

Contribution of Consumer Affairs Authority in Protecting the Consumer



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National Audit Office



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1. Executive Summary

The Consumer Affairs Authority was established by the Consumer Affairs Authority Act No. 9 of 2003 with the objectives of fulfilling the requirements to protect consumers against the marketing of goods or the provision of services which are hazardous to life and property of consumers, to protect consumers against unfair trade practices and guarantee that consumers interest shall be given due consideration, to ensure that wherever possible consumers have adequate access to goods and services at competitive prices, and to seek redress against unfair trade practices, restrictive trade practices or any other forms of exploitation of consumers by traders.

The role of the Consumer Affairs Authority is very important in achieving the above objectives. Provisions have been made for the same by the Consumer Affairs Authority Act. Accordingly, this performance audit was conducted to evaluate how the authority has performed to implement the provisions of the Act and achieve the objectives mentioned in the Act. The purpose of this audit is to evaluate the performance of the functions performed by the Consumer Affairs Authority for the protection of consumer rights accordingly.

It was observed as the major observations of this audit the situations, where no adjustments had been made as suggested by the committee appointed to make adjustments to 62 general directions introduced under the Consumer Protection Act No. 01 of 1979 and should also be implemented under the Consumer Affairs Authority Act No. 09 of 2003 to the present, the revision of the Act has not been completed by the year under review although 19 years have passed since the commencement of the revision of the Act in the year 2004, directions had been issued to mark the Maximum Retail Price only in respect of 05 types of goods when issuing maximum price certificates in respect of imported goods, even though a large number of goods are imported into the country annually, the authority does not have a legal capacity to mark the price of those goods, keeping the goods available for sale in the market at a higher price than the prices marked on those goods by the importers as per the authority's data system, and the labels marked through label companies are removed and labeled again. Similarly, it was observed that there are 60 cases of taking delayed legal actions regarding the non-compliant goods during the inspections made to verify whether the goods conformed to the relevant standards and specifications and the delay period ranged from 03 months to 22 months. Similarly, the issue of gazette making standards mandatory was limited to only 16 types of goods out of the various types of goods available in the market. Also, when checking whether samples have been taken in relation to the goods that are so standardized, it was observed that no sample inspection has been carried out in relation to 10 types of goods.

It was observed regarding complaints that decisions had not been given regarding 07 complaints that were referred to the Consumer Affairs Council from year 2015 to June 2022, a long time had been taken to resolve the complaints referred to the council, and the investigation of 296 complaints out of 1,888 complaints registered in the legal department from year 2015 to 2022 had not been finished till 31 December 2022. Similarly, it was observed that there is no provision to deal with the complaints received for agricultural equipment in terms of the provisions of the Act; and therefore, there is no possibility to inspect and give orders or take legal actions.

Similarly, the facts that no system has been formed to notify the complaint number and the progress of the investigation to the consumers regarding their complaints by the 1977 - Customer Service Inquiry Project initiated with a total cost of Rs. 5,401,428 and at an expense of Rs.3,786,942 for advertising among the public ,and no system has been formed to enter data by connecting with district offices were observed. Further, it was observed that the outcomes of the market studies had not been used to educate and protect consumer.

It was also observed regarding the raids that the actual number of raids carried out during the period from 2018 to 2022 was lower than the target number of raids, i.e. in the range from 56 percent to 74 percent, the raiding progress in 08 districts was less than 52 percent, 23 investigation officers in excess were attached to 09 districts, whereas there was a deficiency of 47 investigation officers attached to 12 districts when the number of development officers and investigation officers assigned to each district is considered. Similarly, it was also observed that it took more than two years to file cases for 3616 raids out of 3715 raids carried out from 2018 to 31 December 2021.

Similarly, it was also observed regarding trade regularization that the authority has not taken measures to promote organisations of consumers in terms of the Section No. 9(a) of the Act, and even though it is stated that every trader shall register with the authority in terms of the Section No. 27, no action has been taken in this regard, and that no orders had been made regarding the maintenance of records and furnishing of such records to the Authority in a format determined in terms of the Section No. 56. It was observed that no any raid has been conducted in any district in the year 2022 in relation to 8 valid directions out of the directions issued regarding price marking, labeling and packeting of goods in terms of the Section No. 10 of the Act and that the number of raids conducted in relation to direction no.15 is less than 50. Similarly, it was observed in the audit that no raids have been conducted in the year 2022 in respect of 11 out of 18 directions issued under Section No. 12 of the Act and there are cases where Section No. 16, 17 and 34 have not been implemented sufficiently.

Accordingly, taking action on the proposals made by the committee appointed regarding adjustment of general directions introduced under the Consumer Protection Act to the present; expediting the amendment of the Consumer Affairs Authority Act No. 9 of 2003, issuance of a new direction to further identify the types of goods that are required to issue Maximum Retail Price Certificates in respect of imported goods and include the types of goods imported into the country in a way that is suitable for the present; expansion of raids on importers who do not submit information to the authority regarding the Maximum Retail Price of the said goods and to obtain Maximum Retail Price Certificates; physical examination of prices submitted by importers to obtain Maximum Retail Price Certificates before sanctioning them; out of the complaints received by the Complaints Department ,referring the complaints that cannot be resolved by the authority to the relevant institutions and following up; taking measures to provide relief to the consumer by referring complaints that cannot be resolved by the complaints department to the legal department and resolve them in a short period of time; incorporation of rules in the Act to resolve complaints related to agricultural equipment; specifying the relevant standards and terms of imported machinery in collaboration with the Standards Institute; establishing a systematic database for

registration of vendors, taking legal actions without delay against traders and manufacturers regarding samples which confirm to be unfit for consumption or not in the prescribed standard during the the samples inspection, preparation of 1977 service so that market prices are available to the customer; establishing a mechanism to notify the complainant again that the complaints received through 1977 have been recorded; entering information in the same way in every district when entering information in the database; entering information into the database so that data about the raids can be obtained separately according to direction numbers; establishing a method to enter information into the database so that it can be identified whether the amount of fine charged has been charged in case of raids; conducting raids and monitoring the matters leading to non-prosecution on raids for which not prosecuted, proceeding to take relevant measures regarding the matters on which measures have not been taken so far under various sections of the Act; dealing with complaints within one month in terms of the Consumer Affairs Authority Act No. 9 of 2003 are presented as recommendations for the observations made in the report.

2. Introduction

2.1 Background

The Consumer Affairs Authority was established under the Consumer Affairs Authority Act No. 9 of 2003, and this institution has been fulfilling its mission for more than 19 years by now. The then existing Fair Trading Commission and Internal Trade Department were abolished with the establishment of the Authority, and this authority was assigned to carry out the duties performed by those institutions in a relative and timely manner.

It is expected to accomplish the matters i.e. function of controlling the monopolistic, joint and anti-competitive practices implemented by the liquidated Fair Trading Commission and formulating a national policy on the same as well as streamline trade and consumer protection in the open economy which are the objectives of the Department of Internal Trade through the Authority. Provisions have been made by the Consumer Affairs Authority Act to further protect consumer rights providing space to fulfill this role taking the socio technical needs of the time into consideration.

Accordingly, the general directions issued under the section six of the Consumer Protection Act No. 01 of 1979 and the standards and specifications determined under the section eight of the said Act shall be deemed to be a direction issued by the Authority, a prescribed standard and a specification. The Consumer Affairs Authority Act No. 09 of 2003 has been established updating the objectives and functions expected under the Consumer Protection Act No. 01 of 1979 and the Fair Trading Commission Act No. 01 of 1987 from which the Fair Trading Commission had been established with the current market process, including the process of the Price Control Act also as appropriate, and that role is currently being performed by the Consumer Affairs Authority.

The following points were identified as the objectives of the establishment of the Consumer Affairs Authority No. 09 of 2003.

- (a) to protect consumers against the marketing of goods or the provision of services which are hazardous to life and property of consumers ;
- (b) to protect consumers against unfair trade practices and guarantee that consumers interest shall be given due consideration ;
- (c) to ensure that wherever possible consumers have adequate access to goods and services at competitive prices ; and
- (d) to seek redress against unfair trade practices, restrictive trade practices or any other forms of exploitation of consumers by traders.

The provisions are made by the Act for the following functions in order to fulfill the objectives of the authority.

- (a) control or eliminate—
 - (i) restrictive trade agreements among enterprises;

- (ii) arrangements amongst enterprises with regard to prices;
 - (iii) abuse of a dominant position with regard to domestic trade or economic development within the market or in a substantial part of the market; or
 - (iv) any restraint of competition adversely affecting domestic or international trade or economic development;
- (b) investigate or inquire into anti-competitive practices and abuse of a dominant position;
- (c) maintain and promote effective competition between persons supplying goods and services;
- (d) promote and protect the rights and interests of consumers, purchasers and other users of goods and services in respect of the price, availability and quality of such goods and services and the variety supplied;
- (e) to keep consumers informed about the quality, quantity, potency, cleanliness, standards and price of goods and services made available for purchase;
- (f) carry out investigations and inquiries in relation to any matter specified in this Act;
- (g) promote competitive prices in markets where competition is less effective ;
- (h) undertake studies, publish reports and provide information to the public relating to market conditions and consumer affairs ;
- (i) undertake studies on public sector and private sector efficiency;
- (j) promote consumer education with regard to good health, safety and security of consumers;
- (k) promote the exchange of information relating to market conditions and consumer affairs with other institutions ;
- (l) promote, assist and encourage the establishment of organisations of consumers;
- (m) charge such fees in respect of any services rendered by the Authority ;
- (n) appoint any such committee or committees as may be necessary to facilitate the discharge of the functions of the Authority ; and
- (o) do all such other acts as may be necessary for attainment of the objects of the Authority and for the effective discharge of the functions of the Authority.

2.1.1 The sources of expenditure and funding of the Authority are given below.

Year	2018	2019	2020	2021	2022
	Rs. 000'	Rs. 000'	Rs. 000'	Rs. 000'	Rs. 000'
Expenditure	519,030	551,938	561,698	538,606	554,550
Sources of Funding					

Recurring grants	489,982	502,975	477,296	505,000	541,500
Fine income	32,910	39,094	21,826	13,570	37,141
Other income	58,883	67,223	61,278	27,137	60,030
Total	581,775	609,292	560,400	545,707	638,671

2.2 Authority for Audit

This performance audit was conducted under my direction in accordance with the provisions of Article 154 (1) of the Constitution of the Democratic Socialist Republic of Sri Lanka and in terms of the provisions of the National Audit Act No. 19 of 2018.

2.3 Audit Approach

Audit approach was carried out under issue approaches due to increase the number of complaints received by 1977 Interactive Mobile Service, the district offices and the head office of the Consumer Affairs Authority regarding the violation of consumer rights and the issues in solving them, issues in intervention of the authority related to the frequent fluctuation of commodity prices in the market, issues related to the functioning of the Authority on the orders and directions in the gazettes issued by the Authority and issues related to the information and recommendations obtained through market research reports.

2.4 Relationship with Sri Lanka Standards Institute

In terms of the section 12(2) of the Consumer Affairs authority Act, the Authority may by Notification publish in the Gazette adopt such standards and specifications prescribed by the Sri Lanka Standards Institution established by the Sri Lanka Standards Institution Act, No. 6 of 1984, relating to the production, manufacture, supply, storage, transportation and sale of any goods, and to the supply of any services, as standards and specifications, to be determined under subsection (1).

2.5 Audit Objective

Evaluation of the performance of the functions performs by the Consumer Affairs Authority for the protection of consumer rights.

2.6 Sub-audit objectives and Criteria

Sub-audit Objective -----	Criteria -----	Source -----
2.6.1 Assess whether adequate regulatory frameworks are in place to ensure consumer protection	<ul style="list-style-type: none">• Having prepared sufficient rules and regulations to carry out the necessary activities for customer protection• Having recognized the need for timely revision of rules and regulations by the management.	Consumer Affairs Authority Act No. 09 of 2003 Board Decision No. CAA / L&E / 37/ 2019 dated 16 August 2019
2.6.2 Evaluation of the measures taken by the Consumer Affairs Authority to protect the rights of consumer	<ul style="list-style-type: none">• Having issued special directions to any class of manufacturers or traders, specifying any other conditions as to the manufacturing, importing, marketing, storing, selling and stocking, of goods.• Directions should be issued to manufacturers or traders in respect of price marking, labelling and packeting of goods.• Having obtained samples from the market and carried out necessary tests to determine compliance with the prescribed standards.• Having carried out investigations into anticompetitive practices.	Section 10(i)(b)(ii) of the Consumer Affairs Authority Act No. 09 of 2003 Section 10(i) (a) of the Consumer Affairs Authority Act No. 09 of 2003 Section 12 and 61 of the Consumer Affairs Authority Act No. 09 of 2003 Section 34, 37 and 41 of the Consumer Affairs Authority Act No. 09 of 2003

- Having dealt with complaints regarding the sale of goods or provision of services

Section 13 and 32 of the Consumer Affairs Authority Act No. 09 of 2003
- undertake studies, publish reports and provide information to the public relating to market status and consumer affairs

Section 8 (h) of the Consumer Affairs Authority Act No. 09 of 2003
- Having conducted raids, prosecuting cases and charging fines to ensure that the provisions or directions of the Act are being implemented.

