

35. MINISTRY OF COMMERCE AND CONSUMER PROTECTION

- 35.1 The Ministry of Commerce and Consumer Protection (MCCP) envisions to bring a conducive commercial environment and an effective protection of consumers. It aims to, *inter alia*, facilitate trade of goods and services; ensure regular supply of essential commodities and monitor prices of controlled goods; promote and safeguard the interests and rights of the consumers through legal and institutional framework; provide an interactive communication platform for information, protection, and education of consumers; regulate weights and measure used in trade; and authorise the holding of trade fairs and exhibitions.
- 35.2 The Permanent Secretary is the Accounting and Responsible Officer of the Ministry. He is assisted in the performance of his duties by officers of the administrative and technical cadres and supported by officers of the General Services grades and employees of the Workmen's Group.
- 35.3 It comprises different units/divisions namely the Consumer Protection and Market Surveillance Unit; the Trade Division; the Legal Metrology Services and the Price Fixing Unit. The State Trading Corporation (STC) and the Competition Commission are two statutory bodies falling under the *aegis* of the Ministry.
- 35.4 In the context of this review exercise, the Bureau had consultations with representatives of both the staff side and Management. The proposals from both parties for each respective unit at the Ministry have been dealt with separately under their relevant sub-chapters.
- 35.5 Moreover, we have also received submissions from Management at the very last stage towards the publication of the Report for a major revamping of the organisation structure of the technical side. Since it was not canvassed, the Bureau refrained from expatiating on the proposals pertaining to the new structure. However, this does not preclude the Ministry to submit anew the proposals, on an *ad hoc* basis, through established procedures to the Bureau for further consideration. In this context, we are maintaining the existing organisation structure.

Trade Division

- 35.6 The Trade Division is the technical arm of the Ministry for all matters related to trade practices and the implementation of trade policies. It deals mainly with the importation and exportation of controlled goods, the licensing of authorised dealers for the importation and sales of second-hand motor vehicles and the accreditation and monitoring of the scrap metal sector. The Division is being serviced by officers of the Analyst (Trade) Cadre, comprising a Director of Trade at its head and three other professional levels namely Principal Analyst (Trade), Senior Analyst (Trade) and Analyst (Trade).
- 35.7 For this Report, the Union's representations with respect to the Analyst (Trade) Cadre consisted in: reviewing the salary of the Director of Trade; creating a level of Deputy Director of Trade; granting enhanced travelling benefits to officers of the Analyst

(Trade) Cadre; restyling the grade of Analyst (Trade) to Trade Analyst; granting a risk allowance to the officers; paying a yearly allowance in lieu of provision of safety equipment with a view to enabling the Analysts (Trade) to purchase better quality equipment; and reviewing the mode of appointment to the grade of Principal Analyst (Trade) from selection to promotion.

- 35.8 Management, on its side, proposed for a restructuring and restyling of the Trade Division along with a change in job appellations and increasing establishment size of certain positions.
- 35.9 Further to the observations made by the Bureau in respect of the revamping of the organisation structure, we are not bringing any change thereto or restyling job appellations. In addition, the Bureau observes that: general recommendations have been made regarding conditions of service; request for the grant of risk allowance should be referred to the Departmental Safety and Health Committee as provided under the Chapter Risk, Insurance and Compensation in Volume 1 of this Report; and the proposed payment of an allowance to purchase Personal Protective Equipment should be dealt with by the Standing Committee on Uniform at the level of the Ministry of Public Service, Administrative and Institutional Reforms.

