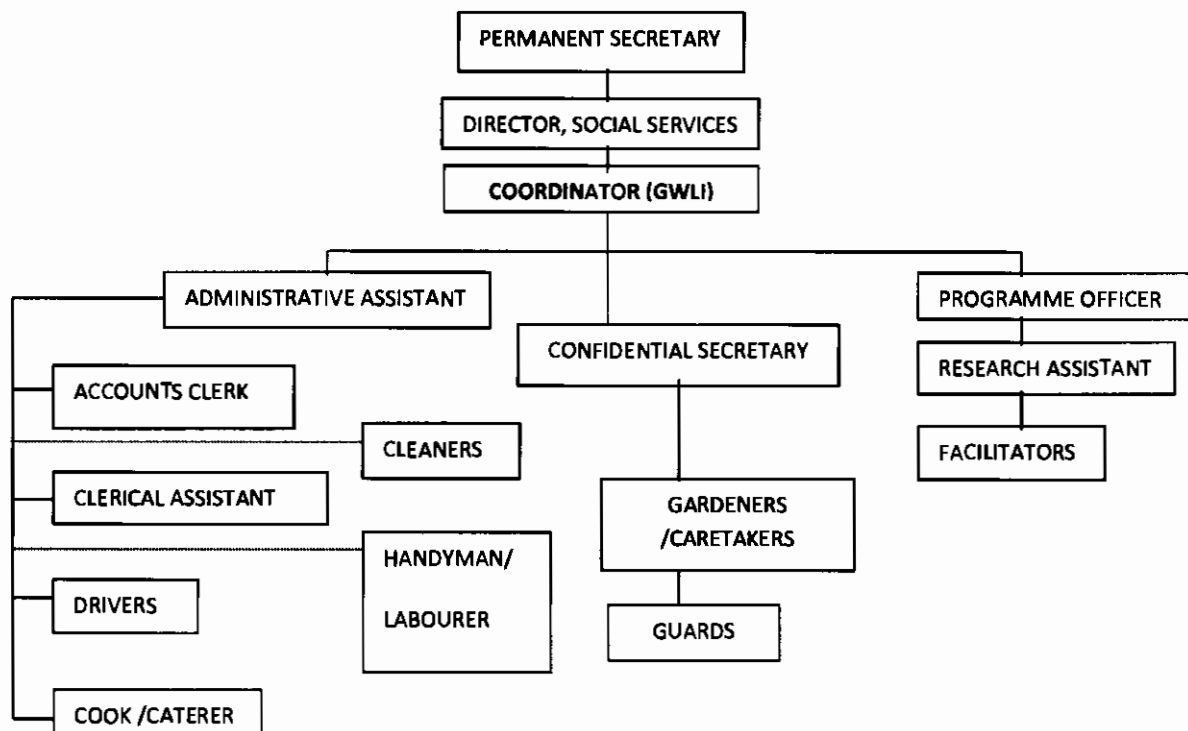
3.2.12.2. FUNCTIONS:

The key functions of the Department are highlighted below:

- Developing and implementing structured gender focused education and training programmes for women in governmental and non-governmental organisations countrywide.
- Organising skills training programmes for underprivileged and single parent women for economic empowerment
- Organising structured outreach training programmes for women in small business.
- Organising training programmes for Institute staff and regional resource personnel.
- Undertaking women-focused observation activities for at least 3 national and/or international holidays or occasions per year.

3.2.12.3. ORGANIZATIONAL STRUCTURE

The department is organized as depicted in the table below:



3.2.12.4. STAFFING

The staffing position of the **GWLI** as at December 31, 2012 is presented in the Table below:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Coordinator	1	1	0	0	The lack of requisite staff at the Institute is causing the existing workforce to appear to be inefficient and ineffective, because office work is behind schedule. While there has been some improvement in the occupancy status of approved positions, the Coordinator still has to carry the extra workload of the Programme Officer, and the Research Assistant.
Programme Officer	1	0	0	1	
Administrative Assistant	1	1	0	0	
Research Assistant	1	0	0	1	
Accounts Clerk	1	1	0	0	
Confidential Secretary	1	1	0	0	
Clerical Assistant	1	0	0	1	
Driver	1	1	0	0	
Cleaner	2	2	0	0	
Handyman	3	2	0	1	
Security Guards	7	5	0	2	
TOTAL	20	14	0	6	

3.2.13. WOMEN OF WORTH UNIT

3.2.13.1. MISSION :

The mission of the Woman of Worth Unit (WOWU) is:

"To remove the barriers single parent women face, enhance their self-esteem, empower them to take advantage of the economic opportunities around them and heighten their participation in society."

3.2.13.2. FUNCTIONS

The key functions of the Department are outlined below:

- Providing access to financial resources and business development interventions for female single parents

desirous of pursuing small business ventures.

- Acting as a catalyst in creating an enabling environment (via community development programmes) which allows people at community levels to take advantage of economic opportunities.
- Establishing and maintaining a database of applicants and beneficiaries of the Micro-Credit Programme.
- Providing technical advice to potential beneficiaries with respect to bank requirements and procedures.
- Monitoring and evaluating micro projects executed through the Ministry.
- Preparing monthly progress reports as required.
- Identifying planning, executing and facilitating workshops, field research and appropriate training programmes for applicants and beneficiaries of the Micro-Credit Project.

3.2.13.3. ORGANIZATIONAL STRUCTURE

The WOW is organized as depicted below:



3.2.13.4. STAFFING

At the end of December, 2012, the staffing position of the WOMEN OF WORTH UNIT was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Business Development Officer	1	1	0	0	
Field/Research Officer	4	4	0	0	
Administrative Assistant	1	0	0	1	
TOTAL	6	5	0	1	

3.2.14. COUNTER TRAFFICKING IN PERSON

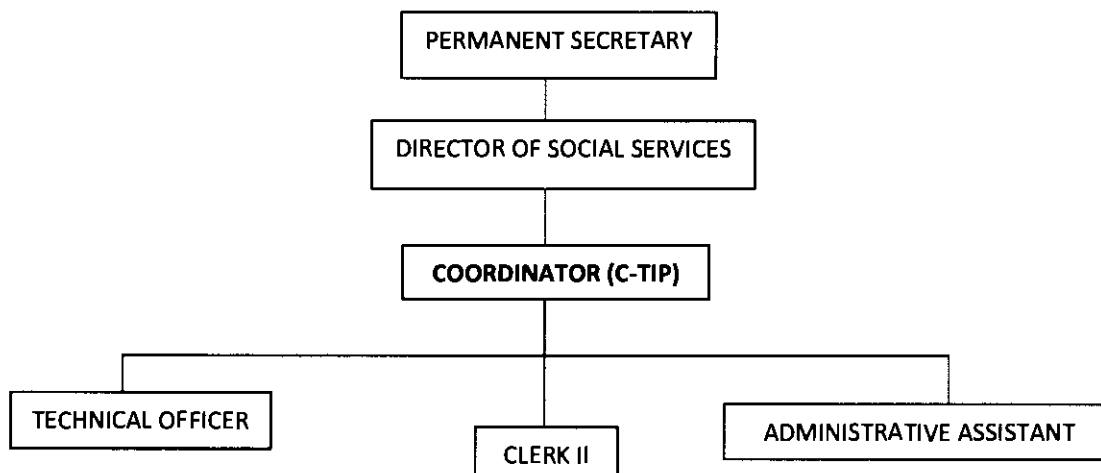
3.2.14.1. MISSION: "To collaborate with government and non-governmental organizations, as well as other stakeholders in disseminating information to reduce the incidence of trafficking in persons in Guyana and providing a support mechanism to alleged victims of human trafficking to enhance their life skills."

3.2.14.2. FUNCTIONS:

- Preparing and disseminating educational materials designed to inform victims of trafficking in Guyana of their rights, the measures in place to ensure their safety, recovery, and safe return to their home countries or places of residence in Guyana, and how to contact appropriate law enforcement authorities.
- Providing support for alleged victims of trafficking in persons.
- Conducting training for persons who are Focal Points, in all ten administrative regions in Guyana.

3.2.14.3. ORGANIZATIONAL STRUCTURE

The Counter Trafficking in Person Unit is organized as follows:



3.2.14.4. STAFFING

The staffing of the Unit is organized as presented in the Table below:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Coordinator	1	1	0	0	
Technical Officer	1	1	0	0	
Clerk 11	1	1	0	0	
Administrative Assistant	1	0	0	1	
Total	4	3	0	1	

3.2.15. STATISTICAL DEPARTMENT

3.2.15.1. MISSION

The Mission of the Statistical Department is as follows:

"To ensure that policies relating to issues that fall under the purview of the Ministry Labour, Human Services and Social Security are evidence- based as a result of the collection, analysis and dissemination of related statistics through the provision of up-to-date data on the work done in the Ministry's labour related department" (Board of Industrial Training, Central Recruitment and Manpower Agency, Industrial Relations Occupational Safety and Health, as well as other departments and divisions.)

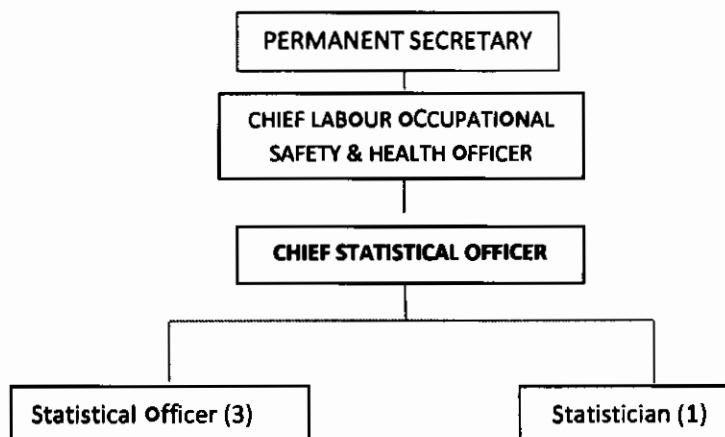
3.2.15.2. FUNCTIONS

The Department pursues its mission through the execution of the following functions:

- Collecting, analysing and disseminating data-based reports on the work of the various Departments of the Ministry.
- Functioning as the Secretariat for Labour Market Information Systems coordination, whereby a number of agencies supply or demand Labour Statistics with the Statistical Unit as the contact agency.
- Conducting 'establishment'– social and labour, surveys, including Occupational Wages and Hours of
- Work surveys and Skills Need surveys.

3.2.15.3. Organizational Structure

The Department is organized as follows:



3.2.15.4. STAFFING

The staffing position of the Statistical Department at the end of December, 2012 is as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Chief Statistical Officer	1	1	0	0	
Statistician	1	0	0	1	
Statistical Officer	3	3	0	0	
TOTAL	5	4	0	1	

3.2.16. INDUSTRIAL RELATIONS, OCCUPATION SAFETY HEALTH DEPARTMENT (LABOUR DEPARTMENT)

3.2.16.1. MISSION

The mission of the Industrial Relations, Occupation Safety Health (Labour) Department is:

"To contribute to the economic and social development of Guyana by executing appropriate policies and programmes that will maintain a stable industrial relations climate; enhance the safety and health of workers by ensuring improved working conditions at worksites; develop a social compact aimed at increasing the productivity and competitiveness of enterprises in the production and service sectors and provide a range of services to employers, trade unions and employees in order to create an atmosphere of mutual trust and social justice between management and labour.

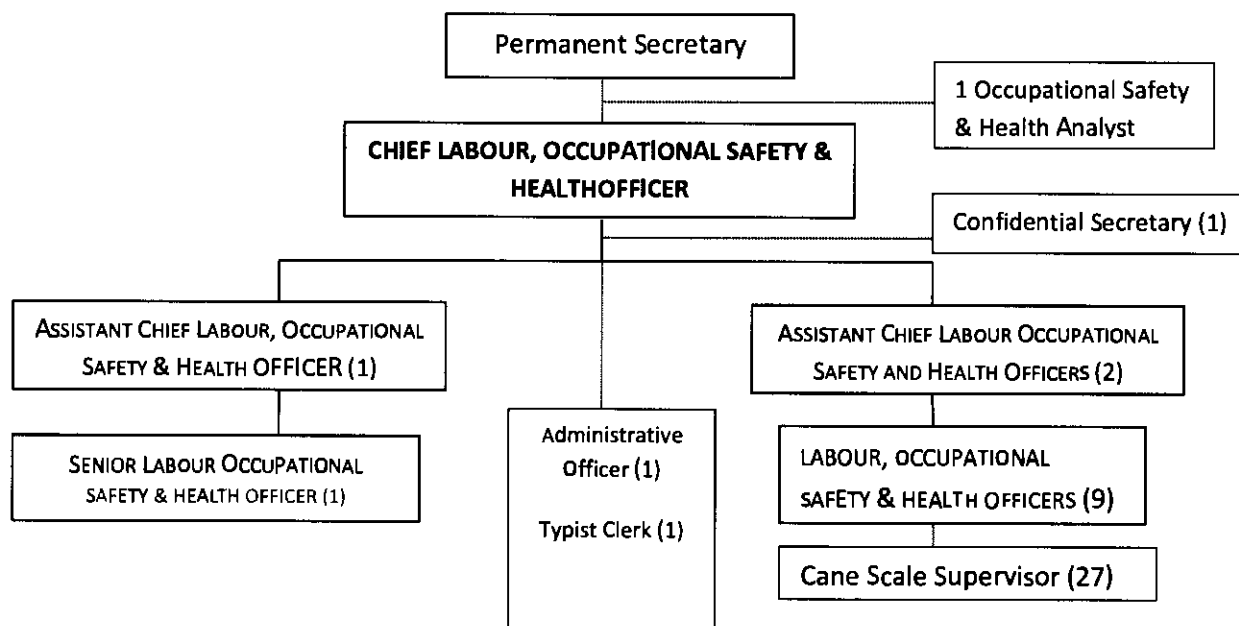
3.2.16.2. FUNCTIONS

The functions that are executed in pursuit of this mission are as follows:

- Drafting of new legislation and reviewing and amending existing legislation and recommending same to government;
- Reviewing in conjunction with the tripartite committee, rates of wages, hours of work and other conditions of service for various categories of workers;
- Investigating complaints made by workers and workplace accidents;
- Inspecting workplaces to ensure compliance with the labour and occupational safety and health laws and regulations;

- Advising and conducting seminars to educate employers and employees on the labour and occupational safety and health laws and regulations, HIV/AIDS workplace policy and industrial relations principles and practices;
- Conciliating in disputes between employers and trade unions;
- Establishing and servicing arbitration tribunals;
- Conducting membership surveys and polls to determine trade union recognition;
- Vetting and signing Collective Labour Agreements;
- Registration of industrial establishments;
- Registration of steam boilers' inspection certificates;
- Promoting the establishment and monitoring the functioning of Joint Workplace Safety and Health Committees and safety and health representatives where necessary;
- Liaising with Regional and International Organizations;
- Preparation and submission of ILO Instruments to Parliament;
- Preparation and submission to ILO, Annual Reports on application of Conventions; submission of ILO completed questionnaires on proposed instruments as well as statistical data requested;
- Facilitating and promoting collective bargaining;
- Promoting social dialogue/social partnership;
- Facilitating the promotion of programs to enhance production and productivity.

