



# Consumer Affairs Authority

## Ministry of Trade, Commerce, Food Security and Co-operative Development



### VACANCIES

*Applications are invited from suitably qualified persons to fill the following vacancies in the Consumer Affairs Authority.*

#### 01. Post of Assistant Director (Regional Affairs) – MM 1-1 - (07 Posts)

##### **Job Description:**

Assist the Director in providing leadership and strategic direction for the investigation. Manage investigation team including assigning cases ensuring adequate resources. Coordinating, Supervising and managing administrative, financial task and operational duties in CP/PM/Legal divisions. Recommending, approving and submitting relevant financial, administrative and operational duties (CP/PM/Legal divisions) reports. Responsible for all functions at District level. Preparation and monitoring of action plans and budgets. Liaise with the District Secretary and other key officials of the District Secretariat offices. Co-ordinate with all officers attached to the units in order to achieve the assigned performance targets. Identify and submit proposals to uplift the performance of District Units. Preparation and Submission of progress reports, Planning and supervision of Field Investigations, Raids and Consumer Awareness programs. Co-ordinate the establishment of consumer societies. Maintenance of Data Base on District Units, Planning and supervision of market surveys and submission of reports.

##### **Qualifications:**

**External:** A Bachelor's Degree in Business Administration, Business Management, Economics, Commerce or Science (Food Science & Technology, Biological Science, Agriculture) which is recognized by the University Grants Commission

##### **AND**

A Minimum of One (01) year post qualifying experience in the relevant field to the post, after obtaining the first degree in Business or Commercial Environments, Corporation, Board or a reputed Mercantile Establishment.

##### **Internal: (1 or 2 below)**

1. Having obtained the qualifications required by the external candidates as above.
2. Completion of Minimum Five (05) years satisfactory service in a post in the Junior Manager category (JM 1-1), of the Consumer Affairs Authority in the subject area relevant to the post.

#### 02. Post of Assistant Director (Consumer Affairs & Information) MM 1-1 – (02 Posts)

##### **Job Description:**

Assist the Director in providing leadership and strategic direction for the investigation, manage investigation team including assigning cases ensuring adequate resources, coordinating, supervising and managing administrative, financial task and operational duties in CP/PM/Legal divisions, recommending, approving and submitting relevant financial, administrative and operational duties (CP/PM/Legal divisions) reports, co-ordination, preparation and monitoring of action plans and budgets on related projects, develop public awareness programs on consumer rights, responsibilities and consumer affairs, organize annual events, workshops, exhibitions and fairs on consumer affairs, promoting consumer organizations, planning, promoting and monitoring the progress of the public awareness programs, preparation and submission of performance reports, media reports/releases, any other duties as assigned by the Director (Consumer Affairs & Information).

##### **Qualifications:**

**External:** A Bachelor's Degree in Business Administration, Business Management, Economics, Commerce or Science (Food Science & Technology, Biological Science, Agriculture) which is recognized by the University Grants Commission

##### **AND**

A Minimum of One (01) year post qualifying experience in the relevant field to the post, after obtaining the first degree in Business or Commercial Environments, Corporation, Board or a reputed Mercantile Establishment.

##### **Internal: (1 or 2 below)**

1. Having obtained the qualifications required by the external candidates as above.
2. Completion of Minimum Five (05) years satisfactory service in a post in the Junior Manager category (JM 1-1), of the Consumer Affairs Authority in the subject area relevant to the post.

#### 03. Post of Assistant Director (Legal & Enforcement) – MM 1-1 (01 posts)

##### **Job Description:**

Handling of consumer complaints and coordinate same at district level. Conduct inquiries in terms of the provisions of the Act, drafting plaints, charge sheets in respect of actions instituted in courts in terms of the provisions of the Act, Appearance on behalf of the Authority including the conducting of trials independently. Assist the Competition Promotion Division in conducting inquiries into complaints on anti-competitive practices. Liaise with other regulatory bodies as and when required. Drafting, execution and/or enforcement of agreements entered into by the Authority in terms of the provisions of the Act. Preparation of necessary documents in respect of court cases instituted against the Authority. Liaise with district offices of the Authority /respective District Secretaries on legal matters, Planning and conducting of awareness programs. Any other duties assigned by the Director.

