

# **REPORT FOR THE YEAR 2011**

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

The main activities executed this year under the Legal Metrology (Weights and Measures) Programme were routine and were in keeping with the Annual Work Programme for the year. These activities included 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 were the verification of petrol pumps, bulk meters and tanker wagon compartments and calibration of storage tanks. In addition, surveillance of devices was conducted 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 were also carried out to enhance the effectiveness of the programme. Included also was the initial verification of devices manufactured locally or imported to determine compliance with manufacturing and importation requirements. Initial verification which includes the inspection and testing of new scales, masses, measures and metre rules before they are approved for use in commerce are also checked for accuracy prior to use.

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

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

For the year 2011, 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 four (4) manufacturers for 2010, five (5) manufacturers for 2009, four (4) for 2008, five (5) 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 years 2008 to 2011 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 six years had decreased but remained fairly consistent. The decrease is attributed mainly to the migration and death of some manufacturers, the revocation of two manufacturers' licences by the GNBS for non-compliance with manufacturing requirements and unscrupulous practices and the reduction in the demand for devices to be used for commercial purposes, on the local market. The voluntary discontinuation of the manufacturing of measures by manufacturers was as a result of the decrease in the demand for metric measures on the market, which is attributed to the fact that

most vendors were buying prepackaged goods and were now weighing their solid products, is required, instead of measuring solids 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, periodic inspections were conducted to ensure that requirements were maintained.

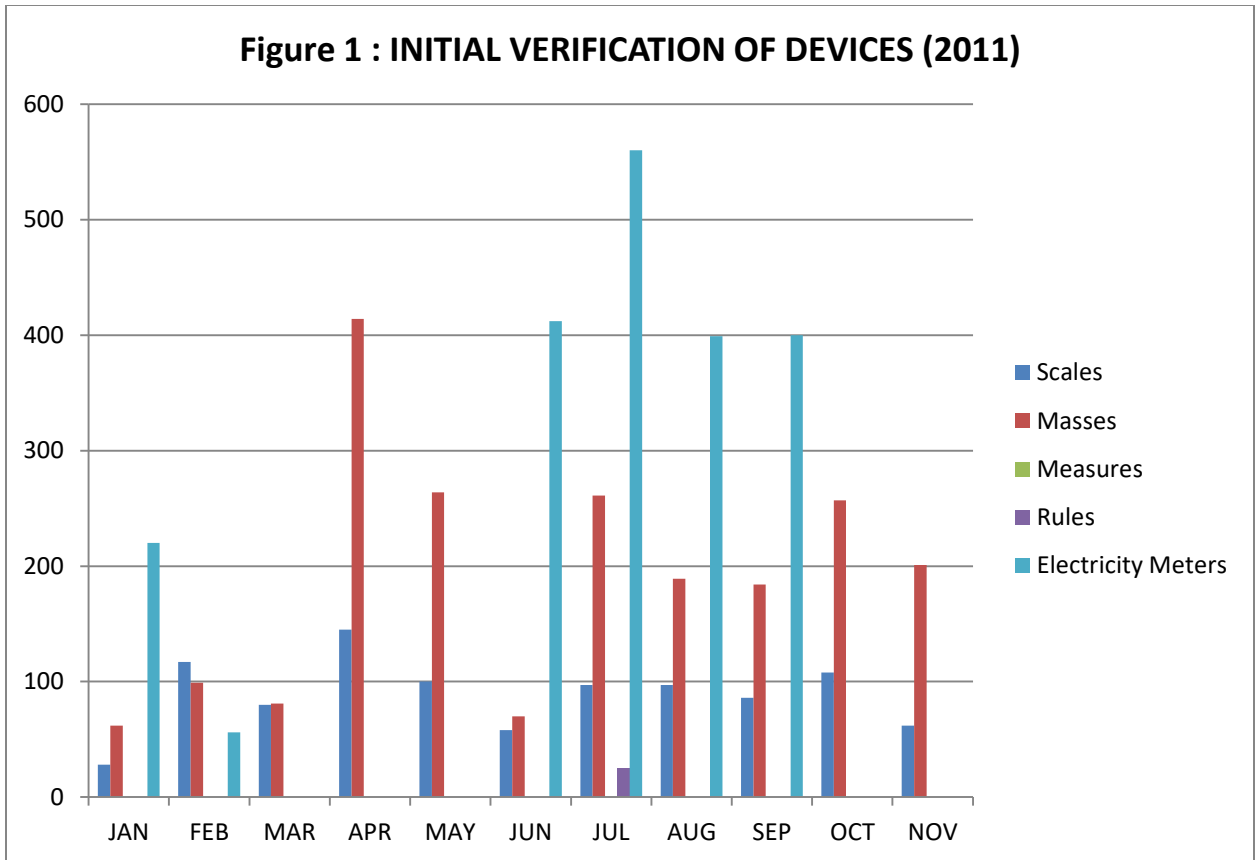
As a result of periodic inspections conducted at manufacturers' premises, it was observed that manufacturers were generally adhering to manufacturing requirements stipulated by the GNBS and devices manufactured locally by licensed manufacturers were submitted to the GNBS for verification prior to sale.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

## 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 2011, a total of **978** scales, **2082** masses and **25** metre rules were initially verified during the year. **Figure 1 below shows** the monthly initial verification of devices verified for 2011, which indicates that there has been a monthly fluctuation in the number of new devices verified throughout the year based on the demand for same within a specific period. During the months of February, April, May, and October a significant amount of devices were submitted for verification, while the number of devices submitted for verification for the other months were fairly consistent.



**Table 1** below shows a comparison of devices initially verified for the years 2001 to 2011. The table shows that there has been a decrease in the number of scales, masses and measures initially verified this year, as compared with the years, 2001, 2002, 2003, 2009 and 2010. However, the figures have remained consistent with the years 2004, 2005, 2006, 2007 and 2008, with the exception of metre rules and measures which continued to decline, since importers of rules and manufacturers of measures were not interested in importing and manufacturing same due to the low demand.

The decrease in the number of devices initially verified clearly indicates that there has been a decrease in the demand for same on the local market, which could have been attributed mainly to the fact that most vendors and shopkeepers would have already acquired devices during previous years, which have recorded an increase in the number of devices manufactured and verified by the GNBS during those years. It is also worthwhile to mention that the equal arm scales which are locally manufactured are known to last for long periods, once they are properly used and maintained, and can be easily repaired and converted by local manufacturers registered by the GNBS. Hence the need to acquire new scales is based on persons who are opening new businesses and in extreme cases where defective scales cannot be repaired. In addition, some vendors and shopkeepers continued

to use the domestic clock scales that were banned by the GNBS from use in commercial trade, hence a reduction in the demand for the approved equal arm scales. This malpractice has created a challenge for the GNBS to seize and remove the said scales from the various market places and shops countrywide, since some vendors and shopkeepers are reluctant to purchase and use the approved equal arm scales. As a result, the enforcement arm of the GNBS is severely tested, since there is not much protection for Inspectors carrying out surveillance inspections at shops and markets and the fines stipulated in the existing Weights and Measures Act are inadequate and outdated.

There is a limited demand for measures on the local market. However, generally the demand for measures has decreased significantly mainly due to the efforts made by the Inspectors and the Metrification Officer of the GNBS in effectively sensitizing vendors and shop keepers on weighing solids instead of measuring same; also liquid items are also being sold prepackaged. Further, in ensuring that the limited demand is met, the GNBS had made several efforts to address this matter to no avail and has experienced severe difficulties in getting manufacturers to manufacture metric measures, since it is not a profitable venture. Also, efforts were made to import measures but this initiative has not yet materialised.

On the other hand, the GNBS was successful in getting an importer to import metre rules and as a result, metre rules are now available for sale in Georgetown. However, the GNBS continues to experience difficulties with dealers and wholesalers of products sold by length measurement, in getting them to use verified metric rules, since consumers were still purchasing and requesting products in imperial quantities, although the metric system is the only legal system of measurement in Guyana. This phenomenon has created the predominant use of unverified yard sticks and pieces of sticks by dealers and wholesalers throughout the country and has created unnecessary work for Inspectors of the GNBS to seize and remove such devices during surveillance inspections.

As a result, the GNBS would need to take appropriate legislative and enforcement actions to address this situation during the upcoming year through the reviewing and upgrading of the existing Weights and Measures Legislation, which is slated for the year 2012 and the continued surveillance inspections of devices used for measuring textiles at sale outlets, in order to streamline this area of measurement. Further, the GNBS would continue to work with dealers in the other Regions of Guyana in getting them to stock meter rules and greater efforts would be made to identify a manufacturer or importer of measures to facilitate the availability of measures on the local market, since there is no existing manufacturer or importer of measures.

**TABLE 1**  
**INITIAL VERIFICATION OF DEVICES**

<b>YEARS</b>	<b>SCALES</b>	<b>MASSES</b>	<b>MEASURES</b>	<b>METER RULES</b>
2001	1867	3227	541	-
2002	1029	2094	512	-
2003	1128	2087	298	31
2004	940	1951	344	303
2005	969	2141	586	222
2006	889	2198	806	-
2007	851	1780	233	-
2008	895	1819	-	2
2009	1270	2695	104	2
2010	1039	2033	23	-
2011	978	2082	0	25

Locally manufactured devices that were rejected 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 when 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 paint on the devices submitted for verification was not dry and the manufacturer's identification and denominations on the masses were not clear and legible. In situations where the rejected devices could not be rectified, the devices were scrapped and reworked by the manufacturers.

The GNBS continued to implement the revised specifications for the approval of new devices used in commercial trade, based on an agreement by importers and manufacturers of devices at a meeting held in 2010 to comply with the new specifications. Devices imported during the year for commercial purposes were subjected to approval against the new specifications and were initially verified by the GNBS prior to sale. Also, during the year, the GNBS conducted inspections at the ports-of-entry and sale outlets to ensure that devices imported and offered for sale were verified by the Bureau as is required. Commercial devices offered for sale which were not verified were seized and removed. Manufacturers and importers have generally complied with the new requirements in the execution of their business as agreed at a meeting with the GNBS.

However, one of the major challenges for the GNBS during the year was the continued use of unapproved dial scales by vendors and shopkeepers, despite numerous advisories issued to retailers to desist from using such scales and to consumers to desist from buying from retailers using the said scales. The reasons for the prevalence of this type of device on the local market is mainly because it does not require the use of masses in its operation, as in the case of the regular equal arm scale and the GNBS cannot stop the importation of same according to the existing legislation, since the said scale can be used for domestic purposes. In an effort to address this matter in the new year, the GNBS would conduct a research to identify a dial scales that is approved for commercial trade and which is affordable, to replace the existing dial scale that is not approved for commercial trade.

### 1.2.2 Verification of Electricity Meters

The verification of electricity meters imported and installed on consumers' premises by the Guyana Power and Light (GPL) was intensified by the GNBS earlier in the year to ensure that meters installed on consumers' premises were reading accurately, as was required. Resulting from verifications conducted for the year, a total of **2047** meters were tested, of which **327** had to be calibrated and re-verified, since they were out of the 2% acceptable tolerance applied to electricity meters and **264** meters were rejected mainly because they were not responding to adjustments. In addition, a lot of **4332** meters which was approved by the GNBS based on batch testing was sealed off and released by the GNBS for installation on consumer's premises, since they were found to be accurate.

Despite the acquisition of a new 110V/ 240V Test Bench by the GNBS and training received by its Inspectors on the verification of water and electricity meters through SIM in collaboration with CROSQ, the GNBS continued to experience difficulties with the implementation of this activity, primarily due to the introduction of the use of prepaid meters by GPL for which the GNBS does not have the capability to verify. Also, the prolonged delay due to the malfunctioning of the new GNBS Test Bench acquired in 2010 has severely affected the output of this activity. In an effort to strengthen the cooperation between the GNBS and the GPL several meetings were convened between GNBS Officers, the Loss Reduction Manager and the Metering Manager of GPL during the year, to establish an effective system to have all meters imported and installed on consumers premises verified by the GNBS, prior to being installed on consumers premises. Some of the matters discussed at these meetings were the traceability of meters imported to be verified by the GNBS, the timely payment of the GNBS for services rendered, the batch testing and sealing of meters verified by the GNBS to prevent tampering, the storage of meters imported by GPL and the installation of meter on consumers' premises without being verified by the GNBS, to determine accuracy.

The successful verification of meters prior to the installation of consumers premises in the year 2012, would heavily depend on the proper functioning of the GNBS Test Benches, the advanced training of the GNBS Inspectors on both calibration and verification of prepaid meters and the continued cooperation of the GPL to this process, in order to ensure consumer satisfaction and equity in trade within the electricity sector. Nevertheless, it is anticipated that the GNBS would have the new Test Bench repaired early in the new year and it would be able to solicit training through SIM to be able to competently conduct the calibration and verification of electricity meters imported and used in Guyana. The execution of this activity is necessary to ensure that meters installed on consumers' premises are reading accurately, prevent the tampering of meters after verification by the GNBS, aid in dispute resolution, and to reduce complaints relating to the use of inaccurate meters by GPL.

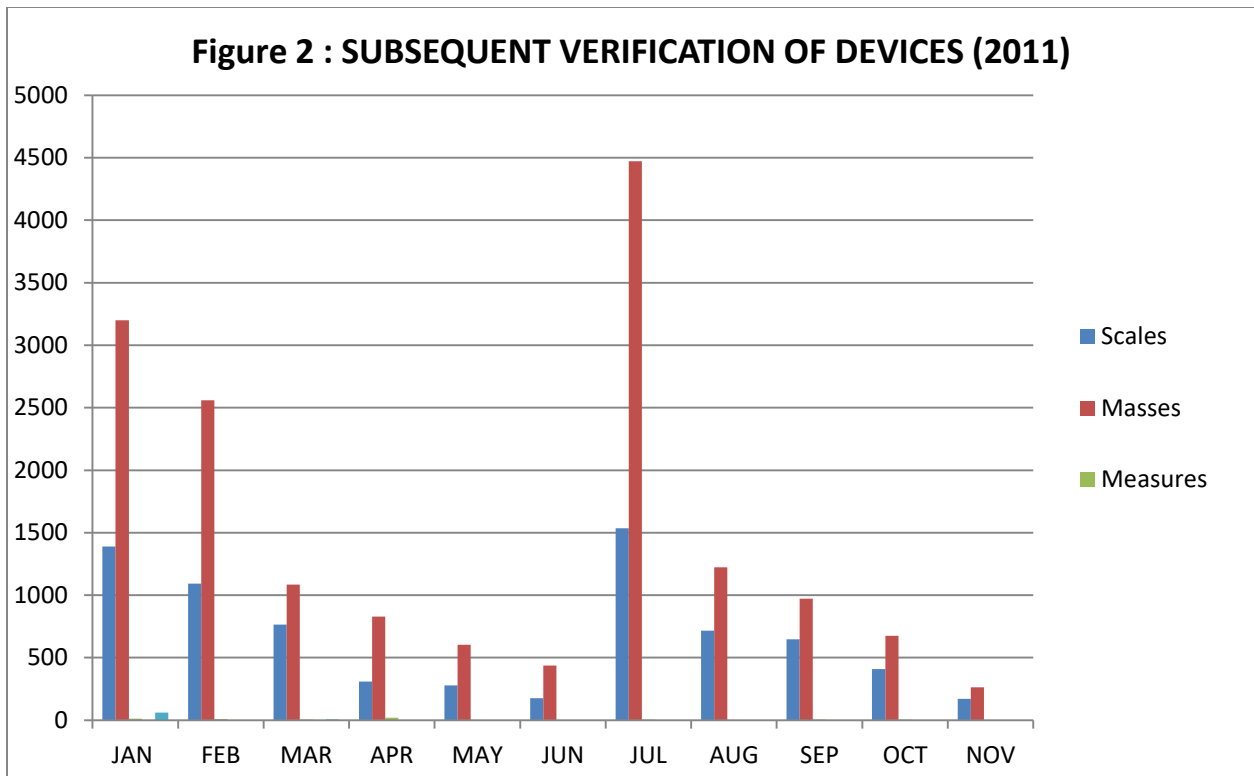
### 1.3 Subsequent verification of devices

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

The verification of devices used at markets, shops, hospitals, clinics, health centres, post offices, airlines, shipping agencies, fisheries, supermarkets, sugar estates, rice mills, service stations, petrol terminals and other industries was conducted at the GNBS Head Office, Sophia Exhibition Site, Weights and Measures offices countrywide, at the Bureau's Branch offices in Regions 2, 6 and 9, 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 was required by the 1981 Weights and Measures Act, in order to ensure accuracy is maintained, which is vital for consumer protection and equity in trade.

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

A total of **7, 490** scales, **16, 321** masses, **61** measures and **66** electricity meters were subsequently verified for the year 2011. **Figure 2 overleaf** shows the monthly subsequent verification of devices for 2011, which indicates that during the months of January and February and July and August for the first and second half of the year, respectively, the highest amount of scales and masses were verified, followed by March, August and September, 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.



**Table 2, overleaf** shows a comparison of devices subsequently verified for years, 2001 to 2011. There has been a slight increase in the number of scales and masses and a decrease in measures subsequently verified this year when compared with the previous year. However, the number of devices subsequently verified remains fairly consistent over the past seven years. The increase in the number of devices verified this year could be attributed to the increase in verification activities and joint work carried out by the GNBS in the various Regions, while the reduction in the verification of measures could be attributed to the reduction of the use of same since most vendors and shopkeepers are selling prepackaged products, and the demand for same has reduced.

Despite efforts made by the GNBS to reach out to vendors and shopkeepers to facilitate the stamping of devices used in commercial trade annually by conducting mobile stamping at strategic locations in the various Regions and educating stakeholders on the requirements governing the use of devices in trade, some vendors and shopkeepers are reluctant to submit their devices for verification. This is evident from the number of devices seized and removed during surveillance inspections carried out by the GNBS. In addition, it has been observed that vendors and shopkeepers continued to submit their devices for verification without masses mainly because vendors were trying to reduce the cost for verification, or their masses were lost, defective or the vendors were using imperial masses on their metric scales. Further, in some situations devices submitted were in unacceptable condition and had to be rejected by Inspectors of



the GNBS. Rejected devices were subsequently repaired, reconditioned and resubmitted to the GNBS for verification.

In light of the above, it is recommended that the 1981 Weights and Measures Act be urgently reviewed and updated to address the concerns highlighted and Regulations be developed to facilitate the effective implementation of the said Act. In addition, there is also need for greater financial resources to intensify the notification of verification exercises conducted at various locations in the respective Regions and the education of stakeholders on the requirements governing the care, maintenance and use of devices. Also, despite the current efforts made by the GNBS to conduct mobile stamping of devices at strategic locations in the Regions there is further demand for this service at other locations within some Regions. This will further strengthen the efforts of the GNBS and obtain greater cooperation from stakeholders.

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

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

**TABLE 2  
SUBSEQUENT VERIFICATION OF DEVICES**

<b>YEAR</b>	<b>SCALES</b>	<b>MASSES</b>	<b>MEASURES</b>	<b>ELECTRICITY METERS</b>
2001	418	3217	12	-
2002	3360	7151	515	-
2003	4812	8427	932	-
2004	5722	11208	599	-
2005	6391	12093	387	-
2006	7380	11506	267	-
2007	7448	12935	448	-

2008	6908	12265	256	-
2009	7761	14380	108	-
2010	7381	12135	81	-
2011	7490	16321	61	66

### 1.3.2 Verification of Weighbridge Scales and Large Capacity Test Masses.

The verification of weighbridge scales used at sugar estates, rice mills and other industries in Guyana continued during the year, in order to ensure transparency in trade and the protection of consumers. As a result, a total of **145** verifications of weighbridge scales were carried out and on **31** occasions scales tested had to be calibrated, since they were found to be inaccurate. The Bureau was successful in verifying **5** weighbridge scales used at sugar estates, **46** weighbridge scales used in the rice industry and **27** known weighbridge scales used in the other industries, for the first and second halves of the year, as compared with a total of 145 for 2010, a total of 146 for 2009, 74 for 2008, 66 verified for 2007, 100 for 2006, 53 verified for 2005, 51 for 2004 and 44 for 2003. The number of weighbridge scale verifications carried out by the GNBS this year remains consistent with the two previous years. This trend is common since most of the scales used in the rice and sugar industries and private companies remain intact and in situations where new scales were installed it was mainly to replace existing scales that were previously in operation. Further, some millers did not purchase paddy for this year, as a result, their scales were not verified by the GNBS. 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 adjusted and re-verified to obtain accuracy. Some of the scales were also found in deplorable conditions, which often resulted in their inaccuracies after testing and as such, they were subsequently serviced and re-verified.

In addition, a total of **85** Test masses were verified by the GNBS at the Demerara Sugar Terminal for **9** Estates, in order to determine their accuracy. These Test masses are subsequently used by the Estates to verify their internal production scales, which are used to determine the payment of sugar workers.

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

In addition, it is worthwhile to note that although all the scales used in the rice industry were fitted with electronic indicators, based on the new Regulations enacted by the GRDB in 2007 under the Paddy and Rice Grading Act, which stipulates that all scales with a capacity in excess of two metric tonnes must be fitted with an electronic display to show the reading in kilogram, some millers were still operating with electromechanical scales, which are subject to tampering and becoming inaccurate after continuous usage over a period of time of weighing. As a result, some level of irregularities was experienced by farmers during the year.

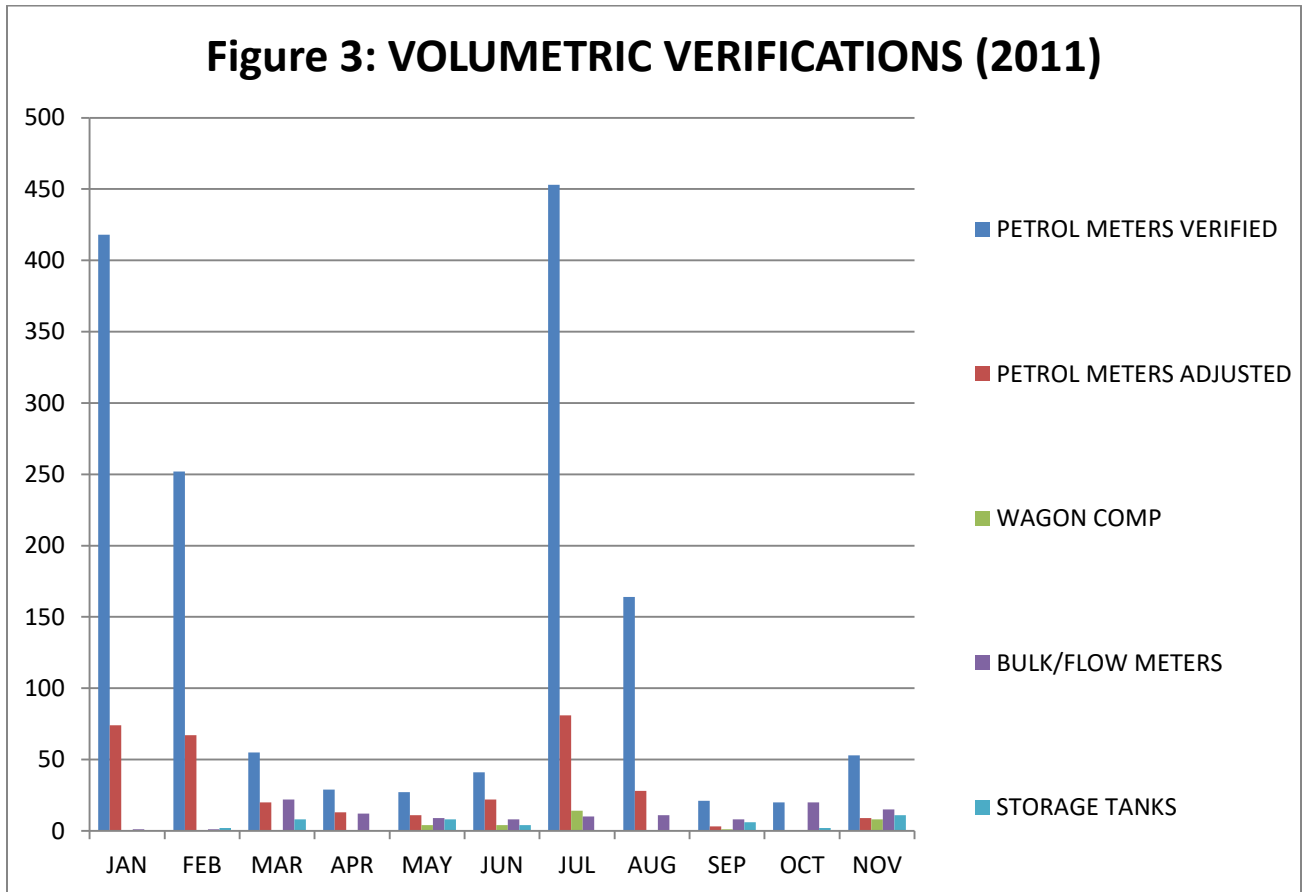
In light of the concerns raised regarding weighing irregularities at rice mills, the GNBS has written to millers using electromechanical scales to take urgent actions to have their scales converted fully to electronic or install a mechanism on the manhole of their electromechanical scale to facilitate the sealing of same to prevent tampering. Further, the GNBS has solicited the assistance of the Guyana Rice Development Board (GRDB) in implementing this new initiative, which would take effect from January 01, 2012, in the interim, until the Weights and Measures Act could be updated to address this particular concern of farmers. Further, the GNBS was successful in acquiring a 1500kg Mass Comparator to calibrate the ten tonne Test Masses that were acquired in 2010 through the National Competitiveness Project. Also, the Bureau has budgeted for a high capacity Test Truck and high accuracy F1 Masses to calibrate the Mass Comparator that was purchased from the Capital of the 2011 Budget, to facilitate the calibration and transportation of test masses and conduct verification activities in the New Year.

The actions taken by the GNBS are critical in ensuring the equity in trade, consumers' satisfaction and the effective functioning of industries operating in Guyana. In addition, the use of inaccurate scales could result in the substantial loss of revenue and the dissatisfaction of external buyers, which could adversely affect trade. As a result, it is imperative that the GNBS be provided with the required F1 Test Masses to calibrate the Mass Comparator acquired in order to be able to provide traceability to international standards. Also, there is need for a proper functioning test truck with at least 20 tonnes carrying capacity, to efficiently perform the verification of weighbridges scales used in industries.

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

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

A total of **1, 533** petrol pumps, **41** storage tanks, **31** tanker wagon compartments and **117** bulk meters verifications were carried out during the year for company-owned stations belonging to Sol, Guyoil and Texaco Petrol Companies, and private stations countrywide. Of these, **328** petrol pumps were calibrated for the various petrol companies and private stations countrywide for the first and second half of the year, 2011. Of the **328** pumps calibrated, **218** were over delivering and **110** were under delivering, while of the **54** bulk meter calibrated **17** were over delivering and **37** were under delivering. **Figure 3 below** shows the monthly verification of volumetric devices for 2011, which indicates that most of the devices 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.



**Table 3**, shows a comparison of petrol pumps, bulk meters, wagon compartments and storage tanks verified for the years, 2001 to 2011. The GNBS recorded the highest number of petrol pumps, bulk meters and storage tanks verified this year when compared with the previous years. The increase in petrol pumps could have been attributed to the opening of new service stations by companies and private owners over the years and the servicing and maintenance of pumps periodically, as recommended by the GNBS, while the increase in bulk meters and wagon compartments could be attributed to the installation of new meters, maintenance of existing meters and the acquisition of new tanker wagons by Petrol Terminals throughout the year. Thus, the need for the verification to ensure accuracy was maintained. The verification of storage tanks was carried out based on requests from stakeholders. However, there was an increase in requests received from companies during the year, based on discrepancies in the volume of products stored, which was experienced by some companies.

It was observed that there was a decrease in the number of pumps and meters calibrated this year when compared with the years 2009 and 2010. This is an indication that petrol companies and private owners of service stations are taking steps to replace defective pumps and meters used at their service stations and at Petrol Terminals. Nevertheless, Dealers were advised to continue to conduct periodic maintenance of petrol pumps and meters and take the necessary corrective actions, to replace old and defective meters and pumps where necessary. This initiative is commended and is essential in order to maintain the accuracy of the meters and to ensure consumer protection and equity in trade. Also, it was noted that most of the petrol pumps that had to be calibrated were over delivering in favour of the consumers, while most of the bulk meters that had to be adjusted were under delivering resulting in short quantities of products being delivered to dealers.

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

Non-conformities relating to safety and the general operation of service stations observed during verification exercises were highlighted to the proprietors of the various service stations visited for corrective actions to be taken. Follow up inspections conducted by GNBS Inspectors revealed that non-conformities highlighted previously were addressed in most situations. Checks were also conducted at service stations during the year to ensure that products were

advertised and sold in metric quantities. Pumps found to be inaccurate or defective during verification exercises that could not be repaired or calibrated were immediately sealed off at the nozzle to prevent usage, until they were subsequently repaired, replaced and re-verified by the GNBS. In addition, the adjusting mechanism of pumps found to be accurate during verification were sealed off with security seals by GNBS Inspectors to prevent tampering and approval seals were placed on the front panel of the pumps, in order to provide guidance to consumers, i.e. indicating that the pumps or meters were verified for the corresponding periods of the year.

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).

Also, the GNBS continued to experience difficulties with some Companies in facilitating Inspectors during verification exercises by not providing trucks in a timely manner to off load products during the verification process and to effect repairs in a timely manner. This had resulted in significant delays in the verification process and had compromised the safety of some of the trucks, since they continued to operate with defective components until repairs were carried out. Nevertheless, the GNBS was successful in completing the verification of bulk meters at Petrol Terminals, twice yearly despite the challenges encountered.

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

Realising the challenges faced to effectively carry out the verification of bulk meters at Terminals, the GNBS had written to the petrol companies highlighting the difficulties encountered and seeking their cooperation in facilitating the verification of bulk meters at petrol terminals and facilitating corrective actions in a timely manner. Also, the GNBS was successful in obtaining approval for funding from the Competitiveness Project to review and update the 1981 Weights and Measures Act, since this activity is critical to the operations of the GNBS. This project would be executed in the new year. Further, the GNBS had acquired a Certified Master Meter to effect the verification of bulk meters positioned at the Jetty, in situations where it is not possible for the GNBS 2000L Test Measure to gain access to the meters where products are dispensed into boats.

It should be noted that petrol pumps in operation in Region 1 were not verified by the GNBS for the year due to the absence of a Weights and Measures Officer in that Region for most part of the year and the lack of funding to visit the Region periodically, as is required to execute such activity. However, a Weights and Measures Officer was subsequently appointed within the Region and the requisite training was provided by the GNBS, as the Coordinating Body. As a result, this exercise would be executed within the Region during the new year. It is also necessary for the GNBS to be provided with adequate resources in its Annual Budgetary Allocation to enable the Bureau to effectively carry out joint verification activities for petrol pumps operating in all the Regions of Guyana, in order to ensure consumer protection and equity in trade.

