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Building Equity and Economic Participation

(BEEP Project)

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Report on

ADVISORY COMMITTEE WORKPLAN WORKSHOP

August - September 1997

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October, 1997

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REPORT ON CONSUMER WORK PLAN WORKSHOP FOR CONSUMER PROTECTION ADVISORY COMMITTEE

SEPTEMBER, 1997

1 BACKGROUND

“A problem confronting the Consumer Affairs Division (CAD) and the Guyana National Bureau of Standards (GNBS) is effective communication and co-ordination among the various consumer protection groups seeking to improve standards and their enforcement. To address this issue, a key element in the GNBS/Consumer Affairs strategic plan is the formation of a Consumer Protection Advisory Committee to comprise representatives of the various public and private sector Consumer Affairs agencies and organisations. The Committee will work together to co-ordinate efforts among the network entities and provide guidance to enforcement of policies, regulations and standards and their enforcement. Assistance is requested to prepare the annual work plan in collaboration with the Committee and to work with Committee members to complete protocols and procedures for the Committee’s operations.”

Source: Extract from Terms of Reference Document by BEEP

2 ACRONYMNS used in this document

CAD	CONSUMER AFFAIRS DIVISION
CPAC	CONSUMER PROTECTION ADVISORY COMMITTEE
CAB	CONSUMER ADVISORY BUREAU
GCA	GUYANA CONSUMERS ASSOCIATION
GNBS	GUYANA NATIONAL BUREAU OF STANDARDS
MTT & I	MINISTRY OF TRADE, TOURISM & INDUSTRY

3 MEMBER AGENCIES OF CONSUMER PROTECTION ADVISORY COMMITTEE & THEIR REPRESENTATIVES

1	Consumer Protection Advisory Committee	Permanent Secretary Neville Totaram	Chairman
2	Consumer Affairs Division	Paul Wharton Clifford Zammett Joseph Cumberbatch	Director Senior Foreign Trade Officer Senior Consumer Affairs Officer
3	Consumer Advisory Bureau	Eileen Cox	Vice President
4	Guyana Consumers Association	John Da Silva	2 nd Vice President
5	Guyana National Bureau of Standards	Dr C Ramcharran Ms Sheree Trotman	Director Deputy Director
6	Food and Drug Department	Marilyn Collins	Director
7	Ministry of Agriculture	Capt Bard	Representative of Ministry of Agriculture

4 SCOPE OF CONSULTANCY

“The consultant will

- (a) Review the decisions of the Consumer Protection Committee to date
- (b) Design and implement a planning workshop with the Committee to review protocols and procedures and to develop a work plan
- (c) Following the workshop, prepare a summary of results including the work plan and recommendations for effective operations of the Committee ”

5 NECESSARY PRECURSOR TO MAJOR WORK PLAN WORKSHOP

As a result of

- (a) diagnostic work done with the member agencies of the Consumer Advisory Protection Committee in June 1997, and
- (b) the lack of activity during the last year,

it was necessary to do some diagnostic work with the agencies prior to beginning the Work plan Workshop. This resulted in a necessary Team-Building Workshop, in order to prepare the ground for the later substantive work as required by the Consultancy.

- The Committee was a set of individuals from separate agencies but there was no bonding
- They seemed to be in competition with each other, or to be trying to out-do each other
- There was no collaboration in their activities
- They needed leadership and guidance to assist them to work in accordance with the terms of reference given them

The team derived much benefit from the Team-Building workshop

(Please see Consultants Assessment on page 8)

5.1 TEAM-BUILDING WORKSHOP

Date: Tuesday August 26, 1997
Time: 9 00am – 12 00 noon
1 30pm – 3 30pm
Venue: Ministry of Trade, Tourism and Industry

PARTICIPANTS

Mr Paul Wharton – Director Consumer Affairs Division
Mr Clifford Zammett – Senior Foreign Trade Officer
Mr Joseph Cumberbatch – Senior Consumer Affairs Officer
Ms Eileen Cox – President, Consumer Advisory Bureau
Mr Michael Wade – Deputy Government Analyst
Mr John Da Silva – 2nd Vice President, Guyana Consumers Association
Ms Sheree Trotman – Assistant Director, GNBS

5.2 PROGRAMME FOR TEAM-BUILDING WORKSHOP

Team-Building Workshop Programme is at Appendix 'A' *not attached*

5.3 TEAM VALUES

The following Team Values were decided on by the Committee and served the members well during the Work Plan Workshop

