

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

ANNUAL REPORT

2007

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

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VISION OF GNBS

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

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

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

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

MISSION STATEMENT

“To promote standardization and quality systems in the production and importation of goods and services for the protection of the consumer and the advancement of local and foreign trade thereby improving the quality of life of the people of Guyana”.

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

MEMBERS OF NATIONAL STANDARDS COUNCIL 2007

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

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

EXECUTIVE OFFICERS

(Management Team)

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

DEPARTMENTS/WORK PROGRAMMES

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

EXECUTIVE SUMMARY

HIGHLIGHTS OF ACHIEVEMENT FOR 2007

During the year 2007, the Guyana National Bureau of Standards (GNBS) continued relentlessly to promote standardization and quality systems in Guyana through its ten (10) work programmes, viz., (1) Legal Metrology (Weights & Measures) (2) Standards Compliance (3) Laboratory Services (4) Conformity Assessment (5) Standardisation (6) Communication (7) Metrication (8) Standards Information (9) Information Technology (10) Administration and Finance. The work of the Institution is reported under these Programmes.

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

(1) Legal Metrology (Weights and Measures)

The GNBS continued the verification of new, locally-manufactured and imported devices submitted for approval during the year, resulting in a quantity of 851 scales, 1,780 masses, and 233 measures tested for accuracy. In addition, 485 electricity meters were also initially verified of which 57 had to be calibrated. For subsequent verification, 7,448 scales, 12,935 masses, 448 measures were tested for accuracy. At filling stations and bulk terminals 1248 petrol pumps, 26 bulk meters, 16 wagon compartments and 14 storage tanks were verified.

In addition, the Bureau was successful in verifying 9 weighbridge scales used at sugar estates, 37 weighbridge scales used in the rice industry and 20 known weighbridge scales used in the other industries, for the first and second half of the year, respectively.

Inspectors also conducted surveillance activities and visited 6,593 stalls/premises countrywide to ensure that all weighing and measuring devices used in commercial trade were tested and stamped. During these exercises, 1,054 scales, 1,248 masses, 47 measures and 35 rules were seized and removed. The execution of weights and measures surveillance inspections by the GNBS is pivotal in providing consumer protection and equity in trade. It ensures that all devices used in trade and commerce are accurate and are in an acceptable working condition.

(2) Standards Compliance

Under this programme, some twenty- five categories of imported or locally manufactured commodities falling under the purview of the GNBS were monitored for compliance to National Standards. It requires that importers, dealers (used tyres and cellular phones) and manufacturers of these commodities register with the Bureau, in order to facilitate ports-of-entry and warehouse inspections, to verify quality and ensure that requirements under the import control regulations are met. As a result, a total of 307 importers, 53 used-tyre dealers, 91 cellular phone dealers and 19 local manufacturers were registered with the GNBS for importing, retailing and manufacturing commodities monitored by the GNBS.

In addition, GNBS Inspectors also conducted ports-of-entry inspections and product by product surveillance campaigns at sale outlets based on entries referred at Customs House and based on complaints received by the GNBS, respectively. This result in a total of 2229 port-of-entry inspections and 1,356 surveillance inspections conducted, 2269 used tyres and 336 snow tyres being destroyed and 38 energy saver bulbs and 88 packets of cigarettes being seized and confiscated. Further, a total of 121 periodic inspections were conducted at tyre retail outlets resulting in 487 defective tyres being destroyed and 86 inspections were carried out at cellular phone outlets. Non-conformities observed were highlighted to dealers and were subsequently addressed.

Further, a total of 47 industrial inspections were conducted at garments, furniture and animal feeds manufacturers' premises during the year to determine compliance with their respective National Standards.

During the year, 59 consumer complaints were received by the GNBS, predominantly for electrical appliances and cell phones. Eighty-five (85) percent of the complaints were favourably resolved, 8 were referred to the Ministry of Tourism, Industry and Commerce for further investigation and 1 was pending further investigation by the GNBS.

(3) Laboratory Services

During the year, Laboratory Services Department provided calibration services to industries, as 65 masses, 2 measures, 5 scales, 10 gauges, 1 rule, 1 micrometer and 4 calipers were calibrated to establish traceability to the national and international standards.

The working standards, i.e, Masses, Electronic Balances and Provers of the GNBS were also calibrated using the secondary standards. The department also tested 611 samples white rice to ascertain the percentage broken kernels for shipment to Jamaica. In addition, 46 gold samples were tested for purity.

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

(4) Conformity Assessment

Technical assistance was provided to ten companies to facilitate the development of their quality and/environmental management systems to the ISO 9001:2000 and/ ISO 14001:2004 standards. Technical assistance was provided in the form of regular on site meetings, interpreting the requirements of the standard, and reviewing of policies and procedures completed by the company. Each company representative was responsible for ensuring that the nonconformances identified during the review were addressed within an agreed time frame. This programme is focused on facilitating the registration of companies in Guyana to the ISO 9001:2000 and 14001:2004 standards in the drive to guarantee customer satisfaction, environmental protection and competitiveness of products and services provided.

In an effort to promote the Product Certification Scheme, the Product Certification Officer visited twelve local manufacturers who were involved in manufacturing products for which national standards are available. The manufacturers visited were gold jewellers, Agro processors, food manufacturers and, potable water bottling plants. In addition, five workshops were held countrywide targeting goldsmiths and jewellers in Regions 2,3,4,5 and 6. The purposes of these workshops were to inform jewellers on the national standards for gold jewellery and to demonstrate the acceptable methodology for testing gold.

Twelve surveillance audits, four renewal audits, one preliminary visit and one certification audit were conducted at various clients and clients were permitted to use the National Standards Mark under the Product Certification Scheme. Four (4) jewellery manufacturers and one (1) Poly vinyl chloride (P.V.C.) pipe manufacturer are currently permitted to use the National Standards Mark on products certified to the respective national standards. One additional gold jeweller was awarded the permit to use the Standards mark during the latter part of 2007.

For the Audit Service programme, four (4) audits were conducted at four (4) companies for the year 2007 to determine the level of conformance to the management system at the company to the respective management system standard.

With respect to the Accreditation programme, technical assistance was provided to twelve (12) inspection agencies, three (3) certification agencies and three (3) testing laboratories for the purpose of accreditation to the ISO 17020, ISO Guide 65 and the ISO/IEC 17025 standards, respectively. Twelve inspection agencies, three certification agencies and three testing laboratories have made submissions to the GNBS for review. However, there was evidence of lack of commitment of these organizations to have their management systems completed in a timely manner.

For the Laboratory Certification Programme, twenty (20) quality manuals and sixty four (64) technical manuals were submitted by eleven (11) clinical laboratories, and reviewed during the year.

Two renewal audits were conducted at the Central Medical Laboratory-Georgetown Public Hospital Corporation and Dr.Balwant Singh's Hospital Laboratory. These laboratories' certificates were renewed for one year since, there was sufficient evidence to show that the management systems were effectively implemented and maintained. Nine surveillance visits were conducted as scheduled to the Dr.Balwant Singh's Hospital laboratory, Eureka Medical Laboratory and the Central Medical Laboratory- GPHC during the year.

With reference to the GNBS's ISO 9001 quality system, the quality manual and quality system procedures were completed and approved by the Executive Director. A copy of the quality manual and procedures will be submitted to the Head of each Department for implementation in 2008.

Two external training programmes were conducted at companies to facilitate awareness and development of the ISO 9001 and 14001 quality/environmental management system in Companies developing their management systems. One training on internal quality auditing was conducted for laboratory personnel meeting the requirements of the national standard GYS 170:2003. In addition, a presentation on writing standard operating procedure and document control was presented to laboratory personnel at a workshop hosted by Pan American Health Organisation.

(5) Standardisation

During the year 2007, seven (7) standards were approved by National Standards Council. Six (6) proposals for the development of national standards were approved by National Standards Council. The total amount of standards produced by the GNBS to date is four hundred and sixty-five (465).

One (1) memorandum was submitted to Cabinet seeking approval to make three (3) standards compulsory, viz., GYS 9-4: 2003, “Specification for labelling of commodities – Part 4: Labelling of footwear”, GYS 9-15”2003, “Specification for labelling of commodities – Part 12: Labelling of garments” and GYS 9-16: 2003, “Specification for labelling of commodities – Part 16: Labelling of textiles”.

Ten (10) public consultation sessions were held for the following Draft Caricom Standards (Automotive diesel fuel – Specification; unleaded gasoline for motor vehicles – Specification; Requirements for labelling – Part 3 – labelling of garments; Requirements for labelling and advertising of textiles; Specification for brewery products; Specification for rum; Specification for poultry and poultry products; Labelling of retail packages of cigarettes; Specification for labelling of aerosol insecticides; and Specification for fruit and vegetable juices and nectars.

Guyana voted for the development of seven (7) Caricom standards (Code of hygienic practice and packaged coconut water; Code of hygienic practice for packaged water; Guidelines for good management practices for small and medium sized enterprises; Specification for gold articles – Marking requirements and guidelines for manufacturing, alloying and testing; Specification for labelling of pre-packaged foods; and Packaged Natural coconut water).

Thirteen (13) national standards were promoted (Specification for grades of lime; Specification for grades of pineapple; Specification for grades of pumpkin; specification for grades of cucumber; Specification for grades of hot pepper; Specification for labelling of cigarettes; Specification for labelling of furniture; Specification for labelling of toys and playthings, Specification for safety matches; Specification for passion fruit; specification for pneumatic passenger car tyres; Specification for gold articles – Marking requirements; and Christmas tree and decorative lighting outfits.

(6) Communication

The goal of the Communication Division is to educate and sensitize all beneficiaries and stakeholders of the GNBS on the importance of standards and quality in consumer protection using a variety of communication strategies and approaches.

The Communication Division continued to provide critical programme support to the technical departments of the Bureau in the form of promotional campaigns, live television programmes, editing printed materials, advertisements, producing and designing print materials, arranging and participating in press briefings, symposia, lectures, etc.

During this year, the Division launched and executed promotional campaigns for a number of standards available at the GNBS and also the metrication programme using mass media advertisements, brochures and press releases.

By the end of the year, 45 editions of the standards corner, 37 notices, 35 press releases, were published as the Bureau continued its public education programme.

Eight (8) press briefings highlighting matters such as, National Quality Week activities, Used Tyre and Animal feed issues, the quality of cellular phones, Safety and plastic chairs, Conformity Assessment and SME'S.

The Division also conducted school lectures in Regions 4, 5, and 6 in a bid to educate stakeholders and obtain valuable feedback concerning the impact of the GNBS programmes.

Other significant achievements include:

(i) Organising GNBS participation in World Consumer Rights Day Celebration, (ii) Organising and spearheading GNBS participation in the Berbice EXPO, GUYEXPO 2007 and Guyana Gift and Craft Show, (iii) Preparing and issuing articles for the daily newspapers and the GMA magazine, (iv) Managing and organizing activities for National Quality Week 2007 under the theme: "Standards and the Citizens contributing to Society" (v) Producing the organization's Quarterly Newsletters, (vi) Participation in the PMMP project, NCCA Quarterly meetings, and the Monthly Weights and Measures and Metrication meetings.

(7) Metrication

In the Metrication Programme, 94 sector visits were made to various sectors to target senior management operatives to solicit their support, determine training needs, determine their status of metrication, review existing legislation, prepare a work plan for implementation of metrication and provide assistance for such implementation. Visits were made to 6 Regulatory Agencies, 21 Government Ministries, 6 Educational Institutions, 19 Local Manufacturers, 27 Supermarkets, 11 Advertising Agencies/Media Houses, and 1 Non-Government Organisations. Metrication training was provided to 40 organisations and 929 participants benefitted from "think metric session." The programme also targeted the commercial and retail sectors, with 6487 stakeholders met with visits to shops, stores, stalls and supermarkets countrywide, holding one-on-one discussions and carrying out practical demonstrations on the metric system. In addition, the daily newspapers, radio and TV programmes were screened for misuse of the metric units, and letters were dispatched accordingly, pointing out such misuses. One hundred and twenty five letters were issued and eighteen telephone calls were made in this regard.

INTRODUCTION

This report highlights the activities, achievements and the challenges of the various work programmes of the Guyana National Bureau of Standards (GNBS) for the year 2007 including its Branch Office in Region 2 (Anna Regina), Region 6 (New Amsterdam), and the Weights and Measures Offices in the other Regions of the country. It also covers the Projects of the Institution in one Section and the Projections into the future year.

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

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

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

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

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

1.0 LEGAL METROLOGY PROGRAMME (Weights and Measures)

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

Further, other activities such as internal training of Inspectors, attending meetings, participating in public relations activities and the investigation of complaints relating to short weight of products purchased and paddy supplied to rice mills, were also conducted during the year.

1.1 Licensing of Manufacturers of Weighing and Measuring Devices.

For the year 2007, a total of five (5) manufacturers were licensed with the GNBS to manufacture scales and masses, and to convert devices from imperial to metric units, as compared with five (5) manufacturers of scale and masses for 2006, five (5) for 2005, six (6) for 2004, nine (9) for 2003, and eight (8) for 2002. Also, one (1) manufacturer of measures was licensed for 2007, as compared with two (2) for 2006, two (2) for 2005 and 2004, respectively, none for 2003 and one (1) for 2002. The number of manufacturers licensed with the GNBS over the past three years remains consistent when compared with 2003 where 9 manufacturers were registered, mainly due to the revocation of two manufacturers' licenses by the GNBS for non-compliance with manufacturing requirements and unscrupulous practices and the involvement of the other manufacturers in other businesses. The voluntarily discontinuation of the manufacturing of measures by one manufacturer was as a result of the decrease in the demand for metric measures on the market, which is attributed to the fact that most vendors are now weighting their solid products, as required, instead of measuring same as was done previously.

The inspection of registered manufacturers' premises was done at the beginning of the year to determine compliance with the manufacturing requirements i.e. the examination of their facilities and tools used in their operations, quality control techniques, manufacturing standards, test masses and calibration scale, prior to

the issuing of manufacturing licences. In addition, quarterly inspections were conducted to ensure that requirements were maintained.

Based on periodic inspections conducted at manufacturers' premises, it was observed that manufacturers were generally adhering to manufacturing requirements stipulated by the GNBS and generally, devices manufactured locally by licensed manufacturers were submitted to the GNBS for verification prior to sale. In situations where minor non-conformances were observed it was drawn to the attention of the manufacturers and the necessary corrective actions were taken to address same.

Manufacturers of devices continued to express concerns regarding imported devices that are being offered for sale in both metric and imperial units, since the sale of these scales is creating unfair competition as they are required to manufacture only metric devices. As a result, Inspectors of the GNBS carried out surveillance inspections at sale outlets during the year and most of the devices found on display were in metric units and were stamped by the GNBS. However, unstamped devices found during surveillance inspections were seized and removed for verification. The quantity of unstamped devices seized is reflected in **Table 4** under 'Surveillance Inspections'. Further, in situations where devices were in both imperial and metric units, dealers were advised to convert them to metric and submit same to the GNBS for verification, prior to use.

Devices in dual mode (imperial and metric units) which were sold to consumers without being verified by the GNBS were seized and removed during surveillance inspections by Inspectors and were subsequently changed to metric only and verified by the Bureau. The use of dual mode devices has delayed the transformation of the system of measurement from imperial to metric, since vendors continued to use the imperial units. As a result, the GNBS is only verifying metric devices. Devices in imperial unit or dual mode are required to be converted to metric, prior to verification by the Bureau. It is recommended that only metric devices be manufactured and imported for use in trade, since the metric system is the only legal system of measurement in Guyana.

In addition, the National Weights and Measures Monitoring Committee had taken a decision to ban the use of the inferior quality dial scales commonly used on the local market to conduct commercial trade, effective from January 2008, mainly due to the fact that the said scales were not manufactured to be used for commercial purposes. As a result, when these devices are continuously used they tend to deteriorate easily and subsequently become inaccurate, which has often resulted in consumers being cheated when making purchases from vendors using these devices.

1.2 Initial verification of imported and locally manufactured devices

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

1.2.1 Scales, masses, measures, and metre rules.

Resulting from initial verification exercises conducted during the year 2007, a total of 851 scales, 1780 masses and 233 measures were initially verified, however, no metre rule was initially verified during the year. **Figure 1. below shows** the monthly initial verification of devices verified for 2007, which indicates that there has been a monthly fluctuation in the number of new devices verified throughout the year based on the demand for same within a specific period. During the months of February, June, July, September, October and November a significant amount of devices were submitted for verification.

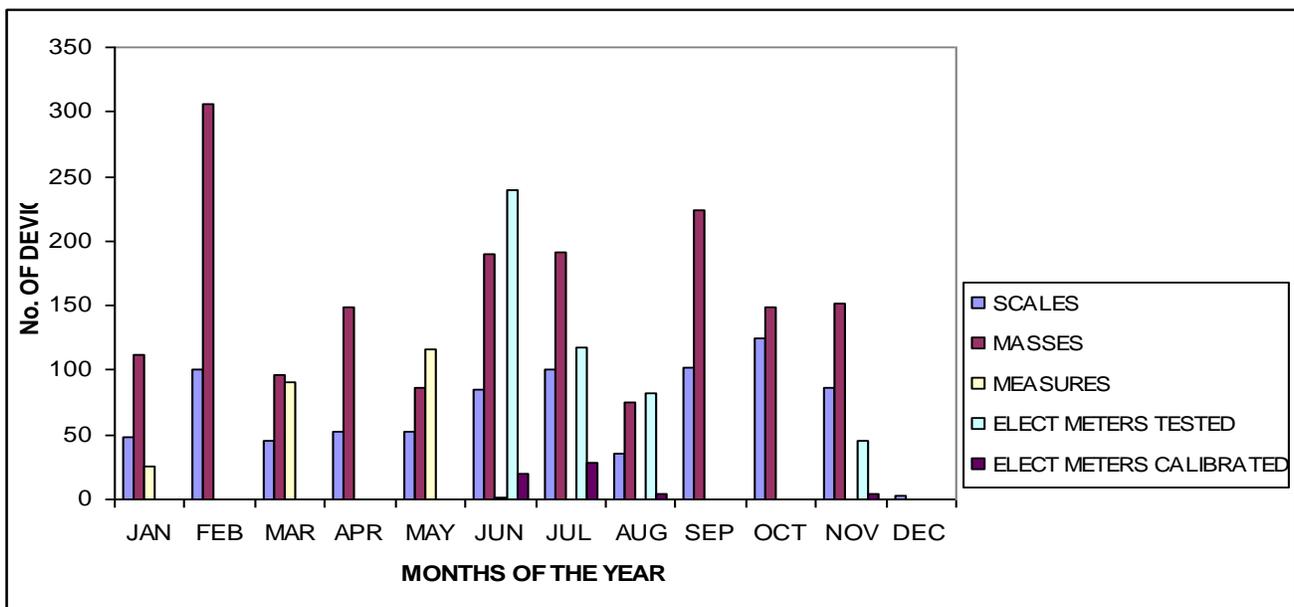


Figure 1. Initial Verification of Devices for 2007

Table 1. below shows a comparison of devices initially verified for the years 2001 to 2007. The table shows that there has been a slight decrease in the number of scales, masses and measures verified this year, as compared with the year, 2006. Over the past four years, the verification of scales initially verified continued to decline while the number of masses and measures initially verified remain fairly consistent except for measures where there was a significant decrease for this year, compared to previous years, which is mainly due to a decline in demand for same on the market, since most vendors and shopkeepers were already in possession of metric devices and those with imperial devices were moving to convert these devices to metric instead of buying new ones. Further, the significant decrease in the number of measures initially verified this year, as compared with the year 2006 is also attributed to the fact that most vendors are now weighing their solid products, as required, instead of measuring same as was done previously. The fact that no metre rule was submitted for verification during the year is a clear indication that dealers are not importing and using metre rules in their operation, as recommended by the GNBS.

As a result, the lack of cooperation from dealers and wholesalers to use verified metre rules would need to be addressed during the upcoming year through continued surveillance inspections of devices used for measuring textiles at sale outlets, in order to streamline this area of measurement.

**TABLE 1
INITIAL VERIFICATION OF DEVICES**

YEARS	SCALES	MASSES	MEASURES	METER RULES
2001	1867	3227	541	-
2002	1029	2094	512	-
2003	1128	2087	298	31
2004	940	1951	344	303
2005	969	2141	586	222
2006	889	2198	806	-
2007	851	1780	233	-

Rejected devices were returned to manufacturers for rectification and further adjustments and were subsequently verified. Non-conformities identified during verification were highlighted to manufacturers at the time devices were submitted for verification to prevent a re-occurrence of same in the future. In situations where the devices could not be rectified, the devices were scrapped and reworked by the manufacturers.

There is need for importers of devices used in commercial trade to comply with the requirements for the importation of devices. In situations where practicable, samples of devices should be submitted to the GNBS for type approval prior to importation. Further, devices imported to be used for commercial purposes must be appropriately designed to conduct trade, accompanied by type approval certificates and must be initially verified by the GNBS prior to sale. Devices

offered for sale by dealers must be properly labelled “Commercial use” or “Domestic use” in order to provide guidance to vendors and shopkeepers purchasing such devices to conduct trade. In addition, sale persons are required to be knowledgeable and be in a position to offer the necessary guidance to consumers making purchases. During the up coming year, the GNBS will continue to intensify inspections at the ports-of-entry and sale outlets to ensure that devices imported and offered for sale are verified by the Bureau as required. Devices found to be unstamped would be seized and dealers would be prosecuted.

1.2.2 **Electricity Meters**

The verification of the accuracy of 240 volts electricity meters imported by Guyana Power and Light (GPL) to be installed on customers’ premises continued during the year by the GNBS, in order to ensure accuracy prior to use. The execution of this activity is necessary due to numerous complaints made by consumers regarding inaccurate and defective meters installed by GPL, which have resulted in inaccurate readings and excessively high bills. For the year, the Bureau was successful in verifying a total of 485 electricity meters of which 57 (11.7%) had to be calibrated, since they were inaccurate. There has been a significant decrease in number of electricity meters verified for 2007 as compared with the previous year, where 1085 were tested of which 411 were calibrated. The decrease in the number of meters verified is attributed to the decrease in the use of 240 volts meters, which are verified by the GNBS and an increase in the use of 110 volt meters, which are not verified by the GNBS, since the Test Bench currently used by the GNBS could only test 240 volts Hexing meters. The increase in the use of 110 volts meters by GPL is based on the fact that the company is changing over its system from 240 V to 110 V to be compatible with most countries internationally. The absence of a Test Bench to test 110V by the GNBS has resulted in a significant amount of 110 V meters not being verified, as required, prior to being installed on consumer’s premises. This has subsequently resulted in numerous complaints regarding excessively high bills and malfunctioning meters received by the GNBS.

The GNBS had budgeted for a new multi- purpose Test Bench to conduct the verification of both 110 and 240 volts single and double phase electricity meters in the New Year. It is expected with the acquisition of this Test Bench the GNBS would be in a better position to verify all meters imported and installed on consumer’s premises.

1.3 **Subsequent verification of devices**

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

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

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

A total of 7448 scales, 12935 masses and 448 measures were subsequently verified for the year 2007 as compared with 7380 scales, 11506 masses and 267 measures for 2006 and 6391 scales, 12093 masses and 387 measures for 2005. **Figure 2** shows the monthly subsequent verification of devices for 2007, which indicates that during the month of February and August for the first and second half of the year respectively, the highest amount of scales and masses were verified, followed by January, July and March, respectively. The scheduled verification periods (January to March and July to September) were responsible for the increase in the number of devices verified during these months, since emphasis was placed primarily on verification during these periods.

Figure 2. Subsequent Verification of Devices for 2007

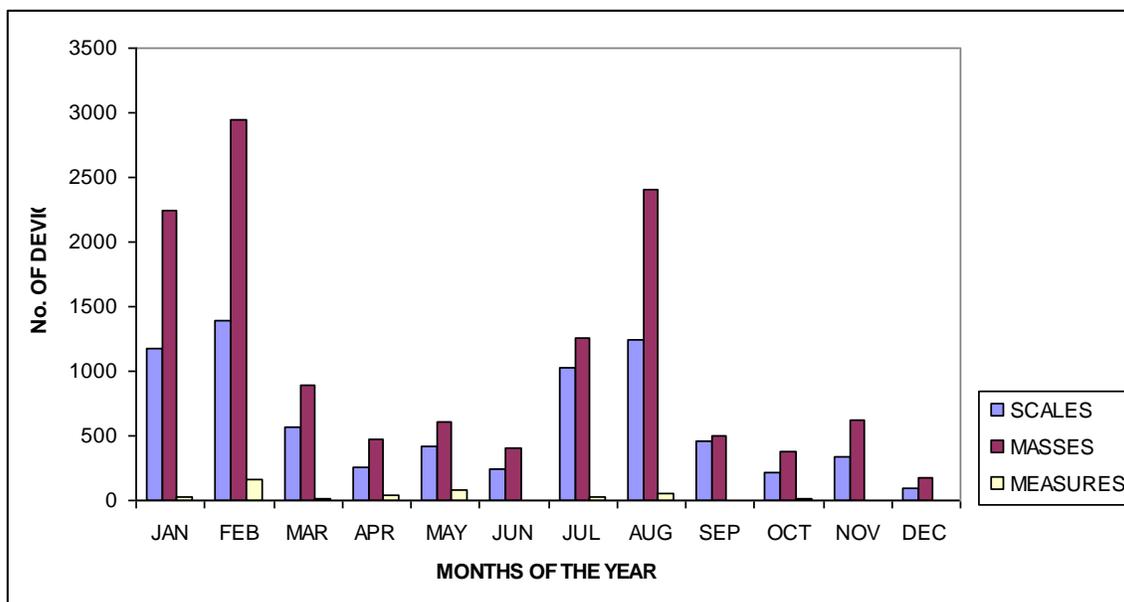


Table 2, below shows a comparison of devices subsequently verified for years, 2001 to 2007. There has been a significant increase in the number of scales, masses and measures subsequently verified as compared with the previous years. This increase in the number of devices verified could be attributed to the comprehensive mobile stamping exercises conducted countrywide during the periods of January to March and July to September and intensive weights and measures surveillance inspections conducted at shops and markets during the periods of April to June and October to December, for the first and second half of the year, respectively.

In addition, this has resulted in the seizure of all unstamped and defective devices, which were found at markets and shops during surveillance inspections. The quantity of unstamped and defective devices seized is reflected in **Table 4** under ‘Surveillance Inspections’. Devices seized were repaired, converted or verified and returned to vendors and shopkeepers after the necessary corrective actions were taken. Further, some vendors and shopkeepers continued to cheat consumers by using unverified yard sticks and measures, despite comprehensive sensitisation and surveillance activities carried out by the Metrication and Legal Metrology and Standards Compliance Departments of the GNBS, during the year. As a result, it is imperative that vendors and shopkeepers adapt the metric system by using only verified metric scales, masses, measures and metre rules. Further, there is need for stronger penalties to be instituted on importers, dealers, manufacturers, vendors and shopkeepers found selling and using unverified devices.

There is also need for adequate transportation and full time Inspectors primarily in the outlying Regions to conduct continuous inspections at shops throughout the year, since emphasis is currently being placed primarily at markets and much work is not presently being done at shops, due to the lack of transportation and availability of full time Weights and Measures Inspectors, in some Regions, to effect same. In addition, it has been observed that devices used at shops are not being stamped as required and they are often found in deteriorating conditions, hence the need to conduct continuous inspections at sale outlets is vital for consumer protection and equity in trade. Further, there is need for better cooperation from stakeholders in submitting their devices for verification twice yearly, as required by the Act. In addition, urgent attention must be given to the revision of the 1981 Weights and Measures Act and the development of Regulations for the said Act. This is necessary, since the existing penalties are too small and vendors and shopkeepers are capitalising on the situation by cheating consumers through the use of unverified and defective devices, which is affecting the effectiveness of the Legal Metrology Programme in Guyana.

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

**TABLE 2
SUBSEQUENT VERIFICATION OF DEVICES**

YEAR	SCALES	MASSES	MEASURES
2001	418	3217	12
2002	3360	7151	515
2003	4812	8427	932
2004	5722	11208	599
2005	6391	12093	387
2006	7380	11506	267

2007	7448	12935	448
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1.3.2 Verification of Weighbridge Scales

The verification of weighbridge scales used at sugar estates, rice mills and other industries in Guyana continued during the year, in order to ensure transparency in trade and the protection of consumers. As a result of verification exercises carried out, the Bureau was successful in verifying 9 weighbridge scales used at sugar estates, 37 weighbridge scales used in the rice industry and 20 known weighbridge scales used in the other industries, for the first and second half of the year, respectively, as compared with a total of 100 verified for 2006, 53 verified for 2005, 51 for 2004 and 44 for 2003. There has been a decrease in the number of weighbridge scales verified by the GNBS this year as compared with the year 2006. The decrease is attributed to the fact that some of the companies were not operating during the year and as a result their scales were not verified. In addition, the GNBS test truck was encountering mechanical problems which affected the execution of this activity in an effective and timely manner, as compared with the previous year where verification activities were carried out uninterrupted. As a result, the Bureau was unable to conduct any further verification activities during the year.

Most of the weighbridge scales verified were found to be accurate based on tests carried out; however, those that were found to be inaccurate were subsequently calibrated and re-verified to obtain accuracy. Some of the scales were also found in deplorable conditions, which often result in their being inaccurate after testing and as such, they were subsequently serviced and re-verified.

However, some of the major challenges encountered by the GNBS in the execution of this activity during the year were the unavailability of funds to conduct unscheduled surveillance checks at rice mills, using the GNBS Test Truck, in Regions # 2 and 6 during the rice crop season, the acquisition of verification fees from some clients for services provided by the GNBS, the prevention of the tampering of scales by some millers to cheat farmers and the conversion of mechanical weighbridge scales used by some millers to digital, in order to ensure transparency in the rice industry. The verification of all weighbridge scales used in commercial trade has become necessary due to concerns raised by the Guyana Rice Development Board (GRDB) and the Rice

Producers Association (RPA) and numerous complaints received from farmers and other consumers, regarding short weight received in commerce and requests from some stakeholders to have their scales verified by the GNBS. This activity would ensure equity in trade and consumers satisfaction, which is vital for the effective functioning of industries operating in Guyana. In addition, the use of inaccurate scales could result in the substantial loss of revenue and the dissatisfaction of external buyers, which could adversely affect trade.

In light of the above, the GRDB was successful in developing and enacting new Regulations under the Paddy and Rice Grading Act to ensure that all scale with a capacity in excess of two metric tonnes be fitted with an electronic display to show the weight in kilogram. This means that millers must ensure that their scales are fitted with an electronic display which must be directly connected to the scale to display the weight on the platform at the time of weighing. This Regulation would be enforced by the GRDB in collaboration with the GNBS, which is the Agency responsible for the enforcement of the 1981 Weights and Measures Act.

This move by the GRDB has created the urgent need for millers operating with mechanical scales to have same converted to digital, which is critical to ensure transparency in commerce. In addition, owners of weigh bridge scales are required to maintain and verify their scales periodically as required by the 1981 Weight and Measures Act. This is necessary, to ensure the proper functioning of scales and to reduce the frequency of calibration or adjustments during verification activities. Further, there is need for stronger penalties to be instituted for persons found using defective and unverified weighbridge scales, since it is becoming a regular practice by some millers to deliberately cheat farmers and consumers by tampering with their scales. The GNBS would not be verifying scales which are not fitted with electronic indicators in the New Year.

1.4 Verification of Petrol Pumps and Other Volumetric Devices

A total of 1248 petrol pumps, 14 storage tanks, 16 tanker wagon compartments and 26 bulk meters were tested, of which, 262 petrol pumps were calibrated for the various petrol companies and private stations countrywide for the first and second half of the year, 2007. **Figure 3** shows the monthly verification of petrol pumps for 2007, which indicates that most of the pumps were verified mainly during the verification periods of the first and second half of the year, except in

situations where requests were received from the parent companies and private owners to re-verify pumps that had to be repaired or replaced.

Figure 3. Verification of Petrol Pumps for 2007

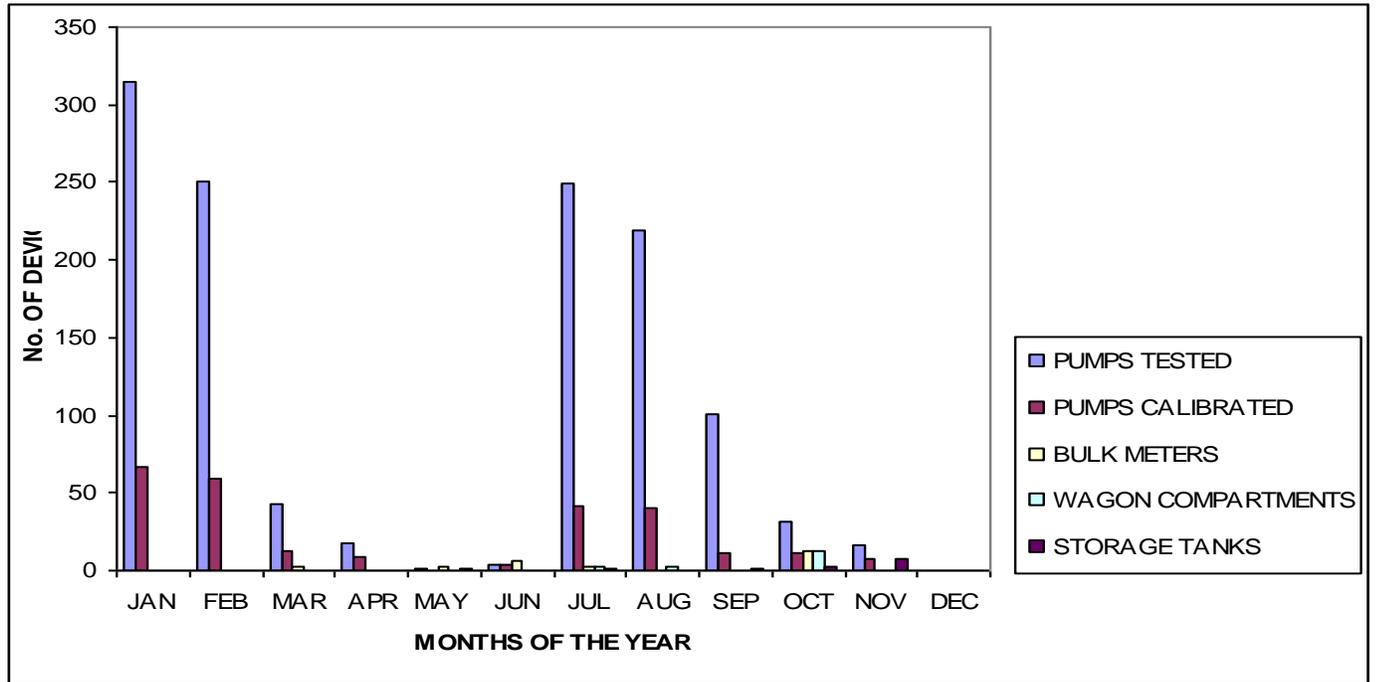


Table 3, below shows a comparison of petrol pumps, bulk meters, wagon compartments and storage tanks verified for the years, 2001 to 2007. There has been a decrease in the number of petrol pumps and bulk meters verified this year when compared with last year. However, there was an increase in the number of storage tanks and wagon compartments tested for 2007 as compared with 2006. The fluctuation in the number of devices verified annually could be attributed to the opening and closing of service stations by companies and private owners over these years. The verification of storage tanks was carried out based on requests from stakeholders.

It is worthwhile to mention that the number of pumps calibrated had reduced by at least 50% when compared with the year 2006, which is an indication that actions have been taken by parent companies and private owners to replace old and defective pumps, as previously advised by the GNBS during the year 2006. In addition, based on an analysis of the results of tests conducted on petrol pumps during the year it has been observed that there was an increase in the level of accuracy of pumps in use at service stations countrywide, which has resulted in improved consumer protection and equity in trade.

The verification of petrol pumps twice yearly has impacted significantly on vehicle owners since at least 98% of petrol pumps in use in Guyana were verified, thus ensuring that they receive the correct quantities of fuel purchased from service stations. In addition, the verification of bulk meters and tanker wagon compartments at petrol terminals, which was formally commenced by the GNBS in 2007, also provided assurance to petrol dealers in receiving the correct quantities of product purchased.

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

There is need for petrol companies and private owners of petrol stations to ensure the continuous maintenance of pumps in use, since they are mechanically operated and tend to become inaccurate after continuous usage due to the wearing of parts and other factors. This is necessary to ensure pumps are delivering accurately and to avoid consumers from being cheated. In addition, pumps are required to be properly labelled with the total sale, price per litre and volume in order to provide guidance to consumers when purchasing products. Further, products must be advertised and sold in metric quantities, since pumps are verified and are operating in metric units.

TABLE 3
VERIFICATION OF PETROL PUMPS

YEARS	PUMPS TESTED	PUMPS CALIBRATED	BULK METERS	WAGON COMPARTMENTS	STORAGE TANKS
2001	1090	695	33	-	-
2002	1093	484	5	-	-
2003	1191	308	14	-	17
2004	1139	380	5	-	7
2005	1197	378	15	33	7
2006	1262	406	32	-	6
2007	1248	262	26	16	14

1.5 Surveillance inspections

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

Based on surveillance exercises carried out for the year 2007, a total of 6593 stalls/premises were visited, as compared with 7524 premise/stalls visited for the year 2006 and 5151 premises/stalls visited for the year 2005.

Resulting from surveillance exercises conducted at markets and shops during the year 2007, a quantity of 1054 scales, 1248 masses, 47 measures and 35 rules were seized and removed, since they were found to be unjust or defective, in comparison with 969 scales, 1480 masses, 54 measures and 16 rules seized and removed in 2006 and 950 scales, 1309 masses, 237 measures and 172 rules seized and removed in 2005. **Table 4**, shows a comparison of Weights and Measures surveillance inspections conducted for the years 2001 to 2007. There was a decrease in the number of surveillance inspections carried out in 2007 when compared with the previous year, which is attributed to the late start of surveillance activities for the first half of the year. As a result, the GNBS was unable to complete this exercise on the East Coast of Demerara, since the verification period for the second half of the year had commenced. In addition, there was a significant increase in the number of scales and rules seized during the year 2007, as compared with the previous years, which are mainly due to the reluctance of some vendors and shopkeepers to have their devices stamped twice yearly, as required. However, there was a decrease in the number of masses and measures seized during 2007 when compared with previous years. This could be attributed to the acquisition of verified metric measures and masses by most vendors and shopkeepers and the adherence of vendors and shopkeepers to have these devices verified twice yearly as required. Measuring rules seized during the

year was as a result of intensive surveillance inspections carried out by Inspectors at stores based on complaints received by the GNBS from consumers regarding the use of defective and unstamped rules.

At least 85% of the masses seized during surveillance exercises carried out by the GNBS for the year were un-verified imperial masses, although the GNBS has been continuously seizing and removing these weights from the various sale outlets over the past five years and are disposing of them so that vendors and shopkeepers could not have access to them.

Despite significant efforts made by the GNBS over the years to ensure that devices used in trade are verified periodically and are kept in good condition in order to ensure accuracy and equity in trade, some vendors and shopkeepers are not verifying their devices and properly maintaining them as required. As a result, these devices become inaccurate, although they might be stamped for the corresponding period. Therefore, there is need for better cooperation from vendors/shopkeepers in having their devices stamped twice yearly as required by the 1981 Weights and Measures Act and for stronger penalties to be instituted against persons found to be in possession of defective and inaccurate devices. This is dependent on the revision of the 1981 Weights and Measures Act and the development of Regulations for the said Act.

TABLE 4

WEIGHTS AND MEASURES SURVEILLANCE OF DEVICES

YEARS	NO. OF PREMISES VISITED	SCALES	MASSES	MEASURES	RULES
2001	397	84	367	129	-
2002	3511	219	1016	176	-
2003	3891	273	1405	237	-
2004	6267	641	1697	405	-
2005	5151	950	1309	237	172
2006	7524	969	1480	54	15
2007	6593	1054	1248	47	35

1.6 Consumer Complaints.

1.6.1 Rice Farmers

Resulting from the implementation of the metric system by the GRDB in the purchasing of paddy and complaints received from representatives of the Guyana Rice Producers Association (RPA) and farmers primarily in Regions #2 and #6, regarding the alleged tampering of scales to cheat farmers, Officers from the

Regions #2 and #6 Branch Offices conducted surveillance inspections at rice mills in their respective Regions to ensure transparency in the weighing process and compliance with the relevant requirements of the GNBS. Based on investigation and subsequent testing conducted by Inspectors of the Bureau, it was discovered that the scales were weighing correctly. Further, continuous monitoring was done by GNBS Inspectors during verification activities and surveillance inspections and it was observed that the correct procedures were being followed when the GNBS Officers are present. It was, however, reported by farmers that in the absence of GNBS Inspectors, some millers do not follow the correct operating procedures, resulting in them being cheated. As a result, farmers were sensitized on the operation of the scale (mechanical and digital) and the use of the metric system. In addition, they were advised to carefully observe the weighing of their paddy when supplied to millers and make the necessary objections in situations where the correct procedures for the operation of the scale are not being followed or if there is a discrepancy in the unit of measurement.

