

VISION

The work of the Consumer Affairs Commission is driven by its commitment to meeting the long-term objectives of helping to create:

“a population in which Consumers are informed, responsible and assertive; exercising their Rights and discharging their Responsibilities, capable of making informed choices about goods and services, knowledgeable in available redress procedures, armed with the skills and inculcated with the values to take action to ensure sustainable development, and a market-place which allows Consumers to exercise their Right of choice, where sellers acknowledge and discharge their responsibilities to ensure that goods meet reasonable demands of durability, utility, and reliability and resolve Consumer disputes in a fair and expeditious manner.”

MISSION STATEMENT

The Consumer Affairs Commission is committed to fostering ethical relationships between providers and users of goods and services; the resolution of marketplace disputes, and communication of information to consumers and vendors alike...thereby creating a population of knowledgeable, vigilant, assertive and discriminating consumers.

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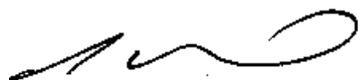
June 16, 2011

Honourable Karl Samuda
Minister of Industry, Investment and Commerce
Ministry of Industry, Investment and Commerce
4 St. Lucia Avenue
Kingston 5

Dear Minister,

In accordance with section 15 of the Consumer Protection Act, I transmit herewith the Commission's report for the year ended March 31, 2010 and a copy of the Commission's Audited Accounts at March 31, 2010 duly certified by the Auditors.

I am,
Yours respectfully,



Richard Fontaine
Chairman



Members of the Board

Seated – (Left to right) Mrs. Stella Henry, Chairman - Richard Fontaine, Mrs. Fay Sylvester

Standing – (Left to right) – Dr. Karl Reid, Mrs. Joyce Young, Mr. Kent Gammon, Mrs. Andrene Collings, Mrs. Sandra Ramsey, Mrs. Dorothy Carter-Bradford, Mr. Robert

Williams (deceased) and Mr. Vernon Derby (Mr. Robert Williams died in May, 2010)

The Chairman's Statement

From the very outset of the Consumer Movement in other parts of the world, Jamaica recognized the importance of being partners in the process to empower consumers in this jurisdiction. Since then, the CAC, formerly Prices Commission, has been actively engaged in waging battles on a number of consumer issues – the marketing of junk food to children, the matter of attaining international standards in production and the non-labelling of genetically modified foods to name a few.



At the national level, the Agency has also been seeking amendments to the legislative framework which governs its operations to facilitate increased efficiency and to allow for use of broader punitive measures in instances where providers of goods and services fail to comply with the requirements of the Consumer Protection Act. When the relevant changes have been made, the CAC will be equipped with more legal muscle to better defend the rights of disadvantaged consumers.

In the past year, the emphasis was on obtaining better rates and improved regulations for financial services. In fact, this issue is integral to a tripartite agreement with Consumers International, the Inter-American Development Bank and three CARICOM member states – Barbados and Trinidad and Tobago and Jamaica.

Developments in global governance require local improvements in product and service delivery which attain to international standards. Cognizant of this fact, the Agency members were strategically placed on a number of committees to ensure that the consumer perspective was brought to bear on issues related to standards.

In addition to the capacity building component of the project – better known as the Consumer Protection in the Caribbean Project – one of the primary deliverables is expected to be a code of conduct for banking services in the region.

In addition to these contributions at the macro level, the Commission continued to represent the cause of individual consumers who contacted its offices for advice, consumer information or to register their dissatisfaction with particular products and services.

The maintenance of an efficient consumer redress mechanism, ongoing market surveillance and the use of new communication techniques to raise awareness saw the Commission, once again, achieving the goals outlined in its Operational Plan.

As the Agency looks toward the ensuing Financial Year, it remains steadfast in its commitment to the Jamaican consumers and will do all in its powers to ensure that the

consumers of this country have a voice in whatever policies the Government enacts as it relates to consumers. With the support of the Board of Directors, the Commission will continue to function as a catalyst for creating a population of informed and empowered consumers.



Richard Fontaine
Chairman

At the Consumer Affairs Commission, the culture is one of commitment to duty and service delivery. Unswerving dedication to our mandate led the Commission to achieve and, in some instances, surpass the targets established for the year.

The Commission is pleased at having been able to attain its goals at a time when the global economic situation was having a negative effect on some organizations. By employing forward planning and engaging in what could often be construed as unconventional approaches, the team was able to continue to deliver the high quality service which has become a hallmark of the Commission.

As the premier consumer advocacy body, there were numerous requests for the intervention of the Agency in handling consumer related issues. The areas that form the nucleus of the Agency's work – consumer education, market research and complaints resolution – all recorded creditable achievements.

CONSUMER EDUCATION

....through Local Media

While significant progress has been made in educating the population, there is still much to be done. Throughout the past year, the Commission sought to increase the number of persons who are impacted by its communication products. Every effort was



Chief Executive Officer,
Mrs. Dolsie Allen

made to strengthen the reputation of the Agency as the primary consumer interest group with the capacity to influence the policy makers and the general populace.

The approach adopted by the Commission in the execution of its consumer education agenda resulted in 716 media exposures, an 18.5% increase over the 604 recorded in the previous Financial Year. While many of the activities were concentrated in the month of March when World Consumer Rights Day was celebrated, there were several other opportunities that were granted to the Commission on a pro bono basis and the Agency is grateful to all the media houses and government organizations which offered support.

The celebration of World Consumer Rights Day focused on the theme "Our Money, Our Rights" and was the culmination of work started from the outset of the Financial Year. The event was marked by an outside broadcast on RJR's Hotline programme aired from the Cross Roads area in the corporate area. The aim of this exercise was to initiate a financial literacy programme for the country to ensure that consumers are equipped with the information that would allow for better management of their financial resources.

Writer/Editor,
Mrs. Caula
Greenwood-Wright



Prior to March, the Commission engaged the media in discussions on issues such as disaster preparedness, findings of the Annual Textbook survey, food prices, eating healthy on a tight budget and the recall of a number of items including cars manufactured by Toyota. Significant savings were realized through negotiations with a number of media houses which facilitated free airing of messages to consumers.

In addition to these media activities, the Commission also launched a publication called “Eating Right When Money Tight” in its bid to assist consumers in coping with the effects of the global recession. The public expressed overwhelming appreciation for the product, leading the Agency to consider similar innovative interventions for the upcoming Financial Year.



Demonstration of a low cost meal at the launch of “Eating Right When Money Tight” on July 29, 2009 at the Head Office of the Consumer Affairs Commission

In the face of increasing oil prices and resultant increases in electricity cost,

energy conservation was once again placed at the forefront of the Agency’s education programme; this time with special emphasis on energy efficient refrigerators and freezers. Through collaboration with the Bureau of Standards, Jamaica, the first half of the project, which was geared at educating the public through advertisements in the local newspapers, was implemented; however, plans for the second half were stymied by the unavailability of finances.



Communications Specialist,
Miss Dorothy Campbell

Consumer education is also delivered by way of postings on the Agency’s website. The site displays pertinent information on consumer issues, identifies recalled products and advises on the required course of action in these instances, provides data on all surveys conducted by the Commission and facilitates the submission of complaints by consumers about defective goods or substandard service. In the past year, 8,801 persons used this medium to download 14,856 pages.