PATIENCE

HUMILITY

COMMITMENT

INVOLVEMENT

PARTICIPATION

INTEGRITY

OPEN COMMUNICATION

FLEXIBILITY

INCLUSIVITY

PREPAREDNESS

ENDURANCE

CORRECTIVE ACTION

SENSE OF HUMOUR

5 4 PARTICIPANTS' EVALUATION

“I have found the workshop very useful in that it has given me a more thorough understanding of the importance of working together as a team I am also very impressed by the approach to decision-making to be used by managers ”

“It was very useful in that it brought out the failings of the Consumer Protection Advisory Committee and also indicated how the group could move forward as a team ”

“It brought together persons who were willing to work as a team and thus demonstrated the usefulness of team-work and team planning ”

“The entire workshop was helpful, but if I had to select the part that benefited me most, I would select the examination of the difference between a group and a team ”

“This workshop has introduced the theme of TEAMNESS at a critical time of development of the organisation It has also revealed that although the term ‘team’ has been used as a motivating tool, it is not practised in the true sense of the concept ”

“It has provided an avenue to solve a crisis situation that is developing within my present work environment ”

“During this workshop, there were many new ideas I also enjoyed interacting with my colleagues at this level ”

“The workshop exposed participants to some of the more important elements of the team-building process. In addition, to the theoretical aspect, the practical exercises in groups provided opportunities to demonstrate team-orientedness.”

5.5 WHAT SUGGESTIONS WILL YOU MAKE FOR FUTURE WORKSHOPS ON THIS SUBJECT?

“A team-building exercise should be included in all workshops.”

“The information given on team building should be more widely distributed as all members need to look at themselves and see how they can improve the effectiveness of their teams.”

“Continue to draw out persons who are quiet to make their contribution, as was done at this workshop.”

“Team-Building should include a wider section of staff at supervisory/senior level.”

“Literature on Team-Building should be sent out before for perusal and study.”

5.6 ACTIONS REQUIRED TO MAKE CPAC INTO A TEAM

Participants responded thus

- “Review of the aims and objectives of the Committee to ensure that they are clearly understood.”
- “Develop strategies for achieving the aims and objectives of the CPAC.”
- “Review the membership of the Committee based on interests.”

- “Lobby for recognition by the policy makers ”
- “The executive must be democratically elected ”
- “Understand how the team should be organized to achieve its purpose and the source of resources (financial and otherwise) ”
- “Constantly seek to develop the team spirit of the Committee ”
- Seek to develop a vision for the Committee ”
- “Develop goals for the Committee ”
- “Identify objectives ”
- “Develop strategies to achieve the Committee’s objectives ”
- “Develop a plan of action ”
- “Sell the ideas to the policy makers ”

5.7 CONSULTANT’S ASSESSMENT OF TEAM BUILDING WORKSHOP

This was a very timely workshop. The participants were receptive to the team-building concepts introduced during the workshop and enthusiastically became engaged in the practical team exercises. What was more important than the exercises themselves, was the processing of the feelings of the team members as they went through the exercises. Two of these exercises are attached to the Team-Building Programme at Appendix

In the ensuing Work Plan Workshop, the team did demonstrate the usefulness of the Team-Building Workshop. There was much less of a charged atmosphere at meetings, a greater readiness to listen and to accommodate each other’s lapses and

contrary views Members seriously addressed solutions to problems Camaraderie in the team also improved as the weeks went by

Much capacity-building has been taking place in the training programmes organised by BEEP Consultants What is highly desirable is that there be follow-through by those who participated in these programmes and who are in a position to provide leadership

6 DESIGN OF MAJOR WORK PLAN WORKSHOP

Please see Workshop Programme at Appendix B

<i>DURATION</i>	<i>THREE (3) HALF DAYS</i>
	Wed September 10, 1997 9 a m – noon
	Wed September 17, 1997 9 a m – noon
	Wed September 24, 1997 9 a m – noon

6.1 GOALS OF THE CONSUMER PROTECTION ADVISORY COMMITTEE AS SET BY THE MINISTER WHEN THE COMMITTEE WAS FORMED

- To adopt an integrated approach to Consumer Protection This would assist the Committee to advise the Minister of Trade, Tourism and Industry about the national state of Consumer Protection in the country

- To better streamline Consumer Protection operations by encouraging close collaboration and co-operation of Consumer Protection Organisations – both public and private
- To establish a national consumer protection strategy
- To inform and educate the national consumer community
- To promote higher standards, moral and otherwise in the society
- To act as a Clearing House for material on Consumer Protection issues provided by various agencies