3.2.16.3. ORGANIZATIONAL STRUCTURE



3.2.16.4. STAFFING

The staffing position of the aforementioned department at the end of December, 2012 is as follows:

POSTS	STAFF ESTABLISHMENT	FILLED	ACTING	VACANT
Occupational Safety and Health Analyst	1	0		1
Chief Labour, Occupational Safety & Health Officer	1	0	1	1
Assistant Chief Labour, Occupational Safety & Health Officer	3	2		1
Senior Labour, Occupational Safety & Health Officer	6	1		5
Labour, Occupational Safety & Health Officer	18	9		9
Confidential Secretary	1	-		1
Administrative Officer	1	1		-
Typist Clerk	1	-		1
Cane Scale Supervisors	27	21		6
TOTAL	59	34	1	25

3.2.17. COOPERATIVES DEPARTMENT

3.2.17.1. MISSION

The mission of the Cooperatives Department is :

"To guide, support, monitor and regulate Co-operatives Development in the ten (10) Administrative Regions of Guyana, specifically, Co-operative Societies and Friendly Societies."

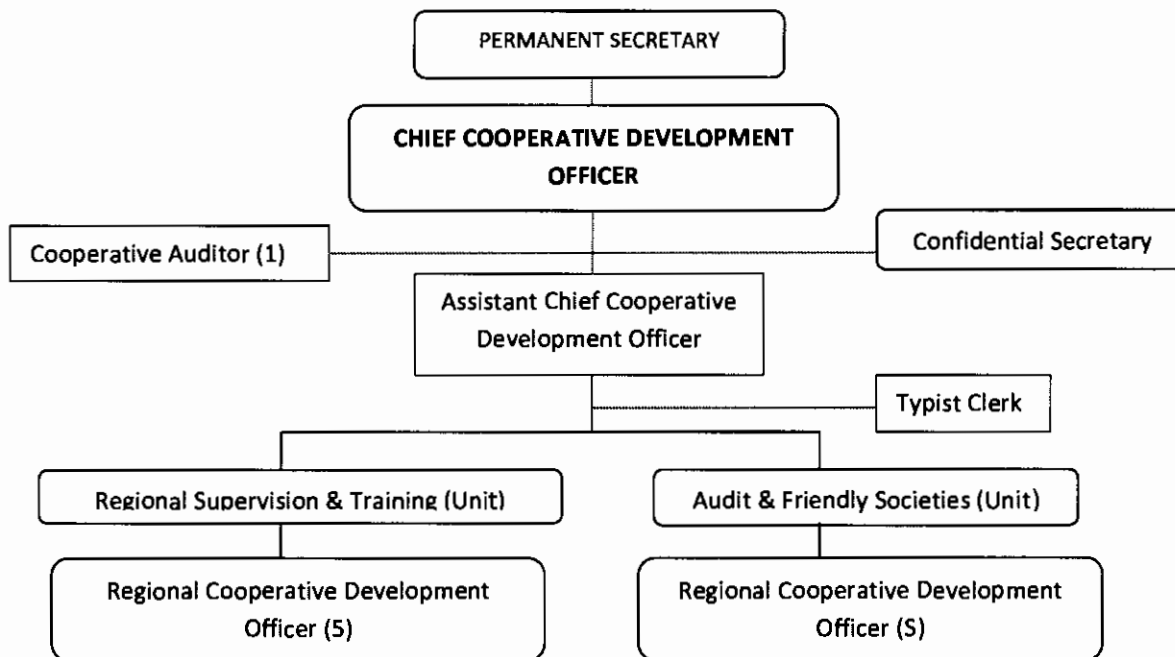
3.2.17.2. FUNCTIONS

The Department executes the following functions in pursuit of its mission:

- Working with and encouraging the Apex Body and other secondary bodies to assume responsibility for the Co-operative Movement.
- Processing registration and cancellation in accordance with the Co-operative and Friendly Societies Act.
- Reviewing and updating the legal framework within which Co-operatives and Friendly Societies operate.
- Arranging for the audit of the records of the Co-operative and Friendly Societies.
- Inquiring and investigating the Constitution and financial conditions of societies and settling disputes relating to the affairs of Co-operative Societies by means of Arbitration under the Co-operative Societies Act.
- Providing staff for the training and development of members of societies.
- Assessing the performance of Co-operative Development in the Regions and providing advice and technical guidance as may be required.
- Liaising with other Divisions, Ministries and Organizations that assist in Co-operative Development.

3.2.17.3. ORGANIZATIONAL STRUCTURE

The Department is organized as follows:



3.2.17.4. STAFFING

The Department's staffing position at December 31, 2012 was as follows:

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	VACANCIES	COMMENTS
Chief Cooperative Development Officer/Registrar of Friendly Societies	1	1	0	0	Prior to June, 2009, the positions of RCDO in the Regions were authorized positions. After the transfer of these posts to the Ministry, it was difficult to attract staff as a result of the unattractive salaries. As a temporary measure, the Department was able to carry out its function with the continued assistance of two Cooperative Development Officers from the Ministry of Local Government and Regional Development (stationed in Reg.3 & 6) and six individuals who were contracted from time to time to perform specific functions in the Department.
Assistant Chief Cooperative Development Officer	1	1	0	0	
Regional Cooperative Development Officer (RCDO)	10	0	0	10	
Cooperative Auditor	1	0	0	1	
Confidential Secretary	1	1	0	0	
Typist Clerk	1	1	0	0	
Total	15	4	0	11	

NOTE: The division in the past had a complement of thirty staff members. However, over the last twenty years, the division experienced a massive reduction in its staff. This resulted largely from the high qualification requirements coupled with low salaries in the public service.

3.2.18. MISU DEPARTMENT

3.2.18.1. MISSION

“To provide Information Technology (IT) support (hardware & software) support to the Ministry and its’ various subordinate Units”.

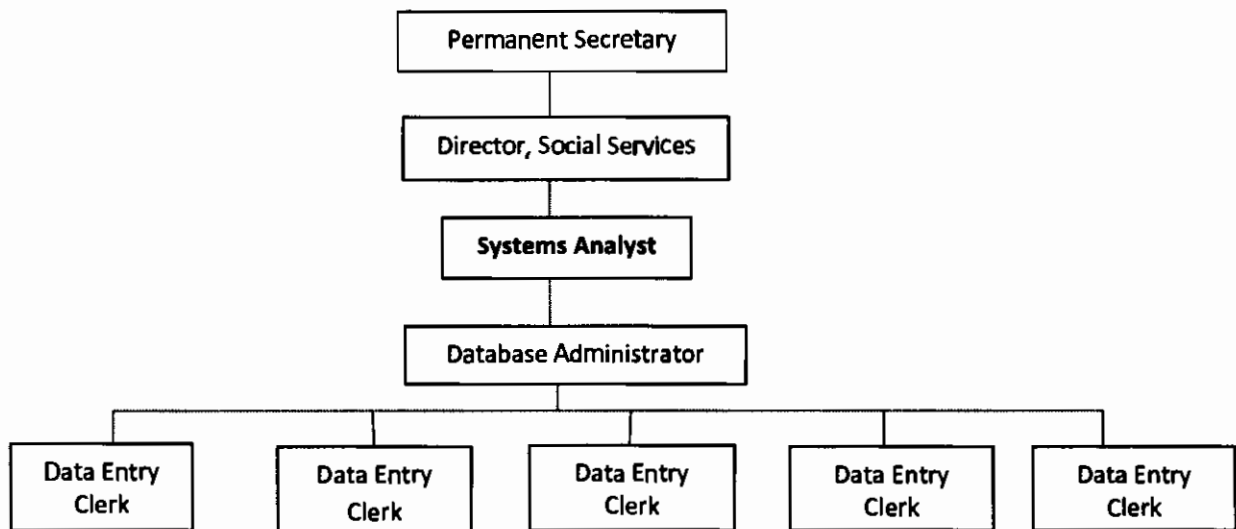
3.2.18.2. FUNCTIONS

The key functions of the Management Information System Unit (MISU) are:

- Developing and maintaining Local Area Networks required for the data requirements and normal office functions of the Ministry.
- Providing technical support in the procurement, installation and maintenance of adequate numbers of desktop and portable computers for all MOLHS&SS personnel.
- Supporting the procurement and / or development and maintenance of the necessary software required for the various types of data and for normal office requirements.
- Establishing and maintaining communications between internal users and external personnel through an email system and the internet.
- Establishing and maintaining a security system in terms of backup power supplies, effective virus protection procedures, access controls and user certification and data backup procedures.
- Operating an ‘assistance service’ to network and MIS users through the provision of hardware and software support services.

3.2.18.3. ORGANIZATIONAL STRUCTURE

The organizational arrangements to support the Unit in providing the desired services to the various departments are as follows:



3.2.18.4. STAFFING

The staffing position of the MISU at the end of December, 2012 was as follows:

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	VACANCIES	COMMENTS
Systems Analyst	1	1		-	
Database Administrator	1	0		1	
Data Entry Clerk	5	5		-	
TOTAL	7	6		1	

3.2.19. CENTRAL RECRUITMENT AND MANPOWER AGENCY

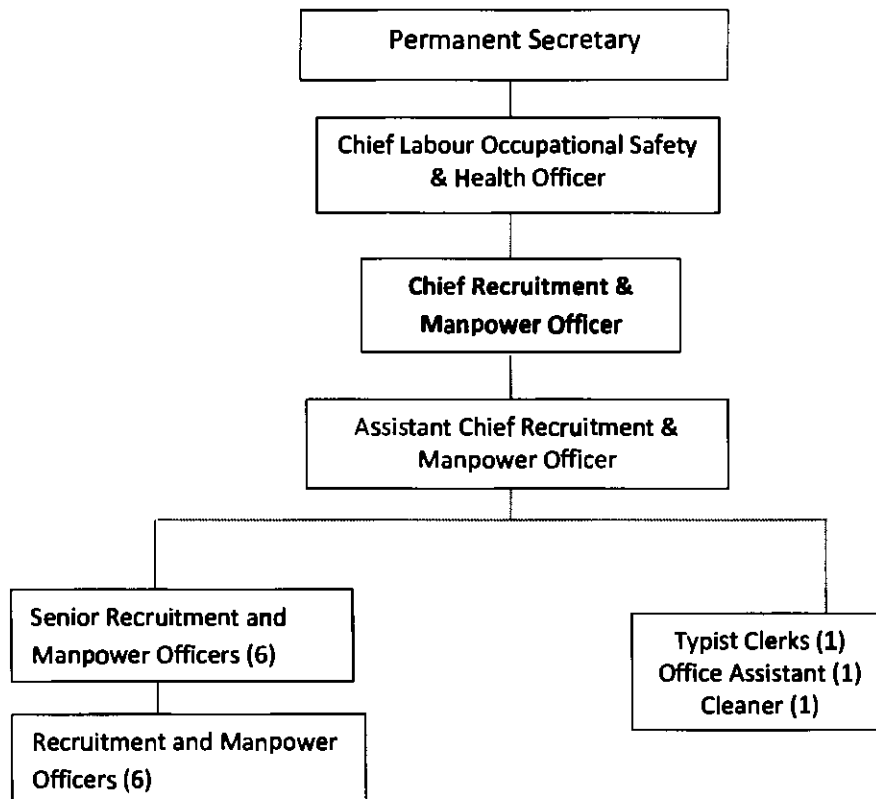
3.2.19.1. MISSION

“To contribute to the economic and social development of Guyana, by providing effective and efficient employment services to job seekers and employers”.

3.2.19.2. FUNCTIONS

- Registering unemployed persons seeking employment.
- Maintaining a record of notified vacancies mainly in the Public and Private sectors.
- Matching jobseekers with vacancies and arranging interviews for job seekers
- Providing advice and Career Guidance and Counselling to those seeking employment.
- Providing all of the above with respect to the Seaman’s Pool.

3.2.19.3. ORGANIZATIONAL STRUCTURE



3.2.19.4. STAFFING

AT THE ENO OF DECEMBER, 2012 THE STAFFING FOR CENTRAL RECRUITMENT & MANPOWER AGENCY WAS AS FOLLOWS:

POST	STAFF ESTABLISHMENT	NO.FILLED	NO ACTING	VACANCIES
Chief Recruitment and Manpower Officer	1	-	1	1
Assistant Chief Recruitment Officer	1	1	-	-
Senior Recruitment and Placement Officer	6	-	-	6
Recruitment and Placement Officer	6	4	-	2
Typist Clerk	1	1	-	0
Office Assistant	1	-	-	1
Cleaner	1	1	-	-
TOTAL	17	7	1	10

3.2.20. BOARD OF INDUSTRIAL TRADING

3.2.20.1. MISSION:

The role of the BIT is to promote Technical and Vocational Education and Training to satisfy the needs of the labour force in the industrial sector and to perform the regulatory functions for all apprenticeship schemes, as well as to issue certificates of competency for apprentices and trainees from other industrial training programmes, on successful completion of their training. Among the key objectives also is to ensure that the industrial sector has a highly trained and competent workforce. Hence, there is also the provision of retraining programmes for artisans and training of trainers from the industry.

