

Summary of all representations made on Water Services industry

Public Consultation in Eastern Province held at Ampara

Name of the Stakeholder	Summary of the representation made (issues presented)	Suggestions made in the representation	Long-term solutions that PUCSL contribute when regulation start.
EAS/WAT/01 N M R Kamalinee Navela President, Kantha Sanwardana Samithiya, Navagiriya	<ul style="list-style-type: none"> • Pipe borne water has not been supplied to some areas of Navagiriya village. 	<ul style="list-style-type: none"> • Supply pipe borne water to all the areas 	<ul style="list-style-type: none"> • When Water Services Industry Act come to power non-discriminatory supply of water will be ensured subject to exception of technical feasibility of providing piped water. however, if piped supply not feasible alternative supply modes may consider.
EAS/WAT/02 Eng. Abdul Rasheed, DGM – Eastern Province, NWSDB	<ul style="list-style-type: none"> • The pipe borne water coverage of Eastern province is high when compared with the other provinces. • Scarcity of Water resources • Problems in sharing water between drinking purposes and agricultural purposes • High usage of water in drought season by upstream customers causes water scarcity for the downstream customers • Water supply is interrupted due to power cuts. • Water wastage is very high at consumer end. 	<ul style="list-style-type: none"> • Can cover the rest of the areas with pipe borne water, but the cost will be intolerable to people. • Need a discussion on prioritizing the usages of water • Increase the water storage capacity at consumer end, at the cost of the respective consumer • Consumers should use quality fittings. 	<ul style="list-style-type: none"> • There is a limit that piped water supply could cover and beyond that point, piped supply is not viable. Hence such areas alternative distribution mechanisms, i.e. Bowser, moveable tanks, etc. could be promoted. • Study has already been initiated to address the issues in access and allocation of water at the sources. Based on the recommendation, a policy advice will be developed. • Alternative sources could also be considered i.e. rain water harvesting. • Develop a mechanism to make aware people about water interruptions due

			<p>to scheduled power interruptions.</p> <ul style="list-style-type: none"> • Develop a mechanism to make aware people about water conservation continuously
<p>EAS/WAT/03 Dinush Wijesinghe, Geologist, NWSDB</p>	<ul style="list-style-type: none"> • Water resources are depleting. • Water quality related issues keep increasing • Lack of awareness of people • People protest construction of tube wells for water projects 	<ul style="list-style-type: none"> • Need to educate people on these issues 	<ul style="list-style-type: none"> • The importance of the quality of drinking water to be inculcated among the community. • Awareness and community engagement on this work to be enhanced. • programs to be implemented in this regard with PUCSL and NWSDB
<p>EAS/WAT/04 B V Sudharsana Gunasena, DS - Mahaoya</p>	<ul style="list-style-type: none"> • Water supply is interrupted due to power cuts. • Water meters keep registering even if water is not supplied. • NWSDB does not concentrate on drainage systems. 	<ul style="list-style-type: none"> • NWSDB should concentrate on drainage systems too 	<ul style="list-style-type: none"> • Water could be stored. Having a storage at home will minimize the impact of short interruptions. However, long interruptions consumer required to be informed. Utility shall endeavor to provide alternative supply. These provisions will be built in the regulatory tools and implemented when regulation started. • Develop a mechanism to install air valves for those meters • Replace those meters with new ones which do not register for air. • Direct and facilitate NWSDB to concentrate on drainage systems.
<p>EAS/WAT/05 MAM Chaminda,</p>	<ul style="list-style-type: none"> • Dumping of the waste output of 		<ul style="list-style-type: none"> • Central Environmental Authority to

Chairman, MC - Ampara	water purification is not happening methodically.		be strengthened to minimize such environmental damages.
EAS/WAT/06 Rani Menike, Member of Pradeshiya Sabha, Uhana	<ul style="list-style-type: none"> • Villages like Kahatagasyaya, Makandiya, Lathugala, Weeragoda, Wijayapura, Kohombana, Mayadunna, Bandaradoowa do not have a proper water supply. • People settled in Lands of Wild Life Dept. face many difficulties to get access to water 		<ul style="list-style-type: none"> • Demand is for water: Hence distribution mechanism to be built to cater to the demand. If piped supply not feasible alternative supply to be arranged, i.e. bowser supplies, movable tank etc. Leaving people out from a formal supply should not the way to treat people. • Incentive mechanism for operators to function in commercially unviable areas to be developed and advice to the Government • Significant investment is required to expand the water supply into unserved areas. As a strategy, the limited funds available with Government should allocate for rural water supply while commercially viable urban water and sewerage open up for private investments. A policy advice to be developed in line with this in view of solving the rural water issues in the long-run.
EAS/WAT/07 HP Jayarathne	<ul style="list-style-type: none"> • There are areas where the pipe borne water coverage has not been given. 	<ul style="list-style-type: none"> • People should not be charged for capital costs in relation to construction of pipelines. • Distribute RO systems among people to purify water. 	<ul style="list-style-type: none"> • Incentive mechanism for operators to function in commercially unviable areas to be developed and advice to the Government • Piped water supply is not feasible

			for all areas. However, alternative supply or distribution methods could be considered as solution. i.e. bowser, movable tanks, rain water harvesting etc.
EAS/WAT/08 Lakshman Bandara, President, All Island Farmers	<ul style="list-style-type: none"> • Pipe borne water supply should be given to places where other modes are not possible. • Issues with continuous water supply. • Meters keep registering even if water is interrupted 	<ul style="list-style-type: none"> • Introduce sea water desalination for increase available water capacity. 	<ul style="list-style-type: none"> • Sea water desalination is expensive, and cost of such water may not be able to afford for the people. However, wiliness to pay surveys might be able to give an idea about the affordability. • As a solution alternative distribution business should be promoted i.e. bowser business • Develop a mechanism to form CBOs in identified areas and introduce proper regulation for them • Develop a mechanism to install air valves for those meters • Replace those meters with new ones which do not register for air.
EAS/WAT/09 W. Margret Wickramasinghe, Pradeshiya Sabha - Dhamana	<ul style="list-style-type: none"> • Water related issues in Ambalanoya division have not been resolved fully. • In drought seasons, water distribution by bowsers also a difficult task • In Diyavarunagama, a considerable percentage of households do not have water. • Some people (especially middle-income people who are not Samurdhi beneficiaries) cannot 	<ul style="list-style-type: none"> • CBO level solutions are possible (Areas like Thimbirigolla, Kumbukhinna, YFS) • Introduce an installment basis method to help people who cannot pay the charges at once. 	<ul style="list-style-type: none"> • NWSDB has already implemented the installment payment for connection charges.

	<p>bear the cost of water supply.</p> <ul style="list-style-type: none"> • Some tube wells are not functioning properly. 		
<p>EAS/WAT/10 S.Jegarajan, Divisional Secretary- Thirukkovil</p>	<ul style="list-style-type: none"> • People have water quality issues • Same water sources are used for both irrigation and drinking; therefore, it is hard to find drinking water in drought 		<ul style="list-style-type: none"> • Problems relating to access and allocation of water at the sources is well taken. A study has been initiated to understand the background of water issues at the source. Based on the recommendation a policy advice will be developed.
<p>EAS/WAT/11 Anwer Sathak Asst Director, Consumer affair authority, Batticaloa</p>	<ul style="list-style-type: none"> • Public is afraid of water resource and its chlorine contain. 	<ul style="list-style-type: none"> • Government should start an inspection on quality of water 	<ul style="list-style-type: none"> • When regulation started an inspectorate will be established in the PUCSL. Regulatory tools of Supply Services Code, Minimum Quality Standards will ensure the customer protection.
<p>EAS/WAT/12 S.A. Rasheed Deputy General Manager, National Water Supply and Drainage Board, Eastern province</p>	<ul style="list-style-type: none"> • Government authorities given lands to public without inspecting water supply feasibility. • Public cannot get their water extension service on perfect time. 	<ul style="list-style-type: none"> • Need more financial support to expand water supply. • Public should build a Tank individually in their houses to store water temporary. • In drought period public should conserve water. • New water projects are being done to expand the pipe borne water coverage 	<ul style="list-style-type: none"> • Local Authority (LA) approve land development plans, and LA usually verify the availability of water, electricity etc. Residence, industrial zones identified in physical planning is paramount important to proper design of utility services. These concept to be inculcated in Sri Lankan decision making. • Educate people on conservation of water.
<p>EAS/WAT/13 M. Sellathurai Deputy chairman,</p>	<ul style="list-style-type: none"> • Provincial council unable to provide drinking water to 100 	<ul style="list-style-type: none"> • Government authorities should help us to provide drinking 	<ul style="list-style-type: none"> • Water source, necessary investment should be available to

Manmunai west PS, Vavunatheevu	villages.	water to public	start a water supply. Alternatively, PC can hand over the entire area for NWSDB to operate water services.
EAS/WAT/14 N.M.Sattar Consumer, Periya Neelavanai	<ul style="list-style-type: none"> • If there any breakdown or leakage happened in Public water supply line, no one could take action for few days. Water is wasted 		<ul style="list-style-type: none"> • When regulation started accountability of service provider to wards customer, will be strengthened and consumer will have more bargain powers. Under such system, attending to the repairs will be streamlined. In the long run problems that you are highlighted will be minimized. This is one of the objectives that introducing regulation into the water services.
EAS/WAT/15 S.Ramakutti Secretary, Navithanveli PS	<ul style="list-style-type: none"> • Villages in their PS don't have enough water supply lines. 		<ul style="list-style-type: none"> • Incentive mechanism for operators to function in commercially unviable areas to be developed and advice to the Government • Supply of piped borne water for all places is not a viable option. Alternative supply methods i.e. bowser should also be considered. • Significant investment is required to expand the water supply into unserved areas. As a strategy, the limited funds available with Government should allocate for rural water supply while commercially viable urban water and sewerage open up for private investments. A policy advice to be

			developed in line with this in view of solving the rural water issues in the long-run.
EAS/WAT/16 Zahir Huzzin Member of trusty board, Jumma mosque, Sainthamaruthu	<ul style="list-style-type: none"> • Public are not aware of the standards of the Drinking water. • Chlorine level of the Drinking water is changing daily. • People are suffering from Kidney problem due to poor quality of water. 	<ul style="list-style-type: none"> • Water quality should be ensured 	<ul style="list-style-type: none"> • Drinking water standers are published by SLSI. It is publicly available. • Supply Services Code, Minimum Quality Standards will empower the water consumer to bargain for better quality.
EAS/WAT/17 Nithithiya kaileswary Secretary, Women Rural development Society, Kalmunai-2	<ul style="list-style-type: none"> • water supply for the Public building are very costly. Applied domestic tariffs for public building. 	<ul style="list-style-type: none"> • Water supply payments for Public Buildings need to be reduced 	<ul style="list-style-type: none"> • Water tariff to be cost reflective. The total cost of water to be recovered from each customer category. Hence allocation between customer category to be decided in consultation with NWSDB and other stakeholders
EAS/WAT/18 Sulfika Sherif President, Women Rural development Society, Kalmunaikudi- 08	<ul style="list-style-type: none"> • When water supply lines get interrupted, they are not restored on time. • Water supply is disconnected without any prior notice 		<ul style="list-style-type: none"> • When regulation started, interface between customer and service provider will be strengthen. Under that prior notice of disconnection, etc. will be introduced and implemented. • Supply Services Code, Minimum Quality Standards will provide guidance and performance targets.
EAS/WAT/19 R.F. Ramiza Treasurer, Women Rural development society, Sainthamaruthu	<ul style="list-style-type: none"> • Water supply is disconnected without any prior notice • Water quality is not satisfactory • Chlorine level in water is so high. 	<ul style="list-style-type: none"> • Water supply disconnection notice can be sent by SMS or any possible social network. • Water supply officers and workers should have a proper plan before they start breakdown work or 	<ul style="list-style-type: none"> • When regulation started, interface between customer and service provider will be strengthen. Under that prior notice of disconnection, etc. will be built in and implemented. • Supply Services Code, Minimum Quality Standards will provide

		renovation work.	guidance and performance targets. <ul style="list-style-type: none"> Your proposal on SMS also could be considered under this.
--	--	------------------	--

Public consultation in Sabaragamuwa Province, held at Ratnapura

Name of the Stakeholder	Issue	Suggestions	Solutions
SAB/WAT/01 Eng. Mr. Piyaratna Samaratunga. AGM (Kegalle), NWSDB.	<ul style="list-style-type: none"> Low water supply coverage. Low flow in the rivers in the dry season. Low water tariff and irregular payment pattern. Low population density and uncontrolled developments. Un controlled discharge of waste. Frequent power failures. 		<ul style="list-style-type: none"> Incentive mechanism for operators to function in commercially unviable areas to be developed and advice to the Government Significant investment is required to expand the water supply into unserved areas. As a strategy, the limited funds available with Government should allocate for rural water supply while commercially viable urban water and sewerage open up for private investments. A policy advice to be developed in line with this in view of solving the rural water issues in the long-run. Need to develop a procedure to discharge waste to prevent pollution of water resources Develop a mechanism to make aware people about water

			interruptions due to power cuts in advance.
SAB/WAT/02 Mrs. R A Nalini. Driving Instructress, Kolambageara.	<ul style="list-style-type: none"> No water in the dry spell. Uncontrolled disposal of garbage. 	<ul style="list-style-type: none"> Form a committee representing all govt. department and handle the complains. 	<ul style="list-style-type: none"> Catchment protection should be strengthening. More reliable water source to be identified to cater in dry spell and alternative distribution methods i.e. bowser could be introduced in dry spell. Need to develop a procedure to discharge waste to prevent pollution of water resources Handling consumer complaints will be done through the "Complaint handling procedure", which is to be formulated when water industry comes under PUCSL.
SAB/WAT/03 Mr. D M Weerasinghe. President. Pibidemu Elder's Organization, Amuththagoda watta, Hidellana.	<ul style="list-style-type: none"> Fund limitation for distribution improvements. 		<ul style="list-style-type: none"> Incentive mechanism for operators to function in commercially unviable areas to be developed and advice to the Government Significant investment is required to expand the water supply into unserved areas. As a strategy, the limited funds available with Government should allocate for rural water supply while commercially viable urban water and sewerage open up for private investments. A policy advice to be developed in line with this in view

			<p>of solving the rural water issues in the long-run.</p> <ul style="list-style-type: none"> • Develop a mechanism to form CBOs in identified areas and introduce proper regulation for them
<p>SAB/WAT/04 Mr. M V Aruna Wijeratna. OIC. Dept. of Community Water Supply. Ratnapura.</p>	<ul style="list-style-type: none"> • Laboratory facilities available to test water samples not adequate. • Catchment protection is very important. • Water tariffs in CBO schemes have to be regularized and encourage them to collect the charges to ensure the sustainability. • Water connections must be metered to ensure the reduction of wastage of water. 	<ul style="list-style-type: none"> • One organization should be established to protect the catchment. • Capacity of the CBOs should be enhanced in financial management. 	<ul style="list-style-type: none"> • Policy advice to be developed on Introducing a voucher system for CBOs to test water samples from nearest laboratory. When this is implemented private sector will develop the laboratory facilities where commercially feasible. • Strengthen the environment regulation to protect catchment areas taking the suggestion into consideration. • Guideline to be issued by the DOCW on tariff setting and technical and management issues of the CBOs.
<p>SAB/WAT/05 Mr. Ajith Panagoda.</p>	<ul style="list-style-type: none"> • Water resource is not managed properly 	<ul style="list-style-type: none"> • Participatory management programs to be implemented by PUCSL in all the areas to improve the efficiency. 	<ul style="list-style-type: none"> • A study has been initiated by the PUCSL to understand legal, technical and Governance issues in water resource management. Policy advice to be developed based on the recommendations.

<p>SAB/WAT/06 Mr. N A L Amarasena. Manager (Ratnapura), NWSDB, Ratnapura.</p>	<ul style="list-style-type: none"> • High capital cost to cover the sparsely populated areas where the water need is high. • Low yield in the water streams in the dry period. • Restrictions imposed by the Irrigation Department in abstraction of raw water. • Restriction in pipe laying in RDA roads. • People's unawareness of cost of water. 		<ul style="list-style-type: none"> • Alternative distribution methods to be accommodated by the service providers, bowser, movable tanks etc. where pipe lines are not feasible. (last-mile distribution options) • Alternative water source i.e. rain water harvesting could also be considered as an option. • Incentive mechanism for operators to function in commercially unviable areas to be developed and advice to the Government • PUCSL initiates a coordination between agencies i.e. RDA, NWSDB etc. • Improve awareness through awareness programs
<p>SAB/WAT/07 Mr. Nevil Kumarage. Director, Construction Development and Machinery Dept., Provincial Council, Sabaragamuwa.</p>	<ul style="list-style-type: none"> • Delay in getting new connection in NWSDB schemes. • Distribution systems are not maintained by NWSDB. • Projects are implemented by NWSDB without proper feasibility. • Construction rates of the NWSDB are very high compare to other government organizations. 	<ul style="list-style-type: none"> • Bottled water industry also to be regulated. • An independent Regulator must decide the water tariff. 	<ul style="list-style-type: none"> • When regulation started Regulatory tools will be developed to ensure accountability towards customer on service provisions from the utility. i.e. Supply Services Code, Minimum Quality Standards • Bottled water comes under the food Act and it is under the purview of Health Ministry. • Proposal on tariff is well taken and will be implemented when regulation started

SAB/WAT/08 Mr W D Sudath Dissanayake. Chairman, Pradesiya sabawa, Gileemale, Ratnapura.	<ul style="list-style-type: none"> • The Local Authorities do not have any authority on water or electricity. • The capacity of CBO schemes is not adequate for the present demand and they do not have funds to augment them. 	<ul style="list-style-type: none"> • Catchments have to be protected with assistance of government organizations. 	<ul style="list-style-type: none"> • Local Authority do have powers to provide utility services. • CBOs also to be work on the basis of cost recovery principle. DOCWS should implement wiliness to pay studies in respective areas and design the projects accordingly
SAB/WAT/09 Mr. G Jayaratna. Engineer (planning), Engineering Service Office, Ratnapura.	<ul style="list-style-type: none"> • People will never be satisfied with the available comforts and always ask for more comforts. This cannot be changed with laws 	<ul style="list-style-type: none"> • There must be some awareness programs to change the attitudes of the people. 	<ul style="list-style-type: none"> • Proposal is well taken
SAB/WAT/10 Ms. Manel Wijesinghe. Human rights protection society.	<ul style="list-style-type: none"> • Water loss is high. • Water quality in CBO schemes is poor • Wells are polluted after a flood. 	<ul style="list-style-type: none"> • Connections must be metered to reduce losses. • Treatment plants to be constructed in CBO schemes. • Pradesiya Saba must take over the CBO schemes and maintained properly. • There must be a Programme to clean the wells after a flood. 	<ul style="list-style-type: none"> • When regulation started, NRW reduction could build into the approved revenue and make incentive for operators to reduce it and keep those savings with operator. • Regulatory tools i.e. supply service code will ensure more quality service to customer which may include comprehensive provision on metering. • Disaster preparedness plans will be introduced to the operators which will includes provision on recovery stage.
SAB/WAT/11 Mr. K G T N Kiriella. Director, CEA Ratnapura.	<ul style="list-style-type: none"> • Water abstraction is a serious problem in Kegalle district. • Solid waste pollution is high in the rivers and chemical wastes from 	<ul style="list-style-type: none"> • Catchments have to be protected. • Major hydro power project should allocate 	<ul style="list-style-type: none"> • Upon the completion of initial study PUCSL will develop policy advice on water sources/abstraction.