6 2 OBJECTIVES OF THE WORK PLAN WORKSHOP

These objectives were set to include the specific requirements of the Consultancy as well as to take into consideration the goals that were already set for the committee

- 1 To articulate the Vision, Mission and the goals of the Consumer Protection Advisory Committee
- 2 To review the operational protocols and procedures
- 3 To review and refine the Consumer Protection Advisory Committee' s first year work plan
- 4 To design a work plan for the coming year that will enable the Committee to meet its goals

- 5 To demonstrate in its work plan, the networking of public and private sector agencies involved in consumer protection issues

6 3 EXECUTION OF THE WORKSHOP PROGRAMME

6.3 1 OBJECTIVE No 1

To articulate a vision and a mission for the Consumer Advisory Committee

The Vision decided on by the members of the Committee is stated below

“EFFECTIVE TEAMWORK FOR THE SAFETY & PROTECTION OF CONSUMERS ”

The Mission decided on by the members of the Committee is as stated below

“TO IMPROVE THE QUALITY OF LIFE FOR THE CONSUMER BY EDUCATING CONSUMERS AND PRODUCERS ABOUT HIGH QUALITY GOODS & SERVICES ”

6 3 2 OBJECTIVE No 2

To review operational protocols and procedures

6 3.2 1 EXISTING OPERATIONAL PROTOCOLS AND PROCEDURES (previously decided on)

STRUCTURE

As a result of a meeting with the Honourable Minister of Trade, Tourism and Industry, and Mr Thompson, it was agreed that the committee should not initially comprise more than five (5) organisations, namely, Ministry of Trade, Tourism

and Industry, Guyana National Bureau of Standards, Analyst Department, Guyana Consumers Association and the Ministry of Agriculture

The thinking behind this action is that it is easier to control a small group than it is to control a larger one, and that as problems arise, information may be sought from the Consumer regulatory agencies not included in the committee

The structure of the committee in the past was one where the Director of Consumer Affairs was the Chairperson and an officer of the Division as secretary. The other agencies were members of the committee. In the new structure, the Permanent Secretary would be the Chairperson of the committee.

OPERATIONAL PROCEDURES

The committee should meet once every quarter but initially it should meet once a month for the months of November and December 1996 to look at mandates, terms of reference, resources – including budget etc. In addition the following should guide the conduct of meetings:

- 1 A statutory date and time should be stated
- 2 Minutes of the previous meeting must reach members at least one month before the next meeting is convened
- 3 Agendas should be settled at least two weeks in advance of meetings and circulated at said time in annotated form
- 4 The meetings will be held in the Ministry's conference Room unless otherwise indicated

- 5 The Ministry (Consumer Affairs Division) will service the meetings and provide relevant secretarial support

Director of Consumer Affairs

October 1996

6 3 2 2 COMMITTEE'S REVIEW OF PROTOCOLS AND
 PROCEDURES

The committee decided that

- the existing structure of CPAC will be retained except that
- after one year, the committee should decide whether any other non-member agency should be invited to become a Committee member
- The Permanent Secretary as Chairman will be retained
- The Committee should meet once per month Wednesday is a good day for the Committee but this would depend on availability of the Chairman
- if Wednesday is selected, the time should be 9 30 am and not 9 00 am
- meeting will take place in the board room of MTT & I
- the Secretary to the Committee will be the Senior Consumer Affairs Officer (this is on the recommendation of the DCA)
- minutes of the previous meeting will be prepared and sent to members at least one week after each meeting, along with a written reminder of the next meeting
- the above communication should contain the agenda for the next meeting
- the agenda should take into consideration the need for the team as a Committee to discuss among themselves and become au fait with members special issues
- members must keep the committee informed on their special issues, so as to get everyone's support

- the agenda should take into consideration the work programme 1997 – March 1999 and the need for careful planning
- there should be a quarterly report on Consumer Protection Issues prepared by the Committee for the Minister
- a copy of this report must be made available for the Committee's perusal and for their records
- after a six-month period, there should be an agenda item to evaluate the work of the Committee This is for the benefit of Committee members themselves
- a summary of this evaluation should be sent to each agency (member of the Committee) of the Committee

6.3.3 OBJECTIVE No 3

To review and refine the Consumer Advisory Committee's first year work plan

6.3.3.1 PREVIOUSLY EXISTING FIRST YEAR WORK PLAN

The Consumer Advisory Protection Committee was launched in September 1994 by the Honourable Minister of Trade, Tourism and Industry From his mandate, the committee was expected to do the following for the first year