1.6.2 **Consumers**

During the year, the GNBS received 11 complaints regarding the short weight and measurement of products purchased. These products include groceries, wood, grout, fish, sugar, paddy, cooking gas, rice, animal feed and milk powder. These complaints received were investigated and in seven instances the devices used were defective and were not verified by the GNBS. As a result, 8 scales and 3 masses were seized and removed. In addition, the net contents of cooking gas checked were below the required amount by an average of 1-3 kg. This was drawn to the attention of the company and the necessary corrective actions were taken. Further, based on investigation carried out on the complaints regarding the rice and grout the scales used by the companies were verified, as required and were weighing accurately.

In addition, the Region# 5 Administration also reported to the GNBS Branch Office in Region #6 that consumers and fishermen were complaining of receiving short fuel purchased at the Fish Coop at Rosignol. As a result, arrangements were made by Officers of Region #5 and 6 and the petrol pumps in use at the said location were tested. Based on tests conducted it was observed that the pumps were malfunctioning. However the pumps were subsequently repaired, re-verified and sealed.

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

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

discussions on matters relating to weights and measures and metrication activities and to obtain direct feed back from Officers on activities executed in the Regions. Officers who attended the meetings provided feedback concerning the progress of activities conducted in the Regions for the various months, according to the National Work Programme and reported on problems encountered during the execution of their duties in the Regions. In addition, work to be executed during the following month was scheduled and discussed at each meeting and difficulties encountered by Officers with the Regional Administrations were continuously highlighted at these meetings. The GNBS had made several attempts to address some of the concerns raised at the meetings, through the Regional Executive Officer (REO) and the Regional Chairman of these Regions. However, although the Regional Executive Officers of the various Regions promised their full support, much progress was not made in this regard and as a result, some of the matters are yet to be addressed by the Regional Administrations.

1.7.1 **Issues Raised at Meetings**

Some of the main concerns affecting the execution of Weights and Measures activities in the Region, which were highlighted by Officers at meetings held throughout the year, were the absence of full time Weights and Measures Officers in Regions 1 and 8 to conduct weights and measures activities in the Regions, lack of transportation to carry out field activities, the absence of appropriate facilities and basic tools to conduct the stamping of devices and surveillance activities, the need to review the existing Weights and Measures Act of 1981 and develop Regulations for the said Act, protection of Inspectors during surveillance activities and the lack of cooperation from vendors and shopkeepers to adapt the metric system and use only verified metric devices.

In light of the above, the GNBS continued its effort to seek funding from the CDB to have the existing 1981 Weights and Measures Act reviewed and Regulations for the said Act developed. However, the Bureau was not successful in acquiring the necessary funding required to execute this project.

There is need for some of these concerns to be addressed urgently by the relevant Regional Administrations, in order to ensure the effective functioning of the Weights and Measures offices in the Regions and to improve the level of services provided in the Regions. Failure by Regional Administrations to address these concerns would result in the withdrawal of the GNBS equipment from these Regions and the absence of Weights and Measures services in these Regions. This would significantly affect the lives of persons living in these Regions, since the accuracy of the devices used in commerce cannot be ascertained within the Region and as a result consumers would be cheated.

1.7.2 **Regional Development.**

The GNBS continued to work in collaboration with the Regional Weights and Measures Officers in Regions during the year in an effort to improve the level of services provided in the Regions and to increase the capacity and coverage of the Regional Weights and Measures offices. As a result, a significant amount of work on the verification of devices used in commercial trade, surveillance inspections at sale outlets to ensure devices are stamped and metric sensitization was carried out throughout the year in Regions 2, 3, 4, 5, 6, 7 and 10 due to the appointment of Weights and Measures Officers in Regions 4, 5, 7 and 10 during the year 2006.

However, Regions 1, 8 and 9 are yet to appoint full time Weights and Measures Officers in their Regions. Nevertheless, a part time Officer was recently appointed in Region #9 to execute the Weights and Measures and Metrication activities in that Region and a new Officer within the Regional Administration of Region #3 was appointed to replace the previous Officer (Mr. C. Boyce) who had retired. As a result, the two Weights and Measures Officer recently appointed were trained by the GNBS, and are currently executing Weights and Measures and Metrication activities in their respective Regions.

The GNBS had made representations to the Public Service Ministry (PSM), to effect the employment of W&M Officers for Region # 1 and is presently awaiting approval from the Head of the Presidential Secretariat on the matter. In addition, the Bureau is expected to make similar representations to the PSM for Regions # 8 and 9 in the New Year.

Further, despite efforts made by the Bureau during the years 2002, 2003, 2004, 2005, 2006 and 2007 to have established Weights and Measures offices operating in Regions 1, 8, 9, no significant Weights and Measures activity was done in these Regions during the year, 2007, except in situations when Officers from the GNBS visited these Regions. This is mainly due to the absence of designated Weights and Measures Officers in these Regions, no proper facilities to conduct the verification of devices, lack of transportation to execute field activities, and the lack of participation at National W & M Monitoring Committee Meetings.

The absence of designated Weights and Measures Officers in Regions #1, 8 and 9 demonstrates the lack of cooperation and support of these Administrations for the Weights and Measures Programme and the lack of commitment of the Administrations to provide the Weights and Measures services to stakeholders operating in these Regions, which is vital for consumer protection and equity in trade. As such, there is need for these Administrations to appoint the required personnel and acquire the necessary facilities and resources necessary to facilitate the execution of Weights and Measures and Metrication activities in the Regions, in order to provide the requisite services.

In light of the difficulties encountered by the GNBS in establishing Weights and Measures Offices in some Regions, the GNBS has viewed it being necessary for the required resources to be made available to the Bureau to appoint its own

Officers in the various Regions, in order to facilitate the execution of Weights and Measures and Metrication activities and to maintain an effective and efficient Weights and Measures Programme in the various Regions.

1.8

Regional visit.

In an effort to increase awareness of the various activities conducted by the GNBS under the Legal Metrology Programme, the GNBS has conducted outreach programmes in Regions #8 and 9 during the year to target persons living in the hinterland and other areas that are not so easily accessible, to sensitise and educate the average person, shopkeepers and other community leaders and workers on the services offered by the Bureau and its role in consumer protection. In addition, arrangements were also made to provide these services to the communities visited on a periodic basis, in order to improve their lives and to ensure consumer protection. There has been a decrease in the number of visits conducted in the outlying Regions for this year when compared to last year, mainly due to the lack of adequate resources to execute same.

Region #8

During the year a Senior Inspector and an Inspector of the GNBS visited Region #8 to conduct the verification of petrol pumps and other weighing and measuring devices used in the Region and to sensitized vendors and shopkeepers on the use of the metric system, since there is no designated Weights and Measures Officer in the Region. Based on the visit conducted, the following observations were made:

- (1) Fuel was sold by drums and not by measurements as required.
- (2) Shopkeepers and vendors were not knowledgeable on the use of the metric system.
- (3) Most of the devices in use were dual units and vendors were using the imperial unit of measurements.
- (4) The weighing and measuring devices used were not properly maintained.

It is recommended that the Regional Administration appoint a full time Weights and Measures Officer in the Region urgently and provide the necessary support and funding required, in order to facilitate the provision of the weights and measures services in the Region.

REGION #9

The Director, Chief Inspector and the Metrication Officer visited Region #9 during the period of 2007-11-12 to 2007-11-16, in order to carry out a series of

activities in the areas of **Metrication, Weights and Measures, Standards and Quality** and to streamline the Weights and Measure Programme in the Region. During the visit conducted the following activities were carried out:-

- Visits were conducted to shops in Annai and central Lethem and Shopkeepers were sensitized on the requirements of the Weights and Measures and the Metrication Programmes.
- A meeting was convened with shopkeepers and stakeholders within the Region on 2007-11-14 at the RDC building, where they were sensitised on the role of the GNBS in consumer protection, the requirements of the Weights and Measures and the Metrication Programmes and activities executed by the GNBS relating to Standards and quality. In addition, stakeholders present were trained on the three common units of measurement used in the conduct of trade, in order to promote the use of the metric syst
- A meeting was also held with the President and other members of the Rupununi Chamber of Commerce on 2007-11-14 in order to solicit the cooperation of the Chamber in facilitating the execution of Weights and Mesasures activities to be carried out in the Region, to obtain feedbacks from the Chamber on problems experienced in the Region, relating to standards and quality of products and to ascertain what assistance could be provided by the GNBS in this regard.
- The GNBS team also met with Regional Chairman, the Deputy Regional Executive Officer and the Weights and Measures Officer on 2007-11-15, where it was agreed that (i) the Weights and Measures Officer would execute Weights and Measures activities (verification of devices, surveillances and metric sensitization) in the Region one day each week (Saturday). This would be communicated to the shopkeepers in the Region, (ii) the Region would take immediate steps to acquire the necessary tools required for the Weights and Measures Officer to effect the verification of devices in the Region, (iii) the Region would make a request to the Public Service Ministry to create a position for a Weights and Measures Adjuster of scales and masses in the Region. The said request would be copied to the Director of the GNBS to facilitate support for the creation of the position, (iv) the existing building used to store closed files in the Region would be upgraded to accommodate the Weights and Measures Office within the Regional Administration Compound, (v) the Weights and Measures Officer would prepare a monthly Report of activities carried out in the Region during the month and submit a copy of same to the GNBS, which would be presented at the monthly National Weights and Measures Monitoring Committee Meetings.
- Petrol pumps in use at three service stations in the Region were verified and sealed, as required.

The overall objectives of the visit were achieved and it is expected that the Regional Administration would provide the much needed Weights and Measures Services to the people of the Region.

1.9 Public awareness

Information gathered from field inspections, consumer complaints and verification exercises, which were useful for the protection and guidance of consumers, were analyzed and prepared routinely throughout the year for publication in the form of releases, notices, newsletters etc. by the Public Relations Department. In addition, Senior Officers within the Department participated in exhibitions and television programmes organized by the Public Relations Department to provide guidance to consumers, to increase their awareness of the services offered by the GNBS, the benefits that could be garnered by consumers if they access these services and to keep the public informed on the various activities carried out by the GNBS.

Further, notices were published to remind vendors, shopkeepers and other users of Weighing and Measuring devices to have their devices verified at the respective Weights and Measures offices and during mobile stamping exercises conducted during the periods January to March and July to September for the first and second half of the year 2007.

1. 1.9.1 Television Programmes.

During the year, Inspectors were involved in four (4) live television programmes conducted in Regions #2, 4 and 6. Some of the areas of concerns that were addressed via television programmes to increase the awareness of the public were length, mass and volume measurements used in commerce, the activities and requirements of the National Weights and Measures Programme, the care and use of devices used in commerce, tips on purchasing commodities by length, weight or measure at sale outlets, the use of un-verified rules by dealers, banning of dial scales for commercial use, the verification of bulk meters, wagon compartments and petrol pumps and the use of the metric system.

Some of the main concerns raised by members of the public during the programme were relating to the operation of rice mills, the operation of the metric devices, requests made by consumers for products in imperial units. The concerns raised regarding the activities executed by the Bureau were adequately addressed by the members of the panel and in situations where the concerns raised were not related to the GNBS, the relevant agencies were informed accordingly. In addition, vendors and shopkeepers were advised to adhere to the requirements governing the operation of the use of Weighing and Measuring devices. Further, consumers were sensitized on shopping tips and some of the malpractices

wholesalers and retailers are involved in when weighing and measuring products sold to consumers. Further, they were advised to demand the correct quantity of products purchased.

1. Training of GNBS Inspectors.

Continuous internal training was conducted for Inspectors of the department throughout the year in various subject areas, in order to increase their knowledge of the various activities conducted by the GNBS and to improve their competency on the Job. Some of the main subject areas covered for the year were the procedure for the verification of weighbridge scales, calculation of maximum permissible error (MPE) for scales, the approach to be used in sensitizing vendors and shopkeepers on the use of the metric system and the care and use of devices and the verification of Bulk Meters and tanker Wagon Compartments used at Petrol Terminals using the 2000L Seraphin Test Measure. The training conducted for Inspectors has proven to be beneficial, since improvements in their performance were evident in the execution of their duties, which offered greater flexibility within the Department. In addition, it also provides Inspectors with the necessary knowledge and approach required to effectively conduct the education of vendors and shopkeepers on the use of the metric system.

The Department was also involved in the training of new Regional Weights and Measures Officers of Regions # 3, 4 and 9 who were appointed during the year. The training conducted for these Officers were both theoretical and practical and provides Officers with the basic knowledge to effectively carry out their Weights and Measures duties in the respective Regions.

Further, an in-house presentation on “Legal Metrology” was conducted by Mr. D. Beckles, Senior Inspector of the Department on 2007-03-02. The presentation was the second conducted by the Department for the year, 2007 and was geared to sensitise staff on the importance of Legal Metrology in Trade and the role of the GNBS in providing Legal Metrology Services in Guyana, which is vital for consumer protection and equity in trade.

Other Activities.

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

1 Meetings with the Regional Chairmen of Regions #4, 5 and #6.

Meetings were convened with the Regional Chairmen of Regions # 4, 5 and 6 on 2007-01- 29, 2007-01-23 and 2007-06-19, respectively to address the upgrading of the Weights and Measures Offices in the said Regions, the Provision of transportation to conduct field activities, the participation at Monthly Regional Administration Council meetings, the appointment of a full time Weights and Measures Officer for Region #4 and the hosting of Seminars for Small and Medium Enterprises. At the meetings convened, the Regional Chairmen promised full commitment in addressing the matters highlighted by the GNBS and their continued support and cooperation for the Weights and Measures Programme in their respective Regions.

1. **Attendance of Seminar on the Sensitisation of Stakeholders within the Electricity Sector.**

Mr. J. Softley, Senior Inspector within the Department attended a Seminar on 2007-02-13 hosted by the Government Electrical Inspectorate (GEI) in collaboration with the Office of the Prime Minister, which was geared at sensitising stakeholders within the Electricity Sector on Technical Regulations to be enacted shortly by the National Assembly. At the Seminar presentations were done by two overseas consultants and local representatives from the GEI on the requirements of the regulations to be enacted and the views of stakeholders were solicited in the process. The Seminar was beneficial and was of great importance to stakeholders within the sector, since all electrical installations conducted after the enactment of these regulations would be required to comply with the requirements of same. Failure to comply with same will result in prosecution by the GEI.

1. **Visits to GPL.**

On 2007-02-21, the Director, Chief Inspector and two other Senior Officers of the GNBS visited GPL metering Department at Sophia to examine their recently acquired Electricity Meter Test Bench. During the visit a practical demonstration was conducted for the representatives and the necessary information requested were provided to the GNBS. The Director also seized the opportunity to seek the assistance of the GPL representatives to assist the GNBS in sourcing a technical person to facilitate the conversion of the Bureau's Test Bench to test 110V meters, which they promised to follow-up on shortly.

1 **Meeting held with Representatives of Public Utility Commission**

A meeting was convened with Ms. Devika Nandranie, Supervisor Consumer Affairs and Mr. Keine Read, Engineer of the PUC on 2007-03-15 to discuss the role of the GNBS in the testing of Electricity Meters used by Guyana Power and Light (GPL). At the meeting the Chief Inspector explained that the GNBS only

test new 240V meters imported before they are installed on consumers' premises and meters found to be defective are calibrated and re-verified to ensure accuracy. The re-calibrated meters are also sealed by the GNBS after the calibration exercise is completed. The representatives were grateful for the information and expressed willingness to work along with the GNBS in addressing complaints relating to the use of defective meters by GPL on consumers' premises.

Visits by CROSQ Consultant on Metrology.

A visit was conducted by Mr. Charles Fortin on 2007-07-16, a Consultant contracted by CROSQ to review the Project Document prepared for the CROSQ Project on Harmonised Regional Quality Infrastructure for Improving Market Access and Competitiveness and develop performance indicators for the said Project. During the visit Mr. Fortin met with the Director, Chief Inspector and Coordinator of the Laboratory Services Department of the GNBS, where the activities presently carried out by the GNBS in the area of Metrology were explained. In addition, he had a look at the GNBS facilities and equipment used in execution of Metrology activities in Guyana. Further, a meeting was convened with the Training Services Manager of Guysuco to get an insight of the level of calibration required by the sugar industry and he was privilege to see some of the weighing and measuring devices used in commerce. The GNBS was expected to review the Project Document and submit its comments by 2007-07-27.

Meeting convened with Representatives of GPL.

A meeting was convened Mr. Basil Charles and Mr. Ravi Prashad of GPL at the Guyana National Bureau of Standards (GNBS) on 2007-07-04 and the following matters were discussed and agreed on at the meeting:-

- GPL would register with the GNBS for the year 2007, as an importer of measuring devices.
- All new electricity meters imported by GPL for commercial purposes would be examined by the GNBS at the Port-of-entry, in order to determine compliance with the National Labelling Standard. The Company is expected to notify the GNBS of such examination at least 24 hours in advance.
- The GNBS would verify the remaining 1197 "240V El Dorado" meters previously imported by GPL and submit the necessary Test Certificates for the meters verified, based on submissions of the said meters by the Company.

- The Company would examine the possibility of facilitating the GNBS to be a part of the verification process of the new 110V meters imported by GPL for commercial use, since the GNBS Test Bench cannot test 110V meters. This arrangement would be temporary until the GNBS can source a new Test Bench.
- An Approval Seal would be placed on all new meters verified by the GNBS to provide guidance to consumers.

All defective meters rejected during verification would be destroyed by GPL periodically, in the presence of a representative from the GNBS. GPL is expected to inform the GNBS when such exercises would be carried out.

Resulting from the lack of cooperation from some Millers to have their scales fitted with electronic displays prior to the commencement of the present rice crop. The Chairman and other members of the GRDB Board who were tasked with the responsibilities of addressing this matter at a recent Board Meeting held on 2007-09-19, convened a special meeting on 2007-09-25 at 14:00h at the Ministry of Agriculture with Millers in breach of the GRDB Regulations which was recently enacted. At the meeting the representative of Strangroen Rice Mill was given two weeks to have his indicator installed, while the representative of MRL was given 24 hours to indicate to the Chairman of the Board when the scales used by MRL would be fitted with electronic displays. Mr. Ramlakhan, the other Miller who was present at the meeting informed the Board Members that his load cells were already in the country and would be installed by Tel's Engineering shortly. The Chairman and the other Board Members were to decide on the course of action to be taken against Fyuse Hussain and Endeavour Rice Mills who did not respond to the Board's invitation to attend the meeting.

1.11.8 **Attendance of the National Conformity Assessment Committee Meetings.**

The Legal Metrology and Standards Compliance Department, which is responsible for the Legal Metrology Programme was included to be a part of the National Conformity Assessment Committee which was established to foster closer relationship with the various Regulatory Agency operating in Guyana with the aim of improving the National Conformity Assessment Infrastructure in Guyana. The areas of engagement include standards management, conformity assessment activities, metrology (legal and scientific), information dissemination, training and metrication. The Chief inspector was assigned the responsibility to liaise with the Guyana Revenue Authority on matters relating to the different areas of engagement that was discussed and agreed. As a result, four meetings of the Committee were attended during the year and matters relating to the releasing of commodities at ports-of-entry with out inspection by the GNBS by the Customs & Trade Administration and the verification of devices used by stakeholders licensed by the various Regulatory Agencies were discussed with the

relevant Agencies. In addition, letters were sent to the various Agencies seeking their cooperation in including the verification of devices as a requirement in their licensing process, in order to facilitate the verification of devices used by the various entities, twice yearly.

However, after the responses from the Agencies were not favourable, the GNBS subsequently convened a meeting on 2007-12-14 with the relevant Agencies that are involved in the licensing of stakeholders that use devices in their operation, in an effort to solicit their cooperation in including the verification of devices as a requirement in their licensing process. Representatives from the Agencies present at the meeting, which include GEA, GGMC, GFC and the Ministry of Agriculture, Fisheries Department, promised their full support on the matter. In addition, the Agencies present promised to supply a list of the licensed stakeholders for the year 2007 to the GNBS. Further, the GRDB who was not present at the meeting had previously sent a letter to the Director of the GNBS indicating their cooperation on the matter for the New Year. The GNBS is expected to establish contact with the Inspectorate Department of the Ministry of Health and the Food & drugs Department to seek their cooperation on the said matter, since they were not represented at the meeting.

1.11.9 **Attendance of Public Consultation on the Restructuring of GRDB**

The Director, Chief Inspector and a Technical Officer from the Conformity Assessment Department participated at the Consultation which was held on 2007-09-13 at the Buddy's International Hotel to address the restructuring of the GRDB. At the Consultation, presentations were made by the Honourable Minister of Agriculture, the Chairman of Board of GRDB and the General Manager of GRDB, after which the participants present were divided in five groups and discussions were facilitated by the Consultants spearheading the restructuring process. During the group discussions participants expressed their views on how the GRDB could better serve the rice sector in the different areas examined. Some of the concerns raised by the GNBS were the need to implement and maintain a National Conformity Assessment System to address inspection, testing and certification of rice exported, the need to monitor the quality of rice sold on the local market, the certification of rice exported to the European Union for mercury, lead and cadmium and the continuous monitoring of scales used in the rice industry. In the afternoon session the Consultants presented on the various areas examined during the group discussions and the views shared by the stakeholders in each area were examined. This is to be further examined by the Ministry of Agriculture and the Consultants tasked with the restructuring to determine the way forward for the GRDB.

1.11.9 **Acquisition of Equipment.**

The three (3) portable electronic scales purchased from Western Scientific Company in Trinidad based on funding allocated in the 2006 Capital was received

by the Department on 2007-01-11 . The said scales were acquired to conduct the verification of masses during the mobile stamping of devices in the field; since they are batteries operated and are suitable for such purpose. Two of the scales were subsequently handed over to the GNBS Branch Offices in Regions #2 and 6 and one was retained at the GNBS Head Office.

1.11.10 **Calibration of Working Standards**

Most of the physical working standards (Volumetric and Masses) used by the GNBS to carryout the verification of devices for stakeholders were calibrated in house, twice during the year, by the Laboratory Services Department to maintain accuracy and traceability to international standards, except for the Test Mass kits used in the field since the laboratory Services Department was not in possession of a Mass Comparator to conduct such verification exercise.

1.11.11 **Quality Management System**

In an effort to have the activities of the Department certified to the ISO 17020 Quality Management System Standard, to improve the operational efficiency in order to better serve its stakeholders, the Department made considerable stride in preparing the relevant procedures and working instructions for the various activities conducted under the Legal Metrology Programme. The procedures were prepared in accordance with the ISO 17020 standard and were submitted to the Conformity Assessment Department for approval; however, the working instructions are to be finalised. In addition, the Quality Manual of the Department was completed and review by the Quality Management System Department for compliance with the requirements of the ISO 17020 Standard. The training and implementation of the Quality management System is expected to commence early in 2008 in preparation for internal audits and subsequent certification to the ISO 17020 Standard.

1.12 **Monitoring and Evaluation.**

The primary activities scheduled in the Legal Metrology Annual Work Programme for 2007, which include the initial and subsequent verification of weighing and measuring devices, Weights and Measures surveillance inspections of devices at shops and markets for the first and second half of the year in order to ensure that devices used for commerce were verified for the corresponding period, regional development and visits and metric sensitization activities to facilitate the use of the metric system and educate stakeholders on the activities conducted under the Legal Metrology Programme were achieved during the year, with the

exception of the reviewing and updating of the 1981 Weights and Measures Act, preparation of Regulations for the said Act and the checking of net contents in prepackaged goods. Nevertheless, the department was able to complete approximately 90% of the activities outlined in the Legal Metrology Annual Work Programme for 2007.

The reviewing and updating of the 1981 Weights and Measures Act, preparation of Regulations for the said Act and the checking of net contents in prepackaged goods, which accounts for the remaining 10%, were not achieved mainly due to the involvement of Inspectors in the execution of other activities within the Department and the lack of funding to execute same. In addition, despite some amount of work was done in relation to the verification of bulk meters and wagon compartments the GNBS was unable to complete this exercise with all petrol companies, due to difficulties encountered with some petrol companies to execute verification activities in a timely manner. However, it is expected that better cooperation would be received from petrol companies in facilitating this exercise in the New Year. Further, the GNBS would continue to seek assistance from the Caribbean Development Bank (CDB) in providing the necessary funding to facilitate the reviewing and upgrading of the 1981 Weights and Measures Act and the development of Regulations for the said Act.

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

However, there is need for the acquisition of a standard flow meter, 200L seraphin test measure, water pump, basic tools and safety gears for Inspectors and the completion of the construction of the calibration rack, in order to facilitate the calibration of the 2000L seraphin and the verification of tanker wagon compartments. In addition, there is also need for the acquisition of a multi purpose electricity meter test bench to verify electricity meters (110V and 240V) imported by GPL, prior to the installation of same on consumer's premises. This activity is critical to improve transparency in the electricity sector and to reduce the number of complaints regarding excessively high bills and malfunctioning meters received by the GNBS.

1.13 Projections

The Department would continue its routine activities based on the Annual Work Programme for the New Year. The Annual Work Programme for 2008 would be prepared based on the format that was recommended by Consultants executing the Public Management Modernisation Programme (PMMP) to improve the

Efficiency and Accountability in Statutory Bodies and Semi- Autonomous Agencies in Guyana, of which the GNBS was selected to be among the 10 Agencies identified. In addition, special emphasis would be placed on the monitoring of the net contents of prepackaged commodities at sale outlets and manufacturing companies, the verification of bulk fuel meters and tanker wagon compartments and the reviewing and upgrading of the 1981 Weights and Measures Act and the development of Regulations for the said Act, in an effort to have these activities executed in a timely manner. The execution of these activities is critical to ensure that commodities sold to consumers have the correct net contents and that petrol dealers receive the correct quantities of fuel purchased from Bulk Terminals. In addition, the reviewing and upgrading of the existing 1981 Weights and Measures Act and the development of Regulations for the said Act are vital for the effective functioning of the National Weights and Measures Programme.

2.0 STANDARDS COMPLIANCE PROGRAMME

The Standards Compliance Programme is geared to ensure consumer protection and satisfaction through the monitoring of some 25 categories of commodities, locally manufactured and imported, falling under the purview of the GNBS, in order to ensure compliance with their respective national standards. The investigation of consumer complaints received from consumers in relation to the quality of products purchased and services provided are also carried out. It involved the inspection of commodities at sale outlets, Importers Bonds and Warehouses and at Ports-of-entry, based on Customs entries referred to the GNBS from the Customs and Trade Administration and information received from shipping manifests. Further, product by product campaign on commodities for which numerous complaints are received for is also carried out at sale outlets to determine compliance with their respective national standards.

2.1 Registration of Stakeholders.

2.1.1 Registration of Importers.

A total of 307 importers of commodities monitored by the GNBS under the Standards Compliance Programme were registered for the year, as compared with 289 for 2006, 115 for 2005, 103 for 2004, 85 for 2003, 94 for 2002 and 213 for 2001. There has been a significant increase in the number of importers who registered with the GNBS this year as compared with the past six years, which clearly reflects that for 2007 the highest number of importers were registered with the GNBS since the establishment of the programme.

The increase in the number of Importers registered for 2007 is attributed to the re-positioning of Inspectors of the GNBS at Customs House in November, 2006, to facilitate the referral of customs entries to the Bureau, in order to effect the registration of importers with the GNBS,

conduct inspection of imported commodities at ports-of-entry, and the acquisition of information from shipping manifests. This initiative is based on a directive from Cabinet during the last quarter of 2005 for the Guyana Revenue Authority (GRA) to carry out agency function for the GNBS in order to effectively monitor the quality of imports falling under the purview of the Bureau. As a result, the GNBS was successful in conducting an increased number of examinations of commodities monitored under the Standards compliance programme. This has resulted in a number of commodities being placed on hold since they were not in compliance with their respective national standards and were found to be defective. In the circumstances, the said commodities had to be relabelled and in one instance had to be reshipped.

However, despite continuous efforts made by the GNBS to seek cooperation of Customs and Trade Administration (CTA) in strengthening the Standards Compliance programme, and commitment given by the Customs and Trade Administration at meetings held with the Administration, Customs Officers stationed at the ports-of-entry continued to release commodities monitored by the Bureau that are stamped "Hold for Inspection" without inspection by the GNBS. This was evident based on the monthly correlation of Customs entries held for examination against inspections conducted which shows that 10 entries were released without examination for the month of January, 3 for February, 5 for March, 9 for April, 11 for May, 6 for June, 3 for August, 14 September, 2 for October, and 11 for November. This has contributed significantly to the increase in the number of consumer complaints relating to sub-standard quality products imported.

A meeting was convened with the Customs and Trade Administration (CTA) regarding the release of commodities at the ports of entry without inspection by the GNBS and the results of correlation done by GNBS were provided to the CTA for follow-up actions. At the meeting, the CTA promised their full support and cooperation to address the matter and to brief the respective officers accordingly so as to facilitate inspections of commodities by the GNBS.

Nevertheless, the Bureau was successful in examining at least 96% of the commodities held for inspection at the ports-of-entry or at the Importers' warehouses, based on rigorous follow-ups conducted by the Inspectors of the Bureau with the Customs Officers-in-Charged at the various ports-of-entry, on commodities released without inspection by the GNBS. As a result, some of these commodities which were subsequently examined at the importers bonds and warehouses had to be placed "on hold" since they were not in compliance with the relevant labelling standards.

However with the implementation of the new system by the GRA on 2007-10-22 the GNBS would face severe constraints in getting importers to be registered for 2008 and to conduct examinations at ports-of-entry, since most of the commodities imported are not examined at the ports-of-entry as was done previously but instead are released to the importer's bonds and ware houses. This would result in commodities being distributed to dealers and sold to consumers with out being examined by the GNBS, which would result in an increase in the number of complaint regarding defective products. As a result, this system would pose serious challenges to the GNBS in order to conduct examinations at the various importers bonds and

warehouses in a timely manner, if the Bureau is to examine products prior to being offered for sale.

2.1.2 Registration of Used Tyre Dealers.

Regarding used tyres, 53 dealers were registered with the Bureau for 2007, as compared with 50 for 2006, 51 for 2005, 59 for 2004, 56 for 2003, and 50 for 2002. This indicates that the Bureau maintained the continuous monitoring of tyre dealers each year. Inspections of the premises of registered tyre dealers were carried out during the first quarter of the year to ensure that tyres offered for sale comply with the relevant quality requirements, for example, free from cracks on sidewalls, and stored in accordance with the requirements outlined in the Code of Practice for the Storage of Tyres. Permits to sell used tyres were issued to the registered dealers. In situations where minor non-conformities were observed, dealers were given specific time-frames to take corrective actions, and follow up inspections were conducted to ensure compliance, prior to the issuing of permits. In addition, periodic inspections of premises and tyres offered for sale were conducted at sale outlets, resulting in a total of 121 inspections conducted throughout the year and a quantity of 487 defective tyres were destroyed, as compared with 300 for 2006, 225 for 2005, 377 for 2004, 440 for 2003 and 449 for 2002.

In some cases, dealers were reluctant to allow Inspectors to destroy defective tyres found during examination at sale outlets, since difficulties were experienced with the importers, from whom tyres were purchased, regarding obtaining exchanges or refunds for tyres destroyed by the GNBS. This matter was discussed with the relevant importers and they had promised to address such exchanges based on the submission of destruction certificates issued by Inspectors of the GNBS during examination. As a result, the tyres were subsequently destroyed. Further, it was decided that if such a situation continues to exist, the GNBS would conduct the examination of tyres at the ports-of-entry for importers who are not willing to cooperate with the GNBS.

Further, based on the increase in road accidents which was allegedly caused by the used of defective tyres, the GNBS convened a meeting with importers of used tyres to discuss the said matter and as a result, a training programme was subsequently conducted for importers and dealers on the labelling, defects and storage of tyres, in an effort to reduce the number of defective tyres imported and offered for sale. (See details of discussions held at the meeting and training conducted in sections **2.7.17 and 2.7.18**).

2.1.3 Registration of Cell Phones Dealers.

Based on numerous complaints received by the GNBS during the year 2006, the GNBS had commenced the registration of cell phones dealers during the year 2007, in order to streamline this sector and to improve the quality of phones imported and offered for sale to consumers. As a result, a total of 91 dealers were registered with the GNBS for the year and a quantity of 86 inspections were carried at sale outlets in Regions #2, 3, 4 and 6. Most of the outlets visited were in compliance with the requirements of the GNBS and the phones on display were labelled as required. In situations where non-conformities were observed the dealers were advised to take the necessary corrective actions. However, no major non conformity was observed during

inspection and as a result, there was a significant decrease in the number of complaints relating to the quality of cellular phones offered for sale, when compare with the year 2006.

2.2 Standard Compliance Inspections

2.2.1 Import Inspections

Based on the implementation of the new system at the Customs and Trade Administration (CTA), which has resulted in the referral of Customs Entries to the Bureau from CTA, a total of 2229 inspections were conducted at the ports-of-entry and warehouses for 2007, as compared with 1393 for 2006 and 298 for 2005. Commodities examined were mainly new and used tyres, electrical appliances, furniture, footwear, textiles, paints, soap powder, garments, fertilizers, safety matches, gas stoves, cigarettes, animal feeds, safety helmets, PVC pipes, fluorescent lamp ballasts, electricity meters, cell phones, scales, Christmas tree and decorative lighting outfits, bicycles and toys and playthings. No examination was conducted for gold jewellery, seat belts and water meters during the year. Commodities were examined to determine compliance with their respective national standards and were found to be generally in compliance.

However, there were some commodities that were either defective or inadequately labelled and as a result these commodities were either destroyed or placed “on hold” at the importers’ bonds pending re-labelling or the submission of the relevant Test Certificates. Non conformities identified for commodities examined during the year are outlined in the **Table 1** below.

TABLE 1
NUMBER OF PORTS-OF-ENTRY/WAREHOUSE INSPECTIONS
CONDUCTED FOR 2007.

COMMODITIES	NO. OF INSPECTIONS	NO. OF NON-CONFORMITIES
Garments	378	300 cartoons.
Footwear	323	11 Skids, 487 Pairs, 2 Containers & 25 Dozens.
Tyres	231	2269 used tyres & 336 snow tyres.
Scales	1	-
Fluorescent Lamp Ballast	4	-
Cigarettes	64	-
Electrical Appliances	670	5 Containers, 48 cartoons, 4 Skids and 853 Pieces.
Paints	119	5 containers.
Fertiliser	24	-
Textiles	83	3 Cartoons.
Gas Stoves	72	4 Containers.
Soap Powder	53	30 Cases.

Toys & Playthings	79	8 Containers & 13 cartoons.
Furniture	56	7 Containers.
Animal Feeds	9	-
Cell Phones	21	100 Pieces.
Safety Helmets	5	-
Bicycles	10	1079 Bicycles.
Fairy Lights	9	4824 Sets.
Electricity Meters	2	-
PVC Pipes	4	-
Safety Matches	12	-
Total	2229	-

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

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

In addition, a total of 2269 used tyres and 336 snow tyres imported, were rejected and destroyed during examinations conducted at the Ports-of-entry and at importers' warehouses, since they had cracks on their side walls, damaged bead area, cracks within the treads, patches on side walls and were below the 4 mm thread depth.

The recommencement of ports-of-entry inspections by the Bureau and increased cooperation from CTA Officers had increased the effectiveness of the Standards Compliance programme during the year since there had been a significant increase in the number of inspections conducted by the GNBS at the ports-of-entry and at importer bonds and warehouses. In addition, 6 inspections were conducted at Springlands and 23 at Timehri based on information received from the CTA and visits carried out during the year at these locations. Resulting from inspection carried out a total 118 washing machines and 50 Televisions being placed on hold due to inadequate labeling and the absence of certification mark and serial numbers. The products were subsequently re-labelled and the required test certificates were submitted and as a result, the products were subsequently released. Visits conducted twice weekly to the Cheddi Jagan International Airport, Timehri to obtain information from shipping manifests pertaining to commodities monitored by the GNBS and to conduct inspections was discontinued in November 2007, since it is not feasible for the GNBS to visit twice yearly.

2.2.2 Surveillance Inspections

Surveillance inspections were carried out by the GNBS on specific products based on numerous consumer complaints received. These products include cell phones, electrical appliances, safety matches, cigarettes, wheel barrows, energy saving lamps, toys and plastic chairs.

Resulting from complaints received examinations of the above mention products were carried out at sale outlets on separate occasions, and a total of 1,356 inspections were conducted during 2007, as compared with 1,215 for 2006, 1338 for 2005 1,326 for 2004, and 2497 for 2003. As a result, a total of 4 pieces of electrical appliances, 38 energy saving bulbs, 88 packets of cigarettes and 20 plastic chairs were found to be inadequately labeled, however, they were placed on hold and subsequently re-labelled with their missing information and the required test certificate was submitted for the electrical appliances. In relation to the defective wheel barrows, none of the defective product was found during inspections carried out by Inspectors of the GNBS, however, the import was advised not to import the said product in the future. In addition, the energy saving lamps seized were confiscated by the GNBS, since the importer was unable to source a test certificate verifying the quality of the product. The other commodities examined during surveillance inspections were generally in compliance with their relevant National Standards. Details of used tyres and cell phones surveillance conducted at sale outlets are featured under **2.1.2 “Registration of used tyre dealers”** and **2.1.3 “Registration of cell phone dealers”**.

2.2.2.1 Surveillance of Diamond Mineral Water Bottles.

Based on complaints received by the Ministry of Tourism, Industry and Commerce, regarding the sharp flanges on Diamond Mineral Water bottles, which are currently being sold on the market, the GNBS was contacted on the matter and surveillance inspections were carried out by Inspectors of the GNBS at 24 sale outlets in Georgetown to verify the claims. As a result of examinations carried out, it was observed that the flanges on most of the bottles were not uniform and was very sharp, which could have resulted in consumers hands being cut while opening the bottles. In addition, three (3) samples were acquired during the exercise and submitted to the Ministry for further investigation by the relevant Regulatory Agency.

There was an increase in the number of surveillance inspections conducted this year, as compared with the past three years, since the GNBS had intensified inspection of commodities for which complaints were received for, in an effort to remove all defective products from the markets. In addition, it should be noted that some products focused on during the year 2007 in the “product-by-product” campaign were different from those in 2006, 2005, 2004 and 2003, since inspections were carried out mainly on products for which numerous complaints were received.

2.2.2.2 Surveillance inspections of Toys and Playthings.

The world's largest toymaker, Mattel's Fisher Price Division, took a decision to recall millions of toys which were made in China and were based on popular characters such as Big Bird, Elmo, Dora, Spongebob Squarepants and Barney Best Manners. The toys were pulled off

shelves in the United States because they were coated with paint found to have excessive amounts of lead.

As a result, Inspectors of the GNBS conducted surveillance inspections on Toys and playthings at sale outlets in and around Georgetown to ensure that these toys in question are not offered for sale on the local market. None of the toys were found on the local market; however Inspectors of the Bureau remained vigilant especially during the Christmas season. However, none of the said toy was discovered in Guyana. The GNBS is also exploring the possibility of testing samples of toys imported in the future to determine the presence of lead.

2.2.3 Local Product Monitoring

2.2.3.1 Registered Products

The monitoring of locally-manufactured commodities continued during the year, being a requirement of the WTO/TBT Agreement to monitor both locally- manufactured and imported commodities, in order to ensure consumer satisfaction and protection. As a result, nineteen (19) manufacturers had registered with the GNBS for 2007, as compared with 9 manufacturers for 2006, 14 manufacturers for 2005, 3 for 2004 and 9 for 2003. This reflects the highest number of manufacturers registered with the GNBS since the establishment of the programme. These were mainly manufacturers of garments, furniture, paints, footwear and animal feeds. The increase in the number of manufacturers registered with the Bureau for the year 2007, as compared with the past four years, could be attributed mainly to the intensive work done during the year on the monitoring of animal feeds and the cooperation of other manufacturers of furniture, garments to participate in the programme. However, despite the increase in the number of manufacturers there is need for stronger enforcement activities, such as, the seizing of commodities not in compliance with the respective Guyana National Standards and the prosecution of manufacturers by the Bureau in the New Year, in order to send a strong signal to the other manufacturers who were not registered with the GNBS for the year 2007 of the importance of doing so and the associated benefits.