	<p>Petrol sheds and vehicle service stations.</p> <ul style="list-style-type: none"> Hydro power projects spend a huge amount of money in implementing the project, but they do not spend a single cent on the protection of the catchment 	<p>some funds to catchment preservation programs.</p>	<ul style="list-style-type: none"> There are different approaches for Catchment protection, Most common one would be collect taxes from people and use those money for all environment protection work. However, certain industry specific levy could be designed to charge a levy on each production unit and use that money for Env. protection
<p>SAB/WAT/12 Mr. Nandasena Peramunearchchi. The Committee on Human Rights and Democracy, NGO forum, Ratnapura.</p>	<ul style="list-style-type: none"> Water in all the rivers and streams in the area have been polluted and water supplied by the CBO schemes are also been polluted. Treated water is wasted 	<ul style="list-style-type: none"> PUCSL must ensure good water supply to the people. Water distribution networks must be maintained properly. Rain water harvesting must be encouraged. The Department must assist the CBOs. 	<ul style="list-style-type: none"> When regulation started accountability towards consumers will be ensured through regulatory tools of Supply Services Code, Minimum Quality Standards etc. Alternatives of rain water harvesting could also be introduced. Develop a mechanism to form CBOs in identified areas and introduce proper regulation for them
<p>SAB/WAT/13 Mr. D R M W R Eheliyagoda. Chief Engineer, RDA Ratnapura.</p>	<ul style="list-style-type: none"> Wastage of water due to leaks which leads to increase the road maintenance cost and danger to the vehicles. 	<ul style="list-style-type: none"> Old pipes which have been laid under the carriage way must be replaced to reduce the water losses as well as the road maintenance cost. 	<ul style="list-style-type: none"> Having a services corrido would be the long-term solution and PUCSL is working towards that objective.
<p>SAB/WAT/14 Mr. Dayananda Suriyaarachchi. Retired Branch</p>	<ul style="list-style-type: none"> Expansion of Ratnapura distribution network is not done due to lack of capital funds 	<ul style="list-style-type: none"> Pipes bought to lay the Ratnapura distribution have to be laid soon. 	<ul style="list-style-type: none"> Project designed implementation issue. With the introduction of regulation accountability towards customer will be strengthened.

Manager, Insurance corporation, Ratnapura.			
SAB/WAT/15 Mr. P G B Peiris, Investigation Officer, Consumer Affairs Authority. Ratnapura.	<ul style="list-style-type: none"> • Price of bottled water is not regulated 	<ul style="list-style-type: none"> • Price of the bottled water has to be controlled. • Sewerage schemes have to be constructed in major towns. 	<ul style="list-style-type: none"> • There is a sufficient competition “in the market” in bottle water and there is no possibility to make higher prices. Hence price regulation may not require, however quality must be ensured by the Ministry of Health. • Proposal on sewerage is well taken however, cost of such project to be borne by water consumer.
SAB/WAT/16 Mr. W V A Ariyasena, Samurdhi development Officer, Kehelovitigama, Udaniriella.	<ul style="list-style-type: none"> • CBO schemes have become a problem to agriculture because of the uncontrolled nature of the operation. No meters fixed and there is no control of water usage. 	<ul style="list-style-type: none"> • Water connection must be metered and water saving practices must be introduced. 	<ul style="list-style-type: none"> • Develop a mechanism to form CBOs in identified areas and introduce proper regulation/guidance for them
SAB/WAT/17 Mr. H D W Premathilaka. Rtd. Postal Service Officer, Kehelovitigama, Udaniriella.	<ul style="list-style-type: none"> • There is a water leak for last two days, but no one is attending for this. 		<ul style="list-style-type: none"> • When regulation started, accountability of service provider will ensure to make such repairs on time with regulatory tools like Supply Services Code, Minimum Quality Standards.
SAB/WAT/18 K A G Ratnasekara, Secretary, Pahala andaluwa united village development society, Colambageara.	<ul style="list-style-type: none"> • Poor financial management of the CBO. 		<ul style="list-style-type: none"> • Through DOCWS, guidelines will be introduced on Financial Management and operational aspects of CBOs.

<p>SAB/WAT/19 Ms. U K Kalyani. Secretary, Regional Authority, Pelmadulla.</p>	<ul style="list-style-type: none"> • The only CBO scheme constructed about 15 years ago to supply water for about 150 families but this limited only to 2-3 families. • The scheme was constructed on a private land and there is no water saving and the wastage is very high. • Meters were not installed and there is no storage tank also. • The catchment is not protected therefore no water during the dry seasons. 	<ul style="list-style-type: none"> • Water connections have to be metered and CBO management has to be improved. 	<ul style="list-style-type: none"> • Light regulation is recommended for CBOs. Through DOCWS guidelines will be introduced on Financial Management and operational aspects of CBOs.
<p>SAB/WAT/20 Mr. M W Sirisena. Secretary, Iddamaloda Farmer Association, Ganegoda, Eheliyagoda.</p>	<ul style="list-style-type: none"> • The water catchments are belonging to the big estates and they do not allow to abstract water and they do not protect the sources also. • In the dry periods water is only available in these big lands. Therefore a legal system has to be developed to abstract water from these estates. 	<ul style="list-style-type: none"> • A legal system has to be established to abstract water from the sources in the big estates. 	<ul style="list-style-type: none"> • Study has already been initiated to understand the background of water allocation, and abstraction issues. • Develop a mechanism to form CBOs in identified areas and introduce light regulations of guidelines etc.
<p>SAB/WAT/21 Mr. K G S R Danasekara. The Treasure, Ransamanala Rural developed Society, Dambuluwana.</p>	<ul style="list-style-type: none"> • The wells get inundated during the flood season and it takes a fairly long period to rectify those wells. 	<ul style="list-style-type: none"> • A mechanism has to be established to clean the wells immediately after a flood. • Request a CBO scheme or water supply from NWSDB. 	<ul style="list-style-type: none"> • Disaster Management programmes will be introduced through services providers and under the recovery stage such work will be identified in the plan. • Community also need to get organized to start a CBOs while DOCWS provide guidance.
<p>M SAB/WAT/22 R. G W Darmadasa. President,</p>	<ul style="list-style-type: none"> • A CBO was commissioned, and power supply was disconnected after 2 weeks of operation in 2008 	<ul style="list-style-type: none"> • A cost recovery system has to be developed to ensure the 	<ul style="list-style-type: none"> • Through DOCWS a guideline will be introduced on financial management and operational

Miyanakolatenna Rural Development Society, Paleegala, Eheliyagoda.	due to arrears of Rs 28000.	sustainability of the CBOs. (Penalties should not be charged from these CBOs.)	aspects of CBOs
SAB/WAT/23 Mr K M Munidasa Ratnayake. President, OBA, Koswatta-Kalawana Gamini Central College.	<ul style="list-style-type: none"> CBO water is good but all the wells were closed because of the CBO scheme. Now we need to restore the wells. Attitudinal change is necessary. 		<ul style="list-style-type: none"> It is good to have an alternative supply hence community themselves can initiate awareness
SAB/WAT/24 Mr N A S Madushanka. Treasure, Nivitigala Rural Dev. Society, Pahala Karvita, Karavita.	<ul style="list-style-type: none"> There are 4-5 good water catchments, but people are not allowed to abstract water. How do we allow NWSDB to abstract water? 	<ul style="list-style-type: none"> A mechanism has to be developed to abstract water from the reliable catchments in the area. 	<ul style="list-style-type: none"> A study has already been initiated understand the background and based on the recommendations a policy advice will be developed.
SAB/WAT/25 Mr. S G Gamini Jayapala. Samurdi Development Officer, SAB/WAT/01 SAB/WAT/01 Ayagama, Ketepola, Ellelgawa.	<ul style="list-style-type: none"> There is a big problem for drinking water as the Intake was not constructed properly. It gets clogged, All derbies and mud clogged the pipelines. Raining is common and we get 300 days out of 365days rain. The Divisional Secretary or the Pradesiya Saba should rectify this. 	<ul style="list-style-type: none"> A proper maintenance mechanism has to be established to maintain the CBO scheme. 	<ul style="list-style-type: none"> Guidelines will be introduced through DOCWS on Financial management and operational aspects of CBOs.
SAB/WAT/26 Ms. K M Premalatha. President, Samagi Welfare Society, Akkara 50, Eheliyagoda.	<ul style="list-style-type: none"> Diyagama CBO was constructed about 12 years ago and supplied water to about 150 families. Since I had a well I did not want to get a connection and all the wells were abandoned due to this scheme. Now wells were run dry and requested for a connection additional Rs 35000/ to be paid to 	<ul style="list-style-type: none"> Management of the CBO has to be improved. 	<ul style="list-style-type: none"> Guideline to be issued by the DOCWS on management/governance and operational aspects of CBO

	<p>get a new connection. President of the CBO check personally and stop giving new connection. Request the Department to interfere and install connection for the balance houses.</p>		
<p>SAB/WAT/27 Ms. Padmini Dasanayake. Chairman, Ganegama Nilmini Women Organization, Kukulegedara, Ganegama.</p>	<ul style="list-style-type: none"> • A CBO was formed by amalgamating two Village Development Councils about 15 years ago and constructed an intake inside a jungle with a great difficulty. Now the CBO is collapsed and the maintenance caretaker is operating it in his own. Membership fee of Rs 71,000/ and Rs 14,000/ in two banks. Requesting assistance to reactivate the CBO. 	<ul style="list-style-type: none"> • The CBO must be reactivated. 	<ul style="list-style-type: none"> • Through DOCWS, a guideline will be introduced on Management, Governance and technical aspects of CBO. If such guidance are followed decision of the CBO will be more transparent and governance aspects will be ensured.
<p>SAB/WAT/28 Mr. N D Dayasena. Controller of the Minor Employee, Ministry of Health.Ratnapura.</p>	<ul style="list-style-type: none"> • Water is supplied to Katugasella and Pubudugama without any treatment and spreading diseases is very common. • Request NWSDB to improve the system and supply good quality water. • Attitudes have to be changed. 	<ul style="list-style-type: none"> • Request the NWSDB to improve CBO scheme. 	<ul style="list-style-type: none"> • Develop a mechanism to form CBOs in identified areas and introduce proper regulation for them.
<p>SAB/WAT/29 Ms. G M Nadeeka Jeevani Mohottala. President, Sisilasa CBO,Kandaketiya, Opanayake.</p>	<ul style="list-style-type: none"> • There are water sources in village but villages are not allowed to use them and water is distributed to other villages. Water is distributed through private pipe lines and Kandeketiya village does not get a reasonable distribution. • Water quality is poor and needs a 	<ul style="list-style-type: none"> • Management of the CBO scheme has to be improved. • The catchment has to be protected. • A Programme to be established to protect the catchments and 	<ul style="list-style-type: none"> • A study has already been initiated to understand the background of legal and technical issues in access and allocation issues. Based on the recommendations a policy advice will be developed. Prioritization of allocation for drinking water also will be taken

	<p>treatment.</p> <ul style="list-style-type: none"> • A proper system to be developed to distribute water in the dry season and all the corroded pipes have to be replaced. 	<p>when water is supplied for Irrigation priority must be given for drinking water.</p> <ul style="list-style-type: none"> • Farming around the catchment areas have to be restricted. 	<p>into account when policy advice is prepared.</p>
<p>SAB/WAT/30 Mr. Jayadeva Gamage. Sarvodaya Regional Cordinator,1173 Hagala, Thunkama.</p>		<ul style="list-style-type: none"> • The consumer societies should be formed at village level. 	<ul style="list-style-type: none"> • Work has already been started under the Consumer consultative Committee. Pilot project was carried out in southern province and subsequently extended into other provinces. Since water regulation has not yet been started discussions were limited only to the Electricity Sector.

Public consultation in North Western Province held at Kurunegala

Name of the Presenter	Issues Presented	Suggestions	Solutions
<p>NWP/WAT/01 District Secretary, Puttalam.</p>	<ul style="list-style-type: none"> • Pipe borne coverage in Puttalam district is about 15% and the rest of the people depends on CBO schemes and shallow dug wells. • Quality of the CBO schemes are not good and they go dry during the dry periods. • There is a reservoir constructed to supply water to Puttalam but the capacity of the project is not adequate to cater the entire area. • Demand for piped water in 		<p>Inadequacy of the water source.</p> <ul style="list-style-type: none"> • Promote sea water desalination • Long Distance pipeline from a nearest point of Mahavali Water is available. Improve Water Resource Management • Rain water Harvesting <p>Piped Water demand is high due to CKDu.</p>

	Nawagattegama, Karuwalagaswewa and Aracchikattuwa areas is very high due to prevailing CKDu issues.		<ul style="list-style-type: none"> In short-term establish RO plants Water quality of CBO Empower PHI to collect Samples and issue voucher for them test free of charges from nearest laboratory Long-term develop water safety plan
NWP/WAT/02 District Secretary, Kurunegala.	<ul style="list-style-type: none"> Pipe borne water coverage in the Kurunegala district is about 30% need to improve the water sources in the district. Large scale projects have been planned by the NWSDB but they were not being able to commenced due to lack of water sources. 		<ul style="list-style-type: none"> Sea water desalination at Puttalam may consider the demand from Kurunagala. Transparent and fair mechanism for water source management
NWP/WAT/03 Chief Secretary. NWP	<ul style="list-style-type: none"> In Kalpitiya area pumps are used to pump ground water for cultivation which deteriorate the ground water and the ground water is saline. Total pipe born coverage from NWSDB and CBO is 30% and the balance population faces Sevier difficulties in finding drinking water. The NWSDB has planned major water supply schemes to cover the needy areas but could not be implemented due to scarcity of water sources. This has to be taken seriously and water sources has to be developed to solve the water issues. This is very critical as CKDu 	<ul style="list-style-type: none"> Practical solution is to get water from the Irrigation tanks and we have to discuss with the irrigation Department. 	<ul style="list-style-type: none"> Ground water abstraction at high rates to be controlled. Water resources to be managed and water allocations must be fair and transparent.

	is in Kurunegala and Puttalam districts specially beyond Wariyapola.		
NWP/WAT/04 Rawanagoda Dammaloka Thero. Chief Incumbent. Chulakalen Vihara Mahamukalanyaya Ibbagamuwa.	<ul style="list-style-type: none"> Villages in 475 GND in Ibbagamuwa DS division depends on shallow wells and they go dry during the dry periods. 	<ul style="list-style-type: none"> HE the president directed the relevant authorities to construct a well (may be a hand pump) to solve the problem but it did not materialize yet. These wells are getting dry in Hiriyala and other areas also. 	<ul style="list-style-type: none"> Incentive mechanism for operators to function in commercially unviable areas to be developed and advice to the Government Significant investment is required to expand the water supply into unserved areas. As a strategy, the limited funds available with Government should allocate for rural water supply while commercially viable urban water and sewerage open up for private investments. A policy advice to be developed in line with this in view of solving the rural water issues in the long-run.
NWP/WAT/05 Mr Dammika Nissanka. Director (planning). Ministry of water supply, Provincial Ministry.	<ul style="list-style-type: none"> Pipe break downs in the water network are not getting attended quickly. Sometimes it takes 2 to 3 days to attend a repair. 	<ul style="list-style-type: none"> A proper mechanism must be developed to attend pipe break downs promptly. 	<ul style="list-style-type: none"> Outsource the breakdown repairs with a performance targets of minimum attendance times.
NWP/WAT/06 Ms. Kumari	<ul style="list-style-type: none"> There are guidelines prepared for the consumers but not to the officers, 	<ul style="list-style-type: none"> A coordination mechanism has to be developed among 	<ul style="list-style-type: none"> Supply Services Code, Minimum Quality

<p>Weerasekara. Secretary, Provincial Ministry of Corporate, commerce, land Electricity.</p>	<p>therefore guidelines must be prepared for the officers and for the organizations also. Further guidelines must be prepared for the rectification works also.</p>	<p>the Infrastructure organizations RDA, CEB, UDA etc.</p>	<p>Standards will provide guidance and performance targets for officers and agencies involve.</p>
<p>NWP/WAT/07 Mr. M M R Samantha. OIC Department of community Water supply. Kurunegala.</p>	<ul style="list-style-type: none"> • Pipe borne coverage in Kurunegala district is about 34% out of which 24% is covered by CBO schemes. • There are 630 CBO schemes in the district and out of which 400 CBOs have been registered with the Department. • In addition to water supply and sanitation activities we do catchment protection, water conservation and capacity building activities also. • We clean the dug wells after floods, distribute essential food items to drought relief areas and conduct health clinics for the kidney patients. • There are land issues in some CBO schemes and those have to be settled. • Electricity bill of some CBOs are charged at the commercial rate and that has to be adjusted. 	<ul style="list-style-type: none"> • Capacity of the CBOs has to be enhanced. • All the CBOs are not registered with the Department and we request all the CBOs to register with the department and we need to regulate them. 	<ul style="list-style-type: none"> • Project has already been implemented under the World Bank Assistance to improve the capacity of CBOs • Instruction have already been issued to Department with a copy to CEB grant them industry tariff under the Gazette notification....
<p>NWP/WAT/08 Mr. Nandana Sampath. Water and Sanitation Unit, NWP</p>	<ul style="list-style-type: none"> • WPC has passed a Water and sanitation policy for the WPC and water and sanitation unit was established to implement CBO schemes in the Province. • Non-availability of the reliable water sources hampers the implementation of RWS projects. • There are 400 CBOs registered under the unit and established Water 	<ul style="list-style-type: none"> • Water quality testing facilities are not available with the private sector and the NWSDB rates are very high. Some Concession to be introduced. 	<ul style="list-style-type: none"> • Fair and transparent water resource management practices to be introduced. • Voucher system to be introduces through PHI on water sample testing

