

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

ANNUAL REPORT

2008

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

December 2008

CONTENTS

VISION AND MISSION OF GNBS	i
MEMBERS OF NATIONAL STANDARDS COUNCIL	ii
EXECUTIVE OFFICERS	iii
DEPARTMENTS/WORK PROGRAMMES	iii
EXECUTIVE SUMMARY	iv
0.0 INTRODUCTION	x
1.0 LEGAL METROLOGY (Weights & Measures)	1
2.0 STANDARDS COMPLIANCE	24
3.0 LABORATORY SERVICES	32
4.0 CONFORMITY ASSESSMENT	39
5.0 STANDARDISATION	57
6.0 COMMUNICATION	67
7.0 METRICATION	79
8.0 STANDARDS INFORMATION	90
9.0 INFORMATION TECHNOLOGY	100

10.0	ADMINISTRATION AND FINANCE	105
11.0	PROJECTS	126
12.0	APPENDIX 1 – Technical Committees of the GNBS	130
	APPENDIX 2 – Standards Development Process	131
	APPENDIX 3 –Standards approved by National Standards Council	132
	APPENDIX 4 – Audited Financial Statements of the GNBS	133

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.

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. Hance Thompson	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.

(Management Team)

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

DEPARTMENTS/WORK PROGRAMMES

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

During the year 2008, 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 895 scales, 1,819 masses, and 2 meter rules tested for accuracy. For subsequent verification, 6,908 scales, 12,265 masses, 256 measures were tested for accuracy. At filling stations and bulk terminals 1237 petrol pumps, 84 bulk meters, 29 wagon compartments and 22 storage tanks were verified.

Inspectors also conducted surveillance activities and visited 8,372 stalls/premises countrywide to ensure that all weighing and measuring devices used in commercial trade were tested and stamped. During these exercises, 937 scales, 1,348 masses, 38 measures and 6 rules were seized and removed. The execution of weights and measures surveillance inspections by the GNBS is pivotal in providing consumer protection and equity in trade. It ensures that devices used in trade and commerce are accurate and are in an acceptable working condition.

In addition, the Bureau was successful in verifying 9 weighbridge scales used at sugar estates, 33 weighbridge scales used in the rice industry and 30 other weighbridge scales used in the other industries for the period under review.

Ten (10) complaints were received regarding “short weight”. Nine of the ten complaints were resolved amicably resulting in the consumer being reimbursed. One of the complaints was referred to Ministry of Tourism for further investigations.

(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. 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 224 importers, 45 used-tyre dealers, 88 cellular phone dealers and 15 local manufacturers were registered with the GNBS for importing, retailing and manufacturing commodities monitored by the GNBS.

The GNBS was successful in conducting a total of 118 inspections at importers' bonds and warehouses for 2008. Commodities examined were mainly new and used tyres, electrical appliances, fertilisers, toys, furniture, cell phones, footwear, garments, paints, water pumps, bicycles, Christmas tree and decorative lighting outfits and gas stoves. Commodities were examined to determine compliance with their respective national standards and were found to be generally in compliance.

Further, a total of 51 industrial inspections were conducted at garments, furniture and animal feeds manufacturers' premises during the year to determine compliance with their respective National Standards. Most of the commodities examined were in compliance with their respective labeling requirements and where non conformities were found the manufactures were sensitized on same so that corrective actions could be taken.

During the year, 59 consumer complaints were received by the GNBS, predominantly for electrical appliances and cell phones. Ninety-three percent 93% of the complaints were favourably resolved, 2 complaints were referred to the Ministry of Tourism, Industry and Commerce for further investigation and 2 complaints are still pending further investigation by the GNBS.

(3) Laboratory Services

During the year, Laboratory Services Department provided calibration services to industries and Health Sector, as 124 masses, 9 electronic balances, 3 gauges, 12 calipers, 2 micrometers, 1 rule and 9 measures were calibrated to establish traceability to the national and international standards.

The working standards, i.e, Masses, Electronic Balances and Provers of the GNBS were also calibrated using the secondary standards. The Department tested 762 samples of white and parboiled rice to determine the percentage broken kernels for shipment to Jamaica and 19 gold samples to ascertain the purity of the jewellery articles. In addition, 221 electricity meters were verified.

The GNBS, in collaboration with a number of other agencies through the National Committee on Conformity Assessment, will be working closely with other agencies in

the area of scientific metrology. This collaboration will see an increase in the number of devices submitted for calibration which will generate more income and facilitate trade.

(4) Conformity Assessment

Technical assistance was provided to ten companies to facilitate the development of their quality systems to the ISO 9001:2000 and/ ISO 14001:2004 standards, one company to the ISO 14001:2004 standard and one laboratory to the ISO/IEC 17025 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.

In an effort to promote the Product Certification Scheme, the Product Certification Officer conducted a jewellery workshop in Bartica where he visited six gold smiths.

Seventeen surveillance audits and six renewals audits were conducted at the premises of clients permitted to use the National Standards Mark under the Product Certification Scheme. Four (4) jewellery manufacturers and two (2) 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.

With respect to the Accreditation programme, technical assistance was provided to seven (7) 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. Seven (7) 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-nine (29) quality manuals and ninety six (96) technical manuals were submitted by thirty (30) clinical laboratories, and one (1) non-medical laboratory and reviewed during the year.

Four (4) renewal audits were conducted at the Dr. Balwant Singh's Hospital Laboratory, Eureka Medical Laboratory, Sigma Labs and Georgetown Public Hospital Corporation Medical Laboratory for the year. The laboratories continued to meet the requirements of

the standard, hence, their certificates were renewed for another year. Sigma Labs were granted certification for six months.

Georgetown Medical Centre was granted certification in April 2008.

Woodlands Hospital and the St. Joseph Mercy Hospital Laboratories have completed audits for certification. These laboratories are currently addressing nonconformances identified during the audits.

Three external training programmes were conducted at companies to facilitate awareness and development of the ISO 9001, ISO/IEC 17025 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. One training programme was conducted on laboratory management meeting the requirements of the GYS 170 standard. In addition, one training programme was conducted for the Linden Economic Advancement Programme (LEAP). The objective of the training was to provide training to business owners and/or their management/supervisory staff in Linden on quality management systems

(5) Standardisation

During the year 2008, seven (7) standards were approved by National Standards Council. Twelve (12) 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-eight (468).

Two memorandum were submitted to Cabinet seeking approval to make three standards compulsory, viz., GYS 58:2006 “specification for poultry feed and feed ingredients”, GYS 264:2005 “Specification for the storage, handling and transportation of LPG cylinders” and GYS 453:2008 “Specification for the storage, handling and transport of steel compressed gas cylinders”.

Twenty (20) Technical Committee meetings were held for the following Draft Caricom Standards - Specification for Tomatoes; Specification for oranges; Specification for pineapple; Specification for hot pepper; Specification for Mangoes; Specification for

packaged water; Code of hygiene practice for packaged water; Specification for food hygiene; Labelling of retail packages of tobacco products; Specification for cassava bread; Specification for furniture – wooden; Specification for furniture – indigenous (other than wood) and ; Specification for grades of Bananas.

Guyana was assigned the Regional Technical Committees for the Draft Caricom Standards on gold jewellery, cassava bread, wooden craft items, indigenous furniture and wooden furniture.

Six (6) national standards were promoted – Labelling of brewery products (Beer, Shandy and Malta); Code of Practice for the operation of poultry hatcheries; Specification for safety matches; Specification for labelling of toys and playthings; Specification for Christmas Tree and Decorative Lighting Outfits and Specification for Bottled water.

(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 executed another metrication campaign on the radio in the form of advertisements, and this was supplemented by television programmes and visits to some of the outlying Regions to spread the use of the metric system. A poster was also designed with information on Weights and Measures and Metrication, and it was printed and distributed to the various Regions to be posted up at strategic locations, such as Police Stations and Health Centres. The Division also continued to promote, via press releases, standards that are available at the GNBS for which a significant amount of sales could be attributed.

By the end of the year, 48 editions of the standards corner, 42 notices, 30 press releases, were published as the Bureau continued its public education programme.

Four (4) press briefings highlighting matters such as, National Quality Week activities, and other significant activities conducted by the various Department of the Bureau were done.

The Division also conducted eighteen (18) school lectures in Regions 2, 4, 7, and 10 in a bid to educate students and teachers of secondary schools on the importance of standards and quality.

Other significant achievements include:

Preparing and issuing articles for the daily newspapers and the GMA magazine, managing and organizing activities for National Quality Week 2008 which held under the theme: “Intelligent and Sustainable Buildings” producing the Quarterly Newsletters, participation in the PMMP project, attending NCCA Quarterly meetings, and the Monthly Weights and Measures and Metrication meetings.

(7) Metrication

In the Metrication Programme, 51 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 4 Regulatory Agencies, 13 Government Ministries, 21 Supermarkets/Importers/Wholesalers, 6 Advertising Agencies/Media Houses, and 1 Non-Government Organisations, 6 Private Organisation. Metrication training was provided to 12 organisations and 283 participants benefitted from “think metric session.” The programme also targeted the commercial and retail sectors, with 2484 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. Fifty-two letters were issued and five telephone calls were made in this regard.

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 2008 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.

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

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

As a result of periodic inspections conducted at manufacturers' premises, it was observed that manufacturers were generally adhering to manufacturing requirements stipulated by the GNBS and

generally, devices manufactured locally by licensed manufacturers were submitted to the GNBS for verification prior to sale. In 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.

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

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

1.2 Initial verification of imported and locally manufactured devices

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

1.2.1 Scales, masses, measures, and metre rules

Resulting from initial verification exercises conducted during the year 2008, a total of 895 scales, 1819 masses and 2 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 2008, 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 March, May, June, August, September and October a significant amount of devices were submitted for verification.

Figure 1. Initial Verification of Devices for 2008

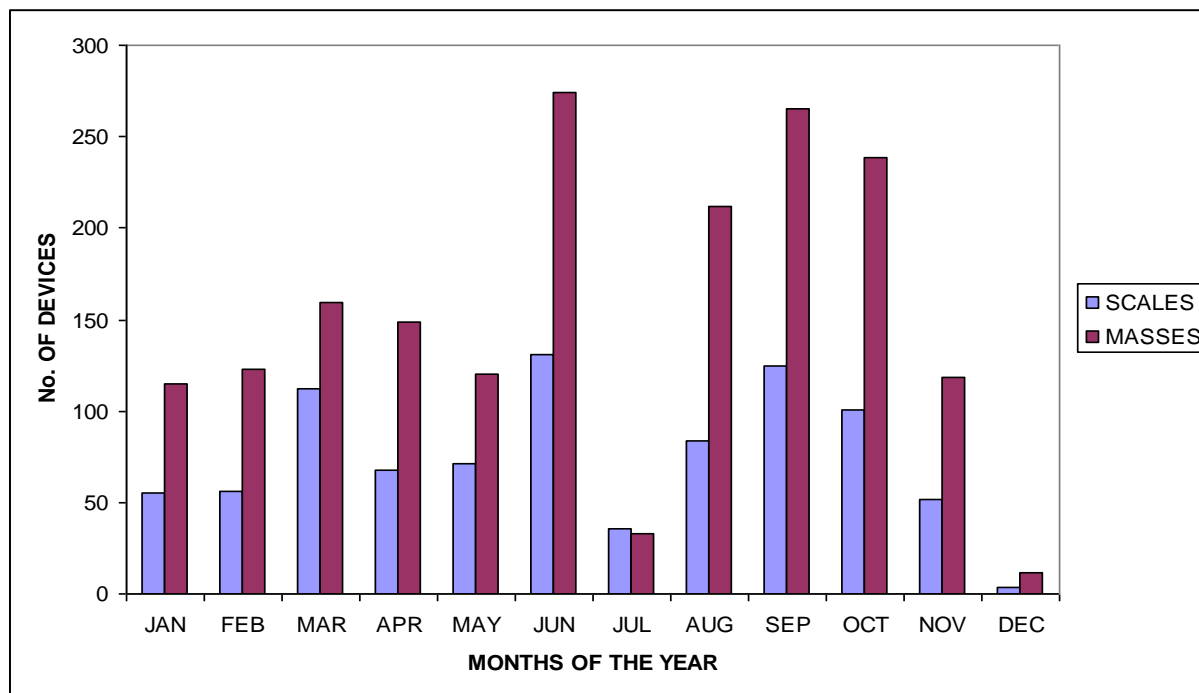


Table 1. below shows a comparison of devices initially verified for the years 2001 to 2008. The table shows that there has been a slight increase in the number of scales, masses and meter rules verified this year, as compared with the year, 2007 with the exception of measures since no manufacturer of measures was registered with the GNBS for the year 2008. Over the past five previous years, the verification of scales initially verified continued to decline while the number of masses initially verified remain fairly consistent, the verification of masses fluctuated over the previous years this serve to reflect the demand for same. However, in the year 2008 no measures were verify, this is a testimony of the efforts made by the inspectors and the metrification Officer of the GNBS in effectively sensitizing vendors and shop keepers on weighing solid instead of measuring same, also liquid items are also being sold prepackaged, hence the demand for measures on the market has decline significantly or could even be consider to be non-existent. There was an increase in the number of scales and masses verified in the year 2008, when compared with 2005, 2006 and 2007. This is attributed to the decision taken by the GNBS decision to ban dial scales since there are no longer consider being appropriate to be used for commercial purposes.

As a result of the lack of cooperation from dealers and wholesalers to use verified metre rules the GNBS would need to take appropriate actions to address this situation 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. In addition, the GNBS would be working with a selected list of dealers to import metric rules, in order to create the availability of same on the local market and to eliminate the use of unverified imperial rules by dealers. Further, steps would also be taken to identify a manufacturer of measures to facilitate the availability of measures on the local market, since there is no existing manufacturer of measures.

**TABLE 1
INITIAL VERIFICATION OF DEVICES**

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	-
2008	895	1819	-	2

Rejected devices were returned to manufacturers for rectification and further adjustments and were subsequently verified. Non-conformities identified during verification were highlighted to manufacturers at the time devices were submitted for verification to prevent a re-occurrence of same in the future. Some of the non-conformities identified included the improper finish of scales, adjusting cavities were beyond the required specification, the bottom of the masses were not securely affixed to the top and the manufacturer's identification and denominations on the masses were not clear. In situations where the rejected devices could not be rectified, the devices were scrapped and reworked by the manufacturers.

In an effort to ensure that devices imported and locally manufactured to be used in commercial trade comply with the required specifications for approval and to eliminate the use of domestic devices in commercial trade, meetings were convened with importers and manufacturers of devices to discuss the revised specifications for the approval of new devices, which was prepared by the GNBS and discussed with manufacturers and importers. Manufacturers and importers who attended the meetings generally agreed to comply with the new specifications which would be implemented, effective from January 01, 2009. In addition, it was also agreed that in situations where practicable, samples of devices would 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. Further, 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. It is expected that manufacturers and importers would adhere to these requirements in the execution of their business during the New Year.

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, petrol terminals and other industries was conducted at the GNBS Head Office, Sophia Exhibition Site, Weights and Measures offices countrywide, at the Bureau's Branch offices in Regions 2 and 6, at clients' premises, and during mobile stamping exercises conducted at markets and strategic locations in the various Regions. These exercises were conducted during the periods January to March and July to September, for the first and second half of the year, respectively, as required by the 1981 Weights and Measures Act, in order to ensure accuracy is maintained, which is vital for consumer protection and equity in trade.

1.3.1 Verification of scales, masses and measures

A total of 6908 scales, 12265 masses and 256 measures were subsequently verified for the year 2008 as compared with 7443 scales, 12837 masses and 448 measures for 2007, 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 2008, which indicates that during the month of February, July and August for the first and second half of the year respectively, the highest amount of scales and masses were verified, followed by January, March and May, 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 2008

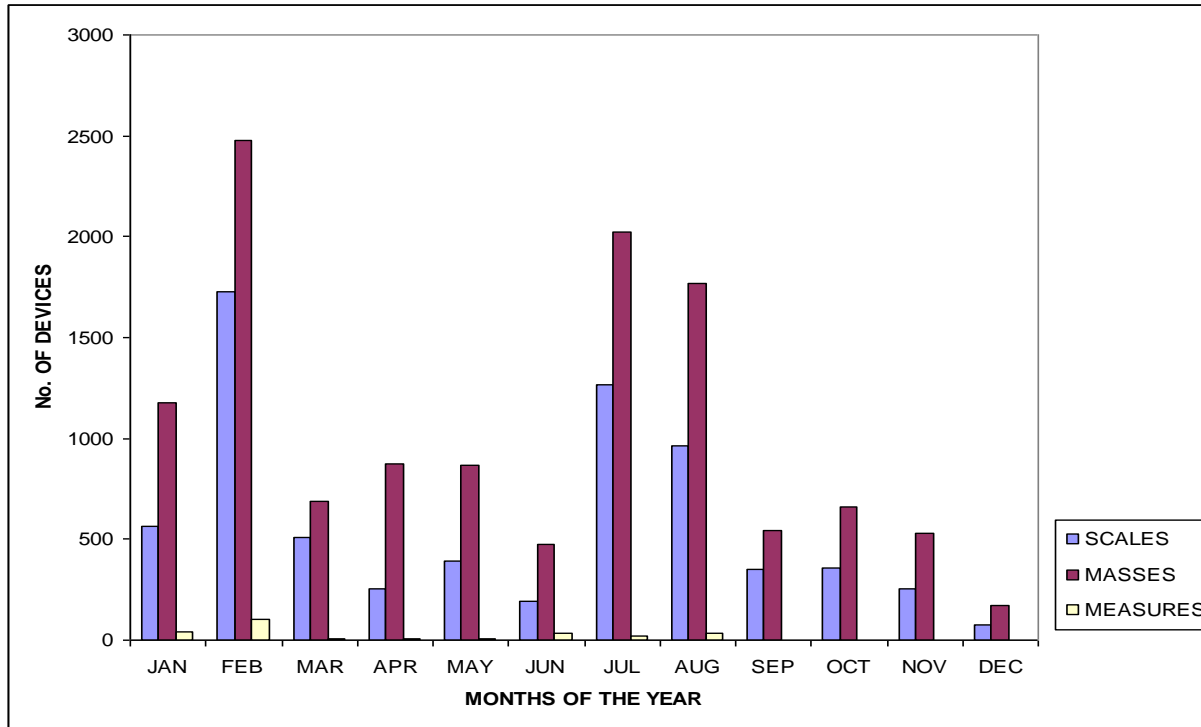


Table 2, below shows a comparison of devices subsequently verified for years, 2001 to 2008. There has been a slight decrease in the number of scales, masses and measures subsequently verified this year when compared with the previous year, however, the number of devices subsequently verified remains fairly consistent over the past five years. The decrease in the number of devices verified this year could be attributed to the increased sale of prepackaged commodities, the absence of financial resources to conduct verification activities in Regions # 1, 8 and 9, lack of cooperation from some vendors and shopkeepers to submit their devices for verification and the absence of Weights and Measures Officers in some Regions to execute verification activities during the year.

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

In light of the above, it is recommended that the 1981 Weights and Measures Act be reviewed and updated to address the concerns highlighted and Regulations be developed to facilitate the effective implementation of the said Act. In addition, there is also need for the notification of the verification of

devices at various locations in the respective Regions and the education of stakeholders on the requirements governing the care, maintenance and use of devices be further intensified. Also, despite the current efforts made by the GNBS to conduct mobile stamping of devices at strategic locations in the Regions there is demand for this service at more locations within some Regions, in order to further strengthen the efforts of the GNBS and to obtain greater cooperation from stakeholders.

Further, the procurement of approval seals, the availability of transportation, appropriate facilities, adequate personnel and the acquisition of additional standards masses and equipment are essential in facilitating the timely and effective execution of verification activities in the field and Office.

The subsequent verification of devices used in trade has impacted significantly on commerce 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
2008	6908	12265	256

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 6 weighbridge scales used at sugar estates, 33 weighbridge scales used in the rice industry and 35 known weighbridge scales used in the other industries, for the first and second half of the year, respectively, as compared with a total of 66 verified for 2007, 100 for 2006, 53 verified for 2005, 51 for 2004 and 44 for 2003. There has been an increase in the number of weighbridge scales verified by the GNBS this year as compared with the year 2007. The increase is attributed to the fact that additional weighbridge scales were installed by some companies, some scales that were not in operating during the year 2007 were subsequently repaired, verified and is now operational. 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 them 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, mechanical problems encountered with the GNBS Test Truck which resulted in the delay of verification exercises for second half of the year, the acquisition of verification fees from some clients for services provided by the GNBS, the prevention of tampering of scales by some millers to cheat farmers, the adoption and use of the metric system by millers and the conversion of 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 over the years 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.

It is worthwhile to note that most weighbridge scales used in the rice industry for 2008 were converted to digital based on the new Regulations enacted by the GRDB in 2007 under the Paddy and Rice Grading Act, which stipulates that all scale with a capacity in excess of two metric tonnes must be fitted with an electronic display to show the weight in kilogram. This new Regulation had prompted millers to have their scales fitted with electronic display which are directly connected to the scale to display the weight on the platform at the time of weighing, 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 on persons found using defective and unverified weighbridge scales or persons found deliberately tampering with their scales to cheat farmers, since it is becoming a regular practice by some millers to cheat farmers and consumers by tampering with their scales. The new Regulation was enforced by the GRDB in collaboration with the GNBS, which is the Agency responsible for the enforcement of the 1981 Weights and Measures Act. Scales which are not fitted with electronic indicators were not verified by the GNBS during the year and the GRDB was informed accordingly.

1.4 Verification of Petrol Pumps and Other Volumetric Devices

A total of 1243 petrol pumps, 22 storage tanks, 29 tanker wagon compartments and 84 bulk meters were tested, of which, 316 petrol pumps were calibrated for the various petrol companies and private stations countrywide for the first and second half of the year, 2008. Two hundred (200) of the pumps calibrated were found to be over delivering and 116 were under delivering. **Figure 3** shows the monthly verification of petrol pumps for 2008, 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 2008

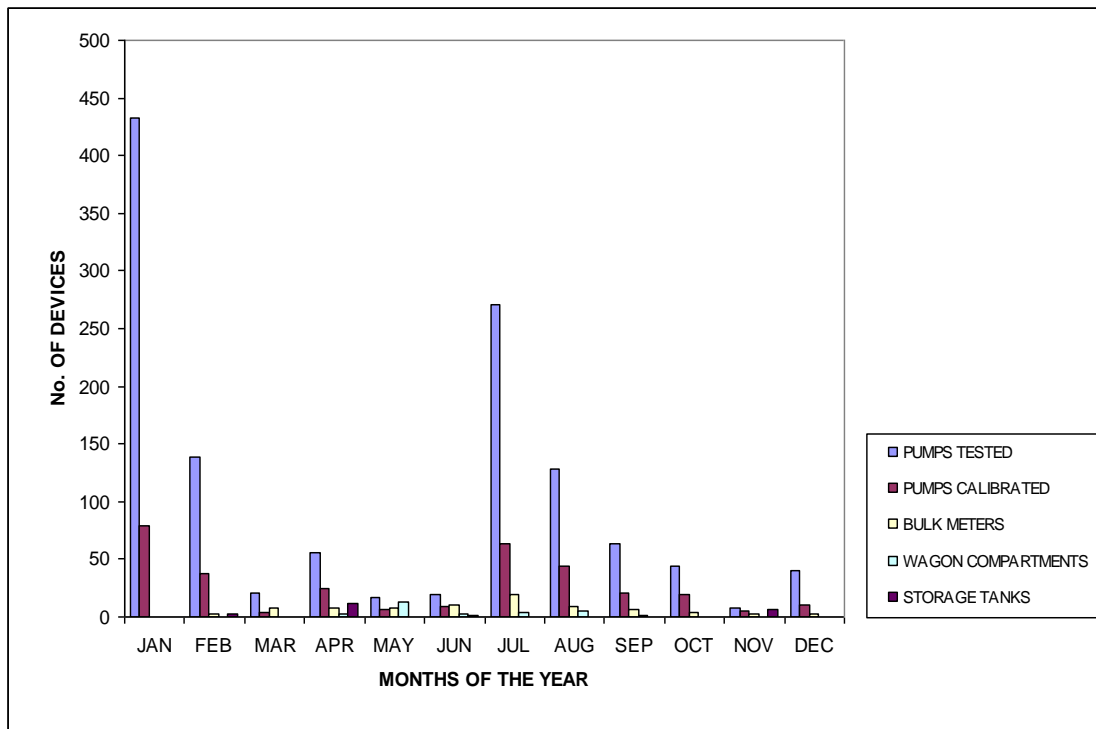


Table 3, below shows a comparison of petrol pumps, bulk meters, wagon compartments and storage tanks verified for the years, 2001 to 2008. There has been a slight decrease in the number of petrol pumps verified and an increase in bulk meters, wagon compartments and storage tanks verified this year when compared with last year. 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 the years, while the increase in bulk meters and wagon compartments could be attributed to the increase in requests received from Petrol Terminal throughout the year, to have their meters and wagon compartments verified. This is as a result of the installation of new meters and the need for the re-verification of existing meters that were repaired. The verification of storage tanks was carried out based on requests from stakeholders. However, there was an increase in requests received from companies during the year.

It was observed that there was an increase in the number of pumps calibrated when compared with the year 2007, which is an indication that meters used by service stations are deteriorating due to continuous use and the wearing of parts, hence dealers were advised to conduct periodic maintenance of meters and replaced old and defective meters where necessary. This is essential, in order to maintain the accuracy of the meters and to ensure 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, was intensified during the year, which 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.

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

Further, the GNBS had encountered problems at Petrol Terminal to effect the verification of bulk meters at the Jetty, since it was not possible for the GNBS Test Measure to gain access to the meters positioned at the Jetty where the products are dispensed into boats to effect verification, as a result, in some situations where it was not possible meters were not verified. Also, difficulties were encountered with Companies in facilitating the GNBS Inspectors during verification exercises conducted by not providing trucks in a timely manner to off load products during the verification process and to effect repairs in a timely manner. This had significantly delayed the verification process and had result in the GNBS not being able to effect the verification of bulk meters at Petrol Terminals, twice yearly.