Towards the end of the year, the Agency also sought to extend the scope of its education agenda by capitalizing on developments in the field of technology. Popular social networking websites were examined with an aim to exploiting these for the delivery of the Agency’s work plan. At the close of the year, plans were afoot to launch a page on the trendy Facebook site to galvanize more interest from young consumers who appear to be the primary users of this medium.



Permanent Secretary in the Ministry of Industry, Investment & Commerce, Mr. Reginald Budhan, speaking at the launch of the nutritional guide 'Eating Right When Money Tight' on July 29, 2009

WORLD CONSUMER RIGHTS DAY 2010



Legal Officer, Suzette Spence (left) and Communications Specialist, Dorothy Campbell (right) being interviewed by RJR host, Dr. Orville Taylor of RJR



Complaint Officer, Petra Young addressing a group of young consumers at the CAC booth on World Consumer Rights Day



CAC Director – Western Region, Pash Fuller and Regional Officer, Richard Rowe discussing performance of the Agency with talk show host, Dr. Orville Taylor while the programme producer looks on.

An outside broadcast from the Carib Cinema Car Park was used to mark World Consumer Rights Day 2010. The event was aired live on RJR's Hotline programme.



Chairman of the CAC Board, Mr. Richard Fontaine in conversation with RJR talk show host, Dr. Orville Taylor



National Commercial Bank (NCB) was one of the financial institutions which partnered with the CAC to deliver information on the theme for the day, "Our Money, Our Rights"



City of Kingston Co-operative Credit Union joined in the effort to increase knowledge about managing financial resources.

...through Community Outreach Activities

Active involvement in the life of consumers at the community level remained an integral part of the modus operandi of the Commission in the execution of its education agenda. Throughout the course of the Financial Year, the Commission directly impacted 93,191 persons by way of 283 activities; 69% more than our projected target of 55,000 persons. The activities which engaged consumers in all fourteen parishes involved expositions, fairs, presentations at school and in business places. The usual practice of maintaining desk days at local furniture and appliance marketing giants, Courts and Singer Jamaica Limited continued, allowing the Commission to educate consumers on hire purchase agreements and provide other useful information likely to influence their purchasing decisions.

Consumerism is a matter of importance not only to the adult population but to the young. Recognizing therefore, the fundamental role that the young play in shopping decisions, the Commission sought to intensify its attempts to influence this

crucial group within the population and in so doing was able to impact 564 schools on various occasions. The work among school audiences was crowned with a message from the Honourable Karl Samuda, portfolio Minister on the occasion of the celebration of World Consumer Rights Day on March 15, 2010.

In addition to its usual engagements, the Commission forged a partnership with the Jamaica

Cultural Development Commission's Culinary Arts department; a link which emerged after the Commission launched its nutritional guide for consumers. The new relationship fostered deeper involvement in the lives of citizens, in particular students, as officers of the Agency were accommodated at culinary arts workshops in all parishes. This not only heightened knowledge of the Commission



Director of Field Operations
Mrs. Cheryl Martin-Tracey



CAC Regional Officer, Mr. Timothy Watson responding to requests from consumers who visited the booth at the JAMALCO's Community Outreach Women's Day on March 8, 2010

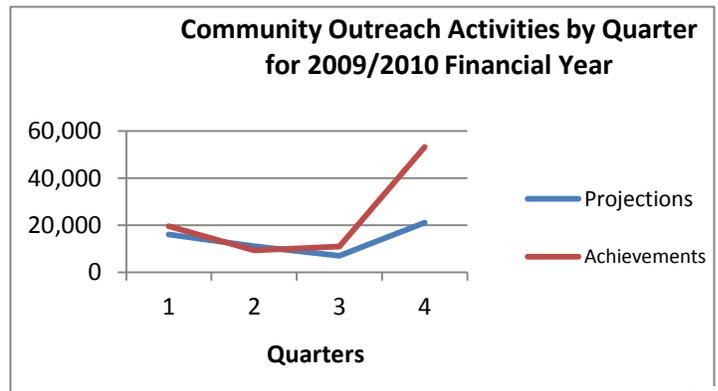
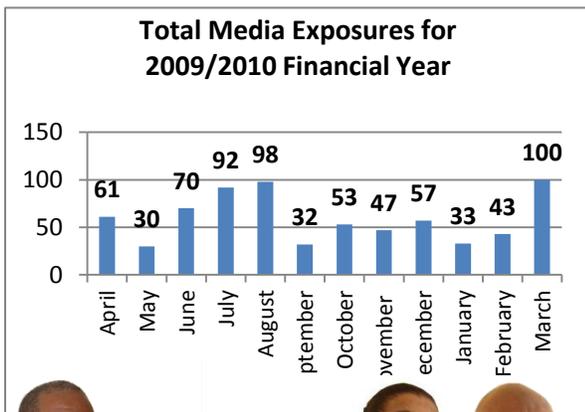


CAC Regional Officer, Mr. Richard Rowe making presentation at an event organized by the Culinary department of Jamaica Cultural Development Commission

but endeared us to consumers as a robust consumer advocate, passionate about the tasks that we have been mandated to perform.

In accordance with general practice, there was a balance in the approach taken by the Commission and therefore business places were also targeted in the outreach activities. While most of the activities were concentrated within the corporate area, the

Commission made its services available to assist all business places in understanding and appreciating the rights of consumers and their attendant responsibilities. The education fora used to accomplish this end were well received by the various audiences who expressed willingness to comply with the stipulations outlined in the Consumer Protection Act, the legislation from which the Commission derives its authority.



Left to right – Director of Western Region, Mr. Pash Fuller; Complaint Officers, Mrs. Winsome Harrisingh and Mrs. Ordel Brandon; Regional Officers, Mr. Ralston Patterson and Mr. Richard Rowe; Complaint Officers, Mrs. Petra Young and Mrs. Denise Welcott; Field Officer, Mr Synley Simms; Staff of Western Region – Regional Officer, Mrs. Suzette Grigg-Cummings and Complaint Officer, Mr. Cleveland Parker

COMPLAINT RESOLUTION SERVICES

In the Financial Year 2009/2010, four thousand six hundred and fifty six (4,656) consumers benefitted from advice and marketplace interventions by the Commission. While there was a 5.9% decline from 2,476 to 2,332 in terms of requests for advice, there was a noticeable upsurge in complaints, a 37% increase from 1,699 in 2008/2009 to 2,324 in 2009/2010 as a result of ongoing efforts to improve service to the clientele that the Agency serves as well as the assignment of responsibility for utility complaints.

In keeping with the targets outlined in the Corporate Plan, the Commission endeavoured to stand by its commitment to achieve a ten day turnaround time for all complaints. Nevertheless, there were instances where the complex nature of the complaints warranted investigations and discussions over an extended period. In the spirit of good customer service however, affected consumers were apprised of all developments at regular intervals in the process.

This approach resulted in the resolution of 2,030 of the 2,324 complaints received during the course of the Financial Year; a resolution rate of 87%.

The refunds/compensation figure for the past year surpassed the \$18,897,666.26 figure of 2008/2009 to result in returns of \$23,826,928.60 to consumers.

The dominant marketplace issues were concentrated in the category of *Electrical Equipment and Appliances* and reflected lack of knowledge or failure by consumers to exercise their rights to obtain warranties. There were also a significant number of complaints against utility providers for failure to deliver reasonable service and for exorbitant user rates.