- (1) To work on a mechanism, which would foster an integrated approach to consumer protection, so that the Minister could properly report to the Cabinet on the Consumer Protection segment of society

- (ii) To develop a National Consumer Protection Strategy
- (iii) To streamline consumer protection operations at the macro level
- (iv) To promote higher national standards, moral and otherwise in society

No further detail or breakdown of the above was ever done by the committee

The Consumer Advisory Protection Committee has not achieved the things set out for it to do in the first year or the preceding years It held four meetings in its effort to get material from its participating members This was never achieved Enthusiasm and interest waned on the part of those who attended

This was due mainly to the lack of a team approach and recognition the Committee felt it should have been accorded by the Cabinet Hence, there is Objective No 4 as a requirement of the Consultancy

6 3 4 OBJECTIVE No 4

To design a work plan for the coming year that will enable the Consumer Protection Advisory Committee to meet its goals

This work plan that has been designed is on pages 17 to 20

NATIONAL CONSUMER ADVISORY COMMITTEE

WORK PLAN

October 1997 - March 1999

Report on Consumer Work Plan
Workshop for Consumer Protection Advisory Committee

OBJECTIVES	TASKS/ACTIVITIES	PERSON RESPONSIBLE	TIME-TABLE			
			1997			
			1 st Q	2 nd Q	3 rd Q	4 th Q
1 To learn from each other what each agency does and how it does it thereby clarifying roles <i>END PRODUCT</i> <i>A better understanding of the role of each team member in the Consumer Protection.</i>	(a) At our first meeting in late October, hear presentations from various member agencies	Reps from each agency				✓
	(b) Prepare written comprehensive briefs	Reps from each agency				✓
	(b) Prepare Part I of a general information document for the consumer	Director of Consumer Affairs				✓
2 To develop a National Consumer Strategy <i>END PRODUCT</i> <i>Consumer Protection efforts that are structured and effectively managed.</i>	(a) Submit proposal for funding by Technical Assistance Agency	Chairman of Committee				✓
	(b) Plan retreat for members and related agencies (non-members) Retreat to take place in first quarter of 1998	Consumer Advisory Committee with assistance from Secretariat				✓

Joyce Sander - Management Consultant
SEPTEMBER, 1997

WORK PLAN October 1997 – March 1999

OBJECTIVES	TASKS/ACTIVITIES	PERSON RESPONSIBLE	TIME-TABLE			
			1998			
			1 st Q	2 nd Q	3 rd Q	4 th Q
<p>3 To streamline Consumer Protection Operations</p> <p><i>END PRODUCT</i> <i>Orderly focussed operations, which provide the Consumer with adequate safety and protection.</i></p>	<p>These will arise from retreat Please see Objective No 2 and activities planned for it</p> <p>Plan for and preparation of Part II of general information document for consumer</p>		✓	✓	✓	
			✓	✓		
<p>4 To foster collaboration and co operation among consumer agencies on special issues e g tyres, school education and sports, expired products, product labelling, etc</p> <p><i>END PRODUCT</i> <i>Collaborative approach when dealing with special consumer issues and standards</i></p>	<p>(a) Set up inter agency groups of at least three (3) persons to examine Consumer complaints on special issues</p> <p>(b) Agencies report on a monthly basis (at N.C.A.C) monthly meetings) on their special issues</p> <p>(c) Involve media in "Public Service" work re special issues and publication of resulting standards by relevant agency</p> <p>(d) In emergencies, all member agencies take complaints from Consumers and channel them to appropriate persons</p> <p>(e) Standardise complaints form by February 1998</p>	Chairman of Committee (N.C.A.C)	✓			
			✓	✓	✓	✓
			✓	✓	✓	✓
			✓	✓	✓	✓
			✓			
<p>5 To establish a co ordinated focussed and team centered approach to develop and implementing consumer protection legislation</p> <p><i>END PRODUCT</i> <i>Co-ordinated body of Consumer Protection Legislation in Guyana</i></p>	<p>(a) Seek BEEP'S assistance to achieve this objective</p> <p>(b) Review Consumer Protection Laws in Guyana with Ms Raghbir's help</p> <p>(c) Explore work done by CARICOM on Consumer Protection Act</p> <p>(d) Procure Consumer Act from Trinidad</p> <p>(e) Consultant to write up Consumer Protection Act for Guyana.</p> <p>(f) Public consultation on Consumer Protection Act</p> <p>(g) Views of all relevant agencies to be secured in writing</p> <p>(h) Proposed Act is appropriately adjusted/ altered</p> <p>(i) Act goes to A G 's Chambers</p>	<p>N.C.A.C's Chairman</p> <p>Consultant if assistance is secured</p> <p>Consultant if assistance is secured</p> <p>N C A C</p> <p>Consultant</p> <p>Chairman of N.C.A.C</p> <p>Chairman of N C A C</p> <p>Consultant</p> <p>Chairman of N C A C</p>	✓	✓		
				✓		
			✓	✓	✓	✓
				✓	✓	✓
					✓	✓
					✓	✓