In light of the above, 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. However, the GNBS must be notified in such situations, in order to remove the security seals and effect the verification of the pumps after repairs and calibration. This is necessary to ensure pumps are delivering accurately and to avoid consumers from being cheated. In addition, pumps are required to be properly labelled with the total sale, price per litre and volume in order to provide guidance to consumers when purchasing products. Further, products must be advertised and sold in metric quantities, since pumps are verified and are operating in metric units.

Realising the challenges faced to effectively carry out the verification of bulk meters at Terminals the GNBS had purchased two standard turbine flow master meters to conduct the verification of meters positioned at the Jetty and had written to the Operations Managers of the various Petrol Terminals seeking their cooperation in facilitating the verification of bulk meters at petrol terminals. It is anticipated that with the acquisition of the master meters and the cooperation of the various Companies, the GNBS would be able to conduct the verification of meters positioned at the Jetty and effectively carry out the verification of bulk meters in a timely manner in the New Year. Also, there is need for the GNBS Inspectors to be provided with the required safety gears to execute verification activities at Petrol Terminals, as required by International Regulations.

It should be noted that petrol pumps in operation in Regions 1, 8 and 9 were not verified by the GNBS for the year due to the lack of funding to effect same. It is therefore necessary for the GNBS to be provided with adequate resources in its Annual Budgetary Allocation to enable the Bureau to effectively carry out the verification of petrol pumps operating in all the Regions of Guyana, in order to ensure consumer protection and equity in trade.

**TABLE 3
VERIFICATION OF PETROL PUMPS**

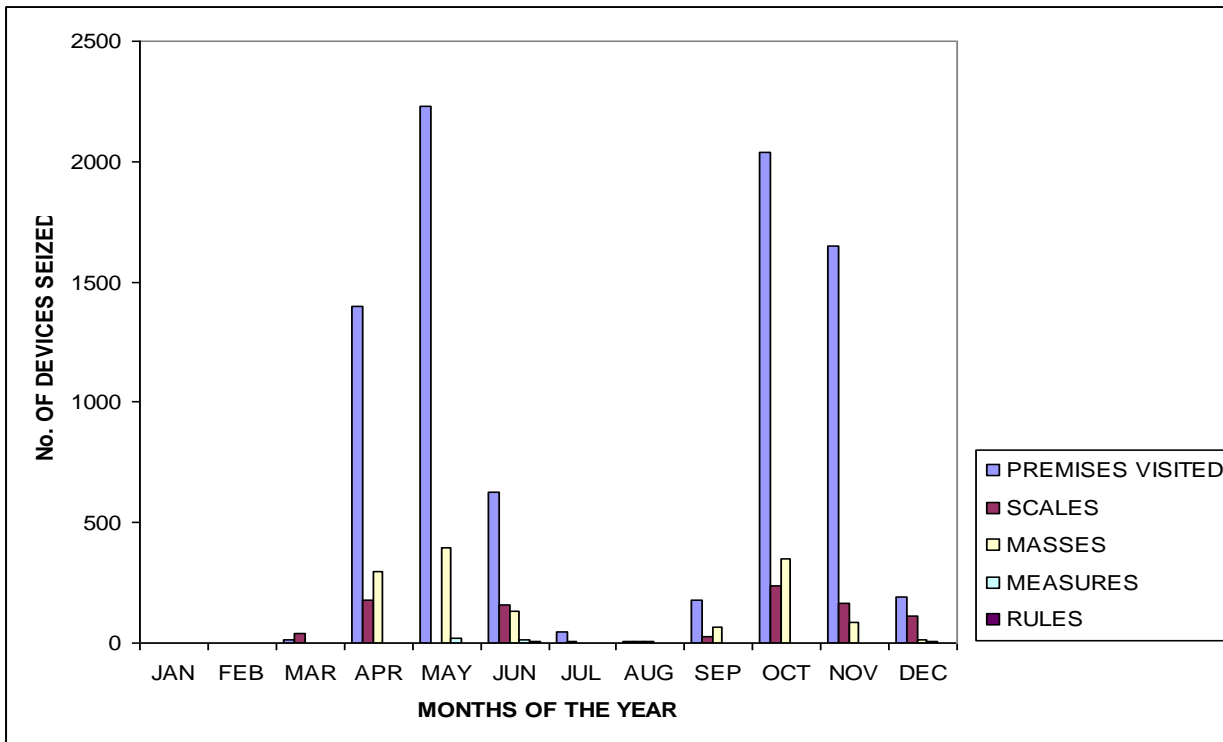
YEARS	PUMPS TESTED	PUMPS CALIBRATED	BULK METERS	WAGON COMPARTMENTS	STORAGE TANKS
2001	1090	695	33	-	-
2002	1093	484	5	-	-
2003	1191	308	14	-	17
2004	1139	380	5	-	7
2005	1197	378	15	33	7
2006	1262	406	32	-	6
2007	1248	262	26	16	14
2008	1243	316	84	29	22

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 2008 a total of 8372 stalls/premises were visited, as compared with 6593 premises/stalls visited for 2007, 7524 premise/stalls visited for the year 2006 and 5151 premises/stalls visited for the year 2005. **Figure 4** shows the monthly surveillance of devices for 2008, which indicates that surveillance activities were carried out mainly during the surveillance periods of the first and second half of the year, except in situations where complaints were received from stakeholders regarding inaccurate quantities of products purchased.

Figure 4: Surveillance of Devices for 2008.



Resulting from surveillance exercises conducted at markets and shops during the year 2008, a quantity of 937 scales, 1348 masses and 38 measures were seized and removed, since they were found to be unjust or defective, in comparison with 1054 scales, 1248 masses, 47 measures and 35 rules seized and removed in 2007, 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 2008. There was an increase in the number of surveillance inspections carried out in 2008 when compared with the previous year, which is attributed to the extensive surveillance activities carried out for the first and second half of the year. However, there was a decrease in the number of scales and measures and an increase in the number of masses seized and removed during surveillance inspections for the year 2008

as compared with the previous year, which is mainly due to the fact that vendors and shopkeepers are becoming more aware of the need to have their devices verified twice yearly and less vendors and shopkeepers are using measures, since most of them sell prepackaged goods and are not required to use measures. While the increase in masses seized is attributed to the continuous use of imperial masses on metric scales by some vendors and shopkeepers and also, their reluctance to purchase metric masses and have same verified twice yearly, as required. At least 85% of the masses seized during surveillance exercises carried out by the GNBS for the year were un-verified imperial masses, although the GNBS has been continuously seizing and removing these weights from the various sale outlets over the past five years and are disposing of them in manner that vendors and shop keepers cannot have access to same.

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

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

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

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 and devices also need to be properly maintained periodically to consistently obtain accuracy when in use, stronger emphasis need to be placed on the on the application and use of devices in order to obtain accurate quantities. In addition, urgent attention must be given to the revision of the 1981 Weights and Measures Act and the development of Regulations to facilitate the effective enforcement of the said Act. This is necessary, since the existing penalties are too small and vendors and shopkeepers are capitalising on the situation by cheating consumers through the use of unverified and defective devices, which is affecting the effectiveness of the Legal Metrology Programme in Guyana. Therefore, there is need for stronger penalties to be instituted on importers, dealers, manufacturers, vendors and shopkeepers found selling and using unverified devices. However, 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 VISTED	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
2008	8372	937	1348	38	6

1.6 Consumer Complaints

1.6.1 Consumers

During the year, the GNBS received 10 complaints regarding short weight and measurement of products purchased. These products included scrap metals, rice, fertilizers, cooking gas, wood, zinc sheets, cement, plucked chicken and pop corn. Complaints received were investigated and in two instances the devices used were not verified by the GNBS. As a result, one scale and 3 masses were seized and removed and in the other instance the scale was subsequently verified by the GNBS, since it was a large capacity scale and could have not been removed from its operating position. On the other hand, the investigation of four of the other complaints received revealed that the scales used to weigh items purchased were verified by the GNBS. However, further investigation revealed that the complainants

received inaccurate quantities of products purchased, since they requested their products in imperial quantities and their products were weighed in imperial quantities by the vendors using verified metric scales, which had resulted in them receiving inaccurate quantities. As a result, the vendors and complainants were advised to purchase products in metric quantities in the future, since the metric system is the only legal system of measurement in Guyana and only metric devices are verified by the GNBS.

Investigation of complaints relating to short weight of net contents of products purchased revealed that the scales used to weigh the items were proven to be accurate. However, the stated quantities on the bags of the rice, channa and cement when checked did not reflect the actual weight of the products. Further, Gas cylinder checked was found to be below the expected amount as a result of the cylinders having leakages. Also, in one instance the complainant claimed that she did not received the correct gauge of zinc sheets purchased. However, based on investigation carried out it was revealed that the gauge received by the complainant was what she actually requested.

The total number of complaints received, products involved, name of suppliers, nature of complaints and the results of investigation are outlined in the **Table 5** below:

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 Regions, which were highlighted by Officers at meetings held throughout the year were the absence of full time Weights and Measures Officers in Regions 1, 8 and 9 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 lack of support and cooperation of some Regional Administrations for the Weights and Measures Programme, 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, to date, the Bureau was not successful in acquiring the necessary funding required to execute this project. However, contact was made with a Metrology Consultant who advised that the OIML Draft Legislation and Regulation can be used by the GNBS to develop its own Legislation and Regulations. This initiative would be pursued by the GNBS in the New Year.

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 full time Weights and Measures Officers in Regions 4, 5, 7 and 10 during the year 2006, the support provided by the GNBS in conducting joint activities and the cooperation of the Regional Officers stationed in these Regions.

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 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. A. Persaud) who had migrated. As a result, the two Weights and Measures Officer appointed were trained by the GNBS, and are stationed in their respective Regions. On the other hand, no significant Weights and Measures and Metrication activities were conducted in these Regions, since the Officer in Region #9 only operates on Saturdays and no transportation is available to conduct field activities and the Officers in Region #3 also, does not have transportation to conduct field activities. As a result, depend exclusively on the GNBS to conduct joint activities in the Region.

The GNBS had made representations to the Public Service Ministry (PSM), to effect the employment of full time W&M Officers for Regions # 1 and 8 and as a result, approval was granted by the Head of the Presidential Secretariat. In the circumstances, arrangements are currently being made to effect the employment of the Officers and to arrange training at the GNBS. The Bureau is expected to make similar representations to the PSM for Region # 9 in the New Year, since a letter requesting a full time Officer was recently sent to the Regional Executive Officer of Region #9.

Further, despite efforts made by the Bureau during the years 2002, 2003, 2004, 2005, 2006, 2007 and 2008 to have established Weights and Measures offices operating in Regions 1, 8, 9, no significant Weights and Measures activity was carried out in these Regions during the year, 2008, primarily since the GNBS was unable to visit these Regions to conduct joint activities due to the lack of funding. 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 full time 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, it is necessary for the Regional Administrations of Regions #1 and #8 to urgently effect the employment of full time Officers, based on approval granted by the PSM and to make the necessary arrangements for the training of the said Officers at the GNBS and to 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 addition, it is imperative for the Regional Administration of Region #9 to make a request to the PSM for a full time Weights and Measures Officer for the Region.

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, as currently being done in Regions #2 and #6.

1.8 Other Activities

1.8.1 Meeting convened with Importers and Manufacturers of devices

Meetings were convened with Importers, Dealers and Manufacturers of Scales in the Board Room of the Guyana National Bureau of Standards (GNBS), Head Office, Sophia Exhibition Site, Greater Georgetown on 2008-10-22 at 09:30h and 2008-10-30 at 13:00h, respectively. The objectives of the meetings were (i) to review and discuss the criteria governing the approval of scales to be used for commercial purposes with the expectation of improving the quality of devices imported and offered for sale locally, (ii) to outline difficulties encountered by the GNBS in approving new devices, and (iii) to address the concerns of Importers, Dealers, manufacturers and Retailers of these devices in the operation of their businesses.

At the meetings convened, the Executive Director gave a brief overview of the GNBS Weights and Measures Programme and outlined the purpose of the meetings. Subsequently, discussions were held on the new criteria governing the manufacturing, importation and approval of new devices imported to be used for commercial purposes, which was developed by the GNBS, a copy of which was provided to each Importer, Dealer and Manufacturers present at the meetings. The Chief Inspector along with the three Senior Inspectors elaborated on points discussed, in order to ensure clarity for Importers, Dealers and Manufacturers present.

1.8.2 Meeting held with Representatives of GPL

In light of difficulties experienced by the GNBS in verifying the accuracy of electricity meters imported and installed on consumer's premises by the Guyana Power and Light the GNBS convened a meeting with Representatives of GPL on 2008-05-14 at 09:30 h and the following matters were discussed.

- The verification of meters imported prior to installation on consumer's premises.
- The calibration of the master meter used by GPL Test Bench.
- The inspection and proper traceability of meters imported to facilitate verification process.
- The destruction of defective meters to be disposed of by GPL.

Based on discussion held, the Representatives promised to address the concerns raised by the GNBS regarding the importation, inspection, verification and destruction of meters. In addition, they also promised to recommence the verification of meters imported by GPL on 2008-05-19 in the presence of an Inspector of from the GNBS and provide the Bureau with the necessary information relating to the importation of meters. The Company pledged their full support for the programme and urged that all further concerns of the GNBS be drawn to their attention promptly, in order to facilitate the necessary corrective action.

1.8.36 Acquisition of Equipment

Based on funding allocated in the 2008 Capital Budget the Department was successful in purchasing two (2) Standard Turbine Flow Meters from Scientific Supplies and Technology in the USA, which was received by the GNBS on 2008-11-28 and one (1) 200L Seraphin Test Measure from Western Scientific Company in Trinidad, which in expected to arrive in Guyana in the New Year. The Standard Meters acquired would be used to conduct the verification of bulk meters at Petrol Terminals, since the existing 2000L Seraphin Test Measure cannot get access to the meters positioned on the Jetty at the Terminals, and storage tanks used in industries. The 200L Test Measures would be used to conduct the internal calibration of GNBS 500L Test Measure which will in turn be used to calibrate the GNBS 2000L Test Measures, for traceability purposes.

1.9 Monitoring and Evaluation

The primary activities scheduled in the Legal Metrology Annual Work Programme for 2008, which include the initial and subsequent verification of weighing and measuring devices, Weights and Measures surveillance inspections of devices at shops and markets for the first and second half of the year in order to ensure that devices used for commerce were verified for the corresponding period, regional development and metric sensitization activities to facilitate the use of the metric system and to educate stakeholders on activities conducted under the Legal Metrology Programme were achieved during the year, with the exception of the reviewing and updating of the 1981 Weights and Measures Act, preparation of Regulations for the said Act and the checking of net contents of prepackaged goods, with the exception of complaints relating to net contents of products purchased by consumers. Nevertheless, the department was able to complete approximately 90% of the activities outlined in the Legal Metrology Annual Work Programme for 2008.

The reviewing and updating of the 1981 Weights and Measures Act, preparation of Regulations for the said Act and the checking of net contents in prepackaged goods, which accounts for the remaining 10%, were not achieved mainly due to the lack of funding and the involvement of Inspectors in the execution of other activities within the Department and legislation to support the execution of the said activity, respectively. In addition, despite significant amount of work done in relation to the verification of bulk meters and wagon compartments the GNBS was unable to complete this exercise with all petrol companies twice yearly, due to difficulties encountered with some petrol companies to facilitate verification activities and to effect repairs in a timely manner. However, it is expected that better cooperation would be received from petrol companies in facilitating this exercise in the New Year, since letters were sent to the Operations Managers of the various companies on the matter. Further, the GNBS would continue to seek assistance from the 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. Also, the GNBS would explore the possibility of using the OIML Model Act to assist in the reviewing and upgrading of the 1981 Weights and Measures Act and the development of Regulations for the said Act, in the New Year.

The status of completion of activities carried out under the Programme for the corresponding periods was determined through 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 additional 20 kg & 500 kg standard test masses, mass standard field kits, 5 L Seraphin test measures, laptop computers to work in the field, water pump, basic tools, additional computers for the Department, thermometers for the 2000L seraphin test measure and safety gears for Inspectors. In addition, the completion of the construction of the calibration rack is required, in order to facilitate the calibration of the 2000L seraphin and the verification of tanker wagon compartments in the New Year.

1.10 Projections

The Department would continue its routine activities based on the Annual Work Programme for the New Year. The Annual Work Programme for 2009 would be prepared based on the Strategic Plan developed by the GNBS based on recommendations by the Consultants who executed the Public Management Modernisation Programme (PMMP), in order to improve the Efficiency and Accountability in Statutory Bodies and Semi- Autonomous Agencies in Guyana, of which the GNBS was selected to be among the 10 Agencies identified. In addition, to the routine activities carried out under the programme, special emphasis would be placed on the checking of the net contents of prepackaged commodities based on complaints received at sale outlets and manufacturing companies, the development of the Weights and Measures Programme in the various Regions, 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 completed in the new year. The execution of these activities is critical to improve the effectiveness of the Weights and Measures Programme countrywide by ensuring that commodities sold to consumers have the correct net contents and that petrol dealers receive the correct quantities of fuel purchased from Bulk Terminals. In addition, the reviewing and upgrading of the existing 1981 Weights and Measures Act and the development of Regulations for the said Act are vital for the effective execution of Weights and Measures activities in Guyana, which is vital for consumer protection and equity in trade.

2.0 STANDARDS COMPLIANCE PROGRAMME

The Standards Compliance Programme is geared to ensure consumer protection and satisfaction through the monitoring of some 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 224 importers of commodities monitored by the GNBS under the Standards Compliance Programme were registered for the year, as compared with 307 for 2007, 289 for 2006, 115 for 2005, 103 for 2004, 85 for 2003, 94 for 2002 and 213 for 2001. There has been a significant decrease in the number of importers who registered with the GNBS this year as compared with the past two years, due to a modified approach in the Programme as a result of a new system implemented by the Guyana Revenue Authority to expedite the clearing of commodities as ports-of-entry.

2.1.2 Registration of Used Tyre Dealers

Regarding used tyres, 45 dealers were registered with the Bureau for 2008, as compared with 53 for 2007, 50 for 2006, 51 for 2005, 59 for 2004, 56 for 2003, and 50 for 2002. This indicates that there was a slight reduction in the number of dealers registered with the GNBS for this year, which is attributed to the fact that some dealers have closed some of their outlets previously operated due to financial constraints and increased competition, in order to remain in business. 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. However, the number of periodic inspections conducted at sale outlets to determine compliance during the year was reduced significantly due to the discontinuation of inspection activities by the Department. As a result, a total of 80 inspections were conducted throughout the year and a quantity of 376 defective tyres was destroyed, as compared with 487 for 2008, 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 training programme for Traffic Ranks of the Guyana Police Force on the labelling, inspection of tyres for defects and the application and use of tyres, in an effort to reduce the number of defective tyres used on vehicles, since Traffic Ranks would be conducting the examination of tyres during their routine checks and at the time of certifying the fitness of vehicles to determine the extent of usage of tyres.

2.1.3 Registration of Cell Phones Dealers

Based on continuous consumer complaints received by the GNBS regarding the quality of cellular phones offered for sale on the local market over the past three years, the GNBS had continued the registration of cell phones dealers during the year 2008, 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 88 dealers were registered with the GNBS for the year and a quantity of 77 inspections were carried at sale outlets in Regions #2, 3, 4, 5, 6, 7 and 10, as compared with 91 dealers registered last year. There was a slight decrease in the number of dealers registered this year, which is attributed to the increase in competition and some dealers venturing into other businesses. Most of the outlets visited were in compliance with the requirements of the GNBS and the phones on display were labelled as required. In situations where non-conformities were observed the dealers were advised to take the necessary corrective actions. Nevertheless, no major non conformity was observed during inspection, except in some situations where used phones were offered for sale as new phones and consumers were not given written warranty. However, based on immediate actions taken by the GNBS these non-conformities were subsequently addressed by the relevant dealers. Further, it was observed that there was an increase in the number of complaints relating to the quality of cellular phones offered for sale this year, when compare with the year 2007. This could be attributed to the fact that more persons are purchasing cellular phones on a daily basis, since they are being offered for sale at a relatively cheap cost based on the existing competition between the two major companies.

2.2 Standard Compliance Inspections

2.2.1 Import Inspections

The GNBS conducted a total of 139 inspections at importers bonds and warehouses for 2008, as compared with 2229 for 2007, 1393 for 2006 and 298 for 2005. Commodities examined were mainly new and used tyres, electrical appliances, fertilisers, toys, cell phones, footwear, garments, textiles, paints, bicycles, Christmas tree and decorative lighting outfits, cigarettes, safety matches, animal feeds and gas stoves. 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 imported disassembled, defective or inadequately labelled and as a result these commodities were released to warehouse and placed “on hold” at the importers’ bonds pending assembling, re-labelling or the submission of the relevant Test Certificates. Non conformities identified for commodities examined during the year are outlined in the **Table 5** below.

**TABLE 5
NUMBER OF WAREHOUSE INSPECTIONS CONDUCTED FOR 2008.**

COMMODITIES	NO. OF INSPECTIONS	NO. OF NON-CONFORMITIES
Garments	15	-
Footwear	15	-
Tyres	16	452 tyres were rejected & destroyed.
Cigarettes	3	-
Electrical Appliances	56	1 container of water heaters.
Paints	5	200 tins.
Fertiliser	4	-
Textiles	2	-
Gas Stoves	5	-
Toys & Playthings	8	1 container & 3 cartoons.
Animal Feeds	2	-
Cell Phones	3	-
Bicycles	4	3 containers.
Fairy Lights	2	2 containers & 3 boxes.
Safety Matches	1	-
Total	139	-

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

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

In addition, a total of 452 used tyres imported, were rejected and destroyed during examinations conducted at the at importers' warehouses, since they had cracks on their side walls, damaged bead area, cracks within the treads, patches on side walls and were below the 4 mm thread depth.

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 safety matches, cigarettes and energy saving lamps.

Resulting from complaints received examinations of the above mention products were carried out at sale outlets on separate occasions, and a total of 4014 inspections were conducted during 2008, as compared with 1356 for 2007, 1,215 for 2006, 1338 for 2005 1,326 for 2004, and 2497 for 2003. As a result, a total of 501 energy saving bulbs, 50 packets of business club, 61 cartoons and 11 packets of GT smart, 10 cartoons and 5 packets of BT, 2 packets of rich, 3 packets of benson & hedges cigarettes and 2704 boxes of five star, 700 boxes of comet, 5828 boxes volcano and 2171 boxes of gray burn safety matches were found to be inadequately labelled and of poor quality, as a result, they were seized and removed. Subsequently the required test certificate for 400 of the bulbs seized was submitted to the GNBS and the bulbs were released. However, the remaining 101 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.

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, fifteen (15) manufacturers had registered with the GNBS for 2008, as compared with 19 manufacturers for 2007, 9 manufacturers for 2006, 14 manufacturers for 2005, 3 for 2004 and 9 for 2003. This reflects a decrease in the number of manufacturers registered with the GNBS for this year. These were mainly manufacturers of garments, furniture, paints and animal feeds. The decrease in the number of manufacturers registered with the Bureau for the year 2008 could be attributed mainly to the lack of cooperation of local manufacturers to participate in the programme. As a result, there is need for stronger enforcement actions, such as, the seizing of commodities not in compliance with the respective Guyana National Standards and the prosecution of manufacturers by the Bureau in the New Year.

The examination of commodities manufactured by the registered and unregistered manufacturers was carried out routinely throughout the year, resulting in a total of 14 inspections for garment, 33 for furniture, 1 paint and 3 for animal feed being conducted. Commodities examined were generally in compliance with their respective national standards. However, in situations where commodities were not in compliance with the respective national standards, the manufacturers were advised accordingly

in order to facilitate the compliance of products manufactured. This approach was used to assist manufacturers to produce products of acceptable quality, instead of applying enforcement actions.

2.2.3.2 Poultry Feed Quality

The GNBS continued the monitoring of feed factories during the year 2008 based on complaints received by the GNBS regarding the quality of animal feeds manufactured and offered for sale locally. The examination of feeds factories to ensure compliance with the requirements of the national standard was carried out during the year in collaboration with the Ministry of Agriculture.

Based on examinations carried out the factories visited generally complied with most of requirements of the National Standard except for the following non-conformities which are listed below:-

- Cement were stored together with raw the materials.
- Raw materials were stored close to each other without any form of physical separation to prevent contamination.
- Pot holes with stagnated water were evident in the area surroundings the factories.
- Oil stains and dirt from the tyres of vehicles transporting raw materials into the bond were evident in the factories mentioned above.

These non-conformities highlighted above were discussed with the manufacturers and they were advised accordingly.

It is recommended that the Veterinary Unit of the Ministry of Agriculture monitor the quality of animal feeds manufactured locally, since the GNBS does not have the technical expertise and funding to conduct this activity effectively. However, the GNBS remained committed in the development of standards in this area and would be taking steps to have the GYS 58: 2006 – Specification for Poultry feed and feed ingredients (second revision)) be made mandatory.

2.3 Consumer Complaints Investigation

During the year, 59 consumer complaints were received, as compared with 59 for 2007, 87 for 2006, 103 for 2005, 77 for 2004, 24 for 2003, 35 for 2002 and 57 for 2001. **Table 6** below shows a comparison of complaints received for the years, 2001 to 2008. There was a consistency in the number of complaints received during the years 2007 and 2008. However, in 2008 there has been an 8.5 % increase in the amount resolved as shown in table 6. The increase in the amount of complaints resolved has impacted significantly on the total amount of complaints referred to the Ministry of Tourism, since fewer complaints were referred to the Ministry of Tourism during the year, as compared with 2007. This is illustrated in table 6.

Table 6
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
2008	59	55	-	2	2

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

Most of the complaints received were that of cell phones which represent 44% of the total amount of complaints received for the year 2008. A large number of complaints were also received for electrical appliances which represent 35.6 %; the remaining 20.4 % represents complaints received for Tyres tubes, water pump, footwear, concrete block, garments and new tyres.

Table 7
COMMODITIES AND NUMBER OF COMPLAINTS RECEIVED.