CAC Complaint Officer, Mrs. Ordel Brandon receiving a complaint

MARKET RESEARCH

As resources allowed, the Agency followed through on all but five of the planned surveys for the year under review. Budgetary constraints forced the Commission to reduce the number of surveys from the intended fifty-two to forty-six. Surveys conducted throughout the year were as follows:

<i>Grocery & Agricultural Products Survey</i>	45
<i>Petrol Survey</i>	22
<i>Qualitative Survey of Users of E10 87 Gasoline</i>	1
<i>School Textbook Survey</i>	1
<i>Hardware Items</i>	12

The Commission also responded to mid-year developments by conducting a survey prior to the imposition of the Special Consumption Tax on petrol which took effect on April 27, 2009. Additionally, the Agency carried out a Weight Verification Investigation on March 31, 2010, meant to ascertain whether shops were following through on having their scales calibrated by the Bureau of Standards, Jamaica. Changes in the marketplace also propelled the Agency to carry out a survey of bank charges during the period.

The Commission sought to establish synergies with other governmental organizations which could assist with achieving its mandate. One of these was the Ministry of Agriculture and Fisheries with whom the Commission brokered an agreement to publish the prices of agricultural produce in the two major newspapers on a monthly basis. The management of the project was divided between the two organizations with the Ministry of Agriculture and Fisheries providing the raw data while CAC assumed responsibility preparing the material for

publication and underwriting the cost. The project was curtailed when spiraling operating costs and a shrinking budget rendered the Commission incapable of sustaining the publication.

The findings of the various surveys were used not only as a guide for consumers making purchases in the domestic market but as a tool to guide policies crafted and implemented by the Government as it relates to consumers.



Market Survey Officer, Mr. Leonard Bennett checks on prices for preparation of the Consumer Alert feature which is published in local newspapers.

The Agency continued to function as the secretariat for the Distributive Trade and actively participated in the eleven meetings which were convened at one month intervals.¹ Distributive Trade meetings are held to facilitate discussions among several stakeholders including the Ministry of Industry, Investment & Commerce, the Consumer Affairs Commission, distributors, manufacturers and retailers of essential consumer goods (primarily food). The

¹ While the Distributive Trade should have met on 12 occasions, only

11 meetings materialized. The meeting scheduled for April was not convened

11 meetings materialized. The meeting scheduled for April was not convened as the designated date fell on a public holiday and efforts to reschedule failed.

meetings provide the requisite information to allow for proper planning as it relates to the country's supply of food and other critical items.

At the request of the Minister of Industry, Investment and Commerce, the Commission embarked on an audit of used car dealerships throughout the island on June 17, 2009. The audit was designed to ensure that all Used Motor Vehicle Dealers were adhering to the guidelines as stipulated in Section 12.0 of the Revised Motor Vehicle Import policy contained in Ministry Paper #73.

The audit covered the 150 certified Used Car Dealers throughout the island divided as follows:

<i>Kingston Metropolitan Area²</i>	95
<i>Other Parishes</i>	55

On completion of the audit, a comprehensive report containing a number of recommendations from the Commission as well as from the dealers was submitted to the Minister of Industry, Investment and Commerce. The report was expected to improve the dealership certification process and assist the Ministry with determining the basis on which delisting should take place.



Left to right – Director of Research, Mrs Charmaine Heslop-Thomas; Research Officer, Miss Diana DaCosta; Administrative Assistant, Miss Lisa Chamberlain; Senior Research Officer, Mrs. Racquel Chambers; Research Assistant, Mrs. Nickesha Clue-Curtis and Research Assistant, Miss Tamra-Kay Jeffrey

² The Kingston Metropolitan Area comprises the Corporate Area in St. Andrew, Spanish Town and Portmore in St Catherine.

LEGAL INTERVENTION

Legislation is an indispensable tool for the establishment and maintenance of stability between the key players in the marketplace. It is therefore crucial to the CAC in the discharge of its duties as stipulated under the Consumer Protection Act (2005).

In the course of the past year, the Commission was guided by the Legal Officer who was required from time to time to provide advice, interpretation of the consumer protection laws and initiate litigation whenever warranted.

At the start of the Financial Year, there were three matters before the Courts. Of the three, one case was concluded with a *Not Guilty* verdict handed down to the defendant while another was set for trial in the Supreme Court in July 2010. The third case was transferred to the Resident Magistrates' Court in St. Ann.

Having identified some deficiencies in the Consumer Protection Act, a number of recommendations were proposed and submission made to Cabinet. At year's end, discussions were still in progress as one aspect of the recommendations was referred by Cabinet to the Attorney General's Chambers for further clarification.

The Commission, through the work of the Legal department, played a vital role in the crafting of policies and legislations which were enacted throughout the year. The consumer perspective was brought to bear on such legislations as the Credit Reporting Bill and the draft of the Caribbean Model

law on Consumer Protection. The Legal department also provided input on the drafting of the constitutive documents of the Commission's Pension Plan and the National Customer Service Policy.

In carrying out the functions of its office, the Commission from time to time facilitated meetings between aggrieved parties in its effort to achieve resolution of complaints.



Legal Officer, Miss Suzette Spence

INFORMATION TECHNOLOGY

The period under review was marked by expanded use of the information technology infrastructure of the Agency. Early in the year, funds were earmarked for the launch of a new website. Regrettably, this did not materialize as the funds had to be diverted to matters of greater urgency.

Cognizant of the fact that we live in an age when increasingly more of the population has become technologically savvy, the Agency facilitated internal changes with regard to its use of technology to enhance our service delivery to the public. The introduction of a survey data entry software to assist the Research team in the analysis of market research data is but one way in which the Agency sought to retool to strategically position itself to better meet the needs of the Jamaican public.

Other retooling measures included the implementation of a Wide Area Network (WAN) to establish network communication with the Montego Bay and Mandeville branch offices of the Commission. At year's end, this project had been initiated with a projected completion date of early in the 2010/2011 Financial Year.

Towards the end of the Financial Year, the Commission made plans for the launching of a Facebook page to ensure that users of this popular social networking site were included in our consumer education programme. The site which will be accessible at <http://www.facebook.com/cac.gov.jm> will provide, among other things, a schedule of upcoming events, an update on recently concluded ones and an opportunity to comment on current consumer issues.



Newly appointed Information Technology Manager, Mr. Andrew Evelyn (right) and Information Technology Specialist, Mr Christopher Martin (left)

FINANCE AND ADMINISTRATION

The work of consumer advocacy in the 2009/2010 year was carried out by a staff of thirty-three persons (thirty-two permanent and one temporary) with a budget of \$121M.

Judicious use of the limited resources allowed the Commission to maintain all its scheduled programmes, albeit on a reduced scale in some instances.

During the course of the Financial Year, the staff complement was increased by four; a Writer/Editor, an Information Technology Manager, a Research Officer and an Administrative Assistant. The departure of one of the Agency's complaint officers resulted in internal staff restructuring to avoid hiring additional staff at a time when the Public Sector Transformation Project was encouraging a reduction in expenditure.

In the past year the Agency said farewell to the Finance and Administration Manager and the Director of Research.

A major initiative during the review period was the preparation for the implementation of the Performance Management and Appraisal System (PMAS), 'the new way of managing and appraising staff in the public sector'. The aim of this exercise is to

improve the level of transparency in the way employees are assessed and to ensure that there is greater correlation between the work done by each individual and the goals of the Commission. The ultimate aim is increased efficiency and more outcome and output oriented operations.