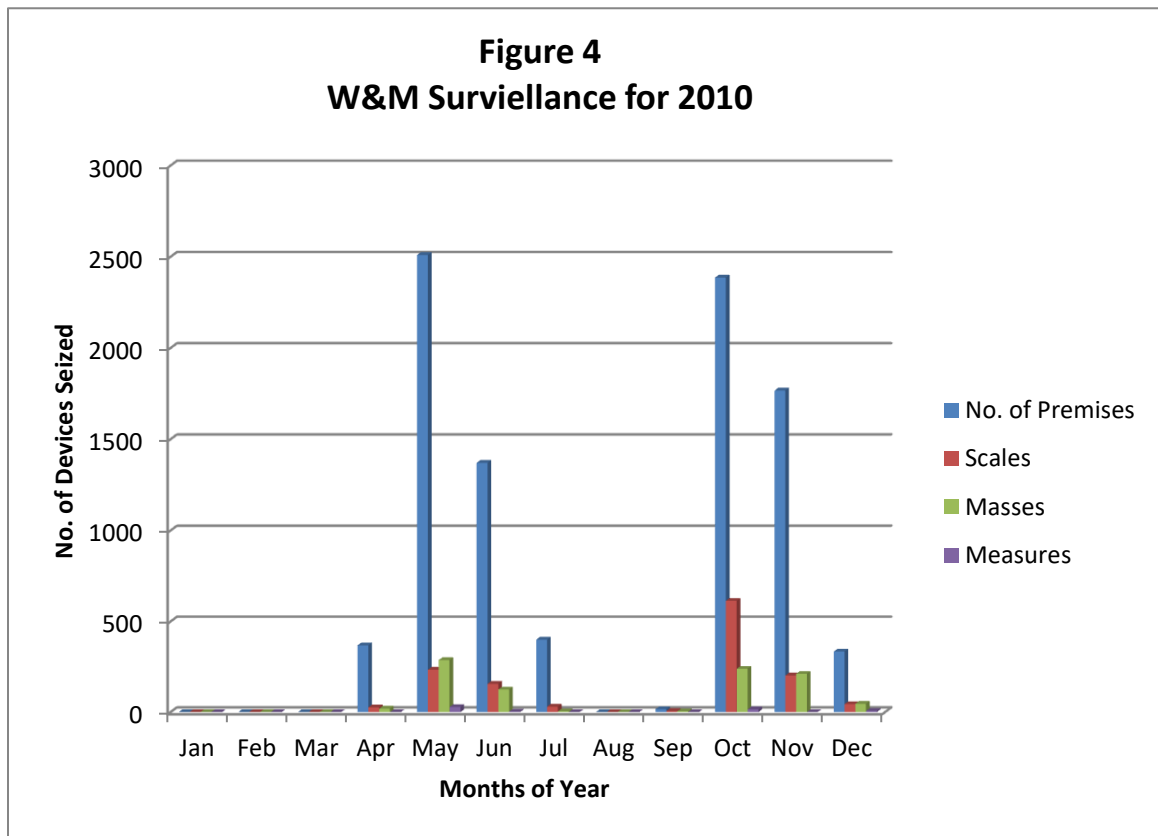
**TABLE 3  
VERIFICATION OF PETROL PUMPS**

<b>YEARS</b>	<b>PUMPS TESTED</b>	<b>PUMPS CALIBRATED</b>	<b>BULK METERS</b>	<b>WAGON COMPARTMENTS</b>	<b>STORAGE TANKS</b>
2001	1090	695	33	-	-
2002	1093	484	5	-	-
2003	1191	308	14	-	17
2004	1139	380	5	-	7
2005	1197	378	15	33	7
2006	1262	406	32	-	6
2007	1248	262	26	16	14
2008	1243	316	84	29	22
2009	1298	361	90	29	32
2010	1512	411	107	47	17
2011	1533	328	117	31	41

## 1.5 Surveillance inspections

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

Based on surveillance exercises carried out for the year 2011, a total of **7, 809** stalls/premises were visited, as compared with 9, 152 stalls/premises for 2010, 9,900 stalls/premises for 2009, 372 stalls/premises visited for 2008, 6,593 premises/stalls visited for 2007, 7,524 premise/stalls visited for the year 2006 and 5,151 premises/stalls visited for the year 2005. **Figure 4** shows the monthly surveillance of devices for 2011, 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.





Resulting from surveillance exercises conducted at markets and shops during the year 2011, **787** scales, **752** masses and **6** measures were seized and removed, since they were found to be unjust or defective, in comparison with 1312 scales, 935 masses and 53 measures that were seized and removed in 2010, 1,300 scales, 1,199 masses, 24 measures and 2 rules seized and removed in 2009, 937 scales, 1,348 masses and 38 measures seized and removed in 2008, 1,054 scales, 1,248 masses, 47 measures and 35 rules seized and removed in 2007, 969 scales, 1,480 masses, 54 measures and 16 rules seized and removed in 2006 and 950 scales, 1,309 masses, 237 measures and 172 rules seized and removed in 2005. **Table 4**, shows a comparison of Weights and Measures surveillance inspections conducted for the years 2001 to 2011. There was a decrease in the number of surveillance inspections carried out in 2011 when compared with the previous year, which was attributed to the National Election held in Guyana on November 28, since the atmosphere was very hostile and tense, thus all Weights and Measures surveillance activities were discontinued from November for the year 2011. In addition, the lack of cooperation from some Regional Administration Offices to provide transportation to conduct surveillance activities had also resulted in the decrease in surveillance activities conducted during the year.

However, the quantity of devices seized remained very high, since some vendors and shopkeepers were still reluctant to have their devices verified, while the decrease in measures seized is an indication that vendors and shopkeepers were using less measures and were prepackaging their commodities. Also, the number of unverified imperial masses seized by the GNBS remained very high despite the continuous surveillance of same from sale outlets over the last seven years, and the disposing of these in manner that vendors and shopkeepers cannot have access to them. Further, the use of measures had decreased significantly primarily since most vendors and shopkeepers were selling prepackaged goods and are not required to use measures.

Despite significant efforts made by the GNBS over the years to ensure that devices used in trade are verified periodically, kept in good condition and are used properly, in order to ensure accuracy and equity in trade, some vendors and shopkeepers are not submitting their devices for verification twice yearly, nor maintaining their devices in good condition and using them properly, as is required. As a result, these devices become inaccurate, although they might be stamped for a particular period, which had contributed to the continuous seizing of scales and masses during surveillance inspections conducted over the years. The quantity of unstamped and defective devices seized is reflected in **Table 4** under 'Surveillance Inspections'. Devices seized during surveillance exercises 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 adopt and use the metric system and use only verified metric devices, since the metric system is the only legal system of measurement in Guyana and only metric devices are verified by the GNBS. Further, vendors and shopkeepers must desist from using imperial masses on metric scales and selling imperial quantities on metric scales, as is customary.

Due to the reluctance of vendors and shopkeepers to adhere with the requirements governing the operation and use of devices in trade, as outlined under the Weights and Measures Programme, the Bureau has continued to implement a fine of one thousand Guyana dollars for the seizure of each scale, in addition to the actual cost of verification for scales, which is to be paid upon uplifting scales after seizure. An initiative that was introduced effective from January 01, 2009, to address the existing problem of vendors and shopkeepers not submitting their devices for verification. However, despite the implementation of the initiative by the GNBS, vendors and shopkeepers continued to exhibit reluctance to submit their devices for verification. This has created an even further need for the reviewing and upgrading of the 1981 Weights and measures Act, in order to implement stronger fines and penalties to ensure compliance to the said requirement, which is vital to ensuring consumer protection and farmers in trade.

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

In conducting surveillance inspections at shops and markets, Inspectors of the GNBS had continued to encounter difficulties as it relates to the lack of cooperation of Police Officers, since they were reluctant to intervene in situations where Inspectors were obstructed from carrying out their duties and as a result, sometimes the exercise had to be discontinued. Also, in some situations Officers were not available to accompany Inspectors during surveillance inspections, although prior arrangements were made with the Commissioner of Police and instructions were passed down to the Divisional Commanders. In one situation inspectors of the GNBS were threatened by vendors for seizing their unapproved dial scales and the matter is engaging the attention of the Court.

Considerations must be given to the employment of additional Inspectors for the GNBS Head Office in the new year and for the acquisition of additional transportation to facilitate continuous inspections at shops throughout the year, since emphasis is currently being placed primarily at markets and much work is not presently being done at shops, due to the lack of transportation and the high cost incurred by the GNBS monthly, to hire vehicles in the Regions, to conduct field activities. In addition, it has been observed that devices used at shops are not being stamped as is required and they are often found in deteriorating condition, hence the need to conduct continuous inspections at sale outlets is vital for consumer protection and equity in trade.

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

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

<b>YEAR</b>	<b>NO. OF PREMISES/STALLS</b>	<b>SCALES</b>	<b>MASSES</b>	<b>MEASURES</b>	<b>RULES</b>
2001	397	84	367	129	-
2002	3511	219	1016	176	-
2003	3891	273	1405	237	-
2004	6267	641	1697	405	-
2005	5155	950	1309	237	172
2006	7524	969	1480	54	15
2007	6593	1054	1248	47	35
2008	8372	937	1348	38	6
2009	9900	1300	1199	24	2
2010	9152	1312	935	53	-
2011	7809	787	752	6	0

## 1.6 **Consumer Complaints**

During the year, five (5) complaints regarding the short weight of grocery, prepackaged fertilisers, gasoline, prepackaged chowmein and chicken purchased were received by the GNBS. Investigations conducted on the complaints relating to the fertiliser and gasoline revealed that the mass of the fertiliser bags corresponded with the net contents stated on the label and the gasoline pumps were over delivering in the favour of the consumer, however, because the price for gasoline was increased which could have led the customer to believe that he was receiving short quantity. Regarding the chicken and grocery complaints, it was discovered upon investigation that the net weight of the prepackaged products was below the stipulated quantities, which resulted from the use of unverified devices in the prepackaging of the products. As a result, the scales were seized and removed by the GNBS and were subsequently verified and returned to the shopkeepers. On the other hand, the complaint relating to the chowmein was as a result of the use of wrong bags with different net contents in the packaging of the product during the manufacturing process. As a result, the net content of the bags were corrected to reflect the correct quantity and the manufacturer was cautioned to be more careful in the future.

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

Monthly meetings of the National Weights and Measures Monitoring Committee, comprising Weights and Measures Officers of the various Regions, Head, Legal Metrology and Standards Compliance Department (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 feedback 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 Chairmen of these Regions. As a result, the GNBS was successful in having some of the matters resolved at the Regional Administration level. However, although commitments were received from the Regional Executive Officers of the various Regions these activities were not sustained in the Regions. As a result, much progress was not made in some Regions and some of the matters are yet to be addressed by the Regional Administrations. In addition, matters discussed and agreed at the monthly meetings were published in the media in the form of press

releases, which is a new initiative implemented this year to keep the public informed of the activities of the National Weights and Measures Programme.

The GNBS continued to experience difficulties with Regions #1 and 8. The Weights and Measures Officer in Region #1 is experiencing difficulties in obtaining transportation to execute field activities and vendors and shopkeepers are not submitting their devices at the Regional Office for verification, while in Region #8 the previous Weights and Measures Officer had resigned and the Regional Administration took a considerably long time to identify a new Officer. However, the said Officer is yet to be trained by the GNBS, since she proceeded on annual leave and had not resume duty to date. As a result, no activities are presently being executed in these Regions. The GNBS is anticipating that better cooperation would be received from the Regional Administrations in these Regions in the New Year, in order to facilitate the execution of activities in these Regions.

#### **1.7.1 Regional Visits**

##### **Visits conducted to Regional Weights and Measures Offices in Regions #3 (Vreed-en-hoop & Leguan), #4 (Enmore), #5, #7 and #10.**

Visits were conducted to the Regional Weights and Measures Offices to ensure that the physical facilities, records, physical standards and equipment were properly kept and maintained and were easily retrievable, as is required. Based on the checks carried out it was discovered that most of the Officers were guilty of not adhering to the requirements and, as a result, equipment and records were not properly kept and the work output in some Regions was unsatisfactory, primarily in Region #3. As a result, the respective Officers were cautioned on these issues and most of the non-conformities were subsequently addressed by Officers. In addition, several meetings were convened with the Regional Executive Officer of Region #3 to discuss the non-conformities and the low work output in the Region and it was agreed that the current Officer would be relocated to another Department and a new Officer would be appointed shortly. Nevertheless, it was recommended that the GNBS should conduct more frequent visits to these Regions in the New Year to ensure the effective functioning of the Regional Weights and Measures Programme.

##### **Visits conducted to Regions #1 and #8**

In the absence of a Weights and Measures Officer in Region #8 Inspectors of the Legal Metrology Department of the GNBS visited the Region twice during the year to conduct the verification of petrol pumps used within the Region. This resulted in 8 petrol pumps being verified. In addition, stakeholders were sensitised on the use of the metric system and devices recommended for trade, since most shopkeepers were using the unapproved dial scales. During the visit, a meeting was convened with the Regional Executive Officer (REO) and a range of matters

affecting the execution of Weights and Measures activities in the Region was discussed. The REO promised his full cooperation and reiterated the difficulties experienced within the Region to obtain employees, since most persons preferred to work in the mining industry because of the lucrative salaries.

No visit was conducted to the Region #1 during the year, since the newly appointed Weights and Measures Officer had given stakeholders in the Region a grace period to acquire the approved devices to be used in the conduct of trade. The GNBS would visit the Region early in the New Year to conduct joint field activities in the Region and re-establish the Weights and Measures Programme there. Presently only sensitization activities are carried out in the Region.

### **Visit conducted to Region# 2, 6 and 9**

Routine visits were conducted at the GNBS Branch Offices in Regions #2, #6 and #9 by the Head of the Legal Metrology Department of the GNBS to ensure that the physical facilities, records, seals, physical standards and equipment are properly kept and maintained, easily retrievable, and are accounted for by Officers, as is required. It was observed that the requirements were generally met by the Officers; however, there is need for some repairs to the Office in Regions #9, in order to ensure the safety of the physical standards and equipment. In addition, Officers raised concerns regarding the high cost for transportation in the regions and the need for computers to do their work at the Branch Offices. Further, field visits were also carried out to determine the level of compliance and the effectiveness of the programmes in the Regions. The Officers were commended and urged to maintain the good work.

It was recommended that the concerns raised be addressed by the GNBS Head Office in the New Year and actions be taken to acquire vehicles for the GNBS Branch Offices, in order to facilitate the effective execution of activities in these Regions. Also, there is need for more frequent visits to be conducted during the New Year at the GNBS Branch Offices.

## **1.8 Public awareness**

Information gathered from field inspections, consumer complaints investigation and verification exercises, which was useful for the protection and guidance of consumers, was analyzed and prepared routinely throughout the year for publication in the form of releases, notices, newsletters, standard information bulletins etc. by the Communication Department. In addition, Senior Officers within the Department participated in live television recordings and interviews organized by the said Department to provide guidance to consumers and stakeholders on the procedures involved in conducting the verification of devices, in order to increase their awareness of the services offered by the GNBS under the National Weights and Measures Programme and to sensitise them on the benefits consumers will derive in accessing these services. Further, notices informing

vendors and shopkeepers on the dates and venues for the stamping of devices conducted in the various Regions were published by the Public Relations Department for the first and second half of the year, in order to provide guidance to stakeholders. Please see Section 6 for further details of these activities.

## **1.9 Training of GNBS Inspectors**

### **1.9.1 Internal Training**

Continuous internal training was conducted for Inspectors of the Department throughout the year in various subject areas, in order to increase their knowledge of the various activities conducted by the GNBS and to improve their competency on the job. Some of the main subject areas covered during the year were the procedure for the verification of non-automatic weighing instruments, calculation of maximum permissible error (MPE) for scales, investigation of consumer complaints, identification of the composition of fibres in textiles, occupational safety and health training on personal protective equipment and the calibration of storage tanks. The training conducted for Inspectors has proven to be very beneficial, especially for the new Inspectors who joined the Department during the year, 2010. Improvement in their performance was evident in the execution of their duties, which offered greater flexibility in the execution of activities within the Department. In addition, training provided Inspectors with the necessary knowledge and approach required to effectively conduct their duties in a professional manner.

The Department was also involved in the training of new Regional Weights and Measures Officers who were appointed in the Regions during the year. The training conducted for these Officers was both theoretical and practical and provided Officers with the basic knowledge to effectively carry out their Weights and Measures duties. **(Please see Administrative Department Report for further details).**

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

Senior Inspectors within the Department attended external meetings and were also exposed to external training within Guyana and overseas in the area of Legal Metrology during the year, as part of SIM, CARIMET and CROSQ/PTB activities to develop the Metrology Infrastructure within the Caribbean. As a result, training was conducted in the following areas listed below, to improve the competence of Metrology Personnel. In addition, local training was also conducted on Quality managements Systems based on funding provided by CROSQ to help Senior Personnel and Managers to implement the Quality management Systems within their Department and to better deal with and solve problems affecting their day to day operations.

**Quality Management Systems ISO/IEC 17025- GNBS - Guyana.**

**CARIMET Workshop on the Verification of Water and Electricity Meters – GNBS/CROSQ/SIM – Guyana.**

**NMI User Relations Workshops and Meeting – CROSQ/PTB – Brazil and Argentina.**

**SIM Annual General Assembly Meeting – SIM/GNBS – Argentina.**

**Guyana/Venezuela- Training on safety, hygiene and environment requirements for petrol facility, as well as quality requirements, measurements verification for aviation fuel – Venezuela.**

**CARIMET Planning Meeting – CROSQ/PTB – St Kitts.**

Please see **Section 10 Administration Department Report** for further details of External Training attended by Senior Inspectors of the Department.

#### 1.10 **Other Activities**

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

**Guyana Power & Light (GPL) – Verification of Electricity Meters.**

**National Competitiveness Project – Acquisition of laboratory Equipment under the Project.**

**Food and Drugs Department – Verification of Weighing and Measuring devices.**

**Public Utility Commission – Verification and Approval of Electricity Meters.**

**Guyana Rice Development Board – Training on the Operation of Weighbridge Scales.**

Please see **Section 10 Administration Department Report** for further details on meetings convened by the GNBS with Stakeholders.



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

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

As a result, the GNBS continued to receive favourable responses from the Guyana Energy Agency, Guyana Rice Development Board and the Fisheries Department of the Ministry of Agriculture who cooperated in implementing the said requirement, during the year. However, despite several follow-up letters sent by the GNBS to the GGMC, GFC and the Food and Drugs Department on the said matter and constant enquires at the NCCA meetings, to date, no system was implemented by these agencies to effect the verification of devices used in these sectors. The GNBS would continue to follow-up with these agencies in the new year to address this matter.

### **1.10.2 Acquisition of Equipment**

Based on funding provided in the 2011 Capital Budget, the Department was successful in purchasing one 1500 kg Mass Comparator. The Comparator acquired would be used by the GNBS to conduct the calibration of the 250, 500 and 1000Kg capacity Test Masses acquired by the GNBS in 2010, in order to maintain traceability to international standards.

### **11.10.3 Calibration of Working Standards**

The physical working standards for (Volume and Mass) used by the GNBS to carry out the verification of devices for stakeholders were maintained and calibrated in house, twice during the year, by the Laboratory Services Department (LSD) to maintain accuracy and traceability to international standards. In addition, the Physical Standards used in the field by the various Regional Weights and Measures Officers were also calibrated for the year, as is required.

### **1.10.4 Quality Management System**

During the year the Department continued to work on its Quality Management System, in order to obtain certification to the ISO/IEC 17025 Quality Management System Standard and to improve the operational efficiency and better serve stakeholders. As a result, considerable strides were made in preparing the first draft of its Quality Manual based on work done in collaboration with the Laboratory Services Department, since both Departments would be required to be certified to the ISO/IEC 17025 Standard. In addition, the Department continued to implement the relevant procedures and working instructions, previously prepared, for the various activities conducted under the Legal Metrology Programme. The draft Quality Manual prepared was subsequently submitted to the QMS Officer at CROSQ to be revised.

### **1.11 Monitoring and Evaluation**

The primary activities scheduled in the Legal Metrology Annual Work Programme for 2011, 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. All complaints were addressed except for relating to net contents of products purchased by consumers which were not addressed during the year. Nevertheless, the Department was able to complete approximately **90%** of the activities outlined in the Legal Metrology Annual Work Programme for 2011.

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, which accounts for the remaining **10%**, were not achieved mainly due to the delay in completion of the National Standards Strategy Project, which makes recommendations for the review and upgrade of the 1981 Weights and Measures Act and the development of Regulations to facilitate the enforcement of the said Act. While on the other hand, although the checking of net contents of prepackaged goods was done in situations where complaints were received, no work was actually done at factories and distribution outlets mainly due to the incompleteness of the reviewing of the Weights and Measures Act, which is vital for the execution of this activity.

The GNBS would continue to work with the Support for Competitiveness Project in the new year to facilitate the reviewing and upgrading of the 1981 Weights and Measures Act and the development of Regulations for the said Act, based on the recommendations emanating from the National Standards Strategy Project. Also, the GNBS would explore the possibility of using models of Acts of the Dominica and Belize to assist in the reviewing and upgrading of its 1981 Weights and Measures Act and the development of Regulations for the said Act, in the New Year.

The checking of the net contents of prepackaged commodities at factories and distribution outlets would commence upon completion of the 1981 Weights and Measures Act, since the existing legislation does not make adequate provision to execute same and this activity does generate revenue as the other Weights and Measures activities presently executed by the GNBS. As a result, it is not feasible for the GNBS to execute this activity presently until the appropriate Legislation is in place to facilitate the execution of same.

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

However, there is need for the acquisition of a larger capacity Test Truck and additional 20 kg cast iron standard test masses for the Regional Weights and Measures Offices to perform credible verification of platform scales used in the various Regions, computers for the Branch Offices, thermometers for the 2000L Seraphin` test measure, remolding of the existing **500 kg** test masses into approved standard masses and additional safety gears for Inspectors to work in the field.

## 1.12 Projections

The Department would continue its routine activities based on the Annual Work Programme for the New Year, since the nature of the activities carried out by the Department is regulatory-based, in order to provide consumer protection and equity in trade. Nevertheless, the Annual Work Programme for 2012 would be prepared based on guidance from the Strategic Plan developed by the GNBS and a private Consultant in 2011. However, emphasis would also be placed on improving the quality of services offered to stakeholders during the new year.

In addition, special emphasis would be placed on the further development of the Weights and Measures Programme in Guyana, with the aim of employing GNBS Officers in all the Administrative Regions to strengthen the Programme, the verification of tanker wagon compartments primarily for private operators, the verification of water and electricity meters prior to installation on consumers premises and disputes resolution and the reviewing and upgrading of the 1981 Weights and Measures Act and the development of Regulations for the said Act, in an effort to strengthen the Weights and Measures Programme in the new year. Also, emphasis would be placed on developing the competence of Inspectors through continuous training and attachments to more developed National Metrology Institutions. The execution of these activities is critical to improve the effectiveness of the Weights and Measures Programme countrywide, thus ensuring transparency in commerce and the electricity, water and petroleum sectors. However, the execution of these activities would be heavily dependent on the support from policy makers and the provision of adequate resources to execute same during the new year.

## 2.0 STANDARDS COMPLIANCE PROGRAMME

The Standards Compliance Programme is geared towards ensuring consumer protection and satisfaction in the quality of goods imported. This is achieved through the monitoring of some 20 categories of commodities, locally-manufactured and imported, in order to ensure compliance with their respective National Standards. It involved the inspection of commodities at Ports-of- entry, Importers' Bonds and Warehouses and at sale outlets, based on Customs entries referred to the GNBS from the Customs and Trade Administration and information received from shipping manifests, which is facilitated by the positioning of GNBS Inspectors at Customs House on a daily basis.

The investigation of consumer complaints received from consumers in relation to the quality of products purchased and services provided is also conducted. As a result, product by product campaigns on commodities for which numerous complaints are received are also carried out at sale outlets to determine compliance with their respective National Standards. Also, commodities which are manufactured locally are examined by GNBS to determine compliance to established National Standards.

### 2.1.1 **Registration of Importers**

A total of **304** importers of commodities monitored by the GNBS under the Standards Compliance Programme were registered for the year 2011, as compared with 276 for 2010, 241 for 2009, 224 for 2008, 307 for 2007 and 289 for 2006. There has been an increase in the number of importers, who registered with the GNBS this year as compared with the previous year. The increase in the number of importers registered with GNBS for the year 2011 is a demonstration of the effectiveness of the Standards Compliance Programme and a representation of the number of importers who would have imported consignments related to items monitored by the GNBS during the year, since importers are required to be registered with the GNBS at the time of importation before inspections are carried out by the GNBS.

The introduction of the TRIPS system at Customs House however, continues to present challenges, since the GNBS has to provide additional transportation and personnel to execute examination at importers bonds and warehouses. This has proven to create some difficulties for the GNBS, since in some instances commodities released to warehouse were sold by importers prior to the examination by the GNBS. Further, the additional follow up activities incurred as a result of the Trips system has resulted in a significant reduction in the surveillance of commodities at sale outlets, since Inspectors were more involved in Port-of-entry follow-up inspections activities.

In addition, despite the commitment given by the Customs and Trade Administration (CTA) to support the activities carried out by the GNBS in holding customs entries for GNBS examination prior to the releasing of same, some Customs Officers stationed at the ports-of-entry continued to release entries for commodities monitored by the Bureau without inspection by the GNBS. This was evident based on the monthly correlation of Customs entries held for examination against the number of inspections conducted. This matter was discussed with the Officer responsible for Wharves at the CTA who had promised to address same. In addition, the detaining of commodities by CTA at the Ports-of-entry to facilitate examination by the GNBS, for importers who the GNBS had experienced difficulties with in the past regarding the examination of commodities at bonds and warehouses, was also discussed with CTA Representative. In addition, correspondence were sent to the Commissioner (ag)

detailing the difficulties encountered and requesting corrective actions be put in place to address same.

As a result of the above, the GNBS has also invited the said importers to a meeting to discuss the above matter. They were also informed of the importance of having their consignments inspected prior to the sale to the general public and the legal implications with regards to their actions. This has since yielded better cooperation between the GNBS and the said importers, since the GNBS inspectors are now able to conduct all examinations for these importers.

Additionally, in order for the Standard Compliance Programme to be more effective, there is need for the GNBS to conduct the testing of products imported based on quality Standards, since most of the complaints received by the GNBS related to the quality of products. However, the said products were adequately labelled in accordance with the respective National Labelling Standard.

There is also an urgent need for the reviewing and upgrading of the GNBS Act and the development of Regulation to facilitate the effective implementation of the said Act, in order to enforce stronger penalties and fines on persons found in breach of the Act and Regulations.

Finally, the implementation of IEC/ISO 17020 QMS Standard for inspections would also serve to improve the quality of service offered under the Standards Compliance Programme and the general operational efficiency of the Department.

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

Regarding the importation and sale of used tyres, **52** dealers were registered with the Bureau for 2011, as compared with 52 for 2010, 39 for 2009, 45 for 2008, 53 for 2007 and 50 for 2006. The figures above indicate that the number of dealers registered with the GNBS over the past years has remained fairly consistent. This could be attributed to the fact that there is sustainability in this type of business, since the spending power of vehicle owners is limited, as a result, majority of consumers cannot afford to buy new tyres which are sold at exorbitantly high prices, hence the existing demand for used tyres.

Inspections of the premises of registered tyre dealers were carried out during the first quarter of the year and in some situations at the time of registration, in order to ensure that tyres offered for sale are in compliance with the relevant quality requirements. For example, to ensure tyres were free from cracks on sidewalls, and were stored in accordance with the requirements outlined in the Code of Practice for the Storage of Tyres. Permits to sell used tyres were issued to the registered dealers who met the licensing requirements. In situations where minor non-conformities were observed, dealers were given specific time-frames to take corrective actions, and follow up inspections were conducted to ensure compliance, prior to the issuing of permits. In addition, periodic follow up

inspections were carried out during the year to ensure that the quality and storage requirements were maintained by dealers registered with the GNBS.

However, the number of periodic inspections conducted at sale outlets to determine compliance during the year was reduced due to the limited personnel, transportation and the involvement of Inspectors in other activities. In addition, the extensive examination of tyres at the Ports-of-entry and at importers' bonds and warehouses prior to being sold to dealers for retail sale, has reduced the need to conduct frequent inspections at sale outlets, since tyres offered for sale were previously examined at the time of importation. Nevertheless, a total of 71 inspections were conducted throughout the year and 45 defective tyres were destroyed, as compared with 154 for 2010, 33 for 2009, 376 for 2008, 487 for 2007 and 300 for 2006.

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

### 2.1.3 Registration of Cell Phones Dealers

Cell phone dealers are required to register with the GNBS to facilitate the effective monitoring of cell phones offered for sale on our local market and to generally streamline this sector by ensuring that dealers conduct their business operations in accordance with established guidelines. The GNBS continued to maintain this activity on its annual work plan, since the majority of the consumer complaints received were in relation to the quality of cell phones due to the high demand for same on the local market.

Prior to the issuing of cell phone permits, examinations are conducted at dealers premises to ensure all relevant requirements are satisfied, i.e. to ensure that cell phones are accurately and adequately labelled as new, used or refurbished. Cell phones should be sold with the original English manuals, original chargers and original batteries, and have written warranties offered to consumers etc. As a result, a total of **153 dealers** were registered with the GNBS for the year and **184** inspections were carried at sale outlets in Regions #2, 3, 4, 5, 6, 7, 9 and 10.

It is useful to mention that there has been a significant increase in the number of registrations as compared with the year 2010, where 145 dealers were registered with the GNBS, 75 for 2009, 88 for 2008 and 91 dealers for 2007. The increase in the number of dealers registered with the GNBS this year could be attributed to the fact that a number of new cell phone businesses were established during this period.

Further, the increased demand for cell phones on the local market has been the major contributory factor for the increase in the number of cell phone outlets in Guyana, since some consumers are moving to upgrade their instruments by buying new and updated models of phones. The prices on the older models are constantly being reduced as a result of competition and a loss of interest in the older models of phones as a consequence of having the new and up dated models on the market. Therefore, cell phones prices have a wide extended range that serves to accommodate any consumer's pocket.

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 offered for sale were not properly labelled and consumers were not given written warranties. However, based on immediate actions taken by the GNBS, these non-conformities were immediately addressed by the relevant dealers.

In an effort to strengthen the effective monitoring of cell phones in the new year, the GNBS has contacted Digicel and are in the process of garnering technical assistance from the company's Service Repair Centre. The assistance would relate specifically to the identification of new phones and differentiate from the used and refurbished phones and to offer independent investigations and pronouncements during the investigation of consumers' complaints pertaining to cell phones. This assistance is considered to be very relevant and useful, since the GNBS Inspectors are not equipped with the necessary equipment and expertise to always accurately differentiate between new, used and refurbished phones.



## 2.2 Standard Compliance Inspections

### 2.2.1 Import Inspections

As a result of extensive Ports-of-entry and warehouse examinations carried out under the Standards Compliance Programme during the year, the GNBS was successful in conducting a total of **1479** inspections for 2011, as compared with 1063 for 2010, 1273 for 2009, 139 for 2008 and 2229 for 2007. Commodities examined were mainly electrical appliances, toys, footwear, garments, textiles, cigarettes, soap powder, furniture and gas stoves. Commodities were examined to determine compliance with their respective National Standards and were found to be generally in compliance.