##### **Qualifications:**

**External:** Should have taken oath as an Attorney-at-Law at the Supreme Court of Sri Lanka

##### **AND**

A Minimum of one (03) years post qualifying experience in the relevant field to the post.

##### **Internal: (1 or 2 below)**

1. Having obtained the qualifications required by the external candidates as above.
2. Completion of minimum five (05) years of satisfactory service in the post in the Junior Manager category (JM 1-1) of the Consumer Affairs Authority.

#### 04. Post of Assistant Director (Admin & HR) - MM 1-1 – (01 Post)

##### **Job Description:**

Assist in manpower planning, recruitments and selections of employees, supervision of all procurement of goods and services, assist in the implementation of human resources policy, review of performance of non-executive employees, handling of disciplinary matters of employees of non-executive level. In charge of the personnel files below Assistant Director level. Administration of official transportation. Attending to publications, Inventory matters and stores. Supervision and monitoring of attendance leave and establishment matters, to be updated with relevant Government Circulars. Implementation of staff transfer schemes. Monitor the implementation of HR management systems, Training needs analysis and development of training plans and Implements. Monitor the Implementation of employee benefits, Coordinate in implementation of all agreements of service providers, any other duties assigned by the Director.

##### **Qualifications:**

**External:** A Bachelor's Degree in Human Resources Management, Business Administration, Business Management, Public Administration, Public Management, or any other degree subject area relevant to the post which is recognized by the University Grants Commission

##### **AND**

A Minimum of One (01) year post qualifying experience in the relevant field to the post, after obtaining the first degree in Business or Commercial Environments, Corporation, Board or a reputed Mercantile Establishment.

##### **Internal: (1 or 2 below)**

1. Having obtained the qualifications required by the external candidates as above.
2. Completion of Minimum Five (05) years satisfactory service in a post in the Junior Manager category (JM 1-1), of the Consumer Affairs Authority in the subject area relevant to the post.

#### 05. Post of Assistant Director (Competition Promotion) MM 1-1 – (01 post)

##### **Job Description:**

Examine the concentration of market power for goods and services, investigate into abuse of market powers and conducting research wherever necessary, carrying out investigations in respect of anti-competitive/unfair trade practices. Assist in planning, executing and evaluating research/study projects, preparation of research/study reports, planning and implementing awareness programs on anti-competitive practices and advocacy on trade responsibilities, maintain linkages with global sources of knowledge on the current economic affairs in the competition policy, maintain the data bases, developing Statistical Methodologies, managing data collection and analysis and disseminating statistical information. Creating and implementing a strategic vision for organizations, statistical function, aligning with covered org. goal. Ensuring adherence to established statistical methodologies, quality control procedures and relevant regulation, any other duties assigned by the Director.

##### **Qualifications:**

**External:** A Bachelor's Degree in Economics, Business Administration, Business Management, Public Administration, Public Management, Commerce, Science (Food Science & Technology, Biological Science, Agriculture, Physical Science, Applied Science, Biological Science) or any other degree subject area relevant to the post which is recognized by the University Grants Commission

##### **AND**

A Minimum of One (01) year post qualifying experience in the relevant field to the post, after obtaining the first degree in Business or Commercial Environments, Corporation, Board or a reputed Mercantile Establishment.

##### **Internal: (1 or 2 below)**

1. Having obtained the qualifications required by the external candidates as above.
2. Completion of Minimum Five (05) years satisfactory service in a post in the Junior Manager category (JM 1-1), of the Consumer Affairs Authority in the subject area relevant to the post.