The implementation of PMAS necessitated a revamping of the mission and vision of the organization as well as the creation of a value statement. Sensitization workshops supported by timely assistance from the Cabinet Office resulted

in completion of most of the groundwork. However, due to inevitable setbacks, the employment of PMAS in the operations of the Agency is slated to take place in the First Quarter of the upcoming Financial Year.

Members of staff benefitted from exposure to five workshops throughout the course of the year, both at the regional and national levels, to support the improved delivery of service to our constituents. Other employees engaged in academic pursuits to better equip themselves to serve in different capacities within the organization.



At the close of the year, there were forty positions at the Agency with eight clear vacancies and the assets of the Commission had increased by 91.5%.

This increase resulted from revaluation of the Defined Pension Benefit Scheme.



Outgoing Finance and Administration Manager, Miss Enid Wells presenting her farewell speech at a party held in her honour



On page, newly appointed Finance and Administration Manager, Mrs Jeanette Hylton (centerspread); Senior Accountant (left) Miss Ammanie Whittingham and Accounting Technician, Mrs. Marcia Wynter (right). Above (left) – outgoing Administration and Finance Manager, Miss Enid Wells; (right) Office Manager, Miss Shemaine Genas and Office Assistant, Mrs Judith Lawrence

LOCAL, REGIONAL AND INTERNATIONAL INVOLVEMENT

As a government agency, the Commission capitalized on all possible avenues that afforded it an opportunity to impact policies and regulations that would ultimately affect consumers in Jamaica and the Diaspora. This led the Commission to accept roles on various committees and participate in various conferences and workshops held in and outside of Jamaica.

According to an agreement with the Inter-American Development Bank (IDB) and Consumers International (CI), the Agency committed to implementing a Caribbean project aimed at capacity building among consumer organizations within CARICOM. The tripartite agreement which includes Jamaica, Barbados and Trinidad and Tobago is being funded by CI and IDB and the individual implementing countries. The project commenced with the establishment of the secretariat at the offices of the Commission and the assignment of a



Honourable Michael Stern, Minister of State in the Ministry of Industry, Investment and Commerce addressing workshop participants

Project Officer in June 2009. In year one of the three year project, a Strength,



Director General of Consumers International, Mr. Joost Martens making a presentation at the launch of the CI/IDB Project

Weakness, Opportunities and Threat (SWOT) Analysis was done for all partner organizations in addition to a baseline study to inform programme activities and provide guidelines on monitoring project impacts. The findings were publicized and discussed at a workshop held at Knutsford Court hotel on November 24 and 25, 2009 at which time the project was officially launched. The endorsement of the project by the global consumer advocacy movement was demonstrated through the presence of the Director General of Consumers International, Mr Joost Martens. Consumers who attended the sessions benefitted from training exercises to develop the requisite skills needed to deliver improved consumer protection to the region.

The Commission's involvement in consumer related issues spanned the entire year and included participation in the Technical Consultation on Consumer Health in the Americas workshop convened in Washington, USA September 14 – 15, 2010.

The Commission also participated in two other regional workshops which facilitated interaction among Caribbean consumer groups and representatives from multi-lateral agencies such as IDB, CI and Federal Trade Commission (FTC).

These were just some of the capacity building exercises which the Agency undertook to strengthen its ability to continue in its delivery of quality service to its constituents.

On the local level, the Commission continued to serve on a number of committees such as the Labelling Technical Committee, National Agricultural Health & Food Safety Committee (NAH&FSC) and the Food Safety subcommittee on Recall Policy (for Foods) among others.

The Commission's contribution to the Labelling Technical Committee resulted in an award for Committee of the Year.

A detailed report on the work of the Commission on various other local committees can be gleaned from Appendix 1.



CI/IDB Project Coordinator, Ms. Candice Ramessar giving her opening remarks at the CI/IDB Project launch at the Knutsford Hotel in Kingston

THE WAY FORWARD

In the ensuing Financial Year, in addition to maintaining established programmes, the Commission intends to unveil a new suite of services such as an SMS Alert system to facilitate quick and easy transferral of consumer information to mobile phones apprising users of issues such as recent product recalls and the latest findings of our research activities. This, among other initiatives, is expected to increase the number of persons in the population who are impacted by the work of the Agency.

Baseline studies to be conducted by mid-2011, should help the organization to revamp its consumer education strategies to realize greater returns for its expenditure in this regard.

The Commission will also be seeking to strengthen the legislative framework of the Agency by suggesting amendments to the Consumer Protection Act providing the Agency with more authority to effect change and inspire compliance with the provisions of those Acts which safeguard the rights of the consumer in the marketplace.

These activities will be underpinned by the establishment and maintenance of a stable and harmonious work environment, continued upgrading of the information technology infrastructure, support from the Ministry of Industry, investment and Commerce and other ministries as well as the sustained collaboration with other agencies and the media.



Dolsie Allen
Chief Executive Officer

THE YEAR IN PICTURES



Officials on the platform at the launch of "Eating Right When Money Tight" booklet observe the singing of the National Anthem led by the "CAC Singers"

Left: Miss Joyce Campbell, member of the National Consumers' League ;

Right of singers: Mr. Richard Fontaine, Chairman of the Board; Miss Dolsie Allen, CEO, Mr Reginald Budhan and Mr. Steve Malcolm, President of the National Consumers' League



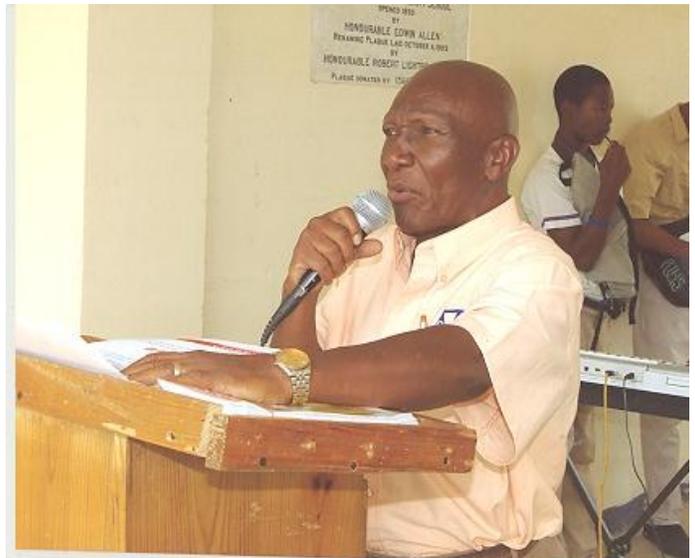
State Minister in the Ministry of Industry, Investment & Commerce, Honourable Michael Stern addressing guests at the Launch of the CI/IDB Consumer Protection in the Caribbean Project



A cross section of the audience at a JCDC Culinary Arts workshop being addressed by CAC Regional Officer, Mr. Richard Rowe



Director of the Western Region, Mr. Pash Fuller, providing students of Jonathan Grant High School with consumer information



Regional Officer, Mr. Ralston Patterson, addressing students of Robert Lightbourne High School in St. Thomas