Section 58 of the Consumer Affairs Authority Act No. 09 of 2003
- Having entered into such written agreements as it may deem necessary, to make provisions for price, standard, and specifications, any other conditions as to the manufacture, import, distribution, transportation, labeling of any goods.

Section 14 of the Consumer Affairs Authority Act No. 09 of 2003
- Denial of possession of any goods for purposes of trade or the sale of such goods subject to any condition should not be done.

Section 16 of the Consumer Affairs Authority Act No. 09 of 2003
- Traders should not conceal any goods in such quantity as is in excess of the normal trading requirements of such trader.

Section 17 of the Consumer Affairs Authority Act No. 09 of 2003
- Every trader shall register with the Authority

Section 27 of the Consumer Affairs Authority Act No. 09 of 2003

2.7 Audit Scope

This audit focused on issuance of maximum price certificates, dealing with the standards and specifications of goods, taking samples, conducting market raids and prosecutions and dealing with consumer complaints and the way in which market studies have been used to inform the customer by Consumer Affairs Authority during the period from 2018 to 31 December 2022 in order to protect the consumers.

2.8 Audit Methodology

- (a) To study the Consumer Affairs Authority Act No. 09 of 2003 and related amendments.
- (b) Study of relevant Gazette Notifications
- (c) Scrutiny of Board Decisions
- (d) Scrutiny of files related to complaints
- (e) Examination of information related to raids and prosecutions
- (f) Verification of other relevant documents
- (g) Discussions with relevant parties

3. Detailed Audit Findings

3.1 Evaluating the legal background of the Institution

3.1.1 Establishment of Consumer Affairs Authority

The Consumer Affairs Authority has been established by the Consumer Affairs Authority Act No 9 of 2003 by repealing the three Acts i.e. Consumer Protection Act No 01 of 1979 and the Fair Trading Commission Act No 1 of 1987 and the Control of Prices Act of 1950. Accordingly, it was stated under section 73 of the Authority Act that 62 general directions issued under the Consumer Protection Act No. 01 of 1979 should be implemented under the Authority Act also. However, even though the committee appointed to adjust them to the present has proposed to the board of directors on 01 November 2019 to issue 14 new directions related to 22 directions out of them, to issue directions after further consideration regarding 19 directions, and to rescind 21 directions out of them, no any action has been taken on the proposal. (Annexe 1,2,3)

3.1.2 Amendment of the Consumer Affairs Authority Act

The revision of the Consumer Authority Act No. 09 of 2003 had been initiated in the year 2004 and 30 sections of the Act was presented to the Legal Draftsman Department. A report which includes the amendment clauses were submitted by the Legal Draftsman Department to the Ministry of Trade, Commerce and Food Safety 23 on June 2022, and no action has been taken in that regard. Accordingly, even though 19 years has passed by the year under review, the amendment of the Act has not been completed.

3.2 Dealing with Protection of Consumer Rights

3.2.1 Issuance of Maximum Retail Price Certificates in respect of Imported Goods

The Authority may, for the protection of the consumer, issue special directions to any class of manufacturers or traders, specifying any other conditions as to the manufacturing, importing, marketing, storing, selling and stocking, of any goods in terms of Section 10(1) (b) (ii) of the Consumer Affairs Authority Act No. 09 of 2003.

Accordingly, it was mentioned that all importers, suppliers, agents, distributors and sellers of pre picketed goods, articles and products listed hereunder HS Codes shall have the Maximum Retail Price ,the name and the registered address of the Manufacturer, supplier, importer, or distributor clearly denoted on the pack or container of each product or article at the point of entry to the Island in pursuant to the Direction No. 12 of Gazette Notification No. 1505/11 dated 11 July 2007 as directed under Section 10(1) (b) (11) of the Act.

Type of Food -----	HS Code -----
Confectionery (including Chewing Gum)	HS Code 1704
Chocolate	HS Code 1806
Biscuits	HS Code 1905
Cakes	HS Code 1905
Soap	HS Code 3401

Further, a departmental order No. DOPL – 606B titled Operating Instructions on imported goods for which Cess based on Maximum Retail Price is payable had been issued by Sri Lanka Customs with effect from 01 October 2008 .Accordingly,

- i. the importer shall submit the declaration of Maximum Retail Price to the Consumer Affairs Authority for registration before submitting the customs note to customs.
- ii. when submitting documents to the Consumer Affairs Authority by the importer, the fact Whether the he has printed the Maximum Retail Price of the concerned goods must be submitted in writing to the authority.
- iii. the Consumer Affairs Authority shall register the declaration of price and issue a registration number keeping a copy with itself.
- iv. the data entry officer who accepts the customs note should verify whether the declaration of Maximum Retail Price has been registered at the Consumer Affairs Authority.

The following observations are made in this regard

- (a) A direction had been issued under Direction No 08 dated 13 October 2006 to the effect that the maximum retail price should be indicated and although 56 types of goods had been listed therein, only 05 types of good such as sweetmeat including (chewing gum), chocolate, biscuits, cake, and toilet soap, had been included in the schedule under Direction No 12 issued on 11 July 2007, and under direction No 87 issued on 01 November 2022, by which the said direction was cancelled. .
- (b) As per the data of the Sri Lanka Customs, although goods such as noodles, pasta, and cheese were imported annually in large scale, the Authority could not indicate the prices of those goods since those goods had not been included in the gazette notification issued on 01 November 2022

- (c) Although the consumption pattern has changed to a great extent owing to the increase of types of goods imported to Sri Lanka, despite a new direction has been issued on 01 November 2022 to the effect that the above maximum retail price should be indicated, only the above mentioned 05 types of goods had been included in that gazette notification also.
- (d) A report had been issued based on the study conducted on 20 February 2018 by the Competitive Promotion Division of the Authority regarding the applicability of the Direction No 12 had been issued, the following facts were revealed in that study.
 - i. The fact that number of importers complying with the Direction No12 on maximum retail price is a small number had been identified and it had been mentioned that most importers were trying to avoid paying tax on goods imported to the country.
 - ii. It had been observed that many imported goods available in the market are released from the Customs without following the due procedure or imported in baggage or despite imported following the due procedure, changes are made to them after releasing from the Customs.
 - iii. Accordingly, it had been identified that the regulations contained in the Direction No 12 were not powerful enough to take legal action against those importers who do not follow the maximum retail price certification, and it had been also identified through that study that there are goods available in the market imported in other ways (Baggage) to the country without certifying the maximum retail price.

The Authority had failed even at current time to take action regarding the avoidance of above facts observed in that study.

- (e) The Authority had given approval from 2022 for maximum retail price through the ASYCUDA system of the Sri Lanka Customs. The Authority itself had mentioned in the details of that system that the prices indicated by the importers are very much lower than the prices at which such goods are currently sold in the market. And also, an investigation had been carried out on 10 November 2022 regarding sweetmeats related to Direction No 87, available in confectioneries in and around Colombo and accordingly it was observed that those goods are sold in the market at prices higher than the prices the importers have indicated on them and the labels pasted by the labeling companies had been removed and other labels had been pasted in place of the removed labels.

3.2.2 Obtaining Samples for the purpose of certification of the compliance to the Standards and Parameters.

Where the Authority has the convincing reasons to believe that a certain good sold as per section 61(1) (a) of the Consumer Affairs Authority Act No 09 of 2003, does not comply with the standards and parameters prescribed in section 12 of the Act, the Authority can obtain a sample of such good and such samples can be referred to an authorized Analyst to determine whether such good comply with the standards and parameters prescribed under section 12 as per section 61(2).

Accordingly, the details regarding the samples obtained from 2018 to 2022 are mentioned below.

Year -----	Number of samples checked -----	Samples complied with the relevant checking -----	Samples not complied with the relevant checking -----	Samples for which legal action has not been completed -----
2018	69	35	34	
2019	82	62	19	1
2020	298	125	170	3
2021	329	209	56	67
2022	113	51	31	31

Source: - Raids Division of the Consumer Affairs Authority

- (a) 60 instances of delaying of taking legal action in the said time period were observed regarding the samples for which adverse results were received. Such delay periods ranged from 03 to 22 months (Annexure 04).
- (b) For the purpose of protecting the consumer and raising the standards of the goods sold or services supplied, it is possible to prescribe from time to time in a notification published in the gazette, the standards and parameters related to manufacture, supply, selling, storing and transporting of a certain good. 18 directions issued accordingly are still legally binding and that covers 16 types of goods. Accordingly, no gazette notification had been issued making essential the parameters and standards prevailing for various goods available in the market and it had been confined only to 16 types of goods (annexure 05).

- (c) Although samples were obtained of 18 types of goods during the period from 2018 to 2022, samples had not been checked related to 10 types of goods for which the above parameters and standards were made essential. (Annexure 05)

3.2.3 Consumer Affairs Council

Provisions regarding the establishment of Consumer Affairs Council, composition and functions thereof had been mentioned under part iv of the Consumer Affairs Authority Act No 09 of 2003, and as per section 39 (2), three members are appointed by the Minister for executing the affairs of Consumer Affairs Council and as per section 40 (1) Of the Act, attending to all requests referred under the Act to the Council is a function of the Council and accordingly, as per sections 18,19,37 of the Consumer Affairs Authority Act, as investigations are conducted regarding matters such as wholesale or retail price of certain goods are increased, determination of maximum price as and when prices are increased exorbitantly and anti-competitive behavior, further determination with regard to that matter is referred to the Consumer Affairs Council.

The following observations are made in this regard.

- (a) According to the section 34 of the Act, complaint regarding anti-competitive behavior can be referred to the Authority and the Authority may undertake an investigation on such complaint regarding the existence of anti-competitive behaviors. Once the investigation conducted under section 34 is over, the Authority may refer the matter to the Council for the purpose of determination under section 37 and it is mentioned in section 41(3) of the Act that it should be determined within one month from that time and however, investigations had not been completed within the relevant time period in respect of 07 instances referred for investigations from 2016 to 2022. The period of delay ranged from 03 months to 06 years. Details are mentioned bellow

Date of Complaint -----	Complaint Number -----	Investigated date -----	Period of delay to the 31 of December 2022 -----
2016/09/23	CAA/CP/C20/2016 CAC/50/2016	2016.12.06 2017.01.20	06 years
2016/12/22	CAA/CP/26/2017	2017.07.28	05 years
2018/07/03	CAC/55/2018 CAA/CP/C15/2018	-	04 years
2018/10/30	CAA/CP/C01/2018 CAC/56/2018	-	04 years
2018/12/28	CAA/CP/C15/2018 CAC/57/2018	2022.04.06	04 years
2019/11/05	CAA/CP/C05/2019	2022.11.02	03 years
2022/06/15	CAA/CP/06/C03/20/21	-	03 months

It has been mentioned under section 41(3) of the Act that the complaints against anti-competition behaviors should be resolved within a period of one month. However, when 03 files were inspected out of the complaints the Council had completed by the year 2022 it was revealed that those complaints had been terminated owing to complainants being tired of the long delay by this time ranging from 4 to 6 years taken to hear the complaints.

The particulars are mentioned bellow.

- (i) A complaint had been lodged on 23 September 2016 under complaint No CAC/50/2016 and CAA/CP/C20/2016 by a certain company against another company for publishing advertisements tended to mislead the consumers. Although this complaint had been investigated twice, no any action had been taken on it after 20 January 2017 and although the Authority had recalled the complainant after 06 years on 02 November 2022, activities related to the complaint had been ended since the complainant had not responded to it.
- (ii) A complaint had been lodged on 03 July 2018 under complaint No CAC/55/2018 and CAA/CP/C15/2018 by one company against another company regarding an advertisement on milk powder, alleging that it misleads the public. Activities related to that complaint had been ended after 04 years on 06 April 2022.
- (iii) A complaint had been lodged on 22 December 2016 under complaint No CAA/CP/26/2017 by a certain company against two other companies regarding misuse of the brand name. This complaint had been called on 28 July 2017 and thereafter the activities related to the complaint had been ended on 02 November 2022

3.2.4 Investigating Complaints

Powers have been given by section 13 and section 32 of the Consumer Affairs Authority Act to grant relief to consumers who have been affected due to unfair business activities. Accordingly, the Authority may intervene and investigate under above sections the instances of consumer complaints regarding the supply of services and selling of goods happening in compliance with matters related to a license or surety certificate issued by the manufacturer or the trader or other things

- (a) In the investigation of the samples of complaints received by the Consumer Complaint Division, it was observed that the complainant had not received any relief even though the Authority had taken 11 to 34 months to hear those complaints (annexure 06).