In situations where commodities were imported disassembled or inadequately labelled they were released to warehouse and placed “on hold” at the importers’ bonds or warehouse pending the necessary corrective actions i.e. assembling, re-labelling or the submission of the relevant Test Certificates. The number of inspections carried out for the respective commodities for the year and the related non conformities are outlined in the **Table 1** below.

**TABLE 1**  
**NUMBER OF WAREHOUSE INSPECTIONS CONDUCTED FOR 2011.**

COMMODITIES	NO. OF INSPECTIONS	NO. OF NON-CONFORMITIES
Garments	362	One container - inadequately labelled
Footwear	316	One container – inadequately labelled
	65	-
New and Used tyres	116	1978 were rejected and destroyed
Cigarettes	29	One container - inadequately labelled
Electrical Appliances	373	Five containers - inadequately labelled
Fertilisers	22	-
Soap powder	43	-
Textiles	33	-
Gas Stoves	68	-
Toys & Playthings	87	-
Cell Phones	15	-
Fairy Lights	3	One container - inadequately labelled
Safety Matches	7	-
PVC pipes	6	-
Safety helmets	3	-
Furniture	42	Three containers – inadequately labelled
Devices	3	-
<b>Total</b>	<b>1479</b>	-

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

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 **1978** used tyres imported were rejected and destroyed during examinations conducted at the importers' warehouses, since they had cracks on their side walls, damaged bead area, cracks within the treads, patches on side walls and were below the 4 mm thread depth. The increase in the number of tyres rejected is attributed to the fact that they were a number of new importers of tyres who registered with the GNBS during the year that were ignorant of the quality requirements governing used tyres and, as such, would have imported a larger amount of defective tyres, unlike importers who have been in operation for some time and are very cognisant of the fact that defective tyres imported would be destroyed which would ultimately result in loss of revenue.

Presently the GNBS monitors some 20 categories of commodities to ensure compliance to their respective National labelling Standards, in order to provide guidance to consumers, and in some instances the quality of commodities imported is verified through the presence of certification marks, as in the case of electrical appliances and test certificates are requested in the absence of certification marks to ascertain the quality of the products imported. In the situation of used tyres, the tyres imported are visually examined for compliance to the national standard and defective tyres identified are rejected and destroyed by cutting the side walls.

However, although these products are adequately labelled in accordance with their National Standards, numerous complaints are received from consumers regarding the quality of the products; hence the need to conduct the testing of the commodities falling under the purview of the GNBS has become imperative. As a result, the GNBS has acquired the necessary testing equipment to conduct the testing of garments, footwear and textiles, since most of the complaints received by the GNBS were related to these products and Technicians from the Laboratory Services Department were trained in the respective areas. In addition, the GNBS is in the process of acquiring the associated Standards to facilitate testing of the said products. In the circumstances, the testing of these products would commence in the first quarter of the new year.

### 2.2.2 Surveillance Inspections

Surveillance inspections were carried out by the GNBS on specific products based on numerous consumer complaints received and unfair competition. These products include safety matches, cigarettes, electrical appliances, garments, footwear, used tyres and cell phones.

Resulting from complaints received, examinations on the above mentioned products were carried out at sale outlets on separate occasions, and a total of **1618** inspections were conducted during the year 2011, as compared with 1506 for 2010, 1664 for 2009, 4014 for 2008, 1356 for 2007 and 1,215 for 2006, which indicates that there was an increase in the number of inspections carried out this year when compared with the year 2010. As a result, a total of **18** cartons of cigarettes and **7** cartons of safety matches were found to be inadequately labelled and of poor quality, these products were seized and removed. The other commodities examined during surveillance inspections were generally in compliance with their relevant National Standards with the exception of a quantity of used tyres that was rejected and destroyed based on the poor quality of same. Further details of used tyres and cell phones surveillance conducted at sale outlets are featured under **2.1.2 “Registration of used tyre dealers”** and **2.1.3 “Registration of cell phone dealers”**.

### 2.2.3 Local Product Monitoring

#### **Registered Products**

The monitoring of locally-manufactured products presented one of the biggest challenges to the Department during the year, since there is great reluctance by the local manufacturers to participate in the programme and meet the requirements of the National Standards. This was evident in the fact that no manufacturer was registered with the GNBS for the year 2011. The lack of cooperation presented serious difficulty in streamlining this sector and ensuring consumer satisfaction and protection.

In addition, this was coupled with the absence of technical expertise at the GNBS, absence of support from the subject Ministry and the absence of mandatory National Standards for the products monitored. Therefore, the need for formal training of the GNBS Inspectors in the various related subject areas cannot be overstated, as this is necessary, in order for the GNBS Inspectors to competently execute their duties.

In addition, there is also need for quality standards of the locally manufactured products to be made mandatory, in order to strengthen enforcement actions, such as, the seizing of commodities not in compliance with the respective Guyana National Standards and the prosecution of manufacturers not registered by the Bureau in the New Year, in order to send a strong signal to the other manufacturers in the year 2012, of the importance of doing so and the need to ensure that products manufactured are in compliance with the respective Guyana National Standard. Also, the support of the Ministry of Tourism, Industry and Commerce is critical for the programme to be effective in the new year.

### 2.3 Consumer Complaints Investigation

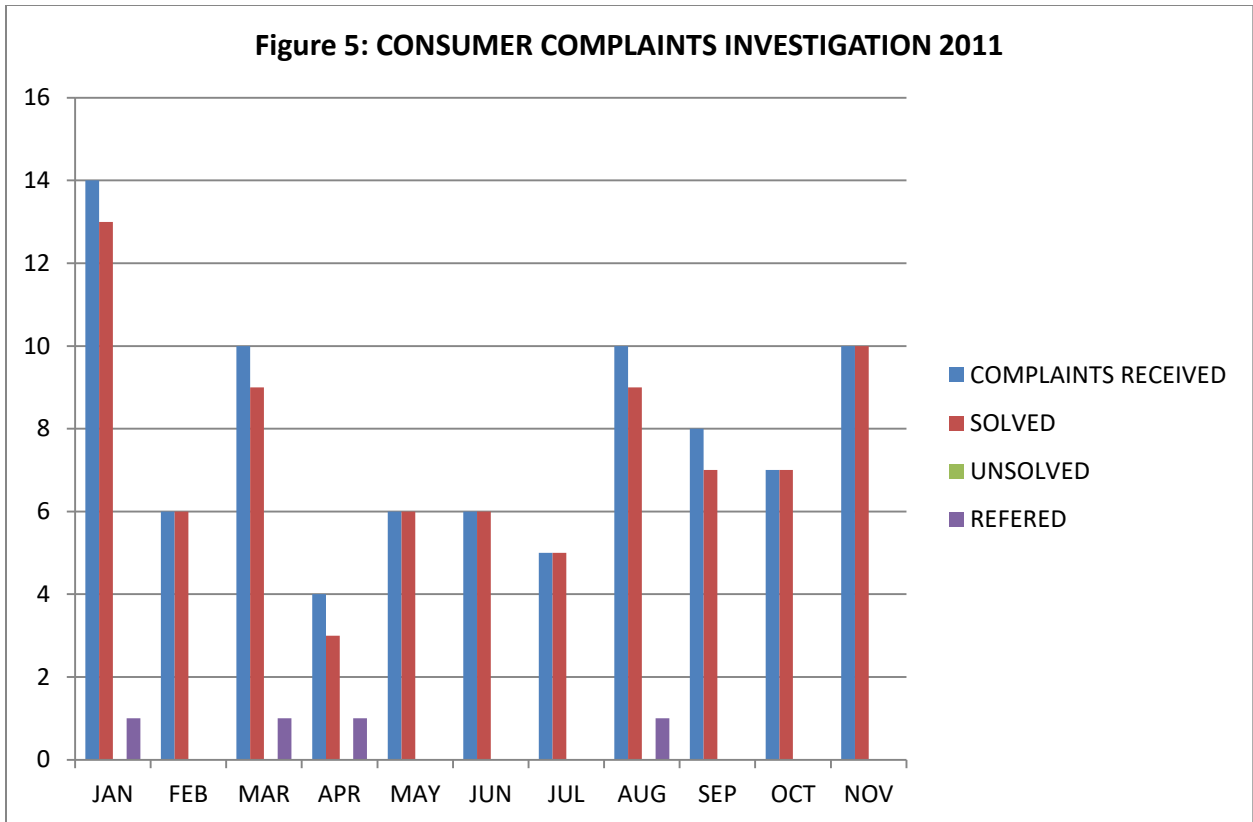
During the year under review, **86** consumer complaints were received, as compared with 85 for 2010 63 for 2009, 59 for 2008, 59 for 2007, 87 for 2006. **Table 6** below shows a comparison of complaints received by the GNBS over the last five years from 2007 to 2011. There was a slight increase in the number of complaints received during the year 2011 when compared with 2010. However, the ratio of complaints received to the amount resolved remains consistent throughout the years as shown in table 6. Complaints that were pending from each month were resolved the following month.

**Table 6**

#### INVESTIGATION OF CONSUMERS' COMPLAINTS

YEARS	COMPLAINTS RECEIVED	SOLVED	UNSOLVED	REFERRED	PENDING
2007	59	50	-	8	1
2008	59	55	-	2	2
2009	63	54	4	4	1
2010	86	80	-	5	1
2011	86	82	-	4	0

During the investigation of complaints, the GNBS utilizes technical personnel in the areas of cell phones and electrical appliances to facilitate testing and to provide technical guidance during the investigation of complaints. As a result, the GNBS is now in a better position to make more confident recommendations regarding the resolution of consumer complaints. The technical support would have also resulted in a reduction of the number of complaints unresolved and the number of referred to the Consumer Affairs Division of the Ministry of Tourism, Industry and Commerce. **Figure 5** below shows the number of complaints received by the GNBS monthly and their status.



The commodities for which complaints were received; the nature of the complaints received and the method of resolution are all outlined in Table 7 below. Most of the complaints received were primarily relating to the quality of products purchased by consumers and were related to cell phones which represented 43%, of the number of complaints received for the year 2011, electrical appliances which represented 32% and the remaining 25% represents complaints received for Furniture, Used Tyres, Gas Stoves and Footwear.

**Table 7**

**COMMODITIES AND NUMBER OF COMPLAINTS RECEIVED.**

COMMODITIES	NUMBER OF COMPLAINTS	GENERAL NATURE OF COMPLAINTS
Cell Phones	37	Not charging, Shutting off, key pad not working, batteries not holding charge, accessories not original, touch display not working, defective display; refurbish phones sold as new phones, absence of manual, freezing, cutting off during calls, not working at all and speaker problem.

Furniture	5	Furniture not finished properly, worm holes were found in furniture, suite was shaking and fell apart. Moulds were growing on furniture.
Electrical appliances	28	Hot plate was shutting off, iron not getting hot, Images on TV distorted , CD player not playing, blender blade not working, DVD player sold without accessories, DVD player not reading disc, freezer started rusting, washing machine not working , key pad on microwave not working, freezer not freezing, refrigerator gas leaking, refrigerator not coming on, fan stop working.
Footwear	8	Loose sole, dry rot, tearing of the upper and loose heels.
Tyres	3	Tyres had bulges on side walls, loose treads & cracks on side walls.
Gas stoves	2	Oven not working, stove exploded.
<b>Total</b>	<b>86</b>	

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 complaints being referred to the Ministry of Tourism, Industry and Commerce for further investigation. In addition, there were a few situations where the consumers misused the items, which resulted in the proprietors being reluctant to address these matters.

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

It is recommended that proper testing facilities be available to conduct the testing of products for which complaints are received, in order to 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 which was passed in Parliament 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 Training of GNBS Inspectors

### 2.4.1 Internal Training.

As part of the GNBS in-house training programme conducted by Senior Officers to facilitate capacity building within the LMSC Department of the GNBS, Inspectors and Inspector Assistants of the Department were trained on the investigation of consumer complaints. This was necessary to facilitate further development of inspectors in this area, since it was realised that some inspectors still lacked the confidence to investigate consumer complaints effectively. The Training carried out was beneficial since Inspectors and Inspector Assistants should now be competent in investigation of Consumer Complaints received by the GNBS.

Also, Inspectors of the LMSC Department and the GNBS Branch Offices in Regions 2 and 6 were trained to detect the composition of textiles. The training was conducted by Mr. Vishnu Matbadal, Laboratory Technician 11 from the Laboratory Services Department. The training conducted was necessary, since the GNBS would commence the testing of textiles and garments to determine the fabric composition, in the new year.

### 2.4.2 External Training and meeting

Senior Inspectors within the Department attended external meetings and were also exposed to external training in the area of Standards Compliance during the year, in an effort to improve the effectiveness of the Standards Compliance Programme. As a result, training was conducted in the following areas listed below, to improve the competence of Senior Inspectors. In addition, local training was also conducted on Quality Managements Systems based on funding provided by the Competitiveness Project to help Senior Personnel and Managers to implement the Quality Management Systems within their Department and to better deal with problems affecting their day to day operations and problem solving techniques:-

- Quality Management Systems ISO/IEC 17020.
- Auditing of the Quality Management Systems ISO/IEC 17020.
- Export requirements from the various regulatory agencies regarding the exportation of manufacturers and exporters of arts and crafts.
- Sensitisation workshop regarding the Economic Partnership Agreement signed by CARIFORUM. The agreement aims to encourage trade between these countries by reducing the amount of taxes paid on certain commodities.

- Meeting with Guyana Revenue Authority (GRA) soliciting cooperation regarding the facilitation of examination for some importers at the ports-of-entry rather than at importer's bonds.
- A meeting with Representatives from Unicomer Inc and their Brokers was convened to discuss the clearing of commodities imported without the entries being examined and stamped HOLD FOR INSPECTION by the GNBS.
- Breakfast Meeting was hosted by the Georgetown Chamber of Commerce to discuss the National Tobacco Bill. The purpose of the meeting was to highlight the concerns of the Demerara Tobacco Company regarding the requirements of the said Bill.

## 2.5 **Public awareness**

Information gathered from field inspections and consumer complaints, and was useful for the protection and guidance of consumers, was analyzed and prepared routinely throughout the year for publication in the form of releases, notices, newsletters, standard information bulletin etc. by the Communication Department. In addition, Senior Officers within the Department participated in pre-recorded television interviews, in order to provide guidance to consumers on the purchasing of quality products, particularly in the area of cell phones. Information was also disseminated with the aim of increasing their awareness of the services offered by the GNBS, the benefits to consumers in accessing these services, tips for purchasing electrical appliances, fairy lights and toys and to keep the public informed on the various activities carried out by the GNBS Department. For example, mobile stamping.

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

For the year 2011, one meeting of the National Tobacco Control Council was attended in May by the Head of the Standards Compliance Department of the GNBS. The purpose of the meeting was to discuss the Draft Tobacco Bill to be submitted to Parliament for approval and to obtain feedback and comments from members of the Council. Among the things discussed were the establishing of a tobacco licensing board, the role of the Ministry of Health in the process, the Guyana Revenue Authority to be the licensing authority and the use of similar guidelines as required by the Alcohol Licensing Board.



In addition, Mr. Shailendra Rai, Head of the Legal Metrology and Standards Compliance Department of the GNBS attended a two day Workshop on Tobacco Control addressing data dissemination which was held on **2011-06-28 and 2011-06-29** at the De Impeccable Banquet Hall on Brickdam. The workshop was hosted by the Ministry of Health in collaboration with PAHO and the primary objectives of the workshop were to discuss the data available on tobacco control research conducted in Guyana, to identify priority areas to be addressed during the next three to five years and to develop a strategy to support the passing and implementation of the tobacco control legislation. Also, a public consultation was held on **2011- 06-30**, to discuss and obtain feedback from key stakeholders on the Draft Tobacco Control Bill.

Further, additional work was done on the Caricom standard based on arguments submitted by Trinidad, Dominica and Grenada at the last COTED meeting held in May, 2010 and the standard was resubmitted to the CROSQ Council and the Technical Management Committee (TMC) of CROSQ in November, 2011 for approval. However, Dominica and Trinidad were still not in agreement and the standard was not approved. The TMC was tasked with the responsibility of revising the existing Regional Standard to satisfy the concerns of all Member States in the new year.

Nevertheless, the National Tobacco Control Council continued its fight against the use of tobacco products in Guyana with the execution of other activities, such as the creation of smoke free environments, tobacco use and dependence program and a number of tobacco surveys. In addition, a number of tobacco prevention activities were scheduled and executed for World No Tobacco Day observed on May 20, 2011.

The primary focus of the National Tobacco Control Council for the year 2012 would be to have the draft Tobacco Bill passed in Parliament and the enforcement of the said Bill by the various Regulatory Bodies, promotion of tobacco education in schools, convening World No Tobacco Day activities, expand smoke free spaces, develop Tobacco Legislation, increase awareness of tobacco control in Guyana through various campaigns and to conduct an adult survey on tobacco use.

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

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

Visits were conducted to the GNBS Branch Office at Anna Regina in Region #2 and the GNBS Branch Office at New Amsterdam, Region #6 during the year, by the Head of Department and other Senior Inspectors, in order to check on the records, equipment and facilities at the said locations. The findings of the visits revealed that all records were properly kept and easily retrievable, equipment used

were properly maintained as required and the Office was well organized and in a tidy condition. The Officers were encouraged to keep up the good work.

## 2.8 **Monitoring and Evaluation**

The main activities conducted under the Standards Compliance Programme for the year 2011 were the registration of importers, licensing of dealers, monitoring of Customs desk, surveillance at sale outlets, examination of commodities at the Ports-of-entry and the investigation of consumer complaints, which were routine and in keeping with the Annual Work Programme for the year. Regarding the investigation of complaints received by the GNBS for poor quality products falling under its purview which are imported and offered for sale on the local market, the GNBS was successful in obtaining the service and cooperation of three independent Technicians, one for cell phones, one for refrigerators and one for electrical appliances, to examine defective products for which complaints are received and to provide the GNBS with reports of their findings, which were subsequently used to facilitate the investigation of complaint received by the Department.

In addition, based on the nature of complaints received it is becoming increasingly important for the GNBS to focus on the quality of commodities monitored for the new year instead of labelling alone since it has been observed that there is an increase in the importation of sub-standard quality of commodities, which cannot be determined by the GNBS through visual examinations. As a result, there is need for adequate testing equipment and facilities to conduct testing to verify the quality of commodities imported and locally manufactured. Further, there is also need for performance standards for commodities monitored by the GNBS in order to facilitate testing and the training of Inspectors to conduct the testing of commodities. Based on equipment acquired by the Laboratory Services Department and training received by Technicians from the said department during the year, the GNBS would commence the testing textiles and garments in the new year, to verify label claims and to determine the quality of the said commodities imported, prior to sale.

The status of completion of activities carried out under the Programme based on the Annual Work Programme for the corresponding period was determined through periodic meetings conducted by the Department. The meetings carried out revealed that the activities were executed within the stipulated time frame as was outlined in the Annual Work Programme, since they were routine activities. In situations where activities were not completed due to the involvement of Inspectors in other departmental activities, the activities were rescheduled and executed subsequently. As a result, the department was successful in completing approximately **90%** of the activities outlined in the Standards Compliance Annual Work Programme for 2011. Much work was not done on the examination of products monitored by the GNBS at sale outlets due to the lack of transportation and shortage of Inspectors within the Department and the involvement of

Inspectors in conducting examinations at importers bonds and warehouses. Also, no work was done on industrial surveillance of furniture and locally manufactured products due to the lack of training of Inspectors in this area, the absence of quality standards, lack of cooperation of manufacturers and the absence of technical expertise, which account for the remaining **10%** not being achieved.

## 2.9 Projections

The Department would continue its routine activities based on the Annual Work Programme for the New Year. The Annual Work Programme for 2012 would be prepared based on the Strategic Plan developed by the GNBS during the year 2011 and the National Standards Strategy which was developed. In addition, the department would work closer with the Industry Department of the Ministry of Tourism, Industry and Commerce, in order to effectively monitor the quality of commodities locally manufactured, in the New Year, since much cooperation was not received from local manufacturers during the year 2011. Further, the introduction of the TRIPS system by the GRA has continued to affect the operations of the GNBS, since the number of inspections carried out at the Ports-of-entry has reduced significantly and, as a result, more inspections were carried out at importers' bonds and warehouses. In light of this new approach implemented by the GRA the GNBS would be required to employ additional Inspectors and acquire additional transportation to facilitate the examination of products at the Ports-of-entry and importers' bonds and warehouses in a timely manner. Also, it is imperative for the GNBS 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.

The monitoring of commodities falling under the purview of the GNBS that are imported through Springlands, Charity and at Lethem, would also be intensified during the new year, since 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 industrial calibration and testing services to the manufacturing, commercial and public sectors in the country. It provides calibration services in six areas, namely: Mass, Volume, Pressure, Dimension, Electrical and Temperature. It also conducts Gold Testing and Moisture Meter Verification. In order to provide these services, the GNBS has established three calibration laboratories to conduct mass, length, temperature, pressure and volume calibrations and two testing laboratories to facilitate the testing of gold and moisture meter verification. The gold testing laboratory analyses gold samples submitted by customers to ensure that the products sold are of the required quality and carat for the customer. The moisture meter verification is done by the GNBS, specifically for the rice industry.

The Gold Testing Laboratory tests gold for purity in conformance with GYS 50-2: 2003, Specification for gold articles- Part 2: Guidelines for manufacturing, alloying and testing. The testing activities support 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 and ensures that customers get the required value for their money. In addition, a service is extended to the general public for verification of the purity of gold articles purchased from the local market

These laboratories are manned by qualified and competent personnel, in order to obtain credible and reliable results. The calibration services offered by the department to industries provide traceable measurements to the National and International Standards, which ensure that measurements used by industries in their production and testing activities and laboratories are accurate. 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 multi-task. 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 537 devices were submitted by stakeholders internally and externally for calibration, as compared with 310 for 2010, 524 for 2009, 160 devices for 2008, 88 for 2007, 310 devices for 2006 and 146 for 2005 as is shown in table 1 overleaf. The variation in numbers of devices calibrated over the seven years was attributed to the increase in submission of devices by companies for calibration. This year it is evident that the GNBS received the largest number of instruments submitted for calibration. This is so mainly because companies are becoming ISO 9001 compliant which requires a functioning quality management system. Almost all the categories in the table below for 2011 have shown an increase in the numbers of instruments submitted for calibration. This is due to companies realizing the importance of calibration and ensuring the accuracy of these devices. Most of the devices calibrated were to establish traceability for companies that are certified and also those opting for accreditation. The devices were all calibrated and the necessary calibration certificates 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%.

#### Comparison of devices calibrated for the year 2005 to 2009.

Year	Calipers	Rules/Measuring Tape	Micro meters	Gauges	Electronic Balances	Masses	Measures	Thermometers	Total
2005	2	2	3	-	4	129	6		146
2006	8	6	2	4	3	278	9		310
2007	4	1	1	10	5	65	2		88
2008	12	1	2	3	9	124	9		160
2009	15	1	3	1	27	459	15	2	523
2010	18	1	3	5	51	170	10	52	310
2011	22	10	11	8	65	442	17	49	624

Most of the devices calibrated were masses which ranged from a class M3 to F1 and capacities, from a range of 1mg to 20kg. These classes are given by the International Recommendation OIML R 111; Weights of classes E1- M3, Part 1: Metrological and technical requirements. From the Dimension Laboratory a total of **43** devices were submitted for calibration and they included calipers, micrometers, feeler gauges, depth gauges, rules and a thickness gauge. Also **65** electronic balances were calibrated and this was carried out in the Mass Laboratory and at the clients' location. These electronic balances were submitted mainly from our manufacturing industries, health sector and other agencies for example the Guyana Rice Development Board and Guyana Geology and Mines Commission etc. The temperature laboratory had **49** instruments

calibrated which would have included liquid-in-glass thermometers, digital and dial thermometers. Finally our Reference Mass laboratory calibrated a total of **442** weights.

In 2012, the Laboratory Services Department is expected to increase the number of devices calibrated, through the work of National Committee on Conformity Assessment and the utilization of the results of the metrology survey carried out in 2009, which highlighted the needs for calibration of devices from the industries.

### **3.1.1 Stakeholders devices submitted**

Devices were submitted externally for calibration by companies 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 was carried out to establish that products and services conform to existing quality standards and this, in turn, gives an assurance of quality of the products and services offered to consumers.

### **3.1.2 Working Standards**

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

### **3.1.3 The Primary Standards**

The Primary Standards at the GNBS have the highest metrological accuracy 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 Capital allotment to purchase items budgeted for in 2011, so that we have the necessary reference materials for testing of textiles and Concrete blocks. Also the GNBS, through other projects, has achieved additional equipment in the area of textiles testing and weight and dimensional calibrations to provide the basic and essential services needed in retail sector.

### 3.2 Gold Testing

During the year, a total of **64** gold samples were submitted both by the Product Certification Department and consumers as compared with 20 for 2009, 19 for 2008, 46 for 2007, 36 for 2006, 14 for 2005 and 8 for 2004 (Table 3). The samples were tested for customers to verify the purity of gold and to support the Product Certification scheme of the GNBS.

Table 3 below shows that there has been a significant increase in the number of gold samples tested for the year 2011 as compared with the five previous years from 2006 to 2001. This increase in the number of samples was mainly due to the consumer complaints regarding under karating of gold articles sold to them.

**TABLE 3:**  
**Shows a comparison of Gold Articles submitted for Testing for 2004 to 2010**

<b>YEAR</b>	<b>NO. OF SAMPLES TESTED</b>
<b>2004 (October 2004)</b>	<b>8</b>
<b>2005</b>	<b>14</b>
<b>2006</b>	<b>31</b>
<b>2007</b>	<b>46</b>
<b>2008</b>	<b>19</b>
<b>2009</b>	<b>20</b>
<b>2010</b>	<b>33</b>
<b>2011</b>	<b>64</b>

### 3.3 Verification of Moisture Meters

A total of 117 moisture meters were verified for the year, as compared with 86 for 2010 and 33 for 2009. These devices are submitted twice annually for verification. The moisture meters submitted were mainly from the rice millers. This verification is done using the international standard the ISO 712: Determination of Moisture in Cereal and Cereal Products. After the verification would have been completed a test certificate is issued.

### 3.4 Training/Workshop Attended.

#### **Training on the Calibration of Non-automatic Weighing Instruments**

Guyana was represented by Mr. Vishnu Matbadal, Laboratory Technician 11 at a four day workshop titled “ SIM Guidelines on the calibration of non – automatic weighing instruments and intercomparison” , for laboratory personnel of CARICOM member states which was organized by CROSQ in collaboration with the German Metrology Institute (PTB)

The workshop took place at the Jamaica Bureau of Standards (TTBS) during the period July 25 to 29 2010, and was held in order to develop the competency to perform balance calibrations in the respective countries and to harmonize the methods of calibration of non-automatic weighing instruments among SIM countries. In addition, a intercomparison was carried out among CARICOM countries at the workshop which was very successful.

### **Training Attachment at a European Calibration Laboratory**

Mr. Edward Melville, Laboratory Technician 111 represented the Guyana National Bureau of Standards at a training programme held in Germany at the ZMK Unternehmensgruppe/ZMK Group calibration laboratory in the area of volumetric calibration.

Study Area: Training on Volume Metrology

#### **Objectives of the Training**

- Understanding of the calibration of volumetric glassware
- Understanding of the Calibration of metal provers
- Understanding of the calibration of piston instruments
- Knowledge of developing uncertainty budgets for the various volumetric calibrations.

The goal of the attachment was to strengthen the basic metrological infrastructure in the member states of CARIFORUM so as to enable them to offer reliable metrological services in the global trade arena and establish a regional network for Quality Infrastructure. However, not all services have to be nationally implemented in each country. A structure which is adapted to the immediate needs and capabilities of each country shall be promoted on a national level, supported by regional cooperation in areas not feasible at the national level.

The training attachment had 15 metrologists from the Caricom region each of whom had interest in different metrology areas and based on the their request or interest they were sent to various National Metrology Institutes (NMIs) within Europe for two (2) weeks to receive the required training. The training was held during the period March 15-25, 2011 at the respective NMIs or an accredited calibration laboratory.



## **Method Validation Workshop**

The Laboratory Service Department participated in a one week training programme during the period 2010-11-21 to 2011-11-25, titled “Method Validation and Verification” held at the Regency Suites. Mr. Edward Melville and Mr. Vishnu Matbadal represented the department.

This training was intended for laboratory managers and quality managers using the ISO/IEC 17025 and ISO 15189 standards.

### **3.5 Developing the management system of the GNBS laboratories**

The department has developed a new quality manual based on the gap analysis conducted on its ISO 17025 quality manual. However, the quality system is currently being implemented in the department.

### **3.6 Monitoring and Evaluation**

The activities conducted under the Laboratory Services Department for this reporting period were based on requests received internally and externally for the calibration of instruments.

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 is 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 which 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 as is outlined in its Annual Work Programme. In addition, the department is expected to widen its scope in the area of testing to include textiles and concrete hollow block testing.

## 4.0 CONFORMITY ASSESSMENT 2011 REPORT

### 4.1 *Consultancy Service (Technical Assistance)*

During the year 2011, the Conformity Assessment Department recognized the need for promoting the use of standards in businesses in Guyana to boost their competitiveness both nationally and internationally. This concept was realized under the theme: *“Management systems, the Gateway to a value added business, powered for economic growth”* in 2011 and will continue in 2012. This theme was used to encourage businesses to recognize that standards add value to their current operations and will guarantee them staying in business by being competitive. In order to facilitate fair trade, it is critical for the local businesses to be certified to management system standards such as the ISO 9001, ISO 14001 or ISO 22000 standards to demonstrate their ability to provide products of consistent quality and safety to their users.

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

Consultancy service was provided to one (1) company to facilitate the development of its quality management system to the ISO 9001:2008 standard. This 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. This programme is focused on facilitating the registration of companies in Guyana to the ISO 9001:2008 standard in the drive to guarantee customer satisfaction and competitiveness of products and services provided.

##### 4.1.1.1 **Bounty Farm Limited (BFL)**

Three (3) meetings were conducted to discuss elements of the quality management system documentation at Bounty Farm Ltd located at Timehri, East Bank Demara. Two (2) Representatives of the GNBS, Ms. Candelle Walcott-Bostwick and Mr. Abidin Mohamed, were given the opportunity to observe the operation of the new Plant established by the Company. Eighty five percent (85%) of the quality manual was completed and three (3) procedures were submitted by the company for review.

##### 4.1.1.2 **Brass Aluminum and Cast Iron Foundry (BACIF)**

Two (2) meetings were held during the first quarter of 2011 at the company to discuss and confirm the way forward for ISO 9001 implementation. At these meetings, the BACIF Representative stated its intention to continue with the plan as stated in the proposal. The GNBS has not received the information requested from this company to commence the process. The GNBS sent letters to the company regarding failure to submit the required information. This programme has been put on hold since the GNBS has not received the information as requested.

The GNBS experienced a reduction in the number of companies pursuing the ISO 9001 quality management system when compared to 2010 where four (4) companies would have expressed an interest to participate in the programme. The Guyana Stockfeeds Limited (GSL) did not commit to continue to work with the GNBS in 2011 so no work was completed while Pomeroun Oil Mill Inc (POMI) did not agree on a commencement date. In addition, BACIF did not proceed with the programme as anticipated.

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

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

During the year, seven (7) meetings were held with representatives of Guyana Oil Company Limited to provide technical assistance towards the development of the EMS for the purpose of registration. During the meetings held at the company, documents were reviewed and guidance was provided to staff to address clarifications on the environmental management system.