#### 06. Post of Assistant Director (Finance) MM 1-1 – (01 Post)

##### **Job Description:**

Preparation of Final Accounts and periodical financial reports, Preparation of Annual Budget and assist in budgetary control, Preparation of monthly and other periodical financial reports, Monitor the implementation of proper internal control systems, Maintenance, updating the reports of revenue generating programs (fine and other sources) Supervision of payments for procurement of goods and services, Monitoring of application for Government Grant, Supervision of maintenance of all books of accounts and writing up the journal, Supervision of the financial administration of Regional Offices, Supervision of salary and other payments, Supervision and monitoring of the computer based accounting systems, Certification of payments, any other duties assigned by the Director.

##### **External : (1 or 2 below)**

1. A Bachelor's Degree in Finance, Accountancy, Financial Management, Business Administration, Business Management, Commerce, or any other degree subject area relevant to the post which is recognized by the University Grants Commission

##### **AND**

A Minimum of One (01) year post qualifying experience in the relevant field to the post, after obtaining the first degree in Business or Commercial Environments, Corporation, Board or a reputed Mercantile Establishment.

2. Having passed the Intermediate Examination of a recognized professional Chartered Institute, of which the subject area is relevant to the post and a minimum one year post qualifying experience in the relevant field to the post.

##### **Internal : (1 or 2 below)**

1. Having obtained the qualifications required by the external candidates as above.
2. Completion of Minimum Five (05) years satisfactory service in a post in the Junior Manager category (JM 1-1), of the Consumer Affairs Authority in the subject area relevant to the post.

#### 07. Post of Assistant Director (Pricing & Management) MM 1-1 – (02 Posts)

##### **Job Description:**

Assist in the management of pricing of goods and services, Preparation of cost structures of goods and services, Examination, cost evaluation and regulation of prices of specified goods and services, Assist in conducting pricing inquiries, Assist in periodical reviewing of pricing formulas, Supervision and maintenance of Data Bases of market conditions, International/Local Prices and production patterns of essential commodities, Co-ordinate and assist other divisions on pricing matters, Assist in planning and executing of efficiency studies, Assist in examination and reporting on advisory references in terms of the provisions of the Act, any other duties assigned by the Director.

##### **Qualifications:**

##### **External : (1 or 2 below)**

1. A Bachelor's Degree in Financial Management, Accountancy & Finance Business Administration, Business Management, Commerce, or any other degree subject area relevant to the post which is recognized by the University Grants Commission

##### **AND**

A Minimum of One (01) year post qualifying experience in the relevant field to the post, after obtaining the first degree in Business or Commercial Environments, Corporation, Board or a reputed Mercantile Establishment.

2. Having passed the Intermediate Examination of a recognized professional Chartered Institute, of which the subject area is relevant to the post and a minimum one year post qualifying experience in the relevant field to the post.

##### **Internal : (1 or 2 below)**

1. Having obtained the qualifications required by the external candidates as above.
2. Completion of Minimum Five (05) years satisfactory service in a post in the Junior Manager category (JM 1-1), of the Consumer Affairs Authority in the subject area relevant to the post.

##### **Added Qualifications :**

For all posts should be computer literate and proficient in the English language.

##### **Salary and Allowances :**

**Salary Scale :** MM 1-1 2025: Rs. (91,690 – 2480 x 10 – 3450 x 15 – 168,240) (with effect from 01.01.2027)

**Salary :** Rs. 81,710/- (Basic paid salary as at 01.01.2026 as per DMS Circular No. 01/2025)

**Professional Allowance:** A professional allowance will be paid in terms of DMS Circular No. 01/2025

**Other Allowances :** In addition to the salary, cost of living allowance and other applicable allowances will also be paid in terms of relevant Government Circulars.