The examination of commodities manufactured by the registered manufacturers was carried out routinely throughout the year, resulting in a total of 6 inspections for garment, 29 for furniture and 12 for animal feeds being conducted. Commodities examined were generally in compliance with their respective national standards. However, in situations where commodities were not in compliance with the respective national standards, the manufacturers were advised accordingly in order to facilitate the compliance of products manufactured. This approach was used to assist manufacturers to produce products of acceptable quality, instead of applying enforcement actions. Some of the defects found during the examination of furniture manufacturers in Region were:-

- Some manufacturers were storing their furniture in direct sunlight, which has resulted in the deterioration in the quality of the products.

- Defects such as over spray, absence of draw slides, and doors not sliding properly were evident on some products offered for sale.
- Some of the products were not adequately labeled as required by the national standard and the manufacturers were not registered with the GNBS for the year 2007.
- The materials used by manufacturers were not properly dried, which resulted in creases on the finished products.

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

2.2.3.2 Poultry Feed Quality

Based on numerous complaints received by the GNBS for 2006 regarding the quality of animal feeds manufactured and offered for sale locally, the GNBS has intensified its surveillance activities at feeds factories to ensure compliance with the requirements of the national standard. In addition the GNBS continued to pursue the ten- point action plan that was developed and approved in 2006, to address this issue. In implementing the said plan the GNBS was successful in achieving the following during the year 2007:-

1. Animal feed has been included on the list of commodities monitored by the GNBS and imported feeds are examined at the ports-of-entry to determine compliance with the requirements of the national standard.
2. The National Standards on poultry feed was review and harmonized with the Caricom Regional Standard, based on consultation with local manufacturers and importers. The revised standard is currently being used in the standardisation process of poultry feeds, which includes the testing and the inspection of feed factories. However, enforcement action cannot be taken in situations where non-conformities were observed, since the National Standard was not approved by Cabinet to be made mandatory.
3. All manufacturers and importers of animal feeds had registered with the GNBS for the year 2007, as required.
4. The anticipated joint inspection of feed factories by the GNBS in collaboration with the Veterinary Unit of the Ministry of Agriculture did not materialised due to the lack of cooperation from the Veterinary Unit of the Ministry of Agriculture. However, the GNBS went ahead and develop a checklist for the inspection of feed factories and to date had conducted three inspections of the four feed factories presently operating. The factories were examined to determine compliance with the requirements of the national standard for poultry feed (GYS 58: 2006 – Specification for Poultry feed and feed ingredients (second revision)). Based on examinations carried out at factories during the year the following non-conformities were observed:-

1. Rat feces, dead rats and flies were evident at receiving area, in the factory and around the silos where raw materials were stored.
2. The factory and its surroundings areas were in an unsanitary condition and were smelling obnoxious, particularly the receiving and storage areas, the area around the silos and the wash room facility.
3. Records pertaining to activities carried out and tests conducted on raw materials were not readily available upon request to verify information given.
4. Workers were not properly attired in safety gears.
5. The quantity of ingredients stated on the labels were not in compliance with the quantity specify in the Standard.
6. Oil leakage was evident on the floor in the processing area, which resulted in the clogging of dust on the floor.
7. The roof of the storage bonds were leaking.
8. Personnel involved in manufacturing, storage and handling of feed and feed ingredients were not adequately trained in their roles and responsibilities in protecting food safety.
9. The drainage system around the factory was poor and as a result the water was not draining. In addition, stagnated water was lodged on the floor surrounding the factory.
10. Waste products and empty bags were stored with raw materials and were not disposed of in a timely manner. This was evident by the overflowing of bins that was outside the factory, which contributed to pests' infestation.
11. Containers, equipment, receiving bins and storage bonds were not properly maintained and were in a filthy condition.
12. Processed feeds were stored in the same area with unprocessed feed ingredients. In addition, more than one unprocessed feed ingredients were stored together in the same bond and silo, which could result in the contamination of feed ingredients.
13. Cement and other materials not used in the manufacturing process were stored in the same location with feed ingredients.
14. The scales in use at the factory were not verified by GNBS as required.

The above findings were drawn to the attention of the Chief Executive Officers of the factories visited, in order to facilitate the necessary corrective actions.

5. The testing of feed samples by NARI's laboratory did not materialised to date, as expected. As a result, the GNBS had experienced difficulties in conducting the testing of feed samples obtained during inspections, to ascertain the quality, due to the absence of funding, in indentifying suitable laboratories to conduct the testing of micro nutrients and with the protocol for the shipping feed samples to the USA. Nevertheless, some testing was done locally on the basic ingredients and the aflatoxin by the Food & Drugs Department and Guysuco laboratories and CARIRI in Trinidad, based on funding that was provided by the Ministry of Agriculture. However, steps are currently been taken to have samples analysed by an Accredited Laboratory in the USA, in order to determine the Lysine, Methionine, Cysteine, Vitamins A, B, E, D, Calcium, Magnesium, Phosphorus, Copper, Zinc, Iron and Micro toxins (Aflatoxin and Ochratoxin) contents.

Based on analysis of the results of tests conducted locally and in Trinidad, it was observed that some of the nutrients were below the required requirements of the national standard; as a result, this was drawn to the attention of the relevant manufacturers for the necessary corrective actions to be taken.

6. One feed manufacturer (Guyana Stockfeeds Inc.) is in the process of instituting an ISO 9001 Quality Management System into their operations with the assistance of a private Consultant. However, the GNBS has been providing technical assistance, where necessary, to enable them to be certified to the said international standard.
7. The GNBS had provided technical assistance to NARI in developing their Quality Manual to be certified to the ISO 17025 international standard, which was completed and reviewed by the GNBS. However, NARI is currently addressing the non-conformities emanated from the review.
8. No joint meeting was convened with the Ministry of Agriculture due to lack of cooperation from the Veterinary Unit of the Ministry, until when complaints regarding the stunted chicken growth resurfaces again then Dr. Elias approached the GNBS to discuss the matter, which has resulted in the inspection of the Guyana Stockfeeds Inc. feed factory on 2007-11-29. Dr. Elias had promised to arrange overseas testing for samples obtained during inspection.

Despite the constraints expressed, the GNBS remained committed to ensure that quality feeds are manufactured, imported and offered for sale to consumers in Guyana. However, it achieving this objective there is need for the necessary support and assistance to be provided by your Ministry in making the necessary representations to Cabinet for the national standard on animal feeds to be made mandatory, provide funding to facilitate testing locally and overseas and ensure that the required technical support and assistance are provided by the Veterinary Unit of the Ministry of Agriculture and NARI, in carrying out the inspection of feed factories and the testing of feed samples obtained, respectively.

2.3 Consumer Complaints Investigation

During the year, 59 consumer complaints were received, as compared with 86 for 2006, 103 for 2005, 77 for 2004, 24 for 2003, and 35 for 2002. **Table 5** below shows a comparison of complaints received for the years, 2001 to 2007. There has been a decrease in the number of complaints received for 2007 as compared with 2006, 2005 and 2004. This decrease could be attributed to the continuous sensitization of consumers by the GNBS and the extensive work carried out by the GNBS under the Standards Compliance Programme during the year.

Table 5
INVESTIGATION OF CONSUMERS' COMPLAINTS

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

The commodities for which complaints were received for and the nature of complaints received are outlined in **Table 6** below, which are primarily related to the quality of products purchased by consumers.

The main commodities for which complaints were received in 2007 were similar to those received in 2006, 2005, 2004, 2003 and 2002. The complaints received this year were investigated with 50 being resolved, 8 referred to the Ministry of Tourism, Industry and Commerce for relevant investigation and 1 pending further investigation by the Bureau. Complaints pending from 2006 were resolved in 2007 and those pending for 2007 would be further investigated and resolved in 2008. In situations where the GNBS was unable to resolve complaints they were referred to the Ministry of Tourism, Industry and Commerce Consumers Affairs Division for further investigation at a higher level.

**Table 6
COMMODITIES AND NUMBER OF COMPLAINTS RECEIVED.**

COMMODITIES	NUMBER OF COMPLAINTS	NATURE OF COMPLAINTS
Electrical Appliances	23	Damage IC, CD not playing, volume problem, blender blade not spinning, DVD not playing, burnt motor, pump not pumping water, rusting of fridge door, damage vacuum hose, fan not spinning, ipod malfunctioning and iron dispensing dirty water.
Cell Phones	21	Phone locked, not charging, not reading SIM, freezing, Cutting off during calls, not working at all, bad display, speaker problem, software problem, and defective keypad.
Concrete Blocks	2	Blocks weren't cured fully.
Footwear	5	Loose sole
Furniture	5	Furniture were badly sprayed, had termite infestation, leatherette peeling, and parts of chair falling off.
Jewelry	1	Short Karat and weight.
Energy Saving Bulbs	1	No English labels.
Solar Panel	1	Panel not charging batteries properly.
Total	59	-

Table 6 indicates that about 36% of the complaints received relate to cell phones and 39% relate to electrical appliances and the remaining 25% relate to other commodities.

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

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

2.5 Training of GNBS Inspectors.

As part of the GNBS in-house training conducted by Senior Officers to facilitate capacity building within the GNBS, Inspectors of the department were trained on the identification of commercial entries of commodities monitored by the GNBS, the code of conduct, ethics and requirements of an Inspector, the labelling and storage requirements of new and used tyres, physical defects found on used tyres, the investigation of consumers complaints, the labeling of animal feeds and Christmas tree and decorative lighting outfits. In addition, other matters relating to the operation of the department, record keeping and customs operation were addressed during training programmes conducted for the year, in order to improve the operational efficiency of the Department.

In addition, the Chief Inspector and the three Senior Inspectors of the department participated in a one week Training of Trainers' Workshop on "Methods of Teaching" which was facilitated by Ms. Grainger of the University of Guyana and organized by Ms. Boswick, Head of the Conformity Assessment Department. The objective of the training was to enhance the skills of Officers of the GNBS to be better able to conduct training programmes for internal and external customers of the GNBS on various subject matters relating to the activities of the GNBS. The Programme was well executed and beneficial to participants, since some of the techniques used by Ms Grainger were new to participants, which generated a lot of interest and participation of the Officers.

Also, the Chief Inspector participated in a two day Performance Improvement Plans (PIP) Training Workshop held on December 12 and 13, 2007 at the Regency Suite. As part of the Government of Guyana ongoing Public Management Modernisation Programme (PMMP) to improve the Efficiency and Accountability in Statutory Bodies and Semi- Autonomous Agencies in Guyana, of which the GNBS was selected to be among the 10 Agencies identified. The Workshop was organized to geared participants to develop PIPs and Results Chain for their respective Organisations, based on their Mission and Vision, with the aim of improving their operational efficiency. The subject areas covered during the Workshop was useful in helping participants to develop their PIP and as a result the participants from the GNBS who attended the Workshop were able to prepare four Strategic Objectives in preparation of a PIP for the GNBS during the group exercises that were conducted at the Workshop.

The training received was beneficial to Inspectors, since they are better equipped to conduct examinations and verification activities in the respective disciplines which they were trained on, which would enable them to provide better quality of service to stakeholders and improve the operational efficiency of the Department.

2.5.1 In- House Presentation

An in-house presentation on the "Procedures for the investigation of consumer complaints" and "Defects found on cellular phones" was conducted by Mr. J. Softley and Mr. K. Fyffe, Senior Inspectors within the Department on 2007-02-09. The presentation was the first of its kind to be conducted for the year, 2007. These presentations are geared to sensitise staff on the activities conducted by the various Departments of the GNBS and to increase the awareness of staff members on matters of general interest. The Department is also expected to conduct another

presentation on ‘Legal Metrology’ during the upcoming month, which would be followed by presentations from other Departments of the GNBS.

2.6 **Public awareness**

Information gathered from field inspections and consumer complaints, which were useful for the protection and guidance of consumers, were analyzed and prepared routinely throughout the year for publication in the form of releases, notices, newsletters etc. by the Communication Department. In addition, Senior Officers within the Department participated in exhibitions and television programmes organized by the said Department to provide guidance to consumers, to increase their awareness of the services offered by the GNBS, the benefits of consumers in accessing these services and to keep the public informed on the various activities carried out by the GNBS.

2. **6.1 Television Programmes.**

During the year, Inspectors were involved in four (4) live television programmes conducted in Regions #4 and 6. Some of the areas of concerns that were addressed via television programmes were to increase the awareness of importers and dealers on the requirements for the importation of commodities monitored by the GNBS, warranties and guaranties, requirements on the labeling of furniture and electrical appliances and tips on purchasing of the said commodities.

2.7 **Other Activities.**

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

2.7.1 **Meetings held with the GRA and the CTA.**

During the year five meetings were convened with the Guyana Revenue Authority (GRA) and the Customs and Trade Administration (CTA) to discuss matters relating to the monitoring of the Quality of commodities falling under the purview of the GNBS. Some of the matters discussed at these meetings were:-

- The particulars of the Cabinet Memorandum issued in 2005 for the GRA to put systems in place to carry out agency functions for the GNBS.
- The monitoring of commodities imported at the Cheddi Jagan International Airport and Springlands by conducting periodic visits.
- The National Conformity Assessment Activities.
- The releasing of commodities at the Ports-of-entry without inspection by the GNBS.
- The convening of periodic meetings between the CTA and the GNBS and the referring of entries for inspection by the GNBS.
- The importation of electrical appliances with out serial numbers.
- Procedures for GRA to carry out agency functions for the GNBS at the CJIA.

As a result of a series of discussions with the GRA and the CTA, it was decided that the GNBS would visit the CJIA on Tuesdays and Fridays to acquire information and conduct examinations, where possible. However, after implementing this procedure the GNBS realised that it is not feasible to visit the Airport twice weekly, since no significant amount of commodities monitored by the GNBS were imported through the Airport. As a result this exercise was discontinued and the GNBS had to resort to execution of inspections at the importers bonds and warehouses based on information obtained from the shipping manifests.

Further, although the Deputy Commissioner General of the GRA and the Commissioner of the CTA promised their full support and cooperation for the activities carried out by the GNBS under its Standard compliance Programme, a number of entries were released at the Ports-of-entry without inspection by the GNBS and the cooperation from the Officers-in- Charge at the ports-of-entry was not evident, despite repeated commitment from the GRA on this matter. The most recent being the implementation of a new system by the GRA effective from 2007-10-22, which requires only some commodities imported to be examined at the ports-of-entry, based on request from GRA, without consulting with the GNBS to determine how commodities falling under its purview that are not required to be examined at the ports-of-entry would be treated. This move by the GRA had created severe constraints on the GNBS since the Bureau now have to conduct examinations at importers bonds and warehouses, a system which requires additional transportation and personnel to execute, if the GNBS is to effectively monitor the quality of imports falling under its purview.

2.7.2 Attendance at the National Tobacco Control Council and Sub- Committee Meetings.

For the year 2007, three meetings of the National Tobacco Control Council and two meetings of the National Tobacco Control Council Sub-committee were attended by the Chief Inspector of the GNBS. The National Tobacco Control Council of Guyana is chaired by the Minister of Health and is made up of Ministerial Appointed representatives from relevant Government Agencies, Civil Society Groups and International Organisations. The secretariat is located within the Health Promotion/Education Unit and is headed by the Coordinator, Health Promotion who is National Tobacco Control Focal Point. The main focused during the year was to develop a National Tobacco Control Comprehensive Plan that will focus on the following priorities:-

- Measures relating to the reduction of demand for tobacco.
- Protection from exposure to tobacco smoke/ Education, communication, training and public awareness/ Demand reduction measures concerning tobacco dependence and cessation.
- Packaging and Labelling of Tobacco Products.
- Tobacco Advertising, Promotion and Sponsorship.
- Illicit Trade in Tobacco Products/Sales to and by minors.
- Research, Surveillance and Exchange of Information/ reporting an exchange of information.

In addition to the development and approval of the plan by the Council the execution of activities had commenced by the National Tobacco Control Council and the Sub-Committee established to address specific issues during the year and as a result, the Council was successful in achieving the following:-

- Declaration of 100% smoke free at Educational Facilities in September 2007. Due to this several activities within the education sector were initiated to support this policy. In addition, some Government Ministries and Agencies have also adopted the smoke free policy.
- Reviewing and amending the National Standard for the labeling of tobacco products to include the requirements of the FCTC, which would be finalized and submitted to the National Standard Council for approval, in the New Year. The Standard was reviewed by the Consumer Products Technical Committee of the GNBS on which the Ministry of Health, PAHO, importers of tobacco products and consumers bodies are represented. The standard approved by the National Standards Council will be used by Guyana until the CROSQ standard is finalised.
- Preparing materials to support the Public Relation Campaign on Smoke Free Spaces which have been distributed at several activities, exhibitions.

- Preparing the FCTC Report on the progress of activities executed by Guyana over the past two years, this is due to be submitted to the FCTC Head Quarter on December 14, 2007.
- Convening a National Conference on Tobacco Control held by the Ministry of Health in collaboration with PAHO on 2007-05-31 at the Regency Suites Hotel on Brickdam, Georgetown. The Conference was held in recognition of “World No Tobacco Day” which was celebrated on May 31 each year to sensitise the various stakeholders on the importance of the FCTC Convention and how the Convention can benefit Guyana and Guyanese and to obtain comments on the draft caricom standard on the labeling of tobacco products..
- Representing Guyana at relevant meetings and was exposed to training outside of Guyana.
- Conducting awareness sessions on dangers of smoking and the need for smoke free environments.
- Reviewing the Draft Caricom Standard on the labeling of tobacco products submitted to Guyana for comments and submitting the relevant comments to CROSQ.
- Preparing Guidelines on Treating Tobacco Use and Dependence based on the WHO recommendations, which was reviewed by technical personnel within the Ministry of Health and is presently being reviewed by the Pan American Health Organisation.

It was agreed that the advertising requirements aspect of the FCTC would be addressed during the upcoming year, as a result, the Representative from the Ministry of Legal Affairs was asked to examine the FCTC requirements against the existing regulations on advertising, in order to determine what aspect would need to be addressed in the New Year.

In addition, the Ministry of Health would be embarking on a series of educational programmes, during the second week of January, 2008, to promote Smoke Free Spaces in Public Buildings and is seeking the support of the various Agencies to implement a similar policy. Further, the Council will be convening a meeting during the first week in January to workout a plan of action to implement Smoke Free Spaces in other entities.

2.7.3 Meeting held with Representatives of Digicel.

A meeting was convened with the Chief Executive Officer (CEO) and Sales Director of Digicel on 2007-05- 18 to discuss the issue of written warranties, long delays in addressing consumer complaints and the importation of phones with manuals in foreign languages. At the meeting the CEO indicated that a booklet containing information on the conditions and duration of warranty and other consumer information is issued to consumers at the time of purchase by each Digicel Outlets, a copy of same was provided to the GNBS. In addition, he

pointed out that the Company is in the process of setting up a level II Repair Centre in Georgetown to address repairs of phones sold to consumers with manufacturer's defects. Further, he also, indicated that all phones sold by Digicel are accompanied with operation manuals in English language. In closing, the CEO promised to work with the GNBS in ensuring that quality phones are offered to consumers and efficient after sale-service is provided.

2.7.4 Meeting held with the Marketing Executive of Banks DIH.

Resulting from two samples of cigarette labels submitted to the GNBS by Banks DIH for approval, a meeting was held with the Mr. Carlton Joao, Marketing Executive and Mr. Dwayne Bristol of Banks DIH and the Director and Chief Inspector of the GNBS on 2007-05-29, to discuss the requirements of the National Standard. Based on an examination of the sample labels submitted to the GNBS against the National Standard for Cigarettes, it was observed that the common name of the product and the manufacturer were not clearly stated on the labels, as required by the Standard. In addition, the Representatives were informed that the current National Standard is expected to be revised shortly to incorporate the requirements of the FCTC and Banks DIH would be invited to sit on the Consumer Products Technical Committee, which was tasked with the responsibility of reviewing the said Standard. The Representatives present at the meeting promised to make the necessary changes to the labels and re-submit same to the GNBS for approval and participate fully in the revision of the National Standard.

2.7.5 Meeting convened with a Representative of Ansa Macal and Trinidad Match Ltd on the poor quality of Safety Matches imported and sold locally.

A meeting was held with Mr. Khemraj of Ansa Macal on 2007-05-30 to discuss complaints received by the GNBS regarding the poor quality of Swinger Safety Matches imported and sold locally. At the meeting the problems encountered with consumers were highlighted and discussed and it was agreed that the Company would submit to the GNBS a recent Test Certificate obtained from a National Third-Party Testing Body verifying the quality of the Swinger safety Matches against the National Standard. In addition, it was also agreed that the Company would take the necessary actions to ensure the proper traceability of their products manufactured and distributed locally.

In addition, a subsequent meeting was convened with Mr. Steve Gill, General & Marketing Manager (ag) of the Trinidad match Ltd (TML) on 2007-06-26 to further discuss complaints received by the GNBS regarding the poor quality of Swinger Safety Matches imported and sold locally and to address existing complaints received by the GNBS. At the meeting the problems encountered with consumers were highlighted and discussed and it was agreed that the Company would address the following matters:-

- The TML would examine the possibility of placing a batch code on each box of safety matches manufactured by the company, in order to facilitate traceability or product recall.

- The Company would provide the GNBS with a recent Test Certificate, obtained from a National Third-Party Testing Laboratory (TTBS), verifying the quality of Swinger Safety Matches manufactured by TML and imported by Ansa Mcal Trading Ltd for sale in Guyana.
- The Company would sensitise distributors, wholesalers, retailers and consumers on the storage and use of the product through a Public Relation Campaign.
- All defective Swinger Matches found on the Guyana market would be replaced by the Company. The Company would inform all distributors, wholesalers and retailers of the procedures to be followed to effect the replacement of the defective matches and consumers would be informed via the media, of this arrangement.

2.7.6 Training conducted for Traffic Ranks of the Guyana Police Force on the inspection of tyres.

Based on a request received from the Traffic Chief a training programme on the “**Inspection of tyres**” was conducted for Traffic Ranks from the various Divisions on 2007-06-23 at the Police Training Centre at Eve Leary. The training was conducted by Mr. Shailendra Rai, Chief Inspector and Mr. Jermaine Softley, Senior Inspector of the GNBS. During the training Ranks were sensitized and educated on the labeling information present on the side walls of tyres and the common defects found on tyres. The training was very interactive and beneficial to the Ranks, since it would enable them to commence the checking of tyres when issuing fitness for vehicles and during routine surveillance checks. At the completion of the training the Traffic Chief expressed thanks to the GNBS for facilitating the training and urged officers to implement the knowledge acquired in the execution of their duties.

2.7.7 Participation at the Brazilian Workshop on how to export to Brazil hosted by the Ministry of Foreign Trade.

The Chief Inspector participated at the Brazilian Workshop on how to export to Brazil which was hosted by the Ministry of Foreign Trade on 2007-06-27 at the Ocean View International Hotel. At the Workshop the Brazilian Delegation presented on the Customs procedures, sanitary requirements, Technical and Metrological Regulations and other trade related issues that manufacturers in Guyana desirous of exporting products to Brazil would need to follow and adhere to when exporting. The information presented was beneficial to potential exporters and Regulatory Agencies who participated, since similar systems would need to be implemented for products entering Guyana from Brazil.

In addition, a separate meeting was convened at the GNBS on 2007-06-28 with Ms. Monique Audrey Getrouw one of the Brazilian Delegate and a representative from the Ministry of Foreign Trade to discuss matters relating to Standardisation and Metrology.

2.7.8 Participation at the Berbice Expo.

Inspectors of the GNBS Region #6 Branch Office participated at the Berbice Expo held during the period July 20-23, 2007 at the Albion Sport Complex. At the exhibition the Department displayed the various weighing and measuring devices used in commerce and Secondary Standards used by the GNBS to verify the said devices. In addition, some of the commodities monitored by the GNBS under its Standards Compliance Programme were displayed along with the Standards of the said commodities, to sensitise consumers on the labelling requirements for the said commodities. At the exhibition a number of questions and clarifications relating to the commodities monitored by the Standards Compliance Programme, the use of the metric system and medium and small Enterprises were addressed by Inspectors.

2.7.9 Attendance at the Fire Advisory Board Meetings.

Three meetings of the Fire Advisory Board were attended by the Chief Inspector of the GNBS during the year. However, the Board was not successful in achieving its mandate, since the necessary resources to execute activities to be conducted by the Board were not available. Some of the constraints faced by the board during the year were as follows:-

- The lack of transportation to conduct visits to the Fire Stations countrywide.
- The delay in approving legislation necessary to facilitate the functioning of the Board.
- The unavailability of stipend for members of the Board.
- The absence of resources to support Public Education Programmes and to acquire basic equipment to facilitate the functioning of the Board.

Nevertheless, with the assistance of the Chairman and other members of the Board some work was done in sensitising members of the public of the functions of the Board and in determining the needs. These include:-

- The finalisation of a letter head to be used by the Board.
- The establishment of Sub- Committees for Legal, Training, Acquisition and Water Resources to determine the needs in the respective areas, in order to improve the efficiency and effectiveness of the Guyana Fire Service and the operation of the Board. The Reports of the assessment conducted by the various Committees established were submitted to Members for their perusal and their recommendations were subsequently submitted to the Honourable Minister of Home Affairs to be addressed.
- The commencement of a Public Relations Campaign to sensitise members of the public on the activities and functions of the Board, in an

effort to get their support, based on assistance provided by the Chronicle News Paper.

- Participation in Fire Prevention Week activities.

In concluding the last meeting of the Board, the Chairman requested that the Secretary seek clarification on the life of the Board and inform Officers on the Minister position on the matter, since he is of the view that the life of the Board has ended.

2.7.10 Attendance of the Consumer Products Technical Committee Meetings.

Based on the need for Guyana to review and update the standard for the labelling of Cigarette Products in order to meet the requirements of the FCTC, three meetings of the Consumers Products Technical committee were convened during the year to review the existing Guyana standard and to incorporate the requirements of the FCTC. As a result, a draft standard incorporating the requirements of the FCTC was prepared and circulated to members of the Consumer Products Technical Committee for their perusal and three meetings were subsequently convened to discuss the amendments to be made to the said standard.

In addition, requirements from the Caricom Draft Standard submitted to the GNBS for comments were considered in the development of the Guyana Standard based on consultation with members. Further, the GNBS Standardisation Department in collaboration with PAHO also convened a public consultation in August to discuss the Caricom Draft Standard and obtain feedbacks from Stakeholders. The comments obtained from the consultation were forwarded to CROSQ and were considered in the development of the Guyana Standard.

Based on discussions held at the last meeting it was agreed that Section 3.2.1, 4.1.1 and the health warning messages that would be placed in the warning area of the draft standard would be reviewed, since some members were not in agreement with the existing wording. As a result, the representatives from PAHO and Demerara Tobacco Company were expected to submit their comments to the GNBS prior to the next meeting to be held in January, 2008. It is expected that the standard would be finalised at the next meeting and submitted to National Standard Council for approval.

2.7.11 Meeting convened with Importers of Pedal Cycles.

The GNBS, in conjunction with the Guyana Police Force, convened a meeting with importers and dealers of pedal cycles on **Thursday, August 23, 2007** in the Conference Room of the GNBS. The aim of the meeting was to discuss with importers and dealers the need to import pedal cycles that are fitted with brakes, bells, and lights, in order to facilitate compliance with the Traffic Laws.

At the meeting, Assistant Superintendent, Linden Isles and Sergeant Horace Bovell, presented the requirements for bicycles according to the Police traffic regulations, which state that bicycles for use in Guyana must be fitted with the above mentioned accessories. The Police

Officers emphasized the need for the monitoring of bicycles since they are currently the third cause of road accidents in Guyana.

Dr. Chatterpaul Ramcharran, Executive Director of the GNBS said that Bureau will commence the monitoring of bicycles imported to ensure that they are fully fitted with the accessories and urged importers to take the necessary steps to separately import and install brakes, bells and lights on bicycles that are already imported without same.

2.7.12 Meeting convened with Importers of Toys and Playthings.

The GNBS convened a meeting with importers and dealers of toys and play things on *Tuesday, August 28, 2007* in the Conference Room of the GNBS.

At the meeting importers were sensitized on the recall of millions of pieces of contaminated preschool toys which were made in China. The guidelines stipulated in the safety and labelling standards for toys and playthings were discussed, feedbacks regarding recent shipments of toys they have imported were shared, and a consensus regarding the importation of toys for the upcoming Christmas season was reached.

Dr. Chatterpaul Ramcharran, Executive Director of the GNBS urged importers to avoid the importation of brands of toys recalled since these toys will be held by the GNBS for testing locally for lead contamination, which can result in some delay before they are released by the Bureau for sale.

2.7.13 Participation at Jewellery Seminar in New Amsterdam.

Officers of the GNBS Branch Office in New Amsterdam participated at a Seminar held on 2007-09-05 in Region #6 to sensitise Jewellers on the requirements of the National Standard on Jewellery and the method of testing of jewellery articles to determine the carat content. In addition, Jewellers were educated on how to lower and increase the carat content of jewellery articles in the manufacturing process to acquire the correct carat. This seminar was very beneficial to the Inspectors, since they now have a better understanding of the techniques involved in the manufacturing process and are equipped to monitor these products offered for sale on the market, to determine compliance.

2.7.14 Participation at GuyExpo 2007.

Inspectors of the Department participated at the GuyExpo held during the period September 27- October 02, 2007 at the National Exhibition Centre, Sophia. At the exhibition, the Department displayed the various weighing and measuring devices used in commerce and Secondary Standards used by the GNBS to verify the said devices. In addition, some of the commodities monitored by the GNBS under its Standards Compliance Programme were displayed along with the Standards of the said commodities, to sensitise consumers on the labelling requirements for the said commodities. The areas focused on under the weights and measures programme were length, mass and volume and commodities monitored under the Standards Compliance Programme that were displayed include cigarettes, matches, toys, tyres and decorative lights. At the exhibition a number of questions and clarifications relating to commodities monitored under the Standards Compliance Programme, the use of the metric system and the weights and measures programme were addressed by Inspectors during the Exhibition.

2.7.15 Meeting convened with Dr. Elias of the Ministry of Agriculture.

In light of the increase in the number of complaints regarding the stunted chicken growth which has resurfaced once again a meeting was convened with Dr. Elias from the Animal Health Unit of the Ministry of Agriculture to discuss the possible cause of the existing problem and the necessary actions to be taken. As a result, it was decided that Inspectors of the GNBS in collaboration with the Dr. Elias of the Ministry of Agriculture would conduct the inspection of feed factories to examine the conditions under which the various types of feeds are produced and to take representative samples for testing to be carried out overseas, in order to determine whether the feeds actually contain the correct contents of ingredients as stated on the bags. The first exercise was scheduled for 2007-11-29 at 13:00 h.

2.7.16 Meeting held with Importers of Used Tyres.

A meeting was convened with Importers of used tyres in the Conference Room of the Guyana National Bureau of Standards (GNBS), Head Office, Sophia Exhibition Site, Greater Georgetown on 2007-11-06 at 09:00h. The objectives of the meeting were to (i) discuss the quality of used tyres imported in light of the recent road accidents, (ii) to determine whether the importation of used tyres should be banned, and (iii) to obtain feedback from importers on the said matter. The meeting was attended by most importers.

At the meeting, the Executive Director of the GNBS outlined the objectives of the meeting and referred to the various articles in the daily news papers regarding the use of used tyres in relation to the causes of accidents. In addition, he solicited the views of the importers present on the matter. As a result, some of the main concerns raised by importers and discussed at the meeting, that could contribute to the causes of accidents were as follows:-

- Speeding on our road ways.
- The use of tyre on vehicles beyond the extent of usage.

- The improper application, use and maintenance of tyres on vehicles e.g. over inflation of tyre, the use of inappropriate size of tyres on rims, the over loading of vehicles etc.
- Poor monitoring of tyres used on vehicles during the inspection of vehicles prior to the issuing of fitness and during routine checks by the Police.
- The lack of training of Police Officers to conduct the inspection of tyres.
- The improper storage of tyres by Importers and Dealers which contributes to the deterioration of tyres.
- The reluctance of some dealers to install tyres on rims and inflate same, in order to identify defects, prior to sale.
- Inadequate public education of consumers and drivers on the application, use and maintenance of tyres.
- The misuse of tyres on vehicles e.g. injuries of tyres due to sharp edges on bridges and pot holes etc.
- The importation of poor quality of tyres offered for sale to consumers.
- The exorbitant duties importers are required to pay for the importation of new tyres.
- The improper repairs of tyres.
- The lack of cleaning of our road ways to remove debris such as bottles and broken windscreen after accidents.

In closing, the Director expressed thanks and appreciation to Importers who attended the meeting and urged the continued cooperation of importers in ensuring that only quality used tyres are imported and offered for sale to consumers. He also emphasised the need for Importers and Dealers to be honest in the operation of their businesses and follow the correct procedures in addressing the issue of quality. He further stressed the importance of addressing the issue of quality against making profits, which is vital for consumer satisfaction and the sustainability of their businesses in an increasing competitive economy. Participants promised their full cooperation and pledged their support for activities conducted by the Bureau.

It was recommended that the GNBS intensify its public education programme to educate consumers and drivers on safety requirements governing the application, use and maintenance of tyres, conduct visits to used tyre outlets to examine the storage of tyres offered for sale, consider the lacing of tyres to be a recommended method of storage, write the Commissioner of Police regarding the monitoring of tyres on vehicles prior to the issuing of fitness and the training of Police Officers on the inspection of tyres, recommend to the City Council to purchase a machine to compress or chip disposed tyres to address the disposal of used tyre that currently exist in Guyana, and work closely with Importers and Dealers in providing the necessary training on the various national standards. A few Importers present promised to provide the necessary information to be used in the educational process. The Director promised that the Bureau would follow-up with these Importers to acquire the said information and actions would be taken by the GNBS to educate consumers via the media and to address the other recommendations made at the meeting.

2.7.17 Training conducted for importer and dealers of used tyres on 2007-12-04.

Based on the recent meeting held with importers of used tyre, the need for the training of dealers, importers and their employees were expressed. As a result, a training programme was convened with importers and dealers of used tyres in the Training Room of the GNBS Head Office, Sophia Exhibition Complex, Sophia, Greater Georgetown on 2007-12-04 at 13:30h.

The objectives of the training were to educate dealers and importers on the quality requirements of used tyres and the importance of storage of tyres, in an effort to improve the quality of tyres imported. The training was attended by 19 dealers/importers.

At the training, the Executive Director of the GNBS outlined the objectives of the training and referred to the importance of importing quality tyres and the need to ensure that tyre are properly stored to reduce deterioration. Subsequently the Director introduced the Chief Inspector and the Senior Inspector, responsible for the Standards Compliance Programme, who were tasked with the responsibility of educating the importers/dealers on the defects, labelling and storage of used tyres. The main areas covered during the training were:-

- Labelling of tyres.
- Application, use and maintenance of used tyres.
- The need for dealers to address complaints received from consumers.
- The proper storage of used tyres to prevent deterioration.
- The need for dealers to install tyres on rims and inflate same in order to identify defects prior to sale.

- Common defects found on used tyres and the importance of examining tyres before purchasing from Importers.

In closing, the Chief Inspector expressed thanks and appreciation to the importers and dealers who attended the training and urged them to cooperate fully with the GNBS in ensuring compliance with the National Standard for the quality and storage tyres. In addition, importers and dealers were issued with application forms and were advised to be registered with the GNBS early in the New Year.

2.7.18 Visit to John Fernandes.

The Director and Chief Inspector conducted a visit to the JFL Wharf on 2007-02-21, where the Director met with the Custom Officer-in-Charge at the Wharf and an examination of the GNBS desk was conducted to determine whether it is strategically positioned to facilitate inspections to be conducted by the GNBS Inspectors at the said wharf. It was ascertained that the desk was centrally located and based on discussions held with the Officer-in-Charge all examinations requested by the GNBS are facilitated. However, there was the need for a lock to be placed on the drawer of the desk to securely store the GNBS Stamps. This was subsequently addressed and Inspectors of the GNBS were positioned at the wharf on a daily basis to carry out examinations.

2.8 Monitoring of GNBS Branch Offices.

Region #2 Branch Office.

The Chief Inspector conducted a visit to the GNBS Branch Office at Anna Regina, Region #2 on 2007-04-13 to check on the records, equipment and facility at the said location. The findings of the visit revealed that all records were properly kept and easily retrievable, equipment used was properly maintained as required and the Office was well organized and in a tidy condition. However, the Officers were advised to include all the imperial Standards masses and measures in the new Inventory prepared. In addition, all seals used were accounted for and securely kept in the office. The Officers stationed at the Office were commended and were encouraged to maintain the good work.

Region #6 Branch Office.

The Director and the Chief Inspector conducted a visit to the GNBS Branch Office at New Amsterdam, Region #6 on 2007-01-23 to check on the records, equipment and facility at the said location. The findings of the visit revealed that records were properly kept and retrievable, equipment used was properly maintained, as required and the facility was well maintained and kept in a tidy condition; however, all the repairs to the office were not conducted by the Region. All seals used were accounted for and securely kept in the office. The Officers stationed at the Office were commended and was encouraged to maintain the

good work. In addition, they were advised to follow-up with the Regional Administration to ensure that the remaining work on the Office is completed, as promised by the Regional Chairman at a meeting held on the said day.

2.9 Monitoring and Evaluation

The main activities conducted under the Standards Compliance Programme for the year 2007 were the registration of importers, manufacturers and dealers, monitoring of Customs desk, ports of entry inspections, surveillance at sale outlets, industrial inspections and the investigation of consumer complaints, which were routine and in keeping with the Annual Work Programme for the year. However, in light of the new system recently implemented by the GRA emphasis are now placed on the examination of commodities at importers bonds and warehouses. There is also need for import control surveillance inspections of commodities monitored by the GNBS to be intensified at sale outlets in the New Year, in order to address the smuggling of sub-standard products and to ensure the compliance of products with the relevant National Standards.

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

The status of completion of activities carried out under the Programme for the corresponding periods was determined through quarterly review meetings conducted by the Department. The reviews carried out revealed that activities were executed within the stipulated time frame as outlined in the Annual Work Programme. In situations where activities were not carried out due to unforeseen circumstances, they were rescheduled and executed. As a result, the department was able to complete approximately 95% of the activities outlined in the Standards compliance Annual Work Programme for 2007. Much work was not done on the industrial surveillance of furniture due to the lack of training of Inspectors in this area, which accounts for the remaining 5% not being achieved.

2.10 Projections

The Department would continue its routine activities based on the Annual Work Programme for the New Year. The Annual Work Programme for 2008 would be prepared based on the format that was recommended by Consultants executing the Public Management Modernisation Programme (PMMP) to improve the Efficiency and Accountability in Statutory Bodies and Semi- Autonomous Agencies in Guyana, of which the GNBS was selected to be among the 10

Agencies identified. In addition, the department would need to design a new strategy in order to effectively monitor the quality of commodities imported, based on the new system implemented by the GRA. This new approach would require additional transportation and personnel to facilitate the execution of activities, since most inspections would have to be carried out at the importers bonds and warehouses. In addition, the GNBS would need to intensify surveillance inspections of commodities monitored by the GNBS at sale outlets, in order to ensure that quality products are offered to consumers.

Further, the GNBS would take the necessary steps to monitor commodities falling under its purview that are imported through Timehri, Springlands, Charity and at Lethem, in an effort to strengthen the Standards Compliance Programme in these Regions.

3.0 LABORATORY SERVICES DEPARTMENT

Introduction

The objective of the Laboratory Services Department is to provide scientific calibration and testing services to the manufacturing, commercial and public sector in the country. It provides these services in six areas namely; Mass, Volume, Pressure, dimension, Rice and the Gold. In order to provide these services the GNBS has established three calibration laboratories to conduct mass, length, temperature, pressure and volume calibrations and two testing laboratories to facilitate the testing of gold and rice. These laboratories analyse gold and rice samples submitted by customers to ensure that the products sold are of the required quality for the customer. The rice tested by the GNBS is specifically for the Jamaican market where the percentage broken of rice is analysed to the Caricom Rice Standard before the rice is exported.