The EMS policy manual and procedures were completed and are currently being reviewed by the EMS team.

A four (4) day internal auditor training programme on the requirements of the requirements of the ISO 14001 EMS was completed during the period of September 27-30, 2011. The EMS team was exposed to the principles and techniques of conducting an internal audit. This programme was facilitated by Ms. Ramrattie Karan, Head Standardisation Department and Mr. Al Donovan Fraser, Technical Officer 1, of the Conformity Assessment Department. Ninety percent (90 %) of the EMS documentation was completed during the year.

Additional companies did not express an interest to implement the ISO 14001 EMS, however in an effort to sensitise the Mining Sector on the ISO 14001 system, a meeting was held with the Guyana Geology and Mines Commission on Friday April 08, 2011. The objective of this meeting was to discuss plans for the promotion of ISO 14001:2004 standard to the miners. At that meeting a number of issues were discussed in relation to small, medium and large scale miners. At the meeting it was agreed that GNBS would review GGMC 's draft framework for small and medium scale mining guidance document, and send any additional comments to GGMC. The draft framework document was reviewed and the comments were sent to GGMC. A number of attempts were made to follow up with the GGMC on the way forward which proved futile. It is anticipated that in 2012, the GNBS will be able to work with the newly established Ministry of Natural Resources and the Environment to promote the implementation of the EMS.

### 4.1.3 **Food Safety Management Systems**

#### 4.1.3.1 ***Tandy's Manufacturing Enterprise (TME)***

The Technical Assistance Programme commenced at TME on February 08, 2011. Meetings were generally held weekly on Tuesdays at the TME location in the Industrial Estate, Eccles, East Bank Demerara. In several cases, weekly meetings were postponed or cancelled due to other commitments of the company. Mr Al Donavon Fraser and Mr Trumel Redmond are attached to this company. Apart from training sessions conducted in-house at the company, two members of the company's food safety team participated in the ISO 22000 training programme conducted by the GNBS in April, 2011. Approximately fifty (50) percent of the requirements of ISO 22000 have been addressed by the company.

At a meeting held between representatives of TME and GNBS on October 24, 2011, TME shared the challenges experienced in the implementation process. and indicated that they were still committed to the process but desired to pursue certification to the Hazard Analysis Critical Control Point (HACCP) system instead of ISO 22000.

#### 4.1.3.2 ***Surya Delight (SD)***

Technical Assistance to SD commenced on February 28, 2011 with an Awareness Session on the HACCP system. A meeting was held with representatives of SD, GNBS and Matching Grants Initiative (MGI) on June 14, 2011 to address concerns relating to the provision of Technical Assistance to SD. The Technical Assistance for the implementation of the HACCP system at SD was not progressing as expected. In the latter part of the year SD verbally indicated that it was no longer interested in working towards HACCP certification. This position was later verbally relayed to the GNBS by a representative of MGI.

#### 4.1.3.3 ***Major Food Manufacturing***

The GNBS initiated the HACCP (Hazard Analysis Critical Control Point) system Technical Assistance Programme with this company in February, 2011. The following activities were completed:

1. Conducted an awareness session on ISO 22000 for twelve (12) staff members.
2. Signed the Technical Assistance proposal to commence the Technical Assistance programme.
3. Completed the process flow diagrams for six products manufactured by the company.
4. Completed the Gap Analysis and report.
5. Reviewed the schematic plan of the New Facility in consultation with the Food and Drug Department.

6. Conducted training on the requirements of the HACCP system for thirteen (13) members of staff .

Progress in completing all activities scheduled in the implementation plan was affected by challenges which were discussed with the company's representatives at a number of meetings. However, the GNBS anticipates that the technical assistance program will be continued in 2012.

#### 4.1.3.4 *Regency Suites Hotel*

In an effort to attract other companies on the technical assistance scheme, an initial meeting was held with the management of this hotel to promote the HACCP Technical Assistance Programme. This meeting resulted in an awareness session being conducted for twenty two (22) members of staff on September 08, 2011. An interest was expressed by the Hotel to pursue HACCP certification, however, it was indicated by the management of the Hotel that they intended to start the process in January, 2012.

#### 4.1.3.5 *Hotel Tower*

An initial meeting was held with the Chief Chef and Beverage Manager to promote the HACCP Technical programme and ascertain interest in implementing HACCP within the restaurant operations. The Hotel then submitted a technical assistance form requesting the services of the GNBS to implement the HACCP system. A proposal and implementation plan were prepared and submitted to the Hotel for approval. The proposal has not been resubmitted to the GNBS however a request was made by the management of the Hotel to commence work in January, 2012.

During the past year the GNBS had received requests from four (4) companies to participate in the HACCP Technical Assistance Programme which can be seen as an impact of the training programmes conducted by the GNBS and the need for service providers to demonstrate that they were providing safe food for human consumption.

The GNBS will conduct visits to companies which have benefitted from training programmes completed in 2011 to encourage the development of an appropriate management system. In addition, the GNBS should be the recipient of technical assistance to strengthen its Consultancy programme from the Support for Competitiveness Programme in 2012 where companies will be identified to participate in the pilot project.

### ***Launching of the GNBS Consultancy Services.***

On Friday February 11, 2011 a seminar was hosted by Guyana National Bureau of Standards at the Regency Suites Hotel to launch the Consultancy, Training and Audit Services Programme with the intention of promoting the services of this programme and also to encourage businesses to participate. This programme targeted mainly manufacturers, service providers and Regulators in an effort to boost the competitiveness of local businesses. Remarks were made by Mr. Sharma, Project Coordinator, National Competitiveness Programme, who encouraged businesses to support the programmes of the GNBS. He also emphasised the commitments made by the Government to enhance Guyana's competitiveness and increase local investments in exports and mentioned that the GNBS was among the agencies benefiting from the National Competitiveness Programme. Ms. De Mendonca, Administrator, Matching Grants Initiative was also given the opportunity to make brief remarks to promote the Matching Grants Initiative and show how small businesses could access funds under that programme to boost their operations for competitiveness. Ms. Candelle Walcott-Bostwick, Head, Conformity Assessment Department used this opportunity to promote the services of the Department and encouraged businesses to utilise the services of the GNBS. She stated that it was critical for businesses to implement standards in order to facilitate the acceptance of goods and services.

Mr. Trumel Redmond presented the ten (10) reasons for implementing the management system standards and this session was concluded with an overview of the SME standard for Good Manufacturing practices for businesses by Mr. Elton Patram. This session was attended by twenty (20) representatives from businesses.

Additionally, approximately seventy (70) prospective businesses were targeted by way of correspondence to promote the Consultancy Training and Auditing Services and also to extend invitations for onsite meetings to disseminate information on the benefits of certification and implementing management systems standards.

Letters were resent to the certified companies as a reminder to utilise the services of the Consultancy, Auditing and Training Services of the GNBS in 2012.

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

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

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

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

### **Maintenance of Standards Mark**

Eight (8) surveillance audits and five (5) renewal audits were conducted at the premises of clients permitted to use the National Standards Mark under the Product Certification Scheme. Two (2) jewellers and two (2) Poly Vinyl Chloride (PVC) manufacturers and one (1) PP-R 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, and Steve's Jewellery. The PVC manufacturers are: Plastic Products Limited and the Guyana Thermoplastics Limited.

### **Audits Completed at Certified Companies in 2011**

<b>Name of Client</b>	<b>Product</b>	<b>No. of Surveillance audits conducted</b>	<b>No. of Renewal audits conducted</b>	<b>Remarks</b>
King's Jewellery World	Gold Articles	1	2	Certificate was granted on December 19, 2011.
Steve's Jewellery	Gold Articles	2	1	Certificate granted on July 15, 2011.
Guyana Thermoplastics Limited	PVC pipes	3	1	Certificate granted on May 19, 2011
Plastic Products Limited	PVC pipes	1	1	Certificate for the GYS 99 and 107 was not renewed. Certificate pending the completion of the recommendations. The Company closed off productions until the New Year. A renewal audit is scheduled for January, 2012.
<b>Name of Client</b>	<b>Product</b>	<b>No. of Surveillance audits conducted</b>	<b>No. of Renewal audits conducted</b>	<b>Remarks</b>
Global Hardware Inc.	PP-R pipes	1	0	Certificate was not renewed. No production of pipes (within the scope for certification) was being done during the period to facilitate the renewal of

				certification. A request was made for the Production Schedule for 2012. Certificate expired on December 16, 2011. Following the submission of the Production Schedule, a renewal audit will be conducted.
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### **Meeting for Gold Jewellers**

The Minister of Tourism Industry and Commerce in collaboration with the Guyana National Bureau of Standards held a special meeting with the gold jewellers on Friday, June 17, 2011 in the Board Room of the Ministry. The purpose of the meeting was to encourage gold jewellers to participate in the Product Certification Scheme of the GNBS since numerous complaints were received by the Minister on the poor quality of gold jewellery being sold on the local markets. It was indicated that this will have a negative impact on the Tourism Industry. Twelve (12) gold jewellers attended the meeting. Mr. Abidin Mohamed, Technical Officer II of the GNBS conducted a presentation on the requirements of the Product Certification Scheme . Free copies of the gold standards (GYS 50: 2010) were given to the Gold Jewellers by the Minister as a source of encouragement to have them participate in the programme. However, to date none of the jewellers have consented to participate in the Programme.

### **Potential Clients for Product Certification Scheme**

#### **Sheriff Jewellery**

The Proprietor indicated an interest to participate in the Product Certification Scheme. An application form to participate in the Product Certification Scheme was provided to the client, however the client has not submitted the form to the GNBS to date.

#### **Boxer's Jewellery**

Two visits were conducted at the client's location. Information of the Product Certification Scheme and the GYS 50: 2010 standard were provided to the client. The Client indicated that a feedback will be provided in January, 2012 on the way forward.



## **R. Sookraj**

The client indicated an interest in participating in the Product Certification Scheme. A copy of the application form was provided to the client however, the client is yet to complete and submit the application form to the GNBS.

## **Michael's Business Enterprise**

The Proprietor completed and submitted the application form to participate in the Product Certification Scheme. A preliminary inspection will be conducted in January, 2012.

Four potential jewellers have expressed an interest in participating in this programme. In this connection, the GNBS will meet with the Ministry of Natural Resources and the Environment and the Guyana Geology and Mines Commission to identify a mechanism to ensure that all Gold jewellers participate in the Product Certification Scheme.

## ***Water Certification***

The Memorandum of Understanding for the joint venture of water certification between the GNBS and the GA/FDD which was signed off by both parties in September, 2010, was further revised by the GA/FDD Department in 2011. The final MOU is yet to be agreed upon. The GNBS was unable to adopt the Standards identified to be used for this programme because the National Standards Council for 2011 was not identified by the Minister of Tourism Industry and Commerce. This programme will be on hold until the National Standards Council has been appointed.

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

One request for audit service was received from the Art Williams and Henry Wendt Aeronautical Engineering School (AES) for its ISO 9001 quality system.

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

A request was made by the Art Williams and Harry Wendt Aeronautical Engineering School (AES) for an ISO 9001:2008 internal audit. The audit was conducted by Ms. Candelle Walcott-Bostwick and Ms. Rodlyn Semple. A report was prepared and submitted with the findings to the company. A follow up audit was done at the company to verify the implementation and closure of nonconformances. In addition, these two Officers were given the opportunity to observe at AES an internal audit conducted by the international certification body.

#### 4.4 *Accreditation*

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

In 2011, the GNBS continued its technical assistance programme in the areas of Inspection and accreditation. Technical assistance in the form of guidance, interpretation, and review of ISO 17020:1998 standard and inspection management system documentation were provided to Inspection Agencies.

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

The Inspection Agencies which participated in this programme were:

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

The GNBS completed gap analyses at the Inspection Agencies during the year to identify the gaps within their operations with reference to the ISO 17020 standard and to develop an action plan to address the gaps identified.

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

A gap analysis was conducted in March 2011 by Ms. Rodlyn Semple and a report on the gap analysis and an implementation plan were submitted to the agency. A meeting was subsequently held with the agency to review the findings of the gap analysis and provide clarification on the requirements of the standard. The agency has completed sections 3, 4 and 5 of the standard. Other nonconforming areas are being addressed by the inspection body which should be completed by January, 2012.

##### 4.3.1.2 *Guyana Tourism Authority (GTA)*

A gap analysis was conducted on April 04, 2011 by Ms. Rodlyn Semple. The report on the gap analysis and an implementation plan were submitted to the agency for action. The GNBS subsequently received a correspondence from the Director of the Agency indicating that the Agency had decided to put the establishment of the Inspection Management system on hold.

#### 4.3.1.3 *Guyana Forestry Commission (GFC)*

A gap analysis was conducted on March 29, 2011 by Mr. Abidin Mohamed, and the report highlighted the findings of the gap analysis after which an implementation plan was sent to the agency for action. Letters were subsequently sent to the agency to determine the status of the ISO 17020 documentation where it was indicated that a review was being completed by the management of GFC. The GNBS is awaiting the submission of the revised documentation from the Agency.

#### 4.3.1.4 *Environmental Protection Agency (EPA)*

A gap analysis audit was conducted on March 28 and April 11, 2011 by Ms. Rodlyn Semple and a report on the findings of the gap analysis and an implementation plan were submitted to the EPA for action. The documents are currently being reviewed by the agency. On completion of the review, they will be sent to the GNBS. A letter was also received from the agency highlighting the challenges which currently affect the effective implementation of the requirements of the standards. These were reviewed and a feedback was provided to the agency on how to address some of the constraints identified.

#### 4.3.1.5 *Government Analyst/ Food and Drug Department (Ministry of Health).*

During the period February 28 to March 04, 2011 visits were conducted at the agency to assist Officers with the completion of the policy and procedures required by the ISO 17020 following which a gap analysis was conducted on April 04, 2011 by Ms. Rodlyn Semple and a report and implementation plan were submitted to the agency for action.

The GNBS was able to determine the level of implementation within the various Inspection Bodies and also identify the existing gaps to be addressed by the Inspection Bodies to attain the requirements for accreditation.

#### 4.4.2 *Accreditation of Certification Bodies*

The accreditation process for organisations to the ISO/IEC Guide 65, 'General Requirements for bodies operating product certification systems' is slowly proceeding. Three (3) certification bodies collaborated with the GNBS in 2011. These Certification Bodies are the Veterinary Public Health Unit, Guyana Tourism Authority and the Guyana Forestry Commission.

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

A gap analysis on the ISO/IEC Guide 65: 1996 standard was conducted at VPHU on March 23-24, 2011 by Mr. Abidin Mohamed. A report of the gap analysis and an implementation plan were submitted to the client following which a meeting was conducted with the client to discuss the report and the implementation plan.

#### 4.4.2.2 ***Guyana Tourism Authority***

A gap analysis report on the ISO/IEC Guide 65: 1996 standard was conducted by Mr. Abidin Mohamed at the Guyana Tourism Authority on March 22 and 24, 2011. The GNBS subsequently received a correspondence from the Director of the Agency indicating that the Agency had decided to put the establishment of the Certification Management system on hold.

#### 4.4.2.3 ***Guyana Forestry Commission***

A gap analysis on the ISO/IEC Guide 65: 1996 was conducted at the Guyana Forestry Commission on March 31, 2011 by Mr. Abidin Mohamed. A report on the gap analysis and an implementation plan were submitted to the client and subsequently, a meeting was conducted to discuss the report and the implementation plan. It was indicated that the certification manual was prepared and is to be submitted to the GNBS which the GNBS awaits.

#### 4.4.2.4 ***Guyana Rice Development Board***

A gap analysis was not completed at this Agency since it indicated that the establishment of the Certification management system was on hold pending the completion of the ISO/IEC 17025 laboratory management system.

### 4.5 ***Laboratory Certification***

#### 4.5.1 **Certification of testing laboratories to the GYS 170: 2009 standard- Status of the completion of manuals to date.**

During 2011, eight (8) quality manuals along with the quality system procedures were submitted by eight (8) laboratories. Reports on six (6) reviews were completed by the GNBS and submitted to the respective laboratories. The laboratories are currently addressing nonconformances identified.

Thirty two (32) technical manuals were submitted by the same laboratories. All of the reviews were completed and reports sent to the laboratories for corrective actions.

Laboratories submitting manuals were the Guyana Rice Development Board, St. Joseph Mercy Hospital, Davis Memorial Hospital, Spectrum Medical Laboratory,

Dr. Balwant Singh Hospital, Multi Tec Reference Laboratory, Biotec Medical Laboratory, Georgetown Medical Centre, New Amsterdam Hospital Laboratory, Medical Arts Centre and Woodlands Hospital.

There was a reduction from 16 quality manuals to 8 quality manuals submitted for review when compared to 2010 and a reduction from 62 technical manuals to 32 technical manuals when compared to 2010.

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

No	Name of Certified Laboratory	No. Surveillance visits	Renewal Audits
1.	Dr. Balwant Singh Hospital Laboratory	3	Renewal audit conducted in November, however, certification pending the completion of corrective actions
2.	Georgetown Public Hospital Corporation	3	-
3.	Sigma Labs	3	-
4.	Eureka Medical Laboratory	3	-
5.	St. Joseph Mercy Hospital	3	-
6.	Woodlands Hospital	3	Renewal audit scheduled for December was rescheduled for January, 2012.
7.	National Public Health Reference Laboratory	3	-
8.	Georgetown Medical Centre	-	Recertification granted in November, 2011
9.	Guyana Rice Development Board	1	Certification granted July, 2011

#### Achievement

There was an increase in the number of laboratories certified to the GYS 170: 2009 standard from 7 to 9 laboratories when compared to 2010.

#### 4.5.3 Certification of New Laboratories

The Guyana Rice Development Board Laboratory was certified in July, 2011 while the certification of the Georgetown Medical Centre Laboratory was renewed after one year of withdrawal.

## **Achievement**

Two (2) additional laboratories were certified same when compared with 2010.

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

#### **4.6.1 GNBS Quality Management System**

During the year the GNBS ISO 9001 quality system documentation was implemented on an average of 50% in all Departments. No in- house sessions were held due to the pressing activities of the Conformity Assessment Department. The audit scheduled for 2011 was also cancelled.

Three Management review meetings were conducted during the year, however, due to the lack of implementation of the QMS the reviews conducted could not determine the effectiveness of the quality system since no data required by the QMS for analysis were analysed to determine effectiveness.

#### **Projections for 2012**

For 2012, awareness sessions will be held to further sensitise staff on the benefits of the GNBS being certified by June, 2013. A pre assessment audit will be scheduled for the last quarter of 2012. Reviews of processes to ensure customer satisfaction will be completed during the first quarter of 2012 to ensure effectiveness and monitoring of the QMS.

#### **4.6.2 GNBS Inspection Management System**

The documentation for the inspection management system is currently being reviewed and updated by the Standards Compliance Department.

#### **Projections for 2012**

The review and updating of the documentation should be completed by the end of the first quarter of 2012.

#### **4.6.3 GNBS Laboratory Management System**

The documentation for the laboratory management system is currently being reviewed and updated by the Laboratory Services Department.

#### **Projections for 2012**

The review of the LQMS should be completed by the end of the third quarter of 2012 under the NAFP activities. Implementation and monitoring will be completed thereafter.

#### 4.6.4 GNBS Certification Management System

This GNBS Certification manual is currently being updated to ensure effectiveness of the certification process. Implementation and monitoring will commence thereafter.

##### **Projections for 2012**

The review should be completed by the end of the first quarter of 2012. Implementation and monitoring will commence thereafter.

#### 4.7 *Training*

The Training Services offered by the Conformity Assessment Department aims at sensitizing businesses and consumers on the requirements of the ISO management system standards covered by its consultancy programme. Knowledge of the requirements by companies and other interested parties are critical for successful implementation of the respective management systems in companies. Training of internal auditors also allows the company to monitor and improve their current operations to ensure effectiveness and efficiency. The Department has seen an increase in the number of requests for training from companies which can be interpreted to mean that companies desire to know more about how standards can help their businesses to become more competitive.

During 2011, the GNBS conducted ten (10) out of fifteen (15) training programmes scheduled for 2011. The other programmes were not conducted due to low interested expressed by the target group. The GNBS conducted six (6) programmes at organisations based on request from those organisations.

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

###### 4.7.1.1 **ISO 22000:2005 Training Programme**

On February 14-18, 2011, Ms. Candelle Walcott-Bostwick and Mr. Al Donavon Fraser conducted a training on the requirements of ISO 22000:2005 standard, **Food Safety Management System- Requirements for any organization in the food chain**, for staff of Government Analyst Food and Drugs Department (GAFDD). This training was conducted in response to a request made from the Department to provide the participants with an understanding of the requirements of the standard, the benefits of implementing the food safety management system in food manufacturing businesses and its application in the food sector. The course took the form of power point presentations and group sessions to reinforce the concepts thought.

The evaluation indicated that participants found the presentations on Hazard analysis and group work most beneficial. There were no areas for improvement identified and all participants indicated that they would recommend this course to a colleague.

#### **4.7.1.2 Understanding the requirements of the Hazard Analysis and Critical Control Point (HACCP) system**

The Guyana National Bureau of Standards held its first Hazard Analysis and Critical Control Point (HACCP) course in its Training Room from March 29-April 01, 2011.

This course was designed to provide participants with the required knowledge to implement an effective HACCP system within their operations and to provide assurance that food processed is safe for human consumption.

This four (4) day Training Programme provided an understanding of the HACCP System in controlling food safety hazards within the Food Industry and allowed an organisation to implement systems to effectively monitor and control food safety hazards from the beginning to the end of its operations.

At the end of the Training Programme, the participants were able to describe the fundamentals of food safety; conduct a Hazard analysis within their operations; identify the Hazards within their operations; determine the general principles for food hygiene; develop and implement a HACCP plan; and identify pre-requirements for the HACCP system. The course was presented by Ms. Rodlyn Semple, of the Conformity Assessment Department and Ms. Ramrattie Karan, Head, Standardisation Department. The course was very interactive and practical.

Ten (10) representatives from seven (7) companies participated in this course. The companies represented were Hotel Tower, Spicy Dish, Edward B. Beharry & Sons, Jus Juice, Bounty Farm Limited, Church's Chicken and Ricks and Sari Agro Processors.

The GNBS will collaborate with these companies to implement the HACCP system on completion of the course and it anticipates the participation of more food manufacturers and food service retail operators at future courses.

This course targeted Management Representatives, Managers, Senior Quality Assurance personnel and other staff involved in developing the FSMS which is applicable to food manufacturers, food handlers, food distributors, hotels, restaurants, supermarkets and other organisations which can have an impact on food safety.



#### 4.7.1.3 *Understanding the requirements of the GYS 170:2009 standard*

A four-day training programme on the requirements of the updated GYS 170 standard was held from April 12-15, 2011 in the Training Room of the GNBS. Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department and Mr. Trumel Redmond, Technical Officer I, were the Instructors for the training programme and fifteen (15) participants from ten (10) laboratories attended. The objective of this course was to define the requirements of the standard to facilitate the development of a laboratory management system in laboratories and to ensure the issue of accurate and reliable test results. The laboratories participating were Eureka Medical Laboratory, National Public Health Reference Laboratory, Georgetown Medical Centre, Medical Arts Centre, Woodlands Hospital Laboratory, St. Joseph Mercy Hospital, Davis Memorial Hospital and the New Amsterdam Hospital Laboratory.

By the end of the training programme, participants should have been able to:

- Understand the importance of creating a quality culture in the laboratory
- Understand the intent of the GYS 170 standard
- Prepare policies and procedures required by the standard
- Effectively implement a laboratory management system at their respective laboratories

#### 4.7.1.4 **Safety Management training programme**

The Guyana National Bureau of Standards (GNBS) in collaboration with the Caribbean Regional Organisation for Standards and Quality (CROSQ) conducted a four day training programme during May 10-13, 2011 titled “**Safety Management for Laboratories**”. Twelve (12) participants from seven (7) laboratories attended this session. These laboratories were the National Public Health Reference Laboratory, Guyana Sugar Corporation, Government Analyst Food and Drug Department, Georgetown Public Hospital Corporation, Eureka Medical Laboratory, Woodlands Hospital Laboratory and Dr. Balwant Singh Hospital Laboratory.

The objective of this programme was to provide participants with the knowledge, tools and techniques needed to develop a Safety Management System and conduct Audits in the Laboratory considering the GYS 235:2003 standard and other relevant safety standards. Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department and Ms. Rodlyn Semple, Technical Officer 2 were the facilitators for this course.

At the end of this course, participants were expected to have sufficient knowledge to:

- (a) understand and appreciate the importance of safety to their operations,
- (b) identify hazards and associated risk to laboratory operations,
- (c) initiate, develop and implement a safety management system and
- (d) identify gaps to the current laboratory management system.

GNBS set time lines for the laboratories to implement this system, within one month of this training and will follow up with the laboratories for a status update.

#### ***4.7.1.5 Internal Quality Management System Auditing- Support for Competitiveness Programme***

A four-day training programme on Internal Quality Management System Auditing was held during the period May 17-20, 2011. Mr. Elton Patram and Mr. Trumel Redmond, Technical Officers from the Standardisation Department and the Conformity Assessment Department respectively conducted the training programme. The ten (10) participants were representatives from Edward B. Beharry and Company Ltd., Bounty Farm Limited, Demerara Distillers Limited, Guyana Sugar Corporation and the Guyana National Shipping Corporation. Participants gained practical experiences to enable them to be better internal auditors of quality management systems. Participants were appreciative of the experiences gained and acknowledged that participation in internal audits would improve their skills and confidence as auditors.

#### ***4.7.1.6 Understanding the requirements of the ISO 17025 and ISO 15189 standards training programme***

The Guyana National Bureau of Standards (GNBS) in collaboration with the Caricom Regional Organisation for Standards and Quality (CROSQ) conducted a four day training programme during June 21-June 24, 2011 titled **“Understanding the requirements of the ISO/IEC 17025 and ISO 15189 standards”**. Eighteen (18) participants from nine (9) laboratories attended this programme. The objective of this programme was to provide participants with an understanding of the requirements of the ISO /IEC 17025 and the ISO 15189 standards and guidance on how to develop an effective laboratory management system required by the standards to ensure effective and efficient operation of a laboratory. Ms. Candelle Walcott- Bostwick, Head Conformity Assessment Department and Ms. Rodlyn Semple, Technical Officer 2 were the facilitators for this course.

At the end of this course, participants were expected to have sufficient knowledge to:

- (a) Understand the need for developing the quality culture in the laboratory.
- (b) Evaluate the key laboratory processes
- (c) Write policies and procedures to address the requirements of the standard.
- (d) Use quality improvement tools to improve the laboratory's management system.

#### ***4.7.1.7 Internal Auditing for Laboratory Management Systems training programme***

The Guyana National Bureau of Standards (GNBS) in collaboration with the Caricom Regional Organisation for Standards and Quality (CROSQ) conducted a four day training programme during June 28 -July 01, 2011 titled “**Internal Auditing for Laboratory Management Systems**”. Twenty two (22) participants from thirteen (13) laboratories attended this programme. The objective of this programme was to provide participants with an understanding of how to audit the laboratory management system in accordance with the ISO 19011:2002 standard, “**Guidelines for quality and/or environmental management systems auditing**”. The course utilised the GYS 223:2005 (ISO/IEC 17025) standard, **General requirements for the competence of testing and calibration laboratories** and GYS 265:2009(ISO 15189) standard, **Medical Laboratories-Particular requirements for Quality and Competence**, as two of the primary documents for auditing purposes. Ms. Candelle Walcott-Bostwick, Head Conformity Assessment, Ms. Rodlyn Semple, Technical Officer 2, Mr. Trumel Redmond and Mr. Al Fraser all Technical Officers were the facilitators for this course.

At the end of this course, participants were expected to have sufficient knowledge to:

- (a) Plan and manage an internal audit programme
- (b) Discuss how to use results from a laboratory audit
- (c) Advocate for the importance of taking corrective action
- (d) Carry out an effective internal audit.
- (e) Properly plan for the audit, including preparing checklist
- (f) Conduct interviews and examine records as part of the audit process
- (g) Write intelligible and accurate non conformity statements

#### 4.7.1.8 Environmental Management Systems training

The Guyana National Bureau of Standards conducted a four day training programme during the period of June 14-17, 2011 titled “Understanding the requirements of ISO 14001 standard”. Ten (10) participants from five (5) companies attended the training session. The objective of this programme was to provide participants with an understanding of the requirements of the Environmental Management System (EMS) standard and to facilitate the implementation of an EMS within their operations. This programme was conducted by Mr. Al Donavon Fraser, Technical Officer 1 and Mr. Hemraj Sanichara, Metrication Officer.

At the end of the training programme, participants were expected to be able to:

- Identify the benefits of implementing an EMS model
- Identify environmental aspects and impacts of their operations
- Identify the benefits of documenting and implementing the EMS
- Highlight management role in building quality awareness, motivating staff and managing change and the role of staff in the success of the EMS

The GNBS will communicate with the companies represented to implement the respective management system within their operations.

#### 4.7.1.9 *Understanding the requirements of the ISO 15189 standard*

The Guyana National Bureau of Standards responded to a request made by the National Public Health Reference Laboratory (NPHRL), to conduct a training programme on *Understanding the requirements of the ISO 15189 standard* which was held during the periods September 28-30, 2011 and October 05-08, 2011. The request was based on the laboratory’s intention to improve its current operations and acquire accreditation status meeting requirements of the ISO 15189 standard. The training programme informed staff of NPHRL on the intent of the requirements of the standard using the process approach for implementation in their operations. The objective of this programme was to facilitate the effective review and implementation of the laboratory’s current management system. The programme took the form of power point presentations, group assignments, sharing of experiences and addressing concerns raised by the participants

Ms. Candelle Walcott-Bostwick, Head, Conformity Assessment Department and Mr. Trumel Redmond, Technical Officer I were the Instructors for the course. Thirty three (33) participants comprising the Director, Heads of Department, Medical Technologists, Administrative staff including staff of the National Blood Transfusion Service attended the training programme.

#### 4.7.1.10 *Understanding the requirements of the ISO 15190:2003 Standard*

The Guyana National Bureau of Standards conducted two (2) four (4) day training programmes titled, “**Understanding the requirements of the ISO 15190:2003 Standard**”, at the National Public Health Reference Laboratory (NPHRL), Thomas and New Market Street Georgetown during the periods November 01-04, 2011 and November 15-18, 2011. This training was requested by the NPHRL in preparation for ISO 15189 accreditation.

Ms. Candelle Walcott- Bostwick (Head Conformity Assessment) and Ms. Rodlyn Semple (Technical Officer 2) were the Facilitators of these courses. Thirty (30) laboratory personnel of the NPHRL were trained.

The course was designed to provide participants with the knowledge of the ISO 15190 standard and guidance on how to develop an effective Safety Management System to ensure safe practices in the laboratory operations for the purpose of accreditation.

#### 4.7.2 *Staff Development Courses*

##### 4.7.2.1 *Identification of Hazards and Application of HACCP training programme*

A one-day session on HACCP and Hazards was held on July 28, 2011. Two representatives from the Government Analyst Food and Drug Department were the Instructors for the session namely Ms. Stacy Alves and Ms. Tandeka Barton . The session provided information on the HACCP system as well as the identification of hazards where focus was placed on the identification of biological hazards. The session provided useful information to assist Officers involved in the implementation of HACCP and ISO 22000 in companies.