- (b) Investigations had not been completed as at 31 December 2022, on 296 complaints out of the 1,888 complaints registered with the Legal Division from the year 2015 and although directions had been issued in respect of 211 complaints, directions related to 33 complaints have not been signed.
- (c) The following observations were made in respect of the closed complaints.
- (i) **File No CAA/CCU/919/2021/803/DG – Water Motor**
- A complaint had been lodged on 15 July 2021 with the Authority with regard to a water motor purchased on 19 December 2020, at Rs.18,500 and it had become faulty in a very short period of time of 06 months. Although it had taken 1 ½ years to investigate this complaint, no agreement had been reached to grant relief to the consumer even by 02 August 2022 and the complaint had been closed.
- (ii) **File Number CAA/CCU/1379/2021/746/DG - Telephone**
- The complainant had purchased a telephone on 02 March 2021 at a cost of Rs.233,000 and it had become faulty by 01 December 2021. A complaint had been lodged with the Authority on 01 December 2021 due to it becoming faulty even during guarantee period. Although discussions had been held in this connection, convening meetings at the Authority on 23 March, 06 April, 27 June, and 08 September 2022, no relief had been granted to the consumer by 30 October 2022 and the complaint had been closed on 3 December.
- (iii) **File Number CAA/L&E/INQ/052/2022**
- The complainant had purchased a modern new jeep on 18 June 2019 and its guarantee period was 03 years. A technical failure occurred in it within 02 months and afterwards it had been referred to the Unimo Enterprises Private Limited the firm from which it was bought. Although it is the practice that no payments should be made for repairs done during guarantee period, the Company had informed the complainant to make the relevant payment in respect of the repair. Due to this situation, the complainant had lodged a complaint with the Authority on 02 November 2021 and although one year had elapsed since making the complaint as at 02 October 2022, the Authority had failed to give a solution.
- (d) Since provisions have not been made under the Authority's Act to deal with complaints received related to agricultural equipment, it was revealed at the investigation of complaints related thereto that it would not be possible to investigate and give directions or take legal action. The following drawbacks had

been identified as the reasons for not taking legal action against two complaints received in relation to purchasing of a tractor and a faddy thrashing machine.

- (i) Non-determination of the minimum standards that should exist in any agricultural machine imported to this country.
- (ii) Therefore, creation of issues with regard to the parties that should be responsible to the affected farmers due to the closing down of firms importing agricultural equipment to the country, within short period of time or amalgamation with other firms.

Accordingly, it was observed in the report sent on 26 October 2022 by the Director General of the Consumer Affairs Authority to the Secretary of the Ministry of Agriculture that the following issues have occurred in agricultural equipment imported to the country due to non-identification of proper standards.

- Importation of machines which are not able to be used on the lands of this country.
- Although these machines are used in Yala and Maha seasons only, guarantee period being confined to one year or two years on average, when giving the guarantee period for these machines used only for short period of time.
- Spare parts of these machines being rear and costly.
- Maintenance and repair being at a weaker level.
- Selling of sub-standard and used machines as new ones thereby misleading the consumers.

Due to the above facts, it was proved through the referred complaints that the following difficulties were encountered by the consumers who had bought agricultural implements.

- Expiration of the guarantee period.
- Lack of knowledge in the consumer regarding laws.
- Traders deliberately avoiding consumers.
- Supply of low quality spare parts.

3.2.5 1977 – Consumer Services Inquiry Project

The contract for fixing of the Consumer Service Inquiry called 1977 for instantly informing consumer issues and to know the market prices, had been awarded on 14 March 2013 to Z messenger Private Limited and it had been agreed that it was to be in force for a period of 05 years from 20 January 2014. The following observations are made in this regard.

- (a) Accordingly, the amount agreed to be spent for this project stood at Rs. 5,685,143 and the amount incurred therefor stood at Rs. 5,401,428.

The details are mentioned below.

Date -----	Voucher No -----	Value (Rs.) -----
20 June 2013	1035	1,421,428
23 January 2014	02	2,274,285
29 May 2014	09	1,705,715
Total		5,401,428

(b) Accordingly, Adcore Creative Private Limited had been selected to build awareness amongst the public and the approval of the Board of Directors had been received on 24 April 2013 for spending a sum of Rs. 22,290,323 therefor. The following expenses had been incurred accordingly.

Date -----	Voucher Number -----	Particulars -----	Amount (Rs.) -----
28 August 2013	09	Publishing advertisement in 09 news papers	1,967,898
14 March 2013	451	Advance for television advertisements	1,819,044
	Total		3,786,942

(c) The purpose of this project was to inform the market price to the cultivator and the consumer via Interactive Voice Recording. Accordingly, the intention here was to give information to the public in the following ways.

- Prices of selected items via SMS.
- Updating of price lists for different time periods.
- Consumer awareness tips.
- News

It had been intended to provide the following services to the consumer.

- Price list
 - Essential foods
 - vegetables
 - Fish and meat
- Special news
- News
- Awareness tips
- Smart Consumer Alerts

In addition to this, it had been proposed to allow a chance to complain via social media, Auto mated Wall post and to fix LED Displayers at the Economic Centers.

- (d) The following tasks had been proposed to be carried out under Complaint Management System introduced by the project for fixing consumer services inquiry for complaining against injustices caused to the consumers.
- consumer (SMS)
 - Sending complaints
 - Receiving follow up

Although a sum of Rs. 5,401,428 as the cost of the Consumer Services Inquiry project and another Rs. 3,786,942 had been incurred to build awareness amongst the public, the following goals intended through that project had not been achieved.

- (i) With the existence of a proper data system and a telephone system linked thereto for the public to make their complaints, a system had not been developed to send the complainant a SMS message or the number of the online complaint and the progress of the investigation.
- (ii) A system had not been developed for data entry linking all district offices.

3.2.6 Investigation on market study

As per section 8(h) of the Consumer Affairs Authority Act, accepting of studies related to market situation and consumer activities, publishing reports and providing information to the public had been indicated as a function of the Authority. It was proved that sufficient action had not been taken to protect and make the consumer aware of the information revealed in the 02 studies conducted in 2021 on the current situation of the organic agriculture and organic products and the alcohol percentage contained in hand wash liquids sold in the market.

The facts revealed in the 2 market studies are mentioned below.

- (a) Facts revealed regarding organic fertilizer
 - (i) That the market is operated without proper supervision.
 - (ii) That the consumers are misled due to prevalence of fake organic fertilizer.
 - (iii) That the prices of organic products are way higher than the prices of other normal products.
 - (iv) Although it has been identified that the Consumer Affairs Authority should intervene to build the consumer trust in the organic products and to make aware the consumer of the organic products, no action had been taken to build awareness and protect the consumer.
- (b) Facts revealed regarding hand wash liquid

- i. That, most of the available hand wash liquids have not been registered with the National Medicines regulatory Authority.
- ii. That, alcohol is produced at low cost using chemicals and that low quality hand wash liquid is produced using such alcohol and send them to the market.
- iii. That, there is a possibility that the consumers using these hand wash liquids which are without proper standards may become ill and to take legal action against those hand wash liquids for which proper quality and standards are not maintained.
- iv. To take measures for price control as the washing liquids are sold at the market under varied prices
- v. To subject the hand washing liquids to random checking as many varieties of hand washing liquids arrive to the market.

3.2.7 Progress of the Raiding Activities

All District Offices have been categorized from “A” to “E” based on the population and available space in determining the composition of the officers required for the District Offices of the Authority. On the basis of that, the targets of raids for each district had been set.

- (a) The number of the targets of raids set by the Consumer Affairs Authority for each district and the actual raids done for the period from 2018 to 2022 is given below.

	2018	2019	2020	2021	2022
	-----	-----	-----	-----	-----
Raids targeted	31680	31680	26004	27300	24,936
Actual raids	23532	24061	15923	9494	13,980
Percentage (%) of accomplishment	74	76	61	35	56

Source -: Consumer Affairs and Information Division – Consumer Affairs Authority

Accordingly, although the progress of achieving the targets of raids in the year 2018 is 74 percent, it had been declined to 35 percent by the year 2021 and the progress of executing raids in the year 2022 is observed to have been 56 percent.

- (b) In the scrutiny of the progress of achieving the raiding targets in each district in the year 2022, the progress of 8 districts was observed to be lower than 52 percent.

The details are as follows.

District	District Category	Targeted Raids (First 06 Months)	Actual Raids	Percentage (%) of achieving the targets	No. of officers (short) / excess from the officers attached
Colombo	A	1656	713	43	(9)
Gampaha	A	1656	857	52	1
Kandy	A	1656	712	43	4
Kalutara	B	972	260	27	(4)
Galle	B	972	440	45	(8)
Badulla	B	972	415	43	(6)
Nuwara Eliya	C	828	364	44	(4)
Monaragala	D	672	344	51	(1)

- (c) There was an excess of 5 officers in 2 districts from the districts having progress of raids below 52 percent.
- (d) In comparison of the number of investigation officers required and the number of investigation officers attached for each district, the investigation officers had been attached with an excess of 23 in 9 districts and with a shortage of 47 in 12 districts by 31 December 2022. It was accordingly observed that the Authority had not acted to utilize their Investigation Officers effectively. (Annexer 07)
- (e) According to the particulars of raids conducted and cases filled during the period from 2018 up to 31 December 2021, a period of more than 2 years had been passed to file the cases in respect of 3616 out of 3715; that is 97 percent.

Year	2018	2019	2020	2021	Up to 30 June 2022	Total
Raids	23,532	24,061	15,923	9,494	5,279	78,289
Filing cases	22,519	22,475	14,906	9,395	5,386	74,681
Raids that did not file the cases	1,013	1,586	1,017	99	(107)	3,608

(Note: No. of raids that did not file the cases for 2018, 2019, 2020 was 3616)

- (f) Although 48 directions from those issued as at 31 October 2022 under the Section 10 and 12 of the Act had been cancelled, there was no ability to obtain information from the data system on how many raids were conducted related to each direction.

3.2.8 Regulation of Trade

(a) Section 09

Although it has been indicated according to the Section 9 (a) regarding the regulation of trade as undertaking such studies in respect of the sale or supply of any class of goods and services as would ensure the availability to the consumer of such goods and services of satisfactory quality at reasonable prices and in adequate quantities, and according to the Section 9 (b) as promoting and assisting the organizations of consumers for the said purposes can be done by the Authority, no action had not been taken in that connection.

(b) Section 10

Under the Section 10 of the Act, it is stated that the Authority should issue directions to manufacturers or traders in respect of price marking, labeling and packing of goods.

Accordingly, 29 Gazette Notifications containing directions issued under the Sections 10 (1) (a) and 10 (1) (b) (ii) for the protection of the consumer are presently in force and the particulars about that are given in Annexe 08.

The raids conducted under the Section No.10 related to the period from 2018 to 2022 are as follows.

	2018	2019	2020	2021	2022	Total
	-----	-----	-----	-----	-----	-----
Section No. 10	10172	9313	5381	2822	5963	33651

- (i) The particulars of the raids conducted under the Section No.10 of the Act related to the year 2022 had been given separately in relation to the violation of each valid direction. Accordingly, in relation to 5 valid directions (Direction No. 32, 58, 79, 80, 81), any raid had not been conducted in any district in the year 2022. (Annexe 09)

(ii) As per the particulars of the raids related to the year 2022, it was observed that the number of raids related to 18 directions (Direction No. 27, 39, 42, 45, 51, 54, 55, 57, 60, 61, 62, 69, 75, 77, 78, 83, 84, 86) issued under the Section No. 10 of the Act is less than 50. (Annexe 09)

(c) Section No. 12

Under the Section No.12, the directions are issued to the effect that the standards and specifications prescribed by the Sri Lanka Standards Institution related to determining the standards and specifications regarding the delivery of goods and services should be provided through a gazette notification published by the Authority. Accordingly, 18 directions issued under the Section 12(1) and 12(2) of the Act are already in force. (Annexe 5)

The raids conducted in relation to the period from 2018 to 2022 under the Section 12 are as follows.