	<p>committee in all the Local Authorities.</p> <ul style="list-style-type: none"> • Wayamba development ministry has allocated Rs60 millions for this year to implement small scale water supply schemes and finding reliable water sources are the biggest difficulty in the province. • We supply tube wells for the community through the NWSDB but their rates are again high and expect a concessionary rate for the community water supply projects. • RO plants are also being installed by us and we have installed 79 RO plants in 2016/2017 period. Presidential secretariat assists through the Sri Lanka Navy to install these plants. Installation places have been identified with the assistance with other stake holders and each RO plant serves for the population within 2 to 3 km radius. • Bottled water is not regulated by any agency some bottles in the market are 2-3 years old. • Drinking water is a problem for some schools but funds are not available to implement any project for those schools. 		
<p>NWP/WAT/09 Mr. Nimal Rajapaksa. Secretary, Kalatuwapellassa Nildiyadahara water society.</p>	<ul style="list-style-type: none"> • There is no coordination between and the Department at the provincial level. • There is a Policy gazette in 2013 but not implemented yet. • Sand mining near the water sources could be controlled through the gazette 	<ul style="list-style-type: none"> • Policy gazette approved by the Provincial Council to be implemented. • A coordination between the department at provincial level to be 	<ul style="list-style-type: none"> • A coordination committee to be established between the Department and Provincial councils. • Catchment protection to

	<p>but not done.</p> <ul style="list-style-type: none"> Contract works are not up to the standard and water quality is not up to the standard therefore water is not drinkable. Bottle water is sold at the village level but their quality is also not guaranteed. Water intakes are not constructed properly by the CBOs. 	<p>established.</p>	<p>be strengthen.</p> <ul style="list-style-type: none"> Community to be organized to bargain better solution.
<p>NWP/WAT/10 Mrs. P A S M Marasinghe. Provincial Director. RDA. NWP.</p>	<ul style="list-style-type: none"> Once roads are rehabilitated it could not be damaged for a certain period as the rehabilitation cost is very high. 	<ul style="list-style-type: none"> Horizontal drilling machines have to be procured to avoid the excavation of main roads. 	<ul style="list-style-type: none"> A coordination among stakeholders to be strengthen.
<p>NWP/WAT/11 Mrs. I M W K Illangasinghe. DGM. NWSDB. NWP.</p>	<ul style="list-style-type: none"> Pipe borne coverage of the province is 37% while Kurunegala district is having 34% and Puttalam is having 43%. Out of these coverages NWSDB covers only 15% and CBOs cover 22% of the population. Major projects have been identified to cover the province, but implementation of those projects have been hindered due to lack of water resources approvals. Major water bodies are belonging to various organizations but sharing of water resources are very difficult. Water quality of ground water is not satisfactory as ground water contains iron manganese and fluoride. Most of the small schemes are getting dried during the dry spell. The main water bodies in the province are Ma oya and Deduru oya but they 	<ul style="list-style-type: none"> Large storage reservoirs have to be constructed to store water to be used during the dry spell and suitable lands have to be found jointly. Water sources should be used effectively, and standards has to be developed for that. Service corridors have to be established to avoid the excavation of main roads. Usage of RO plants have to be regulated. Discharges of RO plants are to be disposed safely and standards have to be developed for the discharges 	<ul style="list-style-type: none"> Water Source Management to be studied and make recommendation to streamline the transparent and allocation process Service corridors to be implemented Introduce sea water desalination project targeting entire NWP province. A study to be initiated how to ensure the quality of RO plants

	<p>also dried down during the dry seasons.</p> <ul style="list-style-type: none"> • All the stake holders in the water sector should use the water source effectively as there are no standards developed for the usage of water. • Distribution pipe laying along main roads are also difficult as there is no service corrido along the main roads. Usage of Ro plants becoming more and more popular but is it an appropriate solution? Nobody monitors the usage of RO plants and their quality is questionable. 		
<p>NWP/WAT/12 Mr P D A Gunaratna. D/S Mahakumbukkadawala.</p>	<ul style="list-style-type: none"> • Water sources are very scare and catchment protection programs to be implemented to protect the existing sources. There are water sources in the private lands and sometimes they charge Rs 25000/per month to abstract water. 		<ul style="list-style-type: none"> • Up-stream water regulation to be introduces. A study has already been initiated
<p>NWP/WAT/13 Mr. Mersalin S Elecsender. Fmr MP P/S Narakkalliya, Norochcholai.</p>	<ul style="list-style-type: none"> • Another Plant is coming up near the present Power Plant at Norochcholai. Is adequate water available? Otherwise there will be a problem for the agriculture demand. 		<ul style="list-style-type: none"> • Availability of adequate water has to be established before implementing any development in the Noroccholai plant.
<p>NWP/WAT/14 Mrs. N G Seneviratna. Director. CEA NWP.</p>	<ul style="list-style-type: none"> • Domestic and agricultural waste and solid waste and waste water from industries pollute water sources. • Introduction of artificial fertilizer also pollute water sources in addition to boost algae growth. • Uncontrolled construction of tube wells depletes the ground water table but The 	<ul style="list-style-type: none"> • Catchments have to be protected. • Industrial demand could be minimized by recirculating waste water. • Sewerage schemes have to be implemented to protect the ground water. 	<ul style="list-style-type: none"> • A policy decision to be taken on approaches for Sewerage development. State funding, Donor funding or PPP. • EIA process to be strengthen to overcome industry waste

	<p>Water Resources Board can control the ground water extraction through their authority.</p> <ul style="list-style-type: none"> • There are 6000 industries in the NWP if these industries can recirculate their used water back to the industry then new water demands could be minimized. 	<ul style="list-style-type: none"> • Catchment areas to be identified and protected for the future. • Awareness programs has to be done to increase the forest coverage. 	management
<p>NWP/WAT/15 Mr. J A D Chathura Buddika. President, Thilina CBO. MP P/S Nattandiya PS.</p>	<ul style="list-style-type: none"> • A CBO scheme was started in 2003 and completed in 2005 to cover 500 families but served only to 300 families due to inadequacy of the source. • Bore hole was constructed up to 107 ft deep but the yield is going down. Effort to drill additional bore holes not successful due to protest of the 4-5 persons. Therefore, expansion of the scheme is impossible. But there are private companies who drilled 7-8 bore holes within their premises and without any problem. • Dankotuwa major water supply project is delayed for so many years due to some reasons. Chilaw, Deduruoya, Iranawila main water supply project also not started yet. There are 1000 families in my village out of which only 300 families were given the water supply facility. 		<ul style="list-style-type: none"> • Ground water regulation to be strengthen in terms of fairness, and transparency.
<p>NWP/WAT/16 Administrative officer. Kuliyapitiya UC.</p>	<ul style="list-style-type: none"> • Pipe lines laid under the roads are damaged but the Local Authority does not have funds to repair it. • The coordination between the RDA and 		<ul style="list-style-type: none"> • Service Corridor to be introduced • Regional Coordination committees to be

	NWSDB is very poor.		strengthen
NWP/WAT/17 Mr E M M S Eakanayake. DS Kurunegala.	<ul style="list-style-type: none"> Public utilities should be well established for the development of the country. 	<ul style="list-style-type: none"> PUCSL should coordinate properly and regulate all the utilities 	<ul style="list-style-type: none"> Legal Authority is necessary to regulate. In case of water it necessary legislations are in draft stage
NWP/WAT/18 Mr. A A Jayasiri. Secretary. Chilaw UC.	<ul style="list-style-type: none"> Pipe lines laid under the road carpet cause damages to the roads 	<ul style="list-style-type: none"> Pipe lines should be laid along both sides of the roads. 	<ul style="list-style-type: none"> Service corridor to be implemented
NWP/WAT/19 Mr. Y M Senanayake. Secretary.PS Wariyapola.	<ul style="list-style-type: none"> Providing basic infrastructure is a responsibility of the Pradesiya Saba and we have implemented rural water supply schemes in the remote areas where NWSDB has not done any water supply. Water quality is an issue and there are no facilities available to check the water quality. Construction of deep wells is expensive and no concessions for the Pradesiya Saba. 	<ul style="list-style-type: none"> There must be a close coordination between NWSDB and the PS. Facilities to check the water quality to be introduced concession to construct tube wells. 	<ul style="list-style-type: none"> Regional Coordination committees to be strengthen Voucher system to be introduced for through PHI enabling water testing where necessary.
NWP/WAT/20 Mr. W Ajith Gihan. Chairman. .Anawilinndanpattu Enviorenment Protection Society. MP PS Arachchikattuwa.	<ul style="list-style-type: none"> There are 1231 CKDu patients in the Puttalam district and there are 175 patients in Aracchikattuwa area. Archchikattuwa water supply scheme does not have enough capacity to cater the demand due to inadequacy of the water source. NWSDB should find a solution to improve the scheme. We have doubt about the quality of RO plant supply as their quality and taste varies day by day. 	<ul style="list-style-type: none"> If there are no good sources treat sea water and supply to the people. 	<ul style="list-style-type: none"> Introduce sea water desalination
NWP/WAT/21	<ul style="list-style-type: none"> Archchikattuwa P/S constructed a CBO 	<ul style="list-style-type: none"> There're major tanks 	<ul style="list-style-type: none"> Water Sources

<p>Mr. S J M Jayaratna. President. Nildiyawara CBO.</p>	<p>scheme to provide water to Waiyamkattuwa village but now the source is dry.</p> <ul style="list-style-type: none"> • NWSDB and other organizations drilled bore holes but they were failed. • NWSDB agreed to provide water to the village under ADB 5th project but not successful. 	<p>nearby such as Wijayakatupotha, Deduruoya and Sengal oya where enough water is available and they could be used as reliable water sources.</p>	<p>Management in NWP to be studied and make proposals.</p>
<p>NWP/WAT/22 Mr Lansage Sirivardana. Government Media. Puttalam District.</p>	<ul style="list-style-type: none"> • ADB 5th project started about 7 years ago to supply water to Puttalam town and sub urban area. • There are 226 CBOs in the area and 29 CBOs were promised to supply bulk water from the new project and requested to construct a ground sump to give the bulk connection. NWSDB gave estimates also. The project was commissioned in this year and the Regional office in Kurunegala refused to supply bulk water. They have laid the pipelines along the main roads ignoring the CBOs and install new connections. Now CBOs cannot improve their water schemes as there are no reliable sources. 		<ul style="list-style-type: none"> • Coordination between NWSDB and CBOs, Bowser operators and other alternative water suppliers to be strengthened in view ensuring the water distribution to needy people. • However, such work should not be undue burden on NWSDB
<p>NWP/WAT/23 Mr. M G M Aberatna. Irrigation Supirintendent. Provincial Irrigation Authority. NWP. Chairman, Siyapatha CBO.</p>	<ul style="list-style-type: none"> • There is no dedicated number to inform the water leaks immediately. • Water losses are very high in urban areas and hotels. 	<ul style="list-style-type: none"> • Water saving devices should be introduced. 	<ul style="list-style-type: none"> • Water leaks to be informed to the respective service provider. Incase of NWSDB there are Numbers but local authorities to be introduced such systems

<p>NWP/WAT/24 Mr. H A Gunaratna . Consumer Affairs Authority.</p>	<ul style="list-style-type: none"> • It is very important to promote to use only SLS certified pipes and fittings. • Bottled water should also be regulated. • There are water bill complains on erroneous readings and due to mistakes in meter readings. 	<ul style="list-style-type: none"> • Concessions or a fair adjustment to be provided when there are mistakes in bill calculations. 	<ul style="list-style-type: none"> • In case of NWSDB water supply, customer grievances will be addressed by the regulator when regulation started.
<p>NWP/WAT/25 Mr. Nimal Herath. Secretary, Mahagirilla CBO.</p>	<ul style="list-style-type: none"> • No water in the source as the catchment is dried down and the CBO is finding difficulties to supply water to the community. • Bottled water and water from the RO plants have been used by the community. • CKDu is also prevailed in the area. • Irrigation Department and the NWSDB should prepare master plan for the country. • Catchments should be protected to preserve the ground water. 	<ul style="list-style-type: none"> • NWSDB and irrigation dept. should prepare a master plan for water sources. 	<ul style="list-style-type: none"> • A study has already been initiated to address water resource problems.
<p>NWP/WAT/26 Deshaputra W A Somaratna. President, Community Police Unit. Arachchikattuwa.</p>	<ul style="list-style-type: none"> • There is no regulator for the water industry and the PUCSL should do it first. • Pradesiya Saba supply is 6hrs per day. • We got an estimate for the extension and send it to various ministries to get funds. But there is no response from those ministries. We want to do this within 2018. 	<ul style="list-style-type: none"> • PUCSL should regulate the water industry. 	<ul style="list-style-type: none"> • PUCSL will start regulation when legislations approved by the Government.
<p>NWP/WAT/27 Mr. M W Jayalath Bandara. President, CBO</p>	<ul style="list-style-type: none"> • There is a water scarcity in the area. 	<ul style="list-style-type: none"> • Environmental protection must be done. 	<ul style="list-style-type: none"> • Environment regulation to be strengthen
<p>NWP/WAT/28 Mr. B H Peris.</p>	<ul style="list-style-type: none"> • Only 10% of the houses in the village got water connections from the NWSDB 	<ul style="list-style-type: none"> • Request a pipe born water supply as the ground water 	<ul style="list-style-type: none"> • Sewerage is the important services in

Secretary, Wennappuwa west, RDS.	supply and the balance depend on well water which is polluted due to toilets. Please consider for a pipe born water supply.	is polluted due to toilets.	case of water pollution due to toilets
NWP/WAT/29 Mr. P K Kumarasinghe. President, Small scale Business Development section, Kurunegala.	<ul style="list-style-type: none"> There is a land developed by Janasetha Company near Dambadeniya town and there are 300 plots. No water or power supply given by the developer. 	<ul style="list-style-type: none"> Requested arrange these services. 	<ul style="list-style-type: none"> Specific water scheme may have to designed if water source is available.

Public consultation in Uva Province held at Badulla

Name of the Presenter	Issues Presented	Suggestions	Solutions
UVA/WAT/01 Ms. Damayanthi Paranagama. District Secretary. Badulla.	<ul style="list-style-type: none"> This is a good opportunity for the ordinary citizen to express their views and problems they face. There are lot of water sources in the district, but they are getting polluted due to human activities and it is the responsibility of the government officers to protect them. There are number of issues at the pipe born water supplies also. 		<ul style="list-style-type: none"> Water Safety Plan to be introduced
UVA/WAT/02 C Lokuhewage. Addl. District Secretary. Monaragala.	<ul style="list-style-type: none"> There are lot of CBO maintained water supply schemes, but they do not have the required technical knowledge to operate them. Chlorination is done in some schemes still the water is not clean. Untreated water is used in most of the areas and CKDu is prevailed in the area. Quality of the water supplied by 	<ul style="list-style-type: none"> Since water sources are limited water saving equipment must be introduced in house plumbing to save water. There must be an efficient Regulation on CBO schemes. Introduction of RO plants 	<ul style="list-style-type: none"> Issue a guideline on management and technical aspects of the CBO The regulate CBOs consent of the respective provincial council is required.

	Sewanagala CBO is also questionable.	for these CKDu affected areas is very important. <ul style="list-style-type: none"> All the CBO schemes should be constructed with treatment facilities to cater the quality water to the people. 	
UVA/WAT/03 Ms Bagya. S Kodithuwakku. ACLG. Department of Local UVA/WAT/04 Government. Badulla.	<ul style="list-style-type: none"> Providing water supply is a responsibility of the PS. There is a problem of maintaining CBO schemes and the quality of water. These issues could be discussed at the council and remedy them. Recently constructed water supply schemes have been handed over to NWSDB due to the lack of resources in the Pradesiya Saba. 	<ul style="list-style-type: none"> Better ideas could be obtained from the community by appointing community councils at village level. PS could be overcome issues in water schemes by approving by laws in the council. 	<ul style="list-style-type: none"> PS approves by-laws on water schemes
UVA/WAT/05 Mr. K H A Nishantha. DS, Thanamalvila.	<ul style="list-style-type: none"> NWSDB supplies water through pipelines and water sources have been polluted due to Uma oya project. People cannot use water and now water is not flow up to Thanamalwila due to shortage of water. But the NWSDB sends water bills. Water should be provided to these areas at least by bowsers by the NWSDB. 	<ul style="list-style-type: none"> NWSDB should supply water through bowsers to remote areas. 	<ul style="list-style-type: none"> Last-mile distribution options to be expanded to bowsers, moveable tanks etc. (other than pipes)
UVA/WAT/06 D N Kiribanda. President, RDS Ketakella.	<ul style="list-style-type: none"> There is a CBO scheme in Soranathota GN division which serves for about 6-7 villages. Water tanks are constructed in nearby streams and water is available only in the wet season. These tanks are not maintaining properly. Kaduruwela CBO supplies water under gravity but no water supply available to 		<ul style="list-style-type: none"> A guideline on management, operation and treatment aspect to be issued and capacity development is also necessary.