Joyce S. Anderson - Management Consultant
 SEPTEMBER, 1997

Report on Consumer Work Plan
 Workshop for Consumer Protection Advisory Committee

Cont'd

WORK PLAN
October 1997 - March 1999

OBJECTIVES	TASKS/ACTIVITIES	PERSON RESPONSIBLE	TIME-TABLE			
			1999			
			1 st Q	2 nd Q	3 rd Q	4 th Q
Continuation of Objective No 5	(j) Act goes to Cabinet via Minister	Chairman of N.C.A.C	✓			

Cont'd

WORK PLAN October 1997 - March 1999

OBJECTIVES	TASKS/ACTIVITIES	PERSON RESPONSIBLE	TIME-TABLE			
			1998			
			1 st Q	2 nd Q	3 rd Q	4 th Q
<p>6 To promote Public Education of the Consumer</p> <p><i>END PRODUCT</i> <i>An informed body of Consumers aware of their rights, assertive to every infringement thereof</i></p>	<p>(a) Plan for two Consumer Education Workshops in March and in July 1998 involving all consumer agencies, whether members of the committee or not</p> <p>(b) Address in the Public Education Programmes the question of moral standards by choosing a specific relevant burning issue</p> <p>(c) Plan for a Public Consultation in May, 1998 on one of the burning consumer issues current at the time</p> <p>(d) Plan in November 1997 for Consumer Rights Day - March 1998</p> <p>(e) Invite a speaker on Consumer Affairs from Trinidad & Tobago (for one of the Consumer Workshops) at (a)</p>	<p>D C A acting on behalf of N.C.A.C</p> <p>D C A acting on behalf of N.C.A.C</p> <p>D C A acting on behalf of N.C.A.C</p> <p>D C A acting on behalf of N.C.A.C</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>

Joyce Saunders - Management Consultant
 SEPTEMBER, 1997

Report on Consumer Work Plan
 Workshop for Consumer Protection Advisory Committee

6 3 5 OBJECTIVE No 5

Show in the Work Plan the networking of public and private sector agencies involved in Consumer Protection issues.

**6 3•5:1 NON - MEMBER CONSUMER AGENCIES IDENTIFIED
FOR INVOLVEMENT IN CPAC WORK PLAN IN 1998/1999**

Ministry of Health Annexe (formerly GAHEF)

City Council (City Public Health Department)

Plant Quarantine Department

Customs Department

Police Force

Ministry of Regional Development

Licence Revenue Department (Weights & Measures)

Secretary, Public Utilities Commission

Guyana Telephone & Telegraph Co

Guyana Electricity Corporation

Guyana Sewerage & Water Commissioners

Guyana Water Authority

6 3 5-2 HOW AGENCIES ARE INVOLVED IN THE WORK PLAN

Please refer to Work Plan on pages 17 – 20

OBJECTIVES Nos 2 & 3	All agencies are involved in the development of a national consumer strategy All agencies will be invited to the Retreat They will be involved in Part II of the information document to be prepared for the Consumer
OBJECTIVE No 4	<ol style="list-style-type: none">1 All Agencies will be involved in the inter-agency groups of 3 on special issues2 Agencies as required, will be invited to report on special issues
OBJECTIVE No 5	<ol style="list-style-type: none">1 All agencies will be involved in the Public Consultation on specific Consumer issues2 Their views will be secured in writing in “exploring work done by CARICOM,” it may be necessary to interface with some of these companies
OBJECTIVE No 6	<ol style="list-style-type: none">1 Non- member agencies to be invited to Consumer Education Workshops Some may be more directly involved depending on the workshop programme2 There is to be a liaison with all agencies (members & non-members on preparation for Consumer Rights Day in March 1998)

7 FUNDING OF ACTIVITIES IN THE WORK PLAN

Apart from

- (a) activities listed under Objective No. 1 requiring technical assistance to provide a Consultant to work on the Consumer Protection Laws (the plan is proposing that USAID be approached for this)
- (b) activities listed under Objective No. 2 to promote education of the consumer, where the requirement is for a visiting consultant from Trinidad and Tobago for one of the workshops,

all other activities can be funded in the 1998 budget of the Ministry of Trade, Tourism and Industry. This is the assurance given by the Director of Consumer Affairs. Under the new Programme Budget plan of the Ministry, funds have been put in the budget according to the stated goals of the CPAC. Now that these goals have been broken down into detailed activities, funds can be assigned to the activities.