	2018	2019	2020	2021	2022	Total
	-----	-----	-----	-----	-----	-----
Section No. 12	177	739	259	132	219	1526

According to the particulars of raids related to the year 2022, the raids relevant to 07 directions out of 19 issued under Section No. 12 of the Act had not been conducted, and 37 raids had been conducted according to the Direction No. 59 as the Sri Lankan Standard for the Safety Helmets. The raids related to 07 directions had not been conducted (Annexe 10)

(d) Section No. 14

Under Section 14, the Authority can enter into written agreements with traders as it may deem necessary to provide for the conditions in respect of the price, standard and specification, manufacture, import, distribution, transportation and labeling of a product.

According to this section, even if the Authority has entered into an agreement with Fonterra Brands Lanka Private Company for a validity period of one year from 07 January 2019 regarding the price of milk powder, the said agreement had not been re-validated after the expiry. Due to this matter, the complicated situations can occur in entering into agreements with traders and taking related legal actions regarding the price, standard and specification, manufacture, import, distribution, transportation and labeling of a product.

(e) Section No.16

It has been stated under the Section 16 that the denial of possession of any goods for purposes of trade or the sale of such goods subject to any condition is an offence.

The particulars about the raids conducted under the Section 16 during the period from 2018 to 2022 are given below.

	2018	2019	2020	2021	2022
	-----	-----	-----	-----	-----
Section No. 16	12	24	32	56	176

The details of 176 raids conducted in relation to the Section No.16 in the year 2022 are provided in Annexe 11 by district and category of the goods.

- (i) Accordingly, 29, 48, 24 and 16 raids had been conducted in the year 2022 respectively regarding not having in his possession the milk powder, cement, rice and eggs. A fine amount of Rs. 160,000 by 29 cases filed regarding milk powder, a fine amount of Rs. 250,000 by 39 cases filed regarding cement, a fine amount of Rs. 146,500 by 23 cases filed regarding rice, and a fine amount of Rs. 72,000 by 14 cases filed regarding eggs had been charged.
- (ii) However, no raids had been conducted under Section No. 16 in 12 districts related to milk powder and cement, in 16 districts related to rice, in 18 districts related to eggs out of 25 districts.

(f) Section No. 17

It has been stated under this Section that any trader should not conceal and hoard any goods in such quantity that exceeds the normal trading requirements.

It had been directed under the Direction No. 79, 80 and 81 by the Extra-ordinary Gazette dated 11 June 2021 that the producers, collectors, warehousemen, distributors and wholesalers of rice, sugar, milk powder and maize should register the warehouses, stores, containers or other places under their custody in the Consumer Affairs Authority. Also, it had been indicated in the said direction that the particulars about the stocks available in those places should be given to the Authority.

- (i) Accordingly, the number of traders (warehouses) registered in the Authority within the period from 11 June 2021 to 2022 under the above Direction No. 79, 80, 81 was 1725.

- (ii) No raid had been conducted in the year 2022 on whether all producers, collectors and warehousemen of rice, sugar, milk powder and maize presented their details to the Authority.
- (iii) The updated information regarding the stocks related to the above-mentioned goods had not been maintained by the Authority as per these directions.

(g) Section No.27

Although it has been stated as per the Section No. 27 that every trader should register with the Authority on payment of an annual fee not exceeding rupees one hundred thousand as may be determined by the Minister, no actions in that connection had been taken by the Authority.

(h) Section No. 34

An investigation with respect to the prevalence of any illegal practice can be carried out on a complaint made to the Authority by any person, any organization of consumers or an association of traders.

Accordingly, the particulars of the complaints about the anti-competitive behaviors in 2020, 2021 and 2022 are given below.

	2020	2021	2022
Complaints issued in previous year	17	28	24
Complaints received	23	21	23
Solutions provided	12	24	33
Referral to Consumer Affairs Council	-	1	1
No. of complaints to be handled by the end of the year	28	24	13

13 complaints are being further investigated as 05 complaints received in the year 2021 and 08 complaints received in the year 2022 related to anti-competitive behaviors.

4. Recommendations

- (i) Recognizing the timely requirement of the directions issued under the repealed Consumer Protection Act No. 1 of 1979 and taking swift actions on the proposals that had been presented by the committee appointed to make those directions applicable to the present as per the Section 73 of the Consumer Affairs Authority Act No. 09 of 2003.
- (ii) Accelerating the works of amending the Consumer Affairs Authority Act No. 9 of 2003 to suit the requirements of the time.
- (iii) Identifying the types of goods that need to be issued with the certification of maximum retail price in relation to the imported goods and imposing new directions on a wider coverage by including those types of goods in a manner suitable to the present day.
- (iv) Identifying the circumstances and traders exploiting consumers by making unusual profits based on the above-mentioned data, and take immediate action against them as per the provisions of the Act.
- (v) When recommendations are made to impose a control price, recommending a real price taking consideration into market prices and costs.
- (vi) Increasing the number of raids on traders selling exceeding the control price and increasing the raids on importers and wholesalers.
- (vii) Considering the Custom Declaration Form and invoice prices, and maintaining data on quantities and prices of goods sold by importers and wholesalers.
- (viii) Conducting market raids and taking legal action against the importers who do not present information to the Authority to obtain Maximum Retail Price Certificates.
- (ix) Physical verification of the prices by the Consumer Affairs Authority before granting approval for such prices submitted by the importers to obtain maximum retail price certificates.
- (x) After the complaints which cannot be resolved by the Authority out of the complaints received by the Consumer Complaint Unit are forwarded to the relevant institute, executing a follow-up process on whether the problem encountered by the customer has been resolved by those complaints.
- (xi) Referring the complaints that cannot be resolved by the Complaint Unit to the Legal Division, and taking actions to resolve the complaints within a short period of time to provide relief to the consumer.

- (xii) Insertion of rules in the Act to solve the complaints being received with reference to the Agriculture Equipment.
- (xiii) Prescribing the relevant standards and terms of the machineries imported in agreement with the Sri Lanka Standards Institution.
- (xiv) The activities of the registration of traders should be started as per the Act, and creating a systematic data system for that purpose.
- (xv) Taking legal actions with no delay against those traders and manufacturers in connection with the samples confirmed to be unsuitable for the consumption or not of the required standard during the testing of the samples.
- (xvi) Formation of 1977 service in such a way that the customer can know the market prices.
- (xvii) Establishing a mechanism to notify the plaintiff again that the complaint being made through 1977 has been recorded.
- (xviii) Entering information following an identical manner in every district in entering information into the data system.
- (xix) Entering information into the data system so that separate data about the raids can be obtained according to the direction numbers.
- (xx) Establishing a method to enter information into the data system so that it can be identified whether the fine amount has been charged for the relevant case when the fines are charged by means of cases in the raids.
- (xxi) Carrying out supervisions about the reasons for not filing cases even if the raids were conducted.
- (xxii) Taking actions to have relevant measures about the matters for which no action has been taken so far under various sections of the Act.
- (xxiii) Taking actions to give solutions within a timeframe of one month upon the receipt of the complaints as per the Consumer Affairs Authority Act No.9 of 2003.

Sgd./W.P.C. Wickramaratne
Auditor General

W.P.C. Wickramaratne
Auditor General

On 01 of February 2024

Gazettes required for the issuance of new direction

Sub No.	Direction No. ----- -----	Observations -----	Matters that provided the basis for observation -----	Recommendation -----
01.	20 and 30 That the selling price of the goods in the schedule and the revised price, its weight or density and category should be presented to each district	The directions should be issued under the Section 10 of the Consumer Affairs Authority Act No.09 of 2003.	<p>This is a direction issued in relation to several scheduled goods. At the event of such changes of the price of the scheduled goods, it has been stated that the manufacturers or importers (changed prices of the goods sent to the market and the goods available in the market) must notify it within 21 days.</p> <p>By issuing this direction again, it will be able to obtain the correct information quickly and automatically to the Authority reducing the man-days and cost of collecting information about the revisions in the prices of those goods through the market price surveys of several selected goods.</p> <p>There is the ability to control arbitrarily increase of the price of goods in the market by the producers and importers.</p> <p>Getting information in advance about the behavior of the price in the market will facilitate the tasks of the Authority such as market raids, consumer complaints and consumer reliefs.</p> <p>The above information about the price will facilitate the</p>	<ul style="list-style-type: none"> • Preparation of the list of goods that should be scheduled through market surveys. • Issuance of orders for all goods on a timely basis considering the market requirement. • Getting the price notices forwarded to the Director General. • Directing to inform the new price of each goods scheduled 14 days before releasing to the market by the manufacturers, importers. • Directing to report as the existing price, revised new price, brand name, weight, volume or density are included in the notification. • The directions should be issued under Section 10(1) of the Consumer Affairs Authority Act.

			management in respect of making decisions. The ability will be received to legalize the list of price revisions (increase).	
02.	54 and 73 That a manufacturer or vendor should not display the identity, place of business or place of residence of the supplier or vendor who supplies him the goods mentioned in the schedule, and the new price that can be verified by written evidences, and store those goods.	A direction should be issued under the Section 10 (1)	<p>It is a legalized fact that keeping in the possession is an offense unless they can confirm in writing the identity (name, place of business or residence) of the supplier who supplied goods to them for traders, manufacturers, processors engaged in trade.</p> <p>This direction has then been issued as a set of scheduled goods, and all the goods as the Section 26 (1) should be made applicable since the all the goods are subject to law under the present Authority Act.</p> <p>Informal supply of counterfeit goods to the market, supply of goods in low quality, finding of the violations of other directions issued by the Authority, the manufacturers and wholesalers working in the market can be monitored by this, and it is possible to control the goods entering the country illegally.</p> <p>The retail trade where goods are sold to consumers for final consumption are streamlines by this direction and protection of retailers is ensured as well as the protection of consumer rights is assured thereby. By</p>	<ul style="list-style-type: none"> • Inclusion of all goods (wholesale and retail) (imported and domestic products) subject to trade. • Directing importers, manufacturers, wholesalers and retailers. • A direction should be issued under Section 10(1)

			issuing this direction, the Section 11 of the Authority Act will be applied to all goods.	
03.	57 When selling gold, gold coins, jewelery or any gold product, the manufacturers and traders issue receipts to the person who the product is to be purchased.	Directions under Section 10(1) should be issued.	Consumer rights are protected by the availability of reliability and high quality (carat size) gold jewelry in the market, which is an attractive product sold with high value in the market. In the case of gold trading, the issue of a formal receipt provides an opportunity to deal with fraudsters and fake traders involved in the gold trade.	<ul style="list-style-type: none"> • Proceedings to issue the direction under section 10 of the Authority Act
04.	64 The maximum retail price of a meter of cloth on both sides of a cloth-wrapped tube is visibly attached to a tip.	Directions under Section 10(1) should be issued.	<p>A direction issued in relation to mentioning the price for the cloth sold in rolls (wrapped in a tube) and cut parts by the traders involved in the cloth trade.</p> <p>After the establishment of the Consumer Affairs Authority in 2005, the officers of the department have conducted market raids and prosecuted cases under this order.</p> <p>This direction should be issued so that the customer can easily understand the price of each type of cloth roll even though cloth of different types, models, designs and widths are offered for sale in the same store. This can prevent price concealment.</p>	<ul style="list-style-type: none"> • Directions should be issued under the Authority Act.