The Gold Testing Laboratory tests gold for purity in conformance with GYS 50-2: 2003, Specification for gold articles- Part 2: Guidelines for manufacturing, alloying and testing. This testing supports the Product Certification Programme of the GNBS which ensures that certified manufacturers produce and label gold articles with the required purity as specified in the standard to ensure that customers get the required value for their money. In addition, a limited service is extended to the general public for verification of the purity of gold articles purchased from the local market

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

In order to achieve the objectives of the Department and mandate of the GNBS, the department is staffed with four dedicated personnel who are multi task. The staff

performed their assigned responsibilities with much enthusiasm despite the existing constraints. Despite not having adequate training in the respective areas of the department, staff members have conducted themselves efficiently during the year thus realizing the several achievements outlined in the report.

3.1 Calibration of Weighing and Measuring devices.

During the year a total of 87 devices were submitted by stakeholders internally and externally for calibration, as compared with 310 devices for 2006 and 146 for 2005. Most of the devices calibrated were to establish traceability for companies that are accredited and also those opting for accreditation. The devices were all calibrated and the necessary calibration certificates were issued. The calibration certificates issued indicate the accuracy of the devices calibrated within an acceptable tolerance, along with an uncertainty statement of confidence level within 95%.

The Chart: below shows that the number of devices submitted for calibration. During the period of January to May was relatively low, however, there was a significant increase during the months of June and July and October and November. The months of April and September reflects a very low numbers of devices being submitted for calibration.

3.1.1 Stakeholders devices submitted

Devices submitted externally for calibration by companies were generally to establish traceability to the National or International Standards. Also it is required that all measuring equipment be calibration once, depending on the frequency of use. The calibration of the measurement instruments and apparatus is done to establish that products and services conforms to existing quality standards and this, in turn, gives an assurance of quality of the products and services offered to consumers

3.1.2 Working Standards

The working standards, were Masses, Electronic Balances and Provers of the GNBS were calibrated using the secondary standards. The working standards are used by the Standard Compliance Department to verify Weighing and Measuring Devices nationally.

3.1.3 The Primary Standards

The Primary Standards at the GNBS have the highest metrological qualities and are to laboratories in the United States of America or the Jamaica Bureau of Standards to be calibrated to main traceability to International Standards.

It is worthwhile to point out that the testing and calibration programme is still in its embryonic state, and it is developing gradually to reach its full capacity. For example, there is limitation in the range of calibration carried out until the higher physical standards are acquired. Therefore the testing calibration services offered to the public is accordingly limited. Hence the GNBS can provide the basic in scientific metrology to industries

Table 1: below shows that there was a decrease in a number of devices submitted for calibration during the year, as compared with 2006 and 2005. This is attributed to the decrease in the number of instruments to be calibrated in order to maintain accuracy and to obtain traceability.

TABLE 1: Shows a Comparison of devices calibrated during the 2005 and 2006.

Year	Calipers	Rules/ Measu ring Tape	Micro meters	Gauges	Scales	Masses	Measures
2005	2	2	3		4	129	6
2006	8	6	2	4	3	278	9
2007	4	1	1	10	5	65	2

Most of the devices calibrated were Masses. The Masses ranged from a class M3 to F1 and capacities from a range of 1g to 200g. These classes are given by the International Recommendation OIML R 111; Weights of classes E1- M3, Part 1: Metrological and technical requirements. From the Dimension Laboratory a total 10 devices were submitted for calibration and they would have included Micrometer, Calipers, Feeler Guage, Depth Guage, Rule and a Thickness Guage. Also five (5) Electronic Balances were calibrated and this was carried out in the Mass Laboratory.

In order to adequately carry out the calibration of the most commonly used masses kit (0-20kg) there is urgent need for a 30kg mass comparator to be acquired by the GNBS. This would be a reality in 2008 which would increase the GNBS capacity fully in the area of Mass calibration. Also the Laboratory services department is expect to increase the number of devices calibrated for 2008, through the National Committee on Conformity Assessment where it will working closely with a number of agencies to meet their needs in scientific metrology.

3.2 Rice Testing

A total of 611 samples were analyzed for the year.

However, as of November 2006 based on a mutual agreement between the Guyana Rice Development Board (GRDB) and the Guyana National Bureau of Standards (GNBS) the GRDB has commenced the sampling of rice on behalf of the GNBS.

Table 2: below shows that during the year a total of 611 samples were analysed of which 610 met the required specifications and 1 failed, as compared with 1037 for 2006, 1387 for 2005 and 1502 for 2004. This indicates that there has been a decrease in the number of rice sampled during the year. The decrease could be attributed to the decrease in the processing and sampling of rice exported to Jamaica. The percentage of samples failed the analysis conducted have decrease from the previous years.

TABLE 2: Below shows a comparison of samples tested for 2004 to 2007.

YEAR	NO. OF SAMPLES TESTED	PASS	FAILED
2004 (October)	1502	1490	12
2005	1387	1334	53
2006	1037	998	39
2007	611	610	1

The specification in the Regional and National Standards for broken kernels is 25%. Samples which complied with this specification passed the analysis.

3.3 Gold Testing

During the year a total of forty six (46) gold samples submitted by the Product Certification Department and consumers were tested for purity of gold during the year, as compared with 36 for 2006, 14 for 2005 and 8 for 2004. The samples were tested for customers to verify their purity and to support the Product Certification scheme of the GNBS. The Product Certification Officer would normally advised manufacturers whether the samples tested were within the expected specification or not, based on the results submitted.

Table 3: below shows that there has been an inclined in the number of gold samples tested for the year 2007 as compared to the pervious years. This increase is due to consumer complaints regarding under carating of gold articles sold to them and an increase in the samples submitted by the Product Certification Department, in order to certify manufacturers. Also four jewellery workshops were conducted in the three counties and these workshops were very informative and practical. The target audience was mainly manufacturers and this has certainly attributed to the increase in the numbers of samples.

TABLE 3: Shows a comparison of Gold Articles submitted for Testing for 2004 to 2007.

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

3.4 Training of Officers.

Mr. Edward Melville, Laboratory Technician 111, Mr. Vishnu Matbadal, Laboratory Technician 11 and Mr. Osei Drakes within the Department attended a four days Training Programme and Workshop conducted during the period of June 19 – 22, 2007 on Laboratory management system meeting the requirement of the GYS 170:2003 standard, “General requirements for the operation of a laboratory”. This Workshop was designed to provide participants with an understanding of how to audit the laboratory management system in accordance with the ISO 19011: 2002 standard, “Guidelines for quality and/ or environment management systems auditing”.

3.5 Developing the management system of the GNBS laboratories.

The first draft of the ISO/IEC 17025 quality manual and quality system procedures for the Laboratory Services Department was prepared based on the requirements of the ISO/IEC 17025 standard and submitted to the Quality Management Department for approval. Implementation for the laboratory management system will be in January, 2008. This achievement will also support local industries that are opting for ISO 9001 registration and laboratories opting for ISO/IEC 17025 accreditation

The procedures develop by the department were adopted as the Standard Operating Procedures and are presently being used to execute calibration activities carried out.

3.6 Monitoring and Evaluation.

The activities conducted under the Laboratory Services Department for this reporting period were based on requests received internally and externally for the calibration of Working Standards and Rice samples acquired by the GRDB at wharves and mills.

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

Although, the department has acquired equipment to conduct temperature calibration the necessary software require to conduct temperature calibrations and a triple cell maintenance bath need to acquire, in order for this activity to be executed by the Bureau. In addition, there is need for training of laboratory technicians on pressure calibration, in preparation to provide this service to industries in the New Year.

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

3.7 Projections

The department will continue its routine activities in the New Year based on the Annual Work Programme. In addition, department would widen its scope of calibration to include electrical/electronic and moisture calibration, providing the necessary software, equipment, facilities and training are provide to facilitate same.

4.0 CONFORMITY ASSESSMENT

4.1 *Technical Assistance*

4.1.1 **Quality Management Systems**

Technical assistance was provided to the companies listed below to facilitate the development of their quality management systems to the ISO 9001:2000 standard. Technical assistance was provided in the form of regular on site meetings, interpreting the requirements of the standard, and reviewing of policies and procedures completed by the company. Each company representative was responsible for ensuring that the nonconformances identified during the review were addressed within an agreed time frame. This programme is focused on facilitating the registration of companies in Guyana to the ISO

9001:2000 standard in the drive to guarantee customer satisfaction and competitiveness of products and services provided.

- (1) Guyana Stockfeeds Limited (GSF)
- (2) Kayman Sankar and Company Limited (KSCL)
- (3) Caricom Rice Mills Limited (CRML)
- (4) Guyana National Industrial Corporation Incorporated (GNIC)
- (5) Guyana National Shipping Corporation Incorporated (GNSC)
- (6) Brass Aluminium and Cast Iron Foundry
- (7) Banks DIH Limited

4.1.1.1 *Guyana Stockfeeds Limited (GSF)*

During the first six months, the GSF was able to review and update the policy manual, procedural manual, work instructions, Feed Mill and Hatchery operation manuals. Implementation was scheduled to begin during the third quarter of 2007 however; the Company had suffered setbacks due to the Quality Manager resignation. This had led the Company to seek the assistance of a private consultant to continue the process. The Company continues to address the requirements of the standard through a private consultancy.

4.1.1.2 *Kayman Sankar and Company Limited*

All documentation regarding ISO 9001:2000 standard is in place for registration audit. However, this Company had downsized as a result of severe financial difficulties during 2007. Decline in the Company productive capacity had led to the Quality Management system given a low priority and other agro processing areas are being explored.

4.1.1.3 *Caricom Rice Mills (CRML)*

Technical assistance was provided via visit, email and telephone. The company then contracted private Auditors to carry out a pre assessment audit of their operations. Pre assessment audit was carried out by Auditors from Delphi consultants Incorporated while one of the GNBS Auditors participated as an observer. from October 29-30, 2007. Twenty two nonconformance's were identified which was inclusive of two majors. The auditors stated that overall degree of conformance of the CRML's Quality Management System with ISO 9001:2000 is fair at best. Delphi Consultants stated with concerted and

sustained effort to deal with the deficiencies outlined in the audit report CRML could be in a position for certification in approximately four (4) months time. That is, by the end of February 2008, depending on the level of effort expended and the results achieved. The GNBS will continue to provide technical assistance to this company in the year 2008.

4.1.1.4 *Guyana National Industrial Corporation Incorporated (GNIC)*

Several meetings were held with the Management Representative to action the nonconformances identified during the audit conducted by the GNBS. At the meetings held, it was revealed that there was a lack of top management commitment towards the implementation of the Quality Management System. Implementation. The GNBS will continue to work with this Company in 2008.

4.1.1.5 *Guyana National Shipping Corporation Incorporated (GNSC)*

This company has reviewed and updated the policy and procedure manuals associated with the Quality Management System. Implementation is ongoing but is progressing slowly due to a high staff turnover. The GNBS will continue to assist with the implementation of the Quality Management System in 2008.

4.1.1.6 *Brass Aluminium and Cast Iron Foundry (BACIF)*

Three awareness sessions targeting all levels of employees namely; Managers, Skilled Personnel and Maids/ Security Guards were conducted. Following the training the Company commenced the documentation of Quality Management System to the requirements of the ISO 9001:2000 standard. Several clauses of the standard were addressed and reviewed by the GNBS and the implementation team for suitability. The Company was able to draft a Quality policy, four of the six mandatory procedures and the way all processes at the Company interacts. This Company is committed to the process but prefers to work at a slow pace due to the multitasking functions of many employees.

4.1.1.7 *Banks DIH Limited*

This Company has completed the policy, procedure and operation manuals for the Trisco and Rum Plants. All the completed documents were reviewed by the GNBS and a report was submitted. The Company has commenced implementation and is working towards certification in 2008. The GNBS will continue to work with this company in 2008.

4.1.1.8 Total Logistics Incorporated

Total Logistics Incorporated had expressed interest in ISO 9001:2000 certification due to a requirement of their Parent Company. Consequently, a meeting was held with the representatives on the way forward and an awareness session was planned. The request was withdrawn by Total Logistics Incorporated due to the fact they were misinformed by their Parent Company and Principal Hapag Lloyd. The Company was required to follow all policies and procedures of their Parent Company relating to ISO 9001 standard.

4.1.2 Environmental Management System (EMS)

4.1.2.1 Demerara Power Company Limited

One meeting was held with the Company representative to discuss the status of the ISO 14001 documentation. At the meeting the representative indicated that the Company has implemented an integrated management system which encompasses ISO 9001, 14001 and 18000. All documents regarding the integrated management system was made available to the GNBS for review and an on site audit. The Company has an implemented management system and is self monitored. The Company takes due diligence by ensuring that the systems are monitored and maintained.

4.1.2.2 Guyana Sugar Corporation Incorporated

Technical assistance was provided to document the EMS. The policy, procedures on identification of significant aspects and impacts, emergency, preparedness and response and document control were completed.

4.1.2.2 TCL (Guyana) Incorporated

An awareness session was conducted at the request of Management followed by a gap analysis audit was conducted at this company to the requirements of ISO 14001:2004 standard. The findings from the gap

analysis were reported to the client and an action plan to fill the gaps identified was completed. Technical Assistance was provided to review the Environmental Management Plan against the requirements of the standard.

4.2 *Product Certification*

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

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

During the year 2007, the product certification programme, was involved in monitoring of clients on the scheme and soliciting new clients for the product certification scheme.

The Product Certification Officer visited ten local manufacturers who were involved in manufacturing products for which national standards are available. The manufacturer's visited were goldsmiths, agro processors, food manufacturers and, potable water bottling plants.

Many of these proprietors have expressed an interest to participate in the GNBS product certification scheme and have applied to participate in the scheme.

However, the main constraints affecting the expansion of this scheme was the unavailability of independent testing facilities in Guyana which has prevented many of these clients from being certified.

A visit was made to Kumar's gold jewellery establishment and a subsequent preliminary inspection was done. The results of the inspection revealed that the establishment did not meet all of the requirements of the product certification scheme and certification was not granted. This client was encouraged to put the required facilities in place in time for a next visit in January of 2008.

In an effort to promote the Product Certification Scheme five workshops were held countrywide targeting goldsmiths and jewellers in Regions 2,3,4,5 and 6. The purpose of these workshops were to inform jewellers on the national standards for gold jewellery and to demonstrate the acceptable methodology for testing gold.

4.2.1 Maintenance of Standards Mark

Twelve surveillance audits, four renewal audits and one certification audit were conducted at the premises of clients permitted to use the National Standards Mark under the Product Certification Scheme. Four (4) jewellers and one (1) Poly Vinyl Chloride (P.V.C) pipe manufacturer are currently permitted to use the National Standards Mark on products certified to the respective national standards.

The gold jewellers are: King’s Jewellery World, DeAbreu’s Creations, Steve’s Jewellery and Jewellery by Niko’s. The P.V.C. pipe manufacturer is: Plastic Products Limited.

Constraints affecting the expansion of this scheme in 2007 were the unavailability of testing laboratories to test product quality as required by the national standards, lack of accreditation of the programme to the ISO Guide 65 and high fee to participate in the programme. The GNBS will address these constraints in 2008 to facilitate the expansion of this programme. The table below summarizes the number of surveillance and renewal audits for the five (5) clients currently on the Product Certification Scheme.

Table 1

Audits of certified companies

Name of Client	Product	No. of Surveillance audits conducted	No. of Renewal Audits conducted
Kings Jewellery World	Gold articles	3	1
Steve’s Jewellery	Gold articles	3	1
De Abreu’s Creation’s	Gold articles	3	1
Jewellery by Niko’s	Gold articles	1 certification audit, permit granted in December	
Plastic Products Limited (PPL)	PVC Pipes	3	1

Table 2

Status of clients on Product Certification Scheme

Name of client	Product	Certified	Status
Gafoors	Steel Nails	No	Certification audit conducted but failed; awaiting the review of the national standard.
GuySuCo	Sugar	No	Certification process to be commenced after standards have completed the review process
Jus' Water	Water	No	Testing facilities not available
Udo Gopaul	Gold articles	No	Preliminary inspection conducted however, the client is currently assessing the situation in Guyana before proceeding to certification.
Laurence Lowe's Jewellery	Gold articles	No	Preliminary inspection conducted and a report was submitted to the client. The client is to address the recommendations before proceeding to the next stage.
Gafson's Industries	PVC Insulated Cables	No	Preliminary audit will be conducted when standard for PVC cable is completed.
Banks DIH Limited.	Rum and bottled water	No	Independent testing facilities are not available in Guyana for all parameters in the national standards.
Tandy's Manufacturing	Jams & Jellies	No	Independent testing facilities not available in Guyana.
Fibre Tech Creations	Fibre Tech Products	No.	National standard not available
Kumar's Jewellery	Gold articles	No	Preliminary inspection conducted and a report was submitted to the client. The client is to address the recommendations before proceeding to the next stage.

The list of tests required for locally-manufactured products: vinegar, jams and jellies, tomato ketchup, packaged water, lacquer and rum was forwarded to the Trinidad and Tobago Bureau of Standards to identify testing laboratories in Trinidad with the capability of performing the tests identified in the respective national standards. A list of possible testing facilities was sent to the GNBS for action. Due to the lack of testing facilities in Guyana, this step was necessary to facilitate the expansion of the product certification scheme.

4.3 Audit Service

Four audits were conducted at four companies for the year 2007 to determine the level of conformance of their management system to the ISO 9001:2000 and 14001:2004 standards. Audit report on the findings were prepared and submitted to the clients for action. Audits were conducted at the following companies:

- (i) Art Williams and Henry Wendt Aeronautical Engineering School (AES)

- (ii) Demerara Power Company Limited
- (iii) Caricom Rice Mills Limited (CRML)
- (iv) Guyana National Shipping Corporation Incorporated (GNSC)
- (v) TCL (Guyana) Incorporated

4.3.1 *Art Williams and Henry Wendt Aeronautical Engineering School (AWHWAES)*

An audit of the Quality Management System at AWHWAES was conducted to determine the level of conformance to the requirements of the ISO 9001:2000 standard. A number of nonconformances were identified and reported to the client. These nonconformances were addressed under the Technical Assistance programme of the GNBS by the Company Representative and the GNBS Officer.

4.3.2 *Demerara Power Company Limited*

An internal audit was conducted at Demerara Power Company Limited; five non conformances and six opportunities for improvement were identified. The company is currently addressing the nonconformances identified.

4.3.3 *Caricom Rice Mills Limited (CRML)*

An audit of the Quality Management System was conducted at CRML to determine the level of conformance to the requirements of the ISO 9001:2000 standard. Nonconformances identified were addressed by the company through the GNBS Technical Assistance Programme.

4.3.4 *Guyana National Shipping Corporation (GNSC)*

An audit of the Quality Management System was conducted at GNSC to determine the level of conformance to the ISO 9001:2000 standard. A number of nonconformances were identified during the audit and reported to the client. The audit client, on reviewing the audit report, sought clarification on a number of the nonconformances identified. The nonconformances will be addressed under the Technical Assistance programme of the GNBS. Subsequently an action plan was sent to the GNBS on the way forward. GNBS will continues to work with this company in 2008.

4.3.5 *TCL (Guyana) Incorporated*

A gap analysis audit was conducted at this company to the requirements of ISO 14001:2004 standard. The findings from the gap analysis were reported to the client and an action plan to fill the gaps identified was completed.

This programme is available on request, the Auditors incompetence continues to affect this service. Increasingly, companies are beginning to understand Auditors requirements for certification and are seeking the same elsewhere.

4.4 Accreditation

4.4.1 Accreditation of Inspection Bodies

In 2007, the GNBS continued its technical assistance programme in the area of Inspection accreditation. Technical assistance in the form guidance, interpretation, and review of ISO 17020:1998 standard and inspection management system documentation were provided to Inspection Agencies.

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

The Inspection Agencies participated in this programme included:

- (1) Plant Health Unit (Ministry of Fisheries, Crops & Livestock)
- (2) Animal Health Unit (Ministry of Fisheries, Crops & Livestock)
- (3) Wild Life Unit (WLU)
- (4) Guyana Rice Development Board (GRDB)
- (5) Guyana Tourism Authority (GTA)
- (6) Veterinary Public Health Unit (VPHU)
- (7) Guyana Forestry Commission (GFC)
- (8) Environmental Protection Agency (EPA)
- (9) Government Analyst/ Food and Drug Department (Ministry of Health)
- (10) National Dairy Development Programme.
- (11) Guyana National Bureau of Standards. (GNBS)
- (12) Environmental Health Unit (EHU)

4.4.1.1 Environmental Health Unit

This agency did not submit any policies and procedures for the year 2007. All efforts via; telephone and letters to contact this agency were futile.

4.4.1.2 Plant Health Unit

This agency is currently reviewing the standard to determine suitability for its operation.

4.4.1.3 *Animal Health Unit*

No documentation was submitted by this agency during the year. The new contact was forwarded a copy of the ISO 17020 standard for perusal. The GNBS will continue to work with this company in 2008.

4.4.1.4 *Wild Life Unit*

This agency submitted clauses 8.0-12.0 of the ISO 17020 standard to GNBS for review. During this period a meeting was held between the GNBS and the assigned to Officer to discussed the way forward. It was reported by the Head of the agency via letter that the inspection activities of the Wild Life Unit do not fit in any of the categories described by the ISO 17020 standard.

A final meeting was held between the GNBS and the Head Wildlife Unit. The discussions held led to the conclusion that the ISO 17020 standard is not relevant to the operation of the Wild Life Unit.

4.4.1.5 *Guyana Rice Development Board (GRDB)*

This agency has suffered a high staff turnover during the period. A new representative was identified and sessions were held to familiarize this new recruit with the requirements of the standard. An initial meeting was held with representatives of this agency and the GNBS to update on the status of documentation and the way forward. The GNBS will continue to work with this agency in 2008.

4.4.1.6 *Guyana Tourism Authority (GTA)*

This organization submitted a copy of the documentation and inspection management schedule for 2007. A number of meetings were held with the Head of this agency and staff to provide interpretations and clarify clauses of the ISO 17020:1998 standard. Three reviews were conducted on the documentation completed of the inspection management system to the ISO 17020:1998 standard. During the reviews, clauses 1.0-10.0 was reviewed and nonconformances identified were highlighted in the reports sent to the agency for correction.

4.4.1.7 *Veterinary Public Health Unit*

This organization has not submitted any documentation to GNBS as it relates to ISO 17020:1998 standard. The GNBS will continue to follow up with this agency in 2008.

4.4.1.8 *Guyana Forestry Commission*

The Guyana Forestry Commission submitted a draft policy and procedure manuals addressing the requirements of the ISO 17020:1998 standard. Procedures submitted for review included;

- Procedures for handling complaints, appeals & resolution.
- Verifications of audits
- Feed back and corrective actions
- Data integrity protection
- Document control
- Dealing with defective equipment
- Maintenance schedule for computers and automated equipment.

4.4.1.9 *Environmental Protection Agency (EPA)*

The EPA re-submitted seven procedures to the GNBS for second review having incorporated the necessary comments. EPA also submitted the first draft of their policy manual to GNBS for review, this was completed and a report was sent to the client.

This agency had responded to a questionnaire sent by GNBS for a 2007 schedule reflecting ISO 17020 documentation and implementation plan. Additionally, the organization submitted a copy of the ISO Cluster Group needs questionnaire.

4.4.1.10 *Government Analyst /Food and Drug Department*

For the period 2007, this organization was not able to complete documentation for the inspection quality system. The Director of Food and Drugs informed the GNBS that due to the department's role in the planning and preparation for the Cricket World Cup, Inspectors would be involved in monitoring and upgrading of premises and operators of concessionaires.

The department gave a commitment to recommence activities related to documentation at the beginning of the second half of the year. During the latter part of the 2007, the organization had to relocate and some aspects of its function are at a stand still and minimum activity is done in some cases. The GNBS will continue to work long with this agency in 2008

4.4.1.11 National Dairy Development Programme (NDDP)

A meeting was convened between the National Dairy Development Programme (NDDP) and the Guyana National Bureau of Standards at NDDP's Office Mon Repos. The purpose of the meeting was to provide an overview of the ISO 17020 Standard. The agency is not involve in any activities relating to

4.4.1.12 Guyana National Bureau of Standards

This agency submitted procedure and policy manuals for the Inspection Management system. Sessions and meetings were held with the Head of Conformity Assessment and the Inspectorate Department. The final draft of the Inspection Quality Manual and procedures were completed ..

Majority of the agencies were not committed to the process in 2007 as this was reflected in no response from agencies despite numerous follow up. Many of the inspection agencies still experience the following challenges:

- high staff turn over,
- lack of clearly defined functions among inspection agencies,
- lack of trained personnel trained. .

4.4.2 Accreditation of Certification Bodies

The accreditation process for organizations to the ISO/IEC Guide 65, "General requirements for bodies operating product certification systems", is slowly proceeding. Of the six members in this cluster, only three certification bodies made submissions to the GNBS. These Certification Bodies are the Guyana Forestry Commission, Guyana Rice Development Board and Guyana Tourism

Authority. To date, these organizations have submitted policies and procedures addressing the requirements of the ISO Guide 65 standard. Reports highlighting the nonconformances were sent to these agencies for correction. No submissions were made by the Plant Health Unit, Animal Health Unit and the Veterinary Public Health Unit despite many reminders which were sent by correspondences and telephone calls by the GNBS.

4.4.2.1 *Guyana Forestry Commission (GFC)*

At present, GFC has completed addressing the requirements of the standard in its policy manual and commenced the documentation of the procedures required by the standard. However, GFC's policy manual and the procedures developed are being reviewed for adequacy to the standard by GNBS. To date, 75% of the policy manual and two procedures were reviewed.

4.4.2.2 *Guyana Rice Development Board*

Seventy five percent of this organisation's policy manual was reviewed. There was resignation of two Officers at GRDB resulting in the process being at a stand still.

4.4.2.3 *Guyana Tourism Authority*

This organization has completed and submitted 20% of its certification policy manual to GNBS for review. To date, no procedures addressing the requirements of the standard were developed or submitted by this Agency.

Challenges affecting the accreditation of certification bodies to the ISO Guide 65 standard includes;

- functions for certification bodies have not been clearly defined,
- inadequate resources to develop a certification management system
- lack of trained personnel to develop the system.

4.4.3 *Accreditation of Testing Laboratories*

The GNBS Laboratory Services quality manual and quality system procedures were completed to the ISO/IEC 17025 standard. The Laboratory Services Department will commence implementation of the laboratory management system in 2008.

The manuals submitted by the Government Analyst/ Food and Drug Department addressing the ISO/IEC 17025 standard were reviewed. The laboratory had corrected ninety percent (90%) of the nonconformances identified. However, no work was done since the laboratory was relocated.

The National Agricultural Research Institute has completed documentation of the laboratory's management system to the ISO/IEC 17025 standard. The laboratory is addressing the nonconformance identified by GNBS.

The Central Analytical and Environmental Monitoring Services, Agriculture Research Department of GUYSUCo submitted five procedures for reviewed and comments. were communicated to the representative. These procedures were reviewed and the comments were reported to the client.

A meeting was held with the Guyana Geology and Mines Commission to discuss the Laboratory Accreditation process. At this meeting the Commissioner pledged his commitment to commence the documentation required for accreditation in order for the laboratory to be accredited by December, 2007. Subsequently the GNBS was informed that the Commission has hired a private consultant to document the requirements of the standard.

The ISO 15189 Laboratory Accreditation Workshop

The Ministry of Health hosted a two day workshop on the twenty milestones of ISO15189 standard with particular requirements for quality and competence. 'from August 09-10, 2007. The workshop was designed to provide Medical Laboratories with an understanding of how to achieve accreditation to the ISO 15189 through the steps of Twenty Milestone called the 'Road Map to the House of Accreditation'.

The Twenty Milestone illustrated a step wise approach to develop and implement a quality management system at an estimated time allocated to conduct the activities.

The Medical Laboratories that are pursuing accreditation are:

1. St. Joseph Mercy Hospital Laboratory;
2. Eureka Medical Laboratory;
3. Guyana Defense Force Laboratory;
4. Georgetown Public Hospital Corporation - Central Medical Laboratory;
5. Dr. Balwant Singh Hospital Laboratory;
6. Multi-Tech Reference Laboratory

The Ministry of Health (MOH) held a meeting to discuss the commencement of the proficiency testing for public and private laboratories through Digital Proficiency Testing (PT) provider which is an International External Quality

Assurance collaboration. The meeting was held at the Centre for Disease Control building in Kingston, Georgetown on August 29, 2007. The Ministry of Health is a member of the Digital PT international which is an active collaboration of PT providers and their laboratories using the digital PT informatics system to share academic and educational resources to improve the global quality of laboratory testing. The Canadian External Quality Assurance Laboratory (CEQAL) who is a member of Digital PT will be conducted the proficiency testing (PT) for Guyana and the Ministry of Health will act as a Digital PT provider for both the public and private laboratories. Laboratories interested will have to fill out an application form and submit it to the

The GNBS conducted a training for testing personnel in Medical laboratories on document control and procedure writing as it relates to quality management system. This session was hosted by the Pan American Health Organisation/World Health Organisation. In attendance were representative from public and private laboratories who actively participated in the session.

4.4.4 *Laboratory Certification*

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

Twenty (20) quality manuals and sixty-four (64) technical manuals were submitted by eleven (11) laboratories and reviewed during the year. The laboratories that submitted manuals were St. Joseph Mercy Hospital, Davis Memorial Hospital, Central Medical Laboratory - GPHC, Multi-tech reference laboratory, Eureka Medical laboratory, Suddie Public Hospital, New Amsterdam Hospital, Linden Hospital Complex, West Demerara Regional Hospital, Dr Leslie Persaud Diagnosis Centre and Medical Arts Centre.

Guyana Power and Light Inc, National Agricultural Research Institute and Guysuco were the only non-medical laboratories to submit quality manuals, technical manuals and quality system procedures during the year.

4.4.4.2 Maintenance of the Laboratory Management System to the GYS 170: 2003 standard.

Nine surveillance visits were conducted at the Eureka Medical Laboratory, Dr. Balwant Singh's Hospital Laboratory, and Central Medical Laboratory. The results of these audits indicated that these laboratories had consistently implemented a laboratory management system meeting the requirements of the GYS 170: 2003 standard.

Two renewal audits were conducted at Dr. Balwant Singh Hospital and Central Medical Laboratory for the year. The laboratories continue to meet the requirements of the standard hence; their certificates were renewed for another year.

One renewal audit was scheduled for Eureka Medical Laboratory. However, this audit was rescheduled at the request of the client to January. The client requested time to complete all outstanding documentation.

One follow-up audit was conducted at Sigma Labs during the year. The results of the audit have indicated that the laboratory has not adequately implemented the laboratory management system to the GYS 170: 2003 standard. Based on these findings, the laboratory was not been granted certification.

The second follow-up audit at Georgetown Medical Centre was conducted during the year. The audit report outlining the findings of the audit was completed and submitted to the laboratory for action.

A certification audit was conducted at the Suddie Hospital Laboratory and a report was prepared and submitted to the client. The findings of the audit indicated that the laboratory's management system was not fully implemented and thus, Certification was not granted

The audits conducted at Georgetown Medical Centre, Sigma Labs, Suddie Hospital Laboratory and the Guyana Rice Development Board during the year for the purpose of certification. The results of these audits revealed that the laboratory management system at these laboratories was not adequately implemented. As a result, follow-up audits are scheduled for January 2008.

4.5 GNBS- Management Systems

4.5.1 GNBS Quality Management System

All documentation relating to the Quality Management System was completed and the master list was compiled. These documents will be distributed in January 2008 for implementation.

4.5.2 GNBS Inspection Management System

All documentation relating to the Inspection Management System was completed and the master list was compiled. These documents will be distributed in January 2008 for implementation.

4.5.3 GNBS Laboratory Management System

All documentation relating to the Laboratory Management System was completed and the master list was compiled. These documents will be distributed in January 2008 for implementation.

4.5.4 GNBS Certification Management System

This GNBS Certification manual addressing the requirements of the ISO Guide 65 standard and the operations manual were completed. A masterlist was compiled and these documents are for distribution in January 2008.

4.6 *Training*

4.6.2 External Training

Two external training programmes to facilitate awareness and development of the requires management system in Companies were conducted by staff of the Conformity Assessment Department. These training programmes were conducted at Brass Aluminium and Cast Iron Foundry and, TCL (Guyana) Incorporated.

4.6.2.1 *Brass Aluminium and Cast Iron Foundry (BACIF)*

Three awareness sessions targeting all levels of employees namely; Managers, Skilled Personnel and Maids/ Security Guards were conducted to the ISO 9001:2000 requirements. Fifty employees benefited from this training.

4.6.2.2 *TCL (Guyana) Incorporated*

One awareness session on the ISO 14001:2004 standard was conducted targeting Management and Senior employees. The objective of the session was to familiarize participants with the requirements of an Environmental Management System (EMS) and ISO 14001:2004 standard. Participants actively participate throughout the session.

4.6.3 GYS 170:2003 Training programme.

A training programme designed for laboratory personnel was held on June 05-08, 2007 and June 19-22, 2007 at the Foreign Service Institute, Georgetown. The training programme ‘Internal quality Auditing for laboratory management system’ meeting the requirements of the GYS 170:2003 standard, “General requirements for the operation of a laboratory”, was attended by nineteen (19) participants from twelve (12) laboratories. Four personnel from the GNBS were also trained to build capacity at the GNBS.

4.7 *National Committees*

4.7.1 *National Committee on Conformity Assessment*

Four meetings were held in 2007 for the National Committee on Conformity Assessment. This Committee continued to serve the purpose of establishing a conformity assessment infrastructure in Guyana, through working with the testing, inspection and certification bodies in Guyana which perform conformity assessment activities. The agencies which form part of this national committee are preparing their documentation for accreditation to the respective ISO standards; ISO/IEC Guide 65, ISO17020 and ISO/IEC17025, respectively. At these meetings, cluster bodies highlighted the status progress made towards developing their quality systems and the challenges experienced.

4.7.2 *National Laboratory Quality Committee*

4.7.2.1 *Clinical sub-committee*

Three (3) clinical subcommittee meetings were held during the year. An average of fifteen (15) representatives from fifteen (15) medical laboratories attended the meetings. At each meeting the laboratory representatives provided progress reports on the completion of their quality manuals, quality system procedures and technical manuals addressing the requirements of the GYS 170:2003 standard. Representatives also used this opportunity to highlight challenges affecting the completion of their manuals and any issues affecting their profession. The GNBS then devised mechanisms to address the concerns raised by the laboratory representatives. Information was provided to laboratories at this forum in the form of presentations and open discussions to assist laboratories in the development and implementation of the laboratory management system

4.8 Monitoring and evaluation

4.8.1 *Technical Assistance*

There is evidence of commitment from most of the companies preparing for ISO 9001 registration especially those companies with documentation already completed. The new companies have not commenced the implementation plan, however, the GNBS officers will continue follow up meetings to commence the implementation process. It is anticipated that more companies will be registered in 2008.

4.8.2 *Product Certification*

Lack of testing facilities for locally-manufactured products is hindering the expansion of the Product Certification Scheme. Clients have indicated that the product certification fee was too expensive. The GNBS will review the cost to participate in the scheme in January 2008 and also solicit testing facilities to support the scheme.

4.8.3 *Audit Service*

Audits conducted have indicated that all Companies audited had documented the management system to the relevant ISO standards. However, the level of implementation and management commitment varied in each company.

4.8.4 *Accreditation*

With reference to the Laboratory Certification Programme, the review of the quality manual indicated that 75% of the requirements of the GYS 170:2003 standard were addressed by the laboratory. The technical manuals reviewed had minor corrections to be made. The other laboratories are currently developing their quality system documentation. There are at least twenty (20) laboratories developing their quality systems. However, absence of legislation to monitor the quality of laboratories has resulted in the lack of commitment by the management of laboratories to have their laboratories certified.

4.8.5 *GNBS –Management Systems*

The GNBS management system documentation is 100% completed and the implementation is scheduled to commence in January, 2008. This was a significant achievement for the GNBS for 2007.

4.8.6 *National Committee on Conformity Assessment*

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

4.8.7 Projects

The response from the Project Offices have been very slow, however the GNBS will continue to follow up with the Project Officers to determine the status of proposals submitted to improve the activities of the GNBS

11.3 ENVIRONMENTAL MANAGEMENT AND SUSTAINABILITY PROJECT: Capacity Building for the Management of National Resources and the Environment

The Ministry of Foreign Affairs (MOFA), in its capacity as executing agency for the GOG/UNDP Capacity Building for the Management of National Resources and the Environment Project, and the Guyana National Bureau of Standards (GNBS), in its capacity as implementing agency, commenced implementation of this project in July, 2006.

The objective of this project is to build capacity to implement a National Environmental Management strategy for all levels of development activities.

The project outputs were to:

- (a) have a core team of ISO 14001 Trainers and Lead Auditors,
- (b) provide education and awareness on the ISO 14001 standard,
- (c) support industries to document, implement and maintain Environmental Management Standards; and
- (d) revise the MOU between the GNBS and the Environmental Protection Agency to support implementation of Environmental Management Standards.

Three components of this Environmental Management System Project were completed in August 2006, which included:

- (1) **Needs assessment:** This was done prior to the training programmes to evaluate the needs of companies in Guyana to be committed to the implementation of an Environmental Management System (EMS). The needs assessment conducted at thirty (30) companies in Guyana identified the needs and commitment to implement an EMS to support environmental protection and prevention of pollution in balance with socio- economic needs. Fifteen (15) companies in Guyana have expressed the desire to implement an EMS. The GNBS will be establishing communication with these Companies to facilitate the implementation of the EMS. The assessment indicated that at least eleven

companies in Guyana have commenced the implementation of an EMS or have recognized the need for implementing an EMS. The companies responded include eleven sectors. The sectors include energy operation, pharmaceutical manufacturing, sugar production, rice production, furniture manufacturing, cement manufacturing, food and beverage manufacturing, ecological resorts, aviation services and health care.

- (2) **EMS ISO 14001: 2004, Environmental Management System- Requirements with guidance for use**, Essential course. This course provided participants with the background to Environmental Management Systems and a better understanding of the requirements of the ISO 14001:2004 standard. The course provided the foundation for developing and maintaining an environmental management system. It covered the core requirements of the standard which commenced with developing an environmental policy, planning, implementing and continual improvement of an organisation's environmental performance. This course was not a Train the Trainer course. However, participants were provided with hints for conducting training programmes during the course by the Instructor.
- (3) **ISO 14001:2004 EMS Lead Auditor Course**. This course is a RABQSA certified course which provided participants with an in-depth knowledge of the ISO 14001:2004 standard, "Environmental Management Systems- Requirements with guidance for use", auditing principles, managing an audit programme, typical audit activities and an in-depth knowledge of the ISO 19011 standard, "Guidelines for quality and/or environment management systems auditing."

Participants were provided with the knowledge and skills required to plan, manage and perform the activities associated with third party Environmental Management System audits. During the course, participants were involved in group exercises and daily quizzes to ensure that groups understood the daily course materials. At the end of the Lead Auditor course, participants wrote a two-hour exam. Seven (7) out of nine (9) participants successfully completed the Lead Auditor Course.

Participants interested in becoming certified lead auditors will have to participate in at least four audits of Environment Management Systems under the supervision of a Certified Lead Auditor with a minimum of 20 audit days within the last three years.

These components were executed by the Quality Management Institute (QMI) Training/Canadian Standards Association (CSA) Learning Centre, Ontario Canada. Ms. Linda Lawrence, a certified Lead Auditor/Trainer instructed these courses.

Ten (10) participants attended the ISO 14001:2004 EMS Essentials course and the ISO 14001:2004 EMS Lead Auditor Course held **August 20-21, 2006** and **August 22-26, 2006** respectively, at the Foreign Service Institute. The companies represented were Guyana Sugar Corporation, Demerara Power Company Limited,

Arrow Point Nature Resort, Environmental Protection Agency and the Guyana National Bureau of Standards.

The participants will be expected to develop the EMS at their institution and in addition, provide support to the GNBS in the execution of the remaining project activities. The GNBS personnel are now equipped to provide technical assistance to companies opting for EMS certification.

A memorandum of understanding was established between the GNBS and the Environmental Protection Agency (EPA) to facilitate a framework for the implementation of EMS in Companies in Guyana. These agencies will work together to provide awareness sessions and training on the ISO 14001 standard and other guidelines necessary for EMS implementation in the various sectors in Guyana. The project funds has closed December,2007, however the GNBS will continue to work with all companies on ISO 14001:2004 standard and new companies desirous of pursuing ISO 14001:2004 standard.

To sustain this project a proposal on the next steps was submitted to the Ministry of Finance for consideration. The proposal was not accepted since it was costly. The GNBS indicated the next immediate step and resubmit the same for consideration.