Practical experience was gained in identifying:

- (1) Hazards for various products
- (2) Control measures for hazards
- (3) Critical control points
- (4) Monitoring mechanisms for critical control points

Participants found the information on microbiological hazards and control measures most beneficial and felt that the writing and evaluation of HACCP plans were areas for improvement.

##### 4.7.2.2 *Environmental Community Health Organisation (ECHO) Conference*

Mr. Al Donavon Fraser (Technical Officer 1) on Friday August 19, 2011 represented the Guyana National Bureau of Standards (GNBS) at an Environmental Community Health Organization (ECHO) special Conference on Climate Change hosted a under the theme: “**Uniting against poor environmental practice; protecting our communities; developing Guyana in this era of climate change**”. This event was held in the Conference Room of Cara Lodge Hotel.

The objectives of the Conference were to highlight some of the environmental problems faced on a daily basis in and around city to:

- 1) create an awareness of how to protect and preserve the natural environment,
- 2) provide an acquaintance with nature and the conservation of biodiversity, and
- 3) highlight the impression of the degradation of forest cause by human interference.

#### **4.7.2.3 *Inter-American Accreditation Cooperation (IAAC)- Workshop on Proficiency Testing***

The Caricom Regional Organisation for Standards and Quality (CROSQ) invited Ms. Candelle Walcott- Bostwick, Head Conformity Assessment Department to represent the organization at the IAAC workshop on Proficiency Testing held in Bogota, Colombia from August 16-17, 2011.

The objectives of this workshop were to consolidate the existing community practice and enable experts to disseminate the expertise for the development and operation of Proficiency Testing (PT) Schemes in accordance with International standards and to support the work plan of the Inter-laboratory comparison group. This workshop was facilitated by Mr. Manfred Kindler, Expert from PTB, Germany. The PT priorities identified during the workshop were; construction, energy, environment, calibration, food, water, health and textiles. Proposals for three PT Schemes were developed during the workshop. The Rum PT Scheme was assigned to the Caribbean Region which saw the participation of the Accreditation bodies of Trinidad and Tobago (TTLABS), Jamaica (JANNAC), Colombia (ONAC) and Ecuador (ema). CROSQ/Guyana was also a part of this group. This group was tasked with the responsibility of designing a Rum PT programme for the Region. Ms. Walcott-Bostwick is in the process of contacting the Distilleries in Guyana to find out their interest in participating in the Rum PT programme which will be coordinated by the two (2) Regional Accreditation Bodies and the West Indies Rum and Spirits Produces Association (WIRSPA).

This workshop was also attended by representatives from CROSQ/Guyana, Argentina, Bolivia, Chile, Costa Rica, Ecuador, El Salvador, Honduras, Jamaica, Mexico, Paraguay, Peru and Trinidad and Tobago.

#### **4.7.2.4 IAAC Workshop on Best Practices in Accreditation: Relationship between Accreditation Bodies with Regulatory Agencies**

The Caricom Regional Organisation for Standards and Quality (CROSQ) invited Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department to represent the organization at the Best Practices workshop held during the period August 19-20, 2011 in Quito, Ecuador.

The objectives of this workshop were to (i) facilitate the exchange of experiences among IAAC member bodies on technical, administrative and political topics related to the strengthening of the relationship between Accreditation Bodies and Regulators, (ii) Increase developing member's competence, (iii) strengthen the basis for MLA implementation and (iv) identify further cooperation opportunities among IAAC members.

The workshop was facilitated by Mr. Manfred Kindler, PTB Consultant, Germany.

During the workshop, representatives of the Accreditation Bodies shared their experiences with the Regulating authorities in their respective countries. It was evident that there was cooperation between the Regulators and the Accreditation Bodies in the developed countries. For example, the Regulators would only use the services of accredited laboratories. For the Caribbean Region, it was pointed out that in Trinidad and Tobago, the Ministry of Works approached the Trinidad and Tobago Bureau of Standards to address concerns relating to the quality of construction work being done by contractors and the need to work collaboratively. It was found out that the quality of services provided by the testing laboratories was one of the areas to be addressed which has identified the need for the accreditation of the laboratories in the construction sector. In this regard, the Regional Accreditation Bodies including CROSQ/Guyana were tasked with the responsibility of designing the way forward for strengthening the construction sector with a focus on concrete testing. Jamaica was identified as the country where the Pilot project will be conducted to strengthen the relationship between the Regulators and the Accreditation Body for construction sector with emphasis on concrete testing. The Pilot project has commenced in August and will be completed in July, 2012. PTB will fund this project. A draft action plan was presented at the end of the workshop. The Accreditation bodies represented at this workshop were from Ecuador, Colombia, Jamaica, Trinidad and Tobago, Argentina, Costa Rica, Peru, Brazil, Cuba, El Salvador, Mexico, Panama, Canada, Nicaragua, Bolivia, South African Accreditation Body, CROSQ/Guyana and experts from Germany- PTB

As a follow up to that workshop, an action plan was developed to implement the IAAC/PTB programme in Guyana from December 2011 – July, 2012 for the Construction sector with emphasis on strengthening the capabilities of concrete testing in Guyana. A list of stakeholders is currently being compiled to facilitate the implementation process.

#### **4.7.2.5 HACCP Training Workshop for Food Manufacturers**

The Government Analyst Food and Drug Department (GAFDD) conducted a training workshop for food manufacturers on the HACCP system from September 05-06, 2011. The workshop was held in the Conference Room of the Ocean View International Hotel, Liliendaal, East Coast Demerara.

At the invitation of the GAFDD, the Guyana National Bureau of Standards GAFDD to make two presentations at the workshop. Ms. Rodlyn Semple, Technical Officer II, delivered the two presentations. Messrs. Al Donavon Fraser and Trumel Redmond, Technical Officers I, observed and assisted in the training workshop.

Twenty-five (25) representatives from twelve (12) food manufacturing companies were enlightened on the HACCP system during the two-day training workshop which was organized by the GAFDD. Participants gained an overview of the seven (7) HACCP principles and its application to their operations. Practical group sessions helped to enforce some of the principles delivered through presentations.

As personnel involved in providing technical assistance to companies, the training workshop helped to re-enforce and further clarify the requirements of the HACCP principles.

#### **4.7.2.6 ASTM International Training Course**

A one-day training course hosted by the CARICOM Regional Organisation for Standards and Quality (CROSQ) in collaboration with ASTM International was held at the Grand Coastal Hotel, Le Ressouvenir, East Coast Demerara on September 20, 2011. Ms. Candelle Walcott-Bostwick, Head, Conformity Assessment; Mr. Abidin Mohamed, Technical Officer II; and Mr. Trumel Redmond, Technical Officer I represented the department at this training course.

The objective of the course was to provide CROSQ members with information about ASTM International standardisation activities as well as how to participate in the ASTM standards development process as ASTM/TC members.

Mr. Jim Olshefsky, Director, External Relations, ASTM International and Ms. Sarah Naouri, Manager, Global Cooperation, ASTM International facilitated the course.

Nine (9) presentations were delivered during the day by the facilitators. The two presentations delivered by Ms. Naouri were done virtually from ASTM International's headquarters located in West Conshohocken, Pennsylvania. The virtual presentation gave a practical demonstration of one tool utilised by ASTM International in engaging international participation.



The presentations delivered were: ASTM International and U.S. Standardisation System, ASTM International in the Global Arena, ASTM Technical Committees and Membership, ASTM Standards Development Process, New Activity Development, New Work Item Proposals, Collaboration Area, ASTM Form and Style Manual, Templates, Revisions, Inter-laboratory Study Programme, Balloting and Handling Negative Votes, Using ASTM Information in Regulation and Commerce and Other ASTM International Programmes.

A total of twenty-one (21) participants were a part of the training course. The countries/ organisations represented at the course were as follows: Antigua and Barbuda (1), Barbados (2), CROSQ (2), Guyana (12), St. Lucia (2) and Trinidad and Tobago (2).

#### ***4.7.2.7 ISO Regional Workshop on. Conformity Assessment***

Ms. Rodlyn Semple (Technical Officer 2) of the Guyana National Bureau of Standards, represented Guyana at an ISO Regional Conformity Assessment Workshop on Management System certification practices held at the Courtyard Marriot Hotel, Bridgetown Barbados.during the period September 12-14, 2011, This workshop was identified in the ISO Action Plan for developing countries under output 3, **Awareness improved on the role and benefits of International Standards and their use.**

The Barbados National Standards Institution (**BSNI**) and the Caribbean Regional Organisation for Standards and Quality (**CROSQ**) hosted this workshop and twenty three (23) participants from eleven (11) countries participated. The countries represented were: Antigua and Barbuda, Barbados, Dominica, Grenada, Guyana, Jamaica, St. Kitts & Nevis, St. Lucia, St. Vincent & the Grenadines, Suriname and Trinidad & Tobago.

The aim of this workshop was to: understand the context of conformity assessment, and the role of ISO and CASCO in the preparation of conformity assessment standards, examine the ISO Action plan for developing countries 2011-2015, and provide knowledge of CASCO conformity assessment standards and their application, understand conformity assessment and conformity practices in the Caribbean Region, describe the background to the development of ISO/IEC 17021, explain the principles that underpin ISO/IEC 17021, clarify how ISO/IEC 17021 should be implemented in a management system certification body, understand the importance of impartiality in conformity assessment, including possible threats to impartiality, clarify the roles of personnel involved in certification activities, define outsourcing and describe the use of external auditing resources, specify information that is to be provided to certification body clients and other stakeholders and information that is to be kept confidential, describe the use of certification marks, identify the components of the audit and

certification process, describe management systems applicable to certification, and specify competency requirements for personnel auditing and certification activities.

#### 4.7.2.8 *Recognition of the Laboratory Certification Programme*

##### *Attendance to the Technical Workshop on Developing Criteria and Checklist for Each Tier Pilot Document within the PAHO/CDC Joint Initiative for Strengthening Quality Management Systems through Laboratory Networks.*

Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department was invited by Dr. Jean-Marc Gabastou, Advisor, Public Health Laboratory Services, PAHO to attend the Technical Workshop held at the PAHO Office in Trinidad and Tobago, June 28-July 01, 2011. The objective of this workshop was to achieve the following:

1. Revisit the Regional Framework for Medical Laboratory License and the basic requirements for licensing of laboratories within the Caribbean Region.
2. Develop criteria and checklist for each tier pilot document for the Caribbean Region.
3. Develop a draft Terms of Reference for the Technical Working Group for the implementation of the Quality Management Systems for Medical Laboratories in a step- wise approach in the Caribbean.  
Agree on a recognition mechanism for each tier based on the discussions and recommendations from meetings held in Port of Spain in March and August, 2010

Guyana is recognized as one of the countries utilizing a step wise approach towards accreditation through its Laboratory Certification Programme which resulted in the participation of Ms. Candelle Walcott-Bostwick, Head, Conformity Assessment Department/ Laboratory Certification Officer/NAFP at this meeting to share the experiences of Guyana in this area.

This meeting was attended by Ms. Eunice Forrest, JANNAC; Wayne Labastide, CMLF ; Ellison Floyd-Tobas, TTLABS ;Anthony Bayley, MOH-TPHL; Candelle Walcott-Bostwick, GNBS; Giselle Guevara, CDC;Valerie Wilson, PAHO-TA; Lisa Edghill, CAREC; Sacha Wallace-Sankarsingh ,CAREC and Jean-Marc Gabastou , PAHO. CROSQ was not represented at this meeting.

The following documents were reviewed during the meeting and the final documents will also be circulated to the members.

Ms. Walcott-Bostwick, provided an overview of the Laboratory Certification Programme where she indicated how the programme commenced and how it has evolved over the years. It was reiterated that her commitment to the process and also the commitment of laboratory personnel towards laboratory improvement has aided in the success of the programme. It was pointed out that monitoring and mentoring of laboratories were critical factors for successful implementation. The successes, challenges and recommendations for laboratory improvement were also outlined. She provided the meeting with action plans currently being used in Guyana for Laboratory Improvement to facilitate the Accreditation Process.

On completion of the criteria for each tier and the model legislation, it is anticipated that each country will adapt these criteria to facilitate the implementation of the step-wise approach. This will be channeled through CROSQ to the member states.

#### 4.8 **National Accreditation Focal Point (NAFP)**

The objective of the NAFP is to promote improvement in laboratory quality in Guyana to facilitate the issue of accurate and reliable test results. The activities of the NAFP focus on strengthening the capabilities of laboratories through the implementation of laboratory management systems meeting the requirements of the ISO/IEC 17025 standard for testing and calibration laboratories, and the ISO 15189 standard for medical laboratories.

##### 4.8.1 *Promoting Accreditation in Guyana*

##### 4.8.1.1 *Launching of the National Laboratory Accreditation Improvement Group*

In March, 2011, the NAFP held its first Laboratory Improvement Group meeting for the medical and testing laboratories which was followed by quarterly meetings to enhance laboratory quality in Guyana. At the initial meeting an overview of the implementation programme for twelve months was highlighted to the laboratories. Both sets of laboratories were expected to review the areas discussed to address the gaps at their respective laboratories. The laboratories represented at the meetings for testing laboratories were GUYSUCO Central Laboratory, GRDB Central Laboratory, GNBS Metrology Laboratory, Geology and Mines Commission, Pesticide and Toxic Chemical Control Board Laboratory, Government Analyst Food and Drug Department and the Institute of Applied Science and Technology. The laboratories represented at the meeting for medical laboratories were Dr. Balwant Singh Hospital Laboratory, National Public Health Reference Laboratory, Woodlands Hospital, Medical Arts Centre, Eureka Medical Laboratory, Sigma Labs, Georgetown Medical Centre and the Georgetown Public Hospital Corporation Medical Laboratory.

Each laboratory was presented with the laboratory improvement handbook issued by the CROSQ/CLAS project to facilitate the implementation process.

To date the laboratories have completed the review and update of documentation to address the requirements for the pre analytical phase of testing which will be reviewed by the GNBS. Meetings will continue in 2012.

#### 4.8.1.2 *World Accreditation Day, 2011*

The Guyana National Bureau of Standards celebrated World Accreditation Day under the theme, **Global Acceptance**, on June 09, 2010 and used the opportunity to launch the NAFP. Guest speakers were from the GMSA, PSC, and Caricom Rice Mills. The Minister of Health, Dr. Leslie Ramsammy delivered the feature address. Thirty four (34) representatives from the public and private sector attended this session.

The National Accreditation Focal Point is now fully operational and is managed by Ms. Candelle Walcott- Bostwick, Head of the Conformity Assessment Department. A work programme for the NAFP was developed and was implemented in 2011.

#### 4.8.3 *Building the capacity of the NAFP*

During the year, no capacity building programmes for NAFPs were conducted through CROSQ since the completion of the CROSQ/CLAS Project in 2010. However, the NAFP was able to successfully implement its action plan for 2011 where three (3) training programmes were conducted, gap analyses of laboratories were completed and the National Laboratory Accreditation Improvement Group was established.

#### 4.8.4 *Coordinating the first Proficiency Testing Round in Guyana*

CROSQ in collaboration with Quality Assurance Partners, Bolovia dispatched samples for the first Proficiency Testing for Drinking Water in December, 2011. The results from the PT are due on January, 30, 2012. The GNBS/NAFP is the coordinator for PT programmes conducted through CROSQ for Guyana. Eight (8) testing laboratories registered to participate in this programme. The participating laboratories are; the Government Analyst Food and Drug Department, the Institute of Applied Science and Technology, Banks DIH Central Laboratory, Demerara Distillers Limited Laboratory, Guyana Geology and Mines Commission, Guyana Water Incorporated, Guyana Power and Light Laboratory and GUYSUCO Central Laboratory.

#### 4.8.5 **Operational planning workshop for the RQI Projects and the Caribbean Cooperation for Accreditation.**

The Caricom Regional Organisation for Standards and Quality (CROSQ), hosted three planning meetings during the period **January 10-13, 2011** at the **CROSQ Office, Bridgetown, Barbados**. January 10 - 11, 2011 addressed the development of a three year action plan for the implementation of the Caribbean Cooperation for Accreditation (CCA), January 12, 2011 addressed the review of the operational plan for 2010 and the development of the operational plan for 2011 utilising the PTB/RQI 3 project and January 13, 2010 focused on developing a logical framework matrix for the 10th EDF fund for the period 2012 to 2015.

The purpose of this meeting was to plan for the implementation of the framework for the operation of the Caribbean Cooperation for Accreditation (CCA) for the next five years which will serve to create a Regional Accreditation Body. The model developed at the CCA planning meeting held on September 02-03, 2010 was approved by the CROSQ Council in October, 2010. The meeting also reviewed the operational plan developed for the RQI 1 Project in January, 2010 for the development of the regional mechanism for traceability in Metrology, development of the regional mechanism for accreditation, providing support to the CROSQ Secretariat and National Standards Bodies and enhancing of the advisory and networking capacity on regional and international strategy and policy, monitoring and evaluation and knowledge management.

Attending this meeting were representatives from Physikalisch Technische Bundesanstalt (PTB)- Germany (funding agency) and Canada, Jamaica National Agency for Accreditation (JANNAC), Trinidad and Tobago Laboratory Accreditation Service (TTLABS), Grenada Bureau of Standards, National Accreditation Focal Point – Guyana, Antigua and Barbuda Bureau of Standards (ABBS) / CROSQ Chair, Premier Quality Services Limited (PQSL) and Programme Officers of CROSQ.

#### 4.9 ***National Committee on Conformity Assessment***

Four meetings of the NCCA were held in 2011 on February 10, 2011; May 12, 2011; September 08, 2011 and December 01, 2011 respectively. Approximately eleven (11) agencies were represented at the meetings held during the year. During the year, the scope of certification, inspection and testing agencies were requested to assist the Regional Accreditation Bodies to enhance their capabilities to facilitate the accreditation of conformity assessment bodies in the Region. The theme, *Supporting the work of regulators*, for World Accreditation Day observed on June 09, 2011 reminded NCCA agencies, many of which are regulators, of the important role they played in ensuring the maintenance of standards. At the September meeting, members participated in a lively discussion that focused on the theme for World Standards Day 2011: *International Standards – Creating confidence globally*. Two questions were answered during the discussion: How

can international standards benefit regulators and what are the consequences of not meeting international standards?

***Projections:***

Continue the quarterly meetings of the NCCA. Efforts will be made, through presentations, to enhance the meeting process by delivering relevant information to agencies present at meetings. Suggestions will also be sought from agencies for ways to enhance the meeting process.

4.10 ***National Laboratory Quality Committee***

***Clinical sub-committee***

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

An average of twenty (20) representatives from 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 170:2009 standard. Representatives also used this opportunity to highlight challenges affecting the completion of their manuals and any issues affecting their profession. The GNBS then provided guidance to address the concerns raised by the laboratory representatives. Information was provided to laboratories at this forum in the form of presentations, handouts and open discussions to assist laboratories in the development and implementation of the laboratory management system.

**Projections for 2012**

The GNBS will continue its quarterly meetings to provide guidance on laboratory management and improvement, proficiency testing and accreditation. These meetings will also be used to address challenges experienced by laboratories.

4.11 ***Projects***

***Competitiveness Project***

The Standardisation Strategy was approved by the Support for Competitiveness Programme in June, 2011. An action plan resulting from the strategy was developed by the Management Team of the GNBS. This plan along with the proposals to address the final phase of the Project were submitted to the Support for Competitiveness Programme in August, 2011. The GNBS is awaiting a feedback from the Project Coordinator.

The component to upgrade the website was also approved and the update of the website is being finalized by the consultant.

The communication strategy is currently being implemented in phases by the GNBS.

The remaining lot of laboratory equipment was received by the GNBS during the period.

The GNBS made a submission to the Support for Competitiveness Programme to indicate how the remaining funds will be utilised, however, the GNBS is still awaiting a feedback from the Project Office.

#### 4.12 **Monitoring and evaluation**

##### 4.12.1 *Consultancy Service*

The GNBS saw a reduction in the number of companies participating in its consultancy programme during the year. However, a few expressions of interest in the programme were seen from the food sector in the area of HACCP and ISO 22000. The GNBS had received an increase in requests for technical assistance for the ISO 22000, HACCP and ISO 9001 management systems to be implemented in companies. 20% of the goals set for this programme were achieved.

##### 4.12.2 *Product Certification*

Lack of testing facilities for locally-manufactured products continued to hinder the expansion of the Product Certification Scheme in 2011. The remaining components of the Burst pressure instrument should be acquired in 2012 to accommodate the testing of PVC pipes at the GNBS. No new clients were certified in 2011, however four (4) potential clients approached the GNBS in 2011. This programme achieved 10 % of its objective set for 2011.

##### 4.12.3 *Audit Service*

One audit was conducted during the period despite letters being sent to the eleven (11) certified companies to afford practice to locally trained GNBS activities.

##### 4.12.4 *Laboratory Certification*

With reference to the Laboratory Certification Programme, the review of the quality manual indicated that 85% of the requirements of the GYS 170:2009 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. Only one additional laboratory was certified

and one laboratory had its certification renewed after one year of withdrawal. The programme achieved 40% of its target set for 2011.

#### 4.12.5 ***GNBS –Management Systems***

The GNBS management system documentation was not reviewed in 2011 to the requirements of the ISO 9001:2008 standard as scheduled, however sixty percent (60%) of the QMS has been implemented for 2011. Twenty percent (20%) of the objective set for this programme was achieved.

#### 4.12.6 ***National Committee on Conformity Assessment***

Gap analyses of the Conformity Assessment Bodies (CABs) in Guyana were completed during the year which has provided the CABs. with an indication of their status as it relates to accreditation. In 2012, the GNBS will provide technical assistance to facilitate the accreditation process. This programme would have achieved 60% of the objective set for 2011.

#### 4.12.7 ***Projects***

The Competitiveness Project has continued to show commitment to strengthen the capacity of the GNBS through the approval of funding for laboratory and IT equipment, and the development of the Standards Strategy for the GNBS so that services provided to Companies in Guyana by the GNBS will facilitate National competitiveness of local businesses. The revision of the Weights and Measure Acts and the Standards Act are expected to be completed in 2012. In addition the activities scheduled for the communication strategy and all other ongoing activities should be completed by December, 2012 when the project ends.

#### 4.12.8 ***National Accreditation Focal Point***

The NAFP has continued to promote accreditation activities in Guyana in the form of awareness sessions, training programmes and the provision of critical information on the GNBS website. An action plan was developed to facilitate the promotion of the accreditation of conformity assessment bodies in Guyana for 2010-2011. Ninety percent (90%) of the activities planned under the NAFP were achieved in 2011.

#### 4.12.9 ***National Laboratory Quality Committee***

The medical laboratories met during the year as scheduled and would have benefitted from professional development sessions included on the agenda of three (3) of the meetings. The GNBS was able to maintain the momentum of the laboratories as they continue to work towards Certification or Accreditation. The requirement of quarterly progress reports has prompted laboratories to improve their laboratory operations.



#### 4.12.10 *Training Services*

For 2011, this programme achieved 66% of its objective. Based on the customer evaluation of the courses completed the Course administration, Course material, Course delivery and Course content scored above 90% respectively on average for the ten (10) courses completed for 2011.

### 5.0 **STANDARDISATION**

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

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

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

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

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

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

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

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

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

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

### **5.1.1 Standards Proposals**

No standards development work was done for the year 2011 due to the fact that National Standards Council was not reconstituted throughout the year.

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

There are twenty (20) standards remaining on the work programme of the Technical Committees for 2011 from the year 2009. These standards are at various stages of development.

### 5.1.3 **Compulsory Standards**

Four (5) Cabinet Memoranda requesting cabinet to approve the National Standards GYS 50:2010 “Specification for gold articles”, GYS 264:2005 “Specification for the storage, handling and transportation of LPG cylinders”, GYS 453:2008 “Specification for the storage, handling and transport of steel compressed gas cylinders, Specification for PVC pipes and Specification for the labeling and packaging of tobacco products” 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 is 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 for 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 the Sub Committee – Rice were held to revise the CARICOM standard “Specification for Rice – sampling, testing and analysis”. Guyana facilitated the revision of the standard which was circulated for comments by CROSQ Secretariat to all Member States.

### 5.2.2 **Participation in CROSQ meetings**

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

Ms. Ramrattie Karan and Mr. Elton Patram attended one meeting of the CARICOM Regional Organisation for Standards and Quality (CROSQ) nineteenth Technical Management Committee meeting on September 21 -22 in Guyana. Among the matters discussed at the meeting were status of SME standards, standards for approval by CROSQ Council, standards for approval by COTED, standards work programme 2011 and standards development procedures and/directive.

### 5.2.3 **Regional Building Standards**

The Guyana National Bureau of Standards (GNBS) routinely participates in the Regional Technical Committee – Building Codes meeting via; teleconferencing. Guyana’s representative was Mr. Melvyn Sankies,

### 5.3 **WTO/TBT Enquiry Point**

5.3.1 Guyana’s Standards Development Work Programme for January to June 2011 was prepared and submitted to the WTO Secretariat via the National Notification Authority (Ministry of Foreign Affairs).

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

- (a) The requirements for wood packaging material in Guyana;
- (b) Guyana’s work programme for standardization.

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

### 5.4 **Codex Activities**

5.4.1 Fifty (50) electronic copies of Codex documents were disseminated to the Ministries of Health and Agriculture for information purposes. The purpose for disseminating these documents was to sensitise the stakeholders on the status of development of Codex standards, guidelines and codes.

5.4.2 Four quarterly editions of the Codex newsletter were disseminated to national stakeholders for information purposes. The purpose of these newsletters was to sensitise national stakeholders on current issues/practices related to food safety.

5.4.3 Guyana completed the Codex Trust Fund Application Form for 2012 and submitted it to the Codex Secretariat in Rome. Guyana selection was based in order of priority, of the two Codex meetings at which it will be represented in 2012. These Committees were:

- (a) Codex Committee on Food Labelling; and
- (b) Coordinating Committee for Latin America and Caribbean Countries.

### 5.6 **Websites Monitoring**

5.6.1 The CROSQ Website was monitored for the uploading of new documents relating regional standardization and Technical Management Committee meetings.

5.6.2 Daily monitoring of the WTO websites were conducted. There were no notifications/standards which required action by Guyana.

## 5.7 **Projects**

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

- (a) A list of all Regional Technical Committee members;
- (b) 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.

The project concluded in May, 2011 and the final review was conducted in November by Mr. Sergio Lozano of Quara Consulting Limited. The report on the findings of the review will be sent to IDB and CROSQ.

## 5.8 **Other Activities**

5.8.1 Mr. Iran Ali represented the GNBS at five meetings of the Fire Advisory Board. The purpose of the Board is to review and set policies with regards to Fire Safety in Guyana. This Board reports to the Ministry Home Affairs.

5.8.2 Ms. Andrea Mendonca represented the GNBS at five meetings of the Central Board of Health. This Council reports to the Ministry of Health. The purpose of the Council is to review and set polices with regards to Public Health issues.

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

## 6.0 **COMMUNICATION**

### **Overview**

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

The year under review was a productive one and work progressed satisfactorily as the GNBS worked tirelessly to achieve its mandate and targets set. The Division was able to fulfill most of its objectives in a substantial way as it continued to provide support for technical departments, educate and sensitise stakeholders, organize GNBS participation in exhibitions and national events and give guidance and consumer advisories on matters pertaining to the selection of quality goods and services offered in Guyana. In addition to these aspects which were covered by the Division, some focus was placed on the execution of the Communication Strategy which was realized through funding from the Support for Competitiveness programme. Throughout the year, the Division employed a variety of strategies to effectively execute its duties.

### 6.1 **Programme Support**

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

#### 6.1.1 **Metric sensitization of stakeholders**

Throughout the year, the Division utilized many opportunities offered to it to inform and educate the various sectors, consumers, retailers and shopkeepers on the use of the metric system. The metric message was divulged to all stakeholders through notices, newspaper articles, television programme, visits to markets and supermarkets in the outlying Regions and through lectures to secondary school students countrywide. The GNBS anticipates that its efforts will bring Guyana on par with rest of the world as it relates to the use of the metric system thereby facilitating the easy trade of goods and services domestically and internationally.

#### 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, lectures were conducted by the Public Relations Officer with support from the Metrication Officer for approximately 734 students and teachers of secondary and tertiary schools nationwide.

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, metrication and career opportunities in standardization. Some of the lectures conducted included those executed during National Quality Week and collaborated outreach visits between GNBS and the Consumer Affairs Division of the Ministry of Tourism, Industry and Commerce to outlying Regions. 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:

**Table 1  
School Lectures 2011**

Region #	Name of School	Number of students attending lecture
Region two (2)	Abrams Zuil Secondary, Aurora Secondary Charity Secondary Anna Regina Multi Cotton Field Secondary 8 of May Secondary Johanna Cecelia	Approximately 59 Students
Region Four (4)	IBE Secondary Annandale Secondary Christ Church Secondary, St. Roses High, St. Stanislaus, Apex Academy, Marian Academy, Bishops High School, St. Joseph High, Guyana Industrial Centre (GITC)	A total of 677 students

## 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 2  
Promotional activities for the period: 2006 - 2010.**

No	Name of Activity	Year 2007	Year 2008	Year 2009	Year 2010	Year 2011
1	No. of press releases issued	35	30	13	9	5
2	No. of editions of Standards Advisory	-	-	-	4	1
3	No. of editions of Standards-Corner published	45	48	48	41	37

4	No. of notices published	37	42	34	29	28
5	No. of press briefings held	8	4	2	14	6
6	No. of school lectures held	15	18	9	12	5
7	No. of live Radio &/ TV programmes	5-	8	2	12	3
8	No. of pre –recorded radio programmes	discontinued	-	-	-	-
9	No. of Pre recorded Television programmes	-	-	10	6	-

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 promotion of significant events. The number of activities executed in the respective years varied as the need arose, the availability of resources, and according to events outlined in the respective work programmes. This is especially applicable to notices, press briefings, press releases and pre-recorded television programmes.

#### 6.2.1 Radio Programmes

During the year, Officers of the GNBS participated in two (2) radio programmes on NCN Radio – Voice of Guyana to provide information to the citizens of Guyana on a range of aspects and activities conducted by the organization. One of the programmes was collaboratively done by Officers of the GNBS and Officers of the Consumer Affairs Division, Ministry of Tourism, Industry and Commerce. Some of the topics discussed during the programmes included information on World Consumer Rights Day, 2011, consumer tips for purchasing cellular phones and information regarding the Weights and Measures Programme in Guyana.

#### 6.2.2 Live Television programmes

Officers within the Public Relations Division participated in five live television programmes to highlight planned activities of the GNBS and to share information to the consuming public. These programmes which focused on Weights and Measures, Standards Compliance and Consumer information were held primarily on NCN Channel 11 and HBTv Channel 9.

