GOVERNMENT OF MAURITIUS

SCHEME OF SERVICE SPECIFIED UNDER REGULATION 15 OF THE
PUBLIC SERVICE COMMISSION REGULATIONS

Ministry: Industry, Commerce and Consumer Protection (Commerce Division)

Post: Senior Consumer Affairs Officer

Salary: Rs 27,075 x 775 – 32,500 x 925 – 37,125 x 1,225 – 40,800 x 1,525 – 48,425
(18 056 076)

Effective Date: 30 May 2017

Qualifications: By promotion, on the basis of experience and merit, of officers in the grade of
Consumer Affairs Officer who reckon at least four years’ service in a substantive
capacity in the grade and who –

(i) possess organising and supervisory skills;

(ii) possess effective interpersonal and communication skills;

(iii) have the ability to lead a team of officers; and

(iv) have a good understanding and sound knowledge of consumer affairs.

Duties:

1. To prepare programmes of work of Consumer Affairs Officers, supervise
and coordinate their work and prepare monthly reports on their activities.

2. To implement and evaluate the national programmes on consumer
protection, including preparation of Consumer Education
Programmes/Campaigns, the organisation of seminars and the delivery of
talks on radio/television.

3. To enforce consumer protection laws and regulations and carry out
inspections where required.

4. To examine, supervise and follow up all contraventions established.

5. To perform prosecuting duties and to attend court, as and when required.

6. To liaise with the Price Fixing Unit of the Ministry with a view to
updating information on prices of controlled commodities.

7. To be responsible for the safe keeping of exhibits.

8. To supervise and monitor sampling of goods for testing purposes.

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for Senior Chief Executive
Ministry of Civil Service and
Administrative Reforms
30 May 2017

Date..........................................................
9. To represent the Ministry on official committees in matters relating to consumer protection.

10. To prepare leaflets and booklets for information of consumers.

11. To use ICT in the performance of his duties.

12. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Senior Consumer Affairs Officer in the roles ascribed to him.

Note

Senior Consumer Affairs Officers may be required to work outside normal working hours including Saturdays, Sundays and Public Holidays.