11.6 CANADIAN DEVELOPMENT TRUST FUND (CIDA)

A project concept paper was prepared on Conformity Assessment activities. This paper was submitted to the Local Fund Coordinator and subsequently to an independent assessment body in Canada. The GNBS is awaiting a response on the assessment from the project office.

5.0 STANDARDISATION

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

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

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

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

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

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

- (a) Technical regulations adopted or proposed within its territory;
- (b) Standards adopted or processed within its territory;
- (c) Conformity assessment procedures or proposed conformity assessment procedures, which are operated within its territory;
- (d) The membership and participation of the Member or of relevant instructions within its territory, in international and regional standardization bodies and conformity assessment systems; and
- (e) The membership and participation of the members or of relevant institutions within its territory in bilateral and multilateral arrangements within the scope of the Agreement.

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

- (a) Act as the link between the Codex Secretariat and member countries;
- (b) Coordinate all relevant codex activities nationally;

- (c) Receive all codex final texts (standards, codes of practice, guidelines and other advisory texts) and working documents or codex sessions and ensure that they are circulated to those concerned nationally;
- (d) Send comments on codex documents or proposals to the Codex Alimentarius and/or its subsidiary bodies and/or the codex secretariat;
- (e) Work in close cooperation with the National Codex Committee;
- (f) Act as a channel for the exchange of information and coordination of activities with codex members;
- (g) Receive the invitation to codex sessions and inform the relevant chairpersons and the codex secretariat of the names of participation from Guyana;
- (h) Maintain a library of codex final texts; and
- (i) Promote codex activities nationally.

5.1 Status of National Standards Development

5.1.1 Standards Proposals

Six (6) proposals for the formulation of national standards were approved by National Standards Council. These proposals were, “Specification for chain link fence fabric (galvanised wire woven wire mesh); Specification for barb wire (GALVANISED WIRE); Specification For corrugated sheets (hot dip zinc coated); Specification for steel rods; Specification for steel fabric for the reinforcement of concrete (welded wire mesh); and “ISO 14001:2004 Environmental Management Systems – Requirements with guidance for use”. The formulation of these standards was assigned to the Technical Committee – Civil Engineering.

5.1.2 Standards at Technical Committee Stage

There are twenty-seven (27) standards remaining on the work programme of the Technical Committees for 2007. Completion of the development of these standards before the end of the year was severely affected by a lack of quorum at Technical and Sub-Committee meetings. Scheduled meetings had to be postponed. Technical Secretaries in an effort to complete the development of these standards, conducted telephone interviews and personal visits to Technical Committee members and stakeholders to solicit comments on Draft Guyana Standards. This process was unsuccessful because they did not review the standard(s) which were disseminated to them in advance.

5.1.3 Standards approved by National Standards Council

Table 1 shows the standards approved by National Standards Council over a five year period.

Table 1
Standards approved by National Standards Council

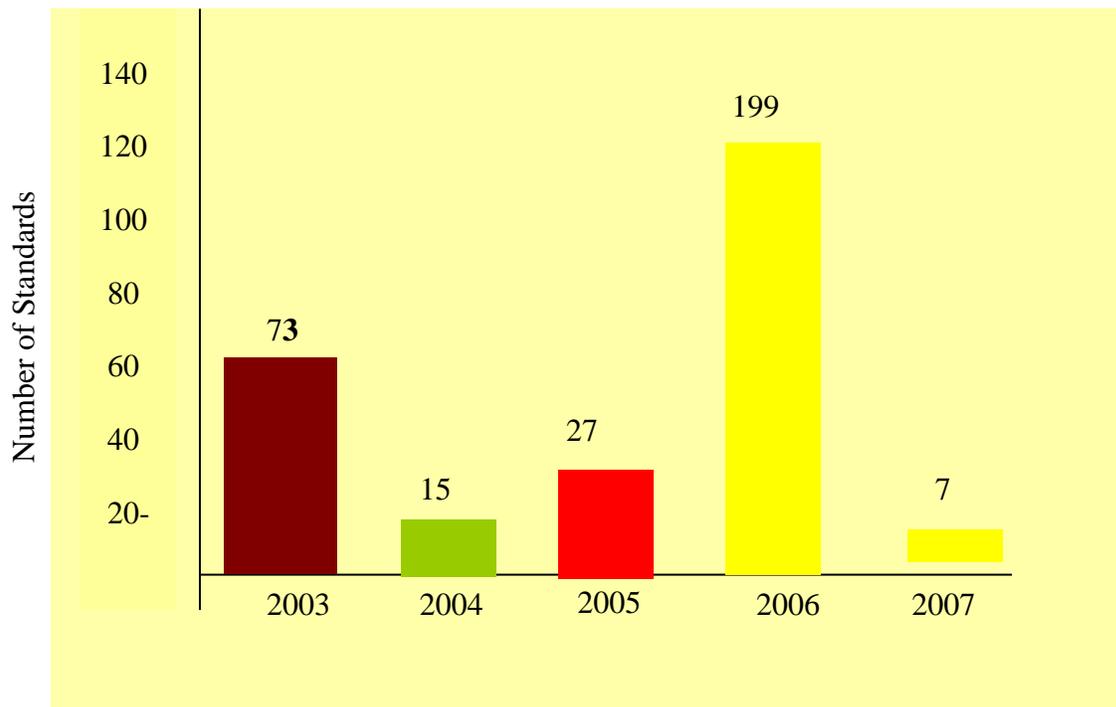
	YEAR				
	2003	2004	2005	2006	2007
Standards approved by National Standards Council	73	15	27	199	6
Standards in publication	267	305	322	481	465

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

During the year 2007, seven (7) standards were approved by National Standards Council (See Appendix 3). The Standardisation Department status of standards catalogue was updated to include the above-mentioned standards. These standards have been published and are available for sale.

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

Figure 1.
Standards approved by National Standards Council



5.1.7 Compulsory Standards

One Cabinet Memorandum requesting cabinet to approve the National Standards GYS 9-4:2003 Specification for labelling of commodities – Part 4: labelling of footwear”, GYS 9-5:2003, “Specification for labelling of commodities – Part 12: Labelling of garments” and GYS 9-16:2003, “Specification for labelling of commodities – Part 16: Labelling of textiles” were submitted to the Honourable Minister of Tourism, Industry and Commerce to seek approval from Cabinet as compulsory National Standards.

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

5.2 Regional Standards

5.2.1 Consultations on Caricom Standards

Public consultations were conducted on the following Draft Caricom Standards which were under formulation by CROSQ:

- (a) Automotive diesel fuel – Specification;
- (b) Unleaded gasoline for motor vehicles – Specification;
- (c) Requirements for labelling – Part 3 – Labelling of garments;
- (d) Requirements for labelling and advertising of textiles;
- (e) Specification for brewery products;
- (f) Specification for rum;
- (g) Specification for poultry and poultry products;
- (h) Labelling of retail packages of cigarettes;
- (i) Specification for labelling of aerosol insecticides;
- (j) Specification for fruit and vegetables juices and nectars.

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

5.2.2 Guyana s the Regional Technical Committee for the Draft Caricom Standards on sugars, received comments from Jamaica on the following Draft Caricom Standards:

- (a) Specification for powdered icing sugar;
- (b) Specification for sugar for canning; and
- (c) Specification for white sugar.

The comments along with the standards were disseminated to the RTC – Sugars members for review. These comments were discussed and considered at a meeting held on April 12, 2007 at 09:00h in the Conference Room of the GNBS. Revised drafts of the above –mentioned standards were prepared and submitted to the CROSQ Secretariat for dissemination to Caricom Member States.

5.2.3 Guyana voted for the development of the following Caricom Standards:

- (a) Code of hygienic practice for packaged coconut water;
- (b) Code of hygienic practice for packaged water;
- (c) General standard for packaged water;
- (d) Guidelines for good management practices for small and medium sized enterprises;

- (e) Specification for gold articles – Marking requirements and guidelines for manufacturing, alloying and testing;
- (f) Specification for labelling pre-packaged foods; and
- (g) Packaged natural coconut water.

5.2.4 Guyana submitted an update to the CROSQ Secretariat on the status of implementation of the caricom standard, “Rice – Specification sampling, tests and analysis”.

5.3 **International Standards**

5.3.1 The Standardisation Department disseminated letters to National Stakeholders informing them that they can purchase the International Electrotechnical Commission book entitled, “International Standardisation as a strategic tool” at a reduced cost through the IEC Country Affilitate Programme. The IEC book contains the winners and commended papers from the IEC Centenaris challenge for 2006- A competition for Professors and Heads of Faulty at Academic Institutes around the world. The IEC organized this challenge in partnership with the IEEE in the US, the IET in the UK and VDE in Germany, and in association with “The economist” magazine.

5.3.2 Ms. Shune Vickerie, Head, Standardisation Department conducted a presentation entitled. “Promotion of ISO 9000 series of standards and certification” at the European Union Funded Public/Private Sector workshop on Investment

Promotion related Capacity Building techniques and application on September 20, 2007 at the Hotel Tower. The presentation highlighted, “What is ISO”?; “What is ISO 9000?”; “ISO 9000 Family”; “Ten Reasons to bring standards into your business”; “Certification”; “When is the best time to start the ISO 9001 Implementation”; “on turning ISO certification”; “How long does it take to implement ISO 9001”; and the “Services offered by the GNBS”.

5.3.3 The Standardisation Department completed and submitted to the Pan American Standards Commission (COPANT) a “Training Strategy Questionnaire”. The survey requested the following information from the GNBS:

- (a) Training Policy for staff;
- (b) Strategic Training Plan;
- (c) Training requirements for staff with the strategic objectives in the medium and long terms;
- (d) Limitations in achieving training objectives; and
- (e) Subjects to be included in the COPANT Training Programmes.

5.4 Standards Promotion

5.4.1 The Standardisation Department participated in Guyana’s Premier Trade Fair and Exposition, Guyexpo 2007. “Partnering for progress” held on September 27 to October 02, 2007 at the Sophia Exhibition Complex. At this exhibition, the department promoted thirteen (13) national standards. These were:

- (a) Specification for grades of lime;
- (b) Specification for grades of pineapple;
- (c) Specification for grades of pumpkin;
- (d) Specification for grades of cucumber;
- (e) Specification for grades of hot pepper;
- (f) Specification for labelling of cigarettes;
- (g) Specification for labelling of furniture;
- (h) Specification for labelling of toys & playthings;
- (i) Specification for safety matches;
- (j) Specification for passion fruit;
- (k) Specification for pneumatic passenger car tyres;
- (l) Specification for gold articles – Marking requirements; and
- (m) Christmas tree and decorative lighting outfits.

5.4.2 The Standardisation newsletter (first and second quarters), 2007 were disseminated to national stakeholders for information purposes. The newsletters featured articles on “certification bodies given tow years for transition to ISO/IEC 17021:2006”, “New ISO standard encourages sustainability in building

construction”, “Standards for shelter”. The purpose of this newsletter is to sensitise national stakeholders on current standardization issues.

5.5 Standards Implementation

5.5.1 The Guyana National Bureau of Standards in an effort to commence the implementation of GCP 22:2005, “Code of Practice for the production, processing, labelling and marketing of organically produced foods, has established a National Organic Committee. A meeting of this committee was held on September 27, 2007 at 09:00h in the Conference Room of the GNBS. The purpose of this meeting was to review clause 3 of the above mentioned standard and to establish national requirements for the monitoring of organic foods imported and exported from Guyana. Also, a review of Guyana’s current food legislations was done to determine the areas that needed to be amended or reviewed to include the monitoring of organic foods nationally.

5.6 WTO/TBT Enquiry Point

5.6.1 Guyana’s Standards Development Work Programme for January to June 2007 was prepared and submitted to the WTO Secretariat via the National Notification Authority (Ministry of Foreign Affairs).

5.6.2 In order to strengthen the information dissemination service of the WTO/TBT Enquiry Point, one hundred (100) questionnaires were disseminated to national stakeholders. The purpose of these questionnaires was to gather information so as to alert national stakeholders about changing product requirements in global markets before they become law; and to allow them the opportunity to voice their concerns regarding technical regulations. Out of the one hundred questionnaires disseminated, eight (8) were completed and returned to the GNBS.

5.6.3 Two notifications on Guyana’s intention to make two national standards compulsory were submitted to the ISO Secretariat. These were GYS 58:2006, “Specification for poultry feed and feed ingredients” and GYS 264:2005 “Specification for the storage, handling and transportation of liquefied petroleum gas cylinders”.

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

- (a) Guyana standards available for AC/DC adaptor for Information Technology Equipment, such as notebook typed computer, printer etc; and AC cord set such as detachable type, consisting plug, connector and cable as one component/accessory;
- (b) Safety, EMC and or Energy Consumption Regulation/Law to comply with in order to sell the products mentioned in (a);
- (c) Regulations dealing with the labelling of allergen (crustacean) ingredients;

- (d) The organization in Guyana certifying sugar and rice to the respective caricom standards;
- (e) The ISO 9001 certified companies in Guyana;
- (f) Guyana's requirements and procedures for the importation of commercial refrigerators and freezers;
- (g) Guyana's strategic plan for standardization;
- (h) Availability of national standards for ink; and
- (i) Guyana Standard available for toys and playthings.

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

5.7 Codex Activities

- 5.7.1 One meeting of the National Codex Committee was held on September 27, 2007 at 09:30h in the Conference Room of the GNBS. The purpose of this meeting was to review and discuss the Codex Secretariat Work Programme for 2007.
- 5.7.2 Eighty-two (82) hardcopies of codex documents were disseminated to the Food and Drug Department, and the Ministry of Agriculture for information purposes. The purpose for dissemination of these documents was to sensitise the above mentioned stakeholders on the status of development of codex standards, guidelines and codes.
- 5.7.3 Two quarterly editions of the codex newsletter were disseminated to national stakeholders for information purposes. The purpose of these newsletter was to sensitise national stakeholders on current issues/practices related to food safety.

The first quarter edition of the codex newsletter featured an article entitled, "What is the difference between Codex Alimentarius and Codex Alimentarius Commission." The second quarter edition of the codex newsletter featured articles on "The Codex Trust Fund", "WTO Food Safety Database serves as a handy reference", "Smoke flavouring found to be unsafe", and "Codex adopts standards, sets risk analysis principles".

- 5.7.4 Guyana completed the Codex Trust Fund Application Form for 2008 and submitted it to the Codex Secretariat in Rome. Guyana selected in order of priority, the five codex meetings at which it will be represented in 2008. These Committees were:
 - (a) Codex Committee on Food Import and Export Inspection and Certification Systems;
 - (b) Codex Committee on Food Labelling;
 - (c) FAO/WHO Coordinating Committee for Latin America and the Caribbean;
 - (d) Codex Committee on Fish and Fishery Products; and
 - (e) Codex Committee on Fresh Fruits and Vegetables.

The FAO/WHO Project and Fund for participation in Codex (The Codex Trust Fund) supported Guyana's participation at two Codex meetings for 2007. The Codex Committee meetings were the Codex Committee on Food Import and Export Inspection and Certification Systems, and the Committee on Food Labelling. Dr. Chatterpaul Ramcharran, Executive Director, Guyana National Bureau of Standards attended the thirty-fifth session of the Committee on Food Labelling held on April 30 to May 04, 2007, in Ottawa, Canada. Mrs. Marilyn Collins, Director, Food and Drug Department attended the Sixteenth Codex Committee on Food Import and Export Inspection and Certification Systems, in Surfers Paradise, Queensland (Australia) on November 26-30, 2007.

5.8 National Building Code

- 5.8.1 Three (3) meetings of the National Building Code Committee were held on January 17, 2007, March 14, 2007 and August 22, 2007 at 09.20h in the Conference Room of the GNBS. The purpose of the first meeting was to discuss the National Building Code Committee Work Programme for 2007.

The purpose of the second meeting was to review and discuss comments on the Draft Development Standards prepared by the Central Housing and Planning Authority. Comments on the above mentioned document were discussed and were noted by Ms. Germaine Stuart (representative, Central Housing and Planning Authority) for inclusion in the revised Draft Document.

The purpose of the third meeting was to discuss concerns raised by the Office of the Prime Minister and Minister of Public Works and Communication on the Technical Standards and Wiring Installation Regulations.

- 5.8.2 The National Building Codes, "Electrical", "Plumbing", "Use of Guyanese hardwoods in construction", "Concrete and block masonry", "Structural steel" and "design, construction and environmental maintenance of settlements, housing schemes and small townships" were sent to one member of the National Building Code Committee who expressed an interest to work on these codes without the payment of stipend.

The revision and development of the National Building Codes were severely affected by a lack of a quorum at Sub-Committee meetings. This could have been attributed to the non-payment of stipend by the GNBS.

5.9 Websites Monitoring

- 5.9.1 The CROSQ Website was monitored for the uploading of documents for preparation of the Seventh and Eight Meeting of the CROSQ Technical Management Committee Meetings scheduled for January 23-24, 2007 at the Trinidad and Tobago Bureau of Standards, Tunapuna, Trinidad; and on October

16-17, 2007 at CROSQ Secretariat, Barbados. Guyana did not attend these meetings.

5.9.2 Daily monitoring of the IEC and WTO websites were conducted. These were no notifications/standards which require action by Guyana.

5.10 **Projects**

5.10.1 A meeting was held with Mr. Alex Inklaar and Mr. Jens Koch (CROSQ's Consultants) on February 02, 2007 at 14:00h in the Conference Room of the GNBS. The purpose of this meeting was to evaluate the execution of the "Strengthening Market Access Opportunities for Small and Medium Sized Enterprises (SMEs) in the Caribbean (ATN/ME 8991-RG) Project. Interviews were conducted with the GNBS Management Team to find out:

- (a) Status quo of the GNBS;
- (b) Status quo of standardization in Guyana (Mainly the degree of stakeholder interest and degree of application of standards by professional users);
- (c) General perception and interpretation by the GNBS of the project components and main activities;
- (d) Expectations with regard to the project;
- (e) Perception of the current system and practice for regional harmonization of standards;
- (f) The GNBS resources for implementation of the project activities;
- (g) Experience with project awareness raising activities;
- (h) Current planning for implementation of further project activities (education, training, participation in regional standardisation);
- (i) Current channels and practice of communication and information within the project (SEA-CROSQ/PEU, SEAs among each other); and
- (j) Practical cooperation between SEA and CROSQ/PEU.

5.10.2 One hundred questionnaires arising from the project – ATN/ME – 8991-RG, "Promoting Small and Medium Sized Enterprises Competitiveness in the Caribbean through Technical Standards (RG-M 1022)" were disseminated to National Small and Medium Sized Enterprises. The purpose of this questionnaire was to gather baseline data on Guyana's small and medium sized enterprises. Out of the one hundred questionnaires disseminated, two were completed and returned to the GNBS. These questionnaires were submitted to the project Execution Unit, CROSQ Secretariat for analysis.

5.10.3 The SME Project Execution Unit, housed in Barbados, requested the following from Guyana's SME Project Coordinator:

- (a) The status of collection of responses for the SME Questionnaire;
- (b) An article for CROSQ newsletter;

- (c) Guyana's standards for cosmetics, furniture, and graded agricultural products;
- (d) Information on how lucrative the chutney industry is in Guyana;
- (e) Placement of an advertisement entitled, "Database of technical experts-individuals" in Guyana's Stabroek News;
- (f) Completion and submission of Guyana's Voting Forms for Priority One and two standards which were identified as standards required for the execution of the project; and
- (g) A list contact person, address, email, telephone and fax information) of Guyana's Banking Institutions, Credit Unions, Office of Public Counsel, Consumer Regulations Bodies, Small Business, Ministry of Commerce, Media Houses, Publications Bodies, Chamber of Commerce, Business Development Agencies and Insurance Companies.

5.10.4 The Head, Standardisation Department attended the Regional Conference entitled, "Enhancing Trade Competitiveness of SMEs through Standardisation and Conformity Assessment on July 17-18, 2007 at 09:00h at the Trinidad and Tobago Bureau of Standards Auditorium. The purpose of this conference was to sensitise SMEs and private and public sector agencies that provide an enabling environment to support SME effort competitiveness on:

- (a) CSME and Trade-Regional Outlook;
- (b) Quality and Trade-Enhancing SME Competitiveness;
- (c) Benefits of standardization;
- (d) Regional standards-work of CROSQ and IDB/CROSQ Project Overview;
- (e) CSME working for the Private Sector;
- (f) Challenges faced by SMEs;
- (g) Ten steps to Exporting;
- (h) Conformity Assessment Principles;
- (i) Product Certification – ECO labels;
- (j) Quality and Environmental Management Systems Certification for SMEs;
- (k) Hospitality Assured Certification – Relevance for Caribbean Tourism;
- (l) Laboratory Accreditation – Regional Benefits;
- (m) Food Safety Standards – HACCP;
- (n) Agricultural Standards – Plant and Animal Health; and
- (o) Government initiatives for SMEs.

5.10.5 The Head, Standardisation Department attended a Focus Group-Standards Development meeting held on July 19, 2007 at 09:00h at the TTBS, Trinidad and Tobago. The purpose of this meeting was to establish standards to be developed as part of the SME Project. These are the standards which should have been identified since December 2006, through the consultancy on the challenges faced by SMEs in the Region. The number of standards to be established has been reduced from 68 to 25, and there is now a need to agree on the process to satisfy intellectual vigour of the consultancy.

5.11 Other Activities

- 5.11.1 The Guyana National Bureau of Standards in collaboration with the Ministry of Tourism, Industry and Commerce and Go-Invest held conferences in Regions 3,4 and 6 under the theme, “Enhancing Trade Competitiveness through Standardisation”.

The purpose of these conferences was to sensitise SMEs in the Regions mentioned above of the benefits of the implementation of standards and Conformity Assessment Procedures. Three power point presentations were done. Mr. Elton Patram of the GNBS presented the topic, “Benefits of Standards and Quality in Small Businesses”. Ms. Sharon Alexander of the Ministry of Tourism, Industry and Commerce presented the “Importance of the Small Business Act” and Ms. Uchenna Gibson of Go-Invest presented “Investment Opportunities for SMEs”.

- 5.11.2 The Guyana National Bureau of Standards in collaboration with the Ministry of Tourism, Industry and Commerce and Go-Invest held a meeting with craft manufacturers on December 12, 2007 at 09:30h in the Training Room of the GNBS. The purpose of this meeting was to sensitise craft manufacturers on the benefits of standardization, and to discuss the current challenges/difficulties within the sector.

- 5.11.3 A newsletter article entitled, “Risk analysis in the framework of codex” was prepared for the GNBS Standards Information Bulletin. This article featured, “What is Risk Analysis”, “the difference between Risk and Hazard Analysis”, “risk Analysis and Codex” and “How to conduct a Risk Analysis”. This bulletin was disseminated to food stakeholders for information purposes.

- 5.11.4 A representative from the Standardisation Department attended a seminar on the Electricity Sector (Technical Standards) Regulations held on February 13-16, 2007 at 09:30h at the Hotel Tower. The purpose of this seminar was to sensitise stakeholders of the Electricity Sector on the Requirements of the Electricity Sector Regulations (made under the Electricity Sector Reform Act 1999 (NO. 11 of 1999) and to solicit comments. Within the Regulations (section 26), the GNBS is empowered to inspect, test and create lists of approved equipment, materials, supplies, appliances, and all other apparatus (collectively “electrical items”) for use in installations and to make information available.

- 5.11.5 The Head, Standardisation Department attended the National Advisory Council on Occupational Safety and Health Meeting held on February 13, 2007 at 14:00h in the boardroom of the Industrial Relations Department, Ministry of Labour, Human Services and Social Security, Upper Brickdam, Stabroek, Georgetown. The purpose of this meeting was to prepare a programme of activities for Occupational Safety and Health month celebrated in April 2007. Members of NACOSH agreed to the following activities:

- (a) Theme' "Safe Practices, Health Workforce, Increased Production".
- (b) The Minister will address the nation on April 01, 2007 via television, radio and newspapers.
- (c) A half day symposium on the Occupational Safety and Health Act # 32 of 1997 will be held on April 04, 2007 at the Hotel Tower.
- (d) A school's poster competition.
- (e) A National Awards Ceremony will be held on April 28, 2007. This ceremony is to honour individuals and organizations that made significant contributions to the promotion of OSH in Guyana during 2006; award the winners of the school's poster competition and award workplaces that made the most outstanding advances in HIV/AIDS at work.
- (f) A candle light memorable service will be held on April 20, 2007 in commemoration of workers who died as a result of their employment. Also, yellow and black ribbons will be tied on aerials of vehicles.
- (g) A visit to injured workers in the Georgetown Hospital.
- (h) Mounting of banners with the theme; by work places throughout Guyana.

6.0 COMMUNICATION

Overview

The Communication Division is responsible for providing support services to assist in the successful execution of the various activities listed under the work programmes of the Bureau's six departments.

The year under review was a productive one and work progressed satisfactorily as the GNBS worked tirelessly to achieve its mandate and targets set. The Division was able to fulfill its objectives in a substantial way as it continued to provide support for technical departments, educate and sensitise stakeholders about GNBS activities, organize GNBS participation in exhibitions and national events and give guidance and consumer advisories on matters pertaining to the selection of quality goods. A variety of communication strategies were employed to effectively execute its duties.

6.1 Programme Support

One of the main functions of the Division is to provide vital programme support to the technical work programmes of the organization. This function is continuously provided by the Division to ensure that there are communication inputs into key programme activities of the GNBS. Below are the major activities which were undertaken and successfully executed:

6.1.1 Metric Preparation for Cricket World Cup 2007

At the start of the year, the division in anticipation of the influx of visitors especially from metric countries, sent correspondence to the Chief Executive Officer of the Local Organising Committee offering its service (in the form of Think Metric training sessions) for local volunteers that will interact with visitors during the event. The intention was to have volunteers equipped to deal with stakeholders who would need help with the use of the metric system.

Although no response was received, the division designed and prepared a fact sheet containing important facts about Guyana in metric units. This was issued to the secretariat to use as it deemed appropriate. Among some of the information found in the fact sheet was the sizes of the Administrative regions, the height of Kaieteur Falls and other notable landmarks etc

6.1.2 School Lectures

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

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

Schools covered in the lecture series were as follows:

Region #	Name of School	Number of students attending lecture
Region Five (5)	Bushlot Secondary, Fort Wellington Secondary Belladrum Secondary	Approximately 540 Students
Region Six (6)	J.C Chandisingh Secondary Corentyne Comprehensive High School New Amsterdam Multi-lateral	A total of 450 students
Region Four (4) (Georgetown)	Brickdam Secondary, Alleyne's High School, Campbellville Secondary, Saint Stanislaus College, Bishops High School, St. John's College, Apex Academy, Richard Ishmael Secondary and St. Joseph High School.	Approximately, 1235 students benefited from this activity

6.1.3 ISO 9001 Promotion

As a means of promoting the GNBS Technical assistance programme and to encourage more companies to vie for ISO 9001 certification, the communications division in collaboration with media houses (News Today, Guyana Chronicle, GWTV2 and the Evening News) conducted interviews with representatives of the ISO 9001 certified companies in Guyana, namely, the Demerara Distilleries Limited, the Demerara Oxygen Company Limited, Beharry Group of Companies and Art Williams and Harry Wendt Aeronautical School.

News items were published on the various news casts and in the newspapers and the management of the above companies expressed their appreciation for the efforts made by the GNBS to publicise and identify with their achievements. It is hoped that the companies who are currently working to achieve this prestigious award will be encouraged to push the process.

6.1.4 Live Television programmes

In the month of July a live metric television programme was also held on RCA Television at Charity on the Essequibo Coast to educate and sensitise residents in Region number two about pricing and shopping in metric, using the metric system for commerce and selling grains by mass instead of capacity. During the programme, valuable feedback was received from callers who also had their questions answered on the programme.

Mr. Lloyd David, Public Relations Officer, represented the GNBS on a live call-in Television programme sponsored by the Consumer Affairs Division of the Ministry Of Tourism, Industry & Commerce. The programme which was held in the studios of Little Rock Television in New Amsterdam, attracted many calls in the area of Weights and Measures where consumers complained about vendors/shopkeepers who set out to cheat them. There was a call made to GNBS to have many more television programmes in the regions outside of Georgetown to educate stakeholders.

The Consumer Affairs division of the Ministry as part of its contribution to the National Metrication drive donated two live programmes on NCN Television, solely for the purpose of educating viewers on: the commonly used metric units, buying and pricing in metric and weighing and measuring tips. Participation in these programmes was exceptional as within the one hour periods an average of fourteen calls were received concerning issues such as vendors' refusal to sell in metric, weights and measures mal practices, selling of grains by volume etc.

It has been found that live television programmes are an excellent means of obtaining instant feedback from stakeholders especially in the areas outside of Region 4. It is hoped that much more of this technique can be employed in the new- year.

6.1.5 Conferences for Micro and Small Enterprises

As a means of determining standards needs of stakeholders in the small and micro enterprises (SME) sector and providing technical assistance where necessary to enhance the sector's operations, the GNBS in collaboration with the Guyana Office for Investment and the Small Business Bureau of the Ministry of Tourism, Industry & Commerce, hosted a series of SME conferences at New Amsterdam in Region # 6, Bush Lot and Mahaicony Secondary Schools in Region 5, Tower Hotel in Region #4 and at the Regional Democratic Council Office in Region 3.

Participants attending the various sessions were exposed to information regarding : the benefits of implementing standards and conformity assessment systems in their operations, the operations of the national Competitiveness strategy and opportunities to be derived under the Small Business Act and investment opportunities for SME's.

The division provided the necessary support in the form of publication of notices, chairing the various conferences and preparation special posters which dealt with characteristics of SME's, challenges affecting SME's , facts about SME's and the way forward for SME's.

6.1.6: Product Certification

Advertisements promoting the holders of the National Standards Mark were placed in the Kaieteur News and Guyana Chronicle. This short media campaign was another means of supporting jewellery establishments that support standardization in the sector. Consumers were also advised to purchase quality gold articles from enterprises that implement standards to avoid being cheated by means of under-karating. The holders of the mark expressed their satisfaction to the Bureau for providing additional publicity for their products.

6.1.7 World Metrology Day 2007

World Metrology Day is commemorated annually on May 20 in remembrance of the signing of the Metre Convention and to celebrate the important work of metrologists who ensure accuracy of measurements and traceability of precision instruments to international standards. To mark this occasion, the communications division published an article titled "Global Confidence through SI traceability" in the Guyana Chronicle. The article highlighted the benefits of metrology (Legal & Scientific) and the services offer by GNBS in this area.

6.1.8 Standardisation in the Forestry Sector

The Guyana Forestry Commission had undertaken a joint project with GNBS and other regulatory Bodies such as the Environment Protection Agency, Mayor and City Council and Central Housing & Planning Authority to design a general manual for standardization which will cover all aspects of regulations necessary for certification and to date a draft has been produced

Head, Information Services, attended the meetings on behalf of the GNBS, and it is hoped that the regulations contained in the manual will be finalized and enacted in the coming year. Members were also of the view that this strategy would help to regularize the operations in this sector and at the time of licensing all aspect such as (metrication, legal metrology, environmental etc) will be considered before a permit is granted.

6.1.10: Other support activities

The Division also arranged press briefings, symposia, chaired opening and closing ceremonies for training courses, organized news interviews, responded to correspondences written by members of the public seeking information and seeking redress on consumer matters and edited printed materials, such as the Standards Information Bulletin, brochures and fact sheets.

Below are other collaborative activities which took place during the year 2007:

- ❖ Meeting for stakeholders in the Used Tyre sector.
- ❖ Training workshop for gold smiths and Jewellers.
- ❖ Meeting with importers of pedal cycles.
- ❖ Meeting with importers of toys and playthings.
- ❖ Meeting of National Conformity Assessment Committee.
- ❖ Press Conference on Cell phone malpractices among vendors/ dealers.
- ❖ Public Consultation Session- Draft Tourism Standard.
- ❖ Public Consultation Session- Draft Caricom Standard for cigarettes.
- ❖ Meeting with importers in the Animal Feed sector.
- ❖ National Small Business Conferences.
- ❖ National Weights and Measures Committee

6.2 Promotional Activities

As a means of publicizing GNBS activities under its various work programmes, the following activities were executed as shown in table:

Table 1
Promotional activities for the period: 2003 - 2007.

No	Name of Activity	Year 2003	Year 2004	Year 2005	Year 2006	Year 2007
1	No. of press releases issued	20	24	27	24	35
2	No. of editions of Standards Advisory (Formerly Standards Bureau and you)	15	44	44	29	-
3	No. of editions of Standards-Corner published	16	23	35	42	45
4	No. of notices published	27	39	52	42	37
5	No. of press briefings held	04	09	09	08	8
6	No. of school lectures held	06	03	04	08	15
7	No. of live Radio &/ TV programmes	0	0	07-	12	5
8	No. of pre-recorded radio programmes	discontinued	discontinued	discontinued	20-	-

The figures in the table above represent the number of promotional activities undertaken by the Communications Division over the last five years to support the programmes of the technical departments, help in the dissemination of information to stakeholders and promote significant events. The number of activities executed in the respective years varied as the need arose, and according to events outlined in the respective work programmes. This is especially applicable to notices, press briefings and press releases. The remaining activities such as school lectures, and live programmes are dependent on available resources.

6.2.1 Radio Programmes

The Five Minute radio programme, after a three year absence, was re-introduced in the month of February in the year 2006. However, due to financial challenges, this programme was not aired in 2007.

6.2.2 Standards Corner

The weekly Standards Corner feature continued to be published free of cost in the Wednesday editions of the Guyana Chronicle, through the auspices of the Editor-in Chief. The column is used mainly to feature short articles on various aspects of standardization. Below is a sample of the articles published:

- The importance of metrology
- Standards and their benefits
- The application of standards to manufacturing
- Fuel Pump verification process.
- Guidelines for purchasing used tyres.
- Standards the key to successful business
- The Product Certification programme.
- Guidelines for the manufacture of furniture
- Importation requirements for toys and playthings
- Importance of implementing the metric system

6. 2.3 Standards Advisory

The Standards Advisory is a small column that is also published in the Wednesday edition of the Chronicle. It is set out in the form of tips to guide consumers on a variety of consumer matters. However, this feature was discontinued temporarily this year due to financial challenges. It is hoped that in the new - year, 2008 this vital educational tool will be re-started.

6. 2.4 Press Releases

Press Releases were also effectively used as a means of advising and educating consumers on activities conducted by the Bureau and for highlighting faulty products and services offered to consumers. Some of the key press releases issued to media houses covered issues such as: Importers ensure that Pedal Cycles imported are properly fitted, the labelling of rice bags by Rice Farmers, GNBS gold testing laboratory operational, the banning of domestic dial scale for commercial use from 2008 and ensure the safety of toys and playthings for children. Releases were also used to feature standards developed by the GNBS.

Resulting from the publication of news stories especially those pertaining to the availability of new standards, there was a noticeable increase in the sale of standards. (See TSIU report)

6.2.5 Notices and Advertisements

A total of Thirty seven notices were placed in the print and electronic media to highlight major activities and events organized under the work programmes of the Bureau. Notices sometimes took the form of consumer alerts or promotional advertisements. For example, during this year a consumer alert was published to alert iphone users about the dangers of allowing iphone hacks to unlock their equipment.

6.2.6 National Laboratory Week

In an effort to boost the laboratory certification programme and encourage laboratories that are vying for certification to the national standard: “**General requirements for the operations of a laboratory**” and on the occasion of National Laboratory week, a congratulatory advertisement was published in recognition of the sterling contribution and efforts of personnel in this sector. From feedback received, the management of laboratories was appreciative of the efforts by GNBS.

6.2.7 Press Briefings

During this year, the Bureau introduced the practice of holding monthly press briefings to bring media houses and the general public up to date with matters of critical importance to the success of standardization. Some of the major briefings addressed topics such as: National Quality Week activities, Used Tyre and Animal feed issues, Toy Safety, the quality of cellular phones, Safety and plastic chairs, New Standards approved by Council Conformity Assessment and SME activities.

Wide coverage of the matters addressed at media briefings was given in the print and electronic media. It is hoped that the information shared was a means of educating stakeholders on pertinent issues relating to standards and their role in consumer protection.

6.3 Campaign Activities

6.3.1 Campaign for the promotion of the Product Certification Scheme

The division has prepared a draft promotional plan to promote Product Certification especially in the jewellery sector. The intention is to educate jewelers on the benefits of using the Short Cut Fire-Assay method and to have more jewelers and gold smiths join the Product Certification scheme. However, the plan was not executed due to insufficient financial resources. It is hoped that in the new-year, the plan will be effected.

6.4 Standards Awareness Outreach

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

Some of the standards featured this year are:

- ❖ Guyana Standard Specification for point of care testing sites.
- ❖ Guyana Standard Specification for the safety of toys and playthings.
- ❖ Specification for food grade salt.
- ❖ General principles for food hygiene.
- ❖ Code of practice for packaging and transport of tropical fresh fruits and vegetables.
- ❖ Guyana Standard specification for the requirements of advertising –Part 2 Advertising to children
- ❖ Code of practice for the production, processing labeling and marketing of organically produced foods.

6.5 Publications:

6.5.1: Guest Articles

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

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

- ❖ Standards are vital for Business- get involved now.
- ❖ “The need for standards in the service sector.”
- ❖ “National Standard for street vended foods available”
- ❖ “Standardisation imperative for the growth of Guyana’s Economy”
- ❖ “Let standards be the pillar of Tourism”
- ❖ “Role of consumers in standards development”
- ❖ “The building code”
- ❖ “Competing in the CSME”

6.5.1 Newsletter

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

About two hundred and fifty copies were distributed each quarter to stakeholders such as libraries, members of National Standards Council, Sister Bureaus, Government Ministries, other regulatory agencies, non-governmental bodies, foreign embassies, certified laboratories and holders of the national standards mark, agencies working towards international certification and stakeholders in the legal sector.

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

6.5.4 Information Dissemination

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

Firstly, the GNBS website is one of the major means of sharing information. Copies of the newsletter, features in the Standards Corner, Standards for public comments, the latest edition of the newsletter, brief reports from recently concluded activities and consumer alerts can be found on the website.

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

6.6 National Events/ Exhibitions

6.6.1 University of Guyana Career Fair.

The GNBS was invited to participate in University of Guyana career day activity but due to the unavailability of resources at the time, the organization could not participate in this year's event. However, Officers of the Information Services Department visited the event and collect printed materials for the Information unit.

6.6.2 World Consumer Rights Day

World Consumer Rights Day was celebrated on **Wednesday, March 15** under the theme: **“Unethical drug promotion”**

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

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

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

6.6.3 Guyana Gift and Craft Show

The GNBS participated in the Guyana Gift and Craft show, which was held during the period, March 29 – April 01. The objective of the show was to showcase Guyana’s rich culture through its craft and it was specifically planned to capture the attention of visitors and potential investors who were in the country for the CWC 2007. In this connection, a new brochure titled “standards and the investor” was prepared and the Bureau’s focus was Conformity Assessment, Standards Development and Standards Compliance.

A questionnaire was also designed to gather on critical needs of the craft sector and the information would guide the Bureau as it designs suitable programmes to provide technical assistance to the sector.

6.6.4 National Quality Week

National Quality Week was celebrated during the period **October 08 to 13, 2007**, and World Standards Day was celebrated on **October 14, 2007**. The theme chosen by the International organizations (ISO, IEC, & ITU) for this year’s observances were: **Standards and the citizen: contributing to society**. The GNBS planned and executed a number of activities to mark these observances.

On **Thursday, October 04** and **Monday, October 08**, staff members of the Communication Division appeared on the “Guyana Today” (NCN Channel 11) and on “First Look” (Channel 09), respectively to provide an overview of activities planned.

A live panel discussion was held on **Wednesday October 10**, at 20:00h in the studios on NCN Television on the topic: **“Standards and their benefits to citizens”**

The panelists were Mr. Jowala Somai, Ms Joyce Sinclair, Ms Judy Semple – Joseph and Mr. Clifford Zammett. Ms Evadnie Benfield Head of the Information Services Department moderated the evening’s programme.

GNBS open day activities were also held on **Wednesday, October 10** in front of the Universal Building outside of Guyana Stores Ltd. The programme started at 08:30 h and concluded at 12:30 h. During the open day, members of the public stopped at the booth to enquire about the various activities of the GNBS, and printed materials were distributed to them. Interviews were also done by NCN Channel 11 and Channel 2 during this activity.

On **Thursday October 11**, Mr. Andrew Mendes, Managing Director of Farfan & Mendes, delivered a lecture for Secondary School Students on the topic: **“The role of standards in consumer protection”** The lecture was held at the Sophia Auditorium and some 75 students and teachers participated.