#### 6.2.3 Standards Corner

The weekly Standards Corner feature continued to be published free of cost in 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. During the year, thirty seven (37) of these articles were published. Overleaf is a sample of the articles published:



- Standards and their benefits
- Customers! – Warranties/Guarantees are very important when shopping during the Christmas Season
- Significance of World Standards Day
- Standards and Business Survival
- Writing Calendar dates and time
- Guidelines for purchasing used tyres.
- Standards the key to successful business
- Guidelines for the manufacture of furniture
- Importance of implementing the metric system
- The importance of measurement
- Product monitoring and its importance
- Laboratory Certification – Contributes to better quality health care
- World Consumer Rights day

#### 6. 2.4 **Standards Advisories**

During the year, the GNBS repeatedly published two (2) editions of standards advisory which focused on the quality of cellular phones offered for sale to consumers by businesses and the need for vendors and shopkeepers to use the recommended types of scales for commercial purposes. The publishing of these advisories was necessary due to a spike in the number of complaints made to the GNBS regarding defective phones purchased and the continuous use of the domestic type of dial scales during commercial trade. Advisories are condensed bit of information that is published in the newspapers in the form of tips to guide consumers on a variety of consumer matters. This information is published as the need arises.

#### 6. 2.5 **Press Releases**

Press releases were also effectively used as a means of advising and educating consumers on activities conducted by the Bureau and for highlighting faulty products and services offered to consumers. During the year, five (5) releases were disseminated to media houses. One of the releases was used to promote the HACCP and ISO 22000 training conducted by Officers of the Conformity Assessment Department and another release was used to inform consumers of a recall of a quantity of defective fan carrying the LASKO brand name. Releases were also used to inform the General public of the progress of the Weights and Measures programme throughout the year.

## 6.2.6 Notices and Advertisements

A total of Twenty eight (28) notices were placed in the print and electronic media and the Government Advertising Website to highlight major activities and events organized under the work programmes of the Bureau. Notices sometimes took the form of consumer alerts and advisories, vacancies or promotional advertisements for activities planned including the verification of weighing and measuring devices.

## 6.2.7 Press Briefings

During this year, the Bureau continued to hold press briefings to bring media houses up to date about matters of critical importance to the success of standardization. Officers of the Communications Division participated in a number of Television interviews and interviews with reporters in the print media regarding Cellular phone complaints received, National Quality Week, the Technical Assistance programme and devices recommended for commercial trade.

## 6.2.8 Television Pre recording conducted

The Public Relations Officer collaborated with NCN to produce two pre- recorded features to promote the GNBS Technical Assistance programme during GUYEXPO, 2011. The features highlighted the successes and challenges two ISO certified companies faced to obtain certification. This served to encourage other companies to become ISO certified.

## 6.2.9 Standards Awareness

The Division managed to feature one standard as a communication strategy to create stakeholders awareness. The **Code of Practice for Quality Management in Restaurant Services** was featured in a Press release which was issued to media houses for publishing. Featuring standards has proven to be an effective strategy which results in noticeable increases in the sale of the standards.

## 6.3 Campaign Activities

During the year, the Division focused primarily on promoting the GNBS Technical Assistance programme in order to encourage local companies and laboratories to become certified to the various ISO standards. The Division collaborated with the Conformity Assessment Department through the hosting of a number of symposia and workshop to encourage businesses to become internationally certified. This effort would be further enhanced in the New Year through funding from the Support for Competitiveness Programme under the approved Communication Strategy.

## 6.4 Publications

### 6.4.1 Guest Articles

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

- ❖ Standardisation should be taught in the classroom.
- ❖ Socially responsible business organisations

### 6.4.2 Newsletter

The GNBS continued to produce its quarterly newsletters. The articles captured the highlights of activities undertaken during the respective quarters of the year.

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

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

### 6.4.3 Standard Information Bulletin

The Division had the opportunity to prepare one (1) article for publishing in the Standard Information Bulletin. The article was titled **“Investing with Standardization”**.

### 6.4.4 GNBS Website

GNBS website is one of the means of sharing information about the GNBS and its activities and the Division continues to use this medium to sensitize stakeholders and the general public on planned activities and standards and consumer matters. Copies of the newsletter, features in the Standards Corner, articles and planned events, standards for public comments, other notices, brief reports from recently concluded activities and consumer alerts were placed on the GNBS website.

Under the Support for Competitiveness Programme, the GNBS website was updated during the year and the Communication Division played a major role in aiding the development of a more user friendly website.

#### **6.4.5 Printed Materials**

Fact sheets, posters and brochures outlining the activities under the various work programmes are other means of disseminating information. New factsheets were developed, and some of the existing factsheets were edited and corrected for distribution at GUYEXPO and routine dissemination to Importers, Consumers and other stakeholders. New posters highlighting information on the services offered by GNBS, list of ISO Certified Companies, Importation requirements, World Accreditation day and the Various International Standards and Administration matters were also prepared to be used at Exposition and trade fairs, symposia and workshops.

#### **6.4.6 Other information**

During the year, the Division routinely addressed matters of members of the public via the use of Live television and radio programmes, lectures, participation in national exhibitions, telephone inquiries, and responses to letters in the press.

#### **6.5 Other support activities, meetings and training attended**

The Division routinely arranged news interviews, responded to correspondence written by members of the public seeking information and seeking redress on consumer matters and edited printed materials, such as the Standards Information Bulletin, brochures and factsheets and articles prepared by other departments.

The Division also arranged and participated in symposia, workshops and meetings, chaired opening and closing ceremonies for training courses and other events. These are as follows:

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

The Public Relations Officer continued to participate in the statutory meetings of the above Committee during 2011. These meetings were held on the last Thursday of every month. During the year, the Division provided support to the activities planned by the committee through the publishing of notices, press releases, the preparation of minutes, etc.

##### **6.5.2 NCCA meetings**

Officers of the Division attended quarterly meetings of the National Conformity Assessment Committee, and Management Review Meetings, which form part of the requirements for pursuing ISO certification.

### **6.5.3 Quarterly Review Meetings**

The Executive Director (ag) 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 staff.

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

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

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

### **6.5.4 GNBS Social Committee**

The Public Relations Officer was elected to serve as a member of the GNBS Social Committee. He attended the monthly GNBS Social Committee Meeting and participated in the organizing of indoor and outdoor games, a fitness walk, a cookout and a take away lunch fund raiser, blood donation drive and a number of other social and cultural events.

### **6.5.5 Meeting with Brazilian Trade team**

The Head of Department met with a Brazilian Trade team from the SeBrae Company in Boa Vista regarding the availability of local standards for named agriculture products. They were also interested in finding out about the working of the local product certification scheme and the requirements that have to be met for inter country trade.

### **6.5.6 Working Sessions- National Standardization Strategy**

The Head of Department participated in several working sessions as the management team sought to put together an action plan for the implementation of the GNBS Standardisation Strategy which was completed during 2011.

### 6.5.7 **ASTM Workshop**

The Public Relations Officer participated in the ASTM workshop which was held at the Grand Coastal Hotel on September 20 – 22. The session was held for representatives of CROSQ member states to foster a relationship between ASTM and participating states.

### 6.5.8 **Preparation of 2011 communications work programme and budget**

The 2011 Communications work programme and budget were prepared. This was done in careful consideration to the communication activities to be conducted under the competitiveness programme. The Division is anticipating that for 2012, adequate funding will be made available to execute the various activities planned in the work programme.

### 6.5.9 **Competitiveness Project – Communication Strategy**

During the year activities commenced under the GNBS Communication Strategy which is funded by the Support for Competitiveness Programme. As a result a number of factsheets were finalized for printing, the GNBS website was updated, and Staff members were trained in graphic designing. The relevant information was submitted for the execution of a number of live television programmes along with a survey, the hosting of a series of symposia countrywide and the publishing of advertisements. These are expected to be completed in the second quarter of the New Year.

## 6.6. **Outreach visits**

### 6.6.1 **Outreach Visits to Region # 2 (Essequibo Coast) and Region # 7 (Bartica)**

The Consumer Affairs Division of the Ministry of Tourism, Industry and Commerce and the GNBS collaborated with the Ministry's in its continuing commitment to the promotion of consumer awareness. Recently the Ministry added another activity for the observance of World Consumer Rights Day which was celebrated on March 15, 2011 under the theme “**Consumers for Fair Financial Services**”.

The activity took the form of a one day workshops for school students within each Region. The aim of the workshops was to sensitise Grades 10 and 11 students on their rights and responsibilities and functions of the Ministry and the Guyana National Bureau of Standards (GNBS) in relation to the theme. The workshops were concluded with a impromptu speech competition by participating students.

Visits were also made to the Regional Democratic Councils, the Ministry of Education, and a number of Businesses and the Markets to ensure that weighing and measuring devices used in trade were verified for the period and fair business practices were being followed by these businesses.

## 6.7 National Events and Exhibitions

### 6.7.1 University of Guyana Career Fair

The Guyana National Bureau of Standards participated in the University of Guyana's Career Fair held on **Friday, February 18, 2011** at the University's Turkeyen Campus, under the theme "**Showcasing our services, unlocking your potential.**" The Public Relations Division worked collaboratively with the Administrative and Finance Department to participate in the event.

This year, the Public Relations Officer, the Metrication Officer, a Technical Officer from the Standardization Department and a staff member of the Administration Division manned the GNBS booth. During the event, the GNBS showcased career opportunities and requirements mainly for Technical Officers, Inspectors, Laboratory Technicians and Information Technology Assistant. Also featured in the booth were the GNBS organizational chart, the Standards development procedure, Benefits of working at the GNBS and photographs highlighting the various work activities conducted by the staff members of the GNBS. Printed materials were also distributed to visitors and the opportunity was taken to play television pre-recording features of the activities conducted by the organization to give visitors a better understanding of what activities were undertaken by staff members of the organization.

There were many visitors to the booth which included secondary school students, university students, teachers, lecturers and members of the general public who sought information about the Bureau, its activities and career opportunities that are available in the organization. As was customary, a certificate of participation was presented by the University to the GNBS and other companies that participated in the event.

### 6.7.2 World Consumer Rights Day

World consumer rights day was celebrated on **Tuesday, March 15, 2011** under the theme "**Consumers for fair financial Services**". To mark the day, information surrounding the theme was published in the GNBS weekly Standards Corner column in the Guyana Chronicle.

In addition, the Division collaborated with the Ministry of Tourism, Industry and Commerce to host a presentation session for students of twelve secondary schools to commemorate World Consumer Rights Day 2011. This activity was held on **Friday, April 01, 2011** at the International Conference Centre. The session

comprised presentations to the students on consumer information surrounding the theme and presentations were made by each school in areas of consumerism.

### 6.7.3 **World Metrology Day 2011**

World Metrology Day was celebrated in Guyana and the rest of the world on Friday, May 20, 2011 under the theme “Chemical measurements for our life , our future”. To mark the event the GNBS as the organisation responsible for metrology services in Guyana hosted an open day exercise where companies and other member of the general public were invited to witness the various testing and calibration procedures conducted by the GNBS under it metrology programmes.

### 6.7.4 **World Accreditation Day, 2011**

As part of World Accreditation Day which was celebrated on June 09, 2011, the GNBS held a Conference for Regulators and other stakeholders in its Training Room under the theme, *Supporting the work of Regulators*’. This session was attended by thirty three (33) representatives from inspection, testing, certification and insurance agencies.

### 6.7.5 **GUYEXPO, 2011**

The Bureau took another opportunity to promote its services when it participated in GUYEXPO which was held during the period **September 29, 2011 – October 02, 2011** under the theme “**Enhancing Growth through Competitiveness**”. In keeping with the theme, the GNBS placed its focus on promoting the implementation of the ISO standards, particularly, 14000, 9001, 17020, 17025 and 22000 standards. These standards were promoted under the theme “**Enhancing growth through Standardisation.**”

Displayed in the booth, was a huge poster showcasing the names of the various international standards, a tree depicting growth, and the various stakeholders who would benefit from standards implementation. Other smaller posters highlighted the names of the eleven companies in Guyana that are certified to international standards and the benefits of implementing these standards. Flyers were printed and distributed to visitors highlighting the programmes of the GNBS, the benefits of implementing standards, and metric conversions.

Two videos which featured two internationally certified companies, namely: NAMILCO and Edward Beharry Group of Companies were produced and shown during the GUYEXPO. These videos highlighted benefits these companies were able to derive as a result of certification, the challenges of the process that led to certification and the manufacturing process.

Technically competent staff members worked through the four day event and provided the necessary information to visitors to the booth.



### 6.7.6 NATIONAL QUALITY WEEK, 2011

The Guyana National Bureau of Standards (GNBS) designated October 10 – 14, 2011 as National Quality Week. The week's celebrations coincided with World Standards Day which was commemorated internationally on Friday October 14, 2011 under the theme: ***“International Standards – Creating Confidence Globally”***.

As is Customary, the GNBS conducted a number of activities during National Quality Week. These activities included appearances on NCN Channel 11 and HBTV Channel 9 morning programmes, hosting of a live panel discussion on NCN Channel 11 on the theme, publishing of messages by the Honourable Minister of Tourism, Industry and Commerce, Executive Director (ag) and the message from the International Standards Setting bodies, conducting a lecture for Secondary School Students, a staff retreat and the Long Service Award Ceremony and Staff Appreciation Day.

#### **Appearances on the Morning Programmes**

On Monday, October 10 and Tuesday, October 11, 2010 respectively, Officers of the Public Relations Department appeared on the Guyana Today and First Look morning shows to inform the general public about the activities planned for National Quality Week, 2011. Special focus was also placed on World Standards Day where the message from ISO, IEC and ITU and this year's theme was discussed in detail.

#### **Live Panel Discussion**

On the evening of Tuesday, October 12, 2010 a live panel discussion was conducted on NCN television on the theme for this year. The panelists included Ms. Candelle Walcott Bostwick, Head Conformity Assessment Department of the GNBS and Mr. Raymond Ramsaroop, Production Executive of the Edward Beharry Group of Companies; and member of the Guyana Manufacturers and Services Association. The Moderator was Ms. Evadnie Enniss of the GNBS.

#### **School Lecture**

This year, school lectures were conducted for students of Seven Secondary Schools on the theme on **Tuesday, October 12, 2011**. The lecture, which was conducted in the Savannah Suite of the Pegasus Hotel, was presented by Mr. Lloyd David, Public Relations Officer of the GNBS who gave a background of the GNBS and Mr. Raymond Ramsaroop, Production Executive of the Edward Beharry Group of Companies who presented on the designated theme. Schools which attended included Christ Church Secondary, St Roses High School, St. Stanislaus Secondary, Apex Academy, Marian Academy, Bishops High School and St Joseph High School. Approximately 55 students benefitted from the

information shared in the presentations and it is hoped that the lessons learnt will be beneficial to them.

### **Symposium for Manufacturers, Service Providers and Regulators**

The Guyana National Bureau of Standards (GNBS) hosted a Symposium on **Wednesday, October 12, 2011** from **09:00h to 12:30h** at **Regency Suites Hotel, Hadfield Street, Georgetown**. This symposium was being hosted under the theme for World Standards Day slated for **October 14, 2011**, '*International Standards- Creating confidence globally*'.

The objective of this symposium was to sensitise businesses, regulators and key stakeholders on the need to implement International Standards to provide confidence in products and services.

### **Staff Retreat**

The GNBS held its staff retreat on Thursday, October 13 and Friday, October 14, 2011 at the Splashmins Fun Park, Soesdyke Linden Highway. The retreat which was fully attended by staff members was held with a primary focus of team building. The facilitator of the event was Mr. Ed Caesar, Retired Chief Education Officer. During the event, staff members were given the opportunity to brainstorm issues in groups and make presentations on the findings. Aside from the scheduled work items there was enough time for staff to engage in fun and frolic which made the retreat one to remember.

### **World Standards Day Messages**

**Friday, October 14, 2011** was set aside as World Standards Day. The World Standards Day messages by Mr. Manniram Prashad, Honourable Minister of Tourism, Industry and Commerce, Evadnie Enniss, Executive Director (Ag), and the message from the three main International Standards Bodies, namely, ISO, IEC, and ITU were published in a whole page advertisement in the Guyana Chronicle newspapers and on the GINA website.

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

On the final day of National Quality Week, the GNBS held its annual Award Ceremony and Staff Appreciation Day at the Splashmins Fun Park, where staff who had served the GNBS for 5, 10, and 15 years were awarded. This year three staff received ten year awards and one received a fifteen year award.

## 6.8 **Monitoring/ Evaluation**

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

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

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

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

It is hoped that in the coming year, the message of standardization could be spread nationwide especially with the available funding that is provided to the GNBS under the support for competitiveness project.

## 7.0 **METRICATION**

The Metrication programme is one of four programmes under the Information Services Department. In 2011, Metrication continued to make slow progress. However, education and sensitization activities were carried out as 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. However, as the case was in the previous years, this programme needs more support at the level of policies as to date the Omnibus bill was not passed and as a result the activities were de-emphasized further for 2011.

### 7.1 **Sector Activities**

This activity was discontinued for 2011 because most organizations were au-fait with the metric system. Also the management of most organizations, in the previous years, opined that their staff did not need training on metrication mostly because it was not related to or required for their jobs.

However the Guyana Water Inc. was the only organization visited in an effort to transform the water bill from imperial units to metric units. In this regard a letter was sent to the Permanent Secretary of the Ministry of Housing and Water and to date no response was received.

## 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.

Two (2) organizations benefited from metrication training in 2011 and there were 3 workshops for staff from GRDB in Regions 3, 4 and 6.

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

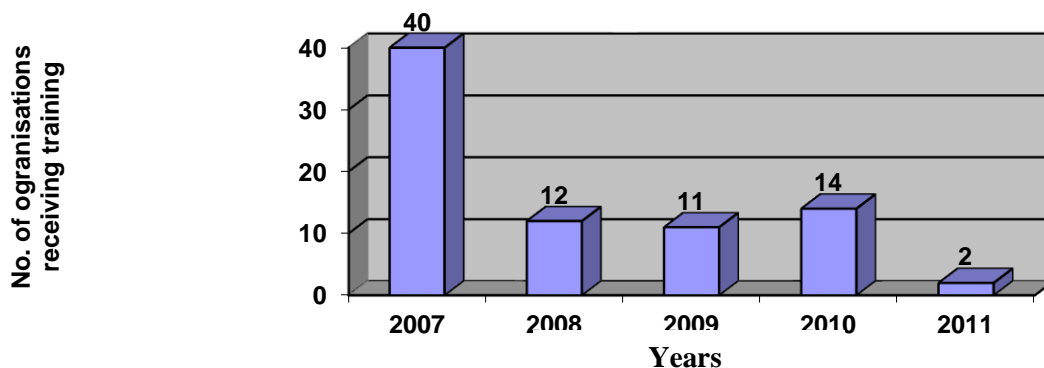
**Table A**

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

<b>No.</b>	<b>Name of participants</b>	<b>Number trained</b>
13	Guyana Industrial Training Centre	102
14	GRDB	36
<b>Total</b>		<b>138</b>

**Figure A**

### **Number of Organisations receiving training from 2004 to 2011**



The participants who benefited from metrication training in 2011 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 date and time.

In 2011 the figures show a vast from the year 2010 which resulted from the fact that sector visits was discontinued. There was also collaboration with the Guyana Rice Development Board which resulted in their staff in Regions # 3, 4 and 6 being trained.

This activity was also hindered as the Metrication Officer could not visit some regions because of the limited financial resources for air transportation.

### **7.3 Education Campaign**

The metrication programme also targeted the commercial and retail sectors in 2011 but this activity proved to be most challenging. It entailed visits to shops, stores, stalls and supermarkets countrywide, holding one to one discussions with vendors and shopkeepers, carrying out practical demonstrations and having a first hand look at the practices employed by vendors and shopkeepers regarding the sale of goods and services in metric.

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

It was also observed that most liquids were being sold using the metric measures, but there were still cases where imperial measures were still being used. Rice on the other hand was still being sold using measures, but the metric measures were substituted for the imperial, which accounted for the consumers receiving less rice. That is, when vendors were selling the 500 ml measure as one (1) pint. Vendors claimed that if they weighed the rice it would take up a lot of time and the consumers would not request their rice by the mass/weight.

In 2012 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 revealed that there was unwillingness especially by retailers and vendors to use the metric system, as compared with the supermarkets and mini-marts that were leading in the metrification drive due to their strategy of prepackaging goods and posting up of a price lists.

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

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

The large textile importers were importing their bales of raw textiles in metric with a few exceptions, 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 and dual prices were posted up.

Following outreach programmes countrywide, it was also discovered that senior members of population were least cooperative and were holding on to the imperial system, saying they were too old to comprehend the metric system. Another problem that affects the phasing out of the imperial system is the influence of parents on their children. Parents are sending their children to the shops and markets to purchase goods in imperial units and thus the imperial system is passed on from generation to generation.

## 7.4 Market Surveillance/intelligence

### Surveillance activities in 2011

The surveillance activities conducted in 2011 closely embraced the education campaign. As a result these exercises were conducted simultaneously thus the stake holders that benefited from these activities would be the same.

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

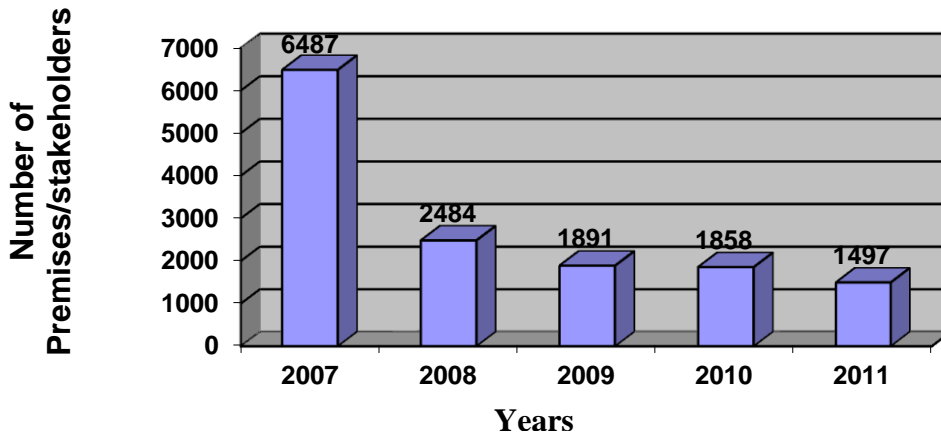
Listed in the table below are the areas covered during the surveillance/sensitization exercise for 2011.

**Table B – Regional Surveillance sensitization Activities**

<b>Region</b>	<b>Areas covered</b>	<b>Number of premises</b>
1	There was no W&M Officer in this Region	-
2	Supernaam -Queenstown, Anna Regina Market, Charity market, Charity to Coffee Grove, Lima-Henrietta, Suddie Market, Supernaam-Anna Regina Upper and Lower Pomeroon River to Suddie Market, Bush Lot	485
3	Vriesland to Canal #2, Canal #1 to V/Hoop, New Road to Crane,	183
4	Supermarkets – Guynaz, C & F, Bonny’s, Bounty chain, Nigel’s, N & S Mattai, Guyana Stores, Fogarty’s, Textile importers, Municipal markets – La Penitence, Kitty, Bourda, Stabroek, and Commercial areas around Georgetown	262
5	# 50 Vilalge to Belladrum W.C.B., # 11 Village to D’Edward Village W.C.B., Mahaicony,	88
6	Canjie, #2 and Sheet Anchor, N/A, Vryheids, Smithfield, Angoy’s Avenue, E.B.B., Stanleytown, Rose Hall Market and Corentyne	118
7	Kamrang, Waramadong, Purima, Kako, Quebanag, Jawalla, Imbamadai, Bartica	137
8	There was no W&M Officer in this Region	-
10	Central Mc Kenzie, Amelia’s Ward, Old Kara Kara, New Kara Kara, West Watooka, Burnham Drive, C/burg, Blue Berry Hill, Canvas City, Half Mile, One Mile, Block 22, Wismar, Hospitals, Health Clinics, Kwakwani, Wisroc, Industrial Area,	224
	<b>Total</b>	<b>1497</b>

**Figure B:**

**Metrication surveillance activities in 2001 – 2011**



It was observed during Surveillance exercises 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 grains, flour, sugar and beverages.

Here again, 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 requests for imperial units by consumers. Most provision vendors sell in the imperial equivalents on metric scales.

**7.5 Communication Activities**

Please see communication report.

**7.6 Metric Units misuse**

This activity was discontinued for 2011 as a result of the absence of legislation which will force all media houses and stakeholders to use the metric system.

**7.6.1 Writing Dates and times**

This initiative was undertaken as part of this programme 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 conducted.



## 7.7 National Metrication Committee

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

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

This Committee met on the final Tuesday of the month and the 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 2011, two (2) meetings were held.

- The issue on the accuracy of the speed guns was discussed and it is now being handled by the Laboratory Service and the Legal Metrology and Standard Compliance Department to work out a method to have these devices calibrated.
- The Guyana Lands & Surveys Commission commenced 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 workshops and training sessions. They also need to attend meetings more regularly.

Members of the National Metrication Committee opined that a letter be sent to the Permanent Secretary of the Ministry of Tourism Industry and Commerce regarding the expedition of the Omnibus Bill and if there is no response the letter should be forwarded to the Minister and later the President. Members also stated that there should not be another meeting unless there is a response from either the

Permanent Secretary or the Minister. This committee was also hindered by the absence of the Board of the GNBS.

#### **7.8 Counseling during verification of devices**

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

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

This activity was fully implemented in 2010 and has continued throughout 2011.

#### **7.10 Quarterly Review meeting**

A special Quarterly Review meeting was convened during the year and the Executive Director a.g. 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. The Executive Director a.g. also discussed 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.

#### **7.11 Other activities**

##### **7.11.1 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 a.g. was another means of evaluating the progress of work as during the review meetings achievements were measured against the planned activities and constraints. The needs of the programme were also examined critically and plans and projections for the next quarter were made.

##### **7.11.2 Evaluation**

The activities covered for 2011 were fairly satisfactory and in compliance with the Annual work programme. However much more needs to be done and more resources both human and financial are needed.

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

There is still need for metrication reports to be submitted by all affiliated regions to the GNBS and there is need for a more positive approach by officers when

promoting the metric system in their respective regions with the exception of the Officers of Region # 2 who were successful in implementing the metric system in their Region.

In the foregoing year, it was observed that generally, businesses were willing to 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 made their purchases there, and the vendors sell these consumers in imperial units. Some vendors refused to use the metric system as they stated that it was the consumers who requested their goods in imperial units and since the farmers also sell them in imperial units, they had no choice.

Hence, in the New Year efforts will be geared to target consumers with the metric message 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 Bill is passed, thus enforcing the metric system on all the laws of Guyana. If this act is passed the consumers will have no choice but to purchase in metric units because the laws will require all businesses to change over completely to the metric units only.

## **8.0 STANDARDS INFORMATION**

The aim and objectives of the Technical Standards Information Unit (TSIU) is to ensure that information acquired be organized, disseminated and be made retrievable in a timely manner for patrons/users. These activities are the primary achievements of the department.

### **8.1 Automation of TSIU**

Acquisitions of the department were recorded manually. This method is substituted, until the documentation centre is able to acquire resource necessary to be fully automated.

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

This is a continuous activity for officers in TSIU. When an appropriate automation system is employer in TSIU it will foster the library's collection development, which will enhance a better library climate.

## 8.2 Creating a database for TSIU activities

This activity will commence when a system is formalized by The Caribbean Regional Organisation for Standards and Quality (CROSQ).

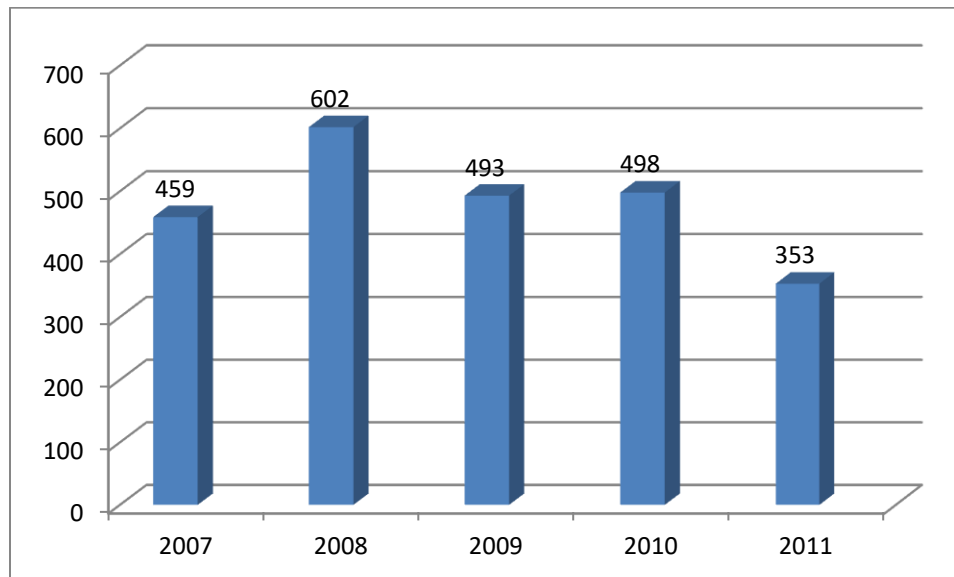
## 8.3 Upgraded Collection

Statistics shown below represents new acquisitions obtained during the last five (5) years (2007 – 2011).

**Table 1**

<b>Year</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
<b>Acquisitions</b>	<b>459</b>	<b>602</b>	<b>493</b>	<b>498</b>	<b>353</b>

**DOCUMENTS ACQUIRED IN 2011**



The statistics shown above highlight increases and decreases of additions acquired between the years 2007 – 2011 in the Technical Standards Information Unit. For the period 2007-2008 showed a slight increase of 23.75%; 2008-2009 represents a decline of 22.11% while 2009 – 2010 demonstrate an increase of 1% and 2010 – 2011 highlighted a massive decrease of 41.1%. With the partnership GNBS joint with ASTM it is a sure indication that TSIU will increase its acquisition.

If more financial resources were to be allocated in this area in 2012, it would enable the collection development of this documentation Centre.

Within this period under review, it was detected that students from various Secondary schools and the University of Guyana, Faculty of Technology and Environmental Studies made fully use of this Information Centre.

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

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

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

**Table II: Standards Information Bulletin Topics Reproduced in 2011 were:**

<b>Month</b>	<b>Title of Articles</b>
JANUARY	The identification of fibres in textiles and garments.
FEBRUARY	Legal metrology in Guyana
MARCH	Employee involvement, “ <b>the key to quality system success</b> ”.
APRIL	ISO 22000 and its benefits for Guyana.
MAY	Small businesses and ISO 9001.
JUNE	Malcolm Baldrige national quality award.
JULY	ISO 50001 Energy management, energy excellence: in come the ISO 50001 energy management system standard.
AUGUST	Tools for leaders – demonstrating and exploiting benefits of standards
SEPTEMBER	Investment with standardization.
OCTOBER	Creating confidence: a future worth running after.
NOVEMBER	Buying practices and the need for regulation

The articles published by Technical Officers, were knowledgeable and enlightening to industries, agencies, clients, and other stakeholders. Stakeholders, university of Guyana students’ clients obtain optimal benefits from the use of those articles.

## 8.5 Profile of Activities

The result of the performances attained by the Technical Standards Information Unit within 2011 is summarized in **Table III**.