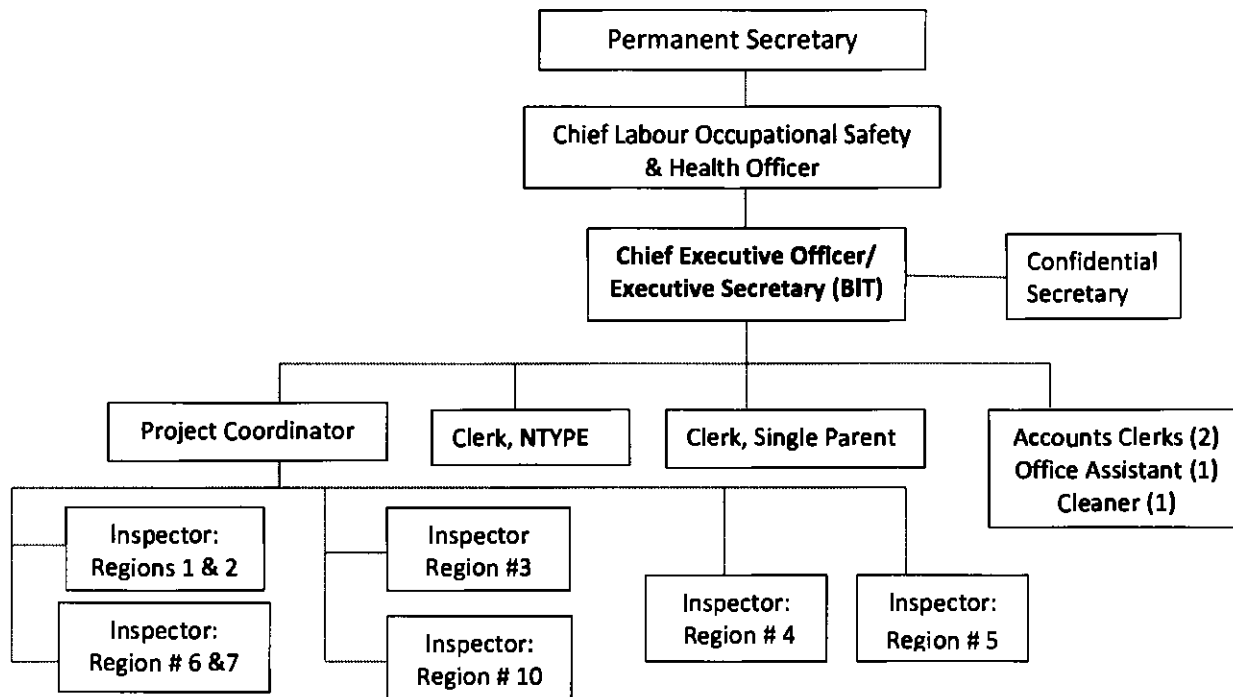
3.2.20.2. FUNCTIONS

The key functions of the Board are highlighted below:

As outlined in the Industrial Training Act, Chapter 39:04 of the Laws of Guyana, the duties of the Board are as follows:

- To license and keep a register of Masters whom it considers suitable to receive Apprentices.
- To issue certificates of competency to those artisans who are in its opinion qualified to be engaged in any trade or craft to which this Act applies.
- To fix the period of Apprenticeship for the different trades to which the Act applies.
- To procure the training by competent Masters and keep a register of apprentices to any trade or craft to which the Act applies.
- To cause to be examined, and if satisfied with their skill, issue or endorse certificates of competency for apprentices on completion of their term of service.
- To cancel licenses and certificates issued under the Act, when in its opinion it is necessary .
- To settle disputes arising between Masters and Apprentices, and to transfer apprentices when desirable.
- To arrange and direct the technical education of apprentices.
- To appoint and pay the instructors and examiners whom it considers necessary.

3.2.20.3. ORGANIZATIONAL STRUCTURE



3.2.20.4. STAFFING

At the end of December 2012, the staffing position of the BOARD OF INDUSTRIAL TRAINING was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
CEO/ EXECUTIVE SECRETARY	1	1	0	0	BIT's Authorized Establishment is inadequate to meet the demands on the institution. Plans are in train to hire 2 additional Inspectors in the ensuing year. Additional changes to the organizational structure are needed to accommodate the work programme in 2013.
PROJECT COORDINATOR	1	1	0	0	
CONFIDENTIAL SECRETARY	1	1	0	0	
ACCDUNTS CLERK	2	1	0	1	
INSPECTOR- REGIONS 1 & 2	1	1	0	0	
INSPECTOR- REGION 3	1	1	0	0	
INSPECTOR – REGION 4	1	1	0	0	
INSPECTOR – REGION 5	1	1	0	0	
INSPECTOR – REGIONS 6 & 7	1	1	0	0	
INSPECTOR- REGION 10	1	1	0	0	
CLERK, NTPYE	1	1	0	0	
CLERK, SINGLE PARENT	1	1	0	0	
OFFICE ASSISTANT	1	0	0	1	
CLEANER	1	1	0	0	
TOTAL	15	13	0	2	

4.0. SUMMARY AND REVIEW OF CURRENT YEAR'S PROGRAMME [2012]

4.1. ADMINISTRATION

ITEM No+.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.1.1.	Co-ordinate the work programme of the Division in the various sub divisions to ensure that the support required by Technical Divisions is provided from the elimination of bottlenecks that may emerge. Target: 100% emerging bottlenecks resolved.	95%	The level of performance that was achieved was facilitated through regular meetings with the Permanent Secretary and Heads of Department. This propelled the identification of solutions and the tracking of their implementation.
4.1.2.	Provide adequate accounting, personnel, typing and record management services; Target: 100% of requests / requirements satisfied.	85%	Re-assignment and reallocation of personnel and the work load made a significant impact on the completion of tasks; staff shortages in these key support areas led to the shortfall.
4.1.3	Deal with administrative correspondence (e.g. utility charges; water charges; invoices for fuel, utilities etc; certification of vouchers that deal with logistical matters related to events, meetings etc. undertaken in the Ministry). Target: 100% of correspondence appropriately processed.	100%	All correspondence received were dealt with promptly, since failure to do so would have led to significant dysfunction of Ministry as critical services might have been disconnected, and services to be delivered to clients negatively impacted.
4.1.4.	Prepare the 2012 Annual Estimates of Expenditure for Programme 1: Ministry Administration . The divisions under this programme are – (2) Ministers' Offices; Permanent Secretary's Office; Administration; Personnel, Registry.	100%	This is a Statutory requirement with a specific deadline. The deadline for submission to the MOF was maintained as a result of the timely preparation of the estimates for the several divisions.
4.1.5.	Maintain the Ministry's buildings at nine locations (namely, HQ, Palms, Labour Dept.; Drop-in Centre; Childcare & Protection Agency; Mahaica Hospital; Mahaica Children's Home; Probation Offices at New Amsterdam and Whim) as well as the corresponding nine compounds. Target: 100% of Buildings and compounds maintained.	100%	Maintenance was done in keeping with planned schedules for 2012, as well as for the unplanned instances that emerged. (Budgetary provision is always made for the unplanned / contingencies). The success realized was as a result of ongoing review of maintenance needs and the swift decisions that were made to reallocate funds according to priorities and the critical nature of emerging situations. Donations from individuals and corporate entities were also helpful.
4.1.6.	Systematic maintenance of office equipment – computers; AC units; office furniture; refrigerators; televisions - including the upgrade and replacement of computers. Target: the availability of 100% of equipment in working condition.	100%	Computers, printers, AC units etc. were serviced periodically and as the need arose as a result of the implementation of service contracts that were in place for all electronic equipment. Technicians were therefore able to identify replacement needs and these were supplied as were indicated.
4.1.7.	Systematic maintenance of 23 vehicles: Target 100% of vehicles in working condition.	100%	Regular servicing of vehicles, through the implementation of a Preventative Management Programme, ensured road worthiness and the Transport Division was able to respond to the majority of requests by the internal clients.
4.1.8.	Provide transportation for use by divisions: Target: 100% of requests satisfied.	95%	The fleet of vehicles is organized as follows: (a) vehicles assigned to critical departments/ divisions; (b) a pool of vehicles that are available for other Departments/ Divisions. Transportation was provided on the basis of requests submitted from departments the day before. These factors contributed to the level of achievement realized. The shortfall in the target set resulted from (i) vehicles that were in workshops for repairs at various times, and instances where there were inadequate numbers of drivers due to sickness; (ii) in other instances, Departments may have delayed the vehicle since they were not ready at the time requested; (iii) conflicting/ competing requests.
4.1.9.	Maintain adequate supply of office and sanitation materials and supplies including availability of potable water. TARGET: All stationery and office supplies needs in 100% offices are met; 100% potable water requirements satisfied.	100%	Monthly procurement ensured that there were adequate supplies in stock to satisfy cleaning demands. There were no significant complaints regarding the state of the office and the general upkeep of the environment.
4.1.10.	Arrange for participation/attendance of staff from other departments at conferences; seminars, visits to the regions, receptions etc. Target: Requests from Divisions: 100% satisfied	100%	The achievement level was realized since the activities were deemed essential and were scheduled; hence they had to be addressed. Such events were therefore priorities for the Administrative Department.

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.1.11	Direct and supervise the work of the Assistant Secretary (G), Registry Supervisor, Cleaners and other ancillary staff through planned daily meetings on a 'one-to-one' basis.	100%	Factors that contributed to target achievement were: (1) Areas of responsibility for each division were clearly defined; (2) Monitoring was done on a regular basis at the daily meetings where daily targets were discussed and issues and constraints promptly addressed; (3) the nature of the job demands that issues are promptly addressed as failure to do so can result in serious repercussions and embarrassment to the Ministry (e.g. missing deadlines for the sharing of Old Age Pension Books).
4.1.12	Implement systems for the conservative use of electricity, telephones. Target: Compliance by all Departments in energy conservation practices and telephone usage through the oversight of all (100% of) Program Managers.	70%	There has been an improvement in energy conservation practices monitoring needs to be done by Programme Managers as well as continuous follow-up action by the Administration Department.
4.1.13	Ensure that the annual staff conference was implemented as planned.	100%	An Award Ceremony and Luncheon was held for retirees and long serving members of staff
4.1.14	Ensure that there is adequate security services at all nine locations at all times. Target: 100% of locations	60%	The problems related to obtaining adequate security coverage at Head Office, Palms, Labour North Road, Palms, Child Care and Protection Agency continued from 2011. By the end of 2012, a new Guard Service was awarded the contract.

4.2. ACCOUNTS -BUDGET AND FINANCE DEPARTMENT

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.2.1	Prepare and submit Quarterly Cash Flow Statements during the final week of each quarter. Target: (12) Statements	12 - 100%	All statements were submitted during the final week of the quarter.
4.2.2	Prepare and submit Semi-annual Reports to the Ministry of Finance one week prior to the date scheduled for the budget review meeting. Target: 2	100%	All reports submitted one prior to the schedule date of budget review meeting.
4.2.3	Prepare and process Payment Vouchers on a timely basis. Target: 100% of the time	85% of the time	Delays in processing Payment Vouchers were due to late release of funds; inaccessibility of the IFMAS System and power outages.
4.2.4	Reconcile the three (3) main bank accounts by January 31, 2013 Target: 3 main bank accounts	100%	All three Bank Accounts were reconciled before the deadline.
4.2.5	Respond to queries on expenditures from the Ministry of Finance within 2 days of receipt. Target: 100% of queries were responded to within two days.	90%	The department operated without its full complement of staff which impacted negatively on the timeliness with which some queries were addressed. In addition some queries had to be addressed by persons outside of the Accounts Department and this also contributed to the delays in response.
4.2.6	Prepare and submit previous monthly revenue statement to the Ministry of Finance within the first week of the new month. Target: (12) statements	12 - 100%	All monthly revenue statements were submitted to the Ministry of Finance on time, since there is a dedicated resource – the revenue clerk with this responsibility and it was a priority.
4.2.7	Pay Old Age Pension and Public Assistance to 162 'Shut-Ins' on a timely basis (every second Wednesday of the month). Target: Number of pensioners = 120; number of persons receiving Public Assistance = 42	100%	All 'Shut-Ins' received their Old Age Pension or Public Assistance on a timely basis. This is a function of the Department also a policy decision as a result of the physical condition of the recipients.
4.2.8	Facilitate the payment of Old Age Pension and Public Assistance via the Post Office on a monthly basis. Target: 100% of the time	100%	Funds to facilitate the payment of Old Age Pensions and Public Assistance were made available to the Guyana Post Office Corporation in a timely manner throughout the year.

4.3. PERSONNEL DEPARTMENT

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.3.1	Process 288 annual leave applications for contract employees on a timely basis. Process 200 annual/special leave applications for public service employees.	98%	All applications were received in a timely way and were processed in keeping with the Leave Roster. The remaining 2% required a deferral due to the exigencies of the service to 2013.
4.3.2	Recruitment: (a) For priority areas: Labour and Probation Departments – at Senior Technical and Administrative levels - 25 vacancies to be filled from within and without (confirming persons acting in the positions as well recruiting others from advertisement). (b) Other Employment categories across the departments: 10 vacancies at the junior levels.	75% 100%	The delays in the approval to fill critical vacancies at these levels have contributed to non- appointment of persons who continue to perform higher duties. The 75% target was achieved due to the filling of the advertised positions by the Public Service Commission. The 100% target was achieved due to the filling of the lower categories on a contractual basis.
4.3.3.	Maintain and update staff list for three programmes in the Ministry, namely Programme. 1. Ministry Administration; Programme. 2. - Social Services; Programme. 3 - Labour Administration (529 records).	70 %	The shortfall, from the target set, represented persons who were on probation and have not received their relevant letters confirming their appointments from PSC. Also 30 % of the staff is employed on contractual terms – one to three years and so there was no need to update a Record of Service for this category of workers.
4.3.4	Prepare and submit initial superannuation documents for 14 persons scheduled to retire in 2012 and one person who retired medically unfit. Prepare and submit death gratuity to the Public Service Commission for two persons.	95%	The timely submission of the approval to retire from the Public Service Commission was a major factor in the successful completion of the benefits for the year under review. The 5 % of persons whose benefits were not processed were as a result of the fact that although the approvals came in 2012, they were unable to process benefits due to the absence of supporting documents. E.g. Income Tax Liability Statement etc. Additionally, the processing of two staff benefits whose services were wrongfully terminated in 2003 by the Ministry, had appealed their case before the Court of Appeal and they had won, were entitled to benefits prior to their dismissal was in 2012.
4.3.5.	Update Record of Service for staff members (a) with changes in their salaries (529 records); (b) with changes in employment status - 15. (c) with change of Names – 5	(a) 50% (b) 100% (c) 100%	Routine updating continued throughout the year. (b) Inadequate staff numbers since this activity demands dedicated staff attached to the task. The percentage achieved was as a result of requests by staff members for reasons such as embassy requirements and for seeking Loans etc. These demanded immediate responses (c) Name Changes was successful with the timely submission of relevant documents.
4.3.6	Process disciplinary matters: (late coming) 100% of instances (target was 50 persons based on past trends); other areas (misconduct) target was 80% of emerging issues (Actual: 3 instances in 2012).	95%	The shortfall emerged from the late or non-submission of related monthly punctuality reports from departmental heads and as a result, action was not taken in a timely manner.
4.3.7	Submit recommendation for Responsibility allowance for 13 persons who performed the duties of staff who were on leave in excess of 21 days.	100%	Timely submission of leave requests by substantive position holders allowed for early submission of these recommendations to PSM and the consequential early approvals.
4.3.8	Submit recommendations for Acting Appointments for 5 positions.	100%	These were key positions and there was advance notice of the pending departure of the incumbents, therefore early and timely submission for these positions to have replacements resulted in early approvals.
4.3.9	Execute renewal of contracts for 185 persons on contract gratuity engagement for the year 2012. Target was 214	95%	The late submission, by employees, to have their contracts renewed affected the processing of the contracts and benefits. Also, in some instances, these represented 'roll over' contracts.