LEGAL METROLOGY SERVICES

- 35.10 The Legal Metrology Services (LMS) is responsible for the calibration and maintenance of measurement norms in line with International Standards. It also controls weighing and measuring equipment used in trade to ensure that the instruments are accurate and used correctly as per the requirements of the Legal Metrology Act. In addition, the LMS is involved in the control of goods to ensure that they are properly labelled and contain the quantity declared on the packages.
- 35.11 The management of the LMS is under the overall responsibility of a Director who is supported by a Deputy Director. He is further assisted by officers belonging to professional and technical cadres.
- 35.12 In the context of this Report, both the staff associations and Management submitted that officers in the grade of Legal Metrology Officer be granted 70% duty remission. Both parties were apprised that any decision along these lines would be based on the results of the Survey on Travelling and Car Benefits. Additionally, request was also made by a Union that officers using their personal car for official travelling, be refunded mileage for distance covered. The Union was informed that recommendations to that effect already exist and the issue pertains merely to implementation.
- 35.13 Moreover, union members made further proposals to the effect that officers be compensated in the form of a risk allowance for the health and safety issues that they face while performing their duties. They were informed that the request for risk allowance will be addressed by the Bureau in a holistic manner. As regards the request for the payment of an allowance to Legal Metrologists for working on Saturdays and

Sundays, the Union was explained the various modes of compensation for working beyond normal hours.

- 35.14 Management on its side laid emphasis on upgrading of the salary of the Director, LMS and Deputy Director, LMS. The Bureau has ensured that the level of duties and responsibilities as well as accountability devolving on both grades have been given due consideration and are effectively reflected therein following a reassessment exercise.
- 35.15 During the consultative meeting, Management's stand was a clear indication that the present structure of the LMS is adequate for it to deliver on its mandate. We are, thus, making no change to the structure of the LMS.

Technical Officer (Legal Metrology) (Personal)

- 35.16 Presently, officers in the grade of Technical Officer (Legal Metrology) (Personal) are allowed to proceed incrementally up to salary point Rs 46900, subject to satisfying certain conditions. This provision is being maintained while the salary point is being revised.

Recommendation 1

- 35.17 We recommend that officers in the grade of Technical Officer (Legal Metrology) (Personal) in post as at the eve of the publication of the 2021 Report should be allowed to move incrementally in the Master Salary Scale up to salary point Rs 52550 on a personal basis and on the same conditions prevailing previously provided that they satisfy the performance criteria as set out in the Introductory Chapter of this Volume.**

CONSUMER PROTECTION AND MARKET SURVEILLANCE UNIT

- 35.18 The Consumer Protection and Market Surveillance Unit (CPMSU) is a dedicated unit within the Ministry, which caters for the protection of consumers in general and is entrusted the responsibility of enforcing the various consumer legislations as well as providing overall consumer satisfaction and security. Its objectives are, among others, to: protect consumers through enforcement of laws; educate consumers of their rights and responsibilities; settle disputes between trades and consumers by mutual agreement or in case of deadlock through a court of justice; and update the existing laws to meet new challenges ahead.
- 35.19 The Head, Consumer Affairs Unit is responsible for the efficient and effective operation and administration of the Unit as well as ensuring the effective implementation of all Consumer Protection Laws and any other related regulations. He/she is assisted in his/her duties by officers in the grades of Principal Consumer Affairs Officer, Senior Consumer Affairs Officer and Consumer Affairs Officer.
- 35.20 In the context of this review exercise, the staff side mainly requested for an upgrading of the qualifications requirement of the grade of Consumer Affairs Officer from a

Diploma to a Degree; officers of the Consumer Affairs Cadre to move incrementally in the Master Salary Scale; and the provision of a Parking Allowance.

- 35.21 The staff side was apprised during consultative meeting that a request for upgrading of qualifications requirement should be substantiated by a corresponding evolution in the nature and complexity of duties. They were also apprised that the request for the payment of a Parking Allowance should be dealt with administratively.
- 35.22 Management, on its side, requested for an upgrading of the salary scale of the grade of Head, Consumer Affairs *vis-à-vis* other comparable grades in the Civil Service and the latter was apprised that same is based on the evolution in the complexity of duties and responsibilities.
- 35.23 The Bureau has examined all the requests pertaining to the Consumer Protection and Market Surveillance Unit and considers that the existing structure is appropriate for the unit to deliver its services efficiently and effectively. We are, however, revising the quantum of an existing allowance.