Activities		Months												Total
		Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	
1.	Acquisition	16	95	35	22	35	36	28	18	16	35	12	5	353
2.	Articles placed on information corner notice board	-	-	09	-	10	-	20	-	-	20	05	-	64
3.	Books catalogued	06	01	-	-	-	01	02	-	-	-	-	-	10
4.	Books bound	-	-	08	05	-	-	06	04	02	10	-	-	35
5.	Certificates printed in TSIU	130	147	10	26	80	20	26	30	-	20	-	-	489
6.	Codex documents sorted	-	-	-	-	-	06 boxes	-	-	-	-	-	-	6 boxes
7.	Copy right pages	-	-	40	-	-	50	20	20	50	20	-	-	200
8.	Correspondence handled	13	05	12	11	06	12	12	10	18	11	06	-	134
9.	Circulation list printed (sets)	-	-	9	3	3	3	3	3	-	-	9	-	33
10.	Date due labels printed Date due labels pasted on books	-	-	-	-	-	-	-	300 94	66 40	-	-	-	366 134
11.	Documents lettered	-	-	-	8	9	-	11	-	-	-	5	-	33
	Documents printed in TSIU (Pages)	-	166	220	1,010	177	218	40	-	20	60	-	-	1911
12.	Documents re-shelved	20	52	240	118	58	103	75	10	136	50	146	-	1093
13.	Documents scanned	-	08	06	16	04	08	14	17	06	12	02	-	93
14.	Documents shelves	70	121	218	51	11	72	46	-	19	25	09	-	642
15.	Documents sorted in cabinets	-	-	-	265	-	-	-	-	-	-	-	-	265
16.	Documents sorted in magazine	-	-	360	-	-	-	-	-	-	-	-	-	360

17.	Drafts standards received for public comments	1	-	-	-	-	1	-	-	-	-	-	-	2
18.	Filed covers/ labels created, print and pasted onto files	18	30	50	7	4	30	7	4	5	8	-	-	208
19.	Files opened	-	-	16	-	-	11	10	8	4	6	-	-	55
20.	GNBS Catalogues printed	-	-	-	3	-	-	-	-	-	-	-	-	3
21.	Issued slip printed and past into book	-	300	-	-	-	-	-	-	-	-	130	-	430
22.	Loans : External Internal	65 - 65	27 27	06 06	27 - 27	5 - 5	8 - 8	18 - 18	14 - 14	13 - 13	08 - 08	-	-	181 33 148
23.	Magazine boxes labeled Magazine boxes sorted	- -	- -	19 -	- 54	25 -	10 -	- -	- -	- -	- 52	25 -	- -	109 106
24.	Newspaper clipping (Cut)	14	10	06	10	31	20	50	10	24	04	04	-	128
25.	Newspaper clipping placed into respective files	14	08	12	10	19	20	45	-	-	-	-	-	138
26.	Newspaper index forms printed	-	-	20	14	-	-	-	-	-	-	-	-	34
27.	Queries : External Internal	10 08 02	33 10 23		22 15 07	29 16 13	23 12 11	17 07 03	8 8 -	16 11 05	13 09 04	08 - 08		1 7 9 135 76
28.	Standards bond	-	85	59	09	08	85	-	-	-	06	-	-	254
29.	Standards covers created and printed	40	33	37	19	08	80	-	-	54	-	-	-	271
30.	Standards Information Bulletin printed	-	-	95	85	30	62	42	60	-	-	104	-	422
31.	Standards issued free	-	20	-	02	-	-	01	-	-	-	02	-	25
32.	Standards pages collated in preparation for	13 4	452	211	87	-	-	-	-	364	46	-		1254

	standards bound													
33.	Standards photocopied external (Title)	19	-	-	-	-	03	03	-	02	-	-	-	27
34.	Standards printed in TSIU	-	-	-	-	-	-	-	-	05	02	01	-	8
35.	Standards purchased (Regional and International)	09	-	06	-	-	02	-	-	-	-	-	-	17
36.	Standards received International Regional	1 - 1	2 2 -	3 3 -	2 2 -	6 6 -	6 6	4 4	- - -	19 19	13 13 -	-	-	46 45 1
37.	Standards requested	05	06	04	-	-	02	02	-	-	-	05	24	48
38.	Standards sold	06	46	33	25	05	26	14	-	27	26	13	2	223
39.	Standards withdrawn	-	-	-	-	-	04	-	09	05	15	-	-	33
40.	Title paged typed and printed for standards that were bond	06	06	08	19	07	08	11	07	05	23	18	-	118
41.	Visitors	1	13	5	1	8	3	7	-	8	5	6	1	68
42.	Week forms printed	-	-	-	30	04	-	20	-	20	20	04	-	98
43.	Withdrawn standards from stock	-	150	78	-	-	-	-	-	-	-	-	-	228



## 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. For an organization to improve its business process using technology, an IT department is mandatory for management and support of the infrastructure.

### 9.1 **Routine/ Daily Activities**

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

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

### 9.2 **Support Services provided to staff**

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

- Resetting of user passwords
- 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 and for other staff.
- Installing Windows (new releases) updates from Microsoft 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 the need arose
- Deleting user accounts upon request
- Sharing files for all staff over the network
- Installed memory

- Changed patched cables
- Installed new network drops
- Installed power supply
- Installed network cards
- Installed Microsoft Office 2010 on all desktop computers
- Installed Windows XP service pack 3
- Reloaded desktop computers operating system
- Uploaded files on website Resetting of user password.
- Created email accounts.
- Installed printer for Conformity assessment department and share printer.
- Cleaned all client computers and printers
- Installed scanner
- Setup desktop computers for staff.
- Recreated email accounts.
- Installed Microsoft Office 2010
- Renamed computer
- Added computer to GNBS domain
- Installed Microsoft XP
- Backup data for user account
- Uploaded document on website.
- Reset IP address Scanned all client computers for viruses
- Transferred video to DVD
- Reloaded desktop computer.
- Installed Windows new releases update from Microsoft website on client computers
- Installed printer for Standardisation Department Installed Windows 7

### 9.3 Maintenance work done on Server

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

- Configured server with a new Domain controller
- Restarted DNS server service
- Uploaded windows update files
- Reset IP address on firewall
- Fixed DHCP server error in event viewer.
- Installed Active Directory Restarted Exchange Server service.
- Restarted DHCP server service
- Ran disk defragmenter and disk cleanup
- Uploaded windows update file
- Fixed DNS server error in event viewer.
- Installed VM Software on new server

- Add new server to GNBS domain The Standard department desktop computer memory damage and had to replace. The PE 840 Dell Server has an error (BMC CMOS battery). Server is out of warranty; GNBS will have to purchase the battery.
- The PE 840 Dell Server memory is going bad (memory error is showing up in the log).
- This server is out of warranty memory will have to purchase by GNBS.
- Changed IP address to point to new host address
- Server memory was changed
- The PE T610 Dell Server showing error (E2111 SBE). Error was fixed.

#### 9.4 **Evaluation**

There is need for the new software, Exchange 2007 and SQL server 2005 to be purchased.

There is need for new desktop computers to add to the network system.

#### 9.5 **Recommendations**

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

It is recommended that GNBS purchase a print server. This will allow all printing jobs done by staff to be managed.

As the information technology environment becomes more complexed, GNBS will need on-going support, **training for staff** in different areas: The following areas are: Microsoft Exchange Server 2007, SQL Server 2008, Microsoft Windows Server 2008, Joomla and Microsoft Projects.

It is recommended that GNBS create an intranet so that staff can have access to information quickly for work related purposes.

GNBS needs to design a database system for the Library, Inspectorate Department for stake holder, Inventory of the Bureau's stock hand, Laboratory Data for client and Fleet Maintenance. Microsoft SQL server program should be used to design the databases.

**Note: When the Database is designed in the organization it will enable internal and external stakeholders to have easy access to records.**

10.0           **ADMINISTRATION**

10.1           ***Staff Training***

10.1.1       ***Overseas Training***

10.1.1.1      Mr. Edward Melville, Laboratory Technician 11 of the Laboratory Services Department attended a training attachment on “Volume Metrology” from March 12 -31 2011 at the German Metrology Institute in Germany. The objective of the training was to give participants an understanding in the calibration of volumetric glassware, metal provers, piston instruments and knowledge of developing uncertainty budgets for the various volumetric calibrations.

10.1.1.2      Mr. Alwyn Etwah, Senior Inspector of the Legal Metrology and Standards Compliance Department attended a training on “Safety, Hygiene and Environment Requirements for petrol facility, and Quality requirements, measurements verification, reception, storage and deliver of aviation gas “during the period April 11-16, 2011 at the Catia La Mar facility in Venezuela. The purpose of this training was to provide the participant with information and capability required to facilitate the reception, storage and delivery of aviation gas and to maintain a safe, hygiene and environmentally friendly facility.

10.1.1.3      Mr. Jermaine Softley, Chief Inspector of the Legal Metrology and Standards Compliance Department participated in the NMI – Metrology User Relations follow – up workshop during the period May 09 – 11, 2011 in Brazil. The workshop was organized by the Inter American Metrology System (SIM) in collaboration with the German Metrology Institutes (NMI’s) within the Caribbean and Latin America. The purpose of the workshop was to develop activities to strengthen the services of NMIs in the area of Metrology Consultancy. It also provided a forum for the MNI representatives to share good metrology practices and identify areas of training and capacity building.

10.1.1.4      Ms. Ramrattie Karan, Head, Standards Development Department participated in a standardization workshop on the “Role of Technical Barriers to Trade” on May 24 – 26, 2011 in Barbados. The workshop which was arranged by the Standards Council of Canada (SCC) reviewed the challenges and gaps relating to the implementation of the Technical Barriers to the Trade Agreement and Regional and National standardization infrastructure.

10.1.1.5 The Caricom Regional Organisation for Standards and Quality (CROSQ) invited Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department to represent the organization at the Best Practices workshop held during the period August 19-20, 2011 in Quito, Ecuador. The objectives of the workshop were to (i) facilitate the exchange of experiences among IAAC member bodies on technical, administrative and political topics in relation to the strengthening of the relationship between Accreditation Bodies and Regulators, (ii) increase developing member's competence, thus strengthening the basis for MLA implementation and identifying further cooperation opportunities among IAAC members. The workshop was facilitated by Mr. Manfred Kindler, PTB Consultant of Germany.

10.1.1.6. Ms. Ramrattie Karan, Head of the Standards Development Department attended a workshop on "Enhancing Participation in Codex Activities in the Caribbean Countries" during the period August 23-25, 2011 in Jamaica. The workshop structured by the Food and Agriculture Organization (FAO) examined a range of topics relating to the functions of the national Codex contact point, the relationship between Codex standards and the World Trade Organization (WTO), new codex information tools and the role of Codex standards in removing market access barriers.

10.1.1.7 Ms. Rodlyn Semple, Technical Officer 11 of the Conformity Assessment Department participated in a three (3) day Regional Conformity Assessment workshop on "Management Systems Certification Practices" on September 12-14, 2011 in Bridgetown, Barbados. The workshop organized by the International Organization for Standardization (ISO) in association with the Barbados National Standards Institution (BNSI) examined the latest information on ISO/IEC standards and guides that outlined the internationally agreed practices on conformity assessment activities of the "CASCO" toolbox with specific focus on management systems certification practices.

## 10.1.2 **Local Training**

10.1.2.1 Heads of Departments, Senior staff and Laboratory Technicians of the Legal Metrology and Standards Compliance Department and the Laboratory Services Departments participated in a eight (8) day training programme on the "Calibration of Weighing Instruments" during the period January 20 -27, 2011 in the Training Room of the GNBS .The training organized by the Physikalisch Technische Bundesanstalt (PTB) in collaboration with the Caricom Regional Organisation for Standards and Quality (CROSQ) was facilitated by Mr. Jorge Nava Martinez and Ms. Anett Czysch. The training equipped the participants with the

knowledge and skills required to effectively conduct the verification of scales and the preparation of uncertainty budgets.

- 10.1.2.2 Mr. Iran Ali, Technical Officer 1 of the Standards Development Department participated in a seminar on “Energy Efficiency and Conservation” on March 11, 2011. The seminar hosted by the Guyana Energy Agency in association with the J-Power of Japan and the Japan International Cooperation Agency (JICA) was held at the Cara Lodge Hotel. The seminar examined the Japanese Energy Efficiency and Conservation Policy, Integrated System (Regulation, Support) and information and Major Energy Efficiency and Conservation Technologies.
- 10.1.2.3 Ms. Andrea Mendonca, Technical Officer 1 of the Standards Development Department attended a one week training on “Training of Trainers” course on “Good Agriculture Practices (GAP)” at the Guyana School of Agriculture, Mon Repos Campus during the period March 14 -18, 2010. The objective of the course was to create a pool of technical personnel, equipped with the knowledge and skills necessary in the Agriculture arena.
- 10.1.2.4 Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department and Mr. Hemraj Sanichara, Metrification Officer of the Information Services Department attended a seminar organized by the Guyana Revenue Authority (GRA) on March 14, 2011 at the Training Room of the Custom and Trade Administration. The purpose of the seminar was to examine the Trading of Goods under the Economic Partnership Agreement (EPA).
- 10.1.2.5 Mr. Iran Ali, Technical Officer 1 of the Standards Development Department attended a one day workshop on “Sustainable Architecture” on March 18, 2011 at the Education Lecture Theatre, University of Guyana, Turkeyen Campus. The workshop was hosted by the University of Guyana in collaboration with the Commonwealth Association of Architects (CCA) and the Guyana Institute of Architects (GIA). Participants were given an overview of the National Building Code.
- 10.1.2.6 Ms. Rodlyn Semple, Technical Officer 11 of the Conformity Assessment Department participated in a fifteen weeks course on March 24, 2011 on “Workplace Health and Safety Practices” conducted by the Institute of Distance and Continuing Education (IDCE).The aim of the course was to expose students to several methods of preventing workplace accidents.

- 10.1.2.7 Ms. Ramrattie Karan, Head, Standards Development Department and Mr. Iran Ali, Technical Officer 1 through the Ministry of Agriculture Sector Development Unit (ASDU) participated in a two days seminar on May 12 - 13, 2011, at the Computer Laboratory of the Guyana School of Agriculture, Mon Repos. The seminar arranged by the Inter – American Development Bank under the Expanding Bio – Energy Opportunities formed part of a series of capacity – building and information gathering in the development and enforcement of standards at the commencement of bio – fuels in Guyana.
- 10.1.2.8 Ms. Joyann Fanfair, Administrative Officer of the Administration Department attended a workshop on “Building Partnership for Public, Private, Civil Society and the Justice Sectors” for the Advancement of the Administration of the Justice System in Guyana on May 13, 2011 at the Conference Room of the Regency Suites/ Hotel. The workshop which was funded by the Inter – American Development Bank (IADB) was designed to support the Government of Guyana in implementing a series of policy reforms including legislative and administrative actions necessary to improve accountability, efficiency and accessibility to the justice sector.
- 10.1.2.9 The Caricom Regional Organisation for Standards and Quality (CROSQ) on behalf of CARIMET in conjunction with the Inter – American Metrology System (SIM) Legal Metrology Working Groups and the Guyana National Bureau of Standards hosted a Legal Metrology workshop for Senior/Junior Personnel attached to the Legal Metrology and Standards Compliance Department on May 17 – 20, 2011 at the Conference Room of the Grand Coastal Inn. The workshops also brought together Metrology Personnel within the Caricom Region who were exposed to various methods of verification of water and electricity meters.
- 10.2.10 Mr. Edward Melville, Laboratory Technician 111 of the Laboratory Services Department and Mr. Alwin Etwah, Senior Inspector of the Legal Metrology and Standards Compliance Department attended a one day Conference on “Utilising Proficiency Testing for Laboratory Improvement” on June 09, 2011 in the Training Room of the GNBS. The Conference organized by the National Public Health Reference Laboratory, Ministry of Health, the American Society for Clinical Pathology (ASCP) and GNBS was facilitated by Professor David Secombe, Medical and Scientific Director, Health Metrx (Digital PT programme) and was designed to provide personnel involved in laboratory testing (Calibration, Chemical and Medical) with an understanding of the principles of Proficiency Testing and its application in ensuring that test results are accurate, precise and reliable.

- 10.2.11 Ms. Roxan Bourne, Senior Information Officer of the Information Services Unit and Mr. Abidin Mohamed, Technical Officer 11 of the Conformity Assessment Department participated in a half day ( ½ ) Industrial Relations and Occupational Health and Safety seminar on June 15, 2011 at the Ministry of Labour. The seminar was planned by the Guyana Public Service Union in observance of its 88<sup>th</sup> Anniversary.
- 10.2.12 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance Department attended a workshop on “Tobacco Control – Data Dissemination” on June 28-29, 2011 at the De Impeccable Banquet Hall. The workshop sponsored by the Ministry of Health through the support of Pan American Health Organisation examined data available from tobacco control research conducted in Guyana, identified priority areas to be addressed during the next five years and developed a strategy to support the passing and implementation of tobacco control legislation.
- 10.2.13 Ms. Rodlyn Semple, Mr. Trumel Redmond and Mr. Al Donavon Fraser, Technical Officers 11 and 1 respectively, of the Conformity Assessment Department attended a two (2) day workshop designed for food manufactures on the Hazard and Critical Control Point (HACCP) system during the period September 05 -06, 2011. The workshop arranged by the Government Analyst Food and Drug Department (GAFD) was held at the Ocean View International Hotel. The main objective of the workshop was to guide participants in understanding the application and documentation of the principles that comprise the system.
- 10.2.14 Heads of Department, Technical Officers, Senior Inspectors, Laboratory Technicians and other member of staff participated in a one (1) day Training on the ASTM International and US Standardization System at the Grand Coastal Hotel on September 20, 2011. The training which was organized by ASTM International in association with the CROSQ was conducted by Mr. Jim Olshefsky, Director, External Relations.
- 10.2.15 A staff retreat arranged by Management of GNBS was held on October 13 -14, 2011 at the Splashmins Fund Park and Resort. The retreat which was held under the theme “Building Team Spirit for Improved Performance” was facilitated by Mr. Edvertus Caesar, Training Consultant who discussed several techniques of building workplace relationships and motivation among staff members.



- 10.2.16 Ms. Rodlyn Semple, Technical Officer 11 of the Conformity Assessment Department attended a workshop on “Direct Assistance Scheme Proposal Writing” on October 28, 2011 at the Regency Hotel. The workshop organized by the Caribbean Export Development Agency GO –INVEST in collaboration with the Caribbean Export Development Agency (Caribbean Export) was facilitated Mr. Kirk Brown, Senior Grant Advisor, Caribbean Export Development Agency and designed to sensitize Business Support Organizations on the introduction of Grants proposal writing and guidelines and the benefits to be obtained from the grant.
- 10.2.17 Mr. Keemo Fyffe, Mr. Alwyn Etwah, Senior Inspectors of the Legal Metrology and Standards Compliance Department, Mr. Edward Melville and Mr. Vishnu Matbadal, Laboratory Technician 111 and 11 respectively, attended a Workshop on “Method Verification and Validation” for laboratories in keeping with the requirements of ISO/IEC 17025 and ISO: 15189 standards during the period November 21-25, 2011 at the Regency Hotel. The workshop hosted by The CARICOM Regional Organisation for Standards and Quality (CROSQ), International American Development Bank (IADB), PTB and Guyana National Bureau of Standards (GNBS) was facilitated by Ms. Genoveva Moreno Ramirex of Mexico. The intention of the workshop was to enable participants to identify the difference between validation and verification methods and recognizing the need for these methods while selecting the performance parameters, including measures of uncertainty depending on the fitness for purpose.
- 10.2.18 The Guyana National Bureau of Standards (GNBS) in association with the Caricom Regional Organisation for Standards and Quality (CROSQ) facilitated a training attachment for Mr. Kyle Kerby and Mr. Simon Nyaaba, Metrologists of the Dominica Bureau of Standards. The training which was conducted by Mr. Kemo Fyffe and Mr. Alwin Etwah, Senior Inspectors of the Legal Metrology and Standards Compliance was held in the Bureau’s Training Room and addressed several areas in volume calibrations particularly in bulk meter calibration.

### 10.1.3 **In House Training**

- 10.1.3.1 On January 25, 2011 Ms. Rodlyn Semple, Technical Officer 11 of the Conformity Assessment Department conducted a training on the "Aims of Standardisation/Standards formulation in the Training Room of the organization. The training was attended by Technical Officers, Technical Secretaries and several non technical staff who were exposed to various methods used in formulating standards.

- 10.1.3.2 In an effort to disseminate information and knowledge obtained at the 43<sup>rd</sup> ITEC Programme on Standardisation and Management Systems held in India and attended by Ms. R. Semple, Technical Officer 11 of the Conformity Assessment Department a half day awareness session was held on February 09, 2011 in the Training Room of the organization. The training was attended by Technical Officers and other Senior Staff within the Organisation. Further, several member of staff who were trained to provide Audit and Consultancy services on behalf of the organisaion attended a two (2) days follow up training in the Training Room of the Bureau. The training was facilitated by Ms. C. Walcott – Bostwick, Head, Conformity Assessment Department.
- 10.1.3.3 The Ethnic Relations Commission conducted an awareness session for staff of the organization on “Promoting Harmony and Good Relations” in the Bureau’s Training Room on March 17, 2011. The session which was facilitated by Bishop Edgehill sensitized staff on the need for tolerance and respect for all races and to examine several ways on fostering harmony within the organization.
- 10.1.3.4 Ms. Rodlyn Semple, Technical Officer 11 of the Conformity Assessment Department conducted an In-house presentation on “Work Place Hazards and Fire Prevention” on April 21, 2011 in the Training Room of the Guyana National Bureau of Standards. The presentation was done in recognition of Occupational Safety and Health month which was celebrated during the period April 01 – 13, 2011. The presentation was aimed at sensitising staff on Fire Prevention and methods used in identifying hazards in the work place.
- 10.1.3.5 Ten (10) Inspectors of the GNBS, Legal Metrology and Standards Compliance Department ( Messers: V. Simon, N. Abzal, A. Cordis, K. Beepat, Q. Troyer, G. Ramnarine, L. Gill, A. Kertzious and D. Ramlakhan) benefitted from an in-House training on “**Investigation of Complaints**” conducted by Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standard Compliance Department on April 28, 2011 in the Conference Room of the GNBS. The objective of the training was to expose Inspectors to methods to be used in investigating complaints.

- 10.1.3.6 Ten Inspectors, Messrs. G. Ramnarine, A. Kerzious. Q. Gibson, V. Simon, K. Beepat, R. Henry, Q. Troyer, L. Gill, N. Abzal, and M. Edwards, of the Legal Metrology and Standard Compliance Department and the Laboratory Services Departments attended an in-House training on “Verification of NAWI” in the Training Room of the organization. The training which was conducted by Mr. Jermaine Softley, Chief Inspector and Mr. Keemo Fyffe, Senior Inspector exposed those in attendance to the practical testing of scales using the new International Organisation of Legal Metrology (OIML) procedures for Non-Automatic Weighing Instruments.
- 10.1.3.7 Ms. Ramrattie Karan, Head Standards Development Department held the first in a series of In-House training on “Setting National Standardisation Strategy (Writing of multi year standards development work programme)” on July 05, 2011 in the Conference Room of the GNBS. The purpose of these sessions was designed to assist staff in understanding and Documenting Standardisation Work Programmes.
- 10.1.3.8 Dr. Marcia Paltoo of the Ministry of Health conducted an In-house presentation on “Diabetes” on July 14 2011 in the Bureau’s Training Room. The Purpose of the presentation was to encourage staff to take cognisance of their health and adopt a healthier lifestyle.
- 10.1.3.9 Thirteen (13) Inspectors from the Legal Metrology and Standard Compliance Department (Messrs. S.Rai, K.Fyffe, L.Gill, G.Ramlakhan, Q.Gibson, S.Critchlow, Q. Troyer, A.Abzal, V.Simon, R.Henry, A.Cordis and A.Kerzious attended a training session on “The Importance of Personal Protective Equipment (PPE)” on July 28, 2011 in the Conference Room of the GNBS. The training was conducted by Ms. Rodlyn Semple, Technical Officer 11 of the Conformity Assessment Department. The primary purpose of the training was to increase awareness among Inspectors on the use of personal protective equipment in the execution of their daily duties.
- 10.1.3.10 Ten (10) Technical Officers from the Conformity Assessment, Standards Development and Information Services Departments attended a one day training on “Identification of Hazards in Food” on July 28, 2011 in the Training Room of the Guyana National Bureau of Standards” The training was designed for Technical Officers who were trained in the Hazard Analysis Critical Control Point (HACCP) to easily identify food hazards. The Facilitators were Ms. Tandeka Barton and Ms. Stacey Alves of the Government Food and Drug Department (GFD).

- 10.1.3.11 Personnel attached to the Laboratory Services Department participated in one day training on “Calibration of Non – Automatic Weighing Instruments” on August 18, 2011 in the Bureau’s Training Room. The training was facilitated by Mr. Vishnu Matbadal, Laboratory Technician 11, who was exposed to overseas training in the area.
- 10.1.3.12 Ms. Roxan Bourne, Senior Information Officer of the Information Services Department conducted a one day training on August 23, 2011 on “Cataloguing , Classification and Indexing” of books and standards and the method of preparing catalogue cards for the staff attached to the Section.
- 10.1.3.13 Personnel attached to the Legal Metrology and Standards Compliance and the Laboratory Services Departments were exposed to a half day training on the “Testing of Garment and Footwear” on August 25, 2011 in the Bureau’s Training Room. The training was facilitate by Mr. Vishnu Matbadal, Laboratory Technician 11, who completed a four (4) weeks training in Trinidad and Tobago on the testing of footwear and garment.
- 10.1.3.14 Technical Officers from the Conformity Assessment, Standards Development, Laboratory Services, Legal Metrology and Standards Compliance Departments and other members of staff within the organization attended a half day awareness session on ASTM International on September 19, 2011 in the Training Room of the GNBS. Mr. James Olshefsky, Director, External Relations briefly outlined the aim and objectives of the organization.
- 10.1.3.15 Senior and Junior Inspectors of the Legal Metrology and Standards Compliance Department participated in a half day training facilitated by Mr. Keemo Fyfee, Senior Inspector on “Tank Calibration” in the Training Room of the Bureau on October 27, 2011
- 10.1.4 **Overseas Conference/meetings.**
- 10.1.4.1 Ms. C.Walcott- Bostwick, Head Conformity Assessment Department attended the RQI Project and Caribbean Cooperation for Accreditation meeting during the period January 10 – 13, 2011 in Barbados. The meeting examined issues that impacted the infrastructure in Guyana and the development of testing and calibration of laboratories and conformity assessment bodies. In addition the meeting focused on the planned activities scheduled for 2011.

- 10.1.4.2 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance Department represented the Bureau at the CARIMET Operational Planning Meeting in St. Kitts from April 04-07, 2011. The purpose of this meeting was to bring together senior Metrology Officers from National Standards Bodies in the Caribbean to discuss issues and develop plans for metrology with the CARIMET sub- region of the Inter American Metrology System (SIM).
- 10.1.4.3 Ms. Candelle Walcott-Bostwick, Head, Conformity Assessment Department at the request of the Pan American Health Organisation and the World Health Organisation (PAHO/WHO) attended a Technical Group workshop to share Guyana's experience in the implementation of the GYS 170 standard "General minimum requirements for operation" during the period June 29-30, 2011 in Port of Spain, Trinidad and Tobago.
- 10.1.4.4 Mr. Shailendra Rai, Head, Legal Metrology and Standard Compliance attended the SIM Annual General Assembly meeting, hosted by the Inter American Metrology System (SIM) in collaboration with the German Metrology Institution (PTB) during the period November 07-08, 2011 in Argentina. The meeting brought together representatives from 34 Member States of the Organisation of American States with responsibility for metrology in their respective countries that examined and developed an agenda for the coordination of efforts at upgrading the Caribbean Measurement System, sharing of ideas and expertise and chartering the way forward for Metrology in the future.
- 10.1.4.5 Mr. Jermaine Softley, Chief Inspector of the Legal Metrology and Standards Compliance Department attended the NMI-Metrology User Relations meeting, hosted by the Inter American Metrology System (SIM) in collaboration with the German Metrology Institution (PTB) on November 09, 2011 in Argentina. The purpose of the meeting was to enable the National Metrology Institutes of the region to cooperate in a regional network and provide the critical services to industries in the area of Legal and Industrial Metrology.
- 10.2 **Representation at meetings/workshops, etc**
- 10.2.1 Mr. Iran Ali, Technical Officer 1 of the Standards Development Department represented the Bureau at the Fire Advisory Board meeting on January 26, 2011 in the Board Room of the Ministry of Home Affairs. The agenda of the meeting was to review the Board's Annual Report and develop an Action Plan for 2011.

- 10.2.2 Mr. Shailendra Rai, Mr. Jermaine Softley and Mr. Alwin Etwah, of the Legal Metrology and Standards Compliance Department attended a meeting in the Board Room of the Guyana Water Inc. on January 26, 2011. The purpose of the meeting was to discuss the verification of water meters.
- 10.2.3 Ms. Ramrattie Karan, Head of the Standards Development Department represented the Bureau at a meeting organized by the Pan American Health Organisation (PAHO) on January 26, 2011 in the organization's Board Room. The objective of the meeting was to gather information on tobacco regulations.
- 10.2.4 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department represented the Bureau at a Business Luncheon on January 28, 2011 at the Regency Suites /Hotel. The luncheon was organized by the Guyana Manufacturing and Services Association Ltd. (GMSA). During the luncheon a featured address was delivered by Mr. Wenzhe Yu, Ambassador of the Republic of China who shared information on the business relationship between Guyana and China.
- 10.2.5 The Small Business Bureau in fulfilling its mandate as facilitator and advocate on issues affecting small business invited Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department through the Ministry of Tourism, Industry and Commerce to deliver a presentation on the "Product Inspection Procedure" at a workshop on March 29, 2011 at the Custom and Trade Administration. The workshop was designed to apprise small business operators desirous of exporting products, of the procedures under the Custom and Trade Administration.
- 10.2.6 Ms. Evadnie Enniss, Executive Director (ag) represented the Bureau at the 121<sup>st</sup> Annual General Meeting of the Georgetown Chamber of Commerce and Industry on March 31, 2011. The meeting which was held at Duke Lodge, allowed the membership to reflect on the stewardship of the institution with peers and other in the business sectors in the society.
- 10.2.7 Mr. Iran Ali, Technical Officer 1 of the Standards Development Department represented the Bureau at the Fire Advisory Board Meeting in the Conference Room of the Ministry of Home Affairs on March 22, 2011. The main purpose of the meeting was to examine recommendations and same submit for approval by the Minister of Home Affairs.

