

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:** Consumer Affairs Officer
- Salary:** Rs 22,575 x 625 – 23,200 x 775 – 32,500 x 925 – 37,125 x 1,225 – 40,800 x 1,525 – 43,850 (18 050 073)
- Effective Date:** 30 May 2017
- Qualifications:** By selection from among serving officers drawing salary in a scale the maximum of which is not less than salary point of Rs 32,500 and who reckon at least four years' service in a substantive capacity in their respective grade and who –
- (i) possess a diploma in Economics or Commerce or Sociology or Management or Law or Communication Studies or Legal Studies or Public Administration and Management or Social Work or Social Studies or Business Studies or Business Administration from a recognised institution or an equivalent qualification acceptable to the Public Service Commission;
 - (ii) have an aptitude for inspection and enforcement work; and
 - (iii) have sound interpersonal and communication skills.
- Duties:**
1. To carry out checks and inspections on trade premises generally, including wholesale and retail dealers, markets, bakeries, trade fairs and fairs.
 2. To assist in the preparation and conduct of the Consumer Education Programmes/Campaigns, deliver talks to consumers directly and through the media and in the preparation of leaflets and booklets in relation to consumer education.
 3. To enforce all laws relating to supplies and consumer protection.
 4. To process applications and renewal of traders' cards and warehouse licences, register all checks and enquiries.
 5. To make enquiries, collect and process data and monitor the costing, price, supply and distribution of both controlled and non-controlled commodities.
 6. To prepare reports on activities and checks effected.

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CERTIFIED CORRECT

*for Senior Chief Executive
Ministry of Civil Service and
Administrative Reforms*

30 May 2017

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7. To receive complaints from the public in general and to carry out enquiries, initiate any remedial action and maintain regular contact with consumers until completion of enquiries.
8. To collect samples of goods for testing, as and when required.
9. To carry out research and surveys on consumer affairs issues.
10. To perform prosecution duties and attend court, as and when required.
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 Consumer Affairs Officer in the roles ascribed to him.

Note

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



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