#### 08. Post of Legal & Enforcement Officer (Grade II) JM 1-1 – (05 Posts)

##### **Job Description:**

Handling of Consumer Complaints, Provide necessary assistance in conducting inquiries in terms of the Provisions of the Act. Drafting of Plaints, Charge Sheets in respect of actions instituted in Courts in terms of the Provisions of the Act. Filing of Court cases and appearance on behalf of the Authority including the conducting of trials, Conducting of trials in courts, Liaise with other Regulatory Bodies when required, Handling of Court cases instituted against the Authority and liaising with the officials of the Attorney General's Department and other Legal Counsel, any other duties assigned by the Director.

##### **Qualifications:**

**External:** An Attorney at Law

**Internal:** Having obtained the qualifications required by the external candidates above.

#### 09. Post of Systems Administrator (Grade II) JM 1-1 – (01 Post)

##### **Job Description:**

Responsible for the overall standard of maintenance and performance of the IT system of the organization, carry out regular inspections of the system and report abnormal conditions if any, take suitable steps to rectify such conditions/ faults. Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware.

ensure prevent maintenance routines are carried out to ensure IT network infrastructure are always up and running. Assign day to day work to subordinate staff in accordance with the priority of the functions involved. In-charge of Information Systems Management of the CAA. Handling of all Information Technology related matters and any other duties assigned by the Director.

##### **Qualifications :**

**External** A Bachelor's Degree in Information Technology, Computing & Information System, Computer Science, Information & Communication Technology or any other degree subject area relevant to the post which is recognized by the University Grants Commission.

##### **Internal (1 or 2 or 3 below)**

1. Having obtained the qualifications required by the external candidates above.
2. Completion of minimum 05 years satisfactory service in the relevant field in a post in the Enforcement/Operational/ Extension category (MA 5-2), in the subject area relevant to the post.
3. Completion of Minimum Five (05) years satisfactory service in a post of the 'Management Assistant-Non Technological' (MA 1-2) Grade II, in the subject area relevant to the post.

#### 10. Audit Officer (Grade II) JM 1-1 - (01 Post)

##### **Job Description:**

Supervise the implementation of internal Audit program, Preparation of internal audit reports, Study the Administrative & Financial procedures & systems in order to identify areas which needs further improvements, any other duties assigned by the Internal Auditor.

##### **Qualifications :**

##### **External (1 or 2 below)**

1. A Bachelors Degree in Finance, Accountancy, Financial Management, Business Administration, Business Management, Commerce or any other degree subject area relevant to the post which is recognized by the University Grants Commission.
2. Having passed the Intermediate Examination of a recognized professional Chartered Institute, of which the subject area is relevant to the post

##### **Internal (1 or 2 or 3 below)**

1. Having obtained the qualifications required by the external candidates above.
2. Completion of minimum five (05) years satisfactory service in the relevant field in a post in the Enforcement/Operational/ Extension category (MA 5-2), in the subject area relevant to the post.
3. Completion of Minimum Five (05) years satisfactory service in a post of the 'Management Assistant-Non Technological' (MA 1-2) Grade II, in the subject area relevant to the post.

#### 11. Confidential Secretary To Director General's Office (Grade II) - JM 1-1 - (01 Post)

##### **Job Description:**

Attending to secretarial work, maintaining confidentiality of all documents, handling the mail, any other duties assigned by the Director General.

##### **Qualifications :**

##### **External (1 or 2 below)**

1. A Bachelors Degree in Business Administration, Business Management, Public Administration, Human Resources Management, Communication Studies, Arts (Sociology, Mass Media, English, ICT) or any other degree subject area relevant to the post which is recognized by the University Grants Commission.
2. Diploma/Advanced Diploma issued by a technical/ vocational training institute accepted by the Tertiary and Vocational Education Commission of which the subject area is relevant to the post with at least five (05) years post qualifying experience in a relevant field in a Corporation, Board or a Reputed Statutory Institution.