	<p>upper areas like Ilukwatta and ketakela villages.</p> <ul style="list-style-type: none"> • There are line houses constructed close to the streams and those streams are getting polluted. 		
<p>UVA/WAT/07 Mr. H M Nanda Kumara Wijeratna. Chairman, Chamber ,Monaragala.</p>	<ul style="list-style-type: none"> • NWSDB should have independent representative from the people and independent committees should be appointed to regulate the NWSDB. 	<ul style="list-style-type: none"> • NWSDB should be regulated by independent committees with people's participation. 	<ul style="list-style-type: none"> • NWSDB will be regulated by the Commission. Regulatory decision derives through stakeholder consultation
<p>UVA/WAT/08 Mr. M A C Najeeb Director, CEA Uva Province.</p>	<ul style="list-style-type: none"> • It is very important to have good quality water for a water supply scheme but all the sources have been encroached and polluted by the people. • The main source in the area is Badulla Oya which is also heavily polluted by discharging industrial waste without any treatment. • There are some industries which are not coming under CEA act and very difficult to control their discharges. • Sand mining is also a problem and the importance and benefits of maintaining ECO system is not aware by the community. Dumping of solid waste to water sources and accumulation of chemical waste from service stations are also polluting the water sources. 	<ul style="list-style-type: none"> • Awareness programs to educate the community is very important 	<ul style="list-style-type: none"> • Implement a sewerage project for Badulla sub-urban area.
<p>UVA/WAT/09 Mr R S Liyanage. DGM(uva). NWSDB.</p>	<ul style="list-style-type: none"> • Pipe born coverages of Badulla and Monargala districts are 27% and 38% respectively. • During the dry spells the water supply goes down to very bad levels and sometimes it is very difficult to supply 	<ul style="list-style-type: none"> • To overcome the water source problems, entire catchment must be managed by one single authority during dry seasons. 	<ul style="list-style-type: none"> • Region-wise water safety plans to be developed and implement. • Community assistance and involvement is essential on water safety

	<p>even the minimum quantity of water to the existing customers also.</p> <ul style="list-style-type: none"> • At that type of instances providing water through bowsers to other affected communities is also difficult due to non-availability of water at the source. • Deterioration of the catchments are also critical as the treatment cost is increasing due to high treatment therefore catchment management programs must be implemented immediately. 	<ul style="list-style-type: none"> • Plans have been developed to cover the entire province but needs the assistance of all the stakeholders to implement it. 	<p>plan.</p>
<p>UVA/WAT/10 Mr.G A Lal Ajith. Uva Commercial Engineer.</p>	<ul style="list-style-type: none"> • Well water is depleting rapidly and most of the people does not like to use well water. Everybody wants pipe born water at the door step and water bill is an important document to enter a child to the school. Government is responsible for this situation. • Wells become abandoned due to bottled water supply. 		<ul style="list-style-type: none"> • Ground water regulation to be introduced
<p>UVA/WAT/11 Mr.S M Sumathipala. District Chairman, Sarvodaya. Badulla.</p>	<ul style="list-style-type: none"> • There is no proper system to repair the leaks in the pipeline therefore water is flowing along the roads and waste the public funds. There are paddy fields near the water sources and pollute the sources with fertilizer and other chemicals. • CKDu is prevailing in Badulla district and Bandarawela water is contaminated. matters which shows that proper supervision is not there. 		<ul style="list-style-type: none"> • Service providers get accountable to immediately attend for repair works. Supply service codes, performance regulations are the regulatory tools that could be used in this regard.
<p>UVA/WAT/12 Mr.S P P Chandrasiri.</p>	<ul style="list-style-type: none"> • The Treatment plant at Badulla Passara road, uses high chlorine doses therefore 		<ul style="list-style-type: none"> • High dosage at the beginning is used to

Chairman. Rambukpotha RDS.	residents near the Plant cannot use water due to high dosage of chlorine. Please check this and rectify.		ensure the minimum amount at the end.
UVA/WAT/13 Mr. A M Hemaratna. Secretary. PS Bibile.	<ul style="list-style-type: none"> • Providing services and other infrastructure facilities is a responsibility of the Pradesiya Saba. • The dry season prevails from May to October every year and NWSDB provide water to the PS during that period but the quality of water is questionable as only chlorination done, does not treat water properly. • There are CBO schemes constructed and maintained by 10-15 families but their water quality is questionable and the quality of well water is also questionable. • If one proper small scheme could be constructed in every PS area the PS can supply water through the bowsers during the dry periods. • There are small schemes maintained by the NWSDB and they charge for that water but the water should be given free of charge. • All the small schemes and common wells in the area should be rehabilitated • water sheds in the area should be protected by the Government. • NWSDB should get the permission from the PS to lay pipe lines along the PS roads. 		<ul style="list-style-type: none"> • CBO water quality should bring under the purview of PHI. A voucher system could be introduced to get sample test done from nearest laboratory. • Water is not free good when it is pump incurring costs. • Water safety plan to be introduced to protect the water sources.
UVA/WAT/14 Rev.Karagahawela	<ul style="list-style-type: none"> • Drinking water is an issue for Bandarawela area due to Uma oya 		<ul style="list-style-type: none"> • A scheme to be designed and commission.

<p>Nandawimala thero. Chairman. PS. Bandarawela.</p>	<p>construction and 25 wells have been completely dried down.</p> <ul style="list-style-type: none"> • There is a small scheme for a school in Bandarawela but there is a cattle farm upstream of the intake and all the waste coming into the intake. This has to be checked and rectified. 		<ul style="list-style-type: none"> • Catchment protection to be promoted with community participation.
<p>UVA/WAT/15 Mr.Dammika Disanayake. Secretary, Regional RDS. Badulla.</p>	<ul style="list-style-type: none"> • Water cannot be drinkable due to heavy chlorine concentration. This has to be rectified. 		<ul style="list-style-type: none"> • At the beginning of the distribution chlorin dosage might high because the minimum dosage to be ensured at the last customer as well.
<p>UVA/WAT/16 Mr.N G R D Kumarawansa. Secretary, District Commercial Board. Badulla.</p>	<ul style="list-style-type: none"> • It takes long period to get a new connection, • New connections are expensive, • Applications are not issued for new connections, • You have to go behind the NWSDB staff to get a new connection, Water service is not available, • Meter rotates without a water flow. 		<ul style="list-style-type: none"> • Regulatory tools such as supply service code, performance regulations introduced service providers will be accountable for better service for customers.
<p>UVA/WAT/17 Mr. Ajith Wasantha Kumara. Chairman, Muthumala RDS.</p>	<ul style="list-style-type: none"> • There is no control over the disposal of hazardous waste such as used batteries, CDs, heavy metals etc. These wastes ultimately collect to the water sources and pollute the surface water. There for water sheds has to be protected by demarcating them on maps and controlled by the government enforcing the relevant laws. 	<ul style="list-style-type: none"> • There must be a mechanism to get technical advises for the drinking water sector quickly. 	<ul style="list-style-type: none"> • Implement a sewerage project. • Introduced regional basis a Water safety plan
<p>UVA/WAT/18 Mr.P W Weerasekara. Chairman, Idamegama</p>	<ul style="list-style-type: none"> • Drinking water supply operation is very poor in rural areas where the Pradesiya Saba lays the pipe lines in haphazard 		<ul style="list-style-type: none"> • Service Corridor to be introduced

RDS.	<p>way. There is no regulation on that.</p> <ul style="list-style-type: none"> • If PUCSL regulates it then it should be done in a systematic way. There are about 1000 families living in Kandegedara division and the supply is very poor. • The water pipes are laid along the drains and they do not maintain them properly. 		
UVA/WAT/19 Mr.W S M Dias. An Environmentalist.	<ul style="list-style-type: none"> • The damage done by the estate people to the water sources is very high as they construct houses on water springs. • Estate management always allocate water logged lands to people to construct houses as they cannot grow tea on those lands. This situation is very critical in Uva and central provinces and some legislations have to be passed to protect those lands. • PUCSL can play a major role on this. 		<ul style="list-style-type: none"> • Land use plan to be developed, and implement with legal authority
UVA/WAT/20 Mr.Dinidu Saman Kumara. Development Officer. Department of community Water Supply.	<ul style="list-style-type: none"> • There are about 500 CBO managed water supply schemes in the province implemented by Gemidiriya and other organizations but not even 5% of them supplied with good quality water. • So far these projects concentrated on the quantity of water supply and now only concentrate on the quality of water supply. • Water sources in Badulla district supply water to 7 districts and these sources must be mapped and managed to guarantee for a sustainable water supply. • Water losses are high in Sri Lanka and 	<ul style="list-style-type: none"> • Standards to be introduced for CBO operation. • Water sources must be mapped and protected. • Internal plumbing of buildings must be standardized. • Ground water abstraction must be regulated. • Ground water pollution must be controlled. 	<ul style="list-style-type: none"> • All proposals are sensible proposals and to be implemented by respective agencies.

	<p>NWSDB does not maintain beyond the water meter.</p> <ul style="list-style-type: none"> • Internal plumbing is not up to a standard and if we can reduce the loss by 1% another 20,000 new connections could be given. • Ground water is abstract without any controlled and abstraction has to be regulated soon. • Ground water is contaminated by insecticide and pesticides and legislations must be introduced to protect the ground water contamination. Operational committees must be formed at DS level to take decisions. 		
<p>UVA/WAT/21 Mr.R M Chandana Nishantha. Development Officer, Divineguma Project.</p>	<ul style="list-style-type: none"> • Most of the water supplies depend on water springs at the estates and those estate managements over use those springs and those who live below the estate find it difficult to get their requirements. • There must a reasonable way to share the source. • There are houses constructed by the government for the low income people but they do not constructed the toilets for those houses. 		<ul style="list-style-type: none"> • Water is a resource belongs to the Government. Hence it is the responsibility of the Government to introduce a proper, transparent, fair procedures for allocate limited resource among alternative users.
<p>UVA/WAT/22 Mr. S Adeikalam. Chairman. Udayam RDS.</p>	<ul style="list-style-type: none"> • No one manages the water sources in the estates therefor the government must take over those and manage for the benefit of all. Even though we live in the upper area we must consider the water requirement of the people who 	<ul style="list-style-type: none"> • Mechanism must be developed and implemented to share the water sources in the estates. 	<ul style="list-style-type: none"> • Mechanism must be developed and implemented to share the water sources in the estates.

	<p>live down the stream.</p> <ul style="list-style-type: none"> • Since the water is clean it must belong to the Praesiyasaba so that it could be used by others also. But the Pradesiya saba cannot enter to the estate. If the PS can supply clean water to the people the they can eradicate the CKDu decease. 		
<p>UVA/WAT/23 Mr. Pabilis Silva. Chairman-Samurdi. Nakkala Monaragala.</p>	<ul style="list-style-type: none"> • Drinking water supplied in Monaragala area is not cleaned as most of the water sources have been polluted. Main source of water for Monaragala town is G-lon estate where all the waste from the line houses are collected to the water source. • There is a water distribution center in Kumbukkana but it does not supply water to the neighboring population. • Water sources in the villages should be preserved and supply water to the village. 	<ul style="list-style-type: none"> • Water sources must be protected to minimize the pollution. 	<ul style="list-style-type: none"> • Introducing a sewerage project may solve the problem in water supply
<p>UVA/WAT/24 Mr.D M Jayasundara. Samagi CBO, Kandana Springvelly.</p>	<ul style="list-style-type: none"> • We cannot live even one day without water. There must be some awareness programs to educate the people on protection of water sources and conservation of water. 	<ul style="list-style-type: none"> • Awareness programs must be implemented to educate the public on protection of water sources and conservation of drinking water. 	<ul style="list-style-type: none"> • Awareness is an important element in water safety planning
<p>UVA/WAT/25 Mr. D M R Dissanayaka. Senior Citizens Regional Society.</p>	<ul style="list-style-type: none"> • There is a water scarcity for Demodara village because all the springs in the village go dry during the dry period. Now water has been supplied with Demodara Water supply scheme. 	<ul style="list-style-type: none"> • The small sources in the village must be preserved to use in an emergency. 	<ul style="list-style-type: none"> • Catchment protection should be developed with community participation. • Water safety plan to be worked out
<p>UVA/WAT/26</p>	<ul style="list-style-type: none"> • Water distribution in Bandarawela 		<ul style="list-style-type: none"> • When regulation started

Mr.W Premaratna. Chairman Bandarawela RDS.	Water supply is not regular and some areas getting continuous water supply while some areas getting water once a week only. This has to be regularized.		the interface between customer and operator will be strengthened and this kind of problems may improve certain extent.
UVA/WAT/27 Mr. Jayalath Lankadikari. Imbulpe RDS.	<ul style="list-style-type: none"> Water sources in the estates have to be protected as they are already being polluted. This has to be done through the District Secretary and the Divisional Secretary by giving power to the village level. Water is contaminated with Fi, Cd, Fe etc and there for ground water should be used for the people. Awareness programs has to be implement to aware the public on water born deceases. 	<ul style="list-style-type: none"> Authority of the protection of water sources inside the estates should be given to district secretary. Awareness programs must be conducted to educate the public on water born deceases. 	<ul style="list-style-type: none"> Catchment protection should be developed with community participation. Water safety plan to be worked out

Public consultation in Southern Province held at Galle

Name of the presenter	Presentation in brief	Suggestions	Solutions
SOU/WAT/01 Mr. J K S Pathirana. DGM (southern) NWSDB	<ul style="list-style-type: none"> Total population in Galle district is 1.1 million and pipe borne water supply is given to 0.45 million population. District pipe borne coverage is about 41%. Galle MC area and suburbs called Greater Galle area is having 24hrs of water supply and outside areas having only 12hrs supply in the night. Highland does not get a reasonable supply and they depend on bowser supply. No capacity improvement during last 10 	<ul style="list-style-type: none"> There are 108,000 connections in Galle district and NWSDB totally depends on the revenue of those customers and requested to pay the bill on time for the smooth operation of the Board. Out of these 108,000 customers about 8000 customers do not open the gate to take 	<p>Immediate Solutions:</p> <ul style="list-style-type: none"> Gradually introduce cost-reflective tariff while lifeline consumption is subsidized. NWSDB would be able to finance investment in rehabilitation and small distribution augmentations.

	<p>years but number of connections increased by 30,000. Industrial and commercial demand increased rapidly during last 5 years. There are 9000 applicants in the waiting list for new connections. Non-revenue water percentage in the GMC area is 40% due to old pipelines and replacing them should be a priority.</p> <ul style="list-style-type: none"> • There is a short-term proposal to improve the system by 2019 using local funds. Greater Galle phase 3 proposal is ready for procurement and hope to complete by 2022. • Southern Development Board and Ministry of Megapolis planning to expand the city. The French Development Fund (AFD) agreed to fund for the Sewerage project for Galle and Unawatuna area but the implementation is dragging due to land issues. • Baddegama water supply caters to Baddegama, Hikkaduwa, Elpitiya, upto Bentota. Only Ambalangod area is supplied with 24hrs water supply and balance areas get about 12hrs supply while high lands are served with the bowser supply. Augmentation of the supply is delayed due to lack of funds. 	<p>the meter readings and requested their cooperation for smooth operation and avoid expensive disconnection process.</p>	<p>Medium term Solutions:</p> <ul style="list-style-type: none"> • Develop an investment Strategy for water services industry under the framework given in the draft water services industry bill. • Develop Policy advice based on the strategy • Incentivize NWDB to keep revenue saved through reducing NRW through tariff formula.
<p>SOU/WAT/02 Ms. T. Shanthilatha Poddala, 206 GN</p>	<ul style="list-style-type: none"> • Wells are not clean due to heavy earth excavation in her village. • This village has 67 houses and it is just 		<p>Alternative distribution methods to be introduced in last-mile distribution. i.e.</p>

division.	2km away from the Wakwella main water treatment plant. In 2013 water supply did not given to this village reason said to be the lack of pressure in water main as this village is situated in a hilly area. However even villages located in higher elevation than this village has been given connection and only these 67 hoses are not being connected?		https://www.untapped-inc.com/last-mile-distribution.html
SOU/WAT/03 Ms. D M Lakmali. Investigation Officer. Consumer Affairs Authority.	<ul style="list-style-type: none"> • There is no responsible office to submit complains about breakdown. • Telephone numbers given in the water bill are not responding sometimes do respond but no positive response or solutions. • No advance notices in schedule interruptions. Not inform through mobile phones by SMS. • Water supply is given for a short period and if there is no storage adequate water may not be available. • Water quality is a problem. Do not know whether adequate Cl2 is added or not. • Colour of the water of course visible but no other parameters. • Whether any mechanism to test water quality daily? • Meter reader does not come regularly, and he does not read the meter and record the reading precisely. 	.	<p>New set of Document will be introduced in between the NWSDB and Customer, ensuring the accountability towards customer care:</p> <ul style="list-style-type: none"> • Supply Service Code • Minimum Service Quality Standards • Statement on Consumer Rights and Obligations.