			Through the price display, the regulation of the price of cloth stores is easier and the right of the customer is confirmed by making the right choice.	
05.	86 A shirt should not be traded or displayed without marking instructions.	Directions under Section 10(1) should be issued.	A direction pertaining to the sale of shirts. Raids have been carried out after 2003 in relation to that direction, and since this direction is being followed by the shirt manufacturers and traders, it is possible to maintain the regulation further, and to confirm consumer rights by getting references from manufacturers and relevant traders who do not do so.	<ul style="list-style-type: none"> • Directions should be issued under the section 10(1) of the Authority Act.
06.	89 it Shall conform to the designs and specifications mentioned in Sri Lanka Standards 693 - 1995.	Directions under Section 10(1) should be issued	This is the direction regarding the standard for the national flag. This direction should be issued by the authority as it is necessary to prevent the distortion of the national flag considering the national value of this.	Directions should be issued under the section 10(1) of the Authority Act.
07.	90 That retail price of the chilled soft drinks and non-chilled retail price of the said should be marked separately on the package.	Directions under Section 10(1) should be issued	A direction issued regarding soft drinks sold in the market. There is a temptation to sell soft drinks at a higher price than they are marked in the market. It is confirmed by the complaints received by the Authority at present and the reason for this is the charging of high price for frozen drinks in the sale of soft drinks. Soft drinks are	<ul style="list-style-type: none"> • Since complaints are constantly being received to the authority that the frozen drinking water bottles, frozen milk, fruit drinks sold in the market are being charged more than the maximum retail price as the frozen price, to recommend the issuance of the direction including

			<p>scheduled products to record maximum retail price (MRP) under Direction 68 issued by the Consumer Affairs Authority and the officials convict the traders for selling above the mentioned price. The Direction sets a Chilled Price (CP) which can regulate the soft drink market by removing the complexity of soft drink pricing, reducing the inconvenience caused to retailers, facilitating the work of the authorities and reducing consumer complaints.</p>	<p>those products.</p> <ul style="list-style-type: none"> • Directions should be issued under section 10(1) of the Authority Act
08	58 and 76 Information to be presented on the packaging of soaps	A direction has to be issued under the Authority Act.	<p>This direction was issued with the aim of classifying and standardizing soaps. Standardization of soap products in the current market should be done further because there are unusable (harmful chemical compound) products in the market and should be directed to the production in accordance with the standard specifications.</p> <p>Also, in the current market, this direction should have been implemented in relation to inferior soap products, but by reissuing this direction, it will be possible to implement the direction that was missed.</p>	<ul style="list-style-type: none"> • Focusing on classification of soaps. • Inquiring from the Sri Lanka Standards Institute (SLS) • Issuance of new directions under the Authority Act.
09	88 That Standard	A direction has to be issued under the	This direction was issued with the aim of supplying	New direction should be issued under the Authority

	for brown sugar be in compliance with 883-1990 Sri Lanka Standard	Authority Act	and maintaining brown sugar in the market in accordance with the standard. Since there is a demand for brown sugar in the current market as well as at the time when the direction was issued in order to maintain the status of the product at a high level.	Act.
10	104 Manufacture of candles	A direction has to be issued under the Authority Act	This direction was issued to standardize candle products. Currently, there are various types of candle products in the market and low quality products are among them. Upholding consumer rights by maintaining high quality of candles. Although the Department of Internal Trade has issued a gazette for this purpose, the attention of the officers of the Consumer Affairs Authority has not been seen. This direction does not make the SLS logo mandatory and as it complies with the Sri Lanka Standard specifications, any obstacle does not create for any level of manufacturer to stay in the market.	It is appropriate to issue directions under section 12 of the Authority Act.
11	50 71 59	Details that packages must include to issue new directions	This direction directs that scheduled goods shall not be sold without the manufacturer's name, address or his registered trade mark registered in Sri Lanka on	<ul style="list-style-type: none"> Recommend formal regulation though the most of the existing shops including trade mark/manufacturer's importer's name and address on the goods.

			<p>the packaging of the goods.</p> <p>Pursuant to the purpose of this direction (Manufacturer's name and trade mark) the authority has issued (42 and 45) under section 10(1) of the Act relating to drugs and medicines and for the safety of the consumer and the supply of quality goods to a scheduled quantity.</p>	<ul style="list-style-type: none"> • Recommending registration of trademark or name or address for 76 scheduled goods under section 68 of the Authority. • Recommending the issuance of directions for all goods, including goods that cannot be covered by Direction 68 (where an expiry date or a date of best-for-use cannot be determined).
12	91 Complying with Sri Lanka Standards 79/87 for Salt.	A new direction has to be issued.	It has been issued to manufacturers and traders that any type of salt should not be sold unless it conforms to the standard specification issued by the Sri Lanka Standards Institute.	Issuing direction under the new Authority Act
13	55 60 90 Compliance with Sri Lanka Standards 382,1984	A direction has to be issued under the Authority Act	This direction has issued the standard specifications for exercise books with the aim of releasing high-quality exercise books to the market and making them available in the market. In the current market, high-quality exercise books are being produced and for that reason, this direction should be continued.	It is appropriate to issue directions under section 12 of the Authority Act.
14	94 95 Making mandatory the standard logo		Directions No. 94 and 95 issued under the Department of Internal Trade have been issued mandating compliance with the standard specification of 08 types of goods and bearing the	We recommend issuing new directions. Recommending that SLS logo be included in the new direction to issue other standard specifications related to

			<p>standard logo.</p> <p>Out of those 8 products, directions have been issued making SLS marks mandatory under the Authority Act for structural steel bars, structural steel wire and cement. The authority has issued a direction that corrugated, flat asbestos sheets must conform to standard specifications. As it is impracticable to apply SLS marks to the cement block stones mentioned in the said schedule, but issuing orders only to conform to the standard specification for standardizing it.</p>	<p>the construction field that is difficult to apply in practice.</p>
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Directions which suggest that it is appropriate to issue directions upon further consideration

Sub No.	Direction No. -----	Facts conducive to the observation -----	Recommendations -----
1	65 68 93	<p>The products covered by this direction 3 include canned fish condensed milk, synthetic flavored drinks (Synthetic Codial), fresh fruit flavored drinks, fruit flavored drink essences, fruit syrup essences and fruit drinks intended for serving.</p> <p>The purpose of this direction is to provide opportunities for the consumer to buy the above products with high quality. However, in the implementation of this direction, it is a barrier for small and medium scale manufacturers (local) to enter the market, Hence, it is appropriate to look into this further.</p> <p>Even though the situation is like this, some officials of the Authority have also filed lawsuits based on the above direction 93 (tin goods, fruit drinks).</p>	<ul style="list-style-type: none"> • Taking further action in consultation with the Authority with Scheduled Commodity Producers. • Liaising with formal institutions (Small Business Development Unit, Industry Development Board, Entrepreneurship Development Agency, NEDA) associated with small scale producers of the above goods.
2	69	<p>This Direction was issued with the aim of standardizing 1. Domestic electrical switches, 2. Domestic electrical plugs and outlets, 3. Domestic light fixtures, 4. Domestic heating plates, 5. Light bulbs.</p> <p>With the intervention of the Public Utilities Commission, at present the Authority Act has issued standardized directions covering some of the above items and it is felt that it should be considered to issue directives for other items.</p>	<ul style="list-style-type: none"> • Issuance of direction for domestic heating disk light bulbs. • Inquiring from the Public Utilities Commission for that purpose.
3	78 79 83 53	<p>This direction was made with the aim of complying with rice production standards and labeling information.</p> <p>Although there is mostly edible rice in the current market, this direction should be issued regarding the production of rice that conforms to the standard.</p> <p>Although the 68th direction issued recently by the Authority, it is mandatory to mention 07 information regarding the packaged rice, the name and address of the producer, the</p>	<ul style="list-style-type: none"> • Inquiring from the standards Institute on rice grading. • Getting opinions from rice manufacturers.

		<p>year and month of harvest, the type of rice, (raw, parboiled) nadu (red, white) red raw, it was observed that the need to issue new direction under the Authority Act as it is very important to note down the facts of white rice, samba, kerri samba, varieties and grading of rice (species 1, 2, 3 and residual).</p> <p>This direction was made with the aim of complying with rice production standards and labeling information.</p> <p>Although there is mostly edible rice in the current market, this directive should be issued regarding the production of rice that conforms to the standard.</p> <p>Although the 68th directive issued recently by the Authority, it is mandatory to mention 07 information regarding the packaged rice, the name and address of the producer, the year and month of harvest, the type of rice, (raw, parboiled) nadu (red, white) red raw, it was observed that the need to issue new direction under the Authority Act as it is very important to note down the facts of white rice, samba, kerri samba, varieties and grading of rice (species 1, 2, 3 and residual).</p>	<ul style="list-style-type: none"> • Removing packaged rice included in the 68th direction issued by the consumer affairs authority and issuing separate directions for rice.
4	85	<p>This direction was issued to standardize the water (distilled water) used for lead acid cells (batteries).</p>	<ul style="list-style-type: none"> • Investigate the market and determine the demand and seek the views of the relevant government.
5	03 04 44 87 107	<p>In this direction, it is aimed at issues such as infant milk powder, infant milk substitute recipes, and products (soup, milk bottles) named to promote breastfeeding. Accordingly, it should be considered as a product that needs to be regulated in the current market.</p> <p>Since the "Sri Lanka Code of Laws on Breastfeeding, Promotion and Sale of Named Products" issued under Direction No. 107 is complex, since it requires the participation of the Ministry and several institutions in the establishment of the relevant committees for its legality, Since</p>	<ul style="list-style-type: none"> • Consultation with the Ministry of Health and other relevant institutions. • Issuance of a new gazette if these matters are not regulated by other bodies.

		there is no such established committee at present, the implementation of this gazette is practically problematic.	
6	14 100	<p>This direction is a direction issued to make it mandatory to record health hazard statements in order to discourage the users of cigarettes.</p> <p>Even now, this statement is noted in the release of cigarette packets to the market and there is a need to continue this direction. For the purpose of discouraging smoking, pictorial warnings have been legislated by agencies belonging to the Ministry of Health and it should be considered the need to issue new directions under the Authority Act.</p>	<ul style="list-style-type: none"> • I recommend that further this should be done to discourage the users of cigarettes. • To inquire about the legal status and impact of other agencies working to discourage smoking.
7	70	<p>This direction issued in May 1986 requires information to be furnished in writing to the Commissioner on the manufacture and sale of Scheduled Commodities (instant food items).</p> <ul style="list-style-type: none"> • Manufacturer's name address, list of goods • Has the product received government approval? • Is the business registered with the Registrar of Companies? <p>The following matters have been directed in relation to it, and thereby, it is aimed to prevent informal food products from entering the market and remaining in the market.</p> <p>Since the listed group of goods is directly related to food, it should be considered whether there has been a formal introduction of specific standards for food manufacturers' production processes and products by the regulatory agencies in relation to it.</p> <p>If it has not been legislated by any other regulatory body, further consideration should be given and a direction issued.</p>	<ul style="list-style-type: none"> • Recommendation to expand the list of scheduled goods as it is a direction on food and beverages. • Consult other regulatory body. • Issuance of new directions after consideration of facts.
8	72	<p>Any type of imported vegetable oil used for cooking the vegetable type/species used for its extraction Additives Preservatives and colorings and any other substance given. It is mandated that any volume should clearly record the material.</p>	<ul style="list-style-type: none"> • Recommending insertion of new direction not specifying the type of edible oil under Direction No. 62 of the Authority. (eg vegetable oil, coconut oil, sunflower oil)

		<p>At present, the direction 62 issued by section 10 of the Authority Act has been issued in relation to the above product as edible oils.</p> <p>There are 09 matters mentioned therein and as this direction has 05 matters additionally, re-issuance including those matters as well.</p>	<ul style="list-style-type: none"> • If the oil is blended oil, we recommend that the label also state the amount of the ingredient in any volume made (approved). • Insertion of information by making an amendment to Direction No. 62. <p>Thus, the matters which were limited to imported edible vegetable oils included in the old direction are also applicable to imported domestic edible oils.</p>
9	92	<p>This direction has been issued to ensure that the sale of any type of bicycle for use on public roads shall comply with the standard specifications in respect of its scheduled parts.</p> <p>When considering the number of parts, it is necessary to consider whether standard specifications have been issued for other main spare parts related to the high quality of a bicycle.</p>	<ul style="list-style-type: none"> • A new direction should be issued. • Focusing on revised new standard specifications for bicycle or accessory parts in issue of new direction

