

GOVERNMENT OF MAURITIUS

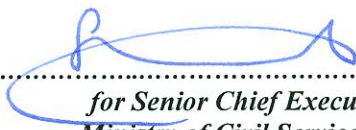
**SCHEME OF SERVICE SPECIFIED UNDER REGULATION 15 OF THE
PUBLIC SERVICE COMMISSION REGULATIONS**

- Ministry:** Industry, Commerce and Consumer Protection (Commerce Division)
- Post:** Principal Consumer Affairs Officer
- Salary:** Rs 32,500 x 925 – 37,125 x 1,225 – 40,800 x 1,525 – 49,950 x 1,625 – 53,200
(18 063 079)
- Effective Date:** 30 May 2017
- Qualifications:** By promotion, on the basis of experience and merit, of officers in the grade of Senior Consumer Affairs Officer who reckon at least two years' service in a substantive capacity in the grade and who –
- (i) possess good organising and administrative abilities;
 - (ii) have good interpersonal, communication and supervisory skills;
 - (iii) possess problem-solving skills; and
 - (iv) should be proactive.
- Role and Responsibilities:** To assist the Head, Consumer Affairs Unit in the effective and efficient management of the Consumer Affairs Unit in line with the goals and objectives of the Ministry.
- Duties:**
1. To enforce consumer protection laws and regulations.
 2. To ensure the smooth running of the Consumer Education Programmes.
 3. To compile and analyse relevant statistical data.
 4. To examine reports and returns submitted by subordinate staff.
 5. To ensure follow up of prosecution work.
 6. To supervise the preparation of case files for prosecution and attend court, whenever required.

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CERTIFIED CORRECT


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

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7. To liaise with consumers and other organisations on matters relating to consumer protection.
8. To plan, organise and monitor the work of subordinate staff.
9. To advise subordinate staff in dealing with complaints from the public and other stakeholders.
10. To ensure the safekeeping of exhibits.
11. To represent the Ministry on appropriate Boards and Committees.
12. To use ICT in the performance of his duties.
13. 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 Principal Consumer Affairs Officer in the roles ascribed to him.

Note

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



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