4.3.10	Process new applications from persons who requested duty free concessions. Actual requests were six. Also, for staff who previously requested duty free concessions, now for the 2 nd or 3rd time. Target: 100% of requests. Total was 14.	100%	All required information for the processing was submitted by applicants resulting in timely submission to PSM.
4.3.11	Process applications for Motor Car Advance. Target: 100% or only (2) requests were received and all were processed by the end of the year.	100%	All required information for the processing was submitted resulting in timely submission to MOF.
4.3.12	Review Job Description & Job specifications for technical positions: Targeted divisions: Men's Affairs; Women of Worth; Guyana Women's Leadership Institute; Child Care and Protection Agency; Probation and Social Services Department. [10 positions]	80%	Shortfall from the target set: Absence of written documentation regarding the roles and functions of these departments to guide the development of the job descriptions for the indicated positions. Continued absence of organizational charts for these new areas compounded the situation. The incomplete tasks will be carried over to 2013.
4.3.13	Re-classification and re-designations – Target set: Senior Technical Staff (36) within Probation Department and Ministry Administration; (10) from Programme 1 and Programme 2 based on historical trends.	70%	This process is on- going from the year 2011 with delays as result from an absence of appraisal reports for the relevant persons; a necessary pre-requisite for reclassification was submitted to the PSM, but no positive response was received.
4.3.14	Ten (10) requests from the Public Service Ministry were received for training at different staff levels. These courses range in core skills areas –e.g. Orientation/Induction, Team Management, Principles of Professional Secretarial Practice, Supervisory Management, Customer Care and promoting the right image etc. Eight (8) Staff attended from the targeted positions of 15.	95%	While there is an absence of a comprehensive training needs assessment for the entire Ministry persons are nominated at the request of the Personnel Department based on the available positions in the training offers. All approved staff attended and in some cases they were modular programmes, which were extended to the year 2013.
4.3.15	Process 100% of applications for Transfers / Promotions. (1) Requests for transfer from the RDC Region Two to the Accounting Unit. Five requests for promotion were completed.	100%	The timely submission of the request for transfer was promptly processed by the Personnel Unit and then submitted to PSC for required ratification and posting. Action was taken promptly by the Public Service Commission.
4.3.16	Execute 90 new employment contracts.	100%	The timely submission of requests for vacancies to be filled on contract gratuity terms was speedily processed and sent to the PSM for examination and approval. This momentum was sustained with the prompt approval that was received from the Public Service Ministry.

4. 4. CHILD CARE AND PROTECTION AGENCY

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.4.1	Provide psychosocial support and other assistance to 10,000 at risk children and their families.	16,034 cases attended or 160% of target	Success in achieving the target set, but there were insufficient resources and services to make lasting changes in the lives of the clients
4.4.2	Respond to 100% of reported cases of child abuse and provide a safe place for recovery and rehabilitation for every victim. Number of cases reported; 3,690 . No. needed protection 503	3,689 cases attended 100% of target	These reports were made via the "Ministry's Hotline" and "walk-ins" to the Agency.
4.4.3	Facilitate the reunification of 250 children living in institutions with their families or placed with family substitutes and receiving financial and psychosocial support for their continued well-being	Combined total of children placed in foster care and children reintegrated with their own families = 173 i.e. 69% of target	Shortfall in target due to inadequate number of foster parents and insufficient financial assistance for families to have the children return to the family homes.
4.4.4	Monitor the operations of all Children's Homes and Institutions to ensure the implementation of the minimum standards of operations. Target 23 homes.	Twenty-three Children Homes & Orphanages were visited. 100% of target	All the children Homes & Orphanages were inspected, as a priority item, and work therein continued to meet the required minimum standards for operation.

4.4.5	12 training workshop to be conducted during the year – three per quarter for persons who provide child protection services for children including police officers and care givers of children homes & orphanages.	All 12 workshops were completed or 100% of target	10 training sessions were done with the Child Protection Officers. One session with the police and one with caregivers in children's homes & orphanages. This was a priority area for the Agency.
4.4.6	Provide 3000 parents and other Primary Caregivers with techniques and skills for effective parenting	200 7% of target achieved	The low level of achievement occurred as a result of insufficient resources. More resources, both human and financial are needed to conduct this activity country wide.
4.4.7	Empowerment programmes for children in care: Facilitating four skills training programmes: <ul style="list-style-type: none"> ● Dancing ● Literacy ● Prevention of Substance Abuse ● Life Skills 	100% target achieved	All the programmes were successfully completed and 200 children benefitted as a result of networking with other NGOs and Government agencies.
4.4.8	200 vulnerable children provided with alternative care (out of home care) at the three State care centres : Mahaica, Sophia and the Drop-in- Centre.	100% target achieved	The Centres were over populated throughout the year as a result of the demand for these services, the severity of emerging cases and the vigilance and responsiveness of staff.
4.4.9	Conduct Public Awareness Programmes via the media on <i>Child Rights</i> and other issues affecting the well-being of children and encouraging community members to foster a child.	In progress	Work was done, but not enough to make an impact. This was due to inadequate resources, since a national public awareness campaign is needed to ensure the desired result.
4.4.10	Facilitation of the Adoption Board: 12 Meetings for the year	100% target achieved	Families were found for 109 children through the adoption process.
4.4.11	Create a coordinated body of Child Protection and Child Welfare Service Providers.	In progress	Meetings and consultations with stakeholder groups in relation to the drafting of a terms of reference are ongoing.

4.5. WOMEN'S AFFAIRS BUREAU

ITEM No.	TARGET SET	TARGET ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.5.1	PUBLIC EDUCATION: TARGET: Two awareness sessions regarding the use of female and male condoms were conducted in Regions 8 and 9 respectively. Also the team conducted the National on Domestic Violence on the outreach programmes. These were presented by the Administrator of the Women's Affairs Bureau.	2 Sessions – 100%	Participants at the sessions were very appreciative of the sensitization sessions and condoms distributed in the mining communities.
4.5.2	WELFARE SERVICE: TARGET: Two hundred and twenty (220) Welfare Services, Guidance, Counselling and referrals to the women who have experienced domestic violence, social, economic and other issues. 100% response to all who came for assistance.	Actual total:208 – 100%	Clients were interviewed, counselled and referred to other departments/agencies where immediate actions were taken. Officers followed up on cases that were referred to the other agencies.
4.5.3	TRAINING/WORKSHOPS The Women's Affairs Bureau organized a one day working session with the Ministry in collaboration with the <i>UN Women</i> and other partners.	100%	The data showed that women were increasingly vulnerable to HIV infection with young women, sex workers, partners of MSM and former prisoners and female drug users especially, are at high risk in Grenada and Guyana, as in other Caribbean countries.

4.5.4	RESEARCH: 1 Study. The findings of the research conducted in Guyana, explored the linkages between Gender-Based Violence and HIV was presented at the workshop held. WAB working on the recommendations to reduce the Social issues mentioned in the report.	100%	Recommendations mentioned in the report were taken into consideration and were included in work programmes of various departments to reduce the issues.
4.5.5	The Administrator of the Women's Affairs Bureau attended a workshop in Antigua along with the Administrator of the Men's Affairs Bureau on Gender-Based Violence and Policies. Some of the best recommendations were implemented.	100%	Guyana was able to share its best practices with other states and also gained/learnt from their experiences.
4.5.6	NETWORKING The Women's Affairs Bureau assisted in organizing the Mashramani Road March on the 23 rd February for the Ministry of Labour, Human Services and Social Security. The staff was integrally involved in mobilizing the participants.	100%	The activity was successful largely as a result of the enthusiasm of staff members and their tenacity in 'selling' the activity both internally and externally. Participants came from the Venezuelan Institute, the MLHS&SS, Non-Governmental Organizations, and Women's Groups. In addition, women and youths joined in the road march. The activity was a success for the Ministry.
4.5.7	International Women's Day was celebrated on the 9 th March under the theme "Connecting Girls, Inspiring Futures" A number of activities were planned including "Phenomenal Woman 2" and an "Inter-Generational Discussion" with the audience.	100%	The activity was successful, approximately 300 persons attended. The programme was interactive and impressive. A number of issues were discussed and questions asked. A proposal was made for a larger venue, due to the tremendous turnout.
4.5.8	On the 11 th March a Wellness Walk was coordinated by the Women's Affairs Bureau in observance of the International Women's Day, 2012. It was the first of its kind. The walk started from Parliament Building at 7am and ended at Umana Yana.	100% Approximately 300 persons participated.	The Wellness Walk was well attended by NGOs, Governmental Officials, Ambassador of Venezuela, students from the Venezuelan Institute, RWAC, and members of Women's Groups and staff of the Ministry of Labour, Human Services and Social Security. The First Lady of Guyana Ms. Deolatchmee Ramotar made a presentation Hon. Jennifer Webster, Minister of the Ministry of Human Services and Social Security was the Guest Speaker.
4.5.9	Women's Affairs Bureau assisted in mobilizing NGOs, Regional Women's Affairs Committees, Women's Groups, Civil Society and Ministries to the launch of the National Conversation on Gender-Based Violence under the Theme; 'It's our Problem, Let's Solve It' , on Wednesday 27 th June, 2013 at the Guyana International Conference Centre at Liliendaal, East Coast Demerara. Target: hosting the Workshop (1)	100%	Approximately 300 persons attended. WAB was able to organize this workshop as a result of the collaboration with UNFPA and other partners which provided financial resources, as well as some of the resource personnel.
4.5.10	Update the Non-Governmental Organizations list. Target: completed Listing.	100%	To be 'au fait' with the number of NGOs and their executive members so that they would continue to be part of the Bureau's data base. Success was achieved through the persistent communication with the various NGOs.
4.5.11	Prepare monthly time lost analysis, from staff absence report. -Target 12 reports	100%	This was pursued as a result of management's urgent need to be aware of the Department's punctuality and the casual factors so as to arrive at real solutions.
4.5.12	Prepare Cash Flow Statement for WAB for 2012	100%	The deadlines for submission to MOF necessitated WAB's submission so that the allocations for the department could be included in the Ministry's overall submission.
4.5.13	Participate in (1) workshop of Guyana National Road Safety Council Seminar.	100%	WAB's staff members participated since the event afforded the opportunity for contribution to the decision-making process. Participants were from Civil Society, Ministries, NGOs and other Organizations.

4.5.14	Participate in the Women's Enterprise Exposition on November 26 th 2012 at Hotel Tower Pool Side.	100%	Women's Affairs Bureau staff members were in attendance. The exposition was well attended by women who had the opportunity to showcase their businesses and engage in discussion.
4.5.15	Participate in the launching of International Day of the Girl Child 2012 .	100%	WAB participated since the International Day of the Girl Child drew attention to the need to address the challenges faced by girls and to encourage empowerment and build awareness of their human rights in areas of marriage, pregnancy, education and their total well-being.
4.5.16	Advise and ensure that the annual subventions allocated for the Regional Women's Affairs Committee of the ten Administrative Regions were uplifted and deposited in their Bank Accounts. Target: 100% of Regional Committees	100%	All Regional Committees uplifted subventions, since these resources assisted with the expenses associated with the RWAC's planned activities for the Regions.
4.5.17	WAB's participation in Stakeholder Group Meetings -Groups 1 and 2 - EU Forestry Law Enforcement Governance and Trade. Target: 3 meetings	100%	Structure for Guyana's Voluntary Partnership Agreement with the European Union demanded WAB's participation and input. The staff member of the Women's Affairs Bureau represented the Bureau at all of the three Stakeholder Group Meetings.
4.5.18	Distribution of male and female condoms, to all Head of Departments of the Ministry and Regional Women's Affairs Committees. Target: 100% of identified entities	100%	The aim was to promote awareness of what are the advantages and disadvantages of the use of condoms, and to encourage safe sexual behaviour, using condoms. The interest on the part of the target group facilitated the level of target achievement. WAB's Strategy was a pre awareness campaign via seminars etc. as well as the provision of boxes with condoms, male and female for each region.
4.5.19	Participate in Inter-Ministry Committee Statutory Meetings. Target: Eight (8) meetings	6 – 75%	Attendance was mandatory for all Ministries so as to support the Bureau in programmes that involved Gender-Based Violence and other social issues in their respective Ministries.
4.5.20	Support the Regional Women's Affairs Committee Annual General Meeting planned for 17 – 19 th September, 2012. Target: All executive officers of (100%) Regional Women's Affairs Committees will be in attendance.	98%	All Committees attended the Annual General Meeting and for the first time the hinterland Regions were fully represented. However, some Regions did not have the full complement of 4 officers as a result of inadequate financial resources.
4.5.21	Support the 'Start-up' of the new Regional Women's Affairs Committee in Region 4. Target: To ensure the Committee was formed with requisite members and to advise the new group on existing rules and functions.	100%	Women's Affairs Bureau Officer assigned to the Region attended the first Statutory Meeting held on 15 th June in the Boardroom of the Regional Democratic Council, Triumph, East Coast Demerara. The Regional Women's Affairs Committee, Chairperson is Ms. Genevieve Allen, Vice Chairman of the Region. The Committee comprised 12 members.

4.6. MEN'S AFFAIRS BUREAU

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.6.1	<p>Conduct male education and awareness sessions and sensitize citizens. These include Gender Based Violence, Sexual Violence, Domestic Violence, as a means of changing common gender norms and trends and to bring to light what it really means to be a MAN or a YOUNG MAN in society.</p>	<p>The Bureau was actively involved in meeting with establishing and strengthening men's groups in communities. Activities included consultations and sensitizations and participants were informed about circumstances surrounding Domestic Violence. Participants were from Moco Men's Group, Seventh Day Adventist Men's Group, New Testament Church of God Men's Group, Full Gospel Men's Group</p>	<p>Despite the level of success attained in the achievements identified, the shortfall resulted from an inadequacy of resources, specifically Men's Affairs officers, as well as support staff, mainly in the position of Confidential Secretary. With the vacant positions filled, the MAB will be capable of doing much more to fulfil its mission.</p>
4.6.2	<p>Work with boys in schools and Educational Institutions, educating on Domestic Violence and Gender-Based Violence. Help boys to realize their true potential as role models and decent individuals in society and not to avoid becoming prey to negative influences. Targeted Schools include: Annandale Secondary, Laser Edge Academy, Central High School, Cummings Lodge Secondary, Charlestown Secondary, East Ruimveldt Secondary, Dolphin Secondary, Kingston Practical School, North Georgetown Secondary, Patentia Secondary, St. Winifred's Secondary, Tutorial High, Uitylught Secondary, Zeeburg Secondary, St. Stanislaus College, West Demerara Secondary, Sophia Special School, Apex Academy, Diamond Secondary, Hope Secondary, Government Technical Institute, Leonora Technical Institute, Essequibo Technical Institute, Guyana School of Agriculture, Golden Grove Secondary, Annai Secondary, Charity Secondary, Anna Regna Secondary, Abrams Zuil Secondary, Johanna Cecelia Secondary, Essequibo Island Secondary, Aurora Secondary School, etc.</p>	<p>Awareness programmes and consultations were conducted in more than 80 secondary schools across the regions of Guyana. Approximately 4,000 students (both boys and girls) participated.</p>	<p>Insufficient Human Resource affected the target achievement level. The MAB is in need of staff, especially a secretary. The Men's Affairs Officer has assumed the roles of both Officer and Secretary. There is also the concern that when both the Men's Affairs Officer and the Administrator are engaged in field work, no one in the office to provide services to persons visiting the office, including providing counselling or scheduling appointments for same.</p>
4.6.3	<p>Engage Men and Boys throughout Guyana in a Walkathon with a National Proclamation that affirmed 'Men Against Domestic Violence' through. Target: 100% of Invited Groups: Ministers and officials of Government; Ambassadors representing various countries; Officers from the Guyana Defence Force and the Guyana Police Force; Men and Boys from all communities.</p>	<p>The walkathon was hosted by the MAB on 30th June, 2012 and was attended by H.E. President Donald Ramator, who led the procession The Hon. Prime Minister of Guyana and participants from all targeted groups attended. Target Achieved 100%</p>	<p>This activity was one of the highlights and major success of the MAB. There was adequate funding and support from the Ministry of Labour, Human Services & Social Security and other Donor Agencies, as well as Government officials and members of the Public.</p>
4.6.4	<p>Coordinate and host International Men's Day event. Target: the hosting of a Concert - "Magnificent Man 2", to showcase the gifts, talents and abilities of our Men and Boys.</p>	<p>The MAB joined with over fifty (50) other countries in observing International Men's Day. Signature event was the planned concert, which came off successfully.</p>	<p>This event was successful. Caribbean Icon David Martins launched his new release "If you're a Man", a piece sending a very strong message against Domestic Violence. However, organization of the concert was constrained by insufficient funding.</p>