Annexe 03

Directions to be revoked

Sub No. -----	Direction No. -----	Matters that provided the basis for observation -----
01	05 105	These Directions had been issued with an objective of displaying the retail and wholesale prices of the medicines and marking. Direction No.42 under Section 10(1) had been issued by Consumer Affairs Authority so far in relation to the medicines. The necessity of these Directions (old) does not arise by issuing a strong Direction with other many information which are required to be verified the ownership of the customers in addition to the marking of prices by that Direction.
02	18	This Direction is issued with an objective of displaying the prices in compliance with the quantity in selling kerosene at retail price. Since this had been issued by emphasizing it in an era where the measurement units within the market in Sri Lanka had been converted into the metric system and the displaying of prices subject to the Section 26(1) of Authority Act is regularized presently, it is not necessary to issue a novel Direction.
03	21	This Direction had been issued to inform to mark the prices in the package or container of many scheduled goods (78). Since these many goods had been contained in 76 scheduled goods subjected by Direction 68 of Authority presently and it is required to display the prices subject to the Section 26(1) of Authority Act, a necessity does not arise to issue a novel Direction.
04	26	This Direction had been issued to mark the price in each bag by the manufacturers of shop bags (shopping bags). This legal matter is covered by Section 26(1) of Authority Act. This Direction is not required chronologically.
05	27	This Direction has been issued with an objective that if it is scaled and sold, it should be gram, it is measured and sold, it should be meter and it is sold as mass, it should be liter with the conversion of measurement units in the market of Sri Lanka in 1980 into metric system. It is not necessary to issue a Direction chronologically.
06	35	More protection of the helmets worn for the safety of motor cyclists has been regulated by this Direction. The consumer safety had been more verified by making compulsory SLS symbol for safety helmets in accordance with Direction No.59 under Section 12 present Authority Act.
07	39	The objective of this Direction is to avoid the injustice occurred to the customer through the trade with the conditions in selling the good by a seller. It had been specified by a Section itself in the Act by preventing enforcement of any other condition except the condition of “The price should be immediately paid” in selling goods by Section 16 of Authority Act for

		prevention of sales with conditions which has been objected by issuing Directions.
08	41 48	This Direction had been issued with an objective of making prices of the scheduled goods. It had been directed by Direction 68 to mark the price and other information in addition to these scheduled goods by Section 10(1) of Authority Act and other goods which are not contained to it are subject to the price displaying of Section 6(1) of Consumer Affairs Authority Act.
09	42	This Direction had been issued to regularize and grant approval for the sales carried out in Mahapola area organized by relevant ministry at that time. These festival areas are included into the regularization of trade under present Authority Act also and this Direction is not required chronologically.
10	45	This Direction had been issued with an objective of regularizing the price of old battery used and given by a customer who will purchase a new battery for a motor vehicle as well as prevention of selling battery at higher process and prevention of asking a deposit. Since this is not chronological and the sales are regularized subject to the Sections and provisions of Authority Act, it is not required to issue Direction.
11	46	This Direction had been issued with an objective of regularizing the sale of lime which is chewed with betel after packing in polythene. Since this good seems to be discouraged from the consumption and there is a less number of consumers presently, it is not timely. Further, since issuance of Directions for these goods can be promoted these goods, it is suitable to avoid it.
12	49 102	This Direction had been issued with an objective of promoting the standard of the mosquito coils. The standard of the mosquito coils had been made compulsory by Direction 47 under Section 12(1) of Consumer Affairs Authority Act.
13	56 82	This Direction had been issued with an objective of complying the pipes and accessories used for supply of potable water with the standards. It had been directed that if SLS symbol is not hold, manufacturing, sale, storage and distribution should not be carried out by Direction No. 25 issued under Section 12 of Authority Act.
14	62 63 97 98	This Direction had been issued to manufacture and sale the box of matches in accordance with SLS standard specification for standardization of box of matches. SLS has been made compulsory in order to regularize the manufacturing and sale of box of matches within current market by Direction No.41 under Section 12 of Consumer Affairs Authority.
15	66	04 types of goods including in the schedule indicated in this Direction had been inserted in the scheduled goods list under Direction No.68 issued under Section 10 of Authority Act. The above facts directed by the old Direction had been covered by the Direction issued by Consumers Affairs Authority Act.
16	67	This Direction had been issued to certify in writing that the asbestos had been

		manufactured without using Crosim Dolait (Blue Asbestos) and it should be published the advertisements for sale. The sale and display for sale the asbestos which are not compliance with Sri Lankan Standards had been prohibited by Direction No. 13 under Section 12 of Authority Act in order to maintain the higher standard of this good.
17	75	This Direction had been issued to comply any type of toothpaste with the standard specifications. It has been made compulsory for holding SLS symbol for the toothpastes by Direction 28 issued under Section 12 of Act.
18	77	This Direction had been issued to indicate the retail price every good in such advertisement when publishing an advertisement for sales promotion. A Direction had been issued with regard to above matter by Direction 32 issued under Section 10 of Authority Act.
19	84	This Direction had been issued not to sell type of medicine or medicinal item if the material name and trade mark had been marked on it. A Direction had been issued including vitamin types and other important formal facts by Direction 42 issued under Section 10(1) of Authority Act.
20	101	This Direction had been issued with an objective of marking manufacturing, expiry and packed dates of the packing of milk powder. This covering had been formerly given by Direction 68 issued under Section 10(1) of Authority Act.
21	103	This Direction had been issued in relation to the price of meat and meat related products. The facts objected by the old Direction had been covered by Direction 68 issued under Sections 26 and 10(1) of Authority Act.

Incidents on which delay of taking legal action in relation to the goods which are not compliance with the specific standards

Sample Test -2020					
No -----	Sample Type -----	Date of collection sample -----	Date of receipt the report -----	Legal measures taken -----	Time delayed to take legal measures from the date of collection sample (Months) -----
1.	Rice	2019.12.31	2020.02.05	Maligakanda Magistrate Court, Case No.- 16342,16343 Fines -Rs.7500.00, Rs.7500.00 Case filed Date – 2021.06.30	18
2.	Rice	2019.12.31	2020.12.02	Case No. 16344/20 Fine -Rs. 7500.00 Magistrate Court – Maligakanda Case filed Date 2021.06.30	18
3.	Tea	2020.01.09	2020.02.17	Case No. 21676/20 Fine -Rs. 7500.00 Magistrate Court – Maligakanda Case filed Date – 2020.08.18	07
4.	Chilli Pieces &Chilli Powder	2020.02.20	2020.06.22	Maligakanda Magistrate Court, Case No.-28505/20 Fines -Rs.20000.00 Case filed Date – 2020.10.06	08
5.	Bottled Drinking Water	2020.03.03	2020.06.23	Awissawella Magistrate Court, Case No.-67784 Fines -Rs. 15000.00	20

				Filed date – 2021.11.19	
6.	Chilli Powder	2020.05.06	2020.07.03	Maligakanda Magistrate Court, Case No.-26459/20 Fines -Rs.10000.00 Filed date – 2020.09.22	04
7.	Steel Bar	2020.06.10	2020.09.14	Bandarawela Magistrate court Case No – 18277, 18278, 18279 Fine –Rs. 2000.00, Rs.2000, Rs. 10000.00 Case Filed Date – 2021.01.12 Welimada Magistrate court Case No 51244 Case Filed Date – 2021.02.16 Next Date – Summons	07 08
8.	Steel Bar	2020.06.08	2020.09.14	Magistrate Court – Bibila Case Filed Date - 2021.01.21 Case No - 47457 Fine - Rs. 20000.00 Magistrate Court - Bibila Case Filed Date - 2021.01.21 Case No - 47458 Fine - Rs. 10000.00 Magistrate Court - Wellawaya Case Filed Date - 2021.01.22 Case No - 36532 Fine - Rs. 3000.00 Magistrate Court - Monaragala Case Filed Date - 2021.01.22	07

				<p>Case No - 36533 Fine - Rs. 6000.00</p> <p>Magistrate Court - wellawaya Case Filed Date - 2021.01.22</p> <p>Case No - 36534 Fine - Rs. 3000.00</p> <p>Magistrate Court – Monaragala Case Filed Date - 2021.02.08</p> <p>Case No - 97425 Fine -</p> <p>Summons</p>	08
9.	Fertilizer	2020.06.16	2020.09.16	<p>Magistrate Court - Welimada Case Filed Date - 2021.01.12 Case No - 51139 Fine - Rs,10000.00</p>	07
10.	Wheat flour	2020.06.22	2020.09.07	<p>Magistrate Court – Aluthkade Case Filed Date - 2022.04.29 Case No - 60649/05/21 Fine -</p> <p>Summons</p>	10
11.	Rice	2020.06.26	2020.07.08	<p>Magistrate Court - Maligakanda Case Filed Date - 2020.09. 29 Case No - 27530/20, 27543/20 Fine- Rs 5,000</p> <p>Magistrate Court – Maligakanda</p>	03 02

				Case Filed Date - 2020.08.25 Case No - 25042 Fine - Rs. 7500.00 Magistrate Court - Maligakanda Case Filed Date - 2020.08.25 Case No - 1312/21 Fine - warrants	02
12.	Steel Bar	2020.06.09	2020.09.14	Case No- 53879 A Magistrate Court – Rathnapura Case Filed date - 2021.11.25 Fine – Rs. 15000/Rs.100000.00 Case No- 80234/21 Magistrate Court – Ambilipitiya Case Filed date - 2021.03.12 Fine – Rs. 3000/Rs. 10000.00	05 09
13.	Turmeric Powder	2020.07.10	2020.07.31	Magistrate Court - Monaragala Case Filed Date - 2020.10.05 Case No - 96305 Fine - Rs. 1500.00 Magistrate Court - Monaragala Case Filed Date - 2020.09.21 Case No - 963154 Fine - Rs. 9000.00	03 02

14.	Turmeric Powder	2020.07.09	2020.07.27	Nuwara Eliya Magistrate Court, Case filed Date – 2021.03.25 Case No. 93958, Fine - summons	08
15.	Turmeric Powder	2020.07.09	2020.07.27	Magistrate Court - Puttlam Case Filed Date - 2020.12.08 Case No - 74211 Fine - Rs. 3000.00	05
16.	Turmeric Powder	2020.07.23	2020.07.23	Case No- 53877 A Magistrate Court – Rathnapura Case Filed date - 2021.11.15 Fine – Rs. 6000.00	04
17.	Turmeric Powder	2020.07.24	2020.09.16	Kegalle Magistrate Court, Case No.-855 Fines -Summons Date filed Date – 2021.09.10	13
18.	Turmeric Powder	2020.08.18	2020.09.16	Magistrate Court – Trincomalee Case Filed date - 2021.03.05 Magistrate Court – Muthur Case Filed date - 2021.02.25	07 06
19.	Turmeric Powder	2020.08.17	2020.09.16	Case No- 37291/S/2020 Magistrate Court – Valachchenai Case Filed date -	

				2020.10.12 Fine –Rs.3000	02
				Case No- 62659/S/2020 Magistrate Court – Batticaloa Case Filed date - 16.12.2020 Fine – RS. 10000. 00	04
				Case No- 62660/S/2020 Magistrate Court – Batticaloa Case Filed date - 16.12.2020 Fine – RS. 10000. 00	04
				Case No- 62659/S/2020 Magistrate Court – kaluwancheku dy Case Filed date - 21.01.2021 Fine – RS. 10000. 00	05
				Case No- 62659/S/2020 Magistrate Court – Eravur Case Filed date - 09.2.2020 Fine – RS. 10000. 00	06
20.	Turmeric Powder	2020.08.17	2020.11.17	Magistrate Court - Bibila Case Filed Date - 2021.01.21 Case No - 47459 Fine - Rs.3000	05
				Magistrate Court – Monaragala Case Filed Date - 2021.02.08 Case No - 97428 Summons	06

				Magistrate Court - Wellawaya Case Filed Date - 2021.02.12 Case No - 37043 Fine - Rs. 3000.00	06
				Magistrate Court - Bibila Case Filed Date - 2021.02.11 Case No - 47638 Fine - Rs. 3000.00	06
21.	Turmeric Powder	2020.08.18	2020.08.12	Magistrate Court wellimada Case Filed Date - 16.02.2021 Case No - 51225/01 Fine - Rs. 4000.00	06
				Magistrate Court – wellimada Case Filed Date - 09.04.2021 Case No - 51143 Fine - Rs 3500.00	08
				Magistrate Court – Bandarawela Case Filed Date - 23.02.2021 Case No - 18771 Fine - Summons	06
				Magistrate Court - Bandarawela Case Filed Date - 23/02/2021 Case No - 18775 Fine - Summons	06
22.	Turmeric Powder	2020.08.24	2020.11.16	Case No -93983/21 Magistrate Court – Pelmadulla Case Filed date - 2021.01.26 Fine – summons	05
				Case No- 94242/21 Magistrate Court -	

				Pelmadulla Case Filed date - 2021.01.26 Fine – Rs. 7500.00	05
				Case No- 53878/A Magistrate Court – Rathnapura Case Filed date - 2021.11.25 Fine - Rs.3000.00	05
23.	Turmeric Powder	2020.08.18	2020.10.06	Magistrate Court – Kalpitiya Case Filed Date - 2020.12.14 Case No - 16525 Fine - Summons	04
				Magistrate Court - Maravila Case Filed Date - 2020.12.16 Case No - 65624 Fine - Rs.9000.00	04
24.	Kurakkan flour	2020.08.18	2020.10.19	Case No- 56845A Magistrate Court – Rathnapura Case Filed date - 2022.01.31 Fine -Rs. 3000.00	05
25.	Herbal drink	2020.08.19	2020.10.27	Magistrate Court - Hettipola Case Filed Date - 2021.12.16 Case No - 56042 Fine - Rs. 50000.00	04
26.	Turmeric Powder	2020.09.09	2020.11.17	Date. 22/01/2021, Case No.25473, Sammanthurai magistrate court Fine – 10000.00	04
27.	Turmeric Powder	2020.09.08	2020.11.17	Date. 22/01/2021, Case No.25472, Fine - Rs.10000.00 Sammanthurai magistrate court	04
28.	Turmeric	2020.09.08	2020.11.17	Date - 22/01/2021,	04