Directors' Compensation April 2009 – March 2010

Position of Director	Fees (\$)	Motor Vehicle Upkeep/Travelling or Value of Assignment of Motor Vehicle (\$)	Honoraria (\$)	All Other Compensation including Non-Cash Benefits as applicable (\$)	Total (\$)
Chairman	\$223,895.00				
Director 1	\$90,110.00				
Director 2	\$117,500.00				
Director 3	\$101,590.00				
Director 4	\$140,530.00				
Director 5	\$133,110.00				
Director 6	\$96,650.00				
Director 7	\$71,750.00				
Director 8	\$85,250.00				
Director 9	\$89,655.00				
Audit Committee Member	\$7,000.00				
Total	\$1,266,540.00				

Notes

- 1. Where a non-cash benefit is received (e.g. government housing), the value of that benefit shall be quantified and stated in the appropriate column above.**

Senior Executive Compensation

Position of Senior Executive	Year	Salary p.a. (\$)	Gratuity or Performance Incentive (\$)	Travelling Allowance or Value of Assignment of Motor Vehicle (\$)	Pension or Other Retirement Benefits (\$)	Other Allowances (\$)	Non-Cash Benefits (\$)	Total p.a.(\$)
Chief Exec. Officer	Apr'09-Mar'10	3,154,599.00		796,500.00p.a.				3,951,099.00
Finance & Admin Mgr	Apr'09-Mar'10	2,208,993.00		420,000.00p.a.				2,628,993.00
Dir. for Western Div. Field Op.	Apr'09-Mar'10	1,401,169.00		420,000.00p.a.				1,821,169.00
Dir. Of Field Operations	Apr'09-Mar'10	2,001,239.00		420,000.00p.a.				2,421,239.00
Senior Accountant	Apr'09-Mar'10	1,563,093.00		420,000.00p.a.				1,983,093.00
Communication Specialist	Apr'09-Mar'10	1,401,169.00		420,000.00p.a.				1,821,169.00
Dir. Of Research	Apr'09-Mar'10	2,208,993.00		420,000.00p.a.				2,628,993.00
Writer / Editor	Apr'09-Mar'10	1,524,969.00		420,000.00p.a.				1,944,969.00
Information Technology Manager	Apr'09-Mar'10	1,636,548.00		420,000.00p.a.				2,056,548.00
Senior Economist	Apr'09-Mar'10	1,529,094.96		\$420,000.00 p.a.				1,949,094.96
Legal Officer	Apr'09-Mar'10	2,845,076.00		420,000.00p.a.		307,050.00		3,572,126.00

Notes

1. Where contractual obligations and allowances are stated in a foreign currency, the sum in that stated currency must be clearly provided and not the Jamaican equivalent.
2. Other Allowances (including laundry, entertainment, housing, utility, etc.)
3. Where a non-cash benefit is received (e.g. government housing), the value of that benefit shall be quantified and stated in the appropriate column above.



**Audited
Financial
Statements**

CONSUMER AFFAIRS COMMISSION

FINANCIAL STATEMENTS

31 MARCH 2010

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INDEPENDENT AUDITORS' REPORT

To the Members of
Consumer Affairs Commission

Report on the Financial Statements

We have audited the financial statements of Consumer Affairs Commission set out on pages 3 to 18 which comprise the statement of financial position as at 31 March 2010 and the statement of comprehensive income, changes in reserves and cash flows for the year then ended and a summary of significant accounting policies and other explanatory notes.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reporting Standards. This responsibility includes: designing, implementing and maintaining internal controls relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and consistently applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal controls relevant to the Commission's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Commission's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



INDEPENDENT AUDITORS' REPORT (CONT'D)

To the Members of
Consumer Affairs Commission

Opinion

In our opinion, the financial statements give a true and fair view of the Commission's financial position as at 31 March 2010, and of its financial performance, changes in reserves and cash flows for the year then ended in accordance with International Financial Reporting Standards.

A handwritten signature in black ink, appearing to be 'BDO'.

Chartered Accountants

25 February 2011

CONSUMER AFFAIRS COMMISSION
STATEMENT OF COMPREHENSIVE INCOME
YEAR ENDED 31 MARCH 2010

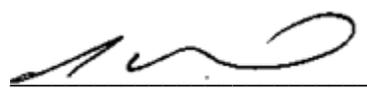
	<u>2010</u> \$	<u>2009</u> \$
INCOME:		
Grants (general)	118,211,481	86,282,708
Other income	<u>197,218</u>	<u>1,314,865</u>
	<u>118,408,699</u>	<u>87,597,573</u>
EXPENDITURE (pages 5 and 6):		
Personal emoluments	(30,599,186)	41,487,094
Travelling and subsistence	16,480,764	12,156,784
Rental	7,374,209	6,147,589
Public utilities	4,739,424	3,906,267
Other operating and general expenses	<u>37,678,599</u>	<u>16,824,763</u>
	<u>35,673,810</u>	<u>80,522,497</u>
Surplus before depreciation	82,734,889	7,075,076
Depreciation	(<u>1,392,391</u>)	(<u>801,353</u>)
NET SURPLUS FOR THE YEAR, BEING TOTAL COMPREHENSIVE INCOME	<u>81,342,498</u>	<u>6,273,723</u>

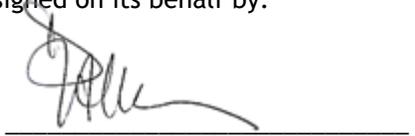
CONSUMER AFFAIRS COMMISSION
STATEMENT OF FINANCIAL POSITION

31 MARCH 2010

	<u>Note</u>	<u>2010</u> \$	<u>2009</u> \$
ASSETS			
NON-CURRENT ASSETS:			
Fixed assets	6	11,204,512	8,510,724
Retirement benefit asset	7	<u>155,596,000</u>	<u>79,046,000</u>
		<u>166,800,512</u>	<u>87,556,724</u>
CURRENT ASSETS:			
Receivables	8	1,067,740	901,746
Cash and cash equivalents	9	<u>3,921,210</u>	<u>1,234,487</u>
		<u>4,988,950</u>	<u>2,136,233</u>
		<u>171,789,462</u>	<u>89,692,957</u>
RESERVES AND LIABILITIES			
RESERVES:			
Retirement benefit reserve	7	155,596,000	79,046,000
Accumulated surplus		<u>7,879,590</u>	<u>3,087,092</u>
		<u>163,475,590</u>	<u>82,133,092</u>
CURRENT LIABILITIES:			
Payables	10	8,313,872	7,117,124
Bank overdraft	9	<u>-</u>	<u>442,741</u>
		<u>8,313,872</u>	<u>7,559,865</u>
		<u>171,789,462</u>	<u>89,692,957</u>

Approved for issue by the Commission on 25 February 2011 and signed on its behalf by:


 Richard Fontaine - Chairman


 Dolsie Allen - Executive Director

CONSUMER AFFAIRS COMMISSION

SCHEDULE OF EXPENDITURE

YEAR ENDED 31 MARCH 2010

	<u>2010</u> \$	<u>2009</u> \$
PERSONAL EMOLUMENTS:		
Permanent	38,288,535	37,070,169
Temporary and casual	3,858,176	4,689,694
Other allowances	598,472	670,721
Pension contributions	(76,415,534)	(3,523,131)
National insurance	383,295	425,649
National Housing Trust	1,106,736	1,030,692
Education tax	1,015,019	822,258
Staff welfare	<u>566,115</u>	<u>301,042</u>
	<u>(30,599,186)</u>	<u>41,487,094</u>
TRAVELLING AND SUBSISTENCE:		
Motor cars - upkeep	9,659,419	8,309,714
Mileage	6,118,625	3,273,048
Subsistence	113,907	297,416
Transportation and foreign travel	49,490	80,323
Air passage and related expenses	<u>539,323</u>	<u>196,283</u>
	<u>16,480,764</u>	<u>12,156,784</u>
RENTAL - offices	<u>7,374,209</u>	<u>6,147,589</u>