COMMODITIES	NUMBER OF COMPLAINTS	NATURE OF COMPLAINTS
Cell Phones	26	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.
Energy saving bulbs	1	Bulb went dim shortly after being installed.
Electrical appliances	21	Item was shutting off, Damaged IC, CD not playing, volume problem, blender blade not spinning, DVD not playing, burnt motor, pump not pumping water, rusting of fridge door, damaged vacuum hose, fan not spinning, ipod malfunctioning and iron dispensing dirty water.
Concrete Blocks	1	Blocks were loosing up when handled.
Footwear	3	Loose sole and loose heel.
Garments	3	Torn when complainants attempted to wear.
New tyres	2	Tyres were punctured.
Tyre tube	1	Tube was porous.

Water pump	1	Pump stopped working.
Total	59	

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.

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

2.4 Other Activities

2.4.1 Meeting held with Representatives of Demerara Tobacco Company

During the year two meetings were by the GNBD with Representatives of Demerara Tobacco Company on 2008-01-24 and 2008-09-29, to discuss the illicit trade of tobacco products in Guyana, which is severely affecting the business of the company. Some of the concerns expressed at the meeting were the importation of various brands of cigarettes which are not in compliance with the existing National Standard for tobacco products, smuggling of cigarette products, the need for the sensitisation of importers and consumers and the continuous monitoring of tobacco products by the GNBS. The Director promised his full support in monitoring the product to ensure compliance with the National Standard.

2.4.2 Meeting held with Representatives of Digicel

In light of difficulties experienced by the GNBS in having Digicel outlets registered with the GNBS for the year 2008 and to have certain observations made during surveillance inspections by Inspectors of the GNBS clarified, the GNBS convened a meeting with Representatives of Digicel on 2008-04-17

and discussed: (i) the registration of Digicel outlets, (ii) warranties offered to consumers, (iii) sealed phones and (iv) incompatible brand names.

Based on discussion held, the Representatives promised to address the concerns raised by the GNBS regarding the registering of sale outlets by discussing the matter with their Dealers and by providing the GNBS with a list of Digicel outlets. In addition, they also promised to provide the GNBS with information relating to the sale of the Coral phones and the handling of complaints. The Company pledged their full support for the programme and urged that all further observations made during surveillance inspections be drawn to their attention, in order to facilitate the necessary corrective action.

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

Mr. J Softley and K Fyffe conducted a training programme on the “*Examination and the Application and Use of Tyres*” for Officers of the Guyana Police Force on **2008-09-27** at the Guyana Police Force (GPF) Training School. During the training Officers were educated on the labelling requirements for new and used tyres and were given practical demonstrations on how to identify defects found on used tyres. In addition, Officers were sensitized on the application and use of tyres in relation to the rim width, load index and inflation pressure, which would enable them to determine if vehicles are equipped with the correct size and type of tyres, primarily vehicles used for public transportation. Officers who attended the training are now better equipped with the basic knowledge necessary to execute their duties in their respective Regions .i.e. in identifying defects on tyres, determining whether tyres on vehicles need changing and also how to determine the correct tyres to be mounted on vehicles, especially for mini buses and cars. The training was attended by approximately 25 Officers from various divisions of the GPF.

2.5 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 2008-08-26 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 conduct a monthly inventory check using the new inventory format used at Head office. In addition, all seals used were accounted for and securely kept in the office. The Officers expressed concerns regarding the untidy condition of the floor and suggested that the floor be tiled. As a result, they were advised by the Chief Inspector to obtain an estimate of the cost to effect same. Further, they were commended and encouraged to maintain the good work.

Region #6 Branch Office

During the year 2008 no visit was conducted to the GNBS Branch Office at New Amsterdam, Region #6 due to the lack of funding to carry out same. However, contacts were made with the Officers

stationed at the said location on a continuous basis to ensure that all 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. It was reported that the Regional Administration of Region #6 was carrying out repairs to the eastern side of the Office. All seals used were accounted for and securely kept in the office. This was verified from the records submitted to the GNBS on a monthly basis and reports of activities conducted at the Office were forwarded to Head Office weekly. 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.

2.6 Monitoring and Evaluation

The main activities conducted under the Standards Compliance Programme for the year 2008 were the registration of importers, manufacturers and dealers, monitoring of Customs desk, surveillance at sale outlets, industrial inspections and the investigation of consumer complaints, which were routine and in keeping with the Annual Work Programme for the year.

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

2.7 Projections

The Department would continue its routine activities based on the Annual Work Programme for the New Year. The Annual Work Programme for 2009 would be prepared based on the Strategic Plan developed by the GNBS based on recommendations by the Consultants who executed the Public Management Modernisation Programme (PMMP), in order to improve the Efficiency and Accountability in Statutory Bodies and Semi- Autonomous Agencies in Guyana, of which the GNBS was selected to be among the 10 Agencies identified. In addition, the department would need to design a new strategy in order to effectively monitor the quality of commodities imported and locally manufactured, if the programme would be continued in the New Year. This new approach would require additional transportation and personnel to facilitate effective monitoring and clearance of goods at the Ports-of-entry. In addition, the GNBS would need to intensify surveillance inspections of commodities monitored by the GNBS at sale outlets, in order to ensure that quality products are offered to consumers and to address cross border smuggling of commodities.

Further, it is imperative for the GNBS to take the necessary steps to monitor commodities falling under its purview that are imported through Timehri, Springlands, Charity and at Lethem, since there has been an increase in the importation of commodities imported through these ports during the year 2008 and there has been indications that the importation would be further increased over the next few years.

3.0 LABORATORY SERVICES DEPARTMENT

Introduction

The objective of the Laboratory Services Department is to provide scientific calibration and testing services to the manufacturing, commercial and public sector in the country. It provides these services in six areas, namely: Mass, Volume, Pressure and Dimensional for calibration activities and also, rice testing and gold testing. 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. The calibration services offered by the department to industries, provide traceable measurements to the National and International Standards, which ensure that industries and laboratories measurements are accurate in their production and testing activities. This will in effect allow products and services offered by industries and laboratories to be accepted at the national and international levels thus promoting free trade and reducing trade barriers.

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

3.1 Calibration of Weighing and Measuring devices.

During the year, a total of 124 devices were submitted by stakeholders internally and externally for calibration, as compared with 88 devices for 2007, 310 devices for 2006 and 146 for 2005 as shown in Table 1 below. The variation in numbers of devices calibrated over the four years is

attributed to the non submission of devices by companies for calibration and also, the GNBS's capacity in 2007 to operate fully as a mass laboratory. The GNBS was only offering mass calibration within the range of 1mg -200g, until the achievement of a mass comparator in September, 2008 through capital funding, with a capacity of 26 kg. This achievement now makes the GNBS full capable to provide the required services in mass calibration. Also showing a significant increase in 2008 are calipers, because eight of these devices were new and seeking initial calibration. 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%.

Table 1
Comparison of devices calibrated for the year 2005 to 2008.

Year	Calipers	Rules/Measuring Tape	Micrometers	Gauges	Electronic Balances	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
2008	12	1	2	3	9	124	9

Most of the devices calibrated were masses which ranged from a class M3 to F1 and capacities, from a range of 1g to 2kg. 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 12 devices were submitted for calibration and they included calipers, micrometer, feeler gauge, depth gauge, rule and a thickness gauge. Also 9 electronic balances were calibrated and this was carried out in the Mass Laboratory.

Also the Laboratory Services Department is expected to increase the number of devices calibrated for 2009, through the National Committee on Conformity Assessment and the national metrology survey carried out in 2008 on the needs for calibration of devices from the industries, where it will be working closely with a number of agencies to meet their needs in the area of scientific metrology (calibration).

3.1.1 Stakeholders devices submitted

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

3.1.2 Working Standards

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

3.1.3 The Primary Standards

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

It is worthwhile to point out that the testing and calibration programme is developing gradually to reach its full capacity. For example, funds were approved from the capital to purchase items budgeted in 2008 to have the necessary testing equipment to test footwear and textiles. Also the GNBS, through other projects, is expected to achieve additional equipment in the area of temperature calibration to provide the basic and essential services needed in the industries.

3.2 Rice Testing

A total of 762 samples, of white and parboiled rice were analyzed for the year. The samples taken were all placed in plastic bags by the Guyana Rice Development Board (GRDB) and collected by the GNBS.

Table 2: below shows that during the year, a total of 762 samples were analysed met the required specification, as compared with 611 for 2007, 1037 for 2006, 1387 for 2005 and 1502 for 2004. 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 which failed the analysis conducted had decreased from the previous years.

Table 2 Testing of rice samples

YEAR	NO. OF SAMPLES TESTED	PASS	FAILED
2004 (October)	1502	1490	12

2005	1387	1334	53
2006	1037	998	39
2007	611	610	1
2008	762	762	0

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 nineteen (19) gold samples submitted by the Product Certification Department and consumers were tested for purity, as compared with 46 for 2007, 36 for 2006, 14 for 2005 and 8 for 2004 (Table 3). The samples were tested for customers to verify their purity and to support the Product Certification scheme of the GNBS. The Product Certification Officer advised manufacturers whether the samples tested were within the expected specification or not, based on the results submitted.

Table 3: below shows that there has been a decrease in the number of gold samples tested for the year 2008 as compared with the previous years 2007 and 2006. This decrease in the number of samples was mainly due to the consumer complaints regarding under carating of gold articles sold to them.

TABLE 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
2008	19

3.4 Testing of Electricity Meters by the GNBS for the Guyana Power and Light.

A total of **221** electricity meters were submitted in 2008 for verification by the Guyana Power and Light where 93 meters had to be adjusted and recalibrated. During the year a total 15 meters

were defective of the total submitted. The GNBS at this present can only verify meters of 220 volts.

Most of the meters submitted were manufactured by El Dorado and Elster, with a current of 10 and 15 amperes of class 2. On verification of the meters 60% fails the light load test and is adjusted to be recalibrated.

3.5 Training of Officers.

GNBS represented at Regional Workshop on mass metrology for the National Metrology Institutes in CARICOM

Mr. Edward Melville, Laboratory Technician 111 and Mr. Shailendra Rai, Chief Inspector of the Guyana National Bureau of Standards attended a regional workshop on mass metrology for Metrology Laboratories in Caricom which was hosted by the Caribbean Regional Organisation for Standards and Quality (CROSQ) under the CROSQ-IDB-PTB Regional Quality Infrastructure Project, in collaboration with the German Metrology Institute (PTB), Trinidad & Tobago Bureau of Standards (TTBS), Bureau of Standards, Jamaica (BSJ) and other Laboratories from the South and Central American Region, during the period of September 08 – 12, 2008, at the BSJ, in Jamaica.

The purpose of the Workshop/ Seminar was to enable the National Metrology Institutes (NMIs) of the region to cooperate in a regional network to develop the capacity and competence of the A and B laboratories so that they can effectively participate in the Regional Network, and to ensure their National Physical Standards are maintained and the relevant services are provided efficiently. The specific objectives of the workshop/ seminar were to:

- Identify calibration needs from Industries and the Public and Private sectors.
- Maintain and store the instruments in a condition that would not impair their reliability.
- Calibrate basic mass and weighing instruments.
- Develop and calculate uncertainty budget for the relevant measurements.
- Document calibration system and procedures in order to get recognition and conform to ISO 17025.
- Initiate participation in inter-comparisons.
- Support the Regional Metrology Network.

Guyana-Colombia Joint Commission Project. (Improvement and Development of the Scientific Metrology in Guyana)

Within the framework of the Agreement on Economic, Scientific and Technical Cooperation which was signed on May 3rd 1982, two officials namely Mr. Vishnu Matbadal Laboratory

Technician 11 And Mr. Chandradat Persaud, Laboratory Technician 1 were given approval to commence the training programme held in Colombia (Superintendencia de Industria y Comercio) in the area of mass and dimensional calibrations. The duration of the two study areas were from the 2008-11-22 to 2008-12-19.

The study visits were completed and the two officials having received their certificates are now competent in the area of mass and dimensional calibration which will improve the GNBS capacity to function more efficiently and effectively within the laboratories.

3.6 The acquisition of new equipment by the GNBS to be use in the area of mass and moisture calibration.

The GNBS having been given approval from the Ministry of Finance to purchase the equipment submitted in the 2006 capital budget, was able to acquire the following equipment:

- A Hot Air Oven
- A Mass Comparator
- Desiccator

These equipment listed will be use in the area of mass and moisture calibration within the Laboratory Service Department, which are two critical areas in the manufacturing and rice industry to ensure that their measuring devices are reading accurate and reliable.

3.7 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, 2009. 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.

3.8 Monitoring and Evaluation.

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

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

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

3.7 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 moisture calibration.

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) Caricom Rice Mills Limited (CRML)
- (2) Brass Aluminium and Cast Iron Foundry (BACIF)
- (3) Bounty Farm Limited (BFL)
- (4) Guyana Stockfeeds Limited (GSL)

4.1.1.1 *Caricom Rice Mills (CRML)*

The Guyana National Bureau of Standards provided technical assistance via visits, email and telephone. The Caricom Rice Mills (CRML) made contact with the GNBS for information for the Trinidad and Tobago Bureau of Standards(TTBS) as it relates to ISO

9001 Certification. A certification audit was conducted by TTBS; three non conformities (NC s) were identified, one major and two minor. GNBS assisted CRML in reviewing corrective actions and root causes for the non conformities identified. The TTBS accepted corrective actions for one nonconformance and is awaiting evidence of the other two (NC s) which related to tests results which were being conducted by Laboratories in the Caribbean. A follow up audit is scheduled for the end of December, 2008. Once the NCs are accepted a response will be provided to GNBS on the outcome of CRML's certification.

4.1.1.2 Brass Aluminium and Cast Iron Foundry (BACIF)

The Guyana National Bureau of Standards (GNBS) conducted a review of documentation submitted for the quality plan, process interaction, corrective action & non conforming procedure, quality policy and weekly nonconforming report was completed and the relevant comments were sent to the agency. The organization was informed of the GNBS's new strategy approach for ISO 9001 Technical Assistance. The Brass Aluminium & Cast Iron Foundry (BACIF) submitted a request for GNBS to conduct training on, **"Understanding Quality and ISO 9001 Requirements.**

4.1.1.4 Bounty Farm Limited (BFL)

This Company expressed an interest to have the GNBS provide Technical Assistance for the ISO 9001:2000 Quality management system. In a meeting conducted in **September 2008**, an action plan outlining the steps towards meeting the requirements of the ISO 9001: 2000 standard was given to Mr. David Fernandes. It was decided that a Draft Quality Manual and the six (6) Mandatory Quality System Procedures would be established by the GNBS Officer. An electronic copy of the Operational Manual was submitted to the GNBS Officer for review. A Draft Manual and procedures were established and would be reviewed by the Head of the Conformity Assessment Department in January 2009 before resubmission to the client.

4.1.1.5 Guyana Stockfeeds Limited (GSF)

This Company expressed an interest to have Technical Assistance from the GNBS for the ISO 9001:2000 Quality management system. In a meeting conducted in August 2008, it was decided that all the documentation regarding the ISO 9001 would be submitted for review. As such, the documentation was submitted on a Compact Disc (CD). The Head of the Conformity Assessment Department and the designated Officer started the review and should be completed in January 2009.

4.1.2 Environmental Management System (EMS)

4.1.2.1 Guyana Oil company Limited

The Guyana Oil Company Limited requested technical assistance from GNBS for the implementation of an Environmental Management System meeting the requirements of the ISO 14001 standard. The Guyana National Bureau of Standards (GNBS) conducted a training programme during the period November 18-21, 2008 at the Guyana Oil Company Limited. A plan of action was drafted along with documentation for the company to address which is to aid in the development of its policy, identification of aspects, impacts, legal requirements and other requirements of the standard.

4.1.3 *Laboratory Accreditation*

The GNBS commenced the Technical Assistance Programme with the Pesticides and Toxic Chemical Laboratory in May, 2008 to facilitate the implementation of a laboratory management system meeting the requirements of the ISO/IEC 17025 standard. A training programme was conducted by Ms. Candelle Walcott-Bostwick on the standard at the laboratory to provide the laboratory personnel with an understanding of the requirements of the standard. To date the laboratory has completed nineteen Standard Operating Procedures, eleven work instructions and twenty nine forms for the quality management system. These documents will be submitted to the GNBS in January 2009 for review.

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 2008, the product certification programme, was involved in monitoring of clients on the scheme and soliciting new clients for the product certification scheme.

A Gold Jewellery workshop was conducted at Bartica on **Wednesday April 23, 2008**.

The purpose of the workshop was:

- To educate the gold smiths on the Guyana standards for gold articles;
- To demonstrate the fire assay method through a video presentation,
- To encourage the gold smiths to participate in the GNBS certification programme.

Following up from the workshop, six (6) Gold Smiths from Bartica visited the Guyana National Bureau of Standards on **Wednesday April 30, 2008** to witness the testing of the gold article using the Fire Assay Method.

The Gold Smiths indicated that they were satisfied with the method of testing and were interested in being part of the Product Certification Scheme. They promised to notify the GNBS after acquiring all the relevant documents and apparatus needed for certification.

A meeting with the Gold Smiths from Bartica was scheduled for **November 2008** at the GNBS to discuss what they have acquired and any difficulties they may have, but the clients did not attend. The GNBS will continue to follow up with these gold smiths in 2009.

4.2.1 Maintenance of Standards Mark

Seventeen surveillance audits and six renewal audits were conducted at the premises of clients permitted to use the National Standards Mark under the Product Certification Scheme. Four (4) jewellers and two (2) 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 manufacturers are: Plastic Products Limited and Guyana Thermo Plastics Limited.

Constraints affecting the expansion of this scheme in 2008 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 continue to address these constraints in 2009 to facilitate the expansion of this programme. The table below summarizes the number of surveillance and renewal audits for the six (6) clients currently on the Product Certification Scheme.

Table 4

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	2	1
De Abreu's Creation's	Gold articles	3	1
Jewellery by Niko's	Gold articles	3	1
Plastic Products Limited (PPL)	PVC Pipes	3	1 (Certification pending on the purchasing of a Standards Mark Stamp; the client indicated he should receive the stamp in January 2009)
Guyana Thermoplastics Limited	PVC Pipes	3	1

4.2.3 **Prospective Clients for the Product Certification Scheme**

Kumar's Jewellery

Two GNBS Officers visited the workshop of Kumar's Jewellery on **Thursday September 11, 2008**. This visit was requested by the client who indicated that he had addressed all the requirements based on a preliminary inspection conducted in 2007. However, it was indicated that the client had not addressed the recommendations; hence a report was prepared and submitted to the client. The client promised to submit a gold sample and to witness the gold testing at GNBS.

R. Sookraj Jewellery

A visit was conducted at R. Sookraj Jewellery located at 195 'A' Camp Street, South Cummingsburg, Georgetown to promote the Product Certification Scheme for Gold Jewellery. The client indicated an interest in being part of the scheme and promised to visit the GNBS to purchase the GYS 50 standards for gold jewellery and the Gold Testing Laboratory. This was scheduled for **Tuesday, September 16, 2008** which was postponed by the client.

Bottle Water Producers

On November 13, 2008, the Guyana National Bureau of Standards (GNBS) in collaboration with the Inter-American Development Bank (IDB) and the Caribbean Regional Organisation for Standards and Quality (CROSQ) held a National Workshop on Standards in the Drinking Water Industry. The workshop which formed part of an IDB/CROSQ project was attended by approximately twenty-five bottled water producers. Dr. Michael Seepersaud, Projects Manager of CROSQ, in giving an overview of the project, stated that its goal is to strengthen the competitiveness of small, medium and micro sized enterprises (SMEs) by increasing their involvement in sectoral, national and regional development.

Ms. Candelle Walcott-Bostwick, Head of the Conformity Assessment Department of the GNBS, and Mr. Amanath Maraj of the Government Analyst Food and Drug Department (GAFDD) made the two main presentations at the workshop. In her presentation, Mrs. Bostwick provided an overview of the GNBS Product Certification Scheme and the GYS 12:2006 – "Specification of packaged water." The scope of the standard includes spring water, mineral water and purified water. In summarising the requirements of the GAFDD, Mr. Maraj mentioned three needs that must be met prior to certification. These are: (1) permission from the Central Housing and Planning Authority, (2) registration of the business and any brand names with the Deeds and Registry, and (3) food handler's training.

In addition, the GNBS will be working in collaboration with the Bottle Water Producers to have their participation in the Product Certification Scheme in 2009.

The GNBS has received the list of tests which can be done by the Central Laboratory at GUYSUOCO. The cost for each analysis was also submitted.

4.3 Audit Service

No audits were requested by companies during the year.

4.4 Accreditation

4.4.1 Accreditation of Inspection Bodies

In 2008, the GNBS continued its technical assistance programme in the area of Inspection accreditation. Technical assistance in the form of guidance, interpretation, and review of ISO 17020:1998 standard and inspection management system documentation were provided to Inspection Agencies.

This programme enables Inspection Agencies to develop policies and procedures for the inspection management system for accreditation to the requirements of the ISO 17020 standard. In an effort to provide assistance to these agencies the GNBS developed a new initiative

The Inspection Agencies participated in this programme included:

- (1) Environmental Protection Agency (EPA)
- (2) Plant Health Unit / Animal Health Unit (Ministry of Fisheries, Crops & Livestock)
- (3) Guyana Rice Development Board (GRDB)
- (4) Guyana Tourism Authority (GTA)
- (5) Veterinary Public Health Unit (VPHU)
- (6) Guyana Forestry Commission
- (7) Government Analyst/ Food and Drug Department (Ministry of Health)

4.4.1.1 Environmental Protection Agency (EPA)

The EPA submitted procedures for review during the period. These procedures included: Storage and preservation of samples, Environmental complaints, Reporting of Results, Internal Auditing, Identification of nonconformances. These were reviewed twice during the period by the GNBS. A draft manual was submitted and returned for the agency to address the findings of the review.

4.4.1.2 Plant Health Unit/ Animal Health Unit

An initial meeting was held in May 2008, in the Conference Room of the GNBS with representatives from the Ministry of Agriculture which included; The Chief Crops and

Livestock Officer and other Agricultural officers. The objective of this meeting was to discuss technical assistance for the Conformity Assessment standards and other critical issues. An ISO 17020 Awareness Session was conducted by the assigned Officer for seven staff of the Ministry of Fisheries, Crops and Livestock.

The objectives were to:

1. Inform participants of the requirements and importance of ISO 17020 Accreditation.
2. To provide an awareness of the ISO 17020 requirements.

The first meeting to provide technical assistance was held in July 2008, with the Technical Manager and Agriculture Officer of the Ministry of Agriculture. Areas of the standard 1.0 (Scope), 2.0 (Definition) and 3.0- 3.2(Administrative Requirement) were interpreted. This session provided guidance and clarification for the representatives. The Plant Health Unit is to prepare documentation for submission to GNBS for review

4.4.1.4 *Guyana Rice Development Board (GRDB)*

A meeting was held with the GRDB representative and two (2) staff members to provide assistance for the ISO 17020:1998 documentation as it relates to scope of inspection and Mill Evaluation Notification form, checklist and the Certificate of loading. A meeting was held between the GNBS and the GRDB, specifically the Quality Control Manager and Staff of the Quality Control Unit. The objective of this brief meeting was to determine the status of the present and the way forward. A new representative was identified hence several sessions were spent explaining the standard and its importance. A 3rd draft manual was submitted to GNBS for review. This was completed and returned to the agency.

4.4.1.6 *Guyana Tourism Authority (GTA)*

The Officer from the department met with personnel from the GTA on a number of occasions to discuss various aspects of the ISO 17020 standard. Follow up was also done via telephone to ascertain the status of documentation.

The GNBS conducted reviews of this agency's documentation; letters were sent by the GNBS to this agency on the technical assistance programme. At the first meeting, the agreement was discussed and signed subsequently. On the other occasions technical assistance was provided for the development of the agency's inspection manuals. A final draft quality manual was prepared by GNBS in conjunction with the representative. Presently the organization is addressing the corrections.

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 2009. A

final letter was resubmitted to the agency requesting confirmation of interest in pursuing the new approach for technical assistance programme.

4.4.1.8 *Guyana Forestry Commission*

The Guyana Forestry Commission resubmitted a draft policy and procedure manual with corrections addressing the requirements of the ISO 17020:1998 standard. Procedures re-submitted for review included;

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

The GNBS is currently reviewing the manuals submitted.

4.4.1.9 *Government Analyst /Food and Drug Department*

Technical Assistance was provided to this agency during the period via visits and telephone contact. An awareness session on ISO 17020 was conducted at the Food & Drug Department. The purpose of the training was to inform participants of the requirements and importance of ISO 17020 Accreditation and provide an awareness of the ISO 17020 requirements. This agency also indicated interest in the new approach proposed by GNBS. Several sessions were held thereafter with representatives from the agency. To date policy requirements were prepared for clauses 1.0 – 7.0 of the ISO 17020:1998 standard. The organization is currently reviewing the documentation completed.

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. Three certification bodies collaborated with the GNBS in 2008. These Certification Bodies are the Guyana Forestry Commission, Veterinary Public Health Unit and Guyana Tourism Authority.

4.4.2.1 *Guyana Forestry Commission (GFC)*

In the meeting conducted at the GFC in **October 2008**, the client submitted a Certification Manual and (3) quality system procedures for review. A report of the review will be prepared and submitted to the client in January 2009.

4.4.2.2 *Veterinary Public Health Unit*

A meeting was held in **October 2008** with the representative from VPHU and it was decided that a Draft Certification Manual would be prepared by GNBS. However, a Draft Manual was established and so far one meeting was held in **December 2008** in the conference room of the GNBS to incorporate the activities into the manual. The next meeting is scheduled for **January 2009**.

4.4.2.2 *Guyana Tourism Authority (GTA)*

Two meetings were held with the representative of GTA to discuss the New Approach to Certification of this Agency to the ISO Guide 65 standard. It was decided that the GNBS Officers would prepare a Draft Certification Manual. Hence, the manual was prepared and submitted to the client. The client however, indicated that a review would be done to incorporate the outstanding policies into the manual. A meeting is scheduled for **January 2009** for a final review between the clients and the GNBS Officers.