	Powder			Case No.97151, fine - Rs. 3000.00 Kalmunei Magistrate court	
29.	Cream	2020.09.09	2020.12.17	Magistrate Court - Moratuwa	05
30.	Cream	2020.09.09	2020.12.17	Case Filed Date - 2021.02.23	
31.	Cream	2020.09.09	2020.12.17	Case No - 90148/90147/95060 Fine - Rs.6000/Rs.6000/Rs.50 00	
32.	Turmeric Powder	2020.09.03	2020.12.14	Magistrate Court - Siyabala nduwa Case Filed Date - 2021.01.26 Case No - 12920 Fine - Rs. 2000.00	04
33.	Turmeric Powder	2020.09.08	2020.12.14	Mawanella Magistrate Court, Case No.-81850 Fines - Summons Case filed Date – 2022.05.04	20
34.	Keeri Samba Rice	2020.09.23	2020.10.27	Aluthkade Magistrate Court Case No – 48746 Case filed Date – 2021.12.09 Fine – Rs. 35000.00	15
35.	Red Raw Rice	2020.09.22	2020.12.14	Case No- 68075 Magistrate Court – Thissama harama Case Filed date - 2021.02.12 Fine – RS. 3500.00	05
36.	Turmeric Powder	2020.10.08	2020.12.14	Kandy Magistrate Court, Case No.- 34856/21 Fines - Rs. 5000.00	12

				Case filed Date – 2021.10.28	
37.	Turmeric Powder	2020.09.24	2020.12.14	Case No- 65143 Magistrate Court – Walasmulla Case Filed date - 2021.02.02 Fine – RS. 3000.00	05
38.	Canned Fish	2020.11.11	2020.11.26	Magistrate Court - Aluthkade Case Filed Date - 2022.09.27 Case No - 61894 Fine - Rs. 10000.00	22
39.	Sanitizer	2020.11.16	2021.03.26	Case No- 97952 Magistrate Court - Pelmadulla Case Filed date - 2021.11.30 Fine – Trial	12
40.	Sanitizer	2020.11.16	2021.03.23	Case No- 98197 Magistrate Court – Pelmadulla Case Filed date - 2021.11.30 Fine – Open warrants	12
41.	Turmeric Powder	2020.11.09	2020.12.30	Kandy Magistrate Court, Case No.-31474/21 Fines - Rs. 10000.00 Case filed Date – 2021.03.04	04
42.	Canned Fish	2020.11.12	2020.12.31	Aluthkade Magistrate Court, Case No.-61450 Case filed Date – 2021.12.21	12
43.	Canned Fish	2020.11.12	2021.01.08		
44.	Canned Fish	2020.11.12	2021.01.11		
45.	Canned Fish	2020.11.12	2020.12.31	Magistrate Court - Aluthkade Case Filed Date - 2021.12.03	12
46.	Canned Fish	2020.11.12	2021.01.08	Case No - 61153//21	

47.	Canned Fish	2020.11.12	2021.01.11	Fine - Rs. 5000	
48.	Canned Fish	2020.11.12	2020.12.31	Aluthkade Magistrate Court,	12
49.	Canned Fish	2020.11.12	2021.01.08	Case No.-61449 Fines - Case filed Date –	
50.	Canned Fish	2020.11.12	2021.01.11	2021.12.21	
51.	Canned Fish	2020.11.12	2021.01.11	Case filed Date – 2022.05.18	18
52.	Canned Fish	2020.11.12	2020.12.31	Colombo Magistrate Court,	12
53.	Canned Fish	2020.11.12	2021.01.08	Case No.- 61153/5/21 Fines - Rs.	
54.	Canned Fish	2020.11.12	2021.01.11	5000.00 Case filed Date – 2021.12.03	
55.	Canned Fish	2020.11.12	2020.12.31	Colombo Magistrate Court,	12
56.	Canned Fish	2020.11.12	2021.01.08	Case No.- 61152/5/21 Fines - Rs. 5000.00	
57.	Canned fish	2020.11.12	2021.01.11	Case filed Date –	
58.	Canned Fish	2020.12.04	2020.12.31	Aluthkade Magistrate Court,	15
59.	Canned Fish	2020.12.14	2021.08.01	Case No.- 66918/05/22 Fines -	
60.	Canned Fish	2020.12.14	2021.01.11	Summons Case filed Date – 22.03.10	

Valid Directions issued under Section 12 (Specification of the standards related to the goods and services)

Sub No. ----	Direction No. -----	Date -----	Gazette -----	Section No.of Act -----	Description -----	Good/ Service -----	Whether the sample had been tested
1	13	06.09.2007	1513/24	12(1)	Direction for SLS symbol for Asbestos with flat and rallies	Asbestos	No
2	16	21.09.2007	1515/22	12(1)	SLS Standard for robes atapirikara	Robes atapirikara	No
2	18	02.11.2007	1521/29	12(1)	SLS symbol for cement	Cement	No
4	20	25.01.2008	1533/15	12(1)	SLS symbol for steel rods	Steel rods	Yes
5	21	25.01.2008	1533/15	12(1)	Standard for imported steel rods	Steel rods	
6	25	08.09.2008	1566/1	12(1)	SLS symbol for PVC pipes and fittings	PVC pipes	No
7	28	10.02.2009	1588/05	12(2)	SLS symbol for toothpastes	Toothpastes	No
8	31	10.11.2010	1679/39	12(2)	SLS symbol for tooth brushes	Tooth brushes	No
9	34	26.01.2011	1690/08	12(1)	SLS symbol for flat and roof top tiles	Flat and roof top tiles	No
10	36	30.09.2011	1725/30	12(2)	Direction for quantity of lead contained in paints	Paints	Yes
11	40	27.01.2012	1742/27	12(2)	SLS standard for the accessories of domestic gas cylinders	Gas cylinders	Yes
12	41	27.01.2012	1742/27	12(1)	Direction for SLS symbol for box of matches	Box of matches	No
13	46	13.12.2013	1840/52	12(2)	SLS standard for electric wires	Electric wires	No
14	47	13.12.2013	1840/52	12(2)	Direction for SLS symbol for mosquito coils and mats	Mosquito coils and mats	No
15	57	11.06.2015	1918/18	12(2)	Direction for SLS symbol for drinking water bottles (polymer)	Drinking water bottles(Polymer)	Yes
16	59	16.07.2015	1923/65	12(2)	Direction for SLS standard for safety helmets	Safety helmets	Yes
17	65	03.05.2018	2069/37	12(2)	Direction for volume of heavy metals contained in cream and lotions applied to the skin	Cream types	Yes
18	67	04.09.2018	2087/19	12(2)	Certificate for Good Manufacturing Practices (GMP)	Food Processing institutes	Yes

Progress of the receipt of complaints to the Legal Division to be resolved as per Section 57 (1)

Date of receipt of complaint to Consumer Affairs Authority	Complaint No.	Dates of calling complaints by Complaint Division	Dates of calling complaints	Dates received to Legal Division	Dates of calling complaints by Legal Authority	Progress up to 31st December 2022	Period of delay months up to 31.12.2022
07 January 2021	CAA/CUU/005/2021/724 File No. CAA/L&E/I NQ/018/2022	22 April 2021 16 December 2021	22 April 2021 16 December 2021 21 April 2022 04 July 2022 02 August 2022 19 September 2022 04 October 2022	15 February 2022	21 April 2022 04 July 2022 02 August 2022 19 September 2022 04 October 2022	Recalling	24
04 January 2022	CAA/CUU/021/2022/746/DG File No. CAA/L&E/I NQ/43/2022	22 February 2022	22 February 2022 04 July 2022 10 August 2022 22 September 2022	30 March 2022	04 July 2022 10 August 2022 22 September 2022	Keep for future action	11
03 March 2021	CAA/KL/C/2021/10/08 File No. CAA/L&E/I NQ/42/2022	05 April 2021 16 November 2021	05 April 2021 16 November 2021 20 September 2022	25 March 2022	20 September 2022	Recalling	22
15 July 2021	DSG/SVO/C/2021/39 File No. CAA/L&E/I NQ/22/2022	26 October 2021	26 October 2021 21 November 2021	24 February 2022	21 November 2021	Keep	17

01 December 2021	CAA/CUU/1379/2021/746/DG File No. CAA/L&E/INQ/006/2022		23 March 2022 06 April 2022 27 June 2022 08 September 2022	10 January 2022	23 March 2022 06 April 2022 27 June 2022 08 September 2022	Due to be overall	13
06 January 2022	CAA/CUU/040/2021/732 File No. CAA/L&E/INQ/046/2022		04 July 2022	07 April 2022	04 July 2022	Recalling	
			10 August 2022		10 August 2022		11
			29 September 2022		29 September 2022		
16 September 2021	CAA/CUU/1220/2021/DG File No. CAA/L&E/INQ/044/2022	08 February 2022	08 February 2022	30 March 2022	04 July 2022	Keep to take future action	
			04 July 2022		02 August 2022		14
			02 August 2022		26 September 2022		
			26 September 2022				
03 March 2022	CAA/CUU/363/2020/840 File No. CAA/L&E/INQ/029/2022	26 March 2020	26 March 2020	04 March 2022	22 March 2022	Recalling	
		29 July 2020	29 July 2020				34
		06 October 2020	06 October 2020				
		28 April 2021	28 April 2021				
			22 March 2022				
17 December 2021	CAA/CUU/1442/2021/803/DG File No. CAA/L&E/INQ/045/2022	09 February 2022	09 February 2022	07 April 2022	20 May 2022	It is due to be received Directives.	
			20 May 2022		10 June 2022		12
			10 June 2022		07 September 2022		
			07 September 2022				
05 July 2021	DSG/SVO/C/2021/39 File No. CAA/L&E/INQ/22/2022		21 April 2022	24 February 2022	21 April 2022	Keep for taking future action	18

15 July 2021	CAA/CUU/ 919/2021/80 3/ DG File No. CAA/L&E/I NQ/062/202 2	30 March 2022	30 March 2022	25 May 2022	30 June 2022	Due to be overall	17
			30 June 2022		02 August 2022		
			02 August 2022				
20 February 2021	CAA/CUU/ 229/2021/74 2/ DG File No. CAA/L&E/I NQ/050/202 2	10 February 2022	10 February 2022	07 April 2022	04 July 2022	Due to be recalled	22
			04 July 2022		02 August 2022		
			02 August 2022				
03 March 2021	CAA/KL/C C/2021/10/0 8 File No. CAA/L&E/I NQ/042/202 2	05 April 2021	05 April 2021	25 March 2022	20 September 2022	Recalling	22
			20 September 2022				
02 November 2021	CAA/KDS/ 2015/2021/4 2 File No. CAA/L&E/I NQ/052/202 2		15 June 2022	18 May 2022	15 June 2022	Due to be overall	14

Raid Targets,Actual Raids and Attachment of Officers

Annexe 07

District	Category	2018		2019		2020		2021		2022		Achievements %	2022		Excess(shortage)
		Targeted raids	Actual raids	Targeted raids	Actual raids	Targeted raids	Actual raids	Targeted raids	Actual raids	Targeted raids	Actual raids		Number of required Investigation Officers	Number of Officers attached	
Colombo	A	2640	2369	2640	2549	2616	1759	2748	927	1656	713	43	17	8	(9)
Gampaha	A	2640	1439	2640	1204	1872	705	1968	621	1656	857	52	17	18	1
Kurunegala	A	2640	2138	2640	2019	2064	980	2160	499	1656	1065	64	17	26	9
Kandy	A	2640	1679	2640	2064	1872	1038	1968	420	1656	712	43	17	21	4
Kalutara	B	1140	831	1140	783	936	448	984	211	972	260	27	13	9	(4)
Galle	B	1140	793	1140	764	936	586	984	328	972	440	45	13	5	(8)
rathnapura	B	1140	808	1140	698	936	592	984	435	972	550	56	13	9	(4)
Puttalam	B	1140	1019	1140	1048	936	645	984	302	972	698	72	13	14	1
Anuradhapur aya	B	1140	880	1140	829	936	471	984	310	972	643	66	13	13	-
Matara	B	1140	891	1140	983	936	738	984	380	972	604	62	13	13	-
Badulla	B	1140	884	1140	879	936	500	984	336	972	415	43	13	7	(6)
Kegalle	B	1140	809	1140	767	936	446	984	244	972	653	67	13	16	3
Ampara	C	1020	810	1020	1075	1308	824	1380	522	828	704	85	12	14	2
Jaffna	C	1020	773	1020	974	936	706	984	313	828	648	78	12	11	(1)
Nuwaraeliya	C	1020	598	1020	635	936	648	984	361	828	364	44	12	8	(4)
Batticaloa	C	1020	990	1020	816	936	677	984	399	828	459	55	12	13	1
Hambanthot a	C	1020	900	1020	759	936	495	984	185	828	447	54	12	6	(6)
Matale	C	1020	942	1020	1006	936	564	984	385	828	556	67	12	10	(2)
Pollonaruwa	D	840	909	840	913	744	553	260	506	672	654	97	11	12	1
Moneragala	D	840	671	840	768	744	498	260	338	672	344	51	11	10	(1)
Trincomalee	D	840	889	840	664	744	303	260	400	672	530	79	11	10	(1)
Vauniyawa	D	840	655	840	672	744	622	260	228	672	475	71	11	10	(1)
Mulativ	E	840	221	840	361	372	400	396	312	408	416	10	9	9	-