CONSUMER AFFAIRS COMMISSION

SCHEDULE OF EXPENDITURE

YEAR ENDED 31 MARCH 2010

	<u>2010</u>	<u>2009</u>
	\$	\$
PUBLIC UTILITIES:		
Electricity	1,780,426	1,438,218
Telephone	2,873,668	2,423,038
Water	<u>85,330</u>	<u>45,011</u>
	<u>4,739,424</u>	<u>3,906,267</u>
OTHER OPERATING AND GENERAL EXPENSES:		
Directors' fees	1,266,540	1,003,420
Professional services	541,883	1,184,715
Other services	246,936	478,080
Repairs - furniture and equipment	1,814,645	2,702,248
Insurance	208,682	228,857
Cleaning and sanitation	228,585	212,830
Audit fees	613,600	501,500
Miscellaneous	108,968	106,000
Food and drinks	845,515	460,771
Printing and stationery	2,076,725	1,402,808
Wireless, cable and postage	164,581	25,979
Subscriptions and membership fees	489,224	312,836
Security services	4,589,053	2,523,493
Medical supplies	46,984	35,822
Staff training	162,076	81,563
Exhibition, conference and seminars	1,273,948	1,088,329
Advertising	21,423,772	2,584,628
Bank charges	93,000	189,304
Grants and contributions	1,080,000	1,200,000
Text and reference books	6,600	6,000
Rental - machinery and equipment	329,929	495,580
Computer expenses	<u>67,353</u>	<u>-</u>
	<u>37,678,599</u>	<u>16,824,763</u>

CONSUMER AFFAIRS COMMISSION
STATEMENT OF CHANGES IN RESERVES
YEAR ENDED 31 MARCH 2010

	<u>Retirement Benefit Reserve</u> ₤	<u>Accumulated Surplus</u> ₤	<u>Total</u> ₤
Balance at 1 April 2009	74,910,000	949,369	75,859,369
Net surplus for the year	-	6,273,723	6,273,723
Transfer to retirement benefit reserve	<u>4,136,000</u>	(<u>4,136,000</u>)	<u>-</u>
Balance at 31 March 2009	79,046,000	3,087,092	82,133,092
Net surplus for the year	-	81,342,498	81,342,498
Transfer to retirement benefit reserve	<u>76,550,000</u>	(<u>76,550,000</u>)	<u>-</u>
Balance at 31 March 2010	<u>155,596,000</u>	<u>7,879,590</u>	<u>163,475,590</u>

CONSUMER AFFAIRS COMMISSION

STATEMENT OF CASH FLOWS

31 MARCH 2010

	<u>2010</u> ₤	<u>2009</u> ₤
CASH FLOWS FROM OPERATING ACTIVITIES:		
Net surplus	81,342,498	6,273,723
Adjustments for:		
Depreciation	1,392,391	801,353
Retirement benefit asset	(76,550,000)	(4,136,000)
Operating cash flows before movements in working capital	6,184,889	2,939,076
Changes in operating assets and liabilities:		
Receivables	(165,994)	73,760
Payables	<u>1,196,748</u>	<u>805,371</u>
Net cash provided by operating activities	<u>7,215,643</u>	<u>3,818,207</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of fixed assets	(4,086,179)	(4,691,837)
Net cash used in financing activities	(4,086,179)	(4,691,837)
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	3,129,464	(873,630)
Cash and cash equivalents at beginning of year	<u>791,746</u>	<u>1,665,376</u>
CASH AND CASH EQUIVALENTS AT END OF YEAR (Note 9)	<u><u>3,921,210</u></u>	<u><u>791,746</u></u>

CONSUMER AFFAIRS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2010

1. IDENTIFICATION AND PRINCIPAL ACTIVITY:

The Commission was established under the Trade Act 1955 as amended by Act 22 of 1970 and acts as chief protagonist to ensure the fundamental rights of the consumer with respect to prices and trade practices.

2. REPORTING CURRENCY:

These financial statements are presented using Jamaican dollars which is considered the currency of the primary economic environment in which the Commission operates.

3. SIGNIFICANT ACCOUNTING POLICIES:

The principal accounting policies applied in the preparation of these financial statements are set out below. The policies have been consistently applied to all the years presented. Where necessary, prior year comparatives have been restated and reclassified to conform to current year presentation.

(a) Basis of preparation -

These financial statements have been prepared in accordance with International Financial Reporting Standards (IFRS) and their interpretations adopted by the International Accounting Standards Board, and have been prepared under the historical cost convention.

The preparation of financial statements to conform to IFRS requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, contingent assets and liabilities at the date of the balance sheet and the revenue and expenses during the reported period. Actual results could differ from those estimates. The estimates and underlying assumptions are reviewed on an ongoing basis and any adjustments that may be necessary would be reflected in the year in which actual results are known.

Standards, amendments and interpretations to published standards effective in the reporting period.

During the reporting period, a number of new standards, amendments and interpretations became effective. Those considered relevant to the Commission are as follows:

IAS 1 (Amended)	Presentation of Financial Statements
IAS 16 (Amended)	Property, Plant and Equipment
IAS 19 (Amended)	Employee Benefits

CONSUMER AFFAIRS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2010

3. **SIGNIFICANT ACCOUNTING POLICIES (CONT'D):**

(a) **Basis of preparation (cont'd) -**

Standards, interpretations and amendments to published standards effective in the reporting period (cont'd) -

IAS 32 (Amended)	Financial Instruments: Presentation
IAS 36 (Amended)	Impairment of Assets
IAS 39 (Amended)	Financial Instruments: Recognition and Measurement
IFRS 7 (Amended)	Financial Instruments: Disclosures

Standards, amendments and interpretations to published standards that are not yet effective

At the date of authorization of these financial statements, there were certain new standards, amendments and interpretations to existing standards which were not issue but which were not yet effective. Those which are considered relevant to the Commission are as follows:

IAS 1 (Amended)	Presentation of Financial Statements - (effective for annual periods beginning on or after 1 January 2010)
IAS 32 (Amended)	Financial Instruments (effective for annual periods beginning on or after 1 February 2010)
IAS 36 (Amended)	Impairment of Assets (effective for annual periods beginning on or after 1 January 2010)
IAS 39 (Amended)	Financial Instruments: Recognition and Measurement effective for annual periods beginning on or after 1 January 2010)
IFRS 7 (Amended)	Financial Instruments: Disclosures (effective for annual Periods beginning on or after 1 January 2011)

The Commission anticipates that adoption of the standards, amendments and interpretations, which are relevant in future periods, is unlikely to have any material impact on the financial statements.

CONSUMER AFFAIRS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2010

3. SIGNIFICANT ACCOUNTING POLICIES (CONT'D):

(b) Impairment of non-current assets -

Fixed assets and other non-current assets are reviewed for impairment losses whenever events or changes in circumstances indicate that the carrying amount may not be recoverable.