Friday October 12, was designated as Staff appreciation Day, and **Long service** awards were distributed to employees who have served the organization for five, ten, fifteen years etc. In addition, the Bureau provided lunch for all members of staff. There were two staff members namely Allison Nelson and Marcellene Browne- Peters who served the organization for 20 years. Other awardees were Evadnie Benfield and Patrick Abrams (10) years, Osei Drakes, Saheed Ali, Dhanpat Ramlakan and Hubert Braithwaite (5) years.

The week’s activities culminated on **Saturday October 13**, with a special message from the Honourable Minister of Tourism, Industry and Commerce, which was aired on the Voice of Guyana and on NCN Television. The message by the Executive Director was also aired on NCN Television.

Printed Materials

Fact sheets entitled: Standards and the Consumer, Master the Metric System, Look for the Standards Mark, Quality Management, Product Certification, Standardisation, Laboratory Management, Metrology and Standard Compliance and Conformity Assessment were issued to stakeholders and consumers.

Over the six (6) day duration of the exhibition, staff members on duty interacted with visitors and were instrumental in sharing vital information on the core programmes of the Bureau.

Throughout the exhibition, visitors to the booth were given practical demonstrations and had their questions and queries answered by staff on duty. Persons were issued with fact sheets on the Bureau’s programmes and activities.

Persons were given the opportunity to weigh themselves on a metric scale and also check their height in centimetres.

At the exhibition, visitors took the opportunity to share their concerns with staffers. Below are some comments from visitors:

- More Public Awareness activities should be conducted in Region # 10.
- The GNBS should have staff checking on the items available for sale in Linden.
- Scales and Weights should be checked more regularly in the Region.

The President of Guyana, the Honourable Mr. Bharrat Jagdeo requested that the GNBS check on the quality of energy saving bulbs available at certain outlets. This information was conveyed to the Metrology/ Standards Compliance Department for their action.

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

6.6.4 GUYEXPO 2007

GUYEXPO was held during the period **September 29 – October 02** under the theme “**Partnering for progress**”. The event brought a number of local and overseas visitors together, showcasing their products for sale to patrons.

Preparations involved the establishment and decoration of the booth, displaying the exhibits, preparing printed material and making the necessary arrangements to enable staff from the various departments to work at the event.

The Bureau used part of its Office space as the venue for this event and the six` day Trade exposition, showcased activities under its various programmes. Under the Standards Compliance programme for example, defects in a Used Tyre, Labelling requirements for toys, cigarettes and safety matches were some area depicted.

Aspects of the Weights & Measures were also showcased. These included the equipment used for calibrating rules, scales and masses, the proper use of the equal arm scale and ways in which a verified scale can be identified. Posters were mounted which highlighted the tenets of certification and the Product Certification Scheme. They also depicted the National Standards Mark, Other Certification marks and the manufacturers certified under the scheme.

The Metrication programme was also showcased using the height chart and bathroom scale to conduct “**think metric**” exercises and the equal arm scale was used to demonstrate how items can be sold in metric With respect to Standardisation, the standards for limes, pineapples, pumpkins, cucumbers and

gold articles were displayed together with posters depicting various facts about SME's.

Fact sheets covering the various work programmes were distributed to interested stakeholders and equipment used for rice and gold testing was showcased. All the activities were geared towards educating consumers regarding consumer protection.

Officers of the various Departments manned the Bureau's booth and attendance by visitors which averaged about 80 persons per day was satisfactory. Feedback from members of the public revealed they were concerned about the shortchanging of consumers with respect to weights and measures, substandard shoes, electrical appliances, matches and toys. As a matter of fact, there were quite a few enquiries about the toys recalled by the USA. It was altogether a rewarding experience.

6.6.5 Consumer Advocacy Seminar

On Thursday, June 28, 2007 the Public Relations Officer participated in a seminar for promoting Consumer Advocacy, which was organized by the Ministry of Tourism, Industry and Commerce. The Honourable Minister of the Ministry of Tourism, Industry and Commerce gave the feature address. The theme of the seminar was "Promoting Stronger Consumer Protection Advocacy" and was attended by representatives of a number of consumer organizations and utility companies.

6.7 Suggestion Boxes

As a means of obtaining information from outlying Regions, the GNBS positioned suggestion boxes at strategic locations within these Regions. This initiative was launched in the month of March and boxes were cleared on a monthly basis by Regional weights and Measures Officers and GNBS Inspectors located in Regions 2 and 6.

Promotional advertisements were placed on television to advise residents about the location and use to which the boxes can be put. However, they are not fully utilized as yet and the Bureau plans to do more publicity in the coming year.

6.8 Quarterly Review Meetings

The Executive Director convened quarterly review meetings with the Information Services department to evaluate the activities executed by the Information Services Department which comprises the following four programmes: Communication, Metrication Standards information and Information Technology work programmes.

The review sessions examined the successes, the percentage completion of the work programmes, (2) format for writing monthly reports (3) activities to be completed before the close of the year (4) challenges affecting the completion of work programmes (5) Department needs / staff welfare matters and (6) recommendations for improvement.

The agenda for meetings also addressed staff welfare matters and they were given the opportunity to make suggestions for improvement and highlight grievances, which were raised at management meetings.

Written reports were compiled after this meeting for the purpose of record keeping and for taking action on important decisions made. This approach provides for a comprehensive evaluation of the progress of work.

6.9 Other Activities

6.9.2 Public Management Modernisation Project (PMMP)

GNBS was one of ten pilot agencies selected under the PMMP project to participate in component two “Improving Accountability and Efficiency in SAA’s and SB’s and Head, Information Services department was named as the liaison person.

Under the Management of PA consultants, the following three work shops were held at Georgetown Club and at Regency Suites on the dates below to address the following areas. In addition to the contact Person, other relevant senior staff members including Heads of Departments attended to cover their respective areas of responsibilities.

- Wednesday 14th November: Review of mission, vision, strategic objectives and key outputs of agencies
- Wednesday 21st November: Review of financial management practices in agencies
- Wednesday 28th November: Review of Human resource practices in agencies

The concepts of Results Based Management and the Results Chain were introduced to participants and performance matrices were done for the three broad areas under consideration at this time Financial Management, Human Resource Management and Performance Management. The main focus of these workshops was to identify and share good practices that currently exist in the agencies and begin to remedy areas that need improvement.

In this connection a two day workshop was held at Regency Suites (December 12 and 13), to assist Agency representatives with the design of their performance improvement plans (PIP’s) .Between this period also consultants in the area of financial management and Performance Management visited the Bureau and held

discussion on with the management team on how modification should be approached with respect to its vision, mission, strategic plan and key performance indicators.

In January of 2008, the project will continue and assistance will be given on an individual basis.

The information shared was very useful and can be applied in every aspect of our work programmes.

6.9.2.4 Consultant's visit to GNBS

A fact finding visit was paid to the Bureau by Ms Andrea Simms- Williams, a Consultant attached to the PMMP project. She held discussions with the Executive Director and Head, Information Services Department, about the role, functions and key activities of the GNBS. She also discussed challenges currently experienced after which, she took a brief tour of the building and facilities.

This project is ongoing and it is scheduled for completion in April of 2008. The Bureau anticipates increased capacity building and greater efficiency, and hopes to benefit significantly from the inputs of this project.

6.9.3 Sponsorship

Sponsorship for live television programmes The GNBS is grateful to all its sponsors for the assistance received in the past year. Sponsors included the Consumer Affairs division of the Ministry of Tourism, Industry & Commerce and companies certified to the ISO 9001 standard.

6.9.4: GMSA Business Luncheon

Head, Information Services, represented the GNBS at the GMSA Business Luncheon held at Hotel Tower on Friday, June 29 The keynote presentation was delivered on the topic of *“Alternative sources of Energy”* by the Brazilian Ambassador to Guyana. He elaborated on the use of Ethanol especially in sugar growing regions and the importance of Guyana capitalizing fully on this opportunity.

6.9.5: Other Programme Support activities

The Division also arranged symposia, attended meetings chaired opening and closing ceremonies for training courses, organized news interviews, responded to correspondence written by members of the public seeking information and seeking redress on consumer matters and edited printed materials such as the Standards Information Bulletin brochures and fact sheets.

6.9.6.1 Promotion of LPG Standard for transport and handling of Liquefied petroleum gas

A meeting was convened with senior Officials of the Demerara Oxygen Company Limited to design a draft promotional plan for the promotion of this standard. As a result, three posters were produced and designed to educate stakeholders in this sector. These are awaiting approval from DOCOL.

6.9.6.2 Meeting with Brazilian Trade Representative

The Management team met with Ms Monique Audrey Getrouw of IMETRO of Brazil and following matters pertaining to:

- Possible attachment for GNBS staff involved in Legal and Scientific Metrology activities.
- Partnerships and sharing in Conformity Assessment activities.
- Promotion Techniques for standards.

Discussion also centered on the structure and functions of the departments of the Bureau in the execution of its functions. It is hoped that some of these initiatives can be acted on in the coming year.

6.9.6.3 National Conformity Assessment Meetings (NCCA)

The NCCA committee was resuscitated in the month of April with a specially convened meeting at which senior staff members were given the responsibility of coordinating activities in named sectors. The staff of the communication division was assigned to the following sectors: Guyana Forestry Commission, Guyana Office for Investment and the Food & Drug department.

Meetings are held bi-monthly and staff was involved in liaising with their counterparts in the areas of: standards needs, need for metrology services, metrication, and information dissemination promotional activities. This initiative will also help to enroll new clients in the international certification programmes such as the ISO 9001, 14001, 17020 and determine the need for technical assistance to meet their requirements. This activity is on going.

6.10 Monitoring/ Evaluation

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

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

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

Each year, new initiatives are undertaken to achieve the goals set and notwithstanding the challenges, over 60% of the objectives targeted are achieved as fresh ideas are injected. However, in order to make the Division more self sufficient and reduce costs for design and printing, at least one of the staff should be trained in 'Microsoft Publisher' or 'Corel Draw'. This would enable brochures and the GNBS newsletter to be designed in-house. It is hoped also that in the coming year, the message of standardization could be taken to Regions No. 1 and 9 and that more funds will be made available to successfully execute planned activities especially in the area of communication campaigns and consumer feedback surveys.

7.0 METRICATION

The Metrication Programme is one of four programmes under the Information Services Department. In 2007, metrication continued to make significant progress as education and sensitization activities increased and many stakeholders in the Regional Communities were targeted with metric messages. The four commonly used units for mass, length, volume and temperature were the areas focused on in addition to the correct writing of dates and time and misuses of the metric system in the print media.

7.1 Sector Activities

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

Seventy four (74) visits and subsequent meetings were conducted with management representatives of the various organizations as listed below in Table 15.

Table 15**Metrication Sector Visits**

No. of Organisations	Sectors	Name of Agencies
7	Regulatory Agencies	Guyana Gold Board,. Animal Health Unit, Guyana Forestry Commission, Guyana Water Commission, Plant Health Unit, Guyana Geology and Mines Commission.
17	Government Ministries	Guyana Police Force, Ministry of Legal Affairs, Ministry of Public Works & Communication, Office of the President, GPHC, National Library, GRDB, Guyana Power & Light, Ministry of Amerindian Affairs, Ministry of Housing & Water, Guyana Tourism Authority, Parliament Office, Ministry of Tourism, Industry & Commerce, Guyana Public Service Union, Ministry of Labour, Human Services & Social Security, Registrar of the Deeds Registry, Guyana Elections Commission.
22	Supermarkets importers/wholesalers	WM Fogarty, New Guyana Marketing Corporation, Guyana Stores Limited, Bonny's Supermarket, Nigel's Supermarket, C & F Meat, Jhonny P Supermarket, N & S Mattai, Bounty Farm, MFK Trading, SACHI, Guynaz, Police Consumers Corp Society Limited, Bish & Sons, P. Ramroop & sons, Pearl Trading w/sale retail, NAJAB, Tatabu Trading, Alims Dry Goods Store, DSL, NV Depot, Empire Shopping Plaza.
11	Advertising Agencies, Media Houses, Printeries.	A. Khan Photo & Printery, Astro Arts, Chands Printing, Executive Office Services, Beyond 2000 Printeries, WRHM7, Vieira Communication Limited, Panvic Press, Communication Concept Copy master, Sign tech.

No. of Organisations	Sectors	Name of Agencies
19	Private Sector/Local manufacturer	Ricks & Sari Industries Limited, GT&T, Farfan & Mendes Limited, Gafoor Industries, BEV Enterprises, Guyana Trinidad Fire & Life. Clico Life & General Insurance, Diamond Fire & General Life, NAMILCO, Pritipaul singh Investments, Guyana Tourism & Hospitality Association, Ogle Aerodome, National Hardware Guyana Limited, National Insurance Scheme, Mohamed Manufacturing, Triple Star, Caribbean Foods, HA Snacks, Narine Trading.
1	Non Government Organisation.	Youth Challenge International.
1	Educational Institutions	CPCE, NARI, GSA, Ministry of Education, Critchlow Labour College, GTI.

7.1.1 Regulatory Agencies

These Agencies have their respective legislation governing specific aspects of their operations. The regulatory bodies have system in place where many aspects of metrication have been implemented and they are in use.

7.1.2 Government Ministries

Almost all of the Government Ministries have knowledge of metrication or they are using some aspects of the metric system. In the year 2008, an integrated and cohesive strategic approach will have to be used in order to ensure all Government Ministries fully adopt and accelerate the use of the metric system.

7.1.3 Supermarkets, Importers, Wholesalers

This services oriented group are at the forefront of using the concept of metrication. Every item displayed for sale in the supermarket are prepackaged to standard sizes, labelled in metric quantities from liquids to solids, price listed for display and sold in their metric equivalents. They must be commended for this. Importers/wholesalers, import items ranging from cans, bottled, sack, bags, bales or bulk items to be wholesales. However, coming out of the USA are labelled in dual units, imperial/metric. But products coming from the far east and the European Union are in metric units only. Specific Items are wholesaled such as bolts of cloth, is labelled in metric, will be retailed in yards and inches by being converted by the merchant, who continues to complain that due to competition and customer demand for imperial units, they are forced to retailed in such units. The GNBS will be aggressively addressing this problem in 2008.

7.1.4 Advertising Agencies/Media Houses/Printereries

The Media House Advertising Agencies and Printereries are some of the major defaulters in using and promoting the imperial system and there is room for major improvement in this area. IN the electronic advertising media, advertising agencies, media houses and printereries continue to complain that clients were requesting services in imperial units. More work has to be done in this area in the future.

7.1.5 Private Sector/Local Manufacturers

This sector continued to be the leaders in the implementation and use of the metric system, and they must be commended for this. Their success is due to having a well trained workforce, using standardized metric machinery pre-packaging and the labelling of goods and beverages in metric quantities, due mainly to franchise contracts, copant orders easy inter-changeability and universal market acceptance of the particular products.

7.1.6 New Government Organisation

This group is targeted by the GNBS to help spread the metric message due to their high participation of activities in all ten Administrative Regions.

During 2007, there was a slow response from the NGO's due to an intensive and extensive HIV/AIDS prevention programme countrywide.

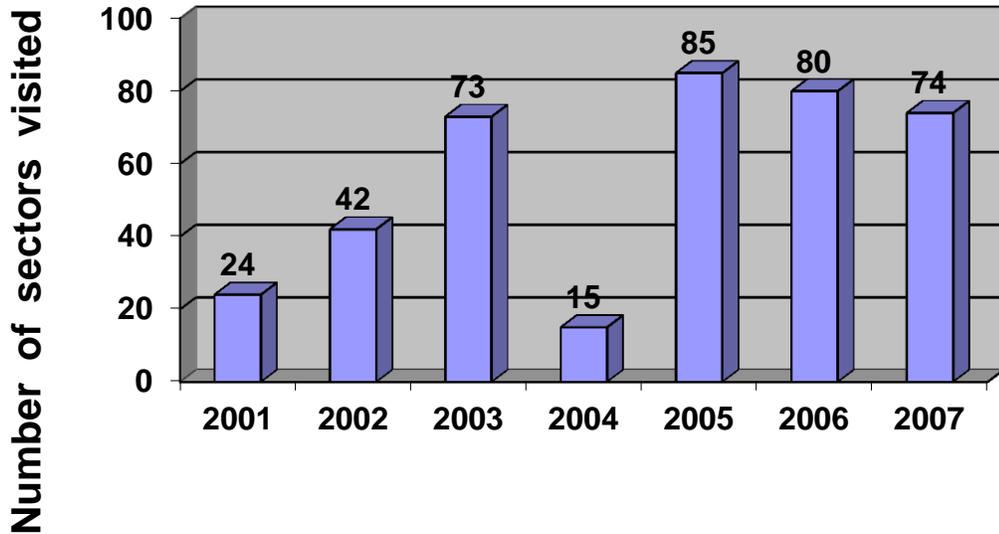
Almost all of the Government Ministries have knowledge of metrication, as they were using some aspects of metrication. In the year 2008, a more cohesive and structure approach will have to be used to ensure all state agencies/organization fully adopt and accelerate the use of the metric system.

7.1.7 Educational Institutions

These organizations were the most eager and respective to implement and use the metric system. Metrication is already integrated in the school's curriculum and this will be enhanced by the GNBS in the form of flyers, and metrication/sensitization training sessions.

Figure 5

Comparison of sector activities for the last seven (7) years



From the chart, the year 2004 showed a decrease in sector activity due to the shortage of man power and the loss of members the National Metrication Committee.

However in 2007, there was a sustainable amount of activity as additional assistance was provided by the Regional Sub-Office and the appointment of new weights and measures officers in some of the Regions. The slight decline in activity for 2007 was due to inadequate transportation and non interest by some sectors due to internal restructuring.

In 2008, the Sector activities will continue in the strategic manner where all of the agencies will be targeted for training so that they can fully implement the metric system.

Metrication Training

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

Forty (40) organizations benefitted from metrication training in 2007. Where necessary, training was tailored to suit their respective needs to their work situations.

Table 16 below shows the organizations that received metrication training.

Table 16

Organisations receiving metrication training

NO.	NAME OF PARTICIPANTS	NUMBER TRAINED
1.	Guyana Police Force/Traffic Ranks – Recruits	91
2.	Rice Farmers Region 3	17
3.	Rice Farmers Region 2	15
4.	Georgetown Public Hospital Corporation	10
5.	Deeds Registry Region 6	15
6.	GNBS Inspectors	2
7.	CLICO	26
8.	Region 3 Regional Democratic Council	22
9.	Guyana Tourism & Hospitality Association	7
10.	Office of the President	16
11.	Guyana Tourism Authority	7
12.	Region 2, Neighbourhood Democratic Council	24
13.	GRDB Licence Graders – Anna Regina	24
14.	GRDB Licence Graders – Crane	17
15.	GRDB Licence Graders - Corriverton	19
16.	GRDB Licence Graders - Burma	17
17.	Region 6 NDC	4
18.	National Agricultural Research Institute	15
19.	Guyana School of Agriculture	44
20.	N &S Mattai & Company	6
21.	National Library	46
22.	Nigel’s Supermarket	3
23.	Metrology and Standards Compliance (GNBS)	3
24.	Conformity Assessment (GNBS)	4
25.	Guyana Elections Commission	34
26.	Customs and Trade (Vat Department)	5
27.	Parliament Office	39
28.	Ministry of Labour	8

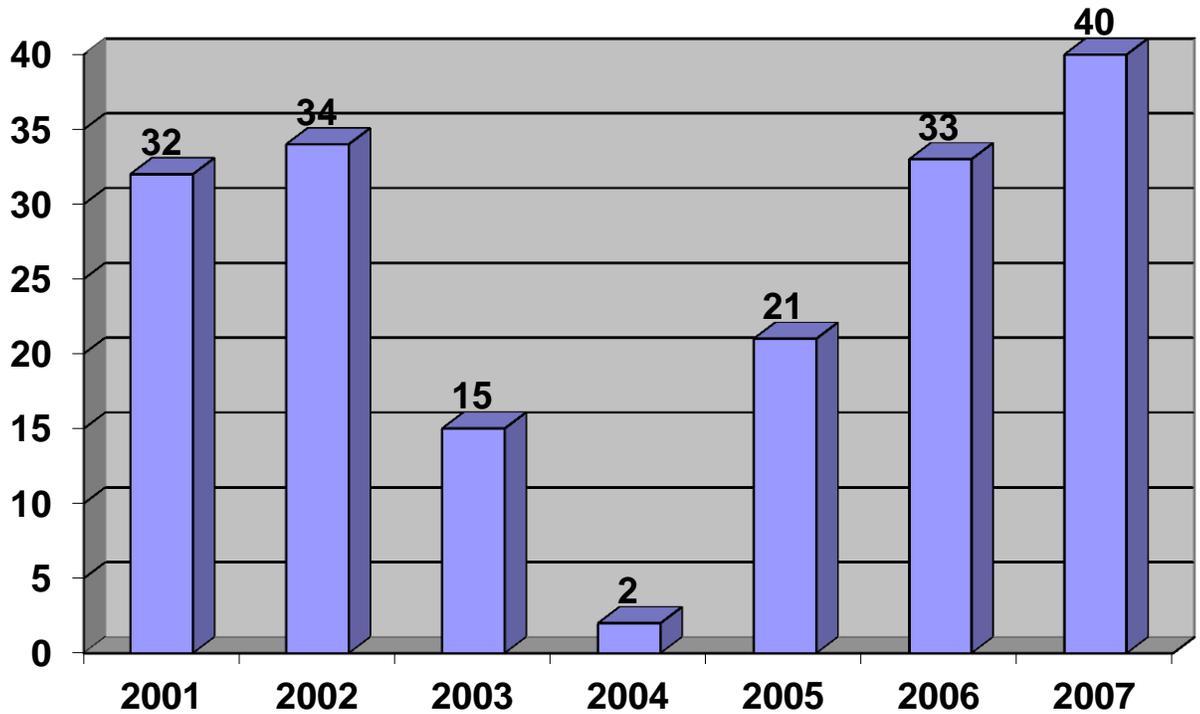
NO.	NAME OF PARTICIPANTS	NUMBER TRAINED
29.	Guyana Industrial Training Centre	110
30.	Ministry of Public Works	26
31.	NCN	27
32.	Government Technical Institute	112
33.	Ministry of Tourism, Industry and Commerce	15
34.	GRPA – Rice farmers Region 5 Fairfield	15
35.	GRPA – Rice farmers Region 5 Blairmont	21
36.	GRPA – Rice farmers Black Bush Polder	12
37.	GRPA – Rice farmers #63 Be	14
38.	GRPA – Rice farmers Anna Regina	17
39.	Lethem Business Community	36
40.	Region 3 Weights and Measures Officer	1
TOTAL		946

Following the resuscitation of the National Metrication Committee in 2001, and the passing of the ORDER #4, in 2002, to make the Metric System the only legal system of measurement, there was an upsurge in request for training. This trend continued in 2002 but diminished in 2003 and 2004 with the loss of the Metrication Officer. From 2005 to 2007 there was a continued upward trend in metrication training (Figure 6).

Figure 6

No. of organisations receiving training

Number of Organisation Receiving Training from 2001 to 2007



7.3 Education Campaign

The Metrication programme targeted the commercial and retailing sectors as well as a few manufacturers in 2007, proved to be most challenging. This activity entailed visits to shops, stores, stalls and supermarkets countrywide, holding one-to-one discussions, with vendors, shopkeepers and some manufacturers, carrying out practical demonstrations and having a first hand look at the practices they may employ regarding the selling, manufacturing and the services in metric.

From observations, the conclusion drawn is that vendors and retailers continued to sell goods in imperial quantities although they were in possession of metric devices. The reason given by vendors/shopkeepers is that the majority of the public would continue to request items in imperial units and they forced to provide the services due to competition for “sale” by other vendors.

It was discovered that imperial units of mass and volume were substituted and used for selling. This led to other mal-practice as unverified measuring devices were used sometimes to cheat consumers in the process.

Efforts were made in 2007 for vendors to stop selling rice using liquid measures and they should try to acquire suitable scales to weigh the product. Some cooperation was received from vendors and efforts would continue in 2008 to implement this new method.

In an effort to help vendors and shopkeepers in the retail sector, to master the metric system, the following strategies were employed.

- The user of price charts

All vendors/retailers countrywide were advised to post price charts displaying price of goods in metric quantities. Practical demonstrations were given in this regard.

- Pre-packaging of goods

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

Observations during surveillance exercise continues to show that there was an unwillingness by vendors to use the metric system, as in comparison to the supermarkets and mini marts that were leading in the metrication drive due to their strategy of prepackaging goods and the posting up of price lists.

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

Ninety-nine (99%) of local prepackaged goods were correctly labelled in metric with only 1% of non-conformance.

The large textile importers, imports raw textile in metric, but they are forced to retail their textiles in imperial units due to public demand. They were advised not to do so.

Out of the metric outreach programme countrywide Anni and Lethem were targeted, where it was discovered almost all of the populace were familiar with the metric system and the were using it fully due to their close proximity to the border with Brazil, where considerable amount of trade is carried out on a daily basis.

The Senior Member of the Guyana population were the least cooperative and were holding on to the imperial system.

7.4 Market Surveillance/Intelligence

Surveillance activities in 2007

Listed below are the areas covered during surveillance/sensitisation exercise in 2007.

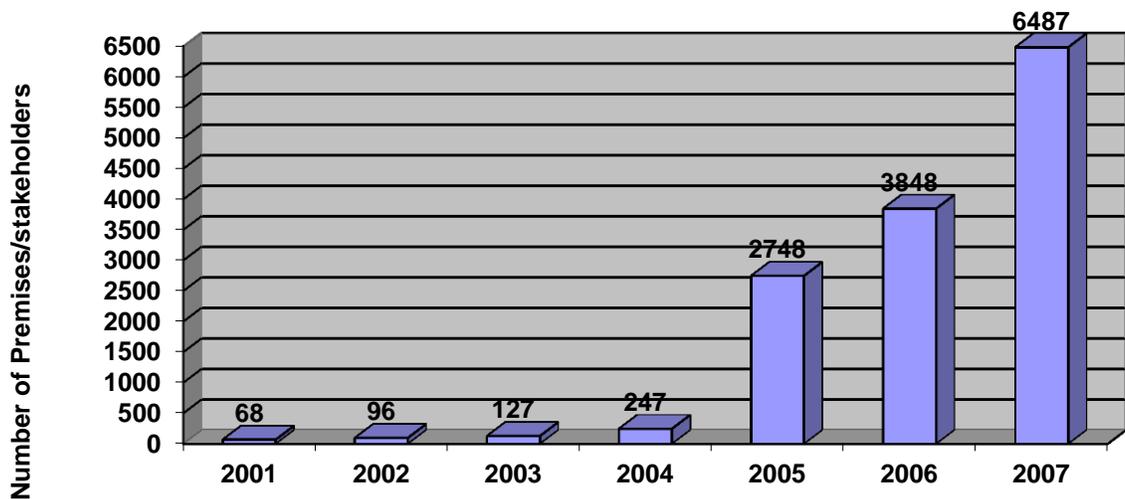
REGION	AREAS COVERED	NO. OF STAKEHOLDERS	%
2	Evergreen Dryshore, Supernaam- Reliance, Anna Regiona, Queenstown, Chartiy market, suddie.	600	
3	Zeeburg, Lenora, Parika, Bagotville, Vreed-en-Hoop, Leguan, Windsor Forest, Goed Intent, Meter-Meer-Zorg, Stuartville, Block V, Tuchen H/Scheme, Hubu Stanley Town.	550	
4	Supermarket, Guynaz, SACHI, C&F, Fishhook, Bonny's, Bounty Chain, Nigel's, N & S Mattai, Guyana Stores Limited, Fogarty's, MFK Trading, Mini marts, Textile importers, Hardware dealers, Municipal markets – La Penitence, Kitty, Mon Repos, Lusignan, Golden Grove, Annandale, Bourda,. Stabroek, Ann's Grove, Cloonbrook, Plaisance, Mahaica Rosignol, Better hope.	3777	

5	Hopetown, Mahaica, Rosignol, Bath Settlement, Bushlot, Blairmont, Bellair, Golden Fleece, Bella-drum, Port and E	344	
6	East Canji/Corentyne, Supermarkets, New Amsterdam Minicipal market, Stores, Skeldon municipal market, Williamburg, Belvedered, Port Mourant, Rose Hall.	619	
7	Cuyuni – Mazaruni, Bartica, Municipal market.	65	
9	Amani Lethem.	77	
10	Mckenzie, Municipal market, Industrial area, Kara Kara, Amelia Ward.	455	
		6487	

Figure 7 below shows a large volume of surveillance activities conducted in 2006 and 2007 due to the combined efforts of Officers in the Regions.

Figure 7

Comparison of metrication surveillance activities in 2001-2007



7.5 **Communication Activities**

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

- A series of live “**How to think metric**” on Channel 2 took the form of a workshop approach. The areas covered were mass, length, volume, time and date writing and some weights and measures demonstration were performed by Inspectors who participated in the show.
- Two “**Think Metric**” workshop style, live call-in programmes were held at RCA Charity, Essequibo and at Little Rock Television station in New Amsterdam, respectively.

7.6 **Metric Units misuse**

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

As a result, one hundred and twenty-five (125) letters highlighting instances of misuse of the metric system were issued to television stations, media houses, printing agencies and other organizations interfacing with the public. A total of eighteen (18) telephone calls were made to defaulters for misusing the metric system.

In response, almost all of the stakeholders took steps to address these flaws with the exception of a few, who kept citing that their customers made request specifically to have advertisements prepared using imperial units. This non-conformance will be closely monitored in 2008.

7.7 **Writing Dates and times**

Another initiative taken under this programme was to arrest the confusion taking place throughout the country in the writing of dates and times. In an effort to standardize the format according to ISO standard 8601, 60 reminder letters were sent out to stakeholders in Government Ministries , Semi -Autonomous agencies, Regulatory bodies, media houses, Utilities, banks, the legal sector, etc. The responses and overall cooperation were heartening.

7.8 **National Metrication Committee**

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

The Guyana Police Force
The Guyana Forestry Commission
The Guyana Sugar Corporation
The Guyana Lands and Survey Commission
Ministry of Agriculture
Consumer Advisory Bureau
Ministry of Public Works and Communication
Ministry of Culture Youth and Sports
Ministry of Education
Ministry of Housing and Water
Ministry of Tourism, Industry and Commerce
Guyana Rice Development Board

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

During the year of 2007, six (6) statutory meetings were held. However due to elections and unforeseen circumstances by members, a quorum could not be achieved in some instances.

- Members of the Committee were able to arrange training for members of their respective organisations (e.g. Guyana Police Force), and participated in live television programmes.
- Guyana Forestry Commission distributed metric materials.
- Ministry of Public Works ensured that road signs were posted up in metric and assisted in soliciting sponsorship for live programmes.

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

7.9 **Metrication Legislation**

Since 2005, the legal sub-committee, had reviewed and made/proposed changes to the Motor Vehicle and Road Traffic Act (Chapter 51:02);

The changes proposed by this committee were shared with the Traffic Chief and hierarchy of the Guyana Police Force. However the situation remains the same to date. Hopefully the next phase will see this Act being reviewed by a representative team from the Guyana Police Force so that the changes can be finalized in preparation for the passing the legislation.

7.10 The Metric Message at meetings/events

This activity will be fully implemented in 2008 but some Committees have commenced work in this area. The strategy here is to have the metric message reinforced at all meetings and activities.

7.11 Quarterly Review Meeting

Three quarterly review meeting were convened in 2007, where the Director reviewed the activities for the work programme, all previous months report and the formats for the monthly work programme. He also discussed staff needs, activities for the next reporting period and the strategies to be used in 2008. This was an effective strategy to evaluate the progress of work.

7.12 Monitoring and Evaluation

The activities covered for 2007 were satisfactory and in compliance with the annual work programme. There is still need for metrication reports to be submitted by all affiliated Regions to the GNBS and there is need for a more positive approach by Officers when promoting the metric system in their respective Regions.

In the foregoing year, it was observed that generally, businesses were willing to change over to use the metric system, but the consumers were the driving force behind the use of the imperial system. Hence, in the New Year a consorted effort would be made to target consumers with the metric system. However from observations, the support of the consumers would not be forth coming unless the Omnibus Act is passed thus enforcing the metric system on all the laws of Guyana.

8.0 STANDARDS INFORMATION

The main objective of the Technical Standards Information Unit (TSIU) was to ensure that information received was disseminated and retrieved on a timely manner for its patrons. That activity was one of this departments foremost achievements and inputting of data for books and GNBS National Standards.

8.1 Automation of TSIU

New acquisitions were recorded by the use of a manual system which is a substitute, until all documents are fully inputted into the library's automated system that is presently installed in the Technical Standards Information Unit.

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

This is an ongoing activity for officers of this department.

With the completion of automation, officers of TSIU, stakeholders and patrons will have further goodwill and strength on a daily basis. Hence, documents would be retrieved faster which definitely will assist in the collection development and also make information distribution more worthy. This library and other libraries will then be able to relate more efficient and effective, especially for the purpose of inter- library loans.

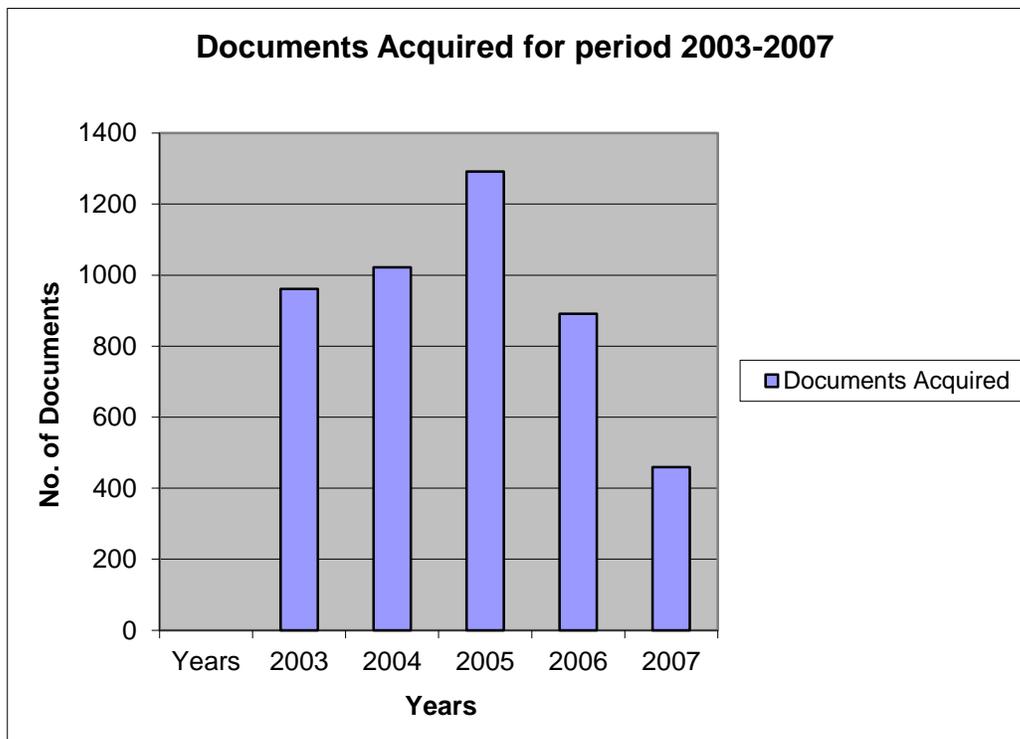
Automation of the entire collection will make it more users friendly which would foster a better organization climate.

8.2 Upgraded Collection

The figure below is a representation of new acquisitions obtained during the last five (5) years

Year	2003	2004	2005	2006	2007
Acquisitions	961	1022	1292	891	459

Figure 8
Documents acquired for period 2003-2007



The period 2003 – 2004 shows an increase by 6%; 2004 – 2005 showed an increase of 20.9%; 2005-2006 reflected a drastic decrease by 45% while 2006 - 2007 had a massive decrease of 94%.

The figure for this year indicated a vast reduction, which was due to limited financial resources being made available to purchase relevant standards, text books and periodicals to improve the collection development.

If more financial resources are allocated in this direction for 2008, it would derive greater benefits to the collection development of this documentation centre.

Within this period under review, it was observed that Secondary School Students especially those that completed the School Base Assessments (SBA-Grade ten) made full uses of the Technical Standards Information Unit.

8.3 Current Awareness Bulletin

During the period under review, four hundred and eighteen (418) copies of Standards Information Bulletin (SIB) were produced by the Technical Standards Information Unit. Nine (9) articles were prepared and sent to various agencies, clients, organisations, institutions and Sector Committees. Articles on the various topics are represented in **table II**. These topics were prepared by Technical Officers in relation to their work programmes, and the preparations of the Bulletins were coordinated by the Senior Information Officer.

Table II: Standards Information Bulletin Reproduced for 2007

Month	Title of Articles
January	The Importance of Guyana adopting the Metric System. The article focused on the benefits that can be derived with the use of Metric in the global market for businesses.
February	Risk analysis in the framework of codex... Risk analysis is structured by a systematic process, which examines the potential adverse health effect consequential to a hazard or condition of a food that develops options for mitigating risk. It also includes interactive communication among all interested parties involved in the process.
March	Faking Certification Marks. This article seek to inform manufactures and consumers that while certification marks provide assurance that product conforms to the relevant standards in the country of origin, there also exists the practice by unscrupulous manufactures, the practice of faking or marking imitations of established certification marks. Hence, they need to be aware and take the necessary precautions.

April	<p>Ethics in Quality. Ethics is the rules or standards that governing the conduct of members of a profession. When we speak of ethics morality should not be isolated because it's a set of customs of a given society, class, or social group, that regulate and prescribes modes of behaviour to enhance the group's survival.</p>
May	<p>Laboratories should Implement the ISO/IEC 17025: 2005 Standard. In today's world, for recognition, laboratories have to be competent to implement the requirements of this standard, and also to gain accreditation. Accreditation involves assessment and, like all audit-associated activities, assessment of technical competence requires trained auditors to deliver these assessments. Auditors have a major role to play in this standard by being au fait with its requirements, when pronouncing judgment on conformance of laboratories to the standard.</p>
June	<p>Guyana must have a quality infrastructure for our products and services to be competitive. A conventional quality infrastructure is formed by establishing five basic elements which are standards, testing, certification, metrology and accreditation. Thus, each of these elements works with others to ensure the quality of goods and services produced by the local economy meet high standards.</p>
July	<p>The Importance of Verification of Weighing and Measuring Devices. Guyana's legislation and practical enforcement programme is governed by the Weights and Measures Act of 1981 which ensures that consumers receive their correct quantity of products purchased. The objective of the Weights and Measures Devices used in commercial trade are initially approved by Guyana National Bureau of Standards. Prior to use they are examined to determine fitness and also tested to ensure accuracy. Devices already in use by vendors, retailers, stakeholders, shopkeepers, clinics, hospitals, etc., are subject to verification twice yearly. Therefore, it is essential for manufacturers, suppliers and consumers of goods and services have mutual confidence in the accuracy, precision and reliability of the measurements made at every level.</p>
August	<p>Why calibrate? Or calibration: how does that help me. Measurement plays an important role in science, industry and commerce because we depend on it to set wristwatch against radio or telephone time signal, to filling the car fuel-tank or checking the weather forecast. Calibration is simply the comparison of instrument performance to a standard of known accuracy.</p>

September	<p>Workers safety in garment manufacturing</p> <p>Like other industrial processes, garment manufacturing can be hazardous to workers. To safeguard employee’s health and safety the employer has to take cognizance of the fact, that precautionary measures has to be taken against work related illnesses and injuries.</p>
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This is an ongoing task for Technical Officers which was coordinated by the Senior Information Officer.

The articles published by Technical Officers, were informative and knowledgeable to industries, agencies, clients and other stakeholders. Interest was expressed by stakeholders and clients of the tremendous benefits they have derived from the use of those articles.