4.6.5	Provide Counselling and guidance services to individuals who are either victims or offenders of Violence.	For the year, more than 85 men visited the MAB. They were both victims and offenders seeking help and counselling from the MAB.	The MAB is regularly visited by individuals who are victims and perpetrators of Gender Based Violence, seeking professional advice and counselling. All cases are dealt with in a very professional and confidential manner, from which we have seen some very positive results. There is a great demand for more staff in the MAB, as well as additional office equipment and furnishing, including computers, printers, filing cabinets, etc. The MAB is a rapidly growing Unit and therefore it is imperative that the needs of the Bureau be met with urgency.
4.6.6	Work closely with schools and PTAs in promoting positive societal and relationship values for students, specifically focusing on male students.	The MAB continued its engagement with secondary schools in the city and its environs. The Bureau was also given the opportunity to meet with the PTA of schools and conduct session with the parents of students as well as some teachers. Schools and institutions in region ten (10) were also visited and students were educated on the issues of GBV and DV.	The MAB was hoping that the outreach with the PTAs would have been a success, but again staff has been a great challenge for the Bureau. This accounts for our shortfall in this area.
4.6.7.	Collaborate with sport entities and other bodies where there is a gathering of Men and Boys to engage participants in discourses including gender-based and domestic violence, men's health, masculinity, spousal relationships, roles of fathers, husbands.	Consultations and sensitizations were held with cricket clubs and football clubs. Officers from the Guyana Fire service and the Guyana Police Force were further sensitized about circumstances surrounding DV. All sessions were aimed at changing the current gender norms, fostering gender equality, and educating on the cause and effects of DV and GBV.	The Bureau has been doing quite well in this area as it relates to working with boys in the sports fraternity. We have been invited to many clubs to deliver presentations and to engage in dialogue with young cricketers, etc., as part of the clubs' social development of their young people.

4.7. NIGHT SHELTER

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.7.1	Target: Provide three meals per day (breakfast, lunch and dinner) for residents of the Shelter. [The night shelter accommodates 180 persons per day. Total projected meals computed as follows: 180 persons x 3 meals x 365 days=197,100 meals planned to be served for the year 2012] (Target 100% residents receive 100% of available meals).	100% 180 residents each received 3 meals per day. 197,100 meals were prepared and delivered to the Night Shelter year 2012	Meals were served on 'first come, first served' basis. 100% of residents received a meal daily since the amount catered for was never reduced as each day the homeless visited the Shelter for this support., generally, in excess of the amount catered for.
4.7.2	Provide medical, ambulance services and referral to Georgetown Hospital. Target 100% instances/demands/situations satisfied	100%	The target was achieved as a result of surveillance on the part of the staff.
	Use of mini bus service to pick up residents at various points such as La Penitence, Bourda, Sea Wall and Kitty Market Square. Target 25 persons daily (2 bus trips).	An average of 19 persons was picked up daily (96%).	The shortfall resulted by some residents made their way back to the shelter on their own; some persons refused to stay at the shelter.

4.7.3	Assist residents to find jobs such as security, labourer, etc. Target for 2012 was six(6) persons per month =seventy two(72)for 2012 Assist residents with Public Assistance. Target 60 Aged persons and incapacitated to be transferred to the palms. Target 15 Assist residents to be reintegrated into society 100% of persons with that possibility identified	Thirty five (35) were placed in jobs in 2012 (25%) 45 persons received Public Assistance – 90% 8 persons were transferred to the palms- 53% 17 persons were reintegrated. Some were able to find jobs and housing. 100%	Social worker was reassigned to another location; some residents did not have the requirements to get jobs. Transfers dependent on the person's illness and available accommodation at the palm.
4.7.4	Daily treatment for TB clients by Ministry of Health DOT Officers. Target 100% of confirmed cases treated.	100%	Eighteen (18) detected cases received treatment.
	Issue of basic items such as toilet paper, bath/laundry soaps, toothpaste, and etc. (once available) .Target for 2012 -100% of residents receive supplies fortnightly or monthly.	85% of residents received supplies	Reasons for the shortfall of target were: Funds were sometimes not available; hence the period of distribution would be missed. More persons dropped into the Shelter than was projected
4.7.5	Garbage disposable, fumigation and pesticide control. Target 12 treatment for rats, mosquitoes, bugs(quarterly) and disposing of garbage (daily).	100% for both types of environmental treatment	The targets were achieved as a result of the very nature of the residents-street persons whose physical appearance demands constant fumigation and pest control to reduce cross infections, as well as to maintain a sanitary environment. This is therefore a priority. The Shelter's policy is not to admit persons who refuse to subject themselves to an acceptable level of personal hygiene (basic bath) or are incapable of maintaining reasonable hygiene practices.

4.8. DOCUMENTATION CENTRE

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.8.1.	<u>ROUTINE OPERATIONS: USE OF THE CENTRE</u> Daily delivery of services to a range of users comprising persons from all levels of the education system, local and overseas researchers, various government agencies and non-government organizations, government officials, women's groups and the general public. Projection for 2012: 600 users	An estimated 400 users were served in this period. The majority were from the education sector and local and overseas researchers. Target Achieved: 67%	There was a 33% decline in the target projected for users in 2012. This was largely due to the construction work for a considerable period of time which affected study and research. There has also been the lack of air conditioning and the intrusion of dust and noise.
4.8.2	<u>INDEXING, CATALOGUING AND ABSTRACTING</u> (a) The liquidation of the growing number of uncatalogued items. TARGET: 40% of all new resources (b) Positive efforts are in train to develop a new electronic catalogue. TARGET: 1 new electronic catalogue	Target Achieved: 52% (of the 2012 target). Target Achieved: No progress made in developing the catalogue.	The frequent failure of computers and lack of access to the internet have severely affected operations in this area. While an acceptable level of cataloguing was achieved, there has been no action in the development of our electronic catalogue. Number of materials to be entered into the catalogue grew. There is no direct source of

			identifying and locating material. This is undesirable. Fortunately, steps are in train to install new software for the reconstruction of a new catalogue.
4.8.3	ACQUISITIONS TARGET: A 2% increase in information resources was projected –i.e. approximately 700. (based on current standards in Documentation Centres in order to retain a current stock)	Target Achieved: 17% A total of 97 titles were purchased while 20 were received as donations. The long desired acquisition of one painting done by a well-known female artist was acquired as a donation. <i>In total, the material acquired was well below our target.</i>	Budgetary allocation although approved was not available. This directly impacted on our acquisition programme. Additionally, local publishing is very 'ad hoc' and disorganized. This makes it very difficult to locate and acquire such material.
4.8.4	PROMOTIONAL ACTIVITIES The continued distribution of promotional and sensitization material. TARGET: 100% of the 10 regions 100% of requests from Women's Organizations, Schools, Church Groups	Target Achieved : a minimum of 70% of regions Target Achieved: 100% of requests Distribution of brochures specifically to schools	There has been significantly increased distribution of brochures on domestic violence through the assistance of travelling officers from the various Departments in MLHS&SS as well as other Ministries e.g. MOE, MOAA etc.
4.8.5	Supply of basic texts and Reference books to GWLI. TARGET: 100% of instances of purchases wherein 30% of specific titles purchased for the Documentation Centre that is relevant to the topics offered by the GWLI	Target Achieved: 100% [60 texts supplied to GWLI].	Plans achieved, but in a smaller amount than planned, because of budgetary constraints.
4.8.6.	PUBLICATIONS 4 Quarterly issues of 'Woman Powah'. A Report Card on the status of Women, 2011. 2 Brochures on Domestic Violence. Maintenance of records of women murdered in 2012.	One <u>double</u> issue (2 volumes) of 'Woman Powah' produced. 50% Report Card on the status of Women 2011 produced as well as brochures on Domestic Violence . 100% Reproduction of booklet outlining places where reports on Domestic Violence should be made.	Due to budgetary restrictions and unfilled vacant positions for most of the year, it was very difficult to achieve our publication target, specifically, our Newsletter. We were also unable to produce brochures other than those on domestic violence.
4.8.7	RESEARCH Establishing the status of women at various leadership levels in non-traditional occupations, and the situation of women in programmes such as the allocation of house lots, the registration of businesses conducted.	The programme is ongoing with a fair amount of success in collecting data.	Collecting statistical information is very challenging and time consuming. This affects the pace at which the research proceeds or succeeds. Ongoing vacancies have been a setback in progress in several areas of operations.
4.8.8	Creation of two (2) New Resource Facilities: 1. Region #3 2. Mahdia.	A deposit collection has been established to serve as a representative resource Centre for the men and women in Mahdia. Target Achieved: 50%	Positive use is being made of this facility. Additional material was made available at mid-year. No progress was made in Region 3, because of the unavailability of the Co-ordinator when contact was made.

4.8.9	Development of a gender database (renewed attempt in 2012).	There has been no development.	The prolonged unfilled vacant position for the assistant who undertakes this task has resulted in the inactivity in this area of our operation.
4.8.10.	SENSITIZATION PROGRAMMES Target: 1 Exhibition on Domestic Violence	Target Achieved: 300% Three extensive exhibitions on Domestic Violence were mounted.	In addition to the planned exhibition in the Documentation Centre, two others were organized by the Centre on request. The novel participation of the Centre in Sonia Noel's Fashion Week-end held at ISEKA. It was presented in the form of an Exhibition which focused on the horrors of gender-based violence. A similar exhibition was held at the International Conference Centre and was viewed by hundreds of school children and adults.
<p>NOTE: The year 2012 was yet another year in which the operations of the Centre were significantly disrupted by the renewed construction work on the building. This was worsened by the frequent non-functioning of computers, the lack of access to the Internet, ineffective air conditioners, and the intrusion of noise and dust. The combination of these factors posed enormous challenges for the Centre for a considerable part of the year. Our efforts at achieving our targets were thwarted by two problems – inordinate delays in filling vacant positions in the Centre and secondly, by budgetary restrictions. Although our budget was approved, accessing funds to secure resources or equipment was an ongoing difficulty. It was another year when we failed to resuscitate our electronic catalogue which is the main key to efficient and effective access to the resources of the Centre. This situation was very demanding on staff who have had to tax their memory and physically search the shelves in responding to users requests. However, we ended the year with a ray of hope that the difficulties of 2012 are on the threshold of being solved and that the acquisition of the new open source software for creating a new electronic catalogue would be a major stride in solving one of the more critical problems affecting the Centre. It is also hoped that the tenuous staffing situation would be resolved in the short-term.</p>			

4.9. PROBATION AND SOCIAL SERVICES DEPARTMENT

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.9.1.	Provide psycho social support to all those in need of such services. Target 3,095 (determined by reported cases, using historical trends)	Three thousand seven hundred and thirty one (3,731) Kindred Social matters were attended Target Achieved: 120%	The over whelming response to this service resulted in more matters being referred and attended to.
4.9.2	Respond to all requests for counselling in matrimonial case interventions. Target 100% of requests received.	Counselling provided in 636 Matrimonial Reconciliation case interventions. Target Achieved: 100%	Impact in these cases cannot be measured. Greater levels of follow ups in these cases are compelling desirables and require optimum staff capacity to determine outcomes. Figures do not truly represent the demand.
4.9.3	Provide social service assistance to all persons entering the prison system. Target: 100% of new persons incarcerated	273 new entrants to the prison system were attended to by probation officers. Target Achieved: 100%	The benefit of connecting inmates to family members where necessary had about a 70% satisfactory rate. This will be increased to 100% in 2013.
4.9.4	Supervise all parolees, persons on probation and others placed under supervision by the courts. Target: 100% of such requests attended to.	A total of 39 persons representing the various categories of persons requiring supervision were monitored by probation officers. Target Achieved: 100%	Reports to the Parole Board on parolee supervision had an 80% success rate with the desired outcome achieved relative to supervision provided in all cases

4.9.5	Distribute Old Age Pension books to all eligible persons Total 39,291(based on database)	39,291 pensioners received pension books Target Achieved: 100%	Successfully completed although there were some hiccups at the initial distribution with a small percentage of omission of beneficiaries from prepared distribution lists. These discrepancies were subsequently corrected resulting in all available recipients receiving their books within the first quarter of the year. Surveillance by officers ensured that the books of persons who died were promptly collected from their relatives.
4.9.6	Provide Public Assistance to 10,000 needy citizens	10,552 received Public Assistance Target Achieved: 105%	Number of deserving cases reviewed exceeded target figure and thus resources were sourced to meet the demand.
4.9.7	Respond in a timely manner to request for probation reports by the Magistrates Court. Target: 100% of requests processed.	160 probation reports prepared for the Magistrate's Court Target Achieved: 100%	Appropriate responses were achieved and approved but there is need for more in depth reporting on social history which underlines the need for appropriate time allocated by the court for submission of reports and staff giving priority to this aspect of work to facilitate timely preparation and submission.
4.9.8	Respond in a timely manner to request for probation reports by the High Court. Target: 100% of requests processed.	27 probation reports prepared for the High Court Target 100%	Same as above
4.9.9	Respond in a timely manner to request for probation reports by the Juvenile Court. Target: 100% of requests processed.	203 probation reports prepared for the Juvenile Court Target Achieved: 100%	Same as above
4.9.10	Resuscitation of Discharged Prisoners' Aid Committees at New Amsterdam and Georgetown Prisons.	Efforts were unsuccessful. Target Achieved: 0%	A decision could not be reached regarding which Government Ministry would be responsible for selecting members. These committees are very instrumental in assisting the Probation Department with Prisoner's aftercare and strengthening family relations and support mechanisms preparing them for reintegration into society
4.9.11.	August Youth Day Camp. This annual event targets youths who are on Probation, Statutory and Voluntary Supervision, youths released from the New opportunity Corp and some from community groups. It is geared toward providing psycho-education in a youth friendly environment as a form of motivation	. Target achieved: 0%	Due to unavailability of funds, no camp was held.
4.9.12	Month of the Elderly Activities Psycho education workshop planned for care givers of the elderly ; Activities planned to acknowledge the contributions of the elderly during the month of October.	. Target Achieved: 0 %	Due to the unavailability of financial resources, these initiatives did not materialize.
4.9.13	Country wide training of Local Board of Guardian members	Target Achieved: 0%	This programme was intended to equip LBG members with the necessary skills to effectively assess Public Assistance cases. Unfortunately, due to unavailability of financial resources no training was done.