<p>SOU/WAT/04 Ms. Inoka Weerasinghe. DD. Planning. Southern Provincial Council.</p>	<ul style="list-style-type: none"> • No new connections given in Matara area and there are water cuts in the area. • Water supply schemes need urgent augmentations. • There are about 600 CBO schemes in the district and most of them are constructed using small springs in the area without any treatment facility. Are they safe to drink? No water meters are installed and hence water losses are very high. Since the CBO is a voluntary organization it collapses with time but no adequate staff at the Department of Community Water supplies to support the CBO. • Control the dumping of garbage and protect the environment. • Prepare the disaster management plans for droughts and floods make aware the community for such plans. 	<ul style="list-style-type: none"> • Mobile Labs have to be established to test water samples. • The Department of community Water supplies has to be strengthened immediately to support the CBOs. • Disaster management plans have to be prepared and community has to be educated to protect the environment. • Requested to install water meters for all the connections. • Department to be strengthening to provide the back up support to CBOs. 	<ul style="list-style-type: none"> • cost reflective tariff which NWSDB will be able to finance investment in rehabilitation and small distribution augmentations necessary for new connections. • Prepare a disaster management plan and cost of implementation to be allowed through tariffs • Conduct awareness programmes on water quality issues • Develop an investment Strategy for water services industry under the framework given in the draft water services industry bill.
<p>SOU/WAT/05 Mr. Gayan Weegamage. Investigation Officer. Consumer Affairs Authority.</p>	<ul style="list-style-type: none"> • Consumer Affairs Authority cannot interfere with complains on Water, Electricity, and Petroleum and normally they refer those complains to PUCSL. • Water and Petroleum sectors are also to be regulated by the PUCSL. 	<ul style="list-style-type: none"> • Regulation of Water and Petroleum sectors should be commenced soon. 	<ul style="list-style-type: none"> • Enactment of Industry Act empowering PUCSL to regulate water service petroleum industry to be completed.
<p>SOU/WAT/06 Mr. Namal Susantha., Balapitiya Consumer Society.</p>	<ul style="list-style-type: none"> • There are over 300 CBOs in Galle district which are not registered yet and their properties were damaged due to recent floods but not repaired as they were not registered. 		<ul style="list-style-type: none"> • CBO registering process should be stream lined and the Department should be strengthened to oversee the operations of CBOs

<p>SOU/WAT/07 Mr Gamini Amarasinghe. Senior Citizen Council. Galle.</p>	<ul style="list-style-type: none"> Water connections are not given in proper way. Clear cover is not even 6 inches when pipes are laid and they get damaged frequently. Roads are getting damaged due to this. 	<ul style="list-style-type: none"> Regulation of Bottle Water industry 	<ul style="list-style-type: none"> Introduce a document laying down the procedure of giving a new connection. i.e supply service code Regulation of bottle water is vest with Ministry of Health under the Food act. PUCSL unable to move to the area of authority of Ministry. of Health
<p>SOU/WAT/08 Mr. Chanaka. Agrarian Centre. Elpitiya. Kurunduwatta.</p>	<ul style="list-style-type: none"> Pumps are broken and water overflowing from tanks in Elpitiya. 		<ul style="list-style-type: none"> When regulation started accountability towards customer will improve and this kind of issues reduce up to certain extent.
<p>SOU/WAT/09 Mr A U Welaratna. Secretary, Provincial Ministry of Agri. Animal Production. Rural Development and Infrastructure,</p>	<ul style="list-style-type: none"> New connections have been suspended in Galle and Matara district due to insufficient capacity of the water supply schemes. Costs of implementation of water supply schemes goes up as it was made compulsory for NWSDB to pay for the LAS and RDA estimates before implementing projects. Instability and sustainability of CBO schemes is a problem when working with the Department of Community Water Supplies situation changes In Rural schemes consumers reluctant to use treated water hence ensuring 	<ul style="list-style-type: none"> Implementation of Galle and Matara augmentation projects has to be expedited. Capacity of the Department of community water supplies has to be improved and community awareness programs has to be intensified. a mobile preliminary water testing laboratory facilities to be established. Legal frame work has to be strengthened to protect 	<ul style="list-style-type: none"> Introduce cost reflective tariff which NWSDB will be able to finance investment in rehabilitation and small distribution Policy advice on CBOs, highlighting the importance of overseen the operations of CBOs through department, PC, local authorities. Develop a policy advice to protect vulnerable groups of citizens

	<p>quality of the water is problem.</p> <ul style="list-style-type: none"> • Disposal of electronic waste and other biological waste, usage of substandard chemicals has become a threat to the water quality and there is a danger of adding heavy metals to water sources. • There is a question of the quality of drinking water supply from the water treatment plants as chemical waste and electronic waste are dumping near the water treatment plants and rivers are polluted with oil. Therefore, a mechanism has to be developed to protect the water sources from such pollutions. • Establish a mobile water testing laboratory in addition to the present labs of NWSDB. • Increase awareness programs by NWSDB on water usage, future threats and water quality. • Establish a legal framework to prevent water pollution. • Develop upstream impounding reservoirs to store rain water which could be used during dry periods, catchment areas to be developed to ensure base flow in rivers and stop sand mining in rivers. 	<p>the catchment areas and catchment development programs has to be implemented.</p> <ul style="list-style-type: none"> • Springs in the province must be developed and preserved to be used in dry spells. 	<p>ensuring access to improved water, sanitation</p> <ul style="list-style-type: none"> • Ensur water quality on consistent basis.
<p>SOU/WAT/10 Ms. Ganga Ponnamperuma. Development Officer, Ds Office, Elpitiya.</p>	<ul style="list-style-type: none"> • 20 families in Saranankara mawatha. In 26 Ehala Talawa Ds division has no water due to high elevation. NWSDB cannot supply due to high elevation. Request a solution. 		<ul style="list-style-type: none"> • Introduce a license conditions to promote non-conventional solutions to water services within the

			authorized area. i.e. rain water harvesting
SOU/WAT/11 Rural Dev. Society Ketandola	<ul style="list-style-type: none"> How it could introduce Small water supply scheme to Gonapauladeniya village using a nearby spring. 		<ul style="list-style-type: none"> Develop a guideline on procedures to be followed in case of starting a community water supply
SOU/WAT/12 Mr. Premalal Priyankara. Supreme Park. Thalawa. Elpitiya.	<ul style="list-style-type: none"> Water supply to Supreme Park housing scheme. 		<ul style="list-style-type: none"> License condition to ensure water supply in authorized area, by using non-conventional mode of supply, i.e. rain water harvesting, distribution through bowsers
SOU/WAT/13 Mr. Sunil Preethiratna.559/01 Thalwa Watta, Elpitiya.	<ul style="list-style-type: none"> Water supply to Thalawawatta area need improvement as their well gets dry during dry periods. 		<ul style="list-style-type: none"> License condition to ensure water supply in authorized area, by using non-conventional mode of supply, i.e. rain water harvesting, distribution through bowsers
SOU/WAT/14 Ms. K B Leelawathi. Rabarwatta, Gonapola Poddala.	<ul style="list-style-type: none"> Water supply to Rabarwatta in gonapola area need improvement, as their well water cannot be drunk due to high content of Iron. 		<ul style="list-style-type: none"> License condition to ensure water supply in authorized area, by using non-conventional mode of supply, i.e. rain water harvesting, distribution through bowsers
SOU/WAT/15 Mr. W K Amarasena Totupala Road	<ul style="list-style-type: none"> Water lines are not cleaning regularly by NWSDB therefore water losses are high in those systems. A proper audit must 		<ul style="list-style-type: none"> Minimum Service and product quality standards to be introduced

Pereliya Thelwatta.	be done and disciplinary actions have to be taken for this.		
SOU/WAT/16 Mr C K Vithanaachchi, Sahana welfare Society, Nanayakkara Mawatha, Kurundugaha hetamma	<ul style="list-style-type: none"> Houses in Nanayakkara Mawatha do not have water supply. Only one house got pipe borne water from NWSDB and denied water supply for the balance. 		<ul style="list-style-type: none"> Enactment of Water Service Industry Act with provision for prohibiting denial of service without reasons (Non-discriminatory service)
SOU/WAT/17 Akkara 20 and akkara 50 road, thalawa , Elpitiya.	<ul style="list-style-type: none"> Both areas do not have drinking water supply. 		<ul style="list-style-type: none"> Enactment of Water Service Industry Act with provision for prohibiting denial of service without reasons (Non-discriminatory service)
SOU/WAT/18 Mr A H Nihal Pushpa Kumara "Ramani", Ihala Omantha, Ganegoda.	<ul style="list-style-type: none"> Drinking water should get the priority. No satisfactory supply. Under capacity water supply schemes. Solution is to implement ground water projects through Water Resource Board. Introduction of capable organization to the area. The demand for piped water supply is high and there are waiting lists. Priority should be given to geographical conditions of the area in giving new connections. 	<ul style="list-style-type: none"> Establish as a policy that allocations for drinking water should be priority New investment and new water services are necessary to expand the coverage of the pipe borne supply 	<ul style="list-style-type: none"> A policy advice on allocations for drinking water should be priority Develop an investment strategy for water services in Sri Lanka
SOU/WAT/19 Ms Inoka Weerasinghe. AD (planning). Provincial Ministry.	<ul style="list-style-type: none"> Requesting an estimate for the water supply to Gonapola –Mahawatta area. 		<ul style="list-style-type: none"> Request to submitted to the relevant branch manger of NWSDB.

Public consultation in Western Province held at Colombo

Name of the presentation	Presentation in brief	Proposal	Solution
<p>WES/WAT/01 Mr. Sisira Kumara. Biyagama.</p>	<ul style="list-style-type: none"> • There is an oil pollution at Biyagama Water treatment plant at Pattiwila and that must be rectified soon to protect the people who drink water in the area. 		<ul style="list-style-type: none"> • Measures have already been taken to by-pass the intake and intake is deep enough to float the oil on surface of the water
<p>WES/WAT/02 Mr. Chandana Samarakoon. Secretary, Western Province.</p>	<ul style="list-style-type: none"> • All the technical staff should be trained under NVQ procedure. • There are limited number of sewerage schemes in local government areas. • CBO schemes have been constructed in places where NWSDB is not providing water services. • There is no proper billing and collection system in those CBO schemes therefore bills are collected to pay the electricity bill and no improvements are done to those CBO schemes. • Only CMC has a sewerage scheme and the Dehiwala-Mt-Lavinia is maintained by NWSDB. The Colombo sewerage is being rehabilitated under ADB funding and By-Laws have been passed to charge for the sewerage but there is a strong protest from the people. • There is an uncontrolled discharge of gully cleaners to water bodies and this has to be stopped to protect the environment. 	<ul style="list-style-type: none"> • There is no regulations in CBOs. At least a triparty agreement should be signed among the CBO, NWSDB and the Pradesiya Sabaha to maintain those properly. • There should be an independent Regulator for the sewerage sector. 	<ul style="list-style-type: none"> • CBO also could bring under the PUCSL regulatory framework the consent from all the provincial councils is required. • Triparty agreement is a good idea. • Cost of services to be borne by the respective consumers. Common for water and sewerage • Water Safety Plan to be developed with community participation to protect water resources.

<p>WES/WAT/03 Mr. Sumit Perera. DGM(w/c), NWSDB</p>	<ul style="list-style-type: none"> • DGM explained the Administrative and Operational set up of the Western province. • The most important projects which needs urgent attention to implement to ensure a sustainable service to Colombo are the construction of impounding reservoir at Weeoya, Welivita treatment plant, Kaluganga Stage II and Ambatale treatment improvement project. • There are 173, 208, and 193 CBO schemes in Colombo, Gampaha and Kaluthara district respectively. 	<ul style="list-style-type: none"> • Construction of wee-oya impounding reservoir, Welivita water supply project, Kaluganga Stage II and Ambatale treatment improvement projects are to be expedited to ensure continuous water supply to Colombo. 	<ul style="list-style-type: none"> • Investment required for new project to made available. If not, alternative financing to be arranged
<p>WES/WAT/04 Mr. Chrishan Fernando. DGM(w/s). NWSDB.</p>	<ul style="list-style-type: none"> • The major problem faced by the NWSDB in supplying quality water to Kaluthara area is the salinity intrusion into Kaluganga in the dry spell and now this span to about 5 months a year. • The Irrigation department is proposing a salinity barrier at the mouth of Kaluganga to stop salinity entering to the river. • This will serve a quality service to the people living from Wadduwa to Kaluthara. Drinking water to the people in the service area is supplied through bowsers during the salinity period but it is not a satisfactory service. 		<ul style="list-style-type: none"> • Salinity barrier across Kalu Ganga to be constructed to stop salinity intrusion to Kalu Ganga.
<p>WES/WAT/05</p>	<ul style="list-style-type: none"> • There is not enough water in the 		<ul style="list-style-type: none"> • Alternative distribution

<p>Hon. Saman Lal Fernando. His Worship the Mayor of Moratuwa MC.</p>	<p>country. Since the NWSDB has a responsibility for drinking water, NWSDB must bottled drinking water and distribute throughout the country.</p>		<p>methods to be explored by NWSDB reach remote areas. Urban bottle water demand is being catered by private operators.</p>
<p>WES/WAT/06 Mr. Nandana Gunathilaka. Chairman Panadura UC.</p>	<ul style="list-style-type: none"> • Water supply in Kaluthara area is not satisfactory due to saline water. • The bowser supply is not satisfactory. • The NWSDB should identify the places where the tanks should be placed and how the bowsers to be deployed and distribution must be done in an equitable manner. • The subject Ministers must have a think tank to get advices in handling these situations. 	<ul style="list-style-type: none"> • A meeting must be arranged with the participation of PUCSL, MC, UDA, RDA, CEB, NWSDB to solve the issues then and there. • There was a bund earlier to stop salinity water intrusion, now a new barrier must be constructed 	<ul style="list-style-type: none"> • Salinity barrier across Kalu Ganga to be constructed to stop salinity intrusion to Kalu Ganga. • Subject to the license from PUCSL price and quality regulations bowser supply to be opened up for any interesting party. • A policy and research arm to be strengthen under PUCSL
<p>WES/WAT/07 Ms. Nirmala C Fernando. Director (planning and development). Department of Com. Water supply.</p>	<ul style="list-style-type: none"> • There are two main institutions under the Ministry of City Planning and Water supply to provide water services. They are the NWSDB and the Department of Community Water supply. • Before the Department was formed there were rural water supply schemes constructed under various projects where the NWSDB cannot reach. • There are 3934 CBO schemes in the Island. • In the western province we supply water to the areas where NWSDB cannot reach through 401 CBO schemes but now the NWSDB has 	<ul style="list-style-type: none"> • There must be an Act to govern the CBOs to avoid these financial misappropriations. • The environmental improvement programs must be implemented with the community. 	<ul style="list-style-type: none"> • Scheme specific Water Safety Plan to be developed for CBO schemes with community participation to protect water resources. • Access to water sources to be transparent one state agency to be strengthened to take decisions. i.e. Divisional Secretary, District Secretary. Study will commence to understand the legal provisions for water source management.

	<p>prepared the proposals to cover the entire western province.</p> <ul style="list-style-type: none"> • Department do projects to preserve the catchment areas. <p>Following are the issues and challengers we face.</p> <ul style="list-style-type: none"> • Rapid depletion of water sources and pollution of sources. • Ownership of the water sources and issues in distributing water among the geographical areas. • Issues in obtaining water from Irrigation schemes. • Clearing of the jungles for various cultivations like turpentine etc.\ • There is no institution identify to manage the water sources. • Quality issues in ground water. • Problems in water supply schemes. Some officers in the CBOs do not follow the financial regulations. There is no uniformity in tariff system among the CBOs and no proper revenue collection system. 		
<p>WES/WAT/08 Mr Saman Samarakoon. Chief Engineer RDA, ,Colombo.</p>	<ul style="list-style-type: none"> • RDA maintains 1500 Km of main roads in the western province. Most of the distribution lines are at the Centre of the roads and the roads must be damaged to installed new connections. 	<ul style="list-style-type: none"> • If NWSDB can install cross tapping at least 200m intervals, then road damage to install new connections will be less and cost of getting new connection will also be reduced. 	<ul style="list-style-type: none"> • A Common service corrido is the long-term solution and work has already been started on common service corrido.
<p>WES/WAT/09</p>	<ul style="list-style-type: none"> • CBO schemes have been 	<ul style="list-style-type: none"> • Since these CBOs are 	<ul style="list-style-type: none"> • Governance/management

<p>Mr. Chathura Ariyaratna. OIC, Comm. Water supply Department.</p>	<p>implemented with the participation of the community contributions, therefore the capital cost is minimum, and the community do the maintenance.</p> <ul style="list-style-type: none"> • Department is responsible for the regulation. • Because of the low capital cost these projects have saved lot of money to the government. Per connection cost is Rs 4000-7000/. • The Department has no competition with the NWSDB as the department implement schemes in the areas where the NWSDB cannot achieve. • These projects help to develop the community as well as the village. • There are CBOs whose saving are more than 5 to 10 million. • The community management must be regularized and urbanization is a threat for the CBOs. 	<p>operated at the grass root level attention of the PUCSL is important.</p> <ul style="list-style-type: none"> • A price formula to be introduced to CBOs also. • Community management in CBO schemes to be regularized. • Water storages must be improved by rehabilitating reservoirs to improve the reliability of sources. 	<p>of CBOs need improvement if CBO serves consumers on agreed tariff.</p> <ul style="list-style-type: none"> • Guideline on technical and management issues to be developed and capacity building through training to be considered.
<p>WES/WAT/10 Mr. Dammika Chandranath Fernando. President, Sawayathatha Foundation, Mortuwa.</p>	<ul style="list-style-type: none"> • He explained the problem he faced as a customer in the NWSDB. He received a disconnection order when the water bill was around Rs 9000/.and went to NWSDB office to pay the bill using the credit card. But this facility was not available in that office and I paid Rs 3000/ which I had with me and got 10days to pay the balance amount. The connection was disconnected on the 10th day. we left 	<ul style="list-style-type: none"> • There must be an alternative mode of payments to settle bills. • New technology must be used by these organizations • LECO accepts credit cards. The electricity bill is insert under the door and the do not put it under the main door. 	<ul style="list-style-type: none"> • Governance structure needs improvements. Introducing regulation is also one of such initiative. There is a provision for dispute settlement in the draft water services industry Act. • There are alternative mode of payments but if those are not sufficient

	<p>home around 6.00am to office and came around 7.00pm and found that the connection was disconnected, and following day was a Friday day and it was a Poya day and the office was closed. Saturday and Sunday were also holidays. This may lead to communal clashes, If they disconnect on holy days.</p>	<ul style="list-style-type: none"> Alternative institutions must be created, or these organizations must be decentralized. 	<p>more options could be accommodated.</p>
<p>WES/WAT/11 ?????????</p>	<ul style="list-style-type: none"> He complains that when request for a new connection from NWSDB there was a letter from NWSDB saying that since there is a low pressure in the area connection could be given provided they agree not to complain about low pressure in the water service. This is illegal because the consumer's right to complain about low pressure is banned by this letter. 		<ul style="list-style-type: none"> This is an inherent problem in water services. Instead of outright rejection of an Application NWSDB has considered a sub optimal solution of providing a low-pressure service. Utility also trying their best to accommodate customer request. Long-term solution would be to use technical solution, investment require for development to be provided through water tariff
<p>WES/WAT/12 Member, Pradesiya Saba, Kotikawatta.</p>	<ul style="list-style-type: none"> Waste water from the houses are discharged into the road drains the drains are blocked due to poor drainage conditions. 		<ul style="list-style-type: none"> Poor drainage system and uncontrolled discharge of waste water. Long-term solution introduces a sewerage system.
<p>WES/WAT/13 Mr. Nimalsiri Perera. Kolonnawa-Koswatta,</p>	<ul style="list-style-type: none"> No proper water service in the area. 		<ul style="list-style-type: none"> Pockets of highland areas having problem of low-pressure service. Long-

Pensioners Association.			term solution would be to use technical solution, investment require for development to be provided through water tariff
WES/WAT/14 Mr. R K Anurada Kavikumara, Secretary, Eksath Housing Society, Mirigama.	<ul style="list-style-type: none"> • Thilinagama is just one km from Mirigama town and NHDA gave these lands in 1996 promising all the infrastructure facilities but not given. • In 2017 Rs 986,000/ allocated from the DCB funds to supply water from Mirigama town supply • but NWSDB denied due to lack of water. NWSDB agreed to cover from a future water project. • There is a shallow well of 20ft diameter and there are 3 tube wells to implement a CBO scheme, but the pipe has to be laid across a Rubber nursery to the village. The Department does not allow to lay the pipeline across the nursery. 	<ul style="list-style-type: none"> • Expects assistance from PUCSL. People spend Rs. 1200/ to get down a barrel of 100lieters. 	<ul style="list-style-type: none"> • When regulation started through mediation among all the parties PUCSL will be able to intervene to the dispute.
WES/WAT/15 Mr. Maxwell Fernando. President, Sawashakthi Organization, Colombo D/S office.	<ul style="list-style-type: none"> • There was a pipe burst in Thalahena Malambe which was repaired 3 times due to poor workmanship of NWSDB staff. This occurred due to the movement of 10wheel trucks alone that road. It takes two days to repair one burst and water flows along the road for 2days and we have written to DIVAINA paper also. The main reason is the bad supervision of the 		<ul style="list-style-type: none"> • Regulatory tools of Performance Regulation may provide solution in long run.