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 is currently finalizing the quality manual and procedures. Implementation of the laboratory management system will commence in February, 2009.

The Government Analyst/ Food and Drug Department is currently correcting the quality manual and quality system procedures based on the review completed by the GNBS.

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.*

During 2008, twenty-nine (29) quality manuals along with the quality system procedures were submitted by twenty four (24) laboratories. Reports on these reviews were completed by the GNBS and submitted to the respective laboratories. The laboratories are currently addressing the nonconformances identified.

Ninety six (96) technical manuals were submitted by thirty one (31) laboratories. Eighty(80) manuals were completed and the reports were sent to the laboratories to address the nonconformances highlighted.

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

Visits to laboratories

During the first quarter, meetings were held with representatives of eighteen (18) laboratories at their locations. The objectives of these meetings were to communicate to the top management of the laboratory and the Quality manager importance of having the respective laboratories certified this year, to ascertain the status of the corrections to the quality and technical manuals and to discuss mechanisms of addressing challenges experienced by the laboratories which were influencing the certification of the laboratories. These meetings provided a forum for the top management of the laboratory to commit to the certification of the respective laboratory within an agreed time frame.

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

Five surveillance visits were conducted at the Eureka Medical Laboratory, Dr. Balwant Singh's Hospital Laboratory, Sigma Labs and Georgetown Public Hospital Corporation 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.

Four renewal audits were conducted at Dr. Balwant Singh Hospital, Eureka Medical Laboratory, Sigma Labs and Georgetown Public Hospital Corporation Medical Laboratory for the year. The laboratories continue to meet the requirements of the standard hence, their certificates were renewed for another year. Sigma Labs was granted certification for six months.

Certification of New Laboratories

Georgetown Medical Centre was granted certification in April 2008.

Woodlands Hospital and the St. Joseph Mercy Hospital Laboratories have completed audits for certification. These laboratories are currently addressing nonconformances identified during the audits.

4.5 GNBS- Management Systems

4.5.1 GNBS Quality Management System

During the year, the GNBS ISO 9001 quality system documentation was audited by an external auditor. The findings from the audit were incorporated into the documents which were circulated and approved by the Executive Director. All documentation relating to the Quality Management System was completed and the master list was compiled. The quality manual and procedures are currently being printed for distribution to each Head of Department in January 2009 for implementation.

The Standard Operating Procedures for each Department were reviewed with each Head of Department. Some of the Departments have documented procedures defining their operations to improve efficiency and consistency in their operations. Outstanding procedures will be completed by January 31, 2009.

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 2009 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 2009 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 2009.

4.6 *Training*

4.6.2 External Training

4.6.2.1 “Understanding and Implementing Quality Management Requirements”,

The training programme, “Understanding and Implementing Quality Management Requirements”, was designed and facilitated by Rodlyn Semple and Ramrattie Karan, Technical Officers, Conformity Assessment Department as requested by the Linden Economic Advancement Programme (LEAP). The objective of the training was to provide training to business owners and/or their management / supervisory staff in Linden on quality management systems.

Seventeen (17) participants attended the training programme, represented varying business sectors. These included logging, leather craft, bakery, textile production, stockfeed and hardware supplies, contracting services, janitorial services, service sector, electrical services, water production/ distribution and furniture manufacturing.

4.6.2.2 ISO 9001 Internal Auditor Training Programme

The training programme on internal auditing of a quality management system meeting the requirements of the ISO 9001QMS was completed at the Guyana Geology and Mines Commission. The instructors of the course were Ms. Candelle Walcott-Bostwick and Ms. Rodlyn Semple. Seventeen participants attended the training programme. During the training programme participants were exposed to the auditing practices and principles as outlined in the ISO 19011 standard, Guidelines for quality and environmental management systems auditing, which included conducting a document review, preparation of checklists, conducting interviews, identifying requirements in the ISO 9001 standard, identifying nonconformances, preparing nonconforming reports and audit reports.

4.6.2.3 Laboratory Management Training programme to the GYS 170: 2003 standard

Two sessions of the GYS 170 training programme and workshop were completed during the period April 08-11, 2008 and April 15-18, 2008 by Ms. Candelle Walcott-Bostwick. The objective of the training programme and workshop was to provide guidelines to laboratory personnel to facilitate the development and completion of their quality manual and quality system procedures to the requirements of the GYS 170:2003 standard in preparation for Laboratory Certification.

This programme targeted laboratory managers and supervisors.

The benefits of the training programme included providing participants with knowledge on how to: Interpret and apply the requirements of the GYS 170:2003 standard in their laboratory, write policies and quality system procedures, sensitise their colleagues on the benefits of implementing a laboratory management system and the Laboratory Certification Procedure.

Twenty two (22) participants from sixteen (16) laboratories attended the training programmes. The laboratories represented were the Georgetown Public Hospital Corporation Medical Laboratory, Giglioli Medical Laboratory, GUYSUCO Research Laboratory, Government Analyst Food and Drug Department, Eureka Medical Laboratory, Dr. Leslie Persaud Diagnostic Centre, Guyana Geology and Mines Commission, Georgetown Medical Centre, MACORP, Dr. Balwant Singh's Hospital Laboratory, St. Joseph Mercy Hospital, FXB –Guyana, Woodlands Hospital, Multi-Tec Reference Laboratory and the Institute of Applied Science and Technology.

4.6.2.4 Internal Auditor Training Programme for the GYS 170:2003 standard.

The GNBS hosted another training programme and workshop on Internal auditing of a laboratory management system meeting the requirements of the GYS 170: 2003 standard on July 01-04, 2008 and July 15-18, 2008. This course was designed to provide participants with an understanding of how to audit their laboratory management system as an internal auditor in accordance with GYS 254(ISO19011) Guidelines for quality and /or environmental management systems auditing. This course was conducted by Ms. Candelle Walcott-Bostwick.

Participants were provided with sufficient information to be able to :carry out an effective internal audit/quality assurance review; properly plan for the audit, including preparing checklists; conduct interviews and examine records as part of the audit process; write intelligible and accurate nonconformity statements; assess the significance of the findings and prepare the audit report; and understand how the corrective action and feedback loop of the audit process works as a tool for continuous improvement.

The participants were exposed to a mock audit at two certified laboratories which were used to reinforce the theoretical knowledge acquired during the training programme.

Twenty (20) laboratory personnel from eighteen (18) laboratories attended this programme. The laboratories participating were St. Joseph Mercy Hospital, Gigioli Medical Laboratory, Georgetown Medical Centre, Government Analyst Food and Drug Department, Guyana Rice Development Board, Quality Managers of the Ministry of Health, FXB-Guyana, Davis Memorial Hospital, GUYSUCO, Medical Arts, Georgetown Public Hospital Corporation, Eureka Medical Laboratory and the Guyana Geology and Mines Commission.

4.6.2.5 ISO 9001 Training Programmes for the ISO 9001 standard.

Two courses related to the implementation of an ISO 9001 quality management system: **Understanding the ISO 9001 Quality management system** and **Effective implementation and documentation of an ISO 9001 quality management system** were held during the period May 12-16, 2008. The instructors were Mr. Orett Campbell and Ms. Margaret Weston from Delphi Consultants Limited based in Trinidad and Tobago.

The two (2) day programme, ‘**Understanding the ISO 9001 Quality management system**’ provided participants with an understanding of what is a Quality Management System (QMS) and how a QMS can be used to improve the effectiveness and efficiency of an organization. The programme used the ISO 9001 model for a QMS and explained the foundations on which the standard is built. It also explained how the process-based QMS can be used to improve efficiency of operations, manage risks and costs, and help to set the strategic direction of the organization.

At the end of the training programme and workshop, the participant understood:

the fundamentals of quality and what is a Quality Management System; the purpose of a Quality Management System; the Quality Management Principles; ISO 9001 Business Process Model; the requirements of the ISO 9001 standard; the benefits of documenting and implementing the QMS; Management's role in building quality awareness, motivating staff and managing change; the role of staff in the success of the QMS and the process of certification and the benefits to be derived from QMS certification.

The three (3) day programme, '**Effective implementation and documentation of an ISO 9001 quality management system**' provided participants with a detailed understanding of the requirements of the ISO 9001:2000 standard. It explained the process approach used in the standard and provided guidance on how to document, monitor and measure business processes to improve the performance of the organization. The course also explained in depth how to develop appropriate documentation to meet business needs as well as the requirements of the ISO 9001 Standard.

At the end of the training programme and workshop, the participant was able to:
Understand the business process model used in the Standard; Understand how to apply The business process model to the processes within their various organizations
Understand and apply the process approach to the development of their QMS; Determine which requirements of the standard may be excluded from their QMS; Understand how to set, develop a plan for, and achieve quality objectives; Develop a Work Plan for the implementation of a QMS in their organizations; Develop a Quality Manual to meet the requirements of the Standard; Using the process model develop QMS/Work Procedures for their organizations; Understand how to manage the documentation process and Successfully guide and manage QMS implementation in their organizations.

Twenty four (24) participants from ten (10) organizations were represented. The organizations which participated were Caricom Rice Mills, Guyana Sugar Corporation, Brass Aluminum and Cast Iron Foundry (BACIF), Guyana Sugar Corporation, Ministry of Health, Banks DIH, François-Xavier Bagnoud Center- Guyana University of Medicine & Dentistry New Jersey, Demerara Oxygen Company, Georgetown Public Hospital Corporation and the Guyana National Bureau of Standards.

The Guyana National Bureau of Standards will liaise with these participating organizations to ensure the implementation of the ISO 9001 standard.

General Chromotography and High Performance Liquid (HPLC) Chromatography

A two day training was conducted on the theoretical aspect and a practical hands-on operation on General Chromotography and High Performance Liquid (HPLC)

Chromatography at the Institute of Applied Science and Technology (IAST) on the **January 23 and 24, 2008** at Turekeyen Campus, University of Guyana. The training was conducted by Dr. Suresh Narine, the Director of IAST and Mr. Patick Steffes, a Chemist from Alberta, Canada.

4.7 *National Committees*

4.7.1 *National Committee on Conformity Assessment*

Four meetings were held in 2008 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*

Five (5) 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 *PROJECTS*

4.8.1 *NATIONAL COMPETIVENESS PROJECT*

During period an evaluation of the project proposals submitted by three consulting agencies was completed by two officers of the GNBS and the project officer. One consultant, the Canadian Standards Association scored seventy five percent which was required to move to the next stage of the process with the IADB. The financial proposal submitted by CSA will be reviewed by the IADB.

A meeting was held with the Project Officer to discuss the revised cost for the project submitted by the Canadian Standards Association. It was indicated that considering the

cost for the project, comparisons with other organizations providing this service will be useful. A decision was made for the Canadian Standards Association to review some of the components indicated in the proposal in order to reduce the cost. The GNBS was requested to provide the Project Office with the target group for training on the standards.

4.8.2 **Canadian Development Fund**

It was indicated that no funds are available for this fiscal year which ends in March , 2009 to address the concept paper submitted by the GNBS in 2006.

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 2009.

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 2009 and also solicit testing facilities to support the scheme.

4.8.3 *Audit Service*

No audits were conducted.

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, 2009. This was a significant achievement for the GNBS for 2008.

4.9.6 *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.

4.9 *Projections for 2009*

Technical Assistance Programme

The Officers in the Department should receive training on the ISO 9001, ISO 14001, ISO 22000, ISO/IEC 17025 and ISO 15189 standards to strengthen the Technical assistance programme and their competencies in providing this service on behalf of the GNBS. They would conduct awareness sessions at Companies on the respective ISO standards to encourage more participation of Companies to facilitate the implementation of the respective management systems.

The Department would provide training programmes on the requirements of the ISO 17020, ISO/IEC 17025 and Guide 65 standards to facilitate the implementation of management systems within these agencies. It would facilitate the development of a Quality manual and procedures at these agencies.

Clients on the Product Certification Scheme would continue to be monitored, and efforts could be made to seek more clients to join the programme. This would include bottle water producers on the scheme.

In the area of Laboratory Certification monitoring of clients on the Programme would continue. It is anticipated that five (5) additional laboratories would be certified.

Further, training programmes would be conducted on the following standards. Also, the implementation of the Quality manuals and procedures for the respective management systems standards would be effected in preparation for Registration to the ISO 9001 standard in 2010.

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 two (2) 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 baseline information but such an approach is often time consuming. Also, there is always the very real possibility that the lengthy development process will culminate in no more than a re-invention of the wheel.

In view of this, the 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 provides, inter alia, relevant documents regarding:

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

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

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

- (a) 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

Twelve (12) proposals for the formulation of national standards were approved by National Standards Council. These proposals were, "Specification for butter; Specification for evaporated milk; Specification for sweetened condensed milk; Specification for dairy fat spreads; Specification for cheddar; General standard for cheese; General standard for use of dairy terms; Specification for processed and spreadable processed cheese; Specification for poultry feed and feed ingredients (Revision); "ISO 22000:2005 Food safety management systems – Requirements for any organization in the food chain"; "ISO/IEC 17021:2006 Conformity assessment – Requirements for bodies providing audit and certification of management systems" and "ISO 14001:2004 Environmental Management Systems – Requirements with guidance for use". The formulation of these standards was assigned to the various Technical Committees.

5.1.2 Standards at Technical Committee Stage

There are twelve (12) standards remaining on the work programme of the Technical Committees for 2008. Completion of the development of these standards before the need of the year was severely affected by the resignation of five persons in the department, lack of quorum at Technical and Sub-Committee meetings. Scheduled meetings had to be postponed.

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

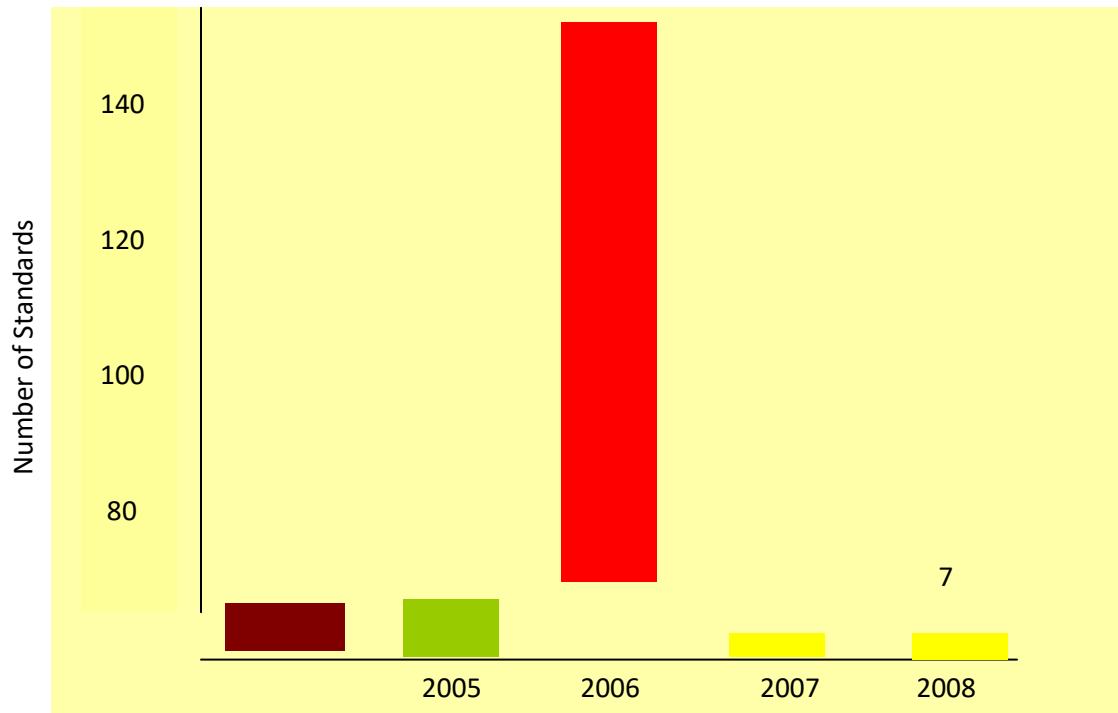
	YEAR				
	2004	2005	2006	2007	2008
Standards approved by National Standards Council	15	27	199	6	3
Standards in publication	305	322	481	465	468

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

During the year 2008, three (3) 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



5.1.4 Compulsory Standards

Two Cabinet Memoranda requesting cabinet to approve the National Standards GYS 58 : 2006 “Specification for Poultry feed and feed ingredients”, GYS 264:2005 “Specification for the storage, handling and transportation of LPG cylinders” and GYS 453:2008 “ Specification for the storage, handling and transport of steel compressed gas cylinders” 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 Meetings of Technical Committee/Consultations on Caricom Standards

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

- (a) Specification for Tomatoes;
- (b) Specification for Oranges;
- (c) Specification for Pineapple;
- (d) Specification for Hot Peppers;
- (e) Specification for Mangoes;
- (f) Specification for packaged water;
- (g) Code of hygiene practice for packaged water;
- (h) Specification for food hygiene;
- (i) Labeling of retail packages of tobacco products;
- (j) Specification for cassava bread;
- (k) Specification for furniture – wooden;
- (l) Specification for furniture – Indigenous (other than wood) and;
- (m) Specification for grades of Bananas.

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 was assign the Regional Technical Committees for the Draft Caricom Standards on gold jewellery, cassava bread, wooden craft items, indigenous furniture and wooden furniture. Comments were received from Caricom Member States on the following Draft Caricom Standards:

- (a) Specification for cassava bread;
- (b) Specification for indigenous furniture; and
- (c) Specification for wooden furniture.

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

5.2.3 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 all the Caricom standard so far.

5.3 Standards Promotion

5.3.1 The Standardisation newsletter entitled “Standards and the Water Industry” (last quarter), 2008 was disseminated to national stakeholders for information purposes. The purpose of this newsletter is to sensitise national stakeholders on current standardization issues.

5.4 Standards Implementation

5.4.1 The Guyana National Bureau of Standards in an effort to commence the implementation of GYS 12:2006, “Specification for Packaged water” has conducted a workshop for dealers in packaged water. At the workshop participation were given an overview of the standard and the GNBS Product Certification Scheme. Many of the participants were in favour to implement the standard in their operation.

5.5 WTO/TBT Enquiry Point

5.5.1 Guyana’s Standards Development Work Programme for January to June 2008 was prepared and submitted to the WTO Secretariat via the National Notification Authority (Ministry of Foreign Affairs).

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

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

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

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

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

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

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

5.6 Codex Activities

- 5.6.1 One meeting of the National Codex Committee was held in March, 2008. The purpose of this meeting was to review and discuss the Codex Secretariat Work Programme for 2008.
- 5.6.2 Forty (40) electronic copies 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.
- 5.6.3 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 Codex Alimentarius Commission.” The second quarter edition of the codex newsletter featured an article entitled “Pesticides and its Use”.

- 5.6.4 Guyana completed the Codex Trust Fund Application Form for 2009 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 2009. These Committees were:
 - (a) Codex Committee on Food Import and Export Inspection and Certification Systems;
 - (b) Codex Committee on Food Labelling;
 - (c) Codex Committee on Pesticides Residues;
 - (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 one codex meeting for 2008 the Committee on Food Labelling. Dr. Chatterpaul Ramcharran, Executive Director, Guyana National Bureau of Standards attended the thirty-sixth session of the Committee on Food labelling held on April 30 to May 04, 2008, in Ottawa, Canada.

5.7 National Building Code

- 5.7.1 Three (3) meetings of the National Building Code Committee were during 2008 in the Conference Room of the GNBS. The purpose of the first meeting was to discuss the National Building Code Committee Work Programme for 2008.

The purpose of the second meeting was to review and discuss the theme chosen to mark World Standards Day observance and the active participation of members in activities of National Quality Week.

The purpose of the third meeting was to discuss the way forward for the National Electrical Code. It was agreed by all present that the Office of the Prime Minister should locate the original budget for the promotion of the Code. The budget will be use to lobby for funds from the Inter American Development Bank (IADB).

- 5.7.2 The National Building Code, Sub committee – Latrine met and discussed the way forward on the “Code of Practice for the design and construction of Latrines”. The Pan American Health Organisation comprising the sub committee – Latrine has commenced the drafting of the code which is for further review in 2009.

The revision and development of the National Building Codes were severely affected by the resignation of Officers and no replacement during the last half of 2008.

5.8 Websites Monitoring

- 5.8.1 The CROSQ Website was monitored for the uploading of new documents relating regional standardization and Technical Management Committee meetings.
- 5.8.2 Daily monitoring of the WTO websites were conducted. These were no notifications/standards which require action by Guyana.

5.9 Projects

- 5.9.1 A meeting was held with Mr. Jens Koch (CROSQ’s Consultants) on September 04, 2008 at the GNBS. The purpose of this meeting was to conduct a mid term review on 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 Executive Director, Project Coordinator and Head Standardisation (Ag.) of the GNBS to determine the following:
- (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 standardization);
- (i) Current channels and practice of communication and information within the project; and
- (j) Practical cooperation between national Standard Bodies and CROSQ/PEU.

5.9.2 The SME Project Execution Unit, housed in Barbados, requested the following from Guyana.

- (a) An article for CROSQ newsletter;
- (b) 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
- (c) A list of contact persons, address, email, telephone and fax information) of Guyana's Banking Institutions, Credit Unions, Office of Public Counsel, Consumer Regulations Bodies, Small Business, Ministry of Commerce, Media Houses, Publications Bodies, Chamber of Commerce, Business Development Agencies and Insurance Companies.

Guyana hosted two workshops under the IDB/SME project. The first workshop was held under the theme "Standards and the Food Industry" and the second under the theme "Standards and the drinking water industry".

The first workshop was held in June, 2008 which targeted food manufacturers and approximately ten (10) manufacturers were in attendance.

The second workshop was held in November which targeted the packaged water dealers and some thirty (30) dealers were in attendance. Also, in attendance were the Executive Secretary of the Caricom Regional Organisation for Standards and Quality and the Project Manager for the IDB/SME project.

5.9.3 Mr. Elton Patram, Technical Officer attended two Project Monitoring Group meetings during 2008. The first meeting was held in July, 2008 in Jamaica and the second was held in October, 2008 in Trinidad. The purpose of these meeting was to deliberate and discuss progress/constraints on project activities and deliverables.

5.10 Other Activities

5.10.1 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”.

5.10.2 The Guyana National Bureau of Standards in collaboration with the Ministry of Tourism, Industry and Commerce facilitated meetings with craft manufacturers which led to the formation of the Arts and Craft Producers Association.

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

5.11.4 Ms. Ramrattie Karan, attended a three day training course on World Trade Organisation (WTO) Trade Policy. The Caribbean Community (CARICOM) in collaboration with the World Trade Organisation (WTO) and the Government of Guyana jointly organized the Course for Caribbean Countries which was held at the Grand Coastal Hotel during the period September 16-18, 2008.

The main objective of the course was to provide an opportunity for Caribbean Countries to reflect on and review recent developments in WTO negotiations. The objective of the training was met and the Officer is now equipped with a better understanding of WTO rules and operations.

The department facilitated two meetings of consultants from the Mc Kinsey and Company, USA. The purpose of the meeting was to discuss National Building Codes and its influence on climate change issues in Guyana. All relevant information was compiled and provided to the consultants.

Mr. Elton Patram attended a training programme for Small and Micro Enterprises from November 18 – 28, 2008 in Malaysia.

6.0: COMMUNICATION

Overview: The Communication Division functions to provide critical support to the technical departments in the form of advertisements, hosting of live media programmes, issuing press releases, conducting education and sensitisation programmes, sharing and disseminating information in the form of fact sheets, brochures, GNBS newsletters etc. It is also responsible for planning and executing communication campaigns, organizing GNBS participation in Expositions, trade fairs and other similar activities.

This past year, the division has been able to execute about 80% of the activities set out in its 2008 work programme. It also worked assiduously to coordinate GNBS participation in National events and to educate and sensitise various categories of stakeholders on the role and functions of standards in helping to define quality goods and services.

6: 1 Programme Support

One key component of the communications work programme is what is referred as programme support. Programme support is the communications inputs into GNBS activities which assist in promoting activities such as symposia, seminars, workshops, etc. Below are the major activities which were undertaken and successfully executed:

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 school lectures are a powerful means of introducing young minds to the topics of standards and quality and to encourage young people to take up careers in the field of standardization.

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 Two (2)	Abramszuil Secondary, Aurora Secondary, Cottonfield Secondary Charity Secondary	Approximately 850 Students

Region Seven(4)	North Ruimveldt Secondary, Dolphin Secondary, North Georgetown Secondary, Cove and John Secondary, Christ Church Secondary, Friendship Secondary, South Ruimveldt Secondary, Covent Garden Secondary, St. Rose's High School	Approximately 2,500 students
Region #7 (Cuyuni/ Mazaruni)	Bartica Secondary	Approximately, students benefited from this activity
Region#	Name of School	Number of students
Region number 10	Christianburg/Wismar Multilateral School, New Silvercity Secondary, Wisburg Secondary, Linden Foundation Secondary	Approximately 1000 students.

6.1.3 Regional Visits

6.1.3.1: Live Television programmes

Live Television programmes were held in various Regions of Guyana as a means of obtaining feedback in the form of telephone calls from stakeholders residing there. During this reporting period, programmes were hosted in Regions 2, 4, 7 and 10. The first live programme was held in Linden on the Linden Television Network, and some the topics dealt with were: Weights and Measures, Import Control, Consumer Complaints, Metrication and the Testing of Gold Jewellery. Over 15 calls were received and residents welcomed the opportunity given to them to share their views. They further requested that more frequent visits be paid to Linden as some matters especially complaints needed to be addressed in a timely manner.

Similar programmes were held in Regions number two, four and seven. 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 were an excellent means of obtaining instant feedback from stakeholders especially in the areas outside of Region 4. It is hoped that increased funding will be made available so that much more of this mode of communication can be employed in the new- year to obtain feedback and to educate and sensitise members of the public.

6.1.4 Weekly Feature on GWTV 2

In the year 2008, GWTV 2 in the interest of supporting the work of Standardisation continued to offer the GNBS a 10 minute spot on its morning television programme. The opportunity was gladly accepted to promote upcoming events, issue warnings and consumer advisories, reinforce the metric message, highlight the role and functions of the GNBS and feature the content of new standards approved by the National Standards Council.