8 FULFILMENT OF THE TERMS OF REFERENCE

TERMS OF REFERENCE	STATUS
Review the decisions of the Consumer Protection Committee to Date	Completed. The CPC did not function.
Design and implement a planning workshop with the Committee	Completed
Review Protocols and Procedures	Completed
Develop a Work Plan	Completed
Prepare a Summary of Results of Workshop	Completed
Show in the Work Plan the networking of public and private sector agencies involved in Consumer Protection issues	Completed

9 CONSULTANT'S OVERALL ASSESSMENT & RECOMMENDATIONS

This work plan is an encouraging example of Teamwork. There were all the necessary ingredients which were captured in the team's own TEAM VALUES (listed on page 5). There were energy, enthusiasm, interest, full participation and a willingness to work beyond the stated time allotted for the Workshop. These propelled the team for three weeks. As a result, there was not one workshop for the planning of a work programme, but three, in addition to the one on TEAM-BUILDING. The interest in participation and involvement propelled the team for three consecutive Wednesdays.

After the first Wednesday, the Committee welcomed the representative of the Essequibo branch of the Consumer Advisory Bureau. The CAB member of the Committee had suggested that Mr. Lachman be asked to sit. The Committee agreed.

All ideas contended. The document that finally emerged from these weeks of work was therefore a distillation of everyone's views. The committee members now feel a sense of ownership of it. During non-workshop times, various members were given short assignments that were meant to contribute to the fulfillment of the team's schedules. These were all executed to the satisfaction of the Committee.

My concern though is about follow-through. In the Guyanese Public Service, we

achieve high marks for planning and getting plans accepted but we do less well on implementation, follow through and evaluation. It is very important that the momentum be maintained and interest not be allowed to wane again. Much will depend on the Chairman of the Committee and the time he is prepared to devote to this responsibility. The Consultant has a specific mandate. When this is completed, the Consultant leaves the Ministry. The Chairman and the person assigned to do Secretarial duties take over. Dates and deadlines set by the Work Plan Committee should be kept if there is to be effective scheduling of the Committee's activities.

Support by MTT & I Secretariat is critical to the life and work of CPAC. The latter does not have support services of its own and is heavily dependent on assistance as planned for it by those who attended the workshop. This assistance must be provided if the work of the CPAC is to succeed.

9.1 RECOMMENDATIONS

- 9.1.1 That there be a professional approach to the management of CPAC matters. This relates to scheduling of and conduct of meetings, minutes and reports.
- 9.1.2 That the CPAC should ensure that the technical officer responsible for galvanising the secretarial support sits on the CPAC and attends all meetings. This makes for more effective follow-through.

- 9 1 3 The procedures for keeping members informed of meeting times and dates must be observed The Secretariat must desist from giving one to two days telephone notice of meetings to be held The telephone should be used for reminders
- 9 1 4 The procedure for minute-taking and sharing must be observed
- 9 1 5 The procedure for keeping the Minister informed in a timely manner, of the state of Consumer Protection in the country must be followed
- 9 1 6 Protocols and Procedures must be distributed to all Committee members
- 9 1 7 The CAD of MTT&I should make available to CPAC a two-door bookcase (as a start) for the storage of relevant material submitted by the various agencies The bookcase must be labelled

“Consumer Protection Advisory Committee”

and should be in an easily accessible place A suitable cabinet has been identified by the DCA and he has undertaken to make it available to the Committee There is already some material stored in diverse places

- 9 1 8 The CPAC members should be informed
- (a) who is the Secretariat person charged with responsibility for access to the material (please see Protocols & Procedures for use of Bookcase)

- (b) which other officer is in charge in case the substantive officer is unavailable

Someone should be responsible for the use/loan and return of the material by committee members This has also been discussed with the DCA He mentioned that his Division is very short staffed, but that an arrangement could be put in place

Submitted By

Joyce Sinclair
Joyce Sinclair

Date

Oct 19 1997