(c) Fixed assets -

Fixed assets are stated at historical cost less accumulated depreciation and accumulated impairment losses.

Depreciation is calculated on the straight-line method to write off the cost of the assets to their residual values over their estimated useful lives. Annual rates are as follows: -

Leasehold improvement	2½%
Furniture, fixtures and equipment	10%
Computers	10%

Gains and losses on disposal are determined by comparing proceeds with carrying amounts and are included in net surplus.

(d) Employee benefits -

The Commission operates a defined benefit pension plan, the assets of which are held in separate trustee-administered funds. The plan is funded by the payments from employees and by the organization, taking account of the recommendations of independent qualified actuaries.

The pension accounting costs are assessed using the projected unit credit method. Under this method, the cost of providing pensions is charged to the income statement so as to spread the regular cost over the service lives of employees in accordance with the advice of qualified actuaries who carry out a full valuation of the plan every year. The pension obligation is measured as the present value of the estimated future cash outflows using interest rates of government securities which have terms of maturity approximating the terms of the related liability. All actuarial gains and losses are spread forward over the average remaining service lives of employees.

(e) Cash and cash equivalents -

Cash and cash equivalents are carried in the statement of financial position at cost. For the purposes of the cash flow statement, cash and cash equivalents comprise cash at bank and in hand, net of bank overdraft.

CONSUMER AFFAIRS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2010

3. SIGNIFICANT ACCOUNTING POLICIES (CONT'D):

(f) Revenue recognition -

Income is recognized as it accrues unless collectibility is in doubt.

(g) Financial instruments -

Financial instruments include transactions that give rise to both financial assets and financial liabilities. Financial instruments carried in the statement of financial position include cash and cash equivalents, receivables and payables. The particular recognition methods adopted are disclosed in the respective policy statements associated with each item.

4. FINANCIAL RISK MANAGEMENT:

(a) Financial risk factors -

The Commission's activities expose it to a variety of financial risks: market risk (including currency risk and price risk), credit risk, liquidity risk, interest rate risk and operational risk. The Commission's overall risk management policies are established to identify and analyze the risks faced by the Commission and to set appropriate risk limits and controls and to monitor risk and adherence to limits. The risk management framework is based on guidelines set by the Board of Directors together with management and seeks to minimize potential adverse effects on the Commission's financial performance.

(i) Market risk -

Price risk

Price risk is the risk that the value of a financial instrument will fluctuate as a result of changes in market prices. The Commission has no exposure to this risk.

Currency risk -

Currency risk is the risk that the value of a financial instrument will fluctuate because of changes in foreign exchange rates. The Commission has no exposure to this risk.

CONSUMER AFFAIRS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2010

4. FINANCIAL RISK MANAGEMENT (CONT'D):

(a) Financial risk factors (cont'd) -

(ii) Capital risk

Capital risk is the risk that the Commission fails to comply with mandated regulatory requirements resulting in breach of those requirements. The Commission's objectives when managing capital are to comply with capital requirements, safeguard the Commission's ability to continue as a going concern and to maintain strong capital base to support the development of its business.

(iii) Operational risk

Operational risk is the risk of direct or indirect loss arising from a variety of causes associated with the Commission's processes, personnel, technology and external factors, other than financial risks, such as generally accepted standards of corporate behaviour. The Commission manages operational risk so as to avoid financial loss and damage to its reputation.

(b) Fair value estimation -

Fair value is the amount for which an asset could be exchanged, or a liability settled, between knowledgeable, willing parties in an arm's length transaction. The amounts included in the financial statements for cash at bank, receivables and payables reflect their approximate fair values because of the short term maturity of these instruments.

5. STAFF COSTS:

	<u>2009</u> ₤	<u>2008</u> ₤
Personal emoluments	(30,599,186)	41,487,094
Travelling and subsistence	<u>16,480,764</u>	<u>12,156,784</u>
	<u>(14,118,422)</u>	<u>53,643,878</u>

The organization employed twenty nine (29) persons at the end of the year (2009-26).

CONSUMER AFFAIRS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2010

6. FIXED ASSETS:

	<u>Leasehold Improvement</u> \$	<u>Furniture Fixtures, and Equipment</u> \$	<u>Computers</u> \$	<u>Total</u> \$
Year Ended 31 March 2010 -				
Net book value				
1 April 2009	1,408,236	5,340,150	1,762,338	8,510,724
Additions	-	2,140,814	1,945,365	4,086,179
Depreciation charge	(40,781)	(904,190)	(447,420)	(1,392,391)
31 March 2010	<u>1,367,455</u>	<u>6,576,774</u>	<u>3,260,283</u>	<u>11,204,512</u>
At 31 March 2010 -				
Cost	1,691,250	10,653,324	5,626,901	17,971,475
Accumulated depreciation	(323,795)	(4,076,550)	(2,366,618)	(6,766,963)
Net book value	<u>1,367,455</u>	<u>6,576,774</u>	<u>3,260,283</u>	<u>11,204,512</u>
Year Ended 31 March 2009 -				
Net book value				
1 April 2009	1,329,017	1,968,992	1,322,231	4,620,240
Additions	120,000	3,898,244	673,593	4,691,837
Depreciation charge	(40,781)	(527,086)	(233,486)	(801,353)
31 March 2009	<u>1,408,236</u>	<u>5,340,150</u>	<u>1,762,338</u>	<u>8,510,724</u>
At 31 March 2009 -				
Cost	1,691,250	8,512,510	3,681,536	13,885,296
Accumulated depreciation	(283,014)	(3,172,360)	(1,919,198)	(5,374,572)
Net book value	<u>1,408,236</u>	<u>5,340,150</u>	<u>1,762,338</u>	<u>8,510,724</u>

CONSUMER AFFAIRS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2010

7. RETIREMENT BENEFIT ASSET:

The Commission operates a defined benefit pension scheme (see note 3 (d)) which is open to all permanent employees and is managed by an independent external agency. The scheme is funded by employees' contribution at the rate of 5% of pensionable salary. Employees may make additional voluntary contributions not exceeding a further 5%. The Commission meets the balance of the cost of the scheme's benefits. Normal retirement pension is based on 2% of final pensionable salary per year of pensionable service.

The disclosures below are based on the independent actuarial valuation as at 31 March 2010.

(a) Amounts recognized in the income statement in respect of the defined benefit plan are as follows:

	<u>2010</u> <u>\$'000</u>	<u>2009</u> <u>\$'000</u>
Current service cost	(2,539)	(2,091)
Interest cost	(6,969)	(5,180)
Expected return on plan assets	32,017	27,515
Net actuarial gain recognized in year	1,200	(38,535)
Change in disallowed assets	52,972	21,801
Past service cost - non vested benefits	(<u>266</u>)	(<u>266</u>)
Net income recognized in income statement	<u>76,415</u>	<u>3,244</u>

This amount is included in staff costs.