6.1.5: 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 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 2008:

- ❖ Meeting for wholesalers in the retail sector.
- ❖ Workshop for promoting competitiveness through the implementation of standards.
- ❖ CROSQ workshop on Metrology
- ❖ Meeting with stakeholders in the Art & Craft sector.
- ❖ Meeting with importers stakeholders in the packaged water sector.
- ❖ Meeting of National Conformity Assessment Committee.
- ❖ National Weights and Measures Committee.
- ❖ Ceremonies for both new and existing laboratories and holders of the National Standards Mark.

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: 2004 - 2008.

No	Name of Activity	Year 2004	Year 2005	Year 2006	Year 2007	Year 2008
1	No. of press releases issued	24	27	24	35	30
2	No. of editions of Standards Advisory (Formerly Standards Bureau and you)	44	44	29	-	-
3	No. of editions of Standards-Corner published	23	35	42	45	48

4	No. of notices published	39	52	42	37	42
5	No. of press briefings held	09	09	08	08	4
6	No. of school lectures held	03	04	08	15	18
7	No. of live Radio &/ TV programmes	0	07	12	05	8
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 execution of the remaining activities such as school lectures, and live programmes were dependent on the availability of especially financial resources which has continued to be inadequate.

In order for the communication programme to be more effective more resources need to be allocated.

6.2.1: Metric Promotional Campaign:

In an effort to boost the National Metrication Campaign the division mounted a six week promotional campaign which comprised of thirty second radio advertisements, live television programmes and featured articles in the newspapers. This campaign was mounted to help spread the message of metrication and to remind consumers that the metric system is easy to use and that it is a superior system to the imperial one. It also served to educate and sensitise consumers.

6.2.2: Printed Promotional Materials:

The Division also prepared a metric full colour poster highlighting the commonly used units and methods for buying in metric. It also depicted the area of Guyana and the height of the Kaieteur Falls using metric units.

6.2.3: 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 which will serve to educate and sensitise stakeholders on various aspects of standards. Below is a sample of the articles published:

- Benefits of Laboratory Certification
- Impact of Climate Change on World Health
- Implementation of an Environmental Management Systems can minimize the impact of climate change.
- GNBS Salutes Laboratory Professionals on the occasion of Medical Laboratory Professional Week
- Importers of commodities play a very important role.
- How does GNBS protect consumers through standards development?
- Quality must not be compromised.

6.2.4: Press Releases

The publication of Press Releases to media houses was 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. More than thirty releases were published in the print and electronic media. Some of the key press releases issued to media houses covered topics such as:

- The formation of the new Art & Craft Association.
- The certification of Sigma Labs.
- The seizure and destruction of the illegal Volcano Matches.
- GNBS celebration of National Quality Week.
- CROSQ'S Meeting with stakeholders in the Micro & Small Enterprises sector.
- The need for all Cellular Phone Dealers to register with the GNBS.
- The approval of the new National Standard for hatching eggs.
- The contemplated ban on Used tyres by GNBS

6.2.4: Notices and Advertisements

Over 42 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 consumers about some of the poor quality safety matches that were sold in the country. Other key notices published informed the public about National Quality Week Activities, Sales outlets that were fully metric, the need for cellular phone dealers to register with the Bureau and standards for public comments.

6.25 Press Briefings

The Bureau holds periodic press briefings which are attended by members of the print and electronic media who disseminate critical information pertaining to standardisation to members of the public, and stakeholders in the manufacturing and other key sectors.

Some of the important briefings held during the current year dealt with the organisation's achievements for the previous year and the plans for the New Year, the formation of the National Art & Craft Association and National Quality Week Activities. Coverage of these events was provided in the various sections of the media.

6.2.6 Standards Awareness Outreach

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

Some of the standards featured this year were:

- ❖ Guyana Code of practice for the operations of poultry hatcheries.
- ❖ Specification for the storage, handling and transport of steel compressed gas cylinders.
- ❖ Guyana standard specification for rum.
- ❖ Guyana standard requirement for labeling of brewery products.

6.2.7 Guest Articles

The division has been using the technique of collaborating with stakeholders to publish guest articles in their newspaper columns, newsletters and magazines. Ms Eileen Cox was particularly helpful in accommodating many articles in her Stabroek News Sunday column. The publication of these articles is another means of sharing information and promoting standards.

Below are some of the articles published this year:

- “COMPLYING WITH INTERNATIONAL STANDARDS - A Requirement for more investment and trade.”
- The impact of Weights & Measures on the Petroleum Sector.
- The need for Guyana to fully convert to the metric system.
- National Building Codes.
- Standardisation in the Information Technology Sector.
- The Application of Standards to manufacturing.

6.3 Public Management Modernisation Project (PMMP)

The Public Management Modernisation project which commenced in 2006 moved into the final phase which required the preparation of a Performance Improvement Plan (PIP) for GNBS. In order to achieve this objective, consultants with responsibility for Performance and Financial Management and Information Technology met with the Management Team during which the following key areas were discussed:

- Strategies for preparation of the GNBS Performance Improvement plan (PIP)

- GNBS revised vision and mission statements and its strategic plan for the next 5 years.
- Areas for technical assistance and improvement.

Several meetings were held with the GNBS project coordinator during the course of preparing the Performance Improvement Plan (PIP) and during the first quarter of the year, the IT component was addressed in some detail.

6.3.1 Information Technology Workshops

Two half day sessions were held at Georgetown Club on **Wednesday, March 13** and **Thursday March 14, 2008**. Three participants represented the Bureau and the areas focused on were: website development, E-commerce, IT Procurement, IT Governance issues, Uses and functions of IT, content management and legal and security issues.

Following these workshops, the draft PIP for Information technology was prepared and incorporated into the PIP.

Finally on May 13 GNBS together with other participating agencies presented its PIP to Government Officials and senior officials responsible for managing and executing the project.

6.3.2 Highlights of the GNBS PIP

The GNBS Performance Improvement Plan (PIP) was designed to strengthen the Management and accountability of the organization with respect to financial, performance and human resource management and information technology. It was also crafted to monitor and evaluate outcomes. Using a result oriented approach. The PIP also provided an enabling frame-work for agencies to compare their existing objectives and activities with the future, and take whatever corrective action necessary to maximize opportunities and minimise threats as well as improve efficiency and effectiveness.

Preparation of a PIP helped GNBS to: devise a new strategic plan, review its organisation chart, and seek to improve and consolidate its human resources, modernize its Information Technology techniques and manage its financial resources taking all inputs and cost factors into consideration in order to realize its fullest potential. It is hoped that with the submission of its comprehensive document, that enough resources will be allotted to the organisation to help it execute at least 75 % of its planned work programmes.

Here are some of the main initiatives outlined in the PIP that GNBS hopes to execute in the New Year:

6.3.3 Performance Management:

- ❖ Develop at least 10 new standards with relevance to the industries in the manufacturing sector.
- ❖ Review and upgrade its Act to make it more relevant to its present functions.

- ❖ Upgrade laboratory facilities to provide additional scientific and legal metrology services to stakeholders.
- ❖ Constructions of a new building that can comfortable house staff and support its activities.

6.3.4 Financial Management

- ❖ Revision of fee structure to adequately represent all inputs that go into services offered.
- ❖ Implement mechanisms for timely debt collection and charge for services that are now done free of cost.
- ❖ Computerise fully Accounts system.

6.3.5 Human Resource Management

- ❖ Have a designated Human Resource Officer within the Administration & Finance Department.
- ❖ Have a consistent recruitment and selection policy and implement a training policy
- ❖ Increase leadership capabilities and competency among middle Managers.
- ❖ Address employee Welfare through planned Welfare programme.

6.3.6 Information Technology

- ❖ Revamp and redesign present website.
- ❖ Purchase licensed software
- ❖ Install a network printer and expand users currently on network

It is hoped that some of the new initiatives can be implemented in the New Year to make the website more user friendly and as a more effective means of obtaining feedback such as; number of visitors to the site and comments on activities and programmes..

6.4 Meetings

6.4.1 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.

6.4.2 Other Meetings.

For the purpose of making communication inputs and providing support in the form of education and sensitization activities, officers of the division attended bi monthly meetings of the National Conformity Assessment Committee and monthly meetings of the National Metrication Committee and National Weights and Measures Monitoring Committee.

6.5 National Events

6.5.1 National Quality Week 2008

National Quality week was observed in Guyana over the period October 13 to 17, 2008. World Standards Day which was an integral part of the celebrations was observed on Tuesday October, 14 under the theme “**Intelligent and sustainable buildings**”. As is customary, the Guyana National Bureau of Standards planned a week of activities to mark the occasion. The following activities were planned and successfully executed:

- A panel discussion on NCN Television on the topic” Challenges facing the Building sector in Guyana. Panelists were: Mr. William Harris (architect), Mr. Compton Sparman (Guyana Fire Service) Mr. Kwame Pindar (civil engineer) and Ms Beverly Johnson (City Engineer Ag.)
- Airing of World Standards Day message by the Honourable Minister of Tourism, Industry & Commerce on NCN Radio and Television and publishing a half page supplement containing messages of the Hon. Minister and the Chairman of National Standards Council in the Guyana Chronicle, Stabroek News and the Kaieteur News.
- A lecture for students of technical institutions at GITC auditorium highlighting the theme, with over 100 students in attendance. Presenters included the City Engineer (a.g.)
- A symposium targeting all stakeholders in the building and construction sector held in the Rupununi room at Hotel Tower where over 50 participants comprising contractors, architects, engineers, importers of building materials schools, Commercial Banks, the media and other interested persons attended. Opening remarks were delivered by the Executive Director of GNBS and the Chairman of National Standards Council and immediately afterwards presentations were made on: Design Techniques of Sustainable Building foundations by Jean Ramkellawan; Sustainable materials for construction in Guyana by Mr. Kwame Pindar; Role and functions of the CH& PA by Ms Denise Pellew; Overview, methodology and installation standards for pipe lines by Mr. Altaf Afoot (GUYWA); and Administering the system for Building Control & Enforcement by Mr. Patrick Vincente of the M&CC). Lively discussions followed.
- Staff Appreciation Day/ Long Service Awards Ceremony (see Administration & Finance Report). A report covering National Quality Week Activities was prepared. Over 30 **Thank You** Letters were prepared and sent out to all stakeholders who participated in the National Quality Activities for 2008.

- A Mini Exhibition held in front of the Universal Building of Guyana Stores from **11:00h to 15:00h**.which highlighted Fire Safety, Plumbing, and Electrical Safety, the sections of the Building Code and aspects of block making. The following agencies participated: Guyana Fire Service, Office of the Prime Minister (Electrical Code), Guyana Water Inc and GNBS.

The activities of National Quality week were successfully executed and many stakeholders in the building and construction sector were made aware of the importance of having standards to regulate key aspects of the sector.

6.5.2 Other Activities

From time to time, senior staff members were given the opportunity to represent the organisation at special events and activities sponsored by its stakeholders. During this year, staff members participated in the following activities:

- Launch of Guyana Tourism Authority 's Website
- Georgetown Chamber of Commerce Dinner & Annual Awards Ceremony.
- Amerindian Heritage Month Promotional Dinner.
- Launch of the strategic plan for the Sanitation Sector in Guyana.
- Meeting with Officials of the Guyana Safe injection Project.
- The University of Guyana Career Fair.

6.6: Monitoring:

The activities of the Work programme are monitored weekly through one on one meeting with the Head of the Department followed by weekly planning meetings held with the Executive Director. Further there is the sharing of information at the Management meeting and preparation of the monthly progress report.

Quarterly review meetings are also held with the Executive Director during which the achievements of the programme are evaluated against the work plan. The constraints and needs of the programme are also highlighted and solutions are sought. Plans and projections for the new quarter are also made.

A half year report is prepared also and comparisons are made with the previous year's achievements.

Evaluation:

During the year 2008, the Public Relations division was involved in a number of activities in keeping with its annual work programme to promote the activities of the GNBS, provide programme support and to educate and create the necessary awareness for all stakeholders of the organization. The division was successful in the execution of all of the activities it had undertaken during the year, 2008 despite numerous challenges.

These activities impacted positively on the various stakeholders of the GNBS and constantly informed the consuming public of the importance of Standards and Quality in the products and services they solicit. However, because of an inconsistent flow and lack of funding by the organization a number of the activities scheduled on the work programme were not executed or had to be significantly scaled down. Some of the activities that were adversely affected included outreach visits to Regions one and eight, television and radio programmes, the Standards Advisory, the weekly radio programmes, printing of education materials and major communication campaign activities.

There is also urgent need for the purchase of equipment such as a video and digital camera which can be used to capture GNBS outreach activities. These can be placed in the organisation's newsletter or sent together with press releases to enhance the content (especially when media houses are absent from press briefings).

7.0 METRICATION

The Metrication programme is one of four programmes under the Information Services Department. In 2008, Metrication continued to make progress as education and sensitization activities increased and many stakeholders in the regional communities were targeted with metric messages. The four commonly used units mass, length, volume and temperature were the areas focused on in addition to time and date writing. Attention was also paid to prepackaging and helping vendors to sell in metric.

7.1 Sector Activities

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

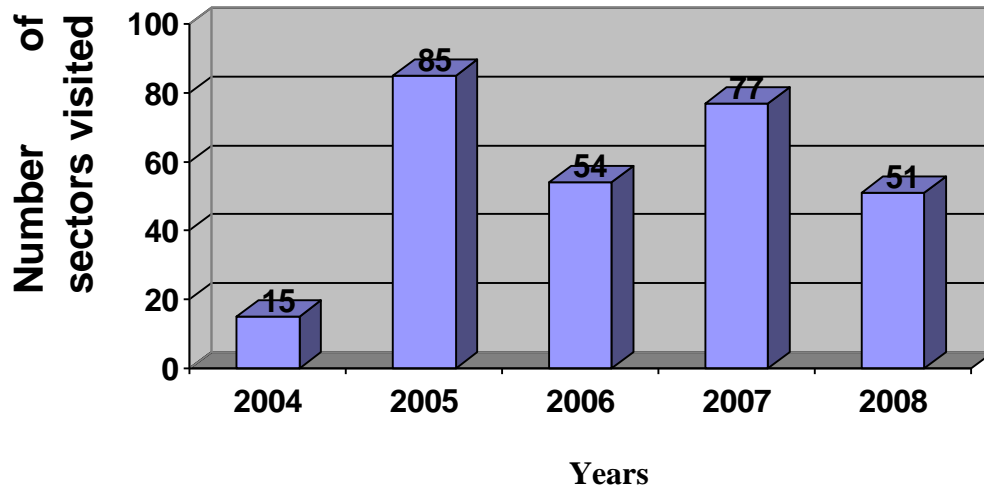
Fifty one (51) visits and subsequent meetings were conducted with management representatives of the various organizations as listed below in Table.

Metrication Sector Visits

No. of Organisations	Sectors	Name of Agencies
4	Regulatory agencies	Guyana Lands and Survey Commission,, Guyana Revenue Authority (CTA),Guyana Water Inc., Guyana Defence Force.
13	Government Ministries	Ministry of Health, Public Service Ministry, Ministry of Agriculture, Ministry of Labour, Human Services and Social Security, Ministry of Housing and Water, Ministry of Foreign Trade and International Cooperation, Ministry of Public Works and Communication, Ministry of Tourism, Industry and Commerce, Office of the President, Office of the Prime Minister, Guyana National Bureau of Statistics, Ministry of Foreign Affairs.
21	Supermarkets/Importers/ Wholesalers	W.M. Fogarty, Guyana Stores Ltd., Bonny Supermarket, Nigel's Supermarket, C & F Meats, Johnny P. Supermarket, N & S Mattai, Bounty Chain, MFK Trading, Guynaz, Bish & Sons, P. Ramroop and Sons, NAJAB Trading, S & D International, Cho- Chin Ltd, TATABU Trading, Alim's Dry Goods Store, DSL, Eagle Manufacturing Co, Alabama Trading, Back-to-Eden.
6	Advertising Agencies/Media Houses	King's Advertising Agency, Guyenterprise Advertising Agency, Inglefield Ogilvy and Mather, Prime Time Advertising, Power Marketing, Astroarts Advertising Agency
1	Non-Governmental Organisations	YMCA
6	Private Organisations	Acme Photo Studio, Demerara Distillers Ltd, Noble House, BEV Processor Inc, Shakoor Trading, PSI Investments.

FIGURE B

Metrication Sector Activities



In 2007, there was a sustainable amount of activity as additional support was provided by the Regional Sub-Offices and the appointment of new Weights and Measures Officers in some of the Regions. However, there was still a slight decline in the activities for 2007.

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

7.2 Metrication Training

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

Twelve (12) organizations benefited from metrication training in 2008.

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

Table C

Organisations receiving in metrication training

No.	Name of participants	Number trained
1	Guyana Police Force Corporals	13
2	Guyana Police Force (Traffic Recruits)	26
3	New Guyana Marketing Corporation Packaging Complex (Sophia)	30
4	St. Cuthbert's Mission	15
5	New Guyana Marketing Corporation Packaging Complex (Parika)	65
6	Guyana Energy Agency	15
7	Acme Photo Studio	33
8	Demerara Distillers Ltd.	19
9	Ministry of Foreign Affairs and Foreign Trade	25
10	Ministry of Tourism	14
11	Guyana National Bureau of Statistics (two sessions were held)	28
Total		283

Figure D



The participants who benefited from metrication training in 2008 displayed keen interest in the topics that were delivered, example What is the GNBS, historical background to metrication, mass units, linear units, volume and capacity units. Participants however stated that the Dial Scales were still in abundance in the markets.

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

There was a tremendous decrease in the amount of training sessions held in 2008 when compared with 2007. This was as a result of the Management of various organizations being reluctant and not making any effort to have their staff trained. There were also a number of cancellations and rescheduling of training programmes coupled with the fact that some agencies were unwilling to pay a small cost recovery fees for the preparation of materials.

Training also needs to be conducted in the far flung regions of Guyana .This will however require increased financial resources.

7.3 Education Campaign

The metrication programme also targeted the commercial and retail sectors in 2008 but this activity proved to be most challenging. It entailed visits to shops, stores, stalls and supermarkets countrywide, holding one to one discussions with vendors and shopkeepers, carrying out practical demonstrations and having a first hand look at the practices employed by vendors and shopkeepers regarding the sale of goods and services in metric.

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

It was also observed that most liquids were being sold using the metric measures. However rice was still sold using measures, but the metric measures were substituted for the imperial, which accounted for the consumers receiving less rice, as the vendors sold the 500 ml measure as one (1) pint.

In 2009 efforts would be continued to implement the method of pre-packaging and weighing grains by mass.

- **The use of Price charts**

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

- **Prepackaging of Goods**

-

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

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

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

Ninety (90%) of local prepackaged products were correctly labelled in metric with only 10% of non-conformance.

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

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

7.4 Market Surveillance/intelligence

Surveillance activities in 2008

The surveillance activities conducted in 2008 closely embraced the education campaign as a result these exercises were conducted simultaneously thus the stake holders that benefited from these activities would be the same.

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

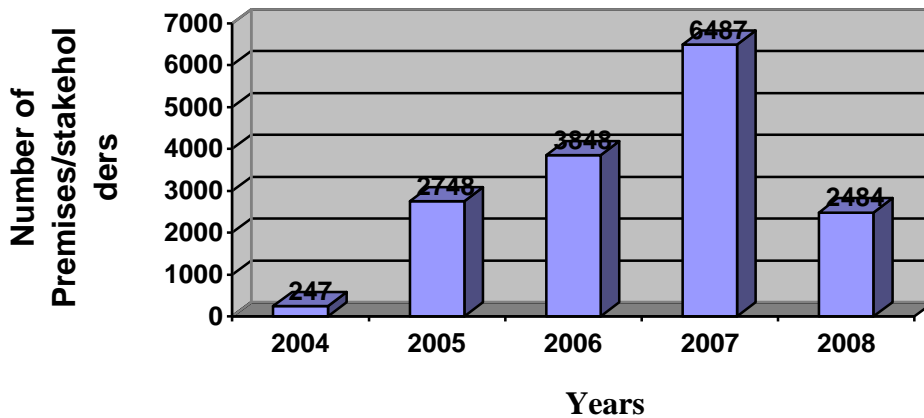
Listed in the table below are the areas covered during the surveillance/sensitization exercise for 2008.

Table E – Regional Surveillance sensitization Activities

Region	Areas covered	Number of premises
2	Supernaam -Queenstown, Anna Regina Market, Charity market, Charity to Coffee Grove, Lima-Henrietta, Suddie Market, Supernaam-Anna Regina	1307
3	Parika, Good Hope, arm, Meten-meer-zorg, Zeeburg, Leonora, V/Hoop, La Jalousie, Enterprise, La Bagatelle, Belfield, Ruimzeight, Maryville, Hague, Anna Catherina, Tuschen, Louisiana-Phoenix.	43
4	Supermarkets – Guynaz, C & F, Bonny’s, Bounty chain, Nigel’s, N & S Mattai, Guyana Stores, Fogarty’s, MFK Trading, , Textile importers, Hardware dealers, Paints Dealers, Seafoods, Municipal markets – La Penitence, Kitty, Bourda, Stabroek, and Commercial areas around Georgetown	459
5	Bushlot, Bath Settlement, Hope Town	6
6	New Amsterdam, CWC- # 43Village, Est Canje,	93
7	Bartica Markets, Bartica Shops	259
10	Central Mc Kenzie, Amelia’s Ward, Old Kare Kora, New Kare Kora, West Wetouka, Burnham Drive, C/bug, Blue Berry Hill, Canvas City, Half Mile, One Mile, Block 22, Wismar, Hospitals, Health Clinics,	317
	Total	2484

The graph below in figure E shows a large volume of surveillance activities conducted in 2006 as in compared with 2005 due to the combined efforts of Weight and Measures Officers in the respective Regions.

Figure E
Metrication surveillance activities in 200
1 – 2006



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

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

There was a decrease in the amount of surveillance conducted in the year 2008 as a result of the Metrication Programme beginning in March and the unavailability of transportation at times.

7.5 Communication Activities

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

- A series of advertisements were aired on the radio.
- A new metric poster was developed and circulated.
- Two live “call-in” TV programmes were held on NCN where the metric system was discussed.

7.6 Metric Units misuse

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

As a result, fifty-two (52) 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 five (5) telephone calls were made to defaulters for misusing the metric system.

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

7.6.1 Writing Dates and times

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

7.7 National Metrication Committee

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

The Guyana Police Force

The Guyana Forestry Commission

The Guyana Lands and Survey Commission

Ministry of Agriculture

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 2008, eight (8) statutory meetings were held.

- Members of the committee were able to arrange training for members of their respective organisations (e.g. Guyana Police Force, Ministry of Tourism).
- The issue on the accuracy of the speed guns was discussed and the Police were advised that the guns should not be used if they were not calibrated at least once yearly.
- The Guyana Lands & Surveys Commission would commence the use of the dual system while carrying out their function as a result of a recommendation made by the committee.
-

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

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

7.8 Metrication Legislation

During 2008, 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 at a specially convened meeting for this purpose. The Act was reviewed by members of the Guyana Police Force who informed the GNBS that the corrected version was submitted to the Permanent Secretary's Office for perusal.

7.9 Counselling during verification of devices

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

7.10 The Metric message at meetings/events

This activity will be fully implemented in 2009 but some committees have commenced work in this area.

7.11 Quarterly Review meeting

A special Quarterly Review meeting was convened in September 2006, where the Director reviewed the activities for the work programme, all previous months report and the format for the monthly report. The minutes of this meeting were prepared and submitted to the Director. He also discussed staff needs, activities for the next reporting period and strategies for analyzing data contained in the report.

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

7.12 Other activities

7.12.1 Monitoring

Monitoring of the work programme was done at weekly planning Meetings with

The Head of the Department and the monthly progress report.

Quarterly review meetings which were chaired by the Executive Director was

another means of evaluating the progress of work as during the review meetings

achievements were measured against the planned activities and constraints. The needs of the programme were also examined critically and plans and projections for the next quarter were made. A half year report was also done at the start of July.

7.12.2 Evaluation

The activities covered for 2008 were satisfactory and in compliance with the Annual work programme. However much more needs to be done and more resources both human and financial are needed.

The absence of legislation is also hampering the progress of metric

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

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

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

Hence, in the New Year efforts will be geared to target consumers with the metric system and efforts will also be made to work along with the Ministry of Agriculture to reach the farmers. However from observation, the support of the consumers would not be forthcoming unless the Omnibus Act is passed, thus enforcing the metric system on all the laws of Guyana.

8.0 STANDARDS INFORMATION

The goal of the Technical Standards Information Unit (TSIU) is to ensure that information received be disseminated and made retrievable on a timely manner for its users. This activity will always be the departments' foremost accomplishments and inputting of data for books and National Standards.

8.1 Automation of TSIU

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

New documents received 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.

To guarantee obtainability for materials located in the collection the Senior Information Officer has started a project in the form of stocktaking, it whereby all books will be catalogued and have cards prepared for them by author and subject. At the same time, data forms were filled out so that information can be inputted into the CDSISIS system smoothly.

This is an ongoing task for officers of this department.

At the conclusion of automation, officers of TSIU, stakeholders and patrons will have a better relationship on a daily basis. Hence, documents would be retrieved faster, which definitely will assist in the collection development and 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.