- 10.2.8 Mr. Lloyd David, Public Relations Officer, of the Information Services Department represented the Bureau at a one (1) day workshop on April 01, 2011 in commemoration of World Consumer Rights Days at the Guyana International Conference Centre, Liliendaal. Mr. David gave a brief presentation under the theme “Consumers for Fair Financial Services.
- 10.2.9 Mr. Abidin Mohamed, Technical Officer 11, of the Conformity Assessment Department attended the Commissioning of the Pesticides and Toxic Chemicals Control Board Administrative Building and Supporting Equipment on April 13, 2011 in National Agriculture Research Institute (NARI) Compound, Mon Repos, East Coast Demerara. The activity was conducted by Dr. Leslie Munroe, Chairman of the Pesticides and Toxic Chemical Control Board; Mr. Jimmy Bojedat, Project Coordinator, Agriculture Sector and Development Unit, and the Honourable Mr. Robert Persaud, Minister of Agriculture.
- 10.2.10 Ms. Evadnie Enniss, Executive Director (ag) represented the Bureau at a meeting on May 19, 2011 at the Ministry of Health Board Room. The agenda of the meeting was to discuss the procedures for the licensing of Alcohol.
- 10.2.11 Ms. Ramattie Karan, Head Standards Development Department attended the Tobacco Control Committee meeting on May 20, 2011 at the Ministry of Health Boardroom. The scheduled meeting was to discuss the tobacco control regulations.
- 10.2.12 Ms. Evadnie Enniss, Executive Director (ag) represented the Bureau at a Business Luncheon organized by the Guyana Manufacturing and Services Association (GMSA) at the Essequibo Room of the Guyana Pegasus on May 25, 2011. During the luncheon Presidential Candidates discussed their political landscape and the nation’s changes for future economic growth .
- 10.2.13 Ms. Evadnie Enniss, Executive Director (ag.) represented the Bureau at the launching of the Ministry’s “Smoke – Free Zone” on June 01, 2011 at the Boardroom of the Ministry of Tourism, Industry and Commerce.
- 10.2.14 Ms. Evadnie Enniss , Executive Director (Ag.), Ms. Ramrattie Karan , Head, Standards Development Department and Mr. Shailendra Rai, Head, Legal Metrology and Standard Compliance Department represented the Bureau at a meeting on July 01, 2011 at De Impeccable Hall on Brickdam and Sandeman Place. The purpose of the meeting was to discuss the development of tobacco control legislation for Guyana.

- 10.2.15 Mr. Iran Ali , Technical Officer 1 of the Standards Development Department attended the 3<sup>rd</sup> Statutory meeting of the Fire Advisory Board, on July 13, 2011 at the Ministry of Home Affairs Board Room. The purpose of the meeting was to discuss the demolition of derelict buildings and the upgrading of several buildings.
- 10.2.16 Ms. Joyann Fanfair, Administrative Officer of the Administration Department attended the closing session of the 22<sup>nd</sup> Occupational Safety and Health Certificate Course on July 14, 2011 at Institute of Distance and Continuing Education (IDCE) Lecture Hall, Queens College Compound which was attended by Ms. Rodlyn Semple, Technical Officer 11 of the Conformity Assessment Department. In brief closing remarks by the organizers and Lectures advice was given for the effective use of the skills acquired to be used within the various organizations, as a core of persons were now cable of identifying Safety and Health Hazards at their respective organizations and to formulate an effective accident prevention program.
- 10.2.17 Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department represented the Bureau at a breakfast presentation of the Draft Tobacco Control Legislation Bill on September 07, 2011 at Cara Lodge. The presentation was arranged by the Demerara Tobacco Company in collaboration with the Georgetown Chamber of Commerce and Industry (GCCCI).
- 10.2.18 Mr. Hemraj Sanichara, Metrification Officer of the Information Services Department represented the Bureau at an Education Fair on September 23, 2011. The Fair arrange in collaboration with the Ministry of Education in observation of Education Month was held at the Ministry of Education Sports Complex. The objective of attendance at the fair was to sensitize students of the operations of various organizations.
- 10.2.19 Ms. Roxan Bourne, Senior Information Officer of the Information Services Department attended the 19<sup>th</sup> Biennial Delgates' Conference of the Guyana Public Service Union (GPSU), during the period September 28 -30, 2011 at the Union Headquarters. During the dialogue, delegates' from the ten (10) Administrative Regions of Guyana reviewed the Biennium and examine the way forward for the next two (2) years.
- 10.2.20 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department represented the Bureau at the National Competitiveness Summit on September 29, 2011 at the Guyana International Conference Centre (GNCC).



- 10.2.21 Mr. S. Rai, Head, Legal Metrology and Standards Compliance Department represented the Bureau at the Annual Award Luncheon of the Georgetown Chamber of Commerce and Industry on September 30, 2011 at the Georgetown Club.
- 10.2.22 Ms. Andrea Mendonca, Technical Officer 1 of Standards Development Department represented the Bureau at Launching of “Doing Business in Guyana “Investment Seminar “on September 30, 2011 at the Guyana International Conference Centre.
- 10.2.23 The Ministry of Tourism Industry and Commerce, Consumer Affairs Division in observance of World Consumer Rights Day which was held under the theme “Consumers for Fair Financial Services” conducted a three (3) days workshop during the period October 05- 07, 2011 at the Bartica Community Centre, Bartica. Mr. Lloyd David, Public Relations Officer of the Information Services Department was invited to deliver the feature address to Grades10/11Students of Barticia on their rights and responsibilities. During the workshop a competition was held of which he was also requested to perform the duty of a judge.
- 10.2.24 Ms. Evadnie Ennis, Executive Director (Ag.) attended the launching and distribution Ceremony of the “One Laptop Per Family Project” on November 08, 2011 at the National Cultural Centre.
- 10.2.25 Mr. Keemo Fyffe, Senior Inspector of the Legal Metrology and Standards Compliance Department attend a business luncheon on November 10, 2011 at the Regency Hotel. The luncheon hosted by the Guyana Manufacturing and Services Association Limited (GMSA) formed part of its private sector awareness programme.
- 10.2.26 Ms. Evadnie Ennis, Executive Director (Ag.) attended a meeting hosted by the Ministry of Health in collaboration with the Pan American Health Organisation (PAHO) on November 10, 2011 at the Cara Lodge Hotel. The purpose of the meeting was to discuss the development of an Alcohol Control Plan for Guyana

### 10.3 **Personnel Matters**

- 10.3.1 The Administration Department in collaboration with the Information Services Department (Public Relation Division) participated in the University of Guyana Open Career Day on February 18, 2011 at the University of Guyana Turkeyen Campus. The Career Day provided the opportunity to promote the various positions, activities and opportunity available within the organization.

### 10.3.2 **Staff Appreciation**

The staff appreciation and Long Service Ceremony was held on October 14, 2011 in the Conference Room of the Splashmins Fun Park and Resort. Ms. Ramrattie Karan, Head of the Standardisation Department, Ms. Marcia Austin, Accountant and Ms. Roxan Bourne, Senior Information Officer, of the Information Services Department were honoured for their long and dedicated service to the organization. Ms. E. Enniss, Executive Director (ag) expressed gratitude to the awardees for their sterling contribution during the years. Mr. Edvertus Caesar, Training Consultant distributed certificates and gifts to the awardees.

10.3.3 The second quarterly staff meeting was held on May 09, 2011 in the Training Room of the Bureau. At the meeting Heads of Department briefly reflected on their achievements and projections for the third quarter of the year.

### 10.3.5 **Recruitment**

The following persons were employed during the period at caption:-

<b>Name</b>	<b>Department</b>	<b>Designation</b>	<b>Effective Date of Employment</b>
Mr. Delon Charles	Administration	Office Assistant	February 07, 2011
Mr. Jerome Troyer	Administration	Vehicle Driver	March 30, 2011
Mr. David Cummings	Information Services Department	Network Administrator	December 19, 2011.

### 10.3.6 **Appointment**

Mr. Hubert Braithwaite, the former Office Assistant of the Administration Department was appointed Information Assistant with effect from February 01, 2011.

10.3.7 **Confirmation**

Mr. Delon Charles, Office Assistant, Mr. Jerome Troyer, Vehicle Driver of the Administration Department and Mr. Vijai Simon, Inspector 1 of the Legal Metrology and Standards Compliance Department were confirmed in their respective positions with effect from August 01 and 02, 2011 respectively.

10.3.8 **Transfer**

Mr. Vijai Simon, Inspector 1 of the Legal Metrology and Standards Compliance Department was re – transferred to the Lethem Office with effect from December 01, 2011.

10.3.9 **Resignation**

<b>Name</b>	<b>Department</b>	<b>Designation</b>	<b>Effective Date of Resignation</b>
Mr. Michael James	Legal Metrology and Standards Compliance	Inspector 1	November 19, 2011
Mr. Khemraj Bhoowan	Information Services Department	Network Administrator	November 11, 2011
Mr. Chandradat Persaud	Laboratory Services Department	Laboratory Services Department	December 18, 2011

10.3.10 **Leave**

During the year in review employees proceeded on annual leave as was scheduled.

10.4 Registry

10.4.1 **Nine hundred and fourteen (914)** documents were typed, three thousand three hundred and seven (3,307) dispatched and eight hundred and eighty three (883) documents filed during the year at caption.

## 10.5 **Rendering Administrative Support**

Forty (40) meetings were convened during 2011. In addition administrative support was rendered to several activities organized by the various departments within the organization. These included the launching of the Management Systems Consultancy, Training and Audit Services held at Regency Hotel on February 11, 2011, the Small Business Council workshop organized by the Bureau in collaboration with the Ministry of Tourism, Industry and Commerce on March 23 -24, 2011, at the Ministry's Boardroom and a series of training organized by the Conformity Assessment Department and World Accreditation Day on June, 09, 2011 . In addition, administrative support was rendered to facilitate an educational tour on November 15, 2011 of seventeen (17) students from the New Silver City Secondary School who visited the organization to gain a better understanding of the operations of GNBS.

## 10.6 **Maintenance**

### 10.6.1 **Vehicle Maintenance**

During the period under review the Bureau's fleet of vehicles was serviced , expired licenses, vehicle insurances and fitness were renewed. In addition, one use engine was purchased for vehicle number PJJ 7441. Repairs were done to the head joint of vehicle number PFF 6922, exhaust and manifold joint to PJJ 7441 and complete steam cleaning of its interior.

### 10.6.2 **Building Maintenance**

As management continued to improve services offered to consumers construction work was done at the Southern section of the building (formerly rice laboratory) to house the concrete testing equipment. The floor of the Tank Wagon Compartment Calibration laboratory was re-casted to allow the flow of water during calibration. Minor repairs were done on the water meter test bench and two water tanks were installed. Repairs were also done to the western side of the roof. A concrete structure was erected on the eastern side of the building to house the generator switch to facilitate the linkage to the generator used in the Exhibition Complex during power outage. A concrete walkway with an overhead shed was constructed on the exterior of the western side of the Mass Laboratory. Further, one wooden cabinet and two (2) counter tops were constructed for the Reference Laboratory and the Head of the Conformity Assessment Department.

### 10.6.3 **Equipment Maintenance**

During the period covered by the report, computers were serviced as scheduled and repairs done as the need arise.

## 10.7 **FINANCE**

The GNBS receives a subvention/annual budget from the Ministry of Finance and also generates income from various programmes.

### 10.7.1 **Subvention**

A budget of \$139.8M was submitted to the Ministry of Finance for the year 2011; however the organization received an amount of \$103.7M which was broken down as, \$87.5 M for employment costs and \$16.2M as other charges.

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

**Table 22**  
**Major Expenses**

<b>Chart of a/c</b>	<b>Line Item</b>	<b>Amount</b>
101-106	Wages & Salaries	68,561
201-205	Overhead Expenditure	18,949
121-124	Materials Equipment & Supplies	1,350
131	Fuel & Lubricants	3,960
141-143	Rental & Maintenance of Building	255
161-165	Transport, Travel & Postage	1,430
171-173	Utility Charges	6,765
181-184	Other Goods & Services	1,334
191-194	Other Operating Charges	1,140
	<b>Total</b>	<b>\$103,744</b>

In addition, the amount of 5.0 M was allocated by government to facilitate the payment of 8% salary increase to staff for the year 2011.

## 10.7.2 OTHER INCOME

Other Income received/generated for the period January to December 2011 totaled 30.5M from the various programmes as stated in table 22 below which was utilized to partly offset operational expenses during the year due to the unavailability of adequate Government funds allocated after budget cut.

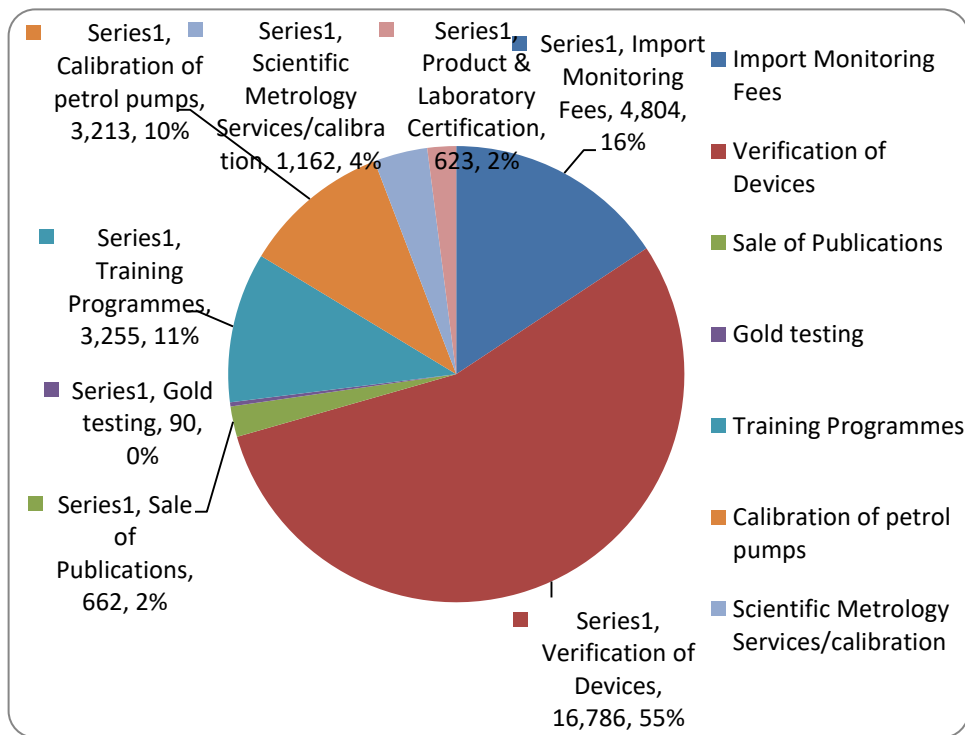
**Table 23** shows Income generated for 2011.

**Table 23**  
**Income Generated**

<b>Revenue Centres</b>	<b>Amount</b>
Import Monitoring Fees	4,804
Verification of Devices	16,786
Sale of Publications	662
Gold testing	90
Training Programmes	3,255
Calibration of petrol pumps	3,213
Scientific Metrology Services/calibration	1,162
Product & Laboratory Certification	623
<b>Total</b>	<b>30,595</b>

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

**Figure 10**  
**Income Generated by Revenue Centers**



**Table 24.** Shows expenses offset from Income generated.

**Table 24.**  
**Expenses incurred**

Expenses	Amount
Goods and Services	4,370
Travel/postage Expenses & Subsistence	6,440
Public Utility & Fuel Charges	7,700
Maintenance of Building & Equipment	2,000
Rental of Building	0
Maintenance of Vehicle	1,000
Training	1,200
Fees & payment to International Organization	2,814
Employer Pension contribution	2,940
<b>TOTAL</b>	<b>\$28,464</b>

The financial year 2011 has not been without its challenges for the GNBS. The annual budget (Government Subvention) had been cut by 28 million dollars as a result the organization was committed to offsetting current year expenses & liabilities for previous year (2010) from the income generated. This also adversely affected activities planned to be carried out according to the work programme.

**Table 25** shows projection and actual funds generated during the year 2011 and projections for the year, 2012.

**Figure 25**  
**Revenue Generated for 2011 & Projection for 2012**

<b>Revenue Centers</b>	<b>Revenue projection 2011</b>	<b>Revenue Generated 2011</b>	<b>Revenue Projections 2012</b>
Import Monitoring Fees	12,000	4,804	8,000
Verification of Devices	25,000	16,786	17,000
Sale of Publications	700	662	800
Calibration of Petrol pump	2,800	3,213	4,000
Scientific Metrology Services/calibration	2,000	1,875	2,500
Training Programmes	3,000	3,255	2,000
<b>TOTAL</b>	<b>45,500</b>	<b>30,595</b>	<b>34,300</b>

**Table 26.** Shows Government Subvention and Capital releases received over the period 2006-2011, and revenue generated over the said period.

**Table 26.**  
**Government contribution and Revenue received**

<b>Revenue Centers</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Subvention	69,300	73,695	76,890	85,354	92,964	103,731
Capital	10,000	12,000	16,000	6,000	7,000	10,500
Revenue	23,746	22,830	27,355	42,191	45,097	30,595
<b>TOTAL</b>	<b>103,046</b>	<b>108,525</b>	<b>120,245</b>	<b>133,545</b>	<b>145,061</b>	<b>144,826</b>

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



**Table 27** shows amounts remitted on behalf of staff by the organization for the year, 2011.

**Table 27.  
Employer & Employees remittance for 2011**

<b>Headings</b>	<b>Employee</b>	<b>Employer</b>
Health Insurance	710,446	10,67,503
National Insurance Scheme	2,992,922	4,488,810
Pension	2,939,759	2,939,759
Income Tax	10,012,651	0
<b>TOTAL</b>	<b>16,655,778</b>	<b>7,428,569</b>

**Note:** The Bureau remitted a total of 16.5 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 7.4 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 \$10M for 2011.

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

- One Mass comparator

However, the entire amount allotted amount was not utilized to purchase capital item as requested, so a request was made to the Ministry of Finance through the Chief Planning Officer to utilize our savings to purchase masses to facilitate the calibration of the mass comparator. This was also approved during the month of December, 2011 and therefore would be acquired in January, 2012.

### 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 28

**Table 28**  
**Overseas Payment for 2011**

<b>Agency</b>	<b>Details</b>	<b>Amount</b>
I.S.O.	Annual membership fee for 2011	\$800,000
COPANT	Annual membership fee for 2010&2011	\$294,400
NCSL International	Annual membership fee for 2011	\$ 67,950
U.S. Metric Association	Annual membership fee for 2011	\$ 7,180
AATC	Annual membership fee for 2012	\$145,140.
FLUKE, Gaylord, Jamaican Bureau of Standards, ISO..ETC	Services, Standards & security seals purchased	\$1,498,463
<b>TOTAL</b>		<b>\$2,813,133.</b>

## **APPENDIX 1**

### **TECHNICAL COMMITTEES OF THE GUYANA NATIONAL BUREAU OF STANDARDS**

Standards are formulated by the work of Technical Committees comprising persons from various interest groups such as producers, consumers, technologists and professionals from private and public sectors. This type of partnership allows for transparency, openness and consensus to be achieved in the development of the standard. This approach, although time consuming, allows for adopted standards to be more readily accepted by all parties.

The following Technical Committees currently operate under the auspices of the Bureau:

**Table 1**

**Technical Committees**

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

## **APPENDIX 2**

### **STANDARDS DEVELOPMENT PROCESS**

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

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

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

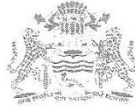
The draft document is then made available for general public comments. All interested parties, by means of a notice in the press, are invited to comment within a sixty (60) day period. In addition, copies are sent to those known to be interested in the subject.

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

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

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

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



*Audit Office of Guyana*

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AG: 12 /2018

2 February 2018

REPORT OF THE AUDITOR GENERAL  
ON THE GUYANA NATIONAL BUREAU OF STANDARDS  
ON THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2011

Chartered Accountants PKF Barcellos Narine and Company have audited on my behalf the financial statements of the Guyana National Bureau of Standards, which comprise the statement of financial position as at 31 December 2011, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended, and a summary of significant accounting policies and other explanatory information as set out on pages 3 to 11.

*Management's responsibility for the financial statements*

Management is responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reporting Standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

*Auditor's responsibility*

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with International Standards on Auditing (ISAs) issued by the International Federation of Accountants (IFAC), the International Standards of Supreme Audit Institutions (ISSAIs) and the Audit Act 2004. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

As required by the Audit Act 2004, I have reviewed the audit plan and procedures, working papers, report and opinion of the Chartered Accountants. I have also had detailed discussions with the Chartered Accountants on all matters of significance to the audit and had carried out additional examinations, as necessary, in arriving at my opinion.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

*Emphasis of Matter*

Submission of Audited Financial Statements

The Guyana National Bureau of Standards Act (Cap. 90:16) Section 38 requires the submission of the Audited Financial Statements within six (6) months after the year end. The Corporation is non compliant with the Act, which can impact funding from Parliament.

Financing from Government of Guyana

The Corporation has a balance of G\$128.31M, from the Government of Guyana, classified as Equity. I was unable to determine when and why this was given to the Bureau. International Accounting Standard Rule 20 requires that grant given should be matched against the expenses it was intended for on a systematic basis.

Compliance with International Financial Reporting Standards (IFRS)

The Financial Statements does not adequately disclose the accounting policies and disclosure notes as required by the IFRS although Note 1 stated that these financial statements are prepared in accordance with Generally Accepted Accounting Principles (GAAP).

Pension Scheme

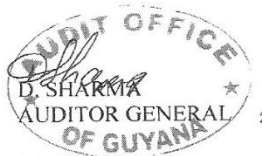
The Corporation contributes to a Pension Scheme for its employees and they are obligated to settle all expenses towards managing and administering the Scheme. The Scheme requires an actuarial valuation every three years. No evaluation was presented to me to determine if the Scheme is fully funded.

Miscellaneous Allowances

During the year, the Corporation paid tax free allowances amounting to G\$14.41M, without the approval of the Guyana Revenue Authority, which may assess for Income Tax on the full amount or partial. The amount of tax if fully assessed would be G\$6.09M.

*Opinion*

In my opinion, except for the matters listed under the Emphasis of Matter paragraphs, the financial statements presents fairly, in all material respects, the financial position of Guyana National Bureau of Standards as at 31 December 2011, and its financial performance and its cash flows for the year ended.



AUDIT OFFICE  
63 HIGH STREET  
KINGSTON  
GEORGETOWN  
GUYANA

GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF FINANCIAL POSITION  
DECEMBER 31, 2011

ASSETS	Notes	G \$	G \$ 2010
<b>Non Current Asset</b>			
Property Plant and Equipment	3	60,188,524	60,310,067
<b>Current Assets</b>			
Debtors	4	3,264,292	2,072,474
Cash in Bank/Hand	5	<u>21,252,303</u>	<u>7,253,794</u>
		<u>24,516,595</u>	<u>9,326,268</u>
<b>Total Assets</b>		<u>84,705,119</u>	<u>69,636,335</u>
 <b>FINANCED BY:</b>			
Government of Guyana		128,316,951	119,286,951
Accumulated Deficit		<u>(44,728,125)</u>	<u>(51,286,750)</u>
		83,588,826	68,000,201
<b>Current Liabilities</b>			
Creditors and Accruals	6	1,135,882	1,639,146
Suspense Account		<u>(19,589)</u>	<u>(3,012)</u>
		<u>1,116,293</u>	<u>1,636,134</u>
<b>Total Equity and Liabilities</b>		<u>84,705,119</u>	<u>69,636,335</u>

The financial statements have been approved for issuance by Management.....

ACCOUNTANT – Guyana National Bureau of Standards: .....

DIRECTOR – Guyana National Bureau of Standards: .....



GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED DECEMBER 31, 2011

	Notes	G \$	G \$ 2010
<b>Operating Income</b>			
Government Subvention	7	111,391,645	93,059,988
Income	8	<u>55,945,208</u>	<u>65,136,692</u>
		167,336,853	158,196,680
<b>Operating Expenditure</b>			
Employment Cost	9	91,549,450	85,730,246
Office Expenses	10	13,086,469	12,611,552
Other Admin Expenses	11	17,594,190	18,813,822
Others Goods and Services	12	22,705,681	24,158,413
Depreciation		<u>15,842,446</u>	<u>14,597,609</u>
		<u>160,778,236</u>	<u>155,911,642</u>
<b>Net Surplus from Operations</b>		<u><u>6,558,617</u></u>	<u><u>2,285,038</u></u>

GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 31 DECEMBER 2011

	Government of Guyana G \$	Accumulated Deficit G \$	Total Equity G \$
Balance as at 1 January 2010	112,286,951	(53,571,788)	58,715,163
Funds From Resources	7,000,000	-	7,000,000
Net Surplus for the year	<u>-</u>	<u>2,285,046</u>	<u>2,285,046</u>
Balance as at 31 December 2010	<u>119,286,951</u>	<u>(51,286,742)</u>	<u>68,000,209</u>
Balance as at 1 January 2011	119,286,951	(51,286,742)	68,000,209
Funds From Resources	9,030,000	-	9,030,000
Net Surplus for the year	<u>-</u>	<u>6,558,617</u>	<u>6,558,617</u>
Balance as at 31 December 2011	<u>128,316,951</u>	<u>(44,728,125)</u>	<u>83,588,826</u>

GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED DECEMBER 31, 2011

	G \$	G \$	G \$
<b>Cash Flow from Operating Activities</b>			
Net Comprehensive Income for the year		6,558,617	2,285,038
<b>Adjustments for:</b>			
Suspense		(19,589)	(3,012)
Depreciation		<u>15,842,446</u>	<u>14,597,609</u>
<b>Operating Profit Before Working Capital</b>		22,381,474	16,879,635
<b>Working Capital Changes</b>			
Debtors	(1,191,818)		(833,550)
Creditors and Accruals	<u>(503,264)</u>		<u>(2,750,380)</u>
		<u>(1,695,082)</u>	<u>(3,583,930)</u>
<b>Net Cash Flow Generated from Operations</b>		20,686,392	13,295,705
<b>Cash Flow from Investing Activity</b>			
Purchase of Tangible Fixed Assets		<u>(15,720,903)</u>	<u>(18,642,434)</u>
<b>Net Cash Inflow/(Outflow) from Investing Activity</b>		4,965,489	(5,346,729)
<b>Cash Flow from Financing Activity</b>			
Funds from Other Resources		<u>9,030,000</u>	<u>7,000,000</u>
<b>Net Increase in Cash and Cash Equivalents</b>		13,998,509	1,653,271
Cash and Cash Equivalents - January 1		<u>7,253,794</u>	<u>5,600,523</u>
Cash and Cash Equivalents - December 31		<u><u>21,252,303</u></u>	<u><u>7,253,794</u></u>
<b>Analysis of Cash in Hand and Bank as at December 31</b>			
Cash on Hand		50,006	50,006
Bank		<u>21,202,297</u>	<u>7,203,788</u>
		<u><u>21,252,303</u></u>	<u><u>7,253,794</u></u>

GUYANA NATIONAL BUREAU OF STANDARDS  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED DECEMBER 31, 2011

**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 organisations 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 for economic development and consumer protection through standards development and consumer protection in partnership with key sectors through Standards, Metrology and Conformity Assessment.

**GNBS Objective**

The objective of the Guyana National Bureau of Standards is to promote standardization and quality systems in the production and importation of goods and services for the protection of the consumer and to advance local and foreign thereby improving the quality of life for the people of Guyana, outlined in the Guyana National Bureau of Standards 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 estimated 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 purchased during that year.

GUYANA NATIONAL BUREAU OF STANDARDS  
 NOTES TO THE FINANCIAL STATEMENTS  
 FOR THE YEAR ENDED DECEMBER 31, 2011

3. Fixed Assets Schedule	Sundry Equipment and Office Furniture & Equipment G \$	Motor Vehicle G \$	Total G \$
Cost/Valuation			
January 1 2011	147,277,415	14,075,000	161,352,415
Additions during the year	<u>15,720,903</u>	<u>-</u>	<u>15,720,903</u>
December 31 2011	<u>162,998,318</u>	<u>14,075,000</u>	<u>177,073,318</u>
Accumulated Depreciation			
January 1 2011	92,959,848	8,082,500	101,042,348
Depreciation for year	<u>14,854,946</u>	<u>987,500</u>	<u>15,842,446</u>
December 31 2011	<u>107,814,794</u>	<u>9,070,000</u>	<u>116,884,794</u>
Net Book Values:			
December 31 2011	<u>55,183,524</u>	<u>5,005,000</u>	<u>60,188,524</u>
December 31 2010	<u>54,317,567</u>	<u>5,992,500</u>	<u>60,310,067</u>



GUYANA NATIONAL BUREAU OF STANDARDS  
 NOTES TO THE FINANCIAL STATEMENTS  
 FOR THE YEAR ENDED DECEMBER 31, 2011

4. Staff Debtors	G \$	G \$ 2010
Staff Debtors	<u>3,264,292</u>	<u>2,072,474</u>
5. Cash in Bank/Hand		
Cash in Bank A/C #: 688-109-8	6,158,006	1,688,984
Cash in Bank A/C #: 688-746-7	15,044,291	5,514,804
Cash in Hand	<u>50,006</u>	<u>50,006</u>
	<u>21,252,303</u>	<u>7,253,794</u>
6. Creditors and Accruals		
Accruals	1,110,930	1,615,075
PAYE (C. Bacchus)	8,561	8,556
NIS (C. Bacchus, M. Peters etal)	11,212	11,218
Union Dues (A. Nelson)	700	700
Pension	(7)	111
Health Insurance	<u>4,486</u>	<u>3,486</u>
	<u>1,135,882</u>	<u>1,639,146</u>

7. Government Subvention

Income is derived principally from contribution secured from Central Government.

8. Income

Income earned during the year from such activities as registration of importers, course fees and verification of devices.

GUYANA NATIONAL BUREAU OF STANDARDS  
 NOTES TO THE FINANCIAL STATEMENTS  
 FOR THE YEAR ENDED DECEMBER 31, 2011

9. Employment Cost	G \$	G \$ 2010
Administrative Salary	9,387,346	8,698,637
Senior Technical	10,381,478	9,612,477
Other Technical and Craft Skilled	32,364,478	29,576,700
Clerical and Office Support	10,958,006	9,630,439
Semi-Skilled and Unskilled	4,468,990	4,270,892
Contracted Employee	282,775	2,487,715
Overtime	135,000	141,000
Employers, Contribution to NIS	4,842,458	3,835,792
Pension, Gratuity & Health Scheme	4,313,798	3,667,114
Miscellaneous Allowances	<u>14,415,121</u>	<u>13,809,480</u>
	<u>91,549,450</u>	<u>85,730,246</u>
10. Office Expenses		
Drugs and Medical Supplies	-	23,945
Field Materials and Supplies	259,754	253,674
Office Materials and Supplies	4,746,954	4,973,252
Print and Non-Print	897,671	972,310
Travelling and Subsistence, etc.	6,475,858	5,681,070
Postage and Telex	87,368	89,030
Janitorial and Cleaning Expenses	<u>618,864</u>	<u>618,271</u>
	<u>13,086,469</u>	<u>12,611,552</u>



GUYANA NATIONAL BUREAU OF STANDARDS  
 NOTES TO THE FINANCIAL STATEMENTS  
 FOR THE YEAR ENDED DECEMBER 31, 2011

11. Other Administrative Expenses	G \$	G \$ 2010
Maintenance and Rental of Building	5,046,289	3,953,152
Telephone and Electricity	7,599,984	10,329,927
Equipment Maintenance	4,174,004	1,522,862
Security Services	270,000	-
Others Service (184)	503,913	3,007,881
	<u>17,594,190</u>	<u>18,813,822</u>
12. Others Goods and Services		
Fuel and Lubricants	4,944,305	4,038,057
Motor Vehicle Spares and Repairs	4,577,039	2,636,413
Overseas Conference	788,992	2,644,759
Refreshments and Meals	3,397,023	2,783,982
Training	65,000	2,548,185
Others (194)	8,933,322	9,505,017
Public Debt	-	2,000
	<u>22,705,681</u>	<u>24,158,413</u>