	NWSDB technical officers.		
WES/WAT/16 Ms. Jayantha Ranasinghe. Advisor, Youth Society, Homagama.	<ul style="list-style-type: none"> Waste water lines are discharge into the ground polluting ground water but responsible officers do not take any action due to corrupted nature. Their duties must be handed over in writing. 		<ul style="list-style-type: none"> Long term solution to be introduced a sewerage services.
WES/WAT/17 Mr. Tuder Abewardana. Presedent, Delkadahene Welfare Society.	<ul style="list-style-type: none"> Delkadahene is a remote village in the area which is ¾ km away from the Bandaragama-Wadduwa main road. Water is available in the main road but NWSDB refuse to lay the line to our village as the line must be laid ¾ km alone the village road where there are no houses. There is a CBO scheme in the village but the source has no water. Request to get water service from the NWSDB. 		<ul style="list-style-type: none"> Introduce regulatory tools of supply service code Introduce dispute resolution
WES/WAT/18 Mr. Melcom Rosairo. Vice President, Horana Regional Civil Society.	<ul style="list-style-type: none"> Rural community uses ground water mostly and now there is a threat for them. Now urban communities are coming to the rural areas and industries are also moving away from the urban areas and they mobilize in rural areas. They use ground water and some industries have drilled boreholes up to even 200ft to abstract ground water. Due to removal of trees and top soil, it accelerates the ground water depletion. Some industries use ground water for export. There must be a systematic 	<ul style="list-style-type: none"> There must be some standards for tube wells and drilling boreholes should be regulated. 	<p>Areas must be demarcated properly for industries and residential purposes separately. Drilling of tube wells should also be regulated.</p>

	way of demarcating areas for industries and blocking out of big lands should be stopped.		
WES/WAT/19 Mr. J Sunil. Welivitiya Divithuru Consumer Society. Galle.	<ul style="list-style-type: none"> • There was a public consultation in Galle about 5 months ago but we have not seen any solutions to our problems. Please expedite the solutions early. 		<ul style="list-style-type: none"> • Policy advice and regulatory tools are the expected outcomes from public consultation. Long term there will be solutions to the problems mentioned during the consultation.
WES/WAT/20 Mr. Ranjith Peiris. Lankadeepa Newspaper.	<ul style="list-style-type: none"> • Perera Mawatha in Meethotamulla Kolonnawa is getting water from 12 midnights to 5am in the morning for the last 5years and NWSDB never attend any leaks and water is wasted throughout the day. NWSDB should be regulated very closely. • Valves cannot be open as air is flowing through pipes and increase the bill. 		<ul style="list-style-type: none"> • Regulatory tools like performance regulation, supply services code to be introduced.
WES/WAT/21 Mr. Priyantha Samaraweera. Works Superintendent, Kaluthara.	<ul style="list-style-type: none"> • Electricity Board and the NWSDB damage the roads without any program. They must find new technologies to minimize the road damages. 		<ul style="list-style-type: none"> • Introduces a service corrido and coordination committee to work for a common gale

Public consultation in Northern Province held at Jaffna

Name of the presenter	Presentation in brief	Suggestions	Solution
<p>NOR/WAT/01 Mr. I. Surenthiranathan. Assistant Director, Planning Division. Ministry of Agriculture, Northern Province.</p>	<ul style="list-style-type: none"> • Northern province is a water stress province and ground water level of Jaffna Peninsula is gradually decreasing due to the over extraction of ground water by constructing new tube wells. • In many instances, it has been noticed that boreholes are drilled for tube wells without proper approvals from the respective organizations. It is a mandatory requirement to get approval from water resources Board for the construction of tube wells for drinking and agricultural purposes. • The entire population of Jaffna depends on groundwater for drinking purposes and part of the cultivation is also depending on ground water. Unfortunately, this ground water is susceptible to contamination due to improper management of septic wastages, especially human waste. In addition, the ground water is contaminated due to petroleum waste also. • There are 457 small tanks in the Northern Province but surface water is getting contaminated with saline water due to fluctuation of the water level. • Due to illegal sand mining in those tanks the tank bottom is reached to the sea level and rain water collection is not 		<ul style="list-style-type: none"> • Sufficient water source for Jaffna Peninsula is the main issue. Irrigation water is available most northern tank is the Iranavila tank. Hence Iranavila water should release for the drinking water requirement in Jaffna Peninsula. • Second option is the sea water desalination which is expensive and only possible to provide for drinking purposes. • Ground water extraction to be regulated, however alternative supply should made available and regulation alone will not solve the problem. • River to Jaffna is a proposal to use surface water in peninsula

	<p>effective. These tanks have to be dredged carefully to collect rain water.</p> <ul style="list-style-type: none"> • We hope to preserve the water resources carefully. Effect of the climate change has seriously effect on the water resources. 		
<p>NOR/WAT/02 Mr. M. Jegathesan, President, Point Pedro South Rural Development Society. Puloli.</p>	<ul style="list-style-type: none"> • It is noticed that there are many public common wells which are not in use due to the contamination of water in terms of chemical and bacteriological. 	<ul style="list-style-type: none"> • Local Government bodies who is responsible for supply drinking water through dug wells supply water in the islands. These Local government bodies should takeover the responsibility of providing both water and electricity • Necessary to rehabilitate public common wells and develop necessary arrangements to make them use as soon as possible. 	<ul style="list-style-type: none"> • Local Authorities do have powers vest with them to provide utility services, however, capital requires for investment and technical know-how on water services are lacking in local authorities.
<p>NOR/WAT/03 Eng.S. Shanmuganathan, Deputy Chief Secretary- Engineering Services, Northern Provincial Council.</p>	<ul style="list-style-type: none"> • About 50 years ago there was no situation of selling or buying of drinking water. However, due to the population growth and scarcity of water sources, drinking water has become a commodity with an economic value. • The quality of drinking water of Northern Province is still question. • The agencies who supply drinking water to the people must satisfy the very basic drinking water needs of the customers by ensuring the standards of drinking water. 	<ul style="list-style-type: none"> • There are approximately more than 100000 wells in the Northern Province which must be protected from contamination and as the community is fully depend on wells for their domestic and agricultural needs. 	<ul style="list-style-type: none"> • To avoid ground water contamination sewerage will be the answer.

<p>NOR/WAT/04 Mr. M. Patric Diranjan. Commissioner, Department of Local councils, Northern Province.</p>	<ul style="list-style-type: none"> • Drinking water in the Northern Province is supplied by both NWSDB and Local Councils. Therefore, both organizations have the responsibility to make sure the quality and quantity of the supplied drinking water to the people. • In addition, there are Rural Water Supply (RWS)schemes operated by local Councils are becoming abandoned due to the operational and maintenance issues faced by the local Councils. • Poonakary DS division in Killinochchi and Islands of Jaffna peninsula are seriously affected due to the scarcity of drinking water. • It is difficult to find proper water sources in those areas, • NWSDB is expected to develop strong coordination mechanism with other organizations for the supply of drinking water to the needy people in the Northern Province. 	<ul style="list-style-type: none"> • To sustain RWS, it is necessary to strengthen the coordination and corporation between the NWSDB and Local councils. • More than one organization including NWSDB, Local Councils and other sector organizations must coordinate for fulfilling the drinking water needs. 	<ul style="list-style-type: none"> • Regional Coordination committees to be established. • RWS schemes to be registered with Department of Community Based Water Supply there are capacity building programmes designed for RWS schemes. • Water Source, please comments on first presentation under the Jaffna consultation.
<p>NOR/WAT/05 Mr. A. Kethiswaran. Assistant Director of Planing, District Secretariat, Killinochchi.</p>	<ul style="list-style-type: none"> • There are only 4.1% of the population have access to safe drinking water in Killinochchi district. • There are 07 RO plants have been installed in the Killinochchi district to supply water for the CKDU affected areas. • There are 134,3318 population in Kilinochchi and among them 113,418 are supplied with bowser supplies due to scarcity of water specially in Kilinochchi, Kandawalai, Pachilipalai, and Poonakaray divisions. 	<ul style="list-style-type: none"> • Necessary to ensure the safe drinking water needs of Kilinochchi people. • Local councils are not capable enough to operate RWS schemes in terms of financial and technical expertise. • Therefore, it is necessary to make them capable with regard to the 	<ul style="list-style-type: none"> • 4.1% of Population have access to safe drinking water • Special attention should be given to Kilinochchi District. • Density of population may not enough to expand the piped borne water. • However, alternative distribution methods for last-mile distribution to be

		<p>operation and maintenance of RWS schemes.</p> <ul style="list-style-type: none"> It is necessary to provide special concern on Paliyaru for future water supply projects. 	<p>explored and developed on commercial basis.</p> <ul style="list-style-type: none"> Residence areas to be clearly identified and developed with necessary infrastructure.
<p>NOR/WAT/06 Mr. Jeyaraja. Representative RDS Point Pedro.</p>	<ul style="list-style-type: none"> Ground water is used for both agriculture and drinking water supply. However, when develop a water supply plan, it is necessary to provide priority to Irrigation needs. Due to over extraction of ground water, sea water intrusion is occurred and water become saline. Therefore, it is necessary to stop over extraction of ground water. Ground water in the northern province is becoming contaminated due to the septic wastage. After 2009, there are many small scale entrepreneurs coming with innovative ideas. In this circumstances, they face difficulties to get water connections for their small scale industries due to the financial issues. 	<ul style="list-style-type: none"> NWSDB should work together with the Local Council to ensure a sustainable drinking water supply. It is necessary to protect ground water from the chemical and bacteriological contamination. NWSDB should consider to revise the existing tariff system to make them viable to improve the Northern Province. 	<ul style="list-style-type: none"> According to the water services industry norms there is no possibility of treat the water for drinking as well as irrigation needs. Ground water extraction, to be regulated. Contamination due to the septic wastage, introducing a sewerage would be the solution. SME sector water requirements also should be consider as domestic requirement. There has to be clear demarcation on bulk supply connection and general connection.
<p>NOR/WAT/07 Hon. E. Arnold. Mayor, municipal Council Jaffna.</p>	<ul style="list-style-type: none"> In Northern Province, it is apparent that the water is mixed with politics. Some of the well-known politicians make troubles to bring Iranamadu Water to Jaffna for the drinking water needs of Jaffna people, especially Jaffna MC area and Islands. Therefore, we need to find alternative options to bring water to 	<ul style="list-style-type: none"> To bring Iranamadu water to Jaffna, it is necessary to make National Policy for water sharing with the participation of all stakeholders. 	<ul style="list-style-type: none"> Study will be initiated by the commission to address issues on access to water sources and allocation issues in water sources. Ground water extraction regulations to be enforced. Sewerage is the solution to

	<p>Jaffna, and appreciated the DGM(N), NWSDB for his continuous efforts to solve the water issue in Jaffna.</p> <ul style="list-style-type: none"> • Even though, the MOU has been signed, people are protesting to bring water to Jaffna from Iranamadu. • In addition there are so many hand pump tube wells constructed in Jaffna without the approval of Authorized organizations and cause over abstraction of ground water and paved the way for sea water intrusion in many parts of Jaffna MC area. • There is no sewerage system in the Jaffna peninsula there for all the waste water from domestic houses, hotels and industries discharge into the ground which is highly permeable and thereby polluting the ground water. This is a serious problem for the human life and the actions are taken by the NWSDB under the JKWSSP is highly appreciated. 		<p>ground water contamination from waste water</p>
<p>NOR/WAT/08 Chairman, Pradeshaya Saba, Velanai.</p>	<ul style="list-style-type: none"> • Salinity level is very high in the water sources of Velanai. • Due to the continuous drought prevail in the area all the wells are dried and there is no water even for the basic need. • Water is supplied through the bowsers but that is not enough to fulfill the needs of the people and the supply is also not regular. • Some initiatives taken by the Local Council and NGO(Sarvodaya), to provide water to Punkuduthivu is also not satisfied. Appreciated the NWSDB 	<ul style="list-style-type: none"> • Requested another RO plant to Punkuduthivu 	<ul style="list-style-type: none"> • Water Supply Scheme is under construction for Jaffna. • Sewerage also will be introduced in due course.

	initiative to supply RO water to Delft island and Nayinaathivu..		
NOR/WAT/09 Mr. Pirapakaran, Vice President, Rural Development Society. Pavathkulam.	<ul style="list-style-type: none"> • There are 120 families living in this division after resettlement in 2009 and they have only 4 dug wells for domestic purposes. These wells are not suitable for drinking purposes due to bad quality and inadequate quantity. 	<ul style="list-style-type: none"> • He requested to make arrangements to bring Mahaveli water to Pavatkulam to cater the needs 	
NOR/WAT/10 Mr. J.Iruthayarasa. Chairman, Urban Council. Point Pedro.	<ul style="list-style-type: none"> • There are 7000 households in the UC area of Point Pedro, which comprise of 12,480 populations. • Even though there is a NWSDB Water supply scheme it serves only to 1150 population and others get the service from a Local Council scheme. • Since the NWSDB scheme does not supply 24hrs therefore there is a high demand for an improved water supply to entire UC area. • It has been mentioned that the importance of cooperation and coordination between UC and NWSDB regarding future water supply of the Urban Council area. 	<ul style="list-style-type: none"> • Ground water is polluted gradually, and salinity is high in the ground water sources. Since run off water goes to the sea, they requested to construct a dam to collect the run-off water make that water available for their domestic use. 	<ul style="list-style-type: none"> • Construct a dam to collect the run-off water is a sensible proposal. This is stemming from river to Jaffna concept. • A feasibility study to carried out to determined that ground water is re-charging from run-off water. Scientific evidence yet to be provided on this.
NOR/WAT/11 Mr. Thayaparan. Secretary, Urban Council, Vavuniya.	<ul style="list-style-type: none"> • There are number of RO plants used in Vaunia for delivering safe drinking water to the people. • However, since these RO plants are operated by private operators, individual persons, CBOs, and other agencies, there is no proper mechanism to monitor the technical and chemical parameters of those plants. 	<ul style="list-style-type: none"> • It is highly appreciated that if NWSDB take necessary arrangements to reduce the connection fee for the poor people than the current fee structure. 	<ul style="list-style-type: none"> • Instalment payment has been introduced in NWSDB connections. • One alternative is to abolish these fees and include in use charges, and the other is to provide long-term financing to facilitate payment.