												2			
Killinochchi	E	840	209	840	446	372	360	396	290	408	386	94	9	9	-
Mannar	E	840	425	840	385	372	365	396	242	408	387	95	9	10	1
Total		31,680	23,532	31,680	24,061	26,004	15,923	27,300	9,494	24,936	13,980		315	291	(24)
Percentage of achievement of targeted raids		74		76		61		35		56					

Valid Directions issued under Section No.10

Direction No. -----	Date -----	Gazette Notification -----	Section No.of Act -----	Description -----	Good/service -----
27	25 November 2008	1577/4	10(1)(a)	A scale which can be used to scale a gas cylinder filled by LP Gas traders should be kept at every gas trading center.	Filled gas cylinders
32	07 January 2011	1687/45	10(1)(a)	In every advertisement published in printed or electronic medias should be indicated the details of the good mentioned in such advertisement.	Advertisements
37	04 October 2011	1726/6	10(1)	At least not less than 06 months period, warranty period should be given to every electric/ electronic equipment/accessories.	Electronic equipment
39	13 January 2012	1740/22	10(1)(b)(ii)	The packages made from plastic or thick paper or timber should be used in collection, storage and transportation of 21 vegetables and fruits.	Vegetable and fruit packaging
45	13 December 2013	1840/52	10(1)	The details of the packing or container or wrapping contained manufactured/imported incense sticks/joss sticks should be mentioned.	Joss stick
51	15 August 2014	1975/38	10(1)(ආ)(ii)	A document including the details in relation to expired or not suitable for sale or kept for destruction or re-export goods should be maintained.	Expired goods
52	15 August 2014	1975/38	10(1)(b)(ii)	That goods unfit for consumption shall in no way be placed together with other goods offered for sale or displayed for sale.	goods unfit for consumption
53	17 April 2015	1910/4	10(1)(a)	That the store should have a measuring scale certified as accurate by the Measurement Units and Standards Department	Measuring scale
54	11 June 2015	1918/21	10(1)(b)(ii)	It is compulsory for Atapirikara traders to register with the Department of Buddhist Affairs	Atapirikara

55	11 June 2015	1918/20	10(1)(a)	Direction for information to be contained on the label of Atapirikara, Thanipata Sivura, Banda Patiya, etc.	Atapirikara
58	11 June 2015	1918/17	10(1)(a)	Information to be contained in bills issued to inpatients	bills issued to inpatients
60	13 May 2016	1966/43	10(1)(a)	That the warranty certificate should be available in all the three languages	warranty certificates
61	23 September 2016	1985/38	10(1)(a)	Directive on containers and packaging of paints, varnishes and materials used in the building industry	paints
62	07 October 2016	1985/38		Directive regarding the information to be included in the labels of edible oils, packaged bottles	oils
66	03 May 2018	2069/37	10(1)(b)	Directive on the volume of heavy metals to be contained in the packaging of creams and lotions applied to the skin	creams
69	25 November 2019	2151/7	10(1)(a)	Directive for water valves and spare parts	water valves
70	29 November 2019	2151/58	10(1)(a)	Directive for the information to be included in a packet of food wrappers	Lunch Sheet
75	25 February 2021	2216/33	10(1)(b)(ii)	Registration of Hand Sanitizers with National Drug Regulatory Authority	Hand Sanitizers
77	07 May 2021	2226/59	10(1)(b)(ii)	Directive that no other oil should be mixed with the edible coconut oil	coconut oil
78	09 June 2021	2231/8	10(1)(b)(ii)	Regarding sale of LP gas market	LP Gas
79	11 June 2021	2231/23	10(1)(b)(ii)	Warehouse registration (Paddy, Rice)	-
80	11 June 2021	2231/24	10(1)(b)(ii)	Warehouse registration (sugar, milk powder)	-
81	11 June 2021	2231/25	10(1)(b)(ii)	Warehouse registration (Maize)	-
82	25 July 2021	2237/41	10(1)(a)	Specifying the weight of domestic gas cylinders in kilograms	Gas
83	27 April 2022	2277/51	10(1)(a)	Directive regarding matters to be contained in a bill of goods purchased	-
84	24 June 2022	2285/18	10(1)(b)(ii)	Direct use of rice or paddy for the	-

				production of animal feed	
85	29 June 2022	2286/26	10(1)(a)	Information that must appear on the label or package of each product purchased at retail price	-
86	30 August 2022	2295/05	10(1)(b)(ii)	Sale, disposal and sale of goods subject to the conditions specified in the Gazette Notification	-
87	01 November 2022	2304/34		The maximum retail price, importer's name and registered address should be clearly mentioned.	

Valid Directions Issued under Section No.10

Annexe 09

Direct ion No.	Date	Gazette	Section Number of the Act	Particulars	Kalutara	Galle	Ampara	Kandy	Nuwaraciya	Matara	Vavuniya	Batticaloa	Mulathivu	Anuradhapura	Colombo	Monaragala	Mannar	Puttalam	Kilinochchi	Hambantota	Jaffna	Ratnapura	Badulla	Gampaha	Kegalle	Polonnaruwa	Trincomalee	Matale	Kurunegala	Total	
26	2008/10/17	1571/25	10(1)	Directive that money should not be charged for containers		1															1										134
27	2008/11/ 25	1577/4	10(1)(a)	That LP gas dealers shall place a scale capable of weighing a filled gas cylinder at every point of sale authorized to sell gas										2																	2
32	2011/01/07	1687/45	10(1)(a)	Every advertisement published in printed electrical or electronic media shall contain the details of the product mentioned in the advertisement.																											0
37	2011/10/04	1726/6	10(1)	All electrical/electronic equipment/devices should be given a minimum warranty period of 6 months		1	8		2	8	1	4	6	-	7	11	5	12	-		4	4	8	14	11	8	8	15	8	189	
39	2012/01/ 13	1740/22	10(1)(b)(ii)	Packaging made of plastic or thick paper or wood should be used during the collection, storage and transportation of 21 vegetables and fruits.															17											17	
42	2012/12/05	1787/22	10(1)	Directive for information to be contained in the containers and packages of medicines and vitamins							2		1																	3	

45	2013/12/13	1840/52	10(1)	That the details should be mentioned on the pack or container or wrapper containing the manufactured/imported incense sticks																		10												10	
51	2014 /08/ 15	1975/38	10(1)(b)(ii)	That a register should be maintained in respect of goods which have expired or are unfit for sale or are being held for destruction or re-export.										3 7																					38
52	2014/08/ 15	1975/38	10(1)(b)(ii)	That goods unfit for consumption should not be placed together in any way with other goods offered for sale or displayed for sale.	4 5	2 3 5	4 1 0	3 2 8	8 0	4 1 3	12 6 4	1 4 1		2 7 1	1 9	71		31 2	10 4	3 5 8	1 3 6	12 8	4 4	25 0	18 0	18 0	12 6	-		36 6			4223		
53	2015/04/ 17	1910/4	10(1)(e)	That there should be a scale in the shop that has been verified as accurate by the Department of Measurement Units and Standards	1 0			1		2				4 2	4								4	1				93						157	
54	2015/06/ 11	1918/21	10(1)(b)(ii)	It is compulsory for Atapirikara traders to register with the Department of Buddhist Affairs																			1												1
55	2015/06/ 11	1918/20	10(1)(a)	Directive for information to be contained on the label of Atapirikara, Thanipata Sivura, banda patiya, etc.																			20												20
57	2015/06/11	1918/18	10(1)(a)	Directive for Drinking Water Bottles (Polymer) SLS Logo																			1												1
58	2015/06/11	1918/17	10(1)(a)	Information to be contained in bills issued to inpatients																															0
60	2016/05/ 13	1966/43	10(1)(a)	That the warranty certificate should be available in all the three languages										5										1											6

61	2016/09/23	1985/38	10(1)(a)	Directive on containers and packaging of paints, varnishes and materials used in the building industry																						23												23		
62	2016/10/07	1985/38		Directive regarding the information to be included in the labels of edible oils, packaged bottles						5																	2													7
66	2018/05/ 03	2069/37	10(1)(b)	Directive on the volume of heavy metals to be contained in the packaging of creams and lotions applied to the skin	6	2	1		1	7	22	-	3	2	3	16	1	14	49	5	1	8	3	71	7	-	14	-	40										445	
69	2019/11/25	2151/7	10(1)(a)	Command for water valves and spare parts										1				1						12															14	
70	2019/11/29	2151/58	10(1)(a)	Directive on the information to be included in a packet of food wrappers					9	1	26			1	1	2		2	30	2	1		4										5					120		
75	2021/02/ 25	2216/33	10(1)(b)(ii)	Registration of Hand Sanitizers with National Drug Regulatory Authority							1		1								1	8	6														3		31	
77	2021/05/ 07	2226/59	10(1)(b)(ii)	Directive that no other oil should be mixed with the edible coconut																				4															4	
78	2021/06/ 09	2231/8	10(1)(b)(ii)	Regarding sale of LP gas in the market										1																									1	
79	2021/06/11	2231/23	10(1)(b)(ii)	Warehouse registration (Paddy, Rice)																																			0	
80	2021/06/ 11	2231/24	10(1)(b)(ii)	Warehouse registration (sugar, milk powder)																																			0	
81	2021/06/ 11	2231/25	10(1)(b)(ii)	Warehouse registration (Maize)																																			0	
82	2021/07/25	2237/41	10(1)(a)	Specifying the weight of domestic gas cylinders in kilograms										3																									3	

Valid Directions Issued under Section No.12

Annexe 10

Direction No.	Date	Gazette	Section Number of the Act	Particulars	Kalutara	Galle	Anpara	Kandy	Nuwaraeliya	Matara	Vavuniya	Batticaloa	Mulathivu	Anuradhapura	Colombo	Monaragala	Mannar	Puttalam	Kilinochchi	Hambantota	Jaffna	Ratnapura	Badulla	Gampaha	Kegalle	Polonnaruwa	Trincomalee	Matale	Kurunegala	Total
16	2007.09.21	1515/22	12(1)	SLS standard for robes, atapirikara																	10									10
18	2007.11.02	1521/29	12(1)	SLS logo for cement																										0
20	2008.01.25	1533/15	12(1)	SLS logo for steel bars									1								20			8						29
21	2008.01.25	1533/15	12(1)	Quality of imported steel bars							2			1																3
25	2008.09.08	1566/1	12(1)	SLS logo for PVS pipes and fittings							3	4					1													8
28	2009.02.10	1588/05	12(2)	SLS logo for toothpaste																								1	1	
31	2010.11.10	1679/39	12(2)	SLS logo for toothbrushes																										0
34	2011.01.26	1690/08	12(1)	SLS logo for flat and top tiles																										0
36	2011.09.30	1725/30	12(2)	Directive on the amount of lead to be contained in paint										1																1
40	2012.01.27	1742/27	12(2)	SLS Standard for Domestic Gas Cylinder Appliances																										0

41	2012.01.27	1742/27	12(1)	Directive for the SLS logo on boxes of matches																					0					
46	2013.12.13	1840/52	12(2)	SLS Standard for Power Cables																					13					
47	2013.12.13	1840/52	12(2)	Directive for SLS logo for mosquito coils and mosquito mats																					0					
57	2015.06.11	1918/18	12(2)	Directive for SLS logo for drinking water bottles (polymer).																					0					
59	2015.07.16	1923/65	12(2)	Directive for SLS Standard for Safety Helmets			2				2		1	1		1	2	2	2					9	2	2	1		1	37
63	2017.12.07	2048/39	12(2)	Directive for SLS logo for electrical equipment of voltage not exceeding 250	4	1							1		2	1			1				1	4	9					24
64	2017.12.07	2048/39	12(2)	Directive for SLS Standard for Electrical Appliances and Plug	5				1	1				2				2		2		2	1	1	2					72
65	2018.05.03	2069/37	12(2)	Directive on the volume of heavy metals to be contained in creams and lotions applied to the skin												8	1	1						1						20
67	2018.09.04	2087/19	12(2)	Certification for Good Manufacturing Practices (GMP)									1																	1
Total					9	1	2	-	1	-	8	-	7	1	2	2	2	3	1	2	3	2	5	3	4	2	1	1	1	21
													1	6		4		3		0		7		9						9