##### **Internal (1 or 2 or 3 below)**

1. Having obtained the qualifications required by the external candidates above.
2. Completion of Minimum Five (05) years satisfactory service in the relevant field in a post in the Enforcement/Operational/ Extension category (MA 5-2), in the subject area relevant to the post.
3. Completion of Minimum Five (05) years satisfactory service in a post of the 'Management Assistant-Non Technological' (MA 1-2) Grade II, in the subject area relevant to the post.

##### **Added Qualifications :**

For all posts should be computer literate and proficient in the English language.

##### **Salary and Allowances :**

**Salary Scale:** JM 1-1 2025: Rs. (72,650 – 1360 x 10 – 2040 x 18 – 122,970) (with effect from 01.01.2027)

**Salary :** Rs. 65,633/- (Basic paid salary as at 01.01.2026 as per DMS Circular No. 01/2025)

##### **Other Allowances:**

In addition to the salary, cost of living allowance and other applicable allowances will also be paid in terms of relevant Government Circulars.

#### 12. Post of Investigation Officer – MA 5-2 - (50 Posts)

##### **Job Description:**

Conducting of Raids, Investigations and Market Surveillance, Prosecution of errant traders. Conduct market surveys and market research. Handling of complaints. Conduct awareness programs for identified target groups. Establish and monitor the progress of the consumer societies. Carrying out the instructions given by the District Secretary. Assist in preparing, maintaining and submitting of reports/schedules. Any other duties assigned by the Director.

##### **Qualifications:**

**External:** Any degree to the post which is recognized by the University Grants Commission.

**Salary Scale:** MA 5-2 2025: Rs. (62,310 – 1360 x 10 – 1670x 15 – 5 x 2,040 – 116,160) (with effect from 2027.01.01)

**Salary :** 56,899/- (Basic paid salary as at 01.01.2026 as per DMS Circular No. 01/2025)

**Other Allowance:** In addition to the salary, cost of living allowances and other applicable allowances will also be paid in teams of relevant Government Circulars.

##### **General Conditions :**

**Age :** Should be not less than 22 years and not more than 45 years. The upper age limit will not apply to the internal candidates.

##### **Nature of Appointment:**

Permanent with entitlement to Employees' Provident Fund and Employees' Trust Fund and provisions as per relevant government circulars.

##### **Salary at Recruitment:**

Persons recruited externally will be placed at the initial step of the salary scale. The salary of persons recruited internally will be determined in terms of the provision in Chapter VII of the Establishment Code.

##### **Confirmation:**

An external candidate who is appointed to the Grade II of this category will be on probation for a period of three years from the date of assumption of duties. If his/her performance and conduct is satisfactory during the period of probation, and on completion of the 1<sup>st</sup> Efficiency Bar Examination he/she will be confirmed in the post at the end of the period of probation. The persons recruited internally who have already been confirmed in a post will be subjected to an acting period of one year.

##### **Recruitment Procedure:**

Recruitment will be done after calling applications through a public advertisement or a newspaper advertisement and on the results of a written competitive examination and/or a structured interview conducted by a panel appointed by the appointing authority as determined by the Board of Directors.

##### **Other**

Should be a citizen of Sri Lanka.

Should be ready to serve in any part of the Island.

Should be physically and mentally fit to discharge the duties of the post well.

Should be an excellent moral character.

Eligible Internal candidates are invited to submit their applications under registered cover to the address given below within 14 days of this advertisement. Copies of the relevant certificates in proof of qualifications should also be attached with the application. Applications which do not conform to the above requirements, incomplete applications and applications sent after the closing date will be rejected. Any Canvassing or influence will be regarded as a disqualification and the decision of the interview panel will be final. The post applied for should be stated on the top left-hand corner of the envelope. Please forward your applications to:

**Director General,  
Consumer Affairs Authority,  
2<sup>nd</sup> Floor, CWE Secretariat Building,  
No. 27, Vauxhall Street, Colombo 02.**