	<ul style="list-style-type: none"> • NWSDB should monitor those RO plants with the intention of ensuring safe delivery of water to the people. • The attempt of NWSDB to provide new water connection in Vaunia is highly appreciated. However, due to the high connection fee, it is a burden to many households to get NWSDB connections. Therefore 		
NOR/WAT/12 Mr. A. Jebanesan. Chairman Urban Council, Vali South West.	<ul style="list-style-type: none"> • He started with the statement of King Parakramabahu “not even a little water that comes from the rain must flow into the ocean without being made useful to man” and emphasized the importance of saving rain water into tanks. 	<ul style="list-style-type: none"> • It is necessary to develop a national policy for water sharing, which will ensure proper management of water source between Irrigation, Water supply and other needs. 	<ul style="list-style-type: none"> • The Commission has initiated a study on Water Resource Management in view of improving the transparency of access and allocation decisions.
NOR/WAT/13 Ms. Varalmathi. Teacher, Chunnakam	<ul style="list-style-type: none"> • Chunnakam, Kantharodaiand, Chankuveli people are being affected due to the suspicion of ground water contamination of oils, occurred due to the Northern Power Electricity plant. Still the people those who are settled near the plant have not been given proper solution. • Earlier NWSDB used water from Chunnakam for the WSS, but currently NWSDB gets water from Pokkanai due to the oil contamination. Even though, bowser supply is provided in the affected area from 2014, still no proper supply is given. 	<ul style="list-style-type: none"> • People of Chunnakam need a solution to their water problem with removal of the contamination. 	<ul style="list-style-type: none"> • This area will be covered from the ongoing Jaffna water supply project.
NOR/WAT/14	<ul style="list-style-type: none"> • Over extraction of ground water in the 	<ul style="list-style-type: none"> • Yield testing in a bore 	<ul style="list-style-type: none"> • Institutional and legal

<p>Mr. S. Sukirthan, Chairman, Pradesiyasaba, Vali- North.</p>	<p>area has been noticed therefore it is necessary to establish a regulation for that.</p> <ul style="list-style-type: none"> • Under these regulations it must be clarified that who approve the construction of a HPTW? ground water abstraction and who administer the guidelines stipulated? 	<p>hole is expensive and it takes about 6 months to get the report. This will delay the planning process of the Local Councils and there must be an arrangement to get it done by an organization in Jaffna.</p> <ul style="list-style-type: none"> • The ground water pollution due to the service stations should be considered when protecting the ground water sources in the province. 	<p>framework to regulate ground water to be studied and make recommendations</p>
<p>NOR/WAT/15 Representative, Rural Development Society. Velanai.</p>	<ul style="list-style-type: none"> • Since there is a limited access to Water in the Velanai area there are community clashes between people for obtaining drinking water requirement. • Even though there are small tanks in Velanai, those must be dredged to collect rain water and also requesting dams to collect runoff water during the rainy seasons. • Sometimes people from Velanai come to Jaffna to collect their drinking water needs. Therefor it is necessary to develop an environmentally friendly mechanism to satisfy the drinking water needs of the people. 		<ul style="list-style-type: none"> • This area will be covered by the ongoing Jaffna water supply project
<p>NOR/WAT/16 Mr. Pirasanthan. OIC,</p>	<ul style="list-style-type: none"> • There are 11% of the population supplied water through 3556 RWS schemes in Sri 	<ul style="list-style-type: none"> • It is necessary to develop proper coordination 	<ul style="list-style-type: none"> • The proposal is well taken. Coordination and

DNCWS, Jaffna.	<p>Lanka and 254 Water user associations have been registered under the DNCWS in the Northern Province. Among these 254 schemes 95 RWS are having RO systems.</p> <ul style="list-style-type: none"> • The DNCWS was established in 2014 with the intention of providing water supply to village people. However, in many RWS schemes due to the less coordination between the DNCWS and Local councils, NWSDB, and WUA these schemes are not functioning properly. 	among the relevant stake holders to improve the RWSs through integrated water resource management.	understanding among different stakeholders are important to fulfill the people's expectation.
NOR/WAT/17 Mr. Jeevababu. Senior Environmental Officer. CEA, NP	<ul style="list-style-type: none"> • Ground water pollution is a severe environmental issue in the NP as 98% of the Jaffna people depend on ground water for their drinking water and agricultural activities. • Now a days other than the drinking water needs of CKDu vulnerable areas, hotels and industries use RO plants. • This cause an over extraction of ground water. 	<ul style="list-style-type: none"> • Regulations should be implemented to stop over extraction of ground water for RO plants in the hotels and other industries. It is necessary to develop a proper waste water treatment system in the NP to ensure the treatment of waste water and discharge them in environment friendly way. 	<ul style="list-style-type: none"> • Proposal is well taken. This is the only consultation that requested a sewerage service. • NWSDB is currently working on a sewerage project for Jaffna.
NOR/WAT/18 Mr. K Arulnathan, Representative, WRDS, Pachchilappalli.	<ul style="list-style-type: none"> • Existing tanks should be rehabilitated to collect run off water, and it will support for the drinking and Irrigation water needs. • Due to the sand mining activities, the tank beds get damaged and water storage become impossible. 	<ul style="list-style-type: none"> • Get legal actions against illegal sand mining in the irrigation tanks. 	<ul style="list-style-type: none"> • Create a discussion in the village level on what is right and what is wrong may help to understand gravity of the work done by people with out thinking on long-term

			consequences.
NOR/WAT/19 Representative, Rural Development Society. Santhipuram, Mannar.	<ul style="list-style-type: none"> • It is important to rehabilitate the existing tanks. There is a WSS in Santhipuram, implemented by JICA, and the involvement of NWSDB is very less in the implementation stage. • When the people go to the service providers, they should be treated politely and their grievances must be addressed as soon as possible. • Therefore, service providers should consider the customer satisfaction in their services. Water is an issue in the part of the village, therefore, the relevant organizations should consider providing drinking water to the needy locations. 		<ul style="list-style-type: none"> • Customer grievances between licenses and tariffs customers will be addressed by the Commission when regulation started. • There will be regulatory tools such as Distribution codes, Performance regulations, Consumer Rights and Obligation etc. which will ensure accountability between service provider(licensee) tariff customer.
NOR/WAT/20 Mr. T Nirosh. Chairman, Vali-East Pradesiya Saba.	<ul style="list-style-type: none"> • Local councils cannot operate and maintained water supply activities in their respective areas. • Therefore, it is necessary to have a good corporation with NWSDB to ensure safe and sustainable water supply to the people whether it is pipe born or bowser supply. 	<ul style="list-style-type: none"> • It is important to deliver the water with SLS standard to the people. • Since the Local Councils are having less resources in terms of technical, financial and operational, the support from NWSDB is expected to safeguard the drinking water needs of the people. 	<ul style="list-style-type: none"> • Water quality will be regulated based on SLS when regulation started, • However, cost reflectivity also to be achieved, the cost of quality improvement to be pass on to the consumer.
NOR/WAT/21 Mr. A. Amirthalingam. Chairmaan,Thuukkai Pradesiya Saba.	<ul style="list-style-type: none"> • Pandiyankulam and Thunukkai both areas are severely affected due to the shortage of drinking water. Only less than 30% of the total population of Thunukkai and Pandiyankulam have the access to safe 		<ul style="list-style-type: none"> • When regulation started, there will be regulatory tools to ensure the water quality, service quality, and Commercial quality

	<p>drinking water.</p> <ul style="list-style-type: none"> • The water supply by the NWSDB, is not enough and the quality of the water is still questionable. People use NWSDB water for only cooking and bathing and there is no any proper and safer access to drinking water. • Over usage of agrochemicals cause the contamination of ground water resources in Thunukkai and Pandiyankulam area. Therefore, NWSDB should ensure the safe and sustainable drinking water supply to the people. 		etc.
NOR/WAT/22 Mr. Pavatharsan. Representative. PUC, Islands.	<ul style="list-style-type: none"> • NWSDB is providing drinking water to Delft by a RO plant which is really appreciated. However, the water is not enough to the people, only half an hour supply is there. It does not enough to satisfy the drinking water needs of the people. 	<ul style="list-style-type: none"> • NWSDB should consider to increase the capacity of the RO plant and extend its services to reach all the people in the Delft and other Island. 	<ul style="list-style-type: none"> • May refer to NWSDB to be included in their future proposals.
NOR/WAT/23 Mr. K.Karunanatharasa. Chairman, Pradsiya saba, Valveddithurai.	<ul style="list-style-type: none"> • Earlier there were 24hrs water supplied by NWSDB in the division, but it has been reduced to 03 hrs. for a day now. This is not sufficient to fulfill the drinking water needs of the people. 	<ul style="list-style-type: none"> • Salinity of the ground water is also increased. The desalination is proposed for solving the drinking water demands of Valveddithurai area. 	
NOR/WAT/24 Representative, Maruthankulam Farmer Organization Vavuniya.	<ul style="list-style-type: none"> • It is compulsory to stop illegal extraction of ground water sources by constructing bore holes without the legal authentication from respectable organizations. • In addition, there should be a mechanism to save rain water with the intention of developing detailed system of ground 	<ul style="list-style-type: none"> • Only feasible option we have is the mechanism to save rain water and through proper rain water harvesting and rain water saving mechanisms, to protect the ground water and 	<ul style="list-style-type: none"> • The proposal is well taken. The proposal of river to Jaffna also use the same concept. • Feasibility of re-charging the ground water from rain water to further studied.

	<p>water recharge, which will support the increase of ground water for the current and future needs of the people.</p> <ul style="list-style-type: none"> • Within another 50 years, the Northern Province will face severe water shortage in terms of surface and ground water sources. People will not be able to fulfill their drinking and agricultural needs. 	<p>surface water resources in the Northern Province.</p>	
--	---	--	--

Public consultation in Central Province held at Kandy

Name of the presenter	Presentation in brief	Suggestions	Solution
<p>CEN/WAT/01 Eng. M R D Salgado. Chief Engineer, Kandy North Project.</p>	<ul style="list-style-type: none"> • There are about 500,000 populations in the central province waiting for pipe born water and it needs about Rs 260 billion to provide the service. • Since water resources are also limited it is very important to preserve the sources and save water as much as possible to cater for the needy. • Water wastages could be minimized by educating the consumers on water saving methods, inappropriate habits and usage of quality water fittings. • There must be a regulation on importation of water fittings. This has to be done with coordination among the key government organization like Customs, SLSI, Ministry of Finance, Trade etc. Availability of quality fittings along will not solve the problem unless quality plumbers are not available to do 	<ul style="list-style-type: none"> • Consumer education has to be done on water saving methods. • Importation of water fittings must be regulated. • 3.Plumbers must be trained, registered and published to public. 	<ul style="list-style-type: none"> • Usage of substandard water fittings should be stopped by regulating the importation of nonstandard water fittings to reduce the wastage of water. • Plumbers should be trained and licensed to ensure the quality of plumbing thereby reduce the wastage.

	<p>the plumbing properly.</p> <ul style="list-style-type: none"> • There must be a proper procedure of training the plumbers and register them so that the service of plumbers could be recognized. The government institutes must be encouraged to use quality fittings and use licensed plumbers for plumbing works as they are the major water users where the water saving practices are minimal. 		
<p>CEN/WAT/02 Dr M B Adikaram. President. Nation Builder's Association, Kundasale.</p>	<ul style="list-style-type: none"> • Coal and Oil could be imported but Water cannot be imported therefore water sources must be protected. • Government organizations have done lot to supply quality water through pipes for 49% of the population in the country but the balance 51% of the population depend on surface water and ground water which may or may not safe for drinking. • water sources are getting depleted due to climatic change. • Proper disposal of waste water is essential and Kandy city waste disposal project is been done after 16 years of delay but the community should be involved in the implementation process to make the project successful. 	<ul style="list-style-type: none"> • Comprehensive and effective catchment protection Programme is necessary with the participation of the community/beneficiaries. 	<ul style="list-style-type: none"> • Comprehensive catchment protection programs are important with the participation of the community to ensure the sustainability of the water sources. • Community should be involved in the implementation of the Kandy city waste water project to make the project successful.
<p>CEN/WAT/03 Mr K G Dasanayake. District coordinator. Sarvodaya District Centre. Matale.</p>	<ul style="list-style-type: none"> • In early days' people used to collect drinking water directly from the streams as they were not polluted. Now quality water has to be bought. • The people in Wilgamuwa area in Matale district are suffering from CKDU 	<ul style="list-style-type: none"> • NWSDB should assist CBOs to maintain their water supply schemes. • The PUCSL must develop a Programme to attend those leaks promptly. 	<ul style="list-style-type: none"> • Sustainability of the CBO schemes should be ensured. • Natural gravity springs in the villages should be protected when

	<p>due to agricultural waste contaminated the surface and ground water.</p> <ul style="list-style-type: none"> • Due to the construction of Moragahakanda project all the natural streams in Laggala area has been dried down. There for people in the area have to buy bottled water and their quality is questionable. • Sarvodaya has constructed so many rural schemes in the area with the help of the community but the sustainability of those CBO schemes is questionable. • There are leaks in NWSDB schemes also and main roads are getting damaged due to those leaks. 		<p>implementing the mega development projects.</p> <ul style="list-style-type: none"> • When regulation started PUCSL will ensure accountability on leak repair through various regulatory tools.
<p>CEN/WAT/04 Eng J H Meegoda. DGM. NWSDB(central province)</p>	<ul style="list-style-type: none"> • Pipe born coverage within the central province is about 41% and there are 19 major water supply schemes in operation serving about 200,000 connections. • The average production cost of water in the central province is about Rs 45/m3 and the average revenue from a m3 of water is about Rs 33.00. Therefore, the water supply in the central province is operating at a loss. • Quality of the water supplied is regularly monitored by the chemists and there are about 210 samples tested for chemical quality every month in all the water supply schemes. Minipe D/S division is the only division where NWSDB is not having any water supply 		<ul style="list-style-type: none"> • Cost reflective tariff is important to achieve the pipe born water coverage targets of the country. • Uncontrolled dumping of the waste must be controlled to protect the water sources in the district.

	<p>scheme and It is planned to commence a water supply scheme in that division too.</p> <ul style="list-style-type: none"> • Surface water is the main water source in the Central province and river pollution due to uncontrolled dumping of waste is the major issue in water treatment. Sophisticated treatment process is very expensive, which leads to high production cost. 		
<p>CEN/WAT/05 Mr Mohan Rasiah. Member, Kandy Tamil Traders Association.</p>	<ul style="list-style-type: none"> • We are happy about the water supply maintained in the Kandy city charges are very low. • No problem about the service. 		<p>No issue.</p>
<p>CEN/WAT/06 Mr. M B Manthilaka. President, Agrarian service committee and Dunukeulla CBO, Dunukeulla Panwilatenna.</p>	<ul style="list-style-type: none"> • Udapalatha Pradesiya Sabawa supply water to the area since 1965. • In 2008 a CBO was formed to get water for the village and started a water supply but the Tamil people in the Kaluwela estate refused to give water sources in the estate. They are giving water to some other villages. • The water sources about 3Km away from the village. These sources are getting dried during the dry spell. 		<ul style="list-style-type: none"> • PUCSL has initiated a study on access to water sources and allocation decisions. Based on the recommendations a policy advice will be developed. • Unreliable water sources and water sharing issue. This may be referred to MCP&WS to addressed through water policy.
<p>CEN/WAT/07 Mr. R P Kulasiri, OIC, The Department of Community Water Supplies. Kandy.</p>	<ul style="list-style-type: none"> • There are 203 CBOs in the province and about 300,000 people are supplied with drinking water. • Water insufficiency in sources is the main problem in the Central province. In some schemes, NWSDB gives a bulk supply and the CBO pays the bulk bill. • There is no organization to control the 	<ul style="list-style-type: none"> • Water sources must be gazette under one organization and should be made responsible to protect the water sources. • A proper mechanism has to be prepared to 	<ul style="list-style-type: none"> • Legal provisions regarding the water sources is somewhat complicated and prior to take any intervention (gazette) background to be studied. Such study will be initiated by the

	<p>water sources, sometimes when a CBO operates a scheme another CBO taps the stream from upstream without consulting the downstream customers and make the water abstraction difficult for downstream customers.</p> <ul style="list-style-type: none"> • This situation become worse during the dry seasons. therefore, these sources have to be gazette under one organization and that organization should be made responsible for the protection of the water source there by encroachment of the catchment areas could be stopped. • Some catchments are contaminated with mobile phone batteries and heavy metals. • There are 6000 CBOs operating throughout the country and since they are voluntary organizations their financial management and asset management is poor. 	<p>monitor the financial performance of the CBO and they should be audited annually.</p>	<p>PUCSL.</p> <ul style="list-style-type: none"> • Non-availability of a mechanism to monitor and audit the CBOs. PUCSL will explore the possible options to introduce auditing and monitoring provisions on CBOs.
<p>CEN/WAT/08 Mr. Ranjith Senaratna. Ratnaniwasa. Hanguranketha.</p>	<ul style="list-style-type: none"> • Six provinces have been affected due to flood but during July and August months the same provinces will be affected due to drought also. • These situations arise due to climatic changes which should be mitigated through coordinated effort. The water catchments are affected due to mega development projects and construction of tourist hotels in catchment areas. This should be controlled to protect the catchment. 	<ul style="list-style-type: none"> • Unauthorized constructions in the catchment areas to be controlled to protect the catchments. • A proper mechanism should be developed to share the water sources in an equitable manner. • Organic farming should be encouraged. 	<ul style="list-style-type: none"> • Climatic change related issues to be addressed through policy interventions, and PUCSL will give policy advices in this regard. • Catchment areas and water sources to be mapped and protected, PUCSL also will contribute to this process as much as

	<ul style="list-style-type: none"> • The Forest Department and other organization should get together and mapped all the water sources and protect them. • Disputes arises with the farmers when NWSDB abstract water from the sources. Therefore, a proper mechanism should be developed to share the water source in an equitable manner. • Proper tests should be carried out to verify whether the water sources are polluted due to usage of chemical fertilizer and farmers should be encouraged to use organic fertilizer for their farming. Major reservoirs like Kotmale, Victoria etc. have been filled with silts washing out from the upstream catchments those areas should also be protected. 		<p>possible.</p> <ul style="list-style-type: none"> • A mechanism to be developed through policy advice to share the water sources in an equitable manner. • Encourage the organic fertilizer to protect the water sources.
<p>CEN/WAT/09 Mr T G K M B Wijepala. Investigation Officer, Consumer affairs Authority, Kandy.</p>	<ul style="list-style-type: none"> • The consumer face Sevier difficulties when water supply is interrupted without prior notice. • Nowadays with advance technology at least these interruptions could be conveyed through SMS but this is happening in only few places and this has to be done in everywhere. • Water connections are given without water meters and it takes about 3 years to installed a water meter and the consumer get a very high bill. • These situations have to be solved amicably otherwise they complain to 	<ul style="list-style-type: none"> • Water interruptions should be informed in advance through an SMS system. 	<ul style="list-style-type: none"> • When regulation started regulatory tools will be introduce for NWSDB to improve the customer interface, i.e. complaint handling, dissemination of information etc. which may include SMS as well. • The fixed charge is charging for the maintain of the system up to the customer meter and the cost of

	<p>our authority where we have no authority to interfere with those Institutions.</p> <ul style="list-style-type: none"> • There are situations where water service is available for 20 minutes per day for maximum 2 days per month but the fixed charge is charge for the whole month which is unreasonable. 		<p>giving a bill monthly etc. Therefore, fixed charge, Irrespective of usage.</p>
<p>CEN/WAT/10 Mr K P Welikannage. Director, CEA, Central province.</p>	<ul style="list-style-type: none"> • Water sources are polluted due to human activities, animal activities and natural disasters and this is always in rising trend. • Annual water requirement should be assessed, and the water requirement should be released in a systematic way. • The authority of water sources has been divided into number of level authority and given to number of institutions so that no one institute can take a decision. This has to be given to one institution to practice. • We must assess how much water is wasted at household level and partially treated water should be given for washing purposes to save the resources. 	<ul style="list-style-type: none"> • Water sources should be mapped using GPS technology and technology used by developed countries should be adopted to mitigate these effects. • Authority of water sources should be given to a single organization. 	<ul style="list-style-type: none"> • PUCSL will initiate a study on streamlining decisions on access to water sources and allocation decisions. • Pollution of water source has to be controlled by giving the responsibility to one organization. • Dual water system has to be maintained to save the treated water.
<p>CEN/WAT/11 Mr.A W A B Arambepola. Retired Principal.</p>		<ul style="list-style-type: none"> • NWSDB should start supplying Bottled water because they can earn a profit which could be used to construct water supplies in other areas. 	<ul style="list-style-type: none"> • It is a commercial decision of NWSDB. There are sufficient number of Bottled water suppliers in the market. No much evidence to justify State owned,