Figure 9

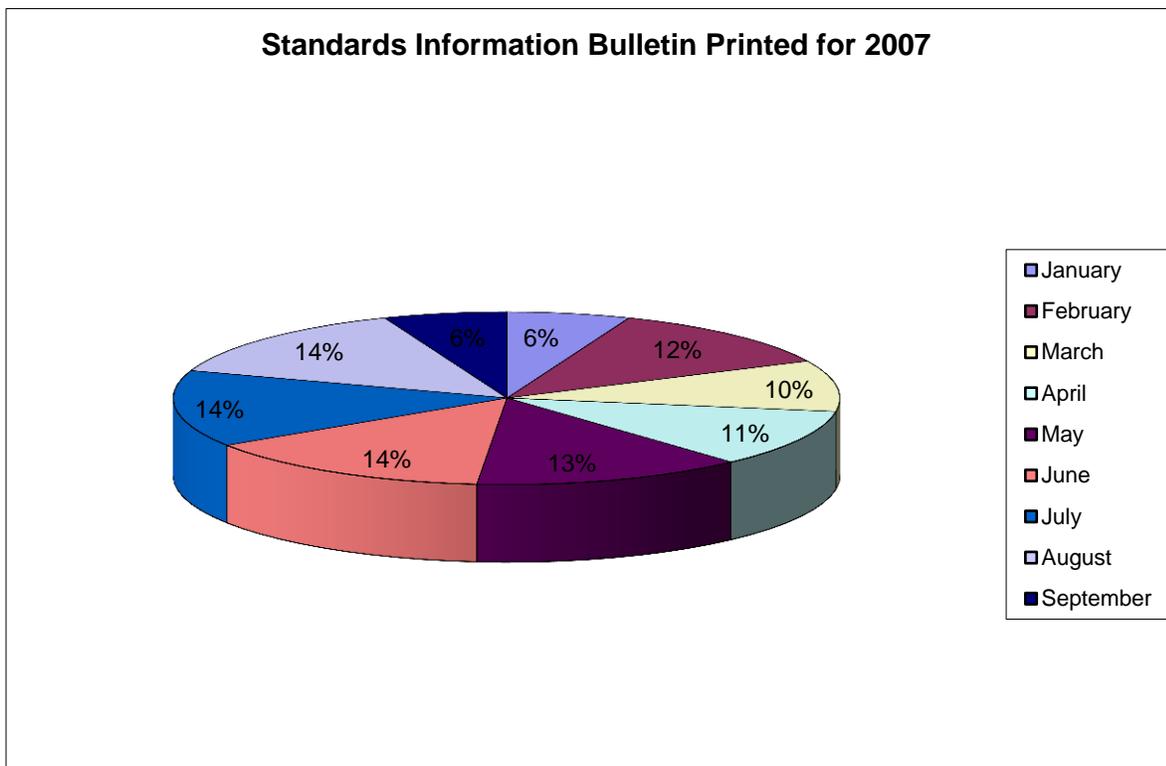


Figure 9 is a representation of the amount of Standards Information Bulletin reproduced monthly that were sent to the various organization, institution, agencies and stakeholders of the Guyana National Bureau of Standards.

8.4 Profile of Activities

The results of the performances attained by the Technical Standards Information Unit within 2007 are summarized in **Table 18**.

Table 18
Annual Report Statistics 2007

Activities		Months												
		Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
1.	Acquisition	09	144	27	03	44	26	29	28	43	70	31	5	459
2.	Books bound	-	-	-	-	-	-	03	04	04	-	-		11
3.	Brochures printed	-	-	-	-	-	-	-	-	-	50	-		50
4.	Catalogue cards cut	-	-	-	-	-	-	-	64	30	32	-		126
5.	Catalogue cards written and filed by authors /subjects	-	-	-	-	-	-	-	26	-	32	-		58
6.	Copy right pages printed	50	-	50	10	-	100	77	25	75	20	20		427
7.	Data entered	-	-	-	-	252	72	47	-	-	-	-		371
8.	Data form printed	200	-	-	-	-	-	-	-	-	50	-		250
9.	Data form written for data entry to be made	199	116	0	10	40	28	-	43	48	43	27	14	568
10.	Due date labels printed	-	-	-	-	-	-	-	-	-	140	-		140
11.	Dissemination of Codex Documents	-	68	04	09	-	12	15	-	06	27	09		150
12.	Documents Indexed	-	-	-	-	-	-	-	-	-	08	-		8
13.	Documents Re-shelved	78	120	56	78	45	80	200	154	71	139	70		1185
14.	Draft Standards Received for Public comments	05	-	01	-	-	-	-	-	-	-	-		06
15.	Draft Standards withdrawn	-	-	-	-	112	01	-	-	-	-	-		113
16.	Files Labeled	09	03	02	-	02	10	21	12	10		02	1	72

17.	Index Cards Prepared for Documents and CD-ROMs by Specific Subjects	-	-	-	-	-	-	-	-	-	32	-		32
18.	ISBN Forms Written	-	184	40	72	-	48	-	-	15	02	-		361
19.	ISBN Assigned to Standards	-	-	-	-	-	-	-	-	27	02	32		61
20.	ISBN Recorded on Data Sheet	-	-	-	-	-	-	-	-	15	-	-		15
21.	Issue Slips Printed	-	23	-	48	-	74	-	-	-	102	-		247
22.	Invoices form printed	28	-	30	-	60	-	20	-	15	-	20		173
23.	Loans	37	45	23	26	24	26	32	22	28	28	32	9	332
	- External	-	-	-	-	-	-	-	-	-	-	-	-	
	- Internal	37	45	23	26	24	26	32	22	28	28	32	9	332
24.	Lettering of Documents/CD's	-	-	9	-	14	-	-	8	6	-	-		37
25.	Newspaper clippings	85	42	24	73	25	35	30	16	23	26	45		438
26.	New standards Received (GNBS)	01	-	-	-	03	05	-	02	-	01	-		11
27.	Pages collated for binding of standards	-	395	400	80	-	250	658	398	840	280	286		4233
28.	Queries	12	29	17	23	23	22	16	30	22	25	14	5	238
	- External	04	17	13	18	11	18	14	30	22	19	14	5	185
	- Internal	08	12	04	05	12	04	02	-	-	06	-		53
29	Standards bound	12	10	73	03	04	142	75	51	68	04	30		502

30.	Standards covered printed	12	10	81	07	04	192	38	42	22	-	30		468
31.	Standards Information Bulletin Printed	25	50	40	45	55	60	60	58	25	-	-		418
32.	Standards Issued as Complimentary copies	02	02	02	03	42	01	47	12	02	-	-		113
33.	Standards Printed	-	-	-	-	2	-	4	-	6	-	-		12
34.	Standards Received from Standardization Department to be Photocopied and bound.	6	-	-	-	3	5			1	1	-	-	10
35.	Standards Sold	03	05	08	07	09	15	13	18	13	08	05		190
36.	Standards Requested	-	38	-	17	-	-	-	-	-	-	-		45
37.	Usage of the internet facility	13	10	02	09	-	10	13	05	-	-	-		62
	Visitors	8	10	15	9	11	15	15	14	6	23	12	3	141
37.	Weekly forms printed	12	-	-	20	-	-	-	-	-	-	26		57

The one hundred and four (190) standards that were sold represent a total of seven hundred and fifty five thousand, nine hundred (\$755,900.00) dollars. This figure when compared to last year has demonstrated an increase of 30% and the number of standards sold by 56%.

8.5 Other Activities

- A project was done to ascertain standards that had to be assigned ISBNs by the CARICOM Documentation Centre. All new and revised standards obtained those numbers.
- Approximately 65% of the preparatory stage has been executed for GNBS Standards Catalogue that will be ready in the first quarter of 2008 and also the TSIU Procedure Manual.
- The Senior Information Officer attended a Cataloguing workshop, hosted by the University of the West Indies, St. Augustine, Trinidad and Tobago and the University of Guyana Library. A report was prepared and submitted to the relevant departments for record keeping.
- Codex documents were arranged by numeric sequence.
- The Information Officer assisted with the withdrawal of ISO standards from TSIU collection. These documents are filed in the archival section for future reference. Some of these standards were withdrawn from ISO system while others were replaced by another standard thus, the reference number(s) had changes made to it/them, so the Guyana Standards that were adopted from ISO had to also be taken out of TSIU stock/collection.
- Literature searches were done for the following topics
 - Zinc Sheets
 - Chain Link Fence
 - Steel Rods
 - BRC Fabric
 - Bicycle
 - Protective Gear (disposal of surgical needles and aprons)
 - Barbed Wire

8.6 Comments

The **Technical Standards Information Unit (TSIU)** provided information to staff, university students, school children, clients and stakeholders, so that they were more equipped in the preparation of papers in their research in a timely and efficient manner. Patrons had access to all reading materials which were found beneficial and informative. With the use of the catalogue card system leverage was more pronounced for traceability of documents.

In the coming year, it would help greatly if this collection is upgraded. Provided financial resources are allotted to purchase standards which are needed by Technical Officers to achieve the objectives of their work programmes. This will help also to enhance officers' daily work and the Technical Standards Information Unit collection of reading material.

It was noted that more clients/manufacturers were seeking information about the labelling aspects of commodities which should be commended.

The TSIU needs space for an archival section to store documents that are still useful for research purposes. The substitute method used had to be aborted due to termites infestation. Most of those documents that were stored in boxes were destroyed by termites

9.0 INFORMATION TECHNOLOGY

The Information Technology programme provides technical support to all programme activities of the GNBS and assists staff in carrying out their functions effectively. The network system allows staff to share files, folders and help them to communicate over the intranet and internet. The GNBS makes every effort to use updated technology to provide support to internal and external stakeholders as Information technology plays an integral part in the efficient execution of everyday business. For an organisation to improve its business process using technology, and IT department is mandatory for management and support of the infrastructure.

9.1 Routine/Daily Activities

In order for the GNBS network to function efficiently, the following activities were executive on a daily basis:

- Running the virus scan to protect the system from viruses
- Carrying out the Data backup on a daily, weekly and monthly basis as a secondary means of saving data.
- Checking Router (firewall) switch and DSL modem which ensures DSL service is running.

9.2 Support Service provided to staff

On a daily basis, staff requires various kinds of assistance to execute their duties. Below are some of the services provided to staff:

- Resetting of user password
- Installing scanner drivers
- Installing printer drivers
- Downloading printer drivers from the internet
- Sharing printers inter-departmentally
- Transferring files to CD Roms
- Converting word files to PDF format for inserting on the website
- Installing windows new releases updates from Microsoft website for clients computers
- Scanning computers for viruses
- Running disk cleanups and disk defragmenter on client computers to maintain efficiency
- Adding client computers to the GNBS domain
- Renaming computers
- Uploading Microsoft windows updates
- Deleting user accounts upon request
- Sharing files for all staff over the network
- Troubleshooting computer network problems

9.3 **Maintenance work done on Server**

Routine work was carried out on the server to ensure its efficiency. The following works were executed:

- Restarted Exchange Server service
- Restarted DHCP server service
- Restarted DNS server service
- Ran disk defragmenter and disk cleanup
- Uploaded windows update files
- Uploaded virus scans to update files
- Reset IP addresses on firewall
- Fixed backup software (Veritas)
- Fixed DHCP server error in event viewer
- Fixed DNC server error in event viewer
- Cleaned tape drive
- Formatted tapes to back-up data
- Cleaned virus on server and upload patch files to remove viruses
- Reconfigured full back-up schedule
- Fixed back-up software to run on schedule time
- Disabled user accounts
- Relabeled tape for use.

9.4 **Repairs & Maintenance**

During the year, maintenance work was also carried out on client computers in various departments to make sure all client computers on the network are working efficiently. Items replaced and reloaded were three (3) operating systems software, one (1) system board, one (1) processor, four (4) memories, and two (2) power supplies. Three (3) printers were also serviced. Two (2) fans were damaged on the server and had to be replaced.

9.5 New Equipment acquired for 2007

The Guyana National Bureau of Standards has received new equipment listed below:

No.	Items	Description
1.	1 Fan for network switch	Purchased by GNBS
2.	1 HP Laser Jet Printers 1320n	Purchased by GNBS
3.	A APC Backup 2200 and 1 Surge Breaker	Purchased by GNBS
4.	1 Keyboard XTECH	Purchased by GNBS
5.	4 Flash Drives	Purchased by GNBS

9.6 Evaluation

The GNBS currently needs an additional server as a backup for many of the network services. Provision was made for this under capital expenditure and actions would be taken in the new-year to acquire this server.

The new server will be used for the following services:

- Backup Domain Controller (DC)
The server will back up the active directory and other network services that are not done by the present DC. This will include also DNS and DHCP
- Intranet Hosting
The server will act as a web server to host an internal website or Intranet. This will be used to give access to quickly needed information, especially to new employees.
Administrative applications would also be developed and added.
- SQL Server databases
The GNBS has had a plan to implement a database for the Library. Hence it would have to be hosted on a database server.
Finance and administration database application are also on stream and will need to have a host.

As the GNBS grows, more data software applications would be hosted on this machine.

- **Backup for user data**
A hot backup of network data is needed as presently GNBS does not have any such live information to aid in continuity in event of a failure.

- Sufficient security measures in place to maintain data integrity and software security.
- Only the system administrator authorized program changes and deletion of data. Users have read-write access to all computer resident data, which was used to release products Users have assessed to File Manager and the DOS command prompt, which can be used to edit text files and to cut copy and paste data from document to document.
- Only the system administrator has access to the security via the desktop with respect to access to data outside of the application.

9.8 Recommendations

In the New Year, the GNBS would try to address the recommendations put up by the Network Administrator, as follows:

- (1) The purchase of a print server to manage all printing jobs done by staff.
- (2) The acquirement of a spare modem and router so that in the event there is a failure it can be immediately replaced.
- (3) Staff training and development in different areas such as Microsoft Exchange server, SQL server and Microsoft Project.
- (4) The purchase of licensed copies of software so that it can benefit from updates, etc. e.g., Microsoft Project, Microsoft Access, Microsoft Exchange server, SQL server, and Office 2007
- (5) The creation of an intranet so that staff can have access to information quickly for work related purposes.

10.0 ADMINISTRATION AND FINANCE

Overview

The Administration Department comprises of seventeen (17) non-technical staff members who render effective and efficient support to the six (6) Technical Departments of the Bureau in the most cost effective and timely manner. The department also liaises with other Ministries and Agencies in the execution of its duties and responsibilities.

10.1. Staff training

10.1.1 Overseas Training

During the year in review, three (3) employees participated in overseas training as indicated hereunder:

10.1.1.1 Two Technical Officers, Mr. Abidin Mohamed and Mr. Elton Patram attended an eight week International training programme on “Standards and Quality Assurance” at the Bureau of Indian Standards in New Delhi, India. This training commenced on October 15, 2007 and concluded on December 07, 2007.

10.1.1.2 Mr. Khemraj Bhoowan, Technical Assistant, attended the “Regional ISO Services Course” held from July, 30-31, 2007 at Jamaica Bureau of Standards Kingston, Jamaica. The purpose of the course was to provide participants from the Region with an overview of the services provided by ISO and to encourage full involvement in international standardization.

10.1.2 Local Training

10.1.2.1 Ms. Evadine Benfield, Head of the Information Services Department, attended a seminar entitled “Impression on Opportunities and Challenges for Guyana Meat and Dairy Products” on January 17, 2007 at the Woodbine Room, Cara Lodge Hotel. The seminar organized by the US Embassy in collaboration with Partners of the Americas – Farmer to Farmer Program was conducted by volunteers’ specialist from the USA who discussed ideas to improve economic opportunities in rural areas of Latin America and the Caribbean.

10.1.2.2 Heads of Department, personnel attached to the Conformity Assessment Department and other senior staff within the organisation attended a four-day workshop during the period February 2 to March 1, 2007 entitled ‘Training the Trainers.’ in the training room of GNBS. The workshop, organized by the Head of the Conformity Assessment Department, was designed to equip participants, particularly those involved in training with the required knowledge to select judiciously learning materials to achieve objectives.

- 10.1.2.8 Mr. Shailendra Rai, Chief Inspector, of the Standards Compliance and Legal Metrology Department, attended a one day workshop and Business Seminar under the team “How to Export to Brazil” on June 27, 2007. The workshop planned by the Ministry of Foreign Trade and International Cooperation, in collaboration with the Government of the Federative Republic of Brazil (Embassy of Brazil) and the Private Sector, was conducted in two parts. The first workshop was convened at the Ocean View International Hotel while the second module included visits to various organizations. The overall objective of the meeting was to strengthen the Guyana /Brazil Trade Relations and Guyana’s export capabilities under the Guyana /Brazil Partial Scope Agreement.
- 10.12.9 Mr. Abidin Mohamed, Technical Officer of the Conformity Assessment Department, attended a two-day workshop on “Twenty Milestone to Accreditation to the ISO 15189 Standards – Particular requirement for Quality and Competence” at the Ministry of Health. The workshop, conducted by Ms. Yvette Irving, Director of Standards and Technical Services, was designed to provide Medical Laboratories with an understanding of achieving accreditation to the ISO 15189 standards through the steps of Twenty Milestone designated “Road Map to the House of Accreditation.
- 10.1.2.10 Mr. Edward Melville, Laboratory Technician I11, participated in a training course in Spanish at the Foreign Service Institute. The training which commenced on September 03, 2007, concluded on October 16, 2007 and organized under the Guyana /Colombia Joint Commission. The objective of the course was to develop and enhance the language skills of Public Officials who would be required to attend meetings in Spanish speaking countries.
- 10.1.2.11 As the Public Management Moderisation Programme continued to work with identified pilot agencies aimed at improving accountability and efficiency in Statutory and Semi Autonomous Bodies, employees of various departments were exposed to several training programmes as mentioned hereunder:

Date	Name of programme	Participants
November 14, 2007	Mission, vision strategic objectives and key output of agencies	Evadine Benfield, Ramattie Karan
November 21, 2007	Financial Management	Evadine Benfield. Marcia Austin and Marlon Rose
November 28, 2007	Human Resources Practices in Agencies	Evadine Benfield, Sharon Daniels, Allison Herod and Marlon Rose.
December 12/13	Performance Management	Evadine Benfield, Shailendra Rai, Ramattie Karan, Shune Vickerie, Edward Melville

- 10.1.2.3 Mr. Jermaine Softley, Senior Inspector of the Standards Compliance Department and Claude Duncan, former Technical Assistant of the Standards Development Department, participated in a three-day seminar during the period February 13-16, 2007 on "LO1103/SF-GY: Unserved Electrification Programme, final draft regulations on Wiring." The seminar was organized by the Office of the Prime Minister, Ministry of Public Works and Communication, and conducted in two modules at Anna Regina, New Amsterdam and Hotel Tower.
- 10.1.2.4 Ms. Candelle Walcott-Bostwick, Head of the Conformity Assessment Department, conducted a two-week training/workshop during the period February 6-16, 2007 in the Conference Room of CIDA. The workshop which was tailored for Laboratory personnel provided participants with the necessary information to meet the GYS: 17:2003 Standards.
- 10.1.2.5 Mr. Elton Patram, Technical Officer, of the Standards Development Department attended a Strategic Planning Workshop on Revitalization of the Pig Industry at the Institute of Private Enterprise Development Training Centre (IPED) on March 7 -8, 2007. The workshop was organized by the Ministry of Agriculture and the Inter-American Institute for Cooperation on Agriculture (IICA) and main objectives were to formally establish the industry for the production, marketing and future exports of pork and pork products, and to effectively construct a strategic plan to facilitate the growth of the Industry.
- 10.1.2.6 Ms. Roxan Bourne, Senior Information Officer of the Information Services Department, attended a three-day cataloguing workshop during the period May 21-23, 2007. The workshop, organized by the University of Guyana in collaboration with the University of the West Indies, St Augustine, Trinidad and Tobago, was convened at the University of Guyana Library. The main objective of the workshop was to equip participants with a better understanding of machine readable cataloging (MARC) standards.
- 10.1.2.7 Dr. Chatterpaul Ramcharran, Executive Director and Micaiah Sukhu, Technical Assistant of the Standards Development Department, participated in a symposium on June 6, 2007 at the International Conference Centre, Liliendaal, East Coast Demerara. The symposium organized by the Ministry of Tourism Industry and Commerce in collaboration with the Tourism Authority and other related sectors was held under the team "Moving Guyana Tourism Forward". The main objective of the dialogue was to formulate plans and policies to move the Tourism Sector forward.

10.1.3 *In house training*

As the Bureau continued to improve the skills of its human resources, a number of in-house training sessions were scheduled, aimed towards staff development, thus enabling staff to acquire the necessary knowledge and skills to improve performance.

- 10.1.3.1 On January 25, 2007 the first in-house training commenced in the Conference Room. The topic was presented by staff of the Standards Compliance and Legal Metrology Department and focused on the requirements of an Inspector, code of conduct and ethics.
- 10.1.3.2 A training arranged by the Standards Compliance Department and presented by Mr. Jermaine Softley and Kemo Fyfee, Senior Inspectors entitled 'Identifying defects on cell phones and the process of handling consumer's complaints' was held on February 9, 2007 in the Conference Room.
- 10.1.3.3 Two in-house training sessions were held in the Conference Room of the Bureau during the month of March. The training arranged by the Standards Compliance and the Conformity Assessment Departments were presented by Dillon Beckles, Senior Inspector and Ramrattie Karan, Technical Officer 11, on the following topics:
1. Legal Metrology
 2. Guidelines for Complaint handling
- 10.1.3.4 Two sessions on the Quality Policy Manual of the Bureau were held on March 16 and 23, 2007, respectively. The dialogue which was facilitated by Candelle Walcott-Bostwick, Head of the Conformity Assessment Department, targeted the Director and Heads of Departments and focused on Management's Responsibility and the importance of certifying the organization to ISO Standards.
- 10.1.3.5 A training session organised by the Accounts Department was held on April 20, 2007 in the Conference Room of the Bureau. The topic discussed was 'The operations of the Accounts Department' and was presented by Marcia Austin, Accountant. Further, an awareness session on Blood Donation was held on April 20, 2007 at the Bureau's Head Office. The host, Ms. P. Clarke of the National Blood Transfusion Centre, briefly outlined the importance of donating blood, and urged staff at the end of the session to be donors. Five members of staff voluntarily donated blood to the National Blood Transfusion Centre.
- 10.1.3.6 Training on the 'Importance of the Building Code' was organized by the Standards Development Department and presented by Claude Duncan, former Technical Assistant on May 11, 2007.

- 10.1.3.7 On June 15, 2007, a training session, organised by the Information Services Department and presented by Evadine Benfield, Head of the Information Services Unit, on the topic 'Managing Information System', targeted personnel within the organization.
- 10.1.3.8 Continuous internal training was conducted for Inspectors of the Department throughout the year in various subject areas, in order to increase their knowledge of the different activities conducted and to improve their competency. Regional Weights and Measures Officers (Regions 3,4, & 9) were also trained.
- 10.1.3.9 Further, an in-house presentation on "Legal Metrology" was conducted by Mr. D. Beckles, Senior Inspector of the Department on 2007-03-02. The presentation was the second conducted by the Department for the year, 2007 and was geared to sensitise staff on the importance of Legal Metrology in Trade and the role of the GNBS in providing Legal Metrology Services in Guyana, which is vital for consumer protection and equity in trade.
- 10.3.1.10 As part of the GNBS in-house training conducted by Senior Officers to facilitate capacity building within the GNBS, Inspectors of the department were trained on the identification of commercial entries of commodities monitored by the GNBS, the code of conduct, ethics and requirements of an Inspector, the labelling and storage requirements of new and used tyres, physical defects found on used tyres, the investigation of consumers complaints, the labeling of animal feeds and Christmas tree and decorative lighting outfits. In addition, other matters relating to the operation of the department, record keeping and customs operation were addressed during training programmes conducted for the year, in order to improve the operational efficiency of the Department.
- 10.3.1.11 In addition, the Chief Inspector and the three Senior Inspectors of the department participated in a one week Training of Trainers' Workshop on "Methods of Teaching" which was facilitated by Ms. Grainger of the University of Guyana and organized by Ms. Boswick, Head of the Conformity Assessment Department. The objective of the training was to enhance the skills of Officers of the GNBS to be better able to conduct training programmes for internal and external customers of the GNBS on various subject matters relating to the activities of the GNBS. The Programme was well executed and beneficial to participants, since some of the techniques used by Ms Grainger were new to participants, which generated a lot of interest and participation of the Officers.

10.1.4 Overseas Conference/Meetings

10.1.1.1 Ms. Shune' Vickerie, Head of the Standardisation Department, attended the Eight Meeting of the Caribbean Regional Organisation for Standards and Quality (CROSQ) Technical Management Committee. During the period July 09-10, 2007 at Warrens Office Complex in Barbados. The agenda of the meeting was to review, discuss and approve standards. Further, Ms. Vickerie also participated in a Focussed Group Meeting, on July 19, 2007 at Trinidad and Tobago Bureau of Standards. The objective of the meeting was to identify 25 Standards the Technical Management Committee to be formulated under the SME Project.

10.1.4.2 Ms. Shune' Vickerie attended the Regional Conference for Caricom Regional Organisation for Standards and Quality (CROSQ) in Trinidad and Tobago on July 17-18, 2007. The topic of discussion was "Enhancing Trade Competitiveness of SMEs through Standardisation and Conformity Assessment".

10.1.4.3 Ms. Shune' Vickerie, Head of Standards Development Department, attended a meeting at the CROSQ Secretariat on October 19, 2007. The purpose of the meeting was to complete the SME Baseline questionnaire and preparing schedules for the regional workshop for SME.

10.2 Representation at meetings/workshops

The GNBS was represented at various meetings, workshops, etc. by staff members, as listed in Appendix 4.

10.3 **Personnel Matters**

10.3.1 In observance of National Quality Week and International World Standards Day, the following employees were awarded in appreciation for their long and outstanding contribution in the development of the Bureau at a simple ceremony held in the training room of the GNBS.

Marcellene Brown- Peters	20 yrs.
Allison Nelson	20 yrs.
Evadine Benfield	10 yrs
Patrick Abrams	10 yrs.
Saheed Alli	5 yrs
Osei Drakes	5 yrs
Hubert Braithwaite	5 yrs
Dhanpat Ramlakhan	5 yrs

10.3.2 Employment

During the year in review, the following persons were employed:

NAME	POSITION	DATE OF EMPLOYMENT
Susheelwantie Ramnauth	Receptionist	March 12, 2007
Chandradat Persaud	Inspector 1	March 12, 2007
Joel Waithe	Inspector 1	March 26, 2007
Brian Nieuenkirk	Driver	April 23, 2007
MarlonRose	Assistant Accountant	May 22, 2007
Quincy Gibson	Inspector	August 02, 2007
Avinash Persaud	Accounts Clerk	August 02, 2007
Andrew Kertzious	Inspector	August 06, 2007
Kim Goodchild	Technical Officer	October 29, 2007
Forrest Smartt	Technical Officer	October 29, 2007

10.3.3 Confirmation

The National Standards Council, at its tenth meeting on November 29, 2006, confirmed Ms. Shune Vickerie as Head of the Standards Development Department with effect from January 1, 2007. In addition, the following persons were also confirmed in their positions:

NAME	POSITION	EFFECTIVE DATE
Lloyd David	Public Relations Officer	May 02, 2007
Dillon Beckles	Senior Inspector	May 02, 2007
Chandradat Persaud	Inspector	May 13, 2007
Susheelwantie Ramnauth	Receptionist	May 13, 2007
Marlon Rose	Assistant Accountant	July 22, 2007
Brian Nieuenkirk	Driver	July 23, 2007

10.3.4 **Promotion**

Mr. Elton Patram, Technical Officer 1 of the Conformity Assessment Department, was promoted Technical Officer 11 with effect from January 22, 2007. Further, the following persons were also promoted during the year in review.

NAME	DEPARTMENT	FROM	TO	EFFECTIVE DATE
Edward Melville	Laboratory Services	Senior Inspector	Laboratory Technician III	February 01, 2007
Osei Drakes	Laboratory Services	Inspector II	Laboratory Technician II	February 01, 2007
Vishnu Matbadal	Laboratory Services	Inspector II	Laboratory Technician II	February 01, 2007
Hemraj Sanichara	Standards Compliance	Inspector Assistant	Inspector 1	February 01, 2007
Kenrick Singh	Standards Compliance	Inspector Assistant	Inspector 1	February 01, 2007
Lloyd David	Standards Compliance	Senior Inspector	Public Relations Officer	February 01, 2007
Indira Persaud	Information Unit	Records Clerk	Information Assistant	February 01, 2007
Sheron Daniel	Administration	Junior Secretary	Registry Supervisor	March 01, 2007
Allison Herod	Administration	Typist Clerk	Stenographer	March 01, 2007
Dillon Beckles	Standards Compliance	Inspector II	Senior Inspector	May 02, 2007

The following employees were appointed to act:

NAME	FROM	TO	EFFECTIVE DATE
Roxan Bourne	Senior Information Officer	Head Information Services Department	August 13 to September 11, 2007
Ramratic Karan	Technical Officer	Head Conformity Assessment Department	August 27 to January 8, 2008
Bernadette Richards	Typist Clerk	Confidential Secretary	September 03 to September 18,
Allison Herod	Stenographer	Registry Supervisor	September 28, 2007
Evandine Benfield	Head Information Unit	Director	September 03 to October 24, 2007
Jermaine Softley	Senior Inspector	Chief Inspector	August to August 31, 2007
Marlon Rose	Assistant Accountant	Accountant	September 17 to October 19, 2007
Sheron Daniel	Registry Supervisor	Administrative Officer	October 22 to December 02, 2007

10.3.5 Transfers

As Management sought to improve staff performance within the organization during the year in review, the following employees were transferred:

NAME	Designation	FROM	TO	EFFECTIVE DATE
Elton Patram	Technical Officer	Conformity Assessment Department	Standards Development Department	January 22, 2007
Micaiah Sukhu	Technical Assistant	Laboratory Services	Standards Development Department	February 01, 2007

10.3.6 Resignation

During the year in review, the Bureau suffered the lost of the following employees through resignation:

NAME	DESIGNATION	EFFECTIVE DATE
Charmine Niles/Mars	Head Administration and Finance	January 07, 2007
Ayodole Hoppie	Technical Assistant	January 26, 2007
Karen Primo	Receptionist	March 30, 2007
Claude Pilgrim	Inspector Assistant	July 02, 2007
Marieta Da Silva	Accounts Clerk	July 22, 2007
Rudolph Blair	Technical Officer	August 31, 2007
Claude Duncan	Technical Assistant	September 10, 2007

10.3.7 Leave

During the year in review employees proceed on their annual leave as scheduled.

10.4 Registry

1,077 documents were typed and 1149 documents filled during the year.

10.5 Rendering Administrative Support

Seventy - seven (77) Technical Committees, Sub Committees, Group Consultation, Press Briefing and National Standards Council meetings were convened during 2007.

10.6 **Maintenance**

10.6.1 **Equipment Maintenance**

During the period covered by the report, the following equipment was repaired/serviced.

Power Supply
Network Switch
Key Board
2 HP DeskJet 845c printers
Cannon LV- S3 Projector
Copy star CS 2030 photo copier
CPU mother board
Upgrading of Microsoft XP software installed on a number of computers within the organisation.

In addition, an Acid Digest Fume Hood was installed in the Gold Laboratory.

10.6.2 **Building Maintenance**

As the Bureau continued to improve the working conditions for staff and service to stakeholders, sections of the floor of the southern section of the building and rotten boards on the eastern side of the Director's washroom were replaced with concrete. A shed was constructed on the Western side of the building to accommodate the seraphin. The department also continued the spraying of the building to exterminate rats, wood ants and roaches.

With the approval of the Ministry of Finance, unserviceable assets/articles were disposed at the Mandela dump site.

10.7 **FINANCE**

The GNBS operates two accounts:

- Government Subvention Account (#688-109-8)
- Other Income Account (#688-746-7)

10.7.1 **Subvention**

A budget of \$84.8M was submitted to the Ministry of Finance for the year 2007; however the organization received an amount of \$69.3M which was broken down as, \$62.9 M for employment costs, and \$6.4M as other charges.

Table 22 shows the nine (9) major current /monthly expenses incurred during the year which were financed by the Government Subvention.

Table 19.
Major Expenses

Chart of a/c	Line Item	Amount
101-106	Wages & Salaries	48,624
201-205	Overhead Expenditure	14,266
121-124	Equipment & Supplies	780
131	Fuel & Lubricants	1,710
141-143	Rental & Maintenance of Building	120
161-165	Transport, Travel & Postage	540
171-173	Utility Charges	2,485
181-184	Other Goods & Services	380
191-194	Other Operating Charges	395
	Total	69,300

In addition, the amount of 4.3 M was allocated by government to facilitate the payment of 9% salary increase to staff for the year.

10.7.2 Other Income

Other Income received/generated for the period January to December 2007 totaled 22.8M which was utilized to partly offset operational expenses during the year due to the unavailability of adequate Government funds allocated after budget cut.

Table 23 shows Income generated for 2007.

Table 20.
Income Generated

Revenue Centres	Amount
Import Monitoring Fees	7,930
Verification of Devices	12,188
Sale of Publications	411
Calibration of Electric Meters	897
Calibration of Petrol Pumps	205
Rice Testing & Lab Fees	1,055
Training Programmes	144
Total	22,830

The percentage of Income generated by the main revenue centers is illustrated in Figure 10.

Figure 10
Income Generated by Revenue Centers

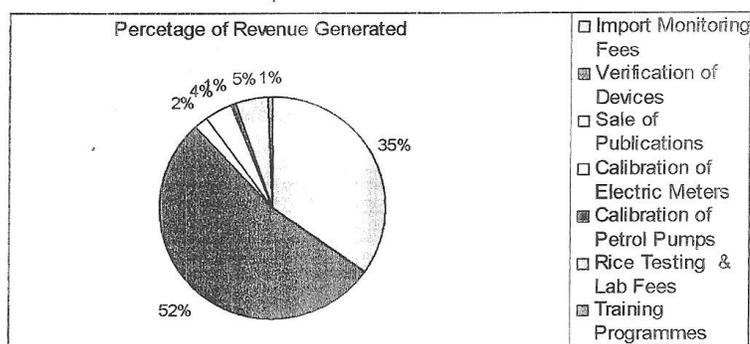


Table 21 shows expenses offset from income generated.

Table 21.

Expenses incurred	
Expenses	Amount
Goods and Services	4,370
Travel/postage Expenses & Subsistence	2,778
Legal Metrology Lab foundation	1,016
Public Utility & Fuel Charges	3,151
Maintenance of Building & Equipment	984
Rental of Building	135
Maintenance of Vehicle	1,848
Training	463
Fees & payment to International Organization	6,424
Employer Pension contribution	1,856
TOTAL	23,025

The financial year 2007 has not been without its challenges for the GNBS. The annual budget (Government Subvention) had been cut by 15.5 million dollars which had forced the GNBS to exhaust the entire amount of income generated which caused the organization to record a deficit of one hundred and ninety five thousand dollars (195,000) at the end of 2007. It also adversely affected activities planned to be carried out according to the work programme.

Table 22 shows the cost for services provided for 2007 and a projection for 2008.

Table 22.
Revenue Projection for 2008

Revenue Centers	Revenue 2007	2008 (Projections)
Import Monitoring Fees	7,930	9,000
Verification of Devices	12,757	13,500
Sale of Publications	411	1,000
Rice Testing & Lab Fees	897	1,000
Training Programmes	205	500
Calibration of petrol pumps	1,132	1,200
Calibration of electric meters	244	500
TOTAL	23,576	26,700

Note: The revenue for 2007 shown in Table 22 above includes unpaid invoices for services provided which were not paid for during the year and projections are based on the work programme for 2008.

Table 23. shows Government Subvention and Capital releases received over the period 2002-2007, and revenue generated over the said period.

Table 23.
Government contribution and revenue received

Revenue Centers	2002	2003	2004	2005	2006	2007
Subvention	59,119	58,041	62,947	66,807	69,300	73,695
Capital	-	20,000	5,000	12,000	10,000	12,000
Revenue	7,914	12,500	24,331	19,024	23,746	22,830
TOTAL	67,033	90,541	92,278	97,831	103,046	108,525

The increase in government subvention over the years shown in Table 23, are amounts allocated by the Ministry of Finance to facilitate the government salary increase (across the board) for the respective years. All releases were fully and adequately expended and also the revenue/income generated were utilized.

Table 24 shows the amount of Income Tax remitted on behalf of staff for the year 2007, as also employees and employer's contribution for Pension, Health Insurance (Medical Scheme) and N.I.S. contributions.

Table 24.

Employer & Employees remittance for 2007

Headings	Employee	Employer
Health Insurance	266,867	341,380
National Insurance Scheme	2,101,878.	3,156,435.
Pension	1,855,531	1,855,531
PAYE	9,842,647.	-
TOTAL	14,066,923	5,353,346

Note: The Bureau remitted a total of 14 M on behalf of staff for Medical Scheme, Pension, P.A.Y.E and National Insurance, and committed itself to an amount of 5.3 M as employer's contributions during the year. The Medical & N.I.S. contributions are subvention expenses (budgeted for with the salaries request, while the Pension contribution is being offset from Revenue generated during the year.

10.7.3 Capital

The Capital Estimate approved by the Ministry of Finance was \$12M for 2007.

Approval was granted for the purchase of capital items as indicated hereunder:

- One Mass Comparator
- One Multifunction Electronic Calibrator
- One Dell Server
- One Dessicator
- One Hot Air Oven

However, due to the late release of funds, payments were made and items shipped, would arrive during the month of January, 2008.

10.7.4 **Procurement**

The following items (equipment) were purchased during the year from income generated:

- 1 Laser Printer
- 1 Executive Chair
- 1 Pedestal Fan
- 1 Intercom Telephone

10.7.5 **Inventory Monitoring**

The monitoring of equipment/assets in laboratories and general office were done on a monthly basis during the year in review.

10.7.6 **Overseas payments/transfer**

Wire transfers were made to I.S.O, COPANT, NCSL, U.S Metric Association, Western Scientific and Tromner, during the year as shown in Table 25.

Table 25.

Overseas Payment for 2007

Agency	Details	Amount
I.S.O.	Annual membership fee	\$594,928
COPANT	-do-	\$144,200
NCSL International	-do-	\$67,950
U.S. Metric Association	-do-	\$7,180
Western Scientific Company	Payment on account for balance owing, for Fume Hood and Water Meter Test Bench due to insufficient funds allocated in 2007 capital releases.	\$5,055,240
Tromner	Calibrating of reference masses and certificate	\$343,814
TOTAL		\$6,213,312

10.7.7 **Audit**

The Audit for the years 2003 & 2004 was completed. The reports on the findings and final Financial Statement were submitted, being finalized by the Auditor General's Office.

Table 24 shows the amount of Income Tax remitted on behalf of staff for the year 2007, as also employees and employer's contribution for Pension, Health Insurance (Medical Scheme) and N.I.S. contributions.

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11.0 PROJECTS

The GNBS is participating in a number of Projects which started in 2007 in order to secure funding for human resource development, equipment acquirement, building capacity of the Institution, and enhancing the promotion of standardization and quality systems so that it can provide an efficient and effective service to its stakeholders, and thus, achieve its mission and vision. The Projects fall into the areas of standardisation, Conformity Assessment and Metrology (Legal and Scientific), the three pillars required to support local, regional and international trade. Details of the Projects are outlined below.

11.1 Public Management Modernisation Project (PMMP)

GNBS was one of ten pilot agencies selected under the PMMP project to participate in component two "Improving Accountability and Efficiency in SAA's and SB's and Head, Information Services department was named as the liaison person.

Under the Management of PA consultants, three work shops were held at Georgetown Club and at Regency Suites on the dates stated below to address the different areas. In addition to the contact person, other relevant senior staff members, including Heads of Departments, attended to cover their respective areas of responsibilities.

- Wednesday 14th November: Review of mission, vision, strategic objectives and key outputs of agencies
- Wednesday 21st November: Review of financial management practices in agencies
- Wednesday 28th November: Review of Human resource practices in agencies

The concepts of Results Based Management and the Results Chain were introduced to participants and performance matrices were done for the three broad areas under consideration at this time, Financial Management, Human Resource Management and Performance Management. The main focus of these workshops was to identify and share good practices that currently exist in the agencies and begin to remedy areas that need improvement.

In this connection, a two day workshop was held at Regency Suites (December 12 and 13), to assist Agency representatives with the design of their performance improvement plans (PIP's) .Between this period, also, consultants in the area of Financial Management and Performance Management visited the Bureau and held discussion on with the management team on how modification should be approached with respect to its vision, mission, strategic plan and key performance indicators.

In January 2008, the project will continue and assistance will be given on an individual basis.

The information shared was very useful and can be applied in every aspect of the work programmes.

Consultant's visit to GNBS

A fact finding visit was paid to the Bureau by Ms Andrea Simms- Williams, a Consultant attached to the PMMP project. She held discussions with the Executive Director and Head, Information Services Department, about the role, functions and key activities of the GNBS. She also discussed challenges currently experienced after which, she took a brief tour of the building and facilities.

This project is ongoing and it is scheduled for completion in April of 2008. The Bureau anticipates increased capacity building and greater efficiency, and hopes to benefit significantly from the inputs of this project.