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.10.1.	Ensure the physical well-being and comfort of the residents - Target: 100% of the time	Target Achieved: 75%	The quality of service is seriously affected by the lack of proper supervision of the PCAs due to the difficulty in recruiting Staff Nurses to work at the facility. This is compounded by the fact that there are 79 PCA to service 8 wards, with occupancy throughout the year of 30 – 35 residents on a three shift system. This results in a ratio of PCAs to residents that are significantly higher than the International recommendation: 16:1 as compared by 8:1.
4.10.2.	Fostering the emotional well-being of residents by recognizing birthday National and Special Holidays such as Emancipation Day, Mother's Day, Month of the Elderly, Christmas etc. Target: 12 Monthly Sessions – each month all residents with birthdays in the particular month are honoured.	Target Achieved: 100%	Birthdays were celebrated at the end of each month with special lunches and small tokens for the residents who had a birthday during that month. National Holidays and Month of the Elderly were observed with activities such as outdoor games, movie night, concert, fashion display and a brunch.
4.10.3.	MEDICAL SERVICES Residents are given the opportunity to receive medical attention for all instances of illness so as to ensure the greatest possible level of restoration of health. Target: Responding to 100% of instances of illness reported by residents	Target Achieved: 100% two hundred and thirty (230) residents and (1,787) outpatients received medical attendance on a weekly basis	Medical support to the Palms is included in the formal responsibilities of the MOH; therefore there are always doctors who attend to the needs of the residents, as well as the adjoining community. The medical services offered at the institution is bolstered by the close working relationship that exist between the institution, GPHC, as well as the outpatient clinic, physiotherapy centre and Dermatology Department, which are operated by the MOH.
4.10.4.	Hospital referrals (doctors do routine checks) Target: 100% - every instance attended to.	100% Achieved	All patients who were referred to the GPHC were escorted by a PCA to ensure that they received the recommended treatment in an expeditious and timely manner.
4.10.5.	Pharmaceutical support: Target: 100% cases satisfied	100% Achieved	Sometimes, drugs prescribed were not available at the Pharmacy operated by the MOH. In such instances, the Palms assume the responsibility of purchasing the required drugs for the resident.
4.10.6.	TRAINING Training of the kitchen staff –Target: 8	100% Achieved	The Kitchen staff benefitted from a one month in-house training programme conducted by a Former Principal of the Carnegie School of Home Economics. This was mandatory.
4.10.7.	INTERMENT SERVICES –:16 BURIALS: TARGET 100% OF DEATHS THAT REQUIRE STATE INTERMENT SATISFIED.	100% Achieved	The Palms provided dignified burials for all residents who would have passed away during 2012.
4.10.8.	CONTRIBUTIONS: FROM FOOD FOR THE POOR INC. TARGET – THAT ALL EXISTING PARTNERS/DONORS WOULD GIVE SUPPORT IN 2012.	100% Achieved	The Institution continued to benefit from donations from individuals, and corporate organizations; Food for the Poor, Christian Charities of Canada etc. The quality of care provided, in terms of patient comfort, was enhanced as a result of the assistance received from these donations.

4.11. MAHAICA HOSPITAL

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.11.1	Obtain standing order numbers from Permanent Secretary to enable all pensioners to be paid at Mahaica Hospital - Target: 13 pensioners	100%	Standing order numbers for all 13 pensioners were obtained and circulated as a result of the timely action by Staff.
4.11.2	Payment of pension to all residents at the Hospital. Target: 12 cash payslips and 12 cheques ; 100% Pensioners paid monthly	100%	Prompt encashment by staff of cheques received from the Ministry enabled timely payment to pensioners in the hospital.

4.11.3	Collect revenue for rental of farm lands from eight persons. Target: (\$60,000)	79%	\$47,500 revenue was collected from five farmers and receipts issued. Three (3) farmers did not cultivate their plots, resulting in a short fall of the revenue target.
4.11.4	Submit revenue with Collector's Cash Book Statement and receive acknowledgement. Frequency: Monthly (for 12 months).	100%	Revenue, Collector's Cash Book Statement, receipts submitted and acknowledgement received. This was a financial requirement and was monitored by the Accounts Department.
4.11.5	Collect monthly payslips for all employees Target: 240 payslips collected	100%	Payslips were collected in a timely manner regularly for each month and issued to all employees to ensure staff was paid promptly.
4.11.6	Prepare on a daily basis three nutritious meals for 8 patients, including special meals for the 15 holidays in the calendar year. Target: 8,760 meals for the entire year of 2012	100% of meals prepared and served	All of the desired inputs to create nutritious meals of a certain standard were available; accordingly, three meals were served on a daily basis to each resident.
4.11.7	Purchase dietary supplies on timely basis from reputable firms. Target: required amounts available and acquired in every instance.	100% dietary and other items received in a timely manner	All items were sourced and delivered on time, since it was important to ensure patients were fed regularly and on time.
4.11.8	Inspect buildings and compound every two days to ensure a clean and tidy environment. – Target: approximately 156 inspections	100%	The target set was achieved because checks of the buildings and compound were done on a daily basis since clean & tidy compounds were the standards promoted by the Administration. In addition, unexpected visits were made from time to time by senior personnel from the Ministry.
4.11.9	Signing requisitions to purchase, quotations, goods received notes and bills. Target: 100% of times that requisitions are issued	100%	Signatures were affixed after thorough examination. Failure would have resulted in rejection from the Accounts Department resulting in delayed services to residents.
4.11.10	Submit pension returns to the Ministries of Labour and Finance, respectively on a timely basis – 12 returns submitted	100%	All returns were submitted to the Ministries within a week after pension payments since this was a financial requirement monitored by these agencies
4.11.11	Schedule all accounts promptly for payments – Targets: 100% of accounts processed for payment	100% (actual 379)	All accounts were scheduled promptly as items and bills were received since failure would have disrupted the operations of the hospital.
4.11.12	Prepare monthly work programme, quarterly, half yearly reports, strategic review and projections. Target: 100% of required reports completed with every deadline	100%	All reports were prepared and submitted on time. Accounts Department monitored these submissions as part of their work programme.
4.11.13	Issue, on a timely basis, dietary and other items to kitchen staff, children's home, cottages and administrative building. Target: 100% of requests satisfied	100%	Given the need to supply the residents of the various homes with timely meals, all requests for daily requirements were promptly addressed.
4.11.14	Approve Internal Stores Requisitions without delay. Target: 100% of ISRs generated by various sections approved	100%	Signatures were affixed by Head of the Institution after examining/verifying quantities requested. These documents are subject to Internal and external Audit reviews during the year, thereby providing an impetus for compliance and accuracy.
4.11.15	Wash clothes, linens, etc. for patients in the Hospital three times a week. Target: 156 instances	100%	Patients wore clean clothes, beds were with clean linens and patients were generally comfortable within the environment. This activity was done in-house, at the Mahaica Hospital as a regular requirement which is monitored through inspections.
4.11.16	Prepare requests to the Ministry for vehicles to transport patients for medical attention as well as to transport Accounts staff to BOG to	80% of requests were met	Vehicles were obtained from the Ministry of Labour, but on few occasions, the vehicles were not available.

	collect cash for the monthly payment of pensions at Mahaica Hospital. Target: 100 requests		
4.11.17	Maintain Sub-Imprest Account for the Hospital. Target: 237 times	100%	Sub-Imprest Cash Book and Daily Composition Book were written up daily, thus ensuring actual cash on hand balance with related records. These books were signed off at the end of each day by Administrator, records of these transactions were sent fortnightly to the DSS and the PS. In addition, these accounts are examined when they arrive at the Accounts Division.
4.11.18	Recommend applications submitted by employee for annual and special. Target: Estimated 40 applications (based on historical trends)	100%	Checked leave records prior to the recommending of leave so that employees proceeded on their leave entitlement. This was necessary to avoid overpayment issues.
4.11.19	Submit resumption of duty forms for employees after leave expires. Target: Estimated 60 forms	100 % of forms submitted	Resumption of duty forms were submitted immediately after employees resumed duty as a matter of routine. Personnel Department monitors the submission of these forms and acknowledges receipt.
4.11.20	Maintain leave records for employees. Target : for 8 employees	100% records maintained	Leave records were systematically maintained for employees. Those records were checked by the Administrator as the need arose so that employees could be released as was requested.
4.11.21	Prepare monthly summary of employees' time keeping records in two categories in keeping with personnel requirements. Target: 24	100%	Information relating to time keeping was compiled from the time-books monthly. This information was summarized and placed on the appropriate forms then submitted to the Personnel Department who monitored the submissions.

4.12. GUYANA WOMEN'S LEADERSHIP INSTITUTE

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.12.1	Recruit gender specialist to prepare modules for effective leadership training programmes.	0%	Failure to realize target due to lack of financial resources to support activity
4.12.2	Recruit part-time specialist to complete gender needs assessment to inform the preparation of modules.	0%	Failure to realize target due to lack of financial resources to support activity
4.12.3	Recruit part-time media specialist to develop marketing and advertisement campaign.	0%	Failure to realize target due to lack of financial resources to support activity
4.12.4	Develop formal students' database for the Institute Target1 database for students	0%	The task requires technical support to set up data base format and will need to be outsourced. Funds were unavailable during the year to advance this activity.
4.12.5	Appointment of GWLI's Board Target: 100% of the approved positions filled.	100%	Board was appointed and the first meeting was held in December, 2012. This was a policy decision which was being monitored at Ministerial and administrative level.
4.12.6	Champion the resuscitation of Agency Meetings between GWLI/WAB/Documentation Centre	0%	Lack of commitment by key players was responsible for the non-achievement of this target.

4.12.7.	Represent GWLI at Monthly Heads' Meeting organised by Minister of Human Services and Social Security. Target: 12 meetings	100%	This was achieved because (a) it was a Top Management policy; (b) it was an opportunity to report on the Institute's performance as well as the issues and challenges that both existed and were emerging,
4.12.8	Host old student re-union to garner human and technical resources	0%	Lack of human and financial resources stymied the planned event.
4.12.9	Fostering unified collaboration and approach to women's development through collaboration with NGOs, private sector agencies, international donor agencies and other interested parties, through planned meetings, workshops, events etc. organized by the Ministry and its several departments. Target: 100% response to every invitation.	GWLI attended activities organised by the Ministry, WAB, RWACs, Child Care and Protection Agency, WGEC/ USAID, WPO and Qualfon etc. Institute responded to all invitations. Target Achieved:100 %	This collaborative process was successfully pursued, since it was a way of strengthening relationships with these agencies. The Institute also benefitted from publicity and exposure and arising from the dialogue with stakeholders was able to refer clients to the Probation Department; Women of Worth Unit and the Legal Aid Centre.
4.12.10	Preparation and submission of reports as required. ● Quarterly reports ● Annual report	● Quarterly reports - 0% ● Annual Report – 100%	Quarterly reports were not prepared since a key requirement was the Financial Status of the Institute was not made available to the key players therein.
4.12.11	TARGET: To train 270 students at the cost of \$9,501,000.00 a) Capacity Building for Leadership Advancement (Community Volunteers against Domestic Violence (CVADV), 90 persons, Region 3 and Region 4. b) Sewing, Garment Construction and Fabric Designing, 30 persons, Region 4. c) Food Preparation and Catering, 30 persons, Reg. 4 d) Information Technology and Office Procedure, 30 persons, Region 4.	a) 37 women were trained in Regions 3 (15) and 4 (22) in CVADV. -41% b) 0% c) 0% d) 54 women were trained in Information technology and Office Procedures in Reg. 4 - 180% of planned target	Funds for the 2012 training programmes were approved late in 2012 (November), there was therefore insufficient time to organize and have the training courses properly executed. From savings from the 2011 budget, \$810,000, the courses and targets achieved were executed in 2012 The success in the Information Technology course was as a result of the need evidenced for such skills by the over subscription to the course.
4.12.12	Distribute certificates to students for courses completed Target: all students from all of the training courses that were offered at the Institute in 2012.	0%	Training programmes were not completed in a timely manner and this became the single constraint to the holding of the planned graduation exercise.
4.12.13	Repair front fence of compound: Target: 100%	100% completed	Funds were released from the Ministry to enable this activity.
4.12.14.	Repair back fence of compound. Target: 100%	25% completed	Work commenced and the foundation of the back fence was completed. However, the activity was abandoned as a result of the unavailability of required funding necessary to complete the task.
4.12.15.	Repair dormitory and paint building. Target: 100%	0%	Inadequate financial resources prevented any attempt to address this activity.
4.12.16	Maintenance and repairs to GWLI vehicle – Target: 100%	Some work was done but this cannot be assessed.	The vehicle is aged and needs significant repairs. Funds are however unavailable to enable more extensive maintenance work. Bare essentials were undertaken to enable some functionality. A new vehicle is once more requested for 2013.
4.12.17	Maintenance of office equipment – Target: 100%	In progress	These were not always done in a timely manner, since suppliers were sometimes tardy in their response.
4.12.18	Maintenance of Brush Cutters – Target: 100 %	100%	These items were under service Contracts. The supplier, Farfan and Mendes were always responsive, providing timely service.

4.12.19	Repairs and Maintenance of Photocopier Target: 100% instances	60%	Some of the repairs – replacement of components could not be undertaken as a result of Financial constraints.
4.12.20	Target: 100% Acquisition of critical items for the Institute incorporated into the 2012 Capital Budget for the Institute. Total sum was \$7, 955,929. Key Items included:1 vehicle, 6 computers, 50 chairs (for students), chairs for staff - typist, water cooler for students, kitchen utensils for catering class, clocks for each classroom.	0%	Amidst the competing priorities by departments for the Ministry's scarce financial resources, the requirements of the Institute were not favourably considered since the entire Capital Budget Request was not approved. This has had a negative impact on the Institute's 2012 programme, in particular, its community outreach programme.

4.13. WOMEN OF WORTH UNIT

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.13.1	Identify prospective applicants for micro credit loans. Target: All ten administrative regions.	Four (4) of the ten (10) administrative regions were visited where prospective applicants were interviewed. Target Achieved: 40%	Regions 1, 2, 6, 7, 8, & 9 were not visited because of the inadequacy of funds.
4.13.2	Launch the WOW programme in 2 Regions; 1 & 7	WOW was not launched in 1&7 Target Achieved: 0%	Inadequate human and financial resources led to non-achievement of target.
4.13.3	Achieve 60% return rate to WOW of uplifted loan application forms Target: 900 women return completed forms	One thousand, five hundred (1,500) women country wide, accessed information on the WOW initiative. Of this number, five hundred and sixty-seven (567) returned with completed application packages.	The low achievement of target was attributed to communication difficulties between clients in remote locations and the Georgetown office.
4.13.4	Verify all loan applications Target: 100% of returned loan application forms.	Three hundred and twenty (320) applicants of the five hundred and sixty seven (567) from Regions 3, 4, 5, and 10 were visited.	The Field Officers of the Micro-Credit Department physically visited prospective loan recipients to verify all information provided. Inadequate human and financial resources contributed to the low achievement of the planned target.
4.13.5	Mentor and monitor all loan recipients in all the Regions. Target: 100% of all Loan Recipients [729]	Five hundred and fifty-seven loan recipients of the total number of 729 were monitored and mentored. They were from Regions 3, 4, 5 & 10. Target Achieved: 76 %	Officers of the department were not able to visit all outlying regions to verify prospective applicants' information as a result of inadequate staffing as well as funding. The set target of 100% was therefore not achieved.
4.13.6	Facilitate the training of all loan recipients in the management of small businesses and related skills. Target: 100% of all Loan Recipients [729]	No training was done. Target Achieved: 0%	No training was done during this calendar year since no funds were made available to the department.
4.13.7	Access markets for 50% of all micro- credit loan recipients products. Target: 50% of all Loan Recipients [729]	Twenty-two of the 729 loan recipients were assisted through the Ministry of Labour, Human Services & Social Security with market access for their poultry products. Target Achieved: 3%	The businesses that were engaged in poultry production in parts of Region 4 r were assisted with markets for their produce. In addition, in instances where it was feasible, some recipients were aided in other ways, while other linkages were examined.

