

6.2 Consumer Protection Division

- 6.2.1 The role of the Consumer Protection Division is to protect consumers by ensuring compliance with consumer laws; educate consumers about their rights and responsibilities; and process complaints to the satisfaction of complainants or, otherwise, seek redress through legal means, among others.
- 6.2.2 The Officer-in-Charge, Consumer Affairs heads the Division and is responsible for its effective and efficient operation as well as administration. The latter is supported by officers in the Consumer Affairs Officer Cadre along with incumbents in General Services grades.
- 6.2.3 Management requested for the creation of a grade of Principal Consumer Affairs Officer. We have examined the request and are making provision for another level which is more appropriate for the Consumer Protection Division.

Assistant Officer-in-Charge, Consumer Affairs (New Grade)

Recommendation 1

- 6.2.4 **We recommend the creation of a grade of Assistant Officer-in-Charge, Consumer Affairs. Appointment thereto should be made by promotion, on the basis of experience and merit, from Senior Consumer Affairs Officer who reckon at least two years' service in a substantive capacity in the grade.**
- 6.2.5 Incumbent would be required to, among others, assist the Officer-in-Charge, Consumer Affairs in the efficient and effective operation and administration of the Division; compile and analyse statistical data; examine reports and returns submitted by subordinate staff; ensure follow-up of prosecution work; supervise the preparation of case files for prosecution and attend court, when necessary; and represent the Commission on appropriate Boards and Committees.
- 6.2.6 **We further recommend that with the creation of the grade of Assistant Officer-in-Charge, Consumer Affairs, consequential amendments should be brought to the scheme of service of the grade of Officer-in-Charge, Consumer Affairs.**

Allowance to officers of the Consumer Affairs Officer Cadre

- 6.2.7 An allowance is presently paid to officers of the Consumer Affairs Officer Cadre who possess specific communication skills and who are called upon to conduct and coordinate consumer education programmes/campaigns as well as to deliver talks through the media. We are maintaining this arrangement while revising the quantum of the allowance.

Recommendation 2

- 6.2.8 **We recommend that the allowance paid to officers of the Consumer Affairs Officer Cadre possessing specific communication skills and who are called upon to conduct and coordinate consumer education programmes/**

campaigns as well as delivering talks through the media, be revised to Rs 305 per session.

Hours of Work

- 6.2.9 In accordance with the existing schemes of service, officers in the Consumer Affairs Officer Cadre may, in the performance of their duties, be called upon to work outside normal working hours, including Sundays and Public Holidays. **This element has been taken into consideration in determining the salary of these grades.**

SALARY SCHEDULE

Salary Code	Salary Scale and Grade
	CONSUMER PROTECTION DIVISION
18 071 089	Rs 47950 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 Officer-in-Charge, Consumer Affairs
18 067 087	Rs 43990 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 71700 Assistant Officer-in-Charge, Consumer Affairs (New Grade)
18 062 085	Rs 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 Senior Consumer Affairs Officer
18 055 082	Rs 34160 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 Consumer Affairs Officer