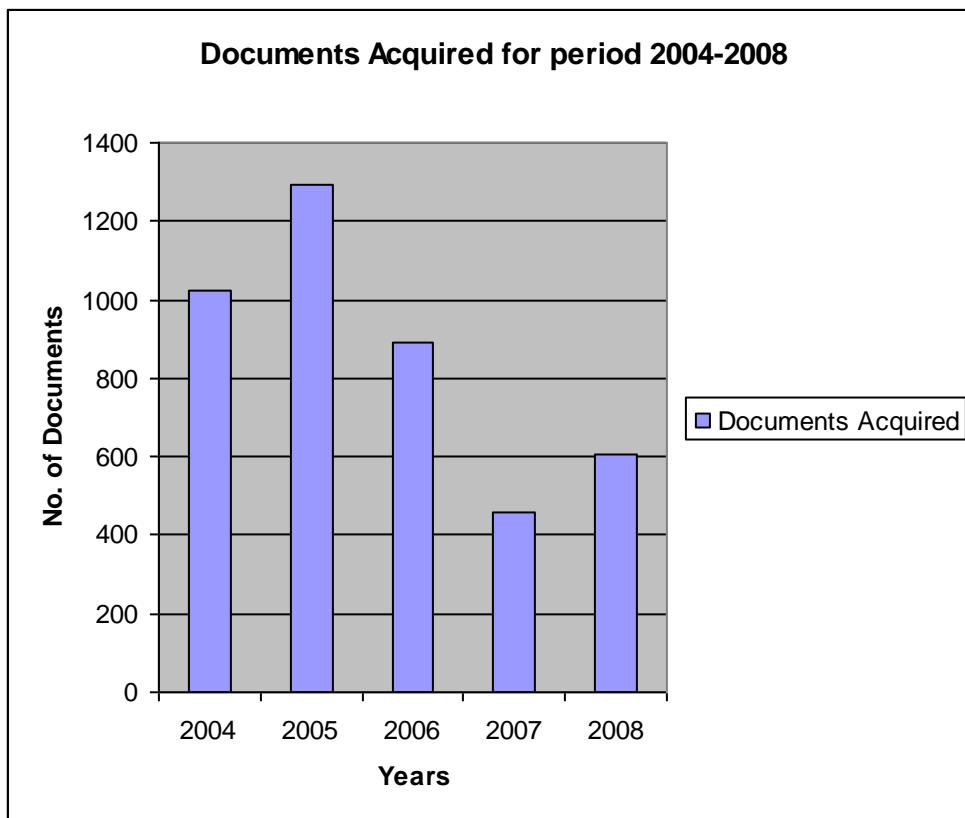
Automation of the entire collection will make it more users friendly that would foster a better organization climate.

8.2 Upgraded Collection

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

Table I

Year	2004	2005	2006	2007	2008
Acquisitions	1022	1292	891	459	602



The figure above reflect increases and decreases of new acquisitions received by the Technical Standards Information Unit. From the period 2004 – 2005 showed an increase of 20.9%; 2005-2006 reflected a drastic decrease by 45%; 2006 - 2007 showed a massive decrease of 94% while 2007-2008 had a slight increase of 23.75%.

The figure for this year indicated an increase over 2007. To enhance the collection development there is a need for financial resources being made available to purchase relevant standards, textbooks and periodicals.

If more financial resources were to be allocated in this area for 2009, 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 10) made full uses of the Technical Standards Information Unit as well as students from the University of Guyana, Faculty of Technology.

More finances should be made accessible to purchase textbooks and standards so that staff could make better use of the collection and at the same time enable the TSIU to meet National Documentation Centre level.

8.3 Current Awareness Bulletin

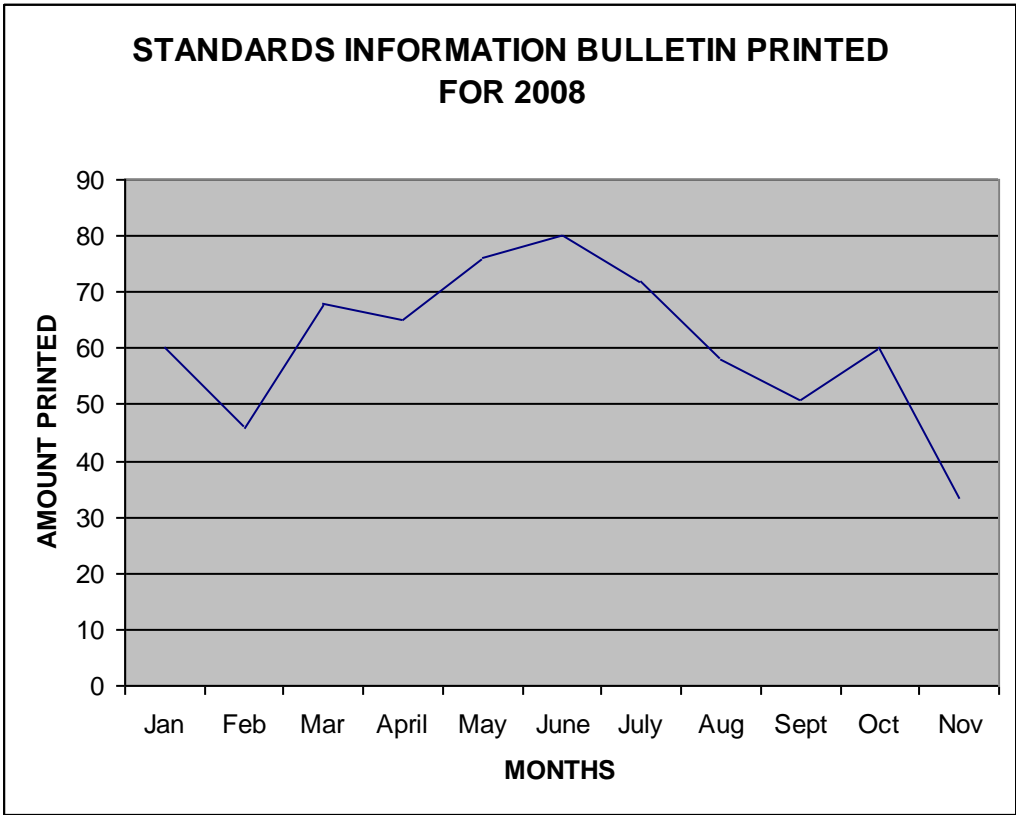
Within this period under review, six hundred and sixty nine (669) copies of Standards Information Bulletin (SIB) were produced and disseminated by the Technical Standards Information Unit. Nine (9) articles were prepared and sent to various agencies, clients, organisations, institutions and Sector Committees. Articles on the various topics are represented in **table II**. Technical Officers prepared these topics in relation to their planned work programmes, and the Senior Information Officer coordinated the preparations of the bulletins.

Table II: Standards Information Bulletin Reproduced for 2007

Month	Title of Articles
JANUARY	HOW STANDARDS AFFECT CONSUMERS.
FEBRUARY	ISO AND FOOD SAFETY
MARCH	CODEX AND ITS IMPORTANCE
APRIL	WHAT IS EXPECTED OF LEADERSHIP IN ORGANIZATION
MAY	STANDARDIZATION WORK FOR THE INFORMATION TECHNOLOGY SECTORS
JUNE	TECHNICAL BARRIERS TO INTERNATIONAL TRADE: ROLE OF TBT AGREEMENT
JULY	THE IMPACT OF WEIGHTS AND MEASURES ON THE PETROLEUM INDUSTRY
AUGUST	METROLOGY CALIBRATION AND LEGAL METROLOGY.
SEPTEMBER	THE APPLICATION OF USED TYRES
OCTOBER	NATIONAL BUILDING CODES
NOVEMBER	IMPORTANCE OF WATER STANDARD

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. Stakeholders and clients of the tremendous benefits they have derived from the use of those articles.



This line graph 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.

	ROMs by Specific Subjects													
19.	Invoice typed printed for sale of standards	20	-	16	30	60	30	20	04	26	30	25		261
20.	Issue Slips Printed	-	-	-	-	-	30	-	-	28	62	17		137
21.	Loans	35	38	18	23	26	15	28	18	14	46	24		303
	- External	35	-	-	-	-	-	-	-	-	-	-		35
	- Internal	-	38	18	23	26	15	28	18	14	46	24		268
22.	Magazine boxes labels created	03	-	04	08	-	13	09	-	10	04	-		51
23.	Newspaper clippings	31	25	07	10	24	15	29	08	17	20	24		216
24.	New standards Received (GNBS)	-	-	-	-	-	-	01	01	01	-	-		03
25.	Pages collated for binding of standards	165	525	479	966	-	423	196	70	192	25	-		3041
26.	Queries	25	23	24	26	16	22	16	36	14	17	36		258
	- External	19	12	22	18	16	19	11	36	10	12	20		196
	- Internal	06	11	02	08	-	03	05	-	04	05	16		62
27.	Shelves Labelled	-	-	-	-	-	-	-	41	11	-	-		52
28.	Staff Pockets created	-	-	02	-	-	-	04	-	-	-	-		06
29.	Standards bound	-	45	85	45	34	63	55	81	77	20	06	-	511
30.	Standards covered printed	-	36	85	40	65	65	57	85	99	20	06		558
31.	Standards Information Bulletin Printed	-	-	-	100	125	100	-	45	90	-	144		604
32.	Standards Information Bulletin sent electronically	-	-	-	70	-	-	-	-	-	-	-		70
33.	Standards Issued as	-	-	-	02	09	02	-	-	-	-	-		13

	Complimentary copies													
34.	Standards Printed	03	-	-	-	-	-	-	-	-	-	-		03
35.	Standards received from request	-	-	-	04	05	-	15	-	01	01	-		26
36.	Standards Requested	-	-	-	39	-	02	-	-	-	-	03		44
37.	Standards Sold	19	07	09	11	04	16	42	10	15	29	19	05	186
38.	Standards Ticked to update ISO catalogue	-	-	03	-	-	-	1,224	2049	1,206	-	-		4,482
39.	Standards Ticked to update Jamaica catalogue	-	-	104	-	-	-	-	-	-	-	-		104
40.	Standards Withdrawn	-	23	32	-	-	03	53	92	136	-	-		339
41.	Title Pages typed and printed for standards that were bond	-	-	-	-	-	-	13	08	52	25	-		98
42.	Visitors	19	09	11	16	11	03	02	15	06	09	18		119

One hundred and eighty six (186) standards were sold, which represents nine hundred and eighteen thousand, nine hundred and seventy (\$918,970.00) dollars. This figure when compared to last year has demonstrated an increase of 18% and the number of standards sold by 44%.

8.5 Other Activities

- The Senior Information Officer through assiduous work was able to complete the GNBS 2008/2009 Standards Catalogue. Two copies of the catalogue were printed and bound.
- Ms. Roxan Bourne, Senior Information Officer was elected as an Executive Member of the Guyana Library Association at its meet held in March 2008.
- Staff clearances were executed for 2007 overdue documents. The Information Assistant did this as a project.
- A timetable was prepared by the Senior Information Officer as a plan to inform Technical Officers when they have to write a Standard Information Bulletin (SIB) article that is related to their work programme. Those prepared materials, which were disseminated to organizations, agencies and institutions.
- The Senior Information Officer prepared highlights and accomplishments for quarterly reviews.
- The Information Officer prepared all publication lists.
- As a project, standards were sorted in the cabinet to ascertain those that were out of stock and have them printed and bound for sales by the INFORMATION assistant
- The Senior Information Officer is presently engaged in a stock taking assignment so that it would be simpler to determine the collection holding.
- Ms. Bourne was delegated by the Executive Director to liaise on with Poonai Law Firm who was given the Power of attorney status by ISO for trademark registration of its logo. The Guyana National Bureau has been registered to use this logo.
- The Technical Standards Information Unit donated Sixty seven (67) Codex documents to the University of Guyana Library.
- The Senior Information Officer combined the cost for standards purchased between the periods January 2007 – July 2008 to determine the average sum to reproduce a Guyana Standard.
- Special file materials were updated by Ms. Bourne such as:-
 - Commonwealth Partnership for Technology and Management
 - World Trade Organization/ Technical Barrier to Trade
 - CARICOM
 - Council for Trade and Economic Development.
- Outdated catalogues were discarded from the TSIU collection.
- Literature searches were done for the following topics
 - Safety boots
 - Water
 - Spices and condiments
 - Storage of tires
 - Consumer services
 - Testing of footwear

- Textile an garments
- Lumber
- Steel Rods
- BRC Fabric
- Bicycle
- Protective Gear (disposal of surgical needles and aprons)
- Barbed Wire

8.6 Comments and Observations

In the coming year, it would help greatly if the collection is upgraded with modernized textbook among other reading materials. Once financial resources are allotted towards the purchasing of reading materials and standards needed by Technical Officers for the achievement of their objectives set out in their work programmes. It would help also to enhance officers' daily work and the Technical Standards Information Unit collection of more updated reading materials.

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

8.7 ARCHIVES

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. Termites destroyed most of those documents that were stored in boxes

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 will move with the latest updated technology to provide support to internal and external stakeholders.

9.2 Routine/Daily Activities

In order for the GNBS network to function efficiently, the following activities were executed 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.

9.3 **Support Services 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
- Transferring files to CD
- Converting word file to PDF format for website
- Scanning computers for viruses
- Running disk cleanup and disk defragmenter on client computers
- Adding client computers to the GNBS domain
- Renaming computers
- Troubleshooting computer network problems when need arise
- Deleting user accounts upon request
- Sharing files for all staff over the network
- Installed memory
- Changed patch cables
- Installed new network drops
- Installed power supply
- Installed network cards

9.4 **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 DNCP server service
- Restarted DNS server service
- Ran disk defragmenter and disk cleanup
- Uploaded windows update files
- Uploaded virus scan update files
- Reset IP address on firewall
- Fixed backup software (Veritas)
- Fixed DHCP server error in event viewer
- Fixed DHN server error in event viewer
- Cleaned tape drive
- Formatted tape to back-up data
- Cleaned virus on server and upload patch files to remove virus
- Reconfigured full backup scheduled
- Fixed backup software to run on schedule time

- Disabled user accounts
- Relabeled tape for use
- Two (2) fans were damaged and had to be replaced
- Add new server to the domain controller
- Backup all files to new server

9.4 Repairs & Maintenance

During the year, maintenance work was carried out on desktop computers in various Departments to make sure all desktop computers on the network are working efficiently. Items replace and reloaded were four (4) operating systems software, and three (3) memories. Two (2) printers were also serviced.

9.5 New Equipment acquired for the 2008

The Guyana National Bureau of Standards received new equipment listed below.

No.	Items	Description
1	2 fans for Dell Server 2800	Purchased by GNBS
2	2 HP Laset Jet Printers P1006 & 1 HP Office Jet J5780	Purchased by GNBS
3	1 Dell Server Power Edge 840	Purchased form Government Subvention
4	5 Data Tape to Backup Information	Purchased by GNBS
5	3 Flash Drives	Purchased by GNBS
6	1 Desktop Computer	Purchased by GNBS
7	1 APC UPS 550	Purchased by GNBS
8	1 Symantec Antivirus 10 software	Purchased by GNBS

9.6 Evaluation

- Backup for Exchange server
In the past the GNBS has suffered from numerous mail blackouts because of the exchange server being down. We are very dependent on communications to and from our stakeholders and need to have dependable mail system.
- The GNBS needs a network printer to share over the network so that all users can have access to a printer to print.

- There is need for the new software Microsoft Office 2007, Exchange 2007 and SQL server 2005 to be purchased. The Registry needs a high end printer to do the large scale of printing.
- There is need for more new desktop computers to add to the network system. There is a need to put all computers on one main electrical circuit at GNBS, being affected from low voltage current and power failure.
- The new network drops need to be installed so that more users can have access to the network (internet, intranet share files and folders).
- There is need for a large network Laser Jet Printer to add to the network system so most staff can have access to printing.

9.7 Observations

The current operating environment is not conducive for effective workflow for hardware use.

- The configuration of the client server system enables each user to access functions, which can compromise the integrity of data stored in the server.
- Data edit authorization rights were only available to the system administrator but not to all users.
- Users have access to operations, which can modify data files, add or corrupt data files.
- Sufficient security measures not in place to maintain data integrity and software security.
- Only the system administrator has access to the security via the desktop with respect to access to data outside of the application.
- The internet connection is not holding steady. It sometimes comes on and off. This may be attributed to the busy internet traffic or GT&T may have had some problem.

9.8 Recommendations

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

Purchase of a printer server, which will allow the management of all printing jobs done by staff.

Redesigning the website with the latest function.

Training for staff in different areas such as: Microsoft Exchange server 2005, SQL server 2005, Microsoft Windows server 2008, Joomla!, Microsoft Office Share Point server and Microsoft Project.

Purchase of licensed copies of software so that it can benefit from updates, etc., examples: (Microsoft Project, Microsoft Access, Microsoft Exchange server, SQL server and Office 2007).

Creation of an intranet so that staff can have access to information quickly for work related purposes. The GNBS needs to purchase a printer server and network printer.

- 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.

10.0 ADMINISTRATION

Overview

The Administrative Department comprises of seventeen (17) non – technical staff members and six (6) Technical Departments of the Bureau. The Department also liaises with other external Agencies and Ministries in the execution of its duties and responsibilities.

The Administrative Division is responsible for Human Resource Management, repairs and maintenance of the building and vehicles, scheduling transportation, typing and filing of documents, dispatching of mails, cleaning of the building, providing snacks at meetings etc.

10.1 *Staff Training*

10.1.1 *Overseas Training*

During the year in review the following employees participated in overseas training:

Mr. Shailendra Rai, Chief Inspector, Jermaine Softly and Kemo Fyfee, Senior Inspectors of the Legal Metrology and Standards Compliance Department participated in a one day practical training session at the West Indian Tobacco Factory in Trinidad and Tobago on June 10, 2008. The training was organized by the Guyana Tobacco Company Limited and exposed participants to the production of tobacco.

Ms. Candell Walcott/Bostwick Head, Conformity Assessment

Department, attended an ISO Social Responsibility Workshop, Central - America and Caribbean States on June 26/27, 2008 in Saint Lucia .The workshop was organized by the ISO in Collaboration with the Bureau of Saint Lucia. The main objective was to review the contents of the ISO 26000 WD 4, 2 Standards

- 10.1.1.1 Mr. Shailendra Rai, Chief Inspector of the Legal Metrology and Standards Compliance Department and Mr. Edward Melville, Laboratory Technician 111 of the Laboratory Services Department attended a seminar in Mass Metrology for Metrology Laboratories in Caricom. The seminar which was conducted during the period September 08 -12, 2008 in Kingston, Jamaica was organized by the Caribbean Regional Organization for Standards and Quality (CROSQ) in collaboration with the German Metrology Institute (PTB), Trinidad and Tobago Bureau of Standards (TTBS), Bureau of Standards, Jamaica (BSI) and other South and Central American Regions. The objectives of the seminar was to sensitize participations on Basic Metrology procedures and the negative impact of un-calibrated instruments.

10.1.1.2 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department attended a training programme on the Development of Small and Medium Enterprise (SME) training course during the period November 18-28, 2008 .The training organized by the Malaysian Technical Cooperation Programme (MTCP) Training Programme SME Development in OIC Member Countries was Held in Malaysian.

10.1.1.3 Mr. Vishnu Matbadal, Laboratory Technician and Mr. Chandradat Persaud, Laboratory Technician 11/1 respectively of the Laboratory Services Department attended a Guyana-Columbia Joint Commission Project (Improvement and Development of the Scientific Metrology in Guyana) in Colombia (Superintendencia de Industria Comercio) during the period November 22 to December 19, 2008. The objective of the training was to expose the Technicians to mass and dimensional calibration.

10.1.2. Local Training

During the reporting period, Mr.Abidin Mohamed, Technical Officer of the Conformity Assessment Department, attended a two day chromatography training on January 23/24,2008 at the Institute of Applied Science and Technology's Board Room and Analytical Laboratory. The training organized by the Institute of Applied Science and Technology and the Ministry of Health focused on the theoretical aspect of general chromatography, gas chromatography and high performance liquid chromatography.

10.1.2.1 Mr. Forrest Smartt, formally Technical Officer of the Standards Department attended a one (1) day workshop to develop a Participatory Multipatory Mechanism to promote Rural Energy on February 13, 2008 at the Hotel Tower. The workshop which formed part of a wider Rural Energy Project was facilitated by OLADE University of Calgary, the Canadian International Development Agency and the Guyana Energy Agency. The objective of the workshop was to organize an advisory group and develop criteria to be used in identifying communities which will benefit from the rural energy projects.

10.1.2.2 Ms. Ramatie Karan, Head, Standards Development Department (ag) participated in a three (3) days Trade Policy Course during the period September 16 -18, 2008 at the Grand Costal Hotel. The course organized by the Caribbean Community (Caricom) in collaboration with the World Trade Organization and the Government of Guyana was designed to provide participants with an opportunity to reflect on and review recent development in the WTO /DOHA negotiations.

10.1.3 In House Training

The first in – house training commenced on January 28, 2008 in the Conference Room of the Bureau as Management continues to improve the skills of its human resources. The Director in declaring open the training for 2008, encouraged staff members to take full advantage of the training which he said, was not just a sensitizing programme but one which allows staff to develop and improve their skills. The training was facilitated by Mr. Elton Patram of the Standards Development Department who discussed the topic Sampling Inspection Plan.”

10.1.3.1 On February 15, 2008 in the Conference Room of the Bureau Ms. Pauline Joan-Allen, Training Officer of the National Insurance Scheme discussed the topic “Benefits of being a Contributor.”

10.1.3.2 Personnel of the Clico Insurance Company participated in a discussion with management and staff to clarify in dept the ‘Group Health Policy’ on March 07, 2008 in the Conference Room of the Bureau. Further, three (3) training sessions on the introduction of the GNBS ISO 9001 Quality Management Systems (QMS) was facilitated by Ms.Candell Walcott Bostwick Head ,Conformity Assessment Department the following topics were discussed:

1. “Doing Requirements”
2. “Checking Requirements”
3. Acting Requirements”

10.1.3.3 During the reporting period the staff of the Legal Metrology and Standards Compliance Department was exposed to the method of prosecuting. The training was facilitated by Ms. Jo – ann. Barlo, Deputy Director of Prosecutor, Ministry of Legal Affairs.

10.1.3.4 Five (5) in house training sessions were held in the Conference Room of the Bureau during the month of June. The training organized by the Head, Conformity Assessment Department continued to discuss the importance of the GNBS being accredited to the ISO 9001 and the implementation of the Quality Management System.

10.1.3.5 An induction orientation programme was conducted on July 01, 2008 in the Conference of the Bureau. The session which was opened by the Executive Director, Dr. Chatterpaul Ramcharran. In his opening annotations to the new officers, he urged them to be committed as they journey through from day to day upholding the image of the Bureau of Standards.

10.1.3.6 On August 08, 2008 a training organized by the Administration Department in collaboration with Mr. Erwin Daniels, Sales Representative of the Preventative Care and Food Health Programme and Mr. Kelvin Craig, Consultant advised staff on ways of improving their eating habits and methods of managing stress. The session was held in the Conference Room of the Bureau. In addition, a general staff meeting was arranged with representatives from the Clico Insurance Company to discuss the proposed amendment to the Group Health Plan. Staff unanimously agreed to the proposed increase benefits.

10.1.4 Overseas Conference/meetings

10.1.4.1 Ms. Shune Vickerie, formally Head, Standards Development Department attended the Tenth Meeting of the Caricom Regional Organisation for Standards and Quality (CROSQ) Technical Management Committee (TMC) meeting during the period February 12-14, 2008 at the Karissa Room of the Accra Beach Hotel in Barbados. The purpose of the meeting was to discuss Regional Standards.

10.1.4.2 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department attended the Eleventh Caricom Regional Organisation for Standards (CROSQ) Technical Management Committee (TMC) meeting on June 16 -17, 2008 in Kingston, Jamaica. The purpose of the meeting was to review the standards development activities at the Caricom level.

10.1.4.3 Mr. Shailendra Rai, Chief Inspector, of the Legal Metrology and Standards Compliance Department represented the Bureau at the Caribbean Regional Workshop on the Implementation of the World Health Organisation (WHO) Frame Work Convention on Tobacco Control (FCTC) during the period August 12-15, 2008 at the Pegasus Hotel, Kingston Jamaica. The workshop which was organized by the Pan American Health Organisation/ World Health Organisation (PAHO/WHO), the Convention Secretariat of the WHO, FCTC and the Canadian Lung Association (CLA) was designed to increase national capacity, among Caribbean States, in the implementation of the World Health Organisation Framework Convention on Tobacco Control and focused on the packaging and labeling of tobacco product.

10.1.4.4 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department, attended the Technical Management Committee in Trinidad and Tobacco during the period September 15-16, 2008. The purpose of the meeting was to review standards and projects executed by CROSQ.

10.2 Representative at meetings/workshops, etc

10.2.1 Mr. Shailendra Rai, Chief Inspector of the Standards Compliance and Legal Metrology Department attended the National Tobacco Control Council Meeting on January 11, 2008 in the Board Room of the Ministry of Health. The purpose of the meeting was to discuss a number of issues in relation to tobacco.

- 10.2.2 Mr. Elton Patram, Technical Officer of the Standards Development Department, represented the Bureau at a Poultry Advisory Committee meeting on January 18, 2008 at the Ministry of Agriculture Boardroom. The objective of the meeting was to discuss issues in relation to the Poultry Industry.
- 10.2.3 Ms. Candelle Walcott - Bostwick, Head of the Conformity Assessment Department, represented the Bureau at a meeting held at the Office of the President on January 24, 2008. The objective of the meeting was to inform beneficiaries of the approval of the loan by the Inter American Development Bank (IADB). The loan was to facilitate the execution of the National Competitiveness Strategy Project.
- 10.2.4 Ms. Shune Vickerie, formally, Head of Standards Development Department, represented the Bureau at the twenty-fifth meeting of the Council for Trade and Economic Development (COTED) on January 25-26, 2008 at the Buddy's International Hotel. The purpose of the meeting was to discuss a range of trade issues affecting Caricom Member States.
- 10.2.5 Mr. Jermaine Softley, Senior Inspector of the Legal Metrology and Standards Compliance Department attended the Fire Advisory Board Meeting on February 06, 2008 in the boardroom of the Ministry of Home Affairs. The purpose of the meeting was to plan activities of 2008.
- 10.2.6 Ms. Candelle Walcott-Bostwick, Head of the Conformity Assessment Department represented the Bureau at the opening ceremony of the Pesticides and Toxic Chemicals Laboratory on February 08, 2008 at the National Agriculture Research Institute Compound, Mon Repos.
- 10.2.7 Ms. Rodlyn Semple, Technical Officer of the Conformity Assessment Department attended a luncheon organized by the Georgetown Chamber of Commerce and Industry at the Pegasus Hotel on February 12, 2008.
- 10.2.8 Mr. Lloyd David, Public Relations Officer of the Information Services Department represented the Bureau at a meeting organized by the Pan American Health Organisation (PAHO) on February 28, 2008. The objective of the meeting was to discuss activities to commemorate World Health Day.
- 10.2.9 Mr. Shailendra. Rai, Chief Inspector of the Legal Metrology and Standards Compliance Department, attended the Fire Advisory Board Meeting on March 12, 2008 in the Board Room of the Ministry of Home Affairs. The meeting discussed activities to be executed by the Board during 2008.