4.13.8	Promote the Micro-Credit Programme through public awareness programs. Target: all Media Houses contacted	The department continued to work closely with media personnel from various media houses to promote the micro-credit initiative throughout the year. Target Achieved: 100%	Through collaboration with GINA and other media houses, WOW ensured that the majority of the populace in all of the ten administrative regions was made aware of the Micro-Credit Programme as well as the requirements for participation.
4.13.9	Visit all loan recipients to encourage / advise on servicing of loans in order to reduce incidents of defaulting. Target: 100% of loan recipients identified for the first visit.	Of the 729 total loan recipients from Regions 2, 3, 4, 5, 6, & 10, five hundred and thirty- seven (537) loan recipients from Regions 3, 4, 5, and 10 were visited and mentored. Target Achieved: 74 %	Officers of the Department were not able to visit all the outlying Regions to verify prospective applicants' information as a result of unavailability of required funds.. Therefore the target of 100% was not achieved.

4.14. COUNTER TRAFFICKING IN PERSON

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.14.1	Provide psychosocial support for (15) fifteen alleged survivors of human trafficking. Target: 100% of survivors	Twenty-three alleged TIP survivors were assisted during the year under review. Target Achieved: (153%)	Through collaboration with IOM and Help and Shelter along with support from the Difficult Circumstances Unit, Child Care and Protection Agency and the Probation and Social Services Department, the Ministry was able to provide psychosocial support to alleged survivors of human trafficking beyond the planned target.
4.14.2	Conduct six (6) capacity building workshops for Focal Points in hinterland communities. Target 100%	One capacity building workshop for Focal Points was done. Target Achieved: 17%	Inadequate funding restricted the C-TIP unit from conducting capacity building workshops in all of the targeted hinterland communities.
4.14.3	Attend twelve (12) monthly meeting of the Ministerial Task Force on Trafficking in Persons. Target 100%	The Ministry was represented at most of the statutory meetings for the Ministerial Task Force on Trafficking In Persons. Target Achieved: 92%	Prior engagements prevented the Ministry from being represented at one meeting.

4.15. STATISTICAL DEPARTMENT

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.15.1	Prepare four Quarterly Labour Market Information Statistical Bulletins by the end of the second month of each new quarter. Target: 100%	Three Quarterly Labour Market Information Statistical Bulletins were completed each quarter. Target Achieved: 75%	The untimely submission of data from departments affected the timely completion of the other reports. The desk top computer used for the inputting and analysis of data was inoperable.
4.15.2	Prepare four Quarterly Social Services Statistical Bulletins by the end of the second month of each new quarter. Target: 100%	Four Quarterly Social Services Statistical Bulletins were completed each quarter. Target Achieved: 100%	The untimely submission of data from departments affected the timely completion of the other reports.

4.15.3	Convene two half yearly Labour Market Information Statistics Coordinating Committee Meetings to assist with collaborative work aimed at improving Guyana's Labour Market Information System. Target: 100%	The committee did not meet. Target Achieved: 0%	For a number of years membership of the committee has remained unchanged. Persons on the committee have subsequently either left the public service or were not available.
4.15.4	Conduct an annual occupational wages and hours of work survey. Target: 100%	Target Achieved: 100%	This survey was conducted in the ten administrative regions of Guyana. There were 382 respondents to the questionnaire used. The survey report was not completed in 2012.

4.16. LABOUR DEPARTMENT

<i>ITEM NO.</i>	<i>TARGETS SET FOR THE YEAR</i>	<i>TARGETS ACHIEVED</i>	<i>ANALYSIS OF SUCCESS AND FAILURE</i>
4.16.1	Conciliation Conclude conciliations based on requests received- Target: 100% of all received requests: projected 60 matters	Target Achieved: 100% of requests received (25)	This amount is based on the fact that the Department received fewer requests than initially anticipated. This is an indication of how well the Department's inspections and interventions are working.
4.16.2	Complaints Target: 80% of Complaints reported resolved (Total projected 1000); Actual processed = 1163 Target for resolution for 2012= 80% =930	Target Achieved: Resolved 978 of total reported complaints = 84% From Target of 80% resolved cases = Achieved 105%	This amount represents how efficient the Department has been dealing with complaints coming into the Department and the level of our officers' competence plus the willingness of employers to comply with the Labour Laws.
4.16.3	Investigate all reported Accidents. Target: 100% of all accidents reported (total received - 750)	Target Achieved: 120 or 16% of reported accidents resolved	Workplace accidents and fatalities investigations were significantly hampered due to a reduced number in staffing at the Department.
4.16.4	Review and countersign Collective Labour Agreements Target: 100% of all requests received	Target Achieved: 100% (16)	Sixteen Collective Labour Agreements were received and counter signed since failure to do so result in difficulties in labour /management relations that can impact on the Department's image.
4.16.5	Prosecutions: Prosecute employers who have breached the labour laws of Guyana. Target:100% of identified	Target Achieved: 100% (34 prosecutions)	Employers had to be prosecuted for failing to comply with the labour laws. This was achieved as a result of the competence of staff as well as the monitoring system which is in place over such policies.
4.16.6	Labour Inspections Target: 3,500	Target Achieved: 1,117 (31.9%)	Only Thirty-one point nine percent (31.9 %) of target set was achieved due to unavailability of funds as well as a shortage of staff.

4.16.7	Training - seminars on various labour legislations for Hotels, Restaurants, Shops, Security Service and manufacturing companies' employers Target:110 seminars in Regions 1 -10	Target Achieved: 80 seminars	73% of target set was achieved due to limited availability of financial resources. Shortfall was as a result of unavailability of funds to carry the programmes to the hinterland (Regions 7, 8, 9).
4.16.8	Strike reports Target: 100% of strikes reports	Target Achieved:100% (203)	Two hundred and three strikes occurred during the year. However the respective Unions and Management were able to resolve most of them.
4.16.9	Tripartite Committee meeting (representatives of private Sector, Government , Trade Unions) -12 Target: 100%	Target Achieved:100% (12)	One hundred percent of target set was achieved because these meetings are mandatory and are chaired by the Minister.
4.16.10	National Advisory Council on OH&S (NACOSH) Target -6 meetings	Target Achieved:100% (3)	The Target set for 2012 was half of the normal annual target since this was a new Committee whose life commenced on July 31, 2012. The shortfall was as a result of the unavailability of members since there is no statutory date. This will be corrected 2013.
4.16.11	Trade Union Recognition & Certification Board –Examine all requests for trade union recognition received. Target: 100% of meetings –12	Target Achieved:100% 12 Meetings	One hundred percent (100 %) of target set was achieved. These meetings are statutory meetings and in every instance there was a quorum.
4.16.12	Community Development initiatives - Target: 4 schools – Charlestown, Buxton, Ascension Primary in West Ruimveldt Blake Primary School in Parika (Peer counselling related to High Truancy rates in schools)	Target Achieved:100% All 4 schools were impacted	Officers of Department conducted seminars at targeted schools on Child labour. Level of achievement was a direct result of the funding received from ILO for this initiative.
4.16.13	Recovery of Outstanding emoluments for employees from defaulting employers: (1163 cases) TARGET: 80% of such matters (930 cases)	Target Achieved: \$52,673,474 was recovered from the 978 complaints totally resolved. Target achievement was therefore 84% of processed cases and 105% of the 2012 target.	Employers complied with officers' recommendations during the investigation of complaints, since they did not want the various matters to become court issues.

4.17. COOPERATIVES DEPARTMENT

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.17.1	Conduct Co-operative Personnel/stakeholder Meetings to discuss reports on Co-operative activities in the Regions. Target: 6 meetings	Seven (7) meetings were held. Target Achieved: 117%	The target was achieved with the assistance of Cooperative Officers from the Ministry of Local Government and Regional Development. There is need for the full complement of staff at the Division of Co-operatives and in the Regions if Co-operative Development is to be sustained. There is a need for the sharing of information and the coordination of efforts across agencies.

4.17.2	Conducted field visits to the Regions by Cooperative Officers. Target: 100 visits	One hundred & thirty two visits were made to Regions # 1, 2, 3, 4, 5, 6 and 10 during the period, meetings were held and several problems were addressed and views expressed. Target Achieved: 132%	The Region Numbers 4, 5, 6 and 10 have no Regional Co-operative Development Officers and these Regions have some of the most problematic Societies. However, visits were conducted by the Chief Cooperative Development Officer, Assistant Chief Cooperative Development Officer and two Cooperative Development Officers from the Ministry of Local Government and Regional Development.
4.17.3	Training Programme for Arbitrators/Inquirers/Cooperative Officers Target : 4 Training Programme	One (1) training programme was conducted for Arbitrators/ Inquirers/ Cooperative Officers Target Achieved: 25%	The other training programmes could not be completed due to of lack of funds.
4.17.4	Conduct Audits of Cooperatives and Friendly Societies: Target: 120 Cooperative Societies Target: 150 Friendly Societies	Audits were conducted on: Dne hundred and thirty two (132) Co-operative Societies. Target Achieved: 110% Fifty one (51) Friendly Societies Target Achieved: 34%	Even though the Department was able to achieve the target, many Societies are reluctant to pay their contributions to the Audit and Supervision Fund from which payment is effected to the auditors. Lack of timely submission of financial statements by Friendly Societies affected target achievement. There is need for a strategy to be devised that will motivate the societies to pay their contributions.
4.17.5	Registration of Friendly Societies. Target: 50.	Thirty nine Friendly Societies were registered during the period. Target Achieved: 78%	The registrations of Friendly Societies are based on requests received by interested groups to register such Societies.
4.17.6	Address all inquiries into the operations of Cooperative and Friendly Societies. Target: 30 Cooperative Societies Target: 50 Friendly Societies	There were 29 requests for inquiries. Twenty four inquiries were conducted for Co-operative Societies Target Achieved: 80% Five for Friendly Societies. Target Achieved: 10%	There is need for closer supervision of societies to avoid the need for inquiries. Additionally, inquiries are conducted based on complaints received from Members.
4.17.7	Conduct Arbitration hearings in a timely manner in all cases meriting such interventions. Target: 20	Arbitrators were appointed to hear forty two (42) cases during the period. Target Achievement: 210%	There is need for closer supervision of societies to avoid the large number of costly arbitrations. Also, Arbitrations are conducted based upon request by an aggrieved Member/Society. More cases emerged than was envisaged, but staffs were able to respond, working beyond the call of duty.
4.17.8	Conduct the following activities to celebrate the International Year of Cooperatives and National Cooperative week: Cooperative Week Rally in Region 4 Launch of International Year of the Cooperatives Interfaith Church Service and Family Fun Day Cooperative Outreach and Field Day International Cooperative Day Rally	All planned activities were executed Target Achieved: 100%	The activities for the International Year of the Cooperatives were realized mainly due to donations from Cooperative Societies and other Agencies. Co-operative Societies must play a more active role in financing the Week's observances.
4.17.9	Amendment of the Cooperatives and Friendly Societies Rules Target: 50 Cooperative Societies' Rules Target: 10 Friendly Societies Rules	The following Amendments were approved during the period: Nineteen Cooperatives Societies Rules Target Achieved: 38% Twelve Friendly Societies Rules Target Achieved: 120%	The Amendment of the Cooperatives and Friendly Societies Rules are done based upon request by the Societies

4.18. MISU DEPARTMENT

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.18.1	Update Disability database – Target= 1	1	This was made possible with the full complement of staff ,new database and good, supervision of staff
4.18.2	Successfully printed O.A.P 2014 general distribution sheets and printed P.A Second half 2013 -1	1	This was made possible with the full complement of staff, a new database and good supervision of staff
4.18.3	Maintain current network infrastructure –three LANs	3	This was made possible with new equipment and license software.
	Install and upgrading of current Firewall Software -1ISA	0	Due to voltage disruption firewall server was damaged; however, the process to acquire a new server began.

4.19. CENTRAL RECRUITMENT AND MANPOWER AGENCY

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.19.1	Register all unemployed persons seeking employment through the Division. Target -3,700	Target Achieved: 2,912 - 79%	The shortfall in the target set is due to staff shortage in the Regions 2 and 5
4.19.2	Compile and maintain an up-to-date register of all job vacancies notified throughout the Regions. Target -3,100	Target Achieved: 3,801 - 123%	Due to the new online Job Registration there was an increase in the compilation and maintaining of the register of vacancies' notification.
4.19.3	Submit unemployed persons to be placed in active employment. Target -3,600	Target Achieved: 3,623 - 101%	Persons submitted for employment were found to be suitable to fill the advertised vacant positions.
4.19.4	Placement of unemployed persons into suitable jobs. Target –3,000	Target Achieved: 2,945 - 98%	Some jobseekers sent to employers were placed into employment while others were employed via employers' advertisement in the print media. Success emerged from the careful matching by CRMA staff of job requirements to applicants' profiles.
4.19.5	Educate persons within Public and Private Sectors Agencies about CRMA. Target –750 In Regions 2, 3, 4, 5, 6	Target Achieved: 549 - 73%	These visits to workplaces are to encourage employers to utilize the services being offered by the Division. The shortfall resulted from the retirement of the staff assigned to Essequibo, as well as the inadequacy of staff numbers in Region Five where one officer has to man the offices in Regions, Five and Six.
4.19.6	Preparation of weekly, monthly, quarterly, and annual reports. Target – 100%	Target Achieved: 100%	The Recruitment and Manpower software makes it easier to have reports completed on a timely basis.