11.2 Environmental Management and Sustainability Project

ENVIRONMENTAL MANAGEMENT AND SUSTAINABILITY PROJECT: Capacity Building for the Management of National Resources and the Environment

The Ministry of Foreign Affairs (MOFA), in its capacity as executing agency for the GOG/UNDP Capacity Building for the Management of National Resources and the Environment Project, and the Guyana National Bureau of Standards (GNBS), in its capacity as implementing agency, commenced implementation of this project in July, 2006.

The objective of this project is to build capacity to implement a National Environmental Management strategy for all levels of development activities.

The project outputs were to:

- (a) have a core team of ISO 14001 Trainers and Lead Auditors,
- (b) provide education and awareness on the ISO 14001 standard,
- (c) support industries to document, implement and maintain Environmental Management Standards; and
- (d) revise the MOU between the GNBS and the Environmental Protection Agency to support implementation of Environmental Management Standards.
Three components of this Environmental Management System Project were completed in August 2006, which included:
 - (1) **Needs assessment:** This was done prior to the training programmes to evaluate the needs of companies in Guyana to be committed to the implementation of an Environmental Management System (EMS).

- (2) **EMS ISO 14001: 2004, Environmental Management System- Requirements with guidance for use**, Essential course. This course provided participants with the background to Environmental Management Systems and a better understanding of the requirements of the ISO 14001:2004 standard.
- (3) **ISO 14001:2004 EMS Lead Auditor Course**. This course is a RABQSA certified course which provided participants with an in-depth knowledge of the ISO 14001:2004 standard, "Environmental Management Systems- Requirements with guidance for use", auditing principles, managing an audit programme, typical audit activities and an in-depth knowledge of the ISO 19011 standard, "Guidelines for quality and/or environment management systems auditing."

A memorandum of understanding was established between the GNBS and the Environmental Protection Agency (EPA) to facilitate a framework for the implementation of EMS in Companies in Guyana. These agencies will work together to provide awareness sessions and training on the ISO 14001 standard and other guidelines necessary for EMS implementation in the various sectors in Guyana. Training materials were procured to support training offered by the GNBS and these includes:

- Plus 1117 A small Business Guide to ISO 14000
- Plus 1145 A Guide to identifying significant environmental aspects
- Plus 1113 First steps to Environmentally Responsible Management: A comprehensive Workbook for Environmental Policy Development
- Plus 1157 Guide to the implementation of an EMS for the Primary Agriculture Sector Based on ISO 14001
- ISO 14001 Environmental Management System
- Environmental Awareness for Process Sites
- ISO 14000 Basics What Employees Need to Know
- Getting it Right – Advanced skills for Auditors
- Gorilla in the Midst – Auditing to add value
- The ISO 14000 Challenge
- ISO Requirements – 61 Requirements Checklist and Compliance Guide.

The project funds was closed in December, 2007. However, the GNBS would continue to work with all companies on the ISO 14001:2004 standard and with new companies desirous of pursuing ISO 14001:2004 standard.

To sustain this project, a proposal on the next steps was submitted to the Ministry of Finance for consideration. The proposal was not accepted since it was costly. The GNBS indicated the next immediate step and resubmitted the same for consideration.

11.3 **Canadian Development Trust Fund (CIDA)**

A project concept paper was prepared on Conformity Assessment activities. This paper was submitted to the Local Fund Coordinator and subsequently to an independent assessment body in Canada. The GNBS is awaiting a response on the assessment from the project office.

11.4 **Strengthening Market Access Opportunities for Small and Medium Sized Enterprises (SME'S) in the Caribbean**

The Inter-American Development Bank (IDB), as the administrator of the Multilateral Investment Fund (MIF), has signed a Non-reimbursable Technical Cooperation Agreement entitled, "**Strengthening Market Access Opportunities for Small and Medium Sized Enterprises (SMEs) in the Caribbean**" (ATN/ME 8991-RG) on **June 01, 2005** with the Caricom Regional Organisation for Standards and Quality (CROSQ) in its capacity as Executing Agency for the disbursement of resources over four years to benefit Guyana, with the objective of promoting the competitiveness and exports of SMEs in CARICOM.

The goal of the project is to strengthen the competitiveness of recipient SMEs by getting them involved in industry, country and region-wide standardisation efforts to facilitate trade in goods and services and promote Regional, Hemispheric and Global integration. Its purpose is to build on the existing infrastructure of Regional Standardisation and develop a model for technical standard setting, demonstrating to government and the private sector its strategic importance for trade facilitation and, hence the need to ensure its sustainability through a steady demand for standards development with an increasingly large share of co financing furnished by stakeholders. The project will achieve this through four components:

- (a) Component 1- Awareness building;
- (b) Component 2- Development of standards and Conformity Assessment Guidelines;
- (c) Component 3- Training; and
- (d) Component 4- Development of a Regional Information System.

The activities conducted in 2007 in this project are described in Section 5.10.

11.5 **Guyana/Columbia Joint Commission**

Within the framework of the Agreement on Economic, Scientific and Technical Cooperation which was signed on May 03, 1982, the Third Session of the Guyana/Colombia Joint Commission was held in Georgetown, Guyana on April 6th, 2006.

The Guyanese Delegation was led by Mr. John Issacs, Permanent Secretary of Ministry of Foreign Trade and International Cooperation and the Colombian Delegation was led by his Excellency Mr. Enrique Vargas, Ambassador of Colombia to Guyana.

The Guyana delegation presented proposals for scientific and technical cooperation programme for the period 2006-2007 in the areas of education, solid waste management (health), public works and communications, commerce and investment. Accordingly, the Colombia side has agreed to implement a number of projects proposed by the Guyanese side.

The Guyana National Bureau of Standards identified as one of the agency to benefit from one of the projects titled, "Scientific Metrology Infrastructure". This project was designed to improve the knowledge and skills in the science of metrology and competency of the personnel involved in calibration activities at the GNBS.

12.0 **OBSERVATIONS AND COMMENTS**

- 12.1 In monitoring the accuracy of electricity meters imported during the year, difficulties were encountered since the test bench donated to the GNBS could only test 240V hexing meters. The 110V meters could not be verified by the GNBS. The GPL carried out limited testing of these meters on its newly acquired test bench which could do only one meter instead of six at a time on a sampled basis. GNBS budgded for a new multi-purpose test bench to conduct the verification of both 110V and 240V single and double phase electricity meters in the New Year.
- 12.2 The GNBS provided an invaluable service to the commerce sector, manufacturing arena and to consumer protection in testing and verifying the accuracy of devices (scales, masses and measures) used throughout the country, including hospitals, health centres, post offices. The year 2007 recorded the highest number of scales, (7,448) and masses (12,935) verified for accuracy. New scales manufactured locally and imported scales have also been included in the monitoring and testing regime. In addition, a total of 1248 petrol pumps, 14 storage tanks, 16 tanker wagon compartments and 26 bulk meters were tested. Petrol pumps (262) had to be calibrated for the various petrol companies and private stations countrywide. This effort was bolstered by surveillance activities conducted, involving the inspection of devices used at shops and markets countrywide to ensure they are maintained in good condition and in a state of calibration.
- 12.3 There has been a significant decrease in the number of consumers' complaints made to the GNBS, viz., a figure of 59 for the year, as compared with 86 for 2006, 103 for 2005 and 77 for 2004. Most of the complaints were premised on electrical appliances (23) and cell phones (21).

12.4 The conformity assessment activities in the country, coordinated by the GNBS, met with great frustration as the private sector companies and the public sector bodies were painfully slow in developing their manuals. Under the National Competitiveness Strategy, the GNBS worked with 14 companies on the quality and environmental management systems in order to facilitate their compliance with the respective international standards, and eventual certification to the said standards. Similarly, GNBS collaborated with the range of inspection, testing and certification bodies to facilitate their accreditation to the respective international standards, and thus, establishing their credibility to support trade and trading. In some instances, no work had started, and in most cases, implementation of the manuals had not been effected. The conformity assessment activities are critical to boost the competitiveness of Guyanese industries, and thus, create easy market access of their products. New strategies would have to be employed in the new year to expedite the institution of the management systems in the various entities so that they can become accredited.

12.5 **Auditing GNBS's Accounts**

Over the years, the GNBS had been striving to have prompt auditing of its Accounts by the Auditor General's Department as required by the National Standards Act, and in order to keep abreast with the years. However, there have been difficulties with the availability of Auditors from the said Department to carry out the audits, and therefore, a considerable delay in the presentation of audit reports. While the 2003 audit has been completed in 2006, the final report has not yet been received from the Department. The financial statement for the year 2004 has been prepared, and a request made for the audit to be conducted. Effort is being made by the GNBS to have its Accounts audited for 2004, 2005, 2006 and 2007.

12.6 **GNBS Quality Management System**

The GNBS is moving boldly to have its general operations certified to the ISO 9001 International Standards, its Inspection System certified to the ISO 17020 International Standard, and its Testing facilities certified to the ISO 17025 International Standard. This effort is commendable as it would streamline all the operations of the institution, making them more efficient, effective and cost-competitive on a sustained basis. This would result in consistently improved services being offered by the GNBS. The policy and procedural manuals have already been developed, training and sensitisation sessions are currently underway, and implementation would shortly be started. It is anticipated that certification status would be achieved by the end of the year.

12.7 **Contribution to other organizations**

The GNBS, during 2006, served on many Boards, Councils, Committees, and attended numerous meetings of other organizations, and therefore, made a contribution to the work of these organizations.

Accordingly, the GNBS served on the following:

- Technical, vocational, education and training (TVET) Council
- Fire advisory Board
- National Advisory Council on Occupational Health & Safety
- Laboratory Advisory Committee at the Ministry of Health
- National Tobacco Control Council
- Numerous Project meetings
- Council of Caricom Regional Organisation for Standards and Quality (CROSQ)
- Technical Management Committee of CROSQ
- National Biosafety Committee
- National Climate Change Committee
- National Codex Committee.

13.0 **PROJECTIONS**

The GNBS essentially provides a service to the Nation in the areas of Standardisation, Conformity Assessment and Metrology (Legal and Scientific). These areas form the pillars on which successful trade (local, regional and international) is hinged. Consumer protection is also inherent in the services provided besides the development of the operations of manufacturers and importers. While the routine activities would continue in providing vital, essential and necessary services to the different stakeholders, the GNBS would launch new initiatives and other innovative activities in order to consolidate its effort to promote standards and quality systems in Guyana. Projections in the new year would include the following:

- (1) On arrival of the equipment into the country early February, the GNBS will provide a new service to the rice industry in calibrating moisture meters used at rice mills to determine the moisture content of paddy purchased from farmers. This is very important since the moisture content contributes significantly to the weight of paddy, and also, it will guide or influence the storability of the paddy at the mills. The moisture meters used by millers in purchasing paddy must operate accurately, as important decisions are made on the results obtained, and this would also eliminate the uncertainties and controversies that normally erupt between the farmers and the millers in the industry.

- (2) The gold laboratory has been expanded and equipped to provide a service to the jewellery industry in testing items of jewellery to ascertain the karat content. In-process testing of alloys for goldsmiths would also be conducted to guide their formulations in producing quality jewellery. In addition, testing would be carried out in the investigation of consumers' complaints, as well as for the jewellery certification scheme.
- (3) The GNBS would shortly establish its laboratory to carry out temperature and pressure calibration. This is very important for the various industries in Guyana where temperature and pressure gauges and other devices are used on the processing lines. It is critical for these devices to function accurately in order to achieve and maintain the required quality of the products from the said industries, which would boost competitiveness.
- (4) As an integral part of the National Competitiveness Strategy, the GNBS would intensify its Quality and Environmental Management System activities with a range of manufacturing entities so that they can become certified to the respective international standards, and therefore, boosting their competitiveness in the local, regional and international markets. GNBS is working with ten (10) companies to have them certified in 2008 to the ISO 9001 International Standard on quality, and four (4) companies to the ISO 14001 International Standard on the environment.
- (5) In 2008, GNBS will focus attention and provide technical assistance to small and medium sized enterprises, including micro-enterprises, in order to streamline, upgrade and enhance their operations so as to produce consistently good quality products which can compete in any market. The certification scheme will be extended to this sector of the economy so that various products can become certified to their respective standards.
- (6) Under the National Competitiveness Strategy, the GNBS has started work with the range of public sector inspection, testing and certification bodies in the country to have them accredited to the respective International Standards. Such accreditation would establish credibility to the said Agencies as they carry out the inspection, testing and certification of products from various industries, particularly for export purposes. Such products would be made more competitive and therefore, gain easier market access.
- (7) With the requisite training of Inspectors conducted, the scientific monitoring of the net contents of prepackaged commodities would commence in the new year to enhance consumer protection.
- (8) The National Standards Act of 1984 and the Weights and Measures Act of 1981 would be updated and modernized, and Regulations would be developed to give effect to these Acts.

- (9) Weights and Measures Offices would be established in Regions 1, 8 & 9 and Officers trained to manage the activities of the said Offices.
- (10) GNBS would continue its "outreach" programme with the Amerindian communities in the various Regions of Guyana, providing assistance and support in several areas, including weights and measures, metrication, and standards and quality.
- (11) Efforts would continue to be made to solicit funds to carry out the extension and expansion of the building housing the GNBS. The layout in the building would be modified to achieve modernization status.
- (12) A new campaign would be launched and sustained on the public sector procurement of standards-compliant goods. This would later be extended to the private sector.
- (13) Actions will be taken to submit the metrication Omnibus Bill to Parliament, through Cabinet, so that all legislation would address the metric units issue. This would facilitate and expedite the switch over from the imperial to the metric system.
- (14) In 2008, GNBS will spearhead the development of 22 National Standards for the different sectors of the economy in order to boost industrial development, enhance export quality and protect consumers. The standards will be developed through various Technical Committees and Sub-Committees. GNBS will also participate in the development of 22 Regional Standards through the Caricom Regional Organisation for Standards and Quality (CROSQ). The said Regional Standards, once approved by CROSQ Council (voluntary) and COTED (mandatory), will be adopted by the GNBS for the benefit of the Guyana's economy.

APPENDIX 1

TECHNICAL COMMITTEES OF THE GUYANA NATIONAL BUREAU OF STANDARDS

Standards are formulated by the work of Technical Committees comprising persons from various interest groups such as producers, consumers, technologists and professionals from private and public sectors. This type of partnership allows for transparency, openness and consensus to be achieved in the development of the standard. This approach, although time consuming, allows for adopted standards to be more readily accepted by all parties.

The following Technical Committees currently operate under the auspices of the Bureau:

Technical Committees in Operation

Technical Committees (TC) Number	Technical Committee
TC 1	Agriculture
TC 2	Foods
TC 3	Chemical
TC 4	Electrotechnical Engineering
TC 6	Mechanical Engineering
TC 9	Laboratory Management
TC 10	Civil Engineering
TC 12	Tourism
TC 13	Wood Products
TC 14	Environment

APPENDIX 2

STANDARDS DEVELOPMENT PROCESS

Guyana's standards are developed in accordance with the WTO's Code of Good Practice for the Preparation, Adoption and Application of standards. The following outlines the process undertaken:

The preparation of standards is undertaken upon the Standards Council's Authorisation. Recommendations are made to the Council based on requests from National Organisations, the general public, existing Technical Committees, or Bureau staff.

If the project is approved, it is referred to the appropriate Technical Committee. In the absence of an appropriate Technical Committee, a new Technical Committee is formed. A Technical Committee comprises of experts and stakeholders in the relevant field and a Bureau staff member serves as Secretary.

The draft document is then made available for general public comments. All interested parties, by means of a notice in the press, are invited to comment within a sixty (60) day period. In addition, copies are forwarded to those known to be interested in the subject.

The Technical committee considers all the comments received and amends the draft accordingly. The final draft is then recommended to Council. ON Council's approval, notice of the standard is published in the local newspapers, and copies are placed for sale.

If compliance with the standard is deemed necessary for the health and safety of consumers, Council may recommend to the Minister of Tourism, Industry and Commerce to declare the standard compulsory. If necessary, the Minister may seek any areas which the standard may affect. The compulsory standard is then sent to the Attorney General Office for vetting and final review to ensure compliance with current legislation.

A national standard is reviewed and updated every five years in an effort to reflect the latest developments in safety and technology, as well as current realities in the marketplace and consumer demands.

Amendments to, and revisions of standards formally require the same procedure as is applied to the preparation of the original standard.

APPENDIX 3

STANDARDS APPROVED BY NATIONAL STANDARDS COUNCIL

- (a) Specification for food grade salt;
- (b) Specification for nutrition labelling;
- (c) Code of Practice for packaging and transport of tropical fresh fruits and vegetables;
- (d) Code of Practice for the design and construction of septic tanks;
- (e) Requirements for point-of-care testing (POCT) sites;
- (f) Specification for food hygiene; and
- (g) ISO 9000:2005 Quality Management Systems – Fundamentals and Vocabulary.

APPENDIX 4

REPRESENTATION AT MEETINGS/WORKSHOPS

The GNBS was represented at various meetings, workshops, etc. by staff members, as listed below.

- 10.2.1 Ms. Candelle Walcott- Bostwick, Head of the Conformity Assessment Department, represented the Bureau at a meeting organized by the Department of Standards and Technical Services on January 12, 2007 at the Tower Hotel. The meeting which facilitated the completion of the National Strategic Plan for Laboratories in Guyana during the period 2007/2012, provided participants with the necessary information required for the improvement of institutional and operational capacities of Laboratories, leading to improved diagnostic and monitoring capabilities.
- 10.2.2 Dr. Chatterpaul Ramcharran, Executive Director and Candelle Walcott-Bostwick, Head of the Conformity Assessment Department, attended a meeting with auditors/evaluators from the European Union on February 7, 2007 in the Conference Room of the Bureau. The purpose of the meeting was to discuss and evaluate the recently concluded European Union funded Laboratory Strengthening Project.
- 10.2.3 Ms. Ramrattie Karan, Technical Officer 11 of the Conformity Assessment Department, represented the Bureau at a meeting at the Ministry of Agriculture on 'Strengthening the Capacity of the National Climate Committee on March 8, 2007. The main focus of the meeting was to develop a Policy to reactivate the National Climate Committee.
- 10.2.4 Mr. Shailendra Rai, Chief Inspector, of the Standards Compliance and Legal Metrology Department, represented the Bureau at the National Tobacco Control Committee meeting on March 9, 2007 at the Ministry of Health. The meeting discussed/examined and developed a policy on tobacco.
- 10.2.5 Ms. Evadnie Benfield, Head of the Information Unit and Candelle Walcott – Bostwick of the Conformity Assessment Department, participated in a symposium on March 15, 2007 at the Sea Breeze Hotel in observance of World Consumers Right Day.
- 10.2.6 Mr. Shailendra Rai, Chief Inspector, of the Standards Compliance and Legal Metrology Department, represented the Bureau at the National Tobacco Control Committee on April 20 and May 08, 2007 at the Ministry of Health. The purpose of the meeting was to further discuss strategies to formulate a Tobacco policy and to focus on activities in observance of World Tobacco Day on May 30, 2007.

- 10.2.7 Ms. Candelle Walcott- Bostwick, Head of Conformity Assessment Department, attended an award ceremony at the Pegasus Hotel on April 25, 2007 in observance of National Medical Professional week.
- 10.2.8 Ms. Shune Vickerie, Head, Standardisation Department, represented the organization at an award ceremony organised by the Ministry of Labor during the celebration of Occupational Health and Safety Week at the Pegasus Hotel on April 27, 2007.
- 10.2.9 Ms. Shune Vickerie, Head of the Standards Development Department, represented the Bureau at the Poultry Laboratory Advisory Committee meeting on May 25, 2007 in the Board Room of the Ministry of Agriculture. The meeting discussed the efficient functioning of the Poultry Laboratory which is housed at the Ministry of Agriculture
- 10.2.10 Mr. Shailendra Rai, Chief Inspector, of the Standards Compliance and Legal Metrology Department, attended the Fire Advisory Board Committee meeting on June 6, and July 04, 2007. The meeting which was conducted in the Board Room of the Ministry of Home Affairs, examined reports of the various Sub -Committees.
- 10.2.11 Mr. Khemraj Bhoowan, Technical Assistant of the Information Services Department, represented the Bureau at the closing meeting of the Multi – Lateral Investment Fund Project on ‘**Product labeling and packaging**’ (ATN/ME -9201 –GY) at the Board Room of the Guyana Manufacturing Association (GMA) on June 6, 2007. The purpose of the meeting was to examine the effects of the training implemented and to establish a packaging protocol to improve the marketing of products of Small Businesses.
- 10.2.12 Ms. Debra Gill, Information Officer, attended the 17th Annual Biennial Delegates and Race Relations Conference of the Guyana Public Service Union during the period June 07-08, 2007. The conference which was held at the Union’s Headquarters, Regent and New Garden Street, integrated overseas observers and senior government functionaries and discussed a variety of motion to improve the working conditions of Public Servants.
- 10.2.13 Ms. Candelle Walcott- Bostwick, Head of the Conformity Assessment Department, in observance of World Blood Donor Day, attended a one day symposium at the Umana Yana. The symposium organised by the Ministry of Health, through the Blood Transfusion Services focused primarily on strengthening relationship between corporate entities, non- governmental organizations and youth groups.
- 10.2.14 Mr. Ansel Wilson, Technical Assistant of the Information Services Department, and Mr. Shailendra Rai, Chief Inspector of the Standards Compliance and Legal Metrology Department, in collaboration with the Traffic Department of the Guyana Police Force, conducted a one day seminar on June 23, 2007. The seminar which was held at the Felix Austin Police College, Eve Leary was intended for Senior and Junior Personnel of the force. The main objective of the tutorial was to discuss the introduction of the Metric System and the Labelling requirements for new and used tyres.

- 10.2.15 Dr. Chatterpaul Ramcharran, Executive Director and other Heads of Department participated in a discussion convened by the Brazilian Technical Expert on Industrial/Product Standards on June 28, 2007 in the Conference Room of the Bureau (GNBS). The conference, arranged by the Ministry of Foreign Trade and International Cooperation, discussed a wide range of topics including training in Standards Development and information pertaining to World Trade Enquiry Point
- 10.2.16 Ms. Evadnie Benfield, Head, Information Services, represented the Bureau at a meeting held at the Guyana Forestry Commission on July 11, 2007. The purpose of the meeting was to discuss "Standardisation in the Forestry Sector".
- 10.2.17 Mr. Shailendra Rai, Chief Inspector of the Standards Compliance and Legal Metrology Department, represented the Bureau at the meeting with Guyana Revenue Authority on July 19, 2007 to discuss procedures to be implemented at the Cheddi Jagan International Airport.
- 10.2.18 Ms. Shune Vickerie, Head of the Standardization Department, and Mr. Jermaine Softley, Senior, Inspector represented the Bureau at the National Tobacco Control Committee meeting on August 10, 2007 at the Boardroom of the Ministry of Health. The purpose of the meeting was to discuss comments on the Draft Caricom Standards, "Specification for the labelling of cigarettes". Further, she was also involved in a Technical Committee on Civil Engineering which was held in the Board Room of the Pan American Health Organization (PAHO) on August 15, 2007. The agenda of the meeting was to discuss comments on Draft Guyana Standards, "Code of Practice for the design and construction of latrine systems"
- 10.2.19 Ms. Joyann Fanfair, Administrative Officer represented the organization at a Business Luncheon on August 31, 2007 at the Regency Suites Hotel. The Luncheon organized by the Guyana Manufacturing and Services Association Ltd formed part of the Association's (GMSA) private sector awareness programme and included a presentation on "Combating Crime in Guyana" which was delivered by the Commissioner of police Mr. Henry Green.
- 10.2.20 Ms. Ramrattie Karan, Head of the Conformity Assessment Department (Ag), conducted a one day work shop for Gold Jewelers at the New Amsterdam Lions Club, Berbice on September 05, 2007. The workshop which commenced at 09:00h was designed to sensitize gold Jewelers on the requirement of Standards and the Product Certification Scheme offered by the Bureau.
- 10.2.21 Mr. Edward Melville, Laboratory Technician 111, attended a meeting at the Board Room of the Ministry of Foreign Affairs on September 11, 2007. The meeting, chaired by Ms. Vanessa Dickinson, Foreign Trade Officer, was set to discuss the Guyana / Colombia Joint Project.

FINANCIAL STATEMENTS



Audit Office of Guyana

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AG: 118/2015

05 October 2015

REPORT OF THE AUDITOR GENERAL
ON THE FINANCIAL STATEMENTS
OF THE GUYANA NATIONAL BUREAU OF STANDARDS
FOR THE YEAR ENDED 31 DECEMBER 2007

I have audited the accompanying financial statements of the Guyana National Bureau of Standards (GNBS) which comprise of the balance sheet as at 31 December 2007, and the income and expenditure statement and the statement of cash flow for the year then ended, and a summary of significant accounting policies and other explanatory information. The audit was conducted in accordance with the Audit Act 2004.

Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Generally Accepted Accounting Principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's responsibility

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with International Standards on Auditing issued by the International Federation of Accountants (IFAC), and those of the International Organization of Supreme Audit Institutions (INTOSAI). Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Basis for Qualified Opinion

The opening balance as reflected on the fixed assets schedule in support of the financial statement showed an amount of \$105,247,799 while the General Ledger reflected an amount of \$97,165,878 resulting in a difference of \$8,081,921. As a result, the amount reflected in the financial statements could not be relied on.

The amount of \$1,031,780 was shown as stock as at 31 December 2007. An examination of the stock sheets produced for audit verification revealed that there was no evidence of external auditors witnessing the year end stock count. As a result, the verification of the amount shown as stock could not be relied on.

Opinion

In my opinion, except for effects of the matters described in the Basis for Qualified Opinion paragraphs, the financial statements give a true and fair view, in all material respects, of the financial position of Guyana National Bureau of Standards as at 31 December 2007, and of its financial performance and its cash flows for the year then ended in accordance with Generally Accepted Accounting Principles.



AUDIT OFFICE OF GUYANA
63 HIGH STREET
KINGSTON
GEORGETOWN
GUYANA

**GUYANA NATIONAL BUREAU OF STANDARDS
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 31 DECEMBER 2007**

	NOTES	2007	2006
		\$	\$
OPERATING INCOME			
Government Subvention	1	73,695,551	69,299,995
Other Income	4	27,540,960	25,406,360
		<u>101,236,511</u>	<u>94,706,355</u>
OPERATING EXPENDITURE			
Employment Cost	5	68,383,081	64,291,266
Office Expenses	6	6,207,494	7,028,313
Other Admin Expenses	7	12,650,541	11,336,556
Others	8	10,156,752	9,996,889
Depreciation	2	11,321,870	9,888,484
		<u>108,719,738</u>	<u>102,541,508</u>
Net Deficit from Operations		<u>(7,483,227)</u>	<u>(7,835,153)</u>
Balance at 01.01.2007		<u>(32,018,197)</u>	<u>(24,182,944)</u>
Deficit as at 31.12.2007		(7,483,227)	(7,835,153)
Accumulated Deficit at 31.12.2007		<u>(39,501,424)</u>	<u>(32,018,097)</u>

**GUYANA NATIONAL BUREAU OF STANDARDS
BALANCE SHEET
AS AT 31 DECEMBER 2007**

	NOTES	2007 \$	2006 \$
FIXED ASSETS			
Property Plant & Equipment	12	<u>53,920,390</u>	<u>45,768,846</u>
CURRENT ASSETS			
Stock	3	432,694	886,940
Debtors	9	853,283	949,900
Cash in Hand/Bank	10	<u>1,712,775</u>	<u>4,781,856</u>
		<u>2,998,752</u>	<u>6,618,696</u>
Total Assets		<u>56,919,142</u>	<u>52,387,542</u>
Financed By:			
Government of Guyana		96,236,861	84,236,861
Accumulated Deficit		<u>(39,501,424)</u>	<u>(32,018,097)</u>
		<u>56,735,437</u>	<u>52,218,764</u>
CURRENT LIABILITIES			
Accruals	11	188,795	172,166
Suspense A/C		<u>(5,090)</u>	<u>(3,388)</u>
Net Current Liabilities		<u>183,705</u>	<u>168,778</u>
		<u>56,919,142</u>	<u>52,387,542</u>

Accountant- Guyana National Bureau of Standards..... *[Signature]*

Director- Guyana National Bureau of Standards: *[Signature]*

**GUYANA NATIONAL
BUREAU OF STANDARDS**

**GUYANA NATIONAL BUREAU OF STANDARDS
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 31 DECEMBER 2007**

	NOTES	2007	2006
		\$	\$
OPERATING INCOME			
Government Subvention	1 (b)	73,695,551	69,299,995
Other Income	4	27,540,960	25,406,360
		<u>101,236,511</u>	<u>94,706,355</u>
OPERATING EXPENDITURE			
Employment Cost	5	68,383,081	64,291,266
Office Expenses	6	6,207,494	7,028,313
Other Admin Expenses	7	12,650,541	11,336,556
Others	8	10,156,752	9,996,889
Depreciation	2	11,321,870	9,888,484
		<u>108,719,738</u>	<u>102,541,508</u>
Net Deficit from Operations		<u>(7,483,227)</u>	<u>(7,835,153)</u>
Balance at 01.01.2007		<u>(32,018,197)</u>	<u>(24,182,944)</u>
Deficit as at 31.12.2007		(7,483,227)	(7,835,153)
Accumulated Deficit at 31.12.2007		<u>(39,501,424)</u>	<u>(32,018,097)</u>

**GUYANA NATIONAL BUREAU OF STANDARDS
CASH FLOW STATEMENT
AS AT 31 DECEMBER 2007**

	2007	2006
Operating Activities	\$	\$
Operating Deficit for year	(7,483,227)	(7,835,153)
Depreciation Charges	11,321,870	9,888,484
Suspense	(5,090)	(3,388)
Increase/Decrease in Inventory	454,246	461,504
Increase/Decrease in Debtors	(96,617)	(364,700)
Increase/Decrease in Creditor/Accruals	171,406	172,166
Net Cash Flow from Operating Activities	<u>4,362,588</u>	<u>2,318,913</u>
 Investing Activities		
Purchase of Fixed Assets	(20,631,081)	(2,339,989)
Proceeds from disposals	-	-
Net Cash Outflow from Investment Activities	<u>(20,631,081)</u>	<u>(2,339,989)</u>
 Financing Activities		
Funds from other resources	<u>12,000,000</u>	<u>10,000,000</u>
Increase/Decrease in cash and cash equivalents	(4,268,493)	9,978,924
Opening cash and cash equivalent for the year	4,781,856	(6,304,346)
Closing cash and cash equivalent for the year	<u>513,363</u>	<u>3,674,578</u>

**GUYANA NATIONAL BUREAU OF STANDARDS
NOTES TO THE ACCOUNTS
AS AT 31 DECEMBER 2007**

Background of the Guyana National Bureau of Standards:

The objective of the G.N.B.S. is to promote standardization and quality systems in the production and importation of goods and services for the protection of the consumer and to advance local and foreign trade, thereby improving the quality of life for the people of Guyana, outlined in the GNBS Act 11 of 1984.

1. Principal Accounting Policies

(a) Accounting Convention

These accounts have been prepared using the historical cost convention and is in accordance with General Accepted Accounting Principles.

(b) Income

Income is derived principally from contribution made by Central Government.

2. Depreciation

Depreciation is calculated using straight-line basis at the rates specified below which are contributed to write off the assets over their estimated useful lives.

Motor Vehicle	10%
Office Equipment	20%
Office Furniture	10%
Sundry Equipment	10%/20%

A full year's depreciation is charged on all assets purchase during the year.

3. Stocks

Stocks are valued at lower of cost and net realizable value. \$432,694.

4. Other Income –

The Other Income collected during the year was derived from such activities as registration of importers, course fees and verification of devices.

**GUYANA NATIONAL BUREAU OF STANDARDS
NOTES TO THE ACCOUNTS
AS AT 31 DECEMBER 2007**

	2007	2006
5. Employment Cost - \$ 68,383,081	\$	\$
Administrative Salary	6,888,716	6,525,792
Senior Technical	5,341,632	3,491,744
Other Technical and Craft Skilled	21,760,131	21,875,401
Clerical and Office Support	8,183,128	7,842,857
Semi-Skilled and Unskilled	3,920,581	3,366,003
Contracted Employee	5,156,271	4,318,326
Temporary Employee	-	-
Overtime	144,000	144,000
Employers, Contribution to NIS	3,164,570	3,049,035
Pension, Gratuity & Health Scheme	3,220,658	3,735,226
Miscellaneous Allowances	10,603,394	9,942,882
	<u>68,383,081</u>	<u>64,291,266</u>
	2007	2006
6. Office Expenses - \$6,207,494.	\$	\$
Drugs and Medical Supplies	12,681	10,000
Field Materials and Supplies	-	23,800
Office Materials and Supplies	2,077,168	2,371,920
Print and Non-Print	406,525	1,271,141
Travelling and Subsistence, etc	2,994,169	2,844,284
Contribution to International Organization	-	-
Postage and Telex	477,998	176,657
Janitorial and Cleaning Expenses	238,953	330,511
	<u>6,207,494</u>	<u>7,028,313</u>
	2007	2006
7. Other Administrative Expenses - \$12,650,541	\$	\$
Maintenance & rental of building	3,041,941	2,799,885
Telephone & Electricity	4,972,580	5,264,547
Equipment Maintenance	1,080,070	1,002,450
Others service (184)	3,555,950	2,269,674
	<u>12,650,541</u>	<u>11,336,556</u>

**GUYANA NATIONAL BUREAU OF STANDARDS
NOTES TO THE ACCOUNTS
AS AT 31 DECEMBER 2007**

	2007	2006
8. Others Goods & Services - \$10,156,752.	\$	\$
National & other Event	169,372	43,950
Fuel & Lubricant	4,444,471	3,547,160
Motor Vehicle Spares & Repairs	2,575,242	1,450,822
Overseas Conference	35,875	1,404,402
Refreshments & Meals	778,458	788,345
Training	-	-
Others (194)	2,153,334	2,762,210
	<u>10,156,752</u>	<u>9,996,889</u>
	2007	2006
	\$	\$
9. Staff Debtors - \$853,283.	853,283	949,900
	2007	2006
	\$	\$
10. Cash in Hand and at Bank -\$1,712,775.		
Cash at bank 688-109-8	(3,736,541)	(4,414,960)
Cash at bank 688-746-7	5,399,316	9,146,816
Cash in Hand	50,000	50,000
	<u>1,712,775</u>	<u>4,781,856</u>
	2007	2006
	\$	\$
11. Creditors and Accruals - \$188,795.		
Suspense	-	(15,474)
Sundry Accruals	188,795	187,640
	<u>188,795</u>	<u>172,166</u>

GUYANA NATIONAL BUREAU OF STANDARDS
NOTES TO THE ACCOUNTS
AS AT 31 DECEMBER 2007

	Building \$	Laboratory \$	Sundry Equipment and Office Furniture \$	Motor Vehicle \$	Total \$
Cost/Valuation January 1	5,678,010	71,087	86,285,811	13,474,000	105,508,908
Additions during year			20,631,081		20,631,081
Disposal			-5,142,932		(5,142,932)
Total Assets as at 31 December 2007	5,678,010	71,087	101,773,960	13,474,000	120,997,057
Accumulated Depreciation for disposed assets			(3,985,265)		(3,985,265)
Accumulated Depreciation, Jan 1 ,2007	-		52,300,062	7,440,000	59,740,062
Depreciation for year 2007			10,661,870	660,000	11,321,870
Accumulated Depreciation Dec 31,2007	-		58,976,667	8,100,000	67,076,667
Current year Accumulated Depreciation 2007	0	0	58,976,667	8,100,000	67,076,667
Less Disposal accum valve	0	0	0	0	0
Accumulated Depreciation 31 December, 2007	-	-	58,976,667	8,100,000	67,076,667
Net Book Value Dec 31, 2006	5,678,010	71,087	33,985,749	6,034,000	45,768,846
Net Book Value Dec. 31, 2007	5,678,010	71,087	42,797,293	5,374,000	53,920,390

Appendix I

Instances where items could not be traced to the Goods Received Book

Date	Cheque #	PV #	Name of Payee	Particulars	Amount \$
4/5/2007	790192381	157	M. Da Silva	Purchase of medical supplies from Raf's Variety store	10,000
08/02/2007	790071223	80A	Robby's Enterprise	Purchase of toner cartridges	103,200
25/06/2007	790192844	614	M. Da Silva	Purchase of Janitorial items for office use from Survival Supermarket	40,000
Total					153,200

Appendix II

Vehicle log books not presented for audit verification

Description	Vehicle No.	Vehicle Log Book	
		From	To
Suzuki Vitara	PEE 883	01/01/2007	31/12/2007
Nissan mini bus	PDD 9587	01/01/2007	31/12/2007
High Arm Truck	PJJ 3011	01/01/2007	31/12/2007
Toyota Hilux Surf	PJJ 7441	01/01/2007	31/12/2007
Nissan mini bus	PFF 6922	25/05/2007	31/12/2007

Appendix III

Instances where the three quotations system were not applied

No.	Date of Payment	PV #	Name of Payee	Particulars	Amount \$
1	7/4/2007	701	N.T Computeac	Purchase of one smart ups and one surge protector	303,340
2	7/19/2007	723	Robby's Enterprise	Purchase of two filing cabinets	116,000
3	11/29/2007	1117	CCS Guyana LTD	Purchase of a server	930,000
Total					1,349,340

Appendix VI

Assets that were not marked to easily identify them

Serial No.	Description	Supplier	Amount \$	Date of Acquisition	Category	Location	Physically Verified
	AC unit	Auto supplies Co.	230,000	2005-08-29	Office Equipment	Rice Lab	Yes
AE32439	Moisture Meter Kit	Ricelab	110,000	2005-09-19	Office Equipment	Rice Lab	Yes
	AC unit	Auto supplies Co.	115,000	2005-07-21	Office Equipment	Director's Office	Yes
	one chair		7,500	2007-02-02	Office Equipment	Region 5	
	one desk		20,880	2007-02-02	Office Equipment	Region 5	
	Fan	Harvey Electrical	11,000	2007-07-12	Office Equipment	DRT Office	
4608981	Server		930,000	2007-11-29	Office Equipment	IT Dept	Yes
2307913	Comperator Balance	Western Scientific	3,649,031	2001-11-27	Office Equipment	Scientific Metrology Lab	Yes
603905	Thelco Gravity Connection Oven	Western Scientific	526,302	2001-11-27	Office Equipment		Yes
	Desiccator Cabinet with handle	Western Scientific	127,733	2001-11-27	Office Equipment	Scientific Metrology Lab	Yes
	Weights: 2G, 1G	Western Scientific	28,152	2007-06-04	Office Equipment	LMCD	Yes
	:10MG, 20MG, 1MG		21,114		Office Equipment		

Appendix V

List of assets that were not found at the location stated in the Register

Date of Acquisition	Description	Supplier	Amount \$	Location in Register	Location Verified
5/11/2005	Photocopying Machine	OMEL	199,654	Confidential Secretary	Registry Dept.
9/19/2005	Moisture Meter Kit	Rice lab	110,000	Rice Lab	Moisture Meter Lab
5/23/2007	Two typist chairs	Robby's Enterprise	40,000	Accounts & Receptionist	Accounts Dept.
6/4/2007	Weights: 2G, 1G	Western Scientific	28,152	LMCD	Reference Mass Lab

Appendix VI

List of obsolete assets

Date of Acquisition	Asset Code	Description	Supplier	Amount \$
8/29/2005	Not seen	AC unit	Auto supplies Co.	230,000
7/21/2005	Not seen	AC unit	Auto supplies Co.	115,000
3/20/2007	2007/03/20 Ca GNBS	Nortel Intercom	Dexter Wyles	30,000
7/12/2007	2007/07/12 Conf GNBS	North Star Phone	Dexter Wyles	25,000
7/4/2007	2007/04/007 IT/GNBS	One smart ups and one surge protector	NT Computeac	303,340
11/27/2001	Not seen	Comparator Balance	Western Scientific	3,649,031
Total				4,352,371

Appendix VII

Instances where Physical Count was more/less than the Stock Ledger

Item	Amt in Ledger	Physical Count	Excess/Shortage
Ruler Plastic	5	3	2
Masking Tape	5	4	1
Paper 14* 8.5 Legal	3	10	-7
Paper 11* 8.5 Letter	2	11	-9
Black Ink Pen	10	4	6
Red Ink Pen	13	28	-15
Rubber Bands	2	2	0
Hanging File Folder	105	53	52
Message Pads	12	11	1
Small Note Pads	5	0	5