- 10.2.10 Mr. Shailendra Rai, Head of the Legal Metrology and Standards Compliance Department represented the Bureau at a dialogue on “facilitating Guyana Rice Trade” On March 12, 2008 at the Grand Costal Hotel. The meeting organized by the Guyana Development Board (GRDB) focused on the improving and simplifying the process of exporting rice from Guyana.
- 10.2.11 Mr. Micaiah Sukhu, formally ,Technical Assistant of the Standards Development Department, attended a two-day Labour Management Workshop and General Council Meeting on April 7th and 8th at the Guyana Public Service Union . The conference, organized by the Guyana Public Service Union in collaboration with the Governance Network (TGN) and the Canadian Cooperation Fund, was held at the Hotel Tower. The objective of the workshop was to strengthen its International and Capacity Building Project.
- 10.2.12 Ms. Ramrattie Karan, formally, Technical Officer, of the Conformity Assessment Department represented the Bureau at workshop on April 07, 2008 at the Cara Lodge Hotel. The workshop which was organized by the Ministry of Health in observance of World Health Day focused on “Protecting Health from Climate Change”
- 10.2.13 Mr. Shailendra Rai, Chief Inspector of the Legal Metrology and Standards Compliance Department attended the Tobacco Control Committee meeting on April 10, 2008 at Ministry of Health. The purpose of the meeting was to discuss the labelling standards of Tobacco and the monitoring of Tobacco products in Guyana.
- 10.2.14 Mr. Shailendra Rai, Head of the Legal Metrology and Standards Compliance Department represented the Bureau at a meeting on April 30, 2008 at the Cara Lodge. The meeting organized by the Demerara Tobacco Company targeted audience from the Custom and Trade Administration, Ministry of Finance ,the Chambers of Commerce, Private Sector Commission and the Guyana Manufactures’ Association. The objective of the meeting was to discuss the system of identifying illicit products.
- 10.2.15 Ms. E .Benfield, Head Information Services Department, J. Fanfair, Administrative Officer, Ms. M. Austin, Accountant and Mr. S. Rai, of the Legal Metrology and Standards Compliance Departments attended a presentation on the Performance Improvement Plan (PIP) in keeping with the Public Management Modernization Programme on May 13, 2008 at the Cara Lodge Hotel. The presentation which was done using the Microsoft Power Point software was presented by Ms. E. Benfield and supported by team members of the Bureau.

- 10.2.16 Ms. Rodlyn Semple, Technical Officer of the Conformity Assessment Department represented the Bureau at an Anti – Drug Workplace sensitisation workshop on May 14, 2008 at the Zoom Inn Hotel. The workshop organized by the Ministry of Health in collaboration with Phoenix Project and the Salvation Army Drug Treatment Programme discussed the effects of alcohol and illicit drugs.
- 10.2.17 Mr. Jermaine Softley, Senior Inspector, represented the Bureau at a luncheon on May 16, 2008 at the Hotel Tower. The Luncheon organized by the Guyana Manufacturing and Services Association Ltd featured a presentation by Mr. Carl Greenidge, Deputy Senior Director, Caribbean Regional Negotiating Machinery who discussed the topic “Cariforum -EU EPA and the Trading Opportunity Open to Small Caricom States in a Globalising World”
- 10.2.18 Mr. Lloyd David, Public Relations Officer of the Information Service Unit represented the Bureau at the Global Survey on Alcohol and Health meeting held on May 19, 2008 at the Board Room of the Ministry of Health. The Survey was organized by the World Health Organisation and the Ministry of Health. The purpose of the survey was to finalise a questionnaire in relation to the quantity of alcohol used in Guyana.
- 10.2.19 Mr. Shailendra Rai, Chief Inspector of the Legal Metrology and Standards Compliance Department attended the Tobacco Control Committee meeting on May 23, 2008 at Bureau’s Conference Room. The purpose of the meeting was to discuss the Tobacco Standards.
- 10.2.20 Mr. Edward Melville, Laboratory Technician 111, of the Laboratory Services Department represented the Bureau at the 4th Session of the Guyana /Colombia Joint Commission meeting on July 11, 2008 at the Conference Room of the Ministry of Trade and International Cooperation. The objective of the meeting was to discuss the implementation of the project.
- 10.2.21 Mr. Shailendra Rai, Chief Inspector of the Legal Metrology and Standards Compliance Department represented the Bureau at the National Tobacco Council meeting at the Board Room of the Ministry of Health on July 18, 2008. The main objective of the meeting was to discuss the status of the Tobacco standards.
- 10.2.22 Mr. Richard Boyler, Product Manager, Business Systems and Risk Education and Training and Kevin Boehmer, Program Manager, Business Management and Sustainability of the Canadian Standards Association, attended a meeting on August 07, 2008 in the Conference Room of the Bureau .The meeting which was attended by Management Staff, was designed to provide a full understanding of the operation of the Bureau. Immediately, following the meeting was a tour and inspection of the various Laboratories and interaction with staff.

- 10.2.23 Mr. Jermaine Softly, Senior Inspector of the Standards Compliance and Legal Metrology Department represented the Bureau at the launching of the Georgetown Chamber of Commerce and Industry five year strategic plan on August 18, 2008 at the Cara Lodge.
- 10.2.24 Mr. Trumel Redmond, Technical Officer, of the Conformity Assessment Department represented the Bureau at the Guyana Manufacturing and Services Associations Ltd. (GMSA) Business Luncheon at the Regency Suites Hotel on September 12, 2008. At the luncheon, a presentation, "The National Assembly as a facilitator and promoter of investment and business activities in Guyana", was presented by the Honorable Ralph Ramkarran, S.C., M.P., and Speaker of the National Assemle.
- 10.2.25 During the period under review Mr. Jens Koch, IADB representative met with personnel of the Standards Development Department to conduct the annual mid-year evaluation of the CROSQ programme
- 10.2.26 Ms. Evadine Benfield, Head Information Services Department represented the Bureau at an exit workshop of the Public Management Modernization Programme on September 17, 2008 at the Regency Suites Hotel. The workshop organized by the Government of Guyana and the Inter American Development Bank was designed to ensure that key stakeholders agree on the results of the project and to indentify the necessary steps to ensure sustainability of the potential impacts/ outcomes, and the outputs produced by the project.
- 10.2.27 Ms. Ramrattie Karan and Mr. Elton Patram, Head of the Standards Development Department and Technical Officer II, respectively represented the Bureau at World Trade Organisation (WTO) Policy Review meeting on October 03, 2008 at the Ministry of Foreign Trade Conference Room. The agenda of the meeting was to support the members of the WTO Secretariat and to meet with officials involved in the Trade Policy Review Mechanism (TPRM).
- 10.2.28 Ms. Candelle Walcott-Bostwick, Head, Conformity Assessment Department and Ms. Ramrattie Karan, Head, Standards Development Department attended a meeting on October 10, 2008 in the Conference Room of the Bureau. The meeting was organized by the Board of Directors of the Guyana Manufacturing and Services Association Ltd (GMSA) and the Canadian Executive Services Organisation (CESO) to assist in executing the first five (5) deliverables of the Work Plan of the International Trade and Investment Committee.
- 10.2.29 Mr. Elton Patram, Technical Officer II of the Standards Development Department, represented the Bureau at the National Hazardous Waste Strategy and Management Plan workshop on October 13-14, 2008 at the Tower Hotel. The workshop, which was facilitated by the Environmental Protection Agency in collaboration with the United Nations Development Plan, was designed to develop a strategy for Hazardous Waste Management in Guyana.

- 10.2.30 Mr. Elton Patram, Technical Officer II of the Standards Development Department, delivered a presentation on the role and function of National Advisory Council on Occupational Safety and Health (NACOSH) on October 30, 2008 at a symposium organized in Anna Regina, Essequibo.
- 10.2.31 Ms. Andrea Thom, Technical Officer, of the Standards Development Department represented the Bureau at the Standard and Trade Development (STDF) – Common Vision Session, facilitated by the Inter-American Institute for Cooperation on Agriculture (IICA) on November 27, 2008 in the Conference Room of the Regency Suits/Hotel. The purpose of the meeting was to assist in chartering a course for the development of sustainable institutional capability; consolidate active participation on the Committee on Sanitary and Phytosanitary Measures and promote continued implementation of the WTO/SPS.
- 10.2.32 The Guyana National Bureau of Standards in collaboration with the Caribbean Regional Organisation for Standards and Quality hosted a workshop “Standards and the Drinking Water Industry” on November 13, 2008 at Hotel Tower. The purpose of this workshop was to raise awareness of the water standard.
- 10.2.33 The Guyana National Bureau of Standards in collaboration with the Caribbean Regional Organisation for Standards and Quality hosted a workshop on “The Importance of Traceability, Verification and Calibration Services” on November 14, 2008 at Hotel Tower. The purpose of the workshop was to get stakeholders to be more aware of the importance of calibration and verification of devices and an idea of the services the GNBS offers.

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 to the development of the Bureau at a simple ceremony on October 17, 2008 in the Training Room of the Bureau. The Ceremony was attended by Mr. Melvyn Sankies, Chairman, National Standards Council and Members who, in congratulating the awardees, express profound congratulations and urged other members of staff to be dedicated despite the many challenges

Debra Gill	15yrs.
Sharon Daniels	10yrs
Jermaine Softley	10 yrs
Lloyd David	10yrs
Tarla Parsaram	5 yrs
Marvin Singh	5 yrs
Dillion Beckles	5 yrs
Vishnu Matbadal	5 yrs
Ganesh Ramnarine	5 yrs

10.3.2 EMPLOYMENT

During the year in review the following persons were employed:

NAME	POSITION	DATE OF EMPLOYMENT
Audrey Petrie	Maid/ Cleaner	March 03, 2008
Narine Mohanlall	Driver	March 20, 2008
Quincy Troyer	Inspector 1	April 14, 2008
Andrea Thom	Technical Officer 1	July 01, 2008
Al Donavon Fraser	Technical Officer	July 01, 2008
Trumel Redmond	Technical Officer 1	July 01, 2008
Rovin Singh	Technical Officer	July 01, 2008

10.3.3 CONFIRMATION

During the year the following persons were confirmed in their position:

NAME	DEPARTMENT	EFFECTIVE DATE
Forrest Smartt	Standards Development	January 29, 2008
Kim Goodchild		January 29, 2008

Narine Mohanlall	Administration	May 21, 2008
Audrey Petrie	Administration	June 03, 2008
Quincy Troyer	Legal Metrology and Standards Compliance	June 14, 2008
Andrea Thom	Standards Development Department	October 01, 2008
Trumel Redmond	Conformity Assessment Department	October 01, 2008
AL Dovona Fraser	Conformity Assessment Department	October 01, 2008

10.3.4 PROMOTION

During the reporting period the following persons were promoted as mentioned hereunder:

NAME	DEPARTMENT	FROM	TO	EFFECTIVE DATE
Mr. Hemraj Sanichara	Legal Metrology and Standards Compliance	Inspector 1	Technical Assistant	March 03, 2008
Mr. Chandadat Persaud	Legal Metrology and Standards Compliance	Inspector 1	Laboratory Technician 1	April 07, 2008
Ms. Bernadette Richards	Registry	Typist Clerk	Stenographer,	April 07, 2008
Ms. Ramrattie Karan	Conformity Assessment Department	Technical Officer 11	Head of Department (ag)	July 14, 2008
Mr. Alwin Etwah	Legal Metrology & Standards Compliance	Inspector 1	Inspector 11	September 22, 2008
Mr. Lorenzo Gill	Legal Metrology & Standards Compliance	Inspector 1	Inspector 11	September 22, 2008
Mr. Khemraj Bhoowan	Information Services	Technical Assistant	Network Administrator	September 22, 2008
Mr. Hemraj Sanichara	Information Services	Technical Assistant	Metriation Officer	September 22, 2008

In addition, the following persons were appointed to acting during the year in review:

NAME	DESIGNATION	ASSIGNED RESPONSIBILITIES	DURATION
Mrs. E. Benfield	Head, Information Department	Coordinating the activities of the Executive Director	April 21, 2008 to May 04, 2008.
Mr. Rose	Assistant Accountant	Accountant	April 21, 2008 to May 09, 2008.
Ms. B. Richards	Stenographer	Confidential Secretary	May 12-23, 2008.
Ms. Rodlyn Semple	Technical Officer 1	monitoring the activities of the Conformity Assessment Department	August 04 to September 05, 2008

Ms. Debra Gill	Information Officer	performing additional duty in the absence of the Senior Information Officer.	July 31, 2008 to September 03, 2008
Ms. Sheron Daniel	Registry Supervisor	Administrative Officer	November 10 to December 22, 2008
Mrs. E. Benfield	Head, Information Services	Coordinating the activities of the Executive Director	-----

10.3.5 TRANSFERS

Ms. Ramatie Karan, Technical Officer 11 of the Conformity Assessment Department was appointed to act Head, Standards Development Department and transferred to the Standards Department with effect from July 14, 2008 to monitor the activities of that Department as management sought to improve staff performance within the organization during the year in review. Further Mr. Al Donavon Fraser, Technical Officer of the Standards Development Department was transferred to the Conformity Assessment Department.

10.3.6 RESIGNATION

The Bureau suffered the loss of the following employees through resignation during the year of assessment.

Name	Designation	Department	Effective Date of Resignation
Mr. Ansel Wilson	Technical Assistant	Information Services Department	February 15, 2008
Mr. Brian Nieunkirk	Driver	Administration and Finance	March 01, 2008
Ms. Desiree Hind	Maid Cleaner	Administration and Finance	March 24, 2008
Ms. Allison Herod	Stenographer	Administration and Finance	March 27, 2008
Mr. Forrest Smartt	Technical Officer 1	Standards Development Department	March 27, 2008

Ms.Kim Goodchild	Technical Officer1	Standards Development Department	April 14, 2008
Ms.Shune Vickerie	Head, Standards Development Department	Standards Development Department	May 23, 2008
Mr.Micaiah Sukhu	Technical Assistant	Standards Development Department	June 11, 2008.
Mr. Rovin Singh	Technical Officer	Standards Development Department	September12, 2008

10.3.7 LEAVE

Due to the exigencies of the organisation a few employees did not proceed on annual leave as scheduled.

10.4 RESISTRY

852 documents were typed and 948 documents filled during the year.

10.5 RENDERING ADMINISTRATIVE SUPPORT

82 Technical Committees, Sub- Committees, Group Consultations, Press Briefing and National Standards Council meetings were convened during 2008. In addition, Administrative Support was also rendered during the period July 01- 04 and July 18 - 21, 2008, respectively to the Internal Auditing workshop for Laboratory Personnel organized by the Head, Conformity Assessment Department at the Foreign Service Institute.

10.5.1 VEHICLE MAINTANCE

General scheduled servicing/ repaired, renewal of vehicle insurance, fitness and licences were done to the Bureau's Fleet of vehicle during the year. In addition three (3) tyres and three (3) batteries were purchased for the following vehicles:

PEE 883
PHH 5986
PFF 6982

With the approval of the Finance Secretary, Ministry of Finance the Unserviceable Nissan Bus Number PDD 9587 was sold by Public Tender and a Nissan Urvan bus was purchased.

10.5.2 EQUIPMENT MAINTENANCE

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

Damaged to System Board

CPU mother board

DDR memory

Upgrading of Microsoft XP software installed on a number of computer within the organisation

CPU Dell window Server

10.5.3 BUILDING MAINTENANCE

As managements worked assiduously to improve the working conditions of staff members and service to stake holders, the southern section of the Standards Compliance and Legal Metrology Department was carpeted to reduce the circulation of dust after sweeping. In addition, the Mass Laboratory was expanded to accommodate the Water Test Bench and the testing of footwear and garment. The wooden floor in the corridor of the building was replaced with concrete and painted, extension work in the Mass Laboratory also continued during the year in review. Further, the office of the Administrative Officer, the Registry Department, Chief Inspector and the Legal Metrology Departments were re- located to facilitate easier access to the Laboratory. The department also continued the spraying of the building to eradicate rats, wood ants and roaches.

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 \$101.1M was submitted to the Ministry of Finance for the year 2008; however the organization received an amount of \$73.6M which was broken down as, \$68.1 M for employment costs and \$5.5M as other charges.

Table 20 shows the nine (9) major current /monthly expenses incurred during the year which were financed by the Government Subvention.

Table 20
Major Expenses

Chart of a/c	Line Item	Amount
101-106	Wages & Salaries	59,914
201-205	Overhead Expenditure	11,472
121-124	Materials Equipment & Supplies	419
131	Fuel & Lubricants	2,850
141-143	Rental & Maintenance of Building	35
161-165	Transport, Travel & Postage	590
171-173	Utility Charges	1,175
181-184	Other Goods & Services	375
191-194	Other Operating Charges	60
	Total	\$76,890

In addition, the amount of 3.2 M was allocated by government to facilitate the payment of 5% salary increase to staff for the year.

10.7.2 OTHER INCOME

Other Income received/generated for the period January to December 2008 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 21 shows Income generated for 2008.

Table 21
Income Generated

Revenue Centres	Amount
Import Monitoring Fees	7,500
Verification of Devices	13,300
Sale of Publications	782
Rice Testing & Lab Fees	898
Training Programmes	3,000
Calibration of petrol pumps	1,500
Calibration of electric meters	375
Total	27,355

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

Figure 10
Income Generated by Revenue Centers

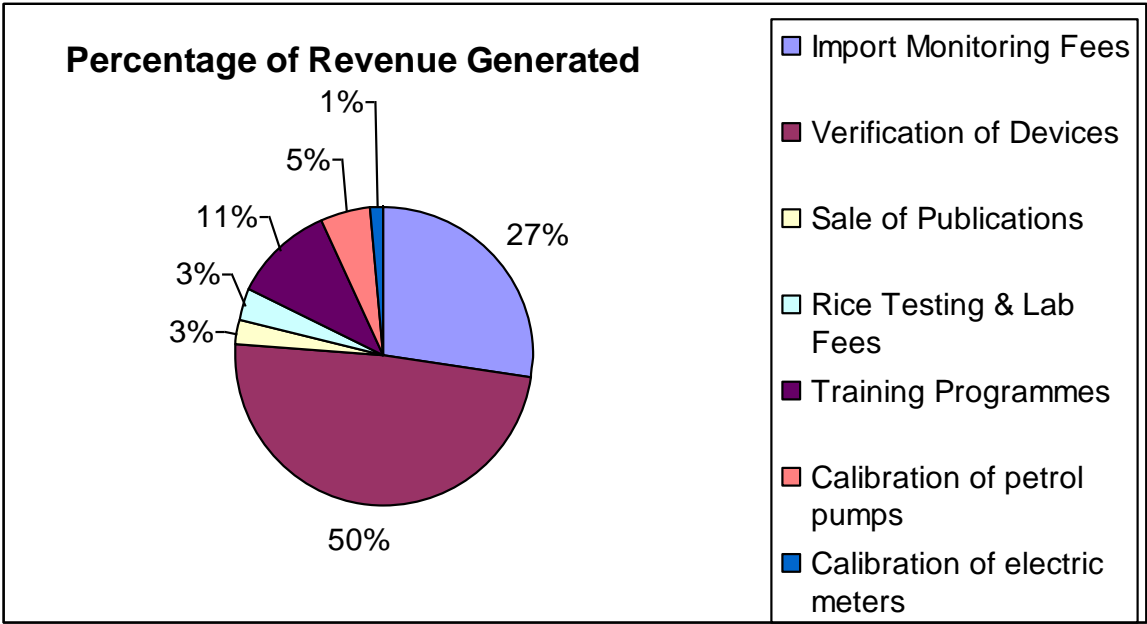


Table 22. Shows expenses offset from Income generated.

Table 22.
Expenses incurred

Expenses	Amount
Goods and Services	4,845
Travel/postage Expenses & Subsistence	3,110
Public Utility & Fuel Charges	8,040
Maintenance of Building & Equipment	2,761
Rental of Building	540
Maintenance of Vehicle	1,846
Training	1,382
Fees & payment to International Organization	1,512
Employer Pension contribution	2,064
TOTAL	\$26,100

The financial year 2008 has not been without its challenges for the GNBS. The annual budget (Government Subvention) had been cut by 28 million dollars which had forced the GNBS to exhaust the entire amount of Income generated to offset current year expences & liabilities for previous year (2007). It also adversely affected activities planned to be carried out according to the work programme.

Table 23 shows projection and actual funds generated during the year 2008 and projections for the year, 2009.

Figure 23
Revenue Generated for 2008 & Projection for 2009

Revenue Centers	Revenue projection 2008	Revenue Generated 2008	Revenue Projections 2009
Import Monitoring Fees	9,000	7,500	9,000
Verification of Devices	13,500	13,300	14,000
Sale of Publications	1,000	782	800
Rice Testing & Lab Fees	1,000	898	1,500
Training Programmes	500	3,000	2,500
Calibration of petrol pumps	1,200	1,500	2,500
Calibration of electric meters	500	375	500
TOTAL	26,700	27,355	30,800

Table 24. Shows Government Subvention and Capital releases received over the period 2003-2008, and revenue generated over the said period.

Table 24.
Government contribution and Revenue received

Revenue Centers	2003	2004	2005	2006	2007	2008
Subvention	58,041	62,947	66,807	69,300	73,695	76,890
Capital	20,000	5,000	12,000	10,000	12,000	16,000
Revenue	12,500	24,331	19,024	23,746	22,830	27,355
TOTAL	90,541	92,278	97,831	103,046	108,525	120,245

The increase in government subvention over the years shown in table 26, are amounts allocated by the Ministry of Finance to facilitate the government salary increase (across the board) for the respective years. All releases were fully and adequately expended also revenue/income generated were utilized.

Table 25 shows the amount of Income Tax remitted on behalf of staff for the year 2008, as also employees and employer's contribution for Pension, Health Insurance (Medical Scheme) and N.I.S. contributions.

Table 25.
Employer & Employees remittance for 2008

Headings	Employee	Employer
Health Insurance	354,268	400,133
National Insurance Scheme	2,348,163	3,520,803
Pension	2,063,493	2,063,493
Income Tax	10,303,491	0
TOTAL	15,069,415	5,984,429

Note: The Bureau remitted a total of 15 M on behalf of staff for Medical Scheme, Pension, Income Tax and National Insurance (employee's contribution), and also committed itself to an amount of 5.9 M as employer's contributions during the year for Health Insurance, N.I.S. and Pension contributions. The Medical & N.I.S. contributions are subvention expenses (budgeted for with 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 \$16M for 2008.

Approval was granted for the purchase of capital items as indicated hereunder:

- Two High Accuracy Flow Meters (Fuel & Water)
- Testing Equipment for Footwear
- Testing Equipment for Textile and Garments
- One Vehicle (Mini Bus)

- One 200 L Test Measure (with certificate)

However, the entire amount allotted amount was not utilized to purchase capital items as requested, so a request was made to the Ministry of Finance through the Chief Planning Officer to utilize our savings to purchase air condition units for the general office, which was approved.

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 which represents yearly contributions and membership fees, as shown in table 26

Table 26
Overseas Payment for 2008

Agency	Details	Amount
I.S.O.	Annual membership fee for 2008 & 2009	\$594,928
COPANT	Annual membership fee for 2008	\$144,200
NCSL International	Annual membership fee for 2008	\$ 67,950
U.S. Metric Association	Annual membership fee for 2008	\$ 7,180
Western Scientific	Equipment purchase (fume hood & test bench, final payment)	\$400,670.
Dayton & Stencil		\$297,520.
TOTAL		\$1,512,448

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 standardization, 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 **National Competitiveness Project**

This Project is referred to in Section 4.8.1 of this report.

11.2 **Canadian Development Fund**

It was indicated by CIDA that no funds are available for the fiscal year which ends in , 2009 to address the concept paper submitted by the GNBS in 2007.

11.3 **SME Project**

This Project is referred to in Section 6.9 of this report.

11.4 **Public Management Modernisation Project (PMMP)**

The Public Management Modernisation Project which commenced in 2006 moved into final phase which required the preparation of a Performance Improvement Plan (PIP) for GNBS. In order to achieve this objective, consultants with responsibility for Performance and Financial Management and Information Technology met with the Management Team during which the following key areas were discussed:

- Strategies for preparation of the GNBS Performance Improvement Plan (PIP)
- GNBS revised vision and mission statements and its strategic plan for the next five years.
- Areas for technical assistance and improvement.

Several meetings were held with the GNBS project coordinator during the course of preparing the Performance Improvement Plan (PIP) and during the first quarter of the year, the IT component was addressed in some detail following which a similar improve plan was drawn up.

Among some of the critical areas addressed were the use of databases to generate and retrieve information easily and the updating of the current website.

GNBS Performance Improvement Plan (PIP)

The PIP focused on three critical areas. These were Financial Management, Performance Management, Human Resource Management and Information Technology. It was also crafted to, monitor and evaluate outcomes using a result oriented approach. The PIP also provided an enabling framework for agencies to compare their existing objectives and activities with the future, and take whatever corrective action necessary to maximize opportunities and minimize threats as well as improve efficiency and effectiveness.

The preparation of the respective PIP's took place at the Regency Hotel in the presence of senior government functionaries such as the Head of the Presidential Secretariat, Consultants attached to the project Minister within the Ministry of Finance, Permanent Secretaries from line Ministries and other Government agencies and officials of the IDB, the agency responsible for funding the project.

It is hoped that tangible deliverables will be realized from this activity and will be reflected in budgetary allocations for 2009, so that some of the initiatives alluded to in the Performance Improvement Plan for the GNBS, will be executed.