4.20. BOARD OF INDUSTRIAL TRAINING

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.20.1	Register 100 youth for the standard apprenticeship programme	Target Achieved: 76%	The shortfall was due to the quantity of applications received. Programmes were undersubscribed in some instances.
4.20.2	Certify 65 apprentices as artisans	Target Achieved: 100%	There were no apprentice terminations by BIT or the Apprentice Masters during the period.
4.20.3	Register 1500 persons for the NTPYE in Regions One-Seven and 10 to pursue training in various occupations	Target Achieved: 83%	The shortfall was due to the non-availability of applicants.
4.20.4	Register 400 persons under the Single Parent training in Regions One-Seven and 10 to pursue training in various occupations	Target Achieved: 102%	There were overwhelming responses to the Single Parents' training as a result of the advertising of the programme in these communities.
4.20.5	Collaborate with the United Nations Population Fund (UNFPA) to hold a Training of Trainers workshop for 22 trainers from Regions 1, 2, 3, 4, 6 and 10. [Topic: <i>Entrepreneurship and Competency based skills according to TVET</i> - the aim was to enable the impartation of this knowledge to trainees and other trainers to ensure that there was compliance with TVET Council on standardized norms of technical and vocational training.	Target Achieved: 100%	All participants successfully participated in the training programme. There was a list of trainers in the Regions who did work on behalf of BIT, so they were contacted and they responded positively, and the funding from UNFPA enabled the execution of the activity.
4.20.6	Inspect new training facilities before the placement of trainees. Carry out monthly inspections to various training locations. Regions 1, 2, 3, 4, 6 and 10: Target: 800 inspections	Target Achieved: 100%	Monthly inspections were ongoing throughout the year. On average, each officer visits 10-15 locations a month, but this varies (there are six regional officers). One of the largest budgetary line items we have is travelling allowances in previous years, but from 2013 we aim to reduce administrative costs - primarily travelling by purchasing a vehicle for the secretariat.

4.21. UNPLANNED BUT IMPORTANT ACTIVITIES

ITEM No.	TARGETS SET	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.21.1	STATISTICAL UNIT The Statistical Unit in collaboration with the Council for Technical and Vocational Education conducted a 'skills needs' survey in the Mining Sector of Guyana, involving major mining companies in the sector. Target: 40	Target Achievement: response rate in the survey 16 or 40% The findings of this survey were used by TVET Council and the Ministry of Natural Resources and the Environment for their Skills training programme. to plan for the establishment of a Training Institution in Mining	TVET Council persistence in persuading the Mining firms to participate in the survey, given the initial reluctance of the group.

4.21.3	<p><u>MEN'S AFFAIRS BUREAU</u> The outreach to the new Opportunity Corps was an activity which was unplanned. The intervention with this Institution derived from the recent uprising with the students and the level of delinquent behaviour which was displayed during this uprising.</p> <p>Also the Outreach to the Male students in the Region Nine areas was one which was unplanned. This activity was funded by the United Nations Population Fund UUNFPA).</p>	<p>Comprehensive sensitization sessions were carried out at the New Opportunity Corps monthly. The students there were engaged in individual and group discussions on Domestic Violence, Gender Based Violence (GBV), Anger Management and Suicide Prevention. These sessions gave students an avenue to ventilate their hurts, and anger in a very healthy way. These sessions would have undoubtedly changed the overall outlook on life of some of the students, would have given them a glimpse of hope for the future and aided in the perception of making a fresh start after leaving NOC. Sensitization Sessions were carried out in the Region Nine area, in particular, the Bina Hill Institute and the St. Ignatius Secondary School. Over 250 boys were engaged in discourse on Gender Based Violence.</p>	<p>Initially, the MAB had wanted a sustained monthly Unit to the NOC. Unfortunately, with the very limited staff the Unit was unable to continue the Outreach to the NOC. There really is a need for another Men's Affairs Officer and a Secretary</p> <p>This activity was aimed at changing the young men's attitude towards GBV. From the commencement of these interventions, there has been a reduction in the level of violence among students in this institution.</p>
4.21.4	<p><u>COUNTER TRAFFICKING IN PERSONS</u> Awareness and sensitization sessions in response to requests from individuals and groups primarily in Region 4 (9), 1 in Region 6; 1 in Reg. 8 : Target – 100% of requests received</p>	<p>Achievement: 100% Conducted eleven (11) awareness and sensitization sessions with NGOs in several communities. In Regions 4, 6 and 8 as a sub-set of other programmes organized by government and non-governmental organisations.</p>	<p>This involvement enabled the CTIP Unit to reach a wider cross section of the populace with the message in support of the attainment of the Unit's mandate since the breath of persons may not have otherwise been reached in regular community sessions.</p>
4.21.5	<p><u>CHILD CARE AND PROTECTION AGENCY</u> (a) Creation of Child Abuse and Adoption Databases.</p>	<p>This creation has enabled a robust computer based operation for processing monthly statistical reports and has reduced the challenge of manually completing these reports by officers.</p>	<p>This was made possible with the assistance of a VSO attached to the Agency for 3 months with effect from June, 2012. The process of adjustment included retraining of all Child Protection Officers by the VSO and the M & E Officer.</p>
	<p>(b) Sign Language training in July, 2012 for six (6) officers.</p>	<p>100% persons trained</p>	<p>This was done through the National Aids Programme Secretariat (NAPS) and Ministry of Education. It is anticipated that the Agency's ability to respond to the needs of some special needs children would be improved through this training.</p>
	<p>(c) Participation in a Women's Exposition.</p>	<p>Achieved</p>	<p>Georgetown Chamber of Commerce and other Organizations that offered services for women, organized this Exposition. The Agency was able to promote its work and child rights during this event</p>
	<p>(d) Child Protection Training was held for Guyana Women Miners' Organization (GWMO) to strengthen their capacity to deal with related issues.</p>	<p>Achieved. 30 officers from the Guyana Women Miners' Organization were trained.</p>	<p>This programme was in collaboration with the Counter Trafficking in Persons Unit of the MLHSS. GWMO officers are now equipped to deal with issues they often encounter in far reaching communities in Guyana's hinterlands.</p>
	<p>(e) Implementation of the Minimum Operational Standards for Children's Homes through the resuscitation of the Visiting Committee.</p>	<p>Achieved.</p>	<p>Because of the resuscitation of the Visiting Communities for Children's Homes, livelihoods for children will be improved. This was a requirement for the implementation of Minimum Operational Standards.</p>
	<p>(f) Birth Registration Project. – Target: 100% of cases responded to.</p>	<p>Achieved. Over 300 children received birth certificates.</p>	<p>This project was created with support from UNICEF to acquire birth certificates for every child living in Children's' Homes across Guyana.</p>
	<p>(g) A presentation with the duration of three days was made at the GPHC to enlighten their personnel on the role and function of the Childcare & Protection Agency.</p>	<p>Achieved. The workshop was well received and the GPHC staffers were very enthusiastic about contributing in a greater way to the protection of children; for example looking for signs of abuse, etc. They expressed the hope of having CPA return to facilitate more workshops.</p>	<p>The CPA' strategy to partner with other agencies, NGOs, groups and individuals to increase the safety and protection of children, enabled this event.</p>

	(h) Support Services to the Court. Target: 100% requests satisfied	Achieved. During the period under review the Agency provided 42 written Reports to the Courts to assist in Custody evaluations and care for minors	Inter-agency cooperation and collaboration is an important mechanism employed by CPA in pursuit of its mandate.
4.21.6.	WOMEN OF WORTH (WOW) Visit of officers from the Micro-Credit Department to provide information on the Women of Worth (WOW) initiative to groups that requested such information.	Achieved. All requested were responded to.	Collaborating with Non-Governmental Organisations, youth groups, religious organisations as well as students from the University of Guyana helped in target.
4.21.7.	PROBATION (a) Staff of the department was invited to facilitate whole day workshop on Domestic Violence at Iseka, East Bank Essequibo.	Achieved. This was one item on the programme for a Fun day / Fashion show organized by Sonia Noel in collaboration with the Ministry. Approximately 80 persons were exposed to the workshop on D, as well as offering guidance to persons with other social issues.	Good mobilization of the women in the community as well as a couple of men. Also the nature of the activity encouraged participation.
	(b) A workshop for administrators of Children Community Care Points across Guyana was held in November.	Achieved. This activity saw the involvement of 36 participants benefiting from training in Networking and Project Management.	This was made possible through financial support from UNICEF.
	(c) Request was made by the Guyana Responsible Parenthood Association for a presentation on Domestic Violence.	This was achieved.	GRPA's ability to mobilize participants to the wider activity which was a Workshop.
	(d) Presentations on child abuse, parent/teacher-child relationship were done in several schools in Region 1 and 6	All requests were satisfied with relevant presentations undertaken in both Regions.	
	(e) Staff of the department was invited to make presentations on suicide and HIV/Aids prevention at community groups and PTA meetings	All requests were satisfied with relevant presentations undertaken in both Regions.	

5.0. REVIEW OF SPECIAL INITIATIVES (INCENTIVES, WORKERS' WELFARE, PROGRAMMES FOR THE IMPROVEMENT OF STANDARDS, TRAINING AND WELFARE; COMMUNITY DEVELOPMENT PROGRAMMES)

In pursuit of the Mission of the Ministry, several Departments undertook a number of special initiatives aimed at enhancing service delivery, shifting to a more responsive and user friendly mode, as well as improving working conditions for employees. In addition to the training that occurred in almost every Department for both internal and external customers, the following innovations marked 2012 as 'significant'.

CHILDCARE PROTECTION AGENCY

Special initiatives in 2012 were mainly focused on the creation of a number of youth groups and family support groups by officers within the districts. Of particular note were the initiatives created by South Georgetown, Linden and West Coast Demerara. The target groups for those programmes included sexually abused girls, teenage support groups and parenting groups.

The CPA staff worked long hours, mainly rescuing children and finding safe places for them to recover from abuse. This included response to the Agency's 24-hours hot-line Service. The resources to work with were not by any means adequate resulting in staff having to conceptualize a number of innovative ways to bring relief to children and families and to prevent child abuse and unnecessary separation of children from biological families. In this regard, a number of special initiatives in the various Regions were undertaken by staff. Examples are as follows:

- Child abuse awareness sessions with Schools' PTAs in Regions 1, 2,3,4,5, 6, 7 & 10
- North Georgetown team established the '*Mutual Support Group*' for girls who were sexually abused. This group meets every Tuesday at the Agency's counselling facility.
- Several Youth Development Camps were conducted during the Schools' August vacation for underprivileged children. The children who attended benefited from life skills training and self-esteem building activities.
- Out-Reach initiatives to Communities in all the Regions are ongoing but intensified during Child Protection Week. This involved disseminating information and providing assistance to communities to promote improvement in parenting practices.
- Involvement in the Ministry of Education's *School Truancy Campaigns* for on-the-spot response to child protection issues.
- In keeping with the objective of the Child Protection Agency, '*to cooperate and collaborate with other Agencies and NGOs in order to prevent incidences of child abuse*', Child Protection Officers throughout the year worked in collaboration with the Ministry of Education, Ministry of Culture Youth and Sports, Parent Teacher Associations (PTA), schools, Schools' Welfare, religious organizations, and the Police by participating in seminars, lectures, graduations, etc. in educating and sensitizing people of the need to protect children and ways to prevent child abuse.
- Special Bonding Sessions for Foster Parents and children were held in the Botanical Gardens.

WOMEN OF WORTH (WOW)

The availability of a vehicle to the Women of Worth (WOW) Department provided an additional incentive for the staff of the Department to work assiduously in the fields. Further, additional training for staff through the Public Service Ministry (PSM) in the areas of Report Writing, Information Technology as well, as Supervisory Management was also viewed as an incentive for staff members.

STATISTICAL UNIT

A Child Labour Rapid Assessment Survey was conducted in 2012 by the Statistical Unit, as part of an ILO Tackle Project Initiative.

NATIONAL RESOURCE AND DOCUMENTATION CENTRE FOR GENDER AND DEVELOPMENT

The Centre supported a number of women in establishing registered businesses. These persons also benefitted from the Housing Drive. These activities will continue to be ongoing. Some are still in progress.

As part of the Ministry's Special Initiative, planned and functioned as a facilitator as part of the Team (WAB, MAB, Probation Services, Childcare Protection Agency), in a National Conversation on Domestic Violence, that held in Region 4 primarily during a five month period.

PROBATION AND SOCIAL SERVICES DEPARTMENT

Creation of training manual for newly recruited staff. This is now in place in the Department and is successfully being utilized. SOPs have been developed for the various units of the department. Staff training, however is needed to help staff become familiar with these documents and the protocols established.

Thirty-two Children Community-Care Points have been established across the country. Of this number, 14 are in operation. There is need for officers to visit the locations where the others are located to determine the status of these care centres. Funds were not sufficient in 2012 to allow for thus verification process. This will have to be pursued in 2013.

CENTRAL RECRUITMENT AND MANPOWER AGENCY

Officers participated in activities in collaboration with other Agencies, including the Ministry of Education's Career Day Fair held in Regions#3, 4 & 10

6.0 ANNEXES

6.1. ANNEX 1: RECURRENT BUDGET 2012: PLANNED AND ACTUAL

A	B	C	D	E	F	G	H
PROGRAM	CODE	DETAILS OF EXPENDITURE	PLANNED LINE ITEM G\$ FR. ACCOUNTS	REVISED LINE ITEM \$G FROM ESTIMATES	ACTUAL EXPENDITURE G\$	VARIANCE G\$	% VARIANCE
1. MINISTRY ADMINISTRATION	611-6134	TOTAL EMPLOYMENT COSTS {INCLUDING OVERHEAD EXPENSES}	92,356,000	92,356,000	92,356,000	0	0
	6221-6322	OTHER CHARGES	86,665,000	82,740,000	82,740,146	3,924,854	5%
TOTAL			179,021,000	175,096,000	175,096,146	3,924,854	2%
2. SOCIAL SERVICES	611-6134	TOTAL EMPLOYMENT COSTS	325,225,000	325,098,000	325,098,224	126,776	.038%
	6221-6343	OTHER CHARGES	476,079,000	479,099,000	479,098,200	16,126,850	3%
		OLD AGE PENSION [SUPPL+635,000,000]	4,281,283,000	4,916,142,000	4,916,142,300	0	0
		TOTAL OC+ OAP	4,757,362,000	5,395,241,000	5,395,240,500	0	0
TOTAL			5,082,587,000	5,720,339,000	5,720,338,724	16,253,626	0.28%
1. LABOUR ADMINISTRATION	611-6134	TOTAL EMPLOYMENT COSTS {INCLUDING OVERHEAD EXPENSES}	92,943,000	82,230,000	82,230,422	10,712,578	12%
	6221-6343	OTHER CHARGES	194,972,000	184,157,000	184,156,847	10,815,153	6%
TOTAL			287,915,000	266,387,000	266,387,269	21,527,731	7%
MINISTRY TOTAL			5,549,523,000	6,161,822,000	6,161,821,139	861	0%

6.2. ANNEX 2: CAPITAL BUDGET 2012: PLANNED AND ACTUAL

PROGRAM	DETAILS	BUDGET	ACTUAL	VARIANCE	% VARIANCE
1. MINISTRY ADMINISTRATION	CAPITAL EXPENDITURE	20,600,000	20,409,454	190,546	1%
2. SOCIAL SERVICES	CAPITAL EXPENDITURE	107,945,000	60,841,819	47,103,181.	44%
3. LABOUR ADMINISTRATION	CAPITAL EXPENDITURE	4,400,000	2,925,400	1474,600	34%
TOTAL		132,945,000	84,176,673	48,768,327	37%

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