Allowance to officers of the Consumer Affairs Cadre

- 35.24 Officers of the Consumer Protection and Market Surveillance Unit who possess specific communication skills and are called upon to conduct and coordinate consumer education programmes campaign as well as deliver talks through the media, are presently being paid an allowance of Rs 265 per session. The Bureau is maintaining the current provision while revising the quantum of allowance.

Recommendation 2

- 35.25 We recommend that the allowance payable to officers of the Consumer Affairs Cadre possessing specific communication skills and who are called upon to conduct and coordinate consumer education programmes/campaign as well as deliver talks though the media, be revised to Rs 275 per session.**

Hours of Work

- 35.26 According to the existing schemes of service of all grades in the Consumer Affairs Cadre, officers may, in the performance of the duties be called upon to work outside normal working hours, including Sundays and Public Holidays. **This element has been taken into consideration while determining the respective salary scale of the grades.**

COMMERCE DIVISION

SALARY SCHEDULE

Salary Code	Salary Scale and Grade
02 000 114	Rs 132000 Permanent Secretary

Salary Code	Salary Scale and Grade
02 100 103	Rs 88250 x 3125 - 97625 Director of Trade
02 080 096	Rs 49250 x 1650 - 54200 x 1700 - 64400 x 1800 - 69800 x 2000 - 75800 x 2150 - 77950 Principal Analyst (Trade)
02 073 092	Rs 40300 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 64400 x 1800 - 69800 Senior Analyst (Trade)
02 058 088	Rs 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 62700 Analyst (Trade)
18 065 084	Rs 33175 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 55900 Senior Commercial Officer
18 053 076	Rs 24475 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 43500 Commercial Officer
18 041 070	Rs 19850 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 Assistant Commercial Officer
08 041 070	Rs 19850 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 Trade Information Officer
24 043 068	Rs 20500 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 Senior Laboratory Auxiliary
24 026 063	Rs 15745 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 31525 Laboratory Auxiliary

Salary Code	Salary Scale and Grade
24 033 062	Rs 17565 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 30700 Driver (Mechanical Unit) <i>formerly Heavy Vehicle/Mechanical Driver</i>
24 025 058	Rs 15485 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 Driver
24 018 047	Rs 13745 x 230 - 13975 x 250 - 15225 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 21850 Helper
24 001 045	Rs 10250 x 175 - 10775 x 200 - 11775 x 205 - 12595 x 230 - 13975 x 250 - 15225 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21150 General Worker
LEGAL METROLOGY SERVICES	
19 100 103	Rs 88250 x 3125 - 97625 Director, Legal Metrology Services
19 086 101	Rs 59300 x 1700 - 64400 x 1800 - 69800 x 2000 - 75800 x 2150 - 82250 x 3000 - 88250 x 3125 - 91375 Deputy Director, Legal Metrology Services
19 073 096	Rs 40300 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 64400 x 1800 - 69800 x 2000 - 75800 x 2150 - 77950 Legal Metrologist
19 059 088	Rs 28225 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 62700 Legal Metrology Officer
19 065 083	Rs 33175 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 Senior Technical Officer (Legal Metrology)

Salary Code	Salary Scale and Grade
19 047 079	<p>Rs 21850 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 47675</p> <p>Technical Officer (Legal Metrology) (Personal)</p> <p style="text-align: center;">CONSUMER PROTECTION AND MARKET SURVEILLANCE UNIT</p>
18 080 096	<p>Rs 49250 x 1650 - 54200 x 1700 - 64400 x 1800 - 69800 x 2000 - 75800 x 2150 - 77950</p> <p>Head, Consumer Affairs Unit</p>
18 067 086	<p>Rs 34825 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 59300</p> <p>Principal Consumer Affairs Officer</p>
18 060 083	<p>Rs 29050 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200</p> <p>Senior Consumer Affairs Officer</p>
18 053 080	<p>Rs 24475 x 525 - 26050 x 675 - 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250</p> <p>Consumer Affairs Officer</p>