11.5 Guyana/Columbia Joint Commission Project

Within the framework of the Agreement on Economic, Scientific and Technical Cooperation between the Cooperative Republic of Guyana and Republic of Colombia, signed on May 3, 1982, approved by Act 59 of 1983, the IV meeting of the Joint Commission on Technical Scientific cooperation was held in Bogota on June 26 and 27, 2008.

Programme Evaluation

Both sides evaluated the outcome of the 2006-2008 programme that was agreed on at the Third Joint Commission. The delegations pointed out that some of the projects that were implemented will be continued in a second phase at the 4th Joint Commission and pending projects will be included in the new programme.

The Guyana delegation resubmitted proposals that were not implemented in the 2006-2008 programme to be implemented in the 2008-2010 programme. A total of 8 requests were made from the Guyana side in the areas of Education, Commerce, Science and Technology, Health, Agriculture and Security.

The Guyana National Bureau of Standards (GNBS) being the lone agency with a proposal under the Science and Technology titled "Improvement and Development of the Science Metrology Infrastructure in Guyana" was accepted by the Superintendency of Industry and Commerce. The GNBS was successful with the assistance of the Ministry of Foreign Trade and International Cooperation, to send two officials to attend two training programmes in the areas of mass and dimensional calibration, during the period 24 November to 19 December, 2008.

11.6 Harmonised Regional Quality Infrastructure

Workshop conducted on the importance of Traceability, Calibration and Verification

A workshop on the importance of Traceability, Calibration and Verification was hosted by the Guyana National Bureau of Standards (GNBS) in collaboration with CROSQ on the 2008-11-14 at Tower Hotel, Main Street, Georgetown. The workshop was organized by CROSQ as part of the CROSQ-RQI Project and presentations were done by Consultants from CROSQ, PTB and local representatives on various topics relating to Legal and Scientific Metrology, in order to sensitise stakeholders on the importance of the above subject. Presentations were conducted on the functions of CROSQ and the RQI Project Concept, the National Metrology Services and action plan to address the challenges affecting regional trade, introduction to the Organisation Structure of CROSQ-CARIMET and SIM and their roles in the regional harmonization of metrological practices, the implications of the harmonized QI on trade and business operations for improving Market Access and Competitiveness, the importance and dissemination of traceable calibration and verification services in a regional context. Participants present support the workshop and indicated areas in which calibration is needed in their operation. The GNBS is expected to follow-up with companies which were issued with the Needs Assessment Survey Questionnaires, in order to obtain the needs of the various companies and work towards providing the required services to its stakeholders in the near future.

Visits by CROSQ Consultants on Metrology

Two visits were conducted by Mr. Hygas and Mr. Deenish Maharaj during the month of November, to review the monitoring and evaluation aspects of the CROSQ Project on Harmonised Regional Quality Infrastructure for Improving Market Access and Competitiveness and to conduct an evaluation on the capacity of the GNBS in providing Legal and Scientific Metrology Services in Guyana, respectively. During the visits conducted the Consultants met with the Executive Director, Chief Inspector and Coordination of the Laboratory Services Department of the GNBS, where the activities presently carried out by the GNBS in the areas of Metrology were explained. In addition, they had a look at the GNBS facilities and equipment used in execution of Metrology activities in Guyana. Further, Mr. Hygas, the monitoring and evaluation consultant invited representatives from GUYSUCO, DDL, GCCI, GO-INVEST, NAMILCO and the GMA to a meeting, in order to get an insight of the level of calibration required by industry and to obtain information on the Quality Infrastructure and systems implemented by the companies in producing quality products. However, only the representative from GO-INVEST attended the meeting.

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:

Table 1

Technical Committees

Technical Committees (TC) Number	Technical Committee
TC 1	Agriculture
TC 2	Foods
TC 3	Chemical
TC 4	Electrotechnical Engineering
TC 6	Mechanical Engineering
TC 7	Consumer Products
TC 9	Laboratory Management
TC 10	Civil Engineering
TC 12	Tourism
TC 13	Wood Products
TC 14	Environment
TC 15	Management Systems

APPENDIX 2

STANDARDS DEVELOPMENT PROCESS

Guyana's standards are developed in accordance with the WTO's Code of Good Practice for the Preparation, Adoption and Application of standards. The following outlines the process undertaken:

The preparation of standards is undertaken upon the National Standards Council's Authorisation. Recommendations are made to the Council based on requests from National Organisation, the general public, existing Technical Committees, or Bureau staff.

On approval of the new work item, it is assigned to a Technical Committee. In the absence of a Technical Committee, a new Technical Committee is formed. A Technical Committee comprises of experts and stakeholders in the relevant field and a Bureau staff member serves as Secretary.

The draft document is then made available for general public comments. All interested parties, by means of a notice in the press, are invited to comment within a sixty (90) day period. In addition, copies are sent to those known to be interested in the subject.

The Technical committee considers all the comments received and amends the draft accordingly. The final draft is then recommended to Council. On Council's approval, notice of the standard is published in the local newspapers, and copies are placed for sale.

If compliance with the standard is deemed necessary for the health and safety of consumers, Council may recommend to the Minister, Tourism, Industry and Commerce to declare the standard compulsory. If necessary, the Minister may seek any areas which the standard may affect. The compulsory standard is then sent to the Attorney General Office for vetting and final review to ensure compliance with current legislation.

A national standard is reviewed and updated every five years in an effort to reflect the latest developments in safety and technological, as well as current realities in the marketplace and consumer demands.

Amendments to, and revisions of standards formally require the same procedure as is applied to the preparation of the original standard.

APPENDIX 3

STANDARDS APPROVED BY NATIONAL STANDARDS COUNCIL

- (a) Code of Practice for the operation of poultry hatcheries
- (b) Specification for The storage, handling and transport of steel compressed gas cylinders
- (c) Environmental Management System – Requirements with guidance for use (ISO 14001:2004)

**GUYANA NATIONAL BUREAU OF STANDARDS
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31 DECEMBER 2008**

	NOTES	2008 G\$	Restated 2007 G\$
OPERATING INCOME			
Government Subvention	7	82,639,593	79,444,648
Other Income	8	29,677,144	27,540,960
Total Income		112,316,737	106,985,608
OPERATING EXPENDITURE			
Employment Cost	9	73,259,524	68,383,081
Office Expenses	10	7,789,513	6,207,494
Other Admin Expenses	11	16,698,494	18,399,638
Others Goods & Services Purchases	12	12,889,798	10,156,752
Depreciation		10,354,285	11,321,870
Asset Disposal		40,000	0
		121,031,614	114,468,835
 Net Surplus/(Deficit)		 (8,714,877)	 (7,483,227)

**GUYANA NATIONAL BUREAU OF STANDARDS
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 DECEMBER 2008**

	Government of Guyana G\$	Accumulated Deficit G\$	Total Equity G\$
Balance as at 1 January 2007	84,236,861	(32,018,197)	52,218,664
Funds from Resources	6,250,903		6,250,903
Net Surplus/(Deficit) for the period		(7,483,227)	(7,483,227)
Balance as of 31 December 2007	<u>90,487,764</u>	<u>(39,501,424)</u>	<u>50,986,340</u>

	Government of Guyana G\$	Accumulated Deficit G\$	Total Equity G\$
Balance as at 1 January 2008	90,487,764	(39,501,424)	50,986,340
Funds from Resources	10,250,367	-	10,250,367
Net Surplus/(Deficit) for the period	-	(8,714,877)	(8,714,877)
Balance as of 31 December 2008	<u>100,738,131</u>	<u>(48,216,301)</u>	<u>52,521,830</u>

**GUYANA NATIONAL BUREAU OF STANDARDS
STATEMENT OF CASHFLOWS
AS AT 31 DECEMBER 2008**

	2008	2007
	G\$	G\$
OPERATING ACTIVITIES		
Net Surplus/(Deficit)	(8,714,877)	(7,483,227)
Depreciation Charges	10,354,285	11,321,870
Suspense	-	(5,090)
(Increase)/Decrease in Inventory	-	454,246
(Increase)/Decrease in Debtors	85,500	(96,617)
Increase/(Decrease) in Creditor/Accruals	(4,649)	16,629
Net Cash Flow from Operating Activities	1,720,259	4,207,811
INVESTMENT ACTIVITIES		
Purchase of Fixed Assets	(21,057,646)	(20,631,081)
Net Cash Outflow from Investment Activities	(21,057,646)	(20,631,081)
FINANCING ACTIVITIES		
Funds from other resources	15,999,464	12,000,000
	15,999,464	12,000,000
Net increase/(decrease) in cash and cash equivalents	(3,337,923)	(4,423,270)
Cash and cash equivalents at beginning of period	10,080,313	14,503,583
Cash and cash equivalents at end of period	6,742,390	10,080,313

**GUYANA NATIONAL BUREAU OF STANDARDS
NOTES TO THE ACCOUNTS
AS AT 31st DECEMBER 2008**

1. Incorporation and Principal Activities

The Guyana National Bureau of Standards (GNBS) was established in March of the year 1984 under Act No. 11 of Parliament in the same year.

At the time the Bureau was located in the Ministry of Works compound, Fort Street, Kingston, until April, 1987, when the operations were moved to 77 West ½ Hadfield Street, Werk-en-Rust. The Bureau remained until the month of June in 1996 when the GNBS Office was located to Flat 15, National Exhibition Complex, Sophia, Greater Georgetown..

The Bureau has the legal status of a statutory corporation or a semi-autonomous agency. It is governed by a National Standards Council, whose members are appointed by the subject Minister. i.e. Ministry of Tourism, Industry and Commerce. Members of National Standards Council are drawn from organizations such as the Chambers of Commerce, University of Guyana, Guyana Manufacturers' Association, Regulatory bodies etc.

The Council meets monthly in order to carry out the work of the organisation which is executed through the various Technical Committees appointed by the National Standards Council. The Chairpersons of the respective technical committees are members of the council.

GNBS Mission Statement

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

GNBS Objectives

The objectives of the GNBS are to promote standardization and quality systems in the production and importation of goods and services for the protection of the consumer and to advance local and foreign trade, thereby improving the quality of life for the people of Guyana, as outlined in the GNBS Act 11 of 1984.

2. Summary of Significant Accounting Policies

(a) Accounting Convention

The Financial Statements were prepared in an accrual basis and is in accordance with the General Accepted Accounting Principles.

(b) Depreciation

Depreciation is calculated using straight-line basis at the rates specified below which are contributed to write off the assets over their estimated useful lives.

Motor Vehicle	10%
Office Equipment	20%
Office Furniture	10%
Sundry Equipment	10%/20%

A full year's depreciation is charged on all assets purchase during that year.

**GUYANA NATIONAL BUREAU OF STANDARDS
NOTES TO THE ACCOUNTS
AS AT 31st DECEMBER 2008**

4. Staff Debtors	2008	2007
	G\$	G\$
Staff Debtors	767,783	853,283
5. Cash in Bank/Hand	G\$	G\$
Cash in Bank A/C #: 688-109-8	3,575,747	-
Cash in Bank A/C #: 688-746-7	-	5,399,316
Cash in Hand	50,011	50,000
Total	<u>3,625,758</u>	<u>5,449,316</u>

6. Creditors and Accruals	G\$	G\$
Overdraft Bank A/C #: 688-109-8	-	3,736,541
Overdraft Bank A/C #: 688-746-7	4,904,064	-
Accruals	171,061	188,795
PAYE (C.Bacchus)	8,520	-
NIS (C.Bacchus, M. Peters etal)	9,411	-
NIS (A. WILSON)	1,814	-
Union Dues (A. Nelson)	700	-
Health Insurance	(7,355)	-
Suspense A/C	-	-
Total	<u>5,088,215</u>	<u>3,925,336</u>

7. Government Subvention

Income is derived principally from contribution secured from Central Government.

8. Other Income

The Other Income collected during the year was derived from such activities as registration of importers, course fees and verification of devices.

GUYANA NATIONAL BUREAU OF STANDARDS
NOTES TO THE ACCOUNTS
AS AT 31st DECEMBER 2008

9. Employment Cost	2008	2007
	G\$	G\$
Administrative Salary	7,643,058	6,888,716
Senior Technical	5,433,522	5,341,632
Other Technical and Craft Skilled	22,454,274	21,760,131
Clerical and Office Support	7,772,148	8,183,128
Semi-Skilled and Unskilled	3,825,255	3,920,581
Contracted Employee	5,201,338	5,156,271
Overtime	197,200	144,000
Employers, Contribution to NIS	3,522,243	3,164,570
Pension, Gratuity & Health Scheme	4,060,376	3,220,658
Miscellaneous Allowances	13,150,110	10,603,394
Total	<u>73,259,524</u>	<u>68,383,081</u>
10. Office Expenses	G\$	G\$
Drugs and Medical Supplies	10,000	12,681
Field Materials and Supplies	220,822	-
Office Materials and Supplies	3,049,172	2,077,168
Print and Non-Print	655,576	406,525
Travelling and Subsistence, etc.	3,272,206	2,994,169
Postage and Telex	82,673	477,998
Janitorial and Cleaning Expenses	499,064	238,953
Total	<u>7,789,513</u>	<u>6,207,494</u>
11. Other Administrative Expenses	G\$	G\$
Maintenance & rental of building	3,570,612	3,041,941
Telephone & Electricity	4,172,558	4,972,580
Equipment Maintenance	578,632	1,080,070
Security Services	540,000	-
Others service (184)	2,087,595	3,555,950
Total	<u>10,949,397</u>	<u>12,650,541</u>

**GUYANA NATIONAL BUREAU OF STANDARDS
NOTES TO THE ACCOUNTS
AS AT 31st DECEMBER 2008**

12. Others Goods & Services	2008	2007
	G\$	G\$
National & other Event	4,000	169,372
Fuel & Lubricant	4,305,951	4,444,471
Motor Vehicle Spares & Repairs	2,515,115	2,575,242
Overseas Conference	1,253,762	35,875
Refreshments & Meals	1,253,248	778,458
Training	736,772	-
Others (194)	2,820,950	2,153,334
Total	12,889,798	10,156,752

13. Management Staff Remunerations

Position	Name	Remuneration
		G\$
Executive Director	Chatterpaul Ramcharran	446,219
Head Of Information	Evadnie Fields	235,905
Administrative Officer	Joyann Fanfair	147,487
Accountant	Marcia Austin	147,487
Head of Conformity & Assessment	Candelle Walcott	238,146
Head of Standardisation	Ramrattie Karan	187,084
Head of Legal, Metrology & Standard Compliance	Shailendra Rai	153,838

GUYANA NATIONAL BUREAU OF STANDARDS
NOTES TO THE ACCOUNTS
AS AT 31st DECEMBER 2008

3. Fixed Assets Schedule

	Sundry Equipment and Office Furniture & Equipment G\$	Motor Vehicle G\$	Total G\$
Cost/Valuation January 1 2008	101,733,658	13,474,000	115,207,658
Additions During The Year	17,382,646	3,675,000	21,057,646
Disposal	-	(1,400,000)	(1,400,000)
Total Assets As At 31 December 2008	119,116,304	15,749,000	134,865,304
Accumulated Depreciation, Jan 1, 2008	58,805,418	8,100,000	66,905,418
Depreciation On Disposal of Assets	-	(1,360,000)	(1,360,000)
Depreciation For The Year	9,366,785	987,500	10,354,285
Accumulated Depreciation As At Dec 31 2008	68,172,203	7,727,500	75,899,703
Net Book Value As At Dec 31 2008	50,944,101	8,021,500	58,965,601
Net Book Value As At Dec 31 2007	42,797,293	5,374,000	48,171,293

Note: Included in the Fixed Asset is an Amount of \$5,678,010 & \$71,087 (total: \$5,749,097) which represents the renovation cost for the building which accommodates the GNBS and cost for laboratory project respectively. These amounts are stated as buildings, however the building is not owned by the GNBS. The correction is now being made to have these amounts recorded as expenses and depreciation was made to the fixed assets schedule.



Audit Office of Guyana

P.O. Box 1002, 63 High Street, Kingston, Georgetown, Guyana
Tel: 592-225-7592, Fax: 592-226-7257, <http://www.audit.org.gy>

104/SL:26/2/2017

05 April 2017

Ms. Candelle Walcott-Bostwick,
Officer In Charge
Guyana National Bureau of Standards
Sophia Exhibition Centre
Eastern Highway, Sophia
Georgetown.

Dear Ms. Walcott-Bostwick,

AUDIT OF THE BOOKS AND ACCOUNTS OF THE
GUYANA NATIONAL BUREAU OF STANDARDS
FOR THE YEAR ENDED 31 DECEMBER 2008

The audit of the financial statements of the Guyana National Bureau of Standards (GNBS) for the year ended 31 December 2008 has been completed. The findings hereunder were discussed with the accounting personnel within your organization and are now forwarded to you for appropriate action.

2. The audit was conducted in accordance with the International Standards on Auditing, issued by the International Federation of Accountants (IFAC) and the International Standards of Supreme Audit Institutions (ISSAIs). These standards require that the audit be planned and performed to obtain reasonable assurance about whether the financial statements are free from material misstatements.
3. The main purpose of the audit was to express an opinion on the financial statements and evaluate the operations of Bureau to ascertain whether:
 - (i) The financial statements have been properly prepared, in accordance with applicable laws, and properly present the operations and affairs of the Bureau.
 - (ii) The accounts have been faithfully and properly kept.
 - (iii) The rules, procedures and internal management controls are sufficient to secure effective control on the assessment, collection, and proper allocation of levies.
 - (iv) All monies expended and charged to an account have been applied to the purpose or purposes for which they were intended.

- (v) Essential records are maintained, and the internal management controls and rules and procedures established and applied are sufficient to safeguard the control of stores and other property.

FINDINGS AND RECOMMENDATIONS

A. Statement of Financial Position

Non Current Assets: \$58,965,601

4. The amount of \$58.967M represents the net book value of fixed assets as 31 December 2008. A physical verification of fixed assets was conducted and it was observed that included in the fixed assets register were several obsolete items which were kept in a storeroom. However, the value of these assets cannot be determined since a list was not provided for examination.

Recommendation: The Audit Office recommends that the Management of the Bureau take the necessary steps to have all obsolete assets listed in order to commence the disposal process.

Management's Response: Management has commenced the process to have these items written off and disposed of.

Debtors: \$767,783

5. The amount of \$767,783 was shown as Debtors. An examination of the records and related documentations revealed the following observations:

- (a) A personal advance of \$20,000 remained outstanding since October 2005, however, it was observed that repayments for this advance commenced in March 2012.

Recommendation: The Audit Office recommends that the Management of the Bureau put systems in place to ensure that there is timely recovery of all outstanding debts owing to the Bureau.

- (b) An advance Register was not maintained to record advances granted to employees to perform official duties. As a result, it could not be determined as to whether all advances granted were cleared and if so, within the stipulated time.

Recommendation: The Audit Office recommends that the Management of the Bureau implement and maintain an advance register to record all transactions in relation to issuing and clearing of advances.

- (c) In addition, an examination of the debtor's schedule when compared with the financial statements revealed amounts totalling \$732,382 and \$767,783 respectively, resulting in a difference of \$35,401.

Recommendation: The Audit Office recommends that the Management of the Bureau put systems in place to ensure that reconciliation is done between the debtors schedule and the financial statements to ensure the correct amount is recorded on the financial statements.

Management's Response: Management has acknowledged the above errors and will ensure that the necessary action is taken and corrections are made.

6. As a result, the accuracy, validity and completeness of the amount stated as debtors could not be verified.

Cash in Hand/Bank: \$3,625,758

7. The amount of \$3.626M represents bank balance and cash in hand totalling \$3.576M and \$50,011 respectively as at 31 December 2008. However, in relation to the two bank accounts, an examination of the bank reconciliation statements revealed that the following matters were reflected as reconciling items during the year under review:

- (a) An amount of \$2.273M was reflected as incorrect posting as at 31 December 2008.
- (b) Amounts totalling \$3.668M were stated as incorrect cash book balances brought forward.
- (c) Credit transfers valued at \$8.481M were brought forward from previous year.
- (d) The sum of \$103,413 was stated as 'unposted cheques'.
- (e) An amount of \$1.446M was reflected in the bank reconciliation as 'Amount not Deposited'.
- (f) Amounts totalling \$5.590M were reflected in the bank reconciliation statement as a debit memo.
- (g) In addition, nine cheques valued at \$305,637 had become stale dated and were not written back to the cash book. As a result, the cash book was understated by the said amount. (See Appendix I).
- (h) Further, no supporting documentations were presented to substantiate the reconciling items stated above. (See Appendix II). As a result, the accuracy, validity and completeness of the sum \$3.626M stated as cash in hand/bank could not be validated.

Recommendation: The Audit Office recommends that the Management of the Bureau take the necessary steps to have long outstanding matters cleared and other adjustments made in a timely manner.

Management's Response: Management has taken steps to have these adjustments made and the necessary actions were taken.

Accumulated Deficit: (\$48,216,301)

8. The sum of (\$48.216M) represents accumulated deficit as at 31 December 2008. Included in this figure, is an amount of (\$8.715M) relating to the year under review. It should be noted that the recurring financial deficit does not purport good for the continuous operations of the Bureau. This matter was brought to your attention in earlier reports.

Recommendation: The Audit Office again recommends that the Management of the Bureau take necessary actions to review the situation so that the Bureau can reflect a positive position.

Management's Response: Management will work to address this.

Creditors and Accruals: \$5,088,215

9. The amount of \$5.088M was shown as creditors and accruals for the year under review. An examination of relevant documentation revealed the following observations:

- (i) Included in the sum \$5.088M is the sum of \$4.904M which represented bank overdraft for Account No. 688-746-7. However, evidence of approval for an overdraft facility was not presented for audit.
- (ii) Amounts totalling \$11,225, \$8,520 and \$700 represent unpaid NIS, GRA and Union Dues respectively. It must be noted that all deductions are to be paid over to the respective Agencies as required by Law.
- (iii) Supporting documentations were not produced to substantiate the amount of \$171,061 being stated as accruals.

10. As a result, the accuracy, completeness and validity of the sum of \$5.088M stated as creditors and accruals could not be determined.

Recommendation: The Audit Office recommends that the Management of the Bureau ensures that the requisite regulations are adhered to, and all supporting documentations are provided to substantiate figures stated on the financial statements.

Management's Response: The necessary action was taken and these amounts were paid over.

B. Statement of Comprehensive Income

Income: \$112,316,737

Other Income: \$29,677,144

11. The amount of \$112.317M was shown as income for the year under review. Included in this amount is the sum of \$29.677M which was stated as other income. However, no supporting documents were presented for verification. As a result, the accuracy, validity and completeness of the amount stated as income could not be determined.

Recommendation: The Audit Office recommends that the Management of the Bureau take the necessary steps to ensure that the relevant schedules are presented for examination.

Management's Response: The absence of the schedules have been acknowledged, however management will implement new systems to have them available for future audits.

Expenditure: \$121,031,614

Employment Cost: \$73,259,524

12. The amount of \$73.260M was shown as employment costs for the year under review. Included in this amount is the sum of \$5.201M which was paid in relation to one contracted employee. However, contractual agreement was not presented to substantiate these payments. As a result, it could not be determined whether the payments made were in compliance with contractual obligations.

Recommendation: The Audit Office recommends that the Management of the Bureau take steps to ensure that the necessary contractual agreement is in place to avoid the possibility of overpayment.

Management's Response: Management is aware of this and will ensure that this practise does not continue.

Other Goods and Services: \$12,889,798

13. Included in the sum of \$12.890M expended as other goods and services is the sum of \$4.306M in relation to fuel and lubricant. However, of the eight serviceable vehicles/equipment for which log books were required to be maintained, only one was presented for audit scrutiny. As a result, it could not be ascertained whether all journeys undertaken were authorized and in the interest the Bureau.

Recommendation: The Audit Office recommends that the Management of the Bureau take the necessary steps to maintain and present all log books in a timely manner.

Management's Response: Log books were maintained for all vehicles, but were discarded. However, management has taken the necessary steps to correct this malpractice.

C. Statement of Cash flows

14. An examination of the statement of cash flows attached to the set of financial statements revealed that it was not prepared in accordance with ISSAIs, since the cash and cash equivalent figure is incorrect.

Recommendation: The Audit Office recommends that the Management of the Bureau take the necessary steps to ensure compliance with the ISSAIs.

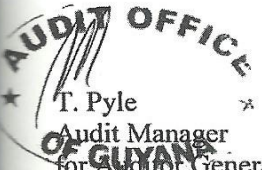
Management's Response: Management will take the necessary steps to ensure that the statement is prepared according to the Standards.

D. General

15. The Audit Office wishes to express its gratitude for the cooperation given to its officers during the course of the audit. In keeping with the Audit Office's policy, a reply is expected within thirty (30) days of the receipt of this management letter.

With best regards.

Yours sincerely,

A circular stamp with the text "AUDIT OFFICE" at the top and "OF GUYANA" at the bottom, flanked by two stars. The name "T. Pyle" is written across the center of the stamp.
T. Pyle
Audit Manager
for Auditor General

Appendix I

Stale dated cheques

No.	Account No.	Date	Payee	Cheque #	Amount \$
1	688-746-7	January, 2003	Laparkan	237	95,000
2	do	September, 2003	Council Stipend	735-50	16,500
3	do	December, 2003	Council Stipend	860-73	7,500
4	do	February, 2004	Council Stipend	3642-53	15,000
5	do	February, 2004	R. Bridgemongal	2620	7,800
6	do	March, 2005	Council Stipend	6948	7,500
7	do	October, 2005	Council Stipend	682-687	7,500
8	do	July, 2008	Reginal W&M	6452	12,000
9	688-109-8	December, 2004	Unknown	3901	136,837
Total					305,637

Appendix II

Reconciling Items

Details of Transactions	A/C # 688-747-7 \$'000	A/C # 688-109-8 \$'000	Total \$'000
Incorrect Posting	22	2,251	2,273
Incorrect C/B balance B/F	23	3,645	3,668
Credit Transfer	6,839	1,642	8,481
Unposted Cheques	23	81	104
Debt Memo	2,026	3,564	5,590