(b) The amount included in the statement of financial position in respect of the defined benefit retirement plan comprises:

	<u>2010</u> <u>\$'000</u>	<u>2009</u> <u>\$'000</u>
Present value of funded obligations	(63,227)	(42,261)
Fair value of plan assets	<u>271,974</u>	<u>215,295</u>
	208,747	173,034
Unrecognized actuarial losses	(47,799)	(35,930)
Unrecognized past service cost	535	801
Unrecognized amount due to limitation	(<u>5,887</u>)	(<u>58,859</u>)
Asset recognized in statement of financial position	<u>155,596</u>	<u>79,046</u>

CONSUMER AFFAIRS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2010

7. RETIREMENT BENEFIT ASSET (CONT'D):

(c) Movement in net assets in the current year were as follows:

	<u>2010</u> <u>\$'000</u>	<u>2009</u> <u>\$'000</u>
Net asset at start of year	79,046	75,696
Net income recognized in the income statement	76,415	3,244
Contributions paid by the Commission	<u>135</u>	<u>106</u>
	<u>155,596</u>	<u>79,046</u>

(d) Key financial assumptions used:

	<u>2010</u> %	<u>2009</u> %
Discount rate	11.5	16
Rate of escalation of pensionable earnings	8.5	12
Rate of increase in pensions	5	5
Expected long term rate of return on scheme assets	<u>10.5</u>	<u>15</u>

Expenses - allowance is made for administrative expense at the rate of 5% of members' pensionable earnings

8. RECEIVABLES:

	<u>2010</u> <u>₹</u>	<u>2009</u> <u>₹</u>
Staff receivables	201,576	135,647
Withholding tax	198,780	198,780
Other receivables	609,822	509,757
Prepayments	<u>57,562</u>	<u>57,562</u>
	<u>1,067,740</u>	<u>901,746</u>

9. CASH AND CASH EQUIVALENTS:

	<u>2010</u> <u>₹</u>	<u>2009</u> <u>₹</u>
Petty cash	3,000	3,000
Local currency accounts	<u>3,918,210</u>	<u>1,231,487</u>
	3,921,210	1,234,487
Bank overdraft	<u>-</u>	(<u>442,741</u>)
	<u>3,921,210</u>	<u>791,746</u>

Bank overdraft represents outstanding cheques at year end.

CONSUMER AFFAIRS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2010

10. PAYABLES:

	<u>2010</u> \$	<u>2009</u> \$
Accounts payable	2,712,083	1,337,959
Other payables and accruals	<u>5,601,789</u>	<u>5,779,165</u>
	<u>8,313,872</u>	<u>7,117,124</u>

11. SOURCES AND USES OF FUNDS:

The comparative details between budgeted and actual income and expenditure are as follows:

	<u>Budget</u> \$	<u>Actual</u> \$	Variance Favourable/ (Unfavourable) \$
Income:			
Grant - general	120,751,000	118,211,481	(2,539,519)
Other	<u>-</u>	<u>197,218</u>	<u>197,218</u>
	<u>120,751,000</u>	<u>118,408,699</u>	(2,342,301)
Expenditure:			
Personal emoluments	59,325,000	(30,599,186)	89,924,186
Travelling and subsistence	12,772,000	16,480,764	(3,708,764)
Other operating and general expenses	15,313,000	37,678,599	(22,365,599)
Rent	12,627,000	7,374,209	5,252,791
Public utilities	<u>3,480,000</u>	<u>4,739,424</u>	(1,259,424)
	<u>103,517,000</u>	<u>35,673,810</u>	<u>67,843,190</u>
Operating surplus	17,234,000	82,734,889	65,500,889
Capital:			
Purchase of fixed assets	<u>-</u>	(4,086,179)	(4,086,179)
TOTAL	<u>17,234,000</u>	<u>78,648,710</u>	<u>61,414,710</u>

CONSUMER AFFAIRS COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2010

12. PENSION SCHEME:

The Commission maintains a contributory pension scheme which covers substantially all of its employees who meet eligibility requirements.

It is managed externally with employees contributing 5% of basic salaries and the commission contributing 2%.

The scheme is subjected to annual actuarial valuations, the most recent being 31 March 2010, which revealed that the scheme was adequately funded.

ORGANIZATION / COMMITTEE	SUBJECT	BENEFITS
Consumers International	The Consumer Affairs Commission (CAC) is a member of the organization paying a yearly fee of US\$2,000.00.	Able to garner information for dissemination locally.
Caribbean Consumer Council	Encourage a unified approach to consumer redress and harmonization of the laws related to consumer protection.	Unified approach to dealing with consumer complaints in light of the Caribbean Single Market and the proposed single economic space.
Jamaica Standards Network of the Bureau of Standards Jamaica	Grouping of resource personnel whose expertise can be drawn on to: <ul style="list-style-type: none"> • Determine the type of standards that need to be created or reviewed • Serve on Technical Committees when required to create and review standards locally and for CARICOM 	Improvement in the quality of products and services offered to the consumer
National Examiners Boards of the Bureau of Standards Jamaica	Assess the parameters by which the competitors in the National Quality Awards are judged. Review the audits done of the competitors Determine the sectional and category (Service or Manufacturing) winners.	To improve the level of quality control in business resulting in greater efficiencies and an improvement in the product/service to the consumer
Labelling Technical Committee of the Bureau of Standards Jamaica	Review and create standards local and CARICOM for labelling of goods. Amendment of the labelling standard for Tobacco Products to require additional warning signs to be placed on the packaging in both words and graphics.	Health, safety and information are issues of concern to the Commission's as it seeks to uphold the consumer's rights
Cement Technical Committee of the Bureau of Standards Jamaica	Create and review standards for Portland Cement	As above
Baked Products Technical Committee of the Bureau of Standards	Create and review standards for baked products	Health, safety and information issues are part of the Agency's concerns as it seeks to uphold the consumer's rights
National Mirror Committee for Social Responsibility	Review ISO international standard for Social Responsibility as local working group.	

Consumer Affairs Committee on Utilities	Consumer Advisory Body set up to provide the consumer's perspective on matters pertaining to the Director General Office of Utilities Regulation	Provides an avenue for the airing of the views of consumers in the setting of policies and rate adjustments as it relates to utilities
National Biosafety Committee	<ul style="list-style-type: none"> • Determine Biosafety Policy • monitor the development of Transgenic Products • monitor the testing of imported living organism, such as seeds for planting to make sure none are genetically modified (in particular those donated) develop and implement public education programmes on biosafety. 	Protection of the country's diversity and possible adverse impact on the environment
Used Pneumatic Tyres Technical Committee	The Committee was charged with the responsibility of creating standards for used pneumatic tyres imported for sale locally.	Health, safety and information are issues of concern to the Commission's as it seeks to uphold the consumer's rights
Spa Standards Technical Committee	Spearheaded by the Tourism Product Development Company, the Committee was charged with the responsibility of creating standards for all local entities offering health and wellness programmes	Health, safety, the environment, and information are issues of concern to the Commission's as it seeks to uphold the consumer's rights
Committee on Global Harmonization System for the Labelling and Classification of Chemicals	The GHS Committee was formed to bring Jamaica into alignment with internationally established standards for the labeling and classification of chemicals.	Health, safety, the environment, and information are issues of concern to the Commission's as it seeks to uphold the consumer's rights
Distributive Trade Meeting	The Consumer Affairs Commission is the Secretariat for the meetings with the Producers, Manufacturers, Retailers of essential items in particular food items. Areas discussed include availability, prices, transportation difficulties, customs and port facilities.	Provides for proper planning in respect of the country's food supply. This information becomes even more critical during the times of disaster (hurricane etc)
Telecommunications Appeals Tribunal	The Consumer Affairs Commission is the Secretariat for the meetings	
Electricity Appeals Tribunal	The Consumer Affairs Commission is the Secretariat for the meetings	