			<p>NWSDB involving in bottled water.</p> <ul style="list-style-type: none"> • However, there could be a room for bulk water sales in movable tanks etc. in view of addressing the last mile distribution problems where pipe borne is not feasible.
<p>CEN/WAT/12 Mr. K A Wimalasiri. Community Police Division. Udurawana.</p>	<ul style="list-style-type: none"> • There is a water shortage in Udurawana GN division from Doragamuwa up to Udurawana and water connections are given only those who live by the side of the main road. • Since there are no other options available in the area and people are facing hardship for domestic water. • It was informed that a project is going to commence to cover the entire area but not yet materialized. • There are bowser supply providers who supply water at a high cost, but their quality of water is questionable. 	<ul style="list-style-type: none"> • If rainwater systems could be provided as an interim solution for the time being will be a relief. 	<ul style="list-style-type: none"> • Kandy North water supply project has to be expedited. • Rain water system is a sensible answer. It could be developed by people themselves with technical assistance from NWSDB. • Quality of bowser supply Services to be ensured through regulation. It is good that NWSDB could provide water for bowser suppliers at a cost recovery tariff.
<p>CEN/WAT/13 Mr R M U Punchi Banda, Pradesiyaa saba Member, Raththota. 16/1, Galekotuwa, Kaikawela, Matale.</p>	<ul style="list-style-type: none"> • There are CBO schemes in Galekotuwa area in Ratthota PS division. The water sources are gravity schemes originated from estates in the upper catchments which are heavily polluted. • Water quality is not even monitored by the PHIs. Water meters are not working 		<ul style="list-style-type: none"> • PUCSL trying to develop solution to ensure the accountability of CBO management towards their customers. However, the success so far is very limited. Since

	<p>but they issue bills to all the connections without replacing the water meters.</p> <ul style="list-style-type: none"> • Those who live above the roads are not getting water, but they are also being billed. The water quality is not satisfactory at least PHIs must check this water. 		<p>the world bank assistance extending to other areas situation might get better in the future.</p>
<p>CEN/WAT/14 Mr. S E J Thilakaratna, Deshodaya, 178, Horagolla, Wehigala, Matale.</p>	<ul style="list-style-type: none"> • There is a very high demand for water in the area and CBOs are supplying water from even heavily polluted sources. • A proper investigation has to be done to rectify this. • CBOs commence water supply schemes without getting proper investigations therefore a monitoring center should be established to give feed backs for these CBOs. 	<ul style="list-style-type: none"> • A monitoring center should be established to assist the CBOs. 	<ul style="list-style-type: none"> • PUCSL will consider this when policy advices are developed.
<p>CEN/WAT/15 Mr. Lalith Ananda. Chairman, Central Province CBO forum,125,Ruwanpura, Werrellagama.</p>	<ul style="list-style-type: none"> • There are 484 GNDs in the Central province and there are 480 CBO schemes serving a population about 400,000 through 54,318 families. 12% Of the entire population is covered through CBO schemes. • CBO schemes are the schemes which are planned, constructed and maintain by the community. • When CEB disconnect the electricity supply there is no one to tell about that, when NWSDB disconnect the water supply there is no one to tell about that but When CBO disconnect 	<ul style="list-style-type: none"> • Leadership training programs and appreciation of services to be done for the CBOs 	<ul style="list-style-type: none"> • The proposal on Leadership training and appreciation of services is well taken. The Department of Community water supply could seriously look into this proposal. • capacity of the CBO staff has to be developed through training. A dedicated training center for CBOs with technical assistance

	<p>the water supply there is a person in the village to tell and correct it soon.</p> <ul style="list-style-type: none"> • CBO supplies water to the places where Water Board unable to supply water. • The DGM Water Board presented that they do not have water supplies in Minipe DS division but there are 24 CBO schemes operating in the Minipe DS division. • Funds should be providing to construct intakes, pump houses and water tanks for the identified water supply schemes. • Water sources should be identified with the assistance of NWSDB. 		<p>from NWSDB could be arranged in this regard.</p> <ul style="list-style-type: none"> • Fund for the Capital development of the CBO schemes has to be generated through various funding sources, i.e. bank loans, etc. to be settled by using the revenue.
<p>CEN/WAT/16 Water Supply Engineer, Municipal council Kandy.</p>	<ul style="list-style-type: none"> • KMC operate and maintain both water supply and sewerage schemes within KMC area. • Mahaweli river is the main source of water supply and water is abstract at Getambe and treat and supplied to the Municipal area. • Water supplies free of charge to Dalada Maligawa, schools and bathing places in the town. NRW is 40% and when you count 10% for free water actual losses are 30%. 	<ul style="list-style-type: none"> • Water losses could be reduced by using quality water fittings. • The consumers should be educated on water savings. 	<ul style="list-style-type: none"> • Proposals are well taken and PUCSL has already started standardizing of water fittings
<p>CEN/WAT/17 Mr A G N Palansuriya, Pethum niwasa, Hunukotugama, Mahaudagama, Gampola.</p>		<ul style="list-style-type: none"> • Construction of hand pumps to be closely monitored. 	<ul style="list-style-type: none"> • Ground water extraction to be monitored/regulated. • Legal provisions to be studied and based on the recommendations a policy advice will be

			developed
CEN/WAT/18 Mr. H P W Amarasuriya, Chairman, Malwattagama CBO, Malwattagama, Meethalawa.	<ul style="list-style-type: none"> • This is the most successful CBO in the Central Province and obtained the first place in 2016 and 2017. • University students, school children, PHTs and new CBOs visit for education purposes therefore an overhead projector is necessary. • The monthly income is around Rs150,000/ and the monthly electricity bill is about Rs.90,000/- to Rs 100,000/. The present electricity tariff about Rs 18.50 and if there could be reduced more benefits could be given. • The length of the distribution is about 17km and if duty free vehicle like motor bike, three wheel or small lorry could be providing for transportation it could earn an additional income as well. • This scheme has been in operation for 13 years 	<ul style="list-style-type: none"> • Water quality should be monitored at least biannually. • The next generation is not interested about this voluntary services therefore government will have to take over these CBO schemes in the future. 	<ul style="list-style-type: none"> • Instructions have already been issued to the department of community water supply to coordinate with CEB and obtain “industry tariffs category” • Succession plan has to be developed for the continuous Maintenance of CBO schemes.
CEN/WAT/19 Mr R Eakanayake, Pradesiya Sabbawa Yatinuwara.	<ul style="list-style-type: none"> • There are 6 rural schemes maintained by the Pradesiya Saba and distribution of water in the dry spell is a problem due to lack of pump operators and labourers. • Water quality is also not satisfied as chlorination is the only treatment done at the moment. • Sources are depleting rapidly and about 750 consumers are suffering. 	<ul style="list-style-type: none"> • Expect the NWSDB to take a suitable action. 	<ul style="list-style-type: none"> • A voluntary transfer to NWSDB could be considered under NWSDB Act. or • Required carder should be provided to Pradesiya saba to maintain their water supply schemes.
CEN/WAT/20 Mr. Piyasena Dissanayake. Giraulla.	<ul style="list-style-type: none"> • A water supply scheme belongs to Ganga Ihala Korale Pradesiya Saba was handed over to a CBO for the operation 	<ul style="list-style-type: none"> • PUCSL to settle a water sharing issue in the CBO. 	<ul style="list-style-type: none"> • Based on the representations made during the public

	<p>and it was functioning properly till 2012.</p> <ul style="list-style-type: none"> • The source was located in a large land and it was partitioned and sold to various parties. The land where the source is located had to be acquired to operate the scheme but the Pradesiya Sabawa is not interested to acquire the land. • An INGO called World Vision has earmarked this source to be used to supply water to another village. The PUCSL has been requested to interfere and solved the matter. 		<p>consultations on water sources related issues, A study has been initiated to study the background of the problem in legal and technical terms. Based on the recommendations a policy advice will be developed</p>
--	---	--	--

Public consultation in North Central Province held at Anuradhapura

Name of the presenter	Brief of the presentation	Suggestions from the Presenter	Solution
NCP/WAT/01 Mr. Donald Weerasekara. President, Community Services Development Society. Nuwaragampalata.	<ul style="list-style-type: none"> • Internal water losses In the Government offices are high. 		<ul style="list-style-type: none"> • Losses incurred after the meter point is completely under the purview of tariff customer. • Systems to be introduced to overcome losses. • From economic perspective best solution is to make water tariff cost reflective then efficient use will come into the system.
NCP/WAT/02 Mr. H M Thilaka Bandara. Secretary, Chief Ministry.	<ul style="list-style-type: none"> • There is a trend to install RO plants everywhere without considering the disposal of waste water which is another environmental problem. • NWSDB spend huge money to treat water and distribute to the people but 		<ul style="list-style-type: none"> • Environment approval to be introduced to RO plants, however, this may increase the price of the RO water. • NWSDB to be requested to have awareness programs for the

	<p>the people have no confidence on the quality of that water to drink.</p> <ul style="list-style-type: none"> • People use bottled water for drinking but there is no guarantee for the quality of that water too. 		<p>quality of their water supplies.</p> <ul style="list-style-type: none"> • There are certain precautions taken by Health Ministry over bottle water. Lack of awareness seems to be the problem.
<p>NCP/WAT/03 Eng. G V Wijereatna. Deputy General Manager, NWSDB, North Central Province</p>	<ul style="list-style-type: none"> • Pipe borne coverage in Aunradhapura and Pollonнаруwa are 33% and 26% respectively through NWSDB. • CBO pipe borne coverage are 24% and 30% in A”pura and Po’наруwa but there are quality and quantity problems in CBO schemes. • Altogether there are 58% and 57% coverages in Anuradhapura and Polonnaruwa districts, CKDu is prevailing in the areas where there is no pipe borne water supply. • No CKDu patients have been reported in piped water supply areas. • therefore, it has been planned to increase the pipe borne coverage to 90% by 2024. • There are 450 RO plants operated in the province through the CBOs and discharges of those plants may create a problem in the future. • Sources for the major water supply schemes are tanks and abstracting water from these tanks is becoming critical due to protests from the farmers. • NWSDB uses 1-2% of the capacity of the tank for drinking purposes but still farmers protest. 	<ul style="list-style-type: none"> • There must be a strong mechanism to share the water sources such a mechanism to be developed to share the water resources. 	<ul style="list-style-type: none"> • A study has been initiated by the PUCSL to understand the background of access to water sources and allocation of water at the source. Based on the recommendations of the study a policy advice will be developed. • From the water utility side consensus to be reached with irrigation where to access the water sources. If it is in upper elevation there is a responsibility of the water utility to draw pipes and carry water long distance. Such investment to be borne by water customers (however, based on the findings of study final recommendations will be made). • A regulation mechanism must be developed for the usage of RO plants. • A catchment protection Programme has to be established by introducing some by-laws.

	<ul style="list-style-type: none"> • Water sources are polluted heavily due to human activities especially due to high usage of fertilizer and agro chemicals. • Acquisition of lands for the implementation of projects also difficult due to time consuming procedures. 		
<p>NCP/WAT/04 Mr. W Thilakaratna Bandara. President, Mahakandarawa Farmer Association, Mihintale.</p>	<ul style="list-style-type: none"> • Policies must be developed for the sectors which are essential for the day to day life. • CKDu and Cancer become a serious health hazard to NCP people and the quality of 80% of the drinking water is not suitable for drinking (no evidence to support). • NWSDB does a commercial business rather than a water supply. • Who ensures the quality of drinking water? You cannot say water is safe by just adding some Cl 2 to water. • Agro chemicals and artificial fertilizer adding to the ground water and pollute the rivers and tanks in the NCP and ground water will no longer be available for agriculture purposes. • Quality of the water supplied by the NWSDB through pipes cannot be guaranteed as the DMO office says that water is not cleaned. • There are four vehicles distribute water in the villages for Rs 2 per liter but there is no one to assure the quality of that water as well. • PUCSL should interfere to ensure the 	<ul style="list-style-type: none"> • Policies must be developed for the essential sectors. • PUCSL should intervene to assure the quality of water supplied by the tankers. 	<ul style="list-style-type: none"> • Policies and guide lines must be prepared to cater the needy areas of the country. PUCSL also could contribute through policy advices on sectors come under the commission purview. • Any utility is a business! Cost recovery has been recognized. However, vulnerable consumer groups to be protected through specific programmes. • NWSDB should be informed to have awareness programs to educate the public about the quality of their piped water supply. • Catchment protection programs have to be implemented through the stake holders to preserve the water sources.

	supply of quality water.		
NCP/WAT/05 Mr. E M Upatissa Bandara. Member Sarvodaya Thalawa.	<ul style="list-style-type: none"> • There is no national policy for the water filters available in the market. • CKDu is very critical in the area. • Glyphosate is again available in the market. 	<ul style="list-style-type: none"> • National policy has to be developed for domestic water filters. 	<ul style="list-style-type: none"> • A set of minimum standards (SLS) could be introduced on water filter.
NCP/WAT/07 Ms. Indrani Ambatalawa. Chairman, Sarvodaya Thalawa.	<ul style="list-style-type: none"> • CKDu is prevailing in the area and all the sources are polluted with Agro chemicals. • Chemical spraying tanks are also washed to the water sources and the farmers must be educated to wash the tanks in different place. • The drinking water is taken from the lorry coming to the village but that does not solve the problem. • Shallow wells in the village must be improved and used for drinking purposes. NWSDB officials must help to improve those wells. • Organic farming should be introduced in home gardening. 	<ul style="list-style-type: none"> • Farmers must be educated to use the spray machines without polluting the water sources. • Shallow wells in the village must be used to get cleaned water for domestic use. • Organic farming must be encouraged. 	<ul style="list-style-type: none"> • Catchment protection programs must be arranged through the water sector stakeholders. • Harvesting full potential of consumer own water sources i.e. shallow well, Rainwater Harvesting also should encourage.
NCP/WAT/08 Mr. E R Thilakaratna. Divisional Secretary Mahavillachchiya.	<ul style="list-style-type: none"> • PUCSL has been entrusted with the regulation of Water and Sewerage and this has to be extended to village areas also. 	<ul style="list-style-type: none"> • PUCSL should regulate the rural water supplies also. 	<ul style="list-style-type: none"> • PUCSL is very much willing to accept that responsibility, however prevailing legal provisions do not allow.
NCP/WAT/09 Mr. B H P Nishantha. Council Secretary, PS, Madyama Nuwaragam Palatha.	<ul style="list-style-type: none"> • Our PS is a poor PS and there are water supply schemes but water is available for only 5 months. • No funds to develop the water supply scheme and the catchment area. • Therefore water is not available after August. 	<ul style="list-style-type: none"> • Funds to be made available to develop water supply schemes. 	<ul style="list-style-type: none"> • If nearest water source exists only for five months, it means that more strong water source is required to ensure the continuous supply. Such source may go beyond the boundaries of PS. Therefore, the agency like NWSDB should take over such schemes

			and develop a holistic scheme to cover all feasible areas.
NCP/WAT/10 Mr. Herthhamige Dissanayaka. Chairman, PS, Medawachchiya.	<ul style="list-style-type: none"> • There are 55000 populations in the PS area and 7000 populations is served with drinking water facility. There are 1672 kidney patients in the area. A solution should be given through the regulation of water supply. 	<ul style="list-style-type: none"> • Provide quality water, as a solution for the CKDu areas. 	<ul style="list-style-type: none"> • Madewachchiya water supply scheme is currently under construction.
NCP/WAT/11 Mr. P G Nihal Rajaratna. OIC, Dutuwewa Mahasen CBO, Dutuwewa.	<ul style="list-style-type: none"> • CBO supplies the water at the rate of Rs 15.0 per m³ which is higher than the NWSDB rate. • CBO officers does not have the financial capacity and they have to be trained. • They must also to be trained for the Loan programs. • Two RO plants have been provided to the CBO but future programs of RO plants not known. 	<ul style="list-style-type: none"> • CBO officer's financial capacity must be enhanced. 	<ul style="list-style-type: none"> • A guideline on financial and operational issues on CBO will be issued through the DOCWS.
NCP/WAT/12 Mr. A A Nirosh Ruwankumara. Development Officer, Department of community Water Supply. Anuradhapura.	<ul style="list-style-type: none"> • Prime responsibility of the Department is to supply drinking water by solving issues in CBOs. • Protection of catchment areas. • Solid waste management. • Disposal of solid waste to Irrigation tanks have to be stopped. • No facilities to test water quality in the regional level and facilities only available in NWSDB and it is expensive. • Department also help to develop water safety plans. 		<ul style="list-style-type: none"> • The PUCSL will explore the possibility of introducing a voucher system for CBOs to get test done from nearest laboratory available
NCP/WAT/13 Ms. Sheele Dissanayake. Member, Cultural	<ul style="list-style-type: none"> • Drinking water is taken from venders who bring water through trucks, but their quality is not guaranteed and no one knows the source. 		<ul style="list-style-type: none"> • Truck and bowser services will also come under the regulatory purview. • However, when regulation

Board, Rajanganaya.	<ul style="list-style-type: none"> • PHIs do not check the quality of that water. • CBO scheme is close by, but they charge Rs 30,000 to 40,000 to install the connection and monthly bill also to be paid. Therefore, poor people cannot get water. • Please arrange a good water service. 		<p>introduce there could be difficulty for such service providers adopt to the regulation.</p> <ul style="list-style-type: none"> • Alternative distribution system has a role to play in water distribution in areas where the pipe borne is not feasible.
NCP/WAT/14 Mr. P B Dissanayake. DG, Agriculture, commerce and industry development Board, Anuradhapura.	<ul style="list-style-type: none"> • The business community needs a good water supply. • The drinking water sources must be protected. • Because of the bad quality of drinking water people will have to use bottled water. 		<ul style="list-style-type: none"> • Importance of having a water supply which meets the standards is well take.
NCP/WAT/15 Mr. K M G Gunaratna Kariyawasam. Chairman, Rural Housing Development Committee, Palugasdamana.	<ul style="list-style-type: none"> • Drinking water quality is not good and the water meter is not working. Cl2 is used for disinfection which is suitable for drinking water disinfection. 		<ul style="list-style-type: none"> • Such complaint should first submit to the services provider and if consumer do not satisfy with the answer, consumer could seek redress from the commission. However, the commission redress is available only when regulation start
NCP/WAT/16 Mr. Indika Udayakumara. PS Thalawa.	<ul style="list-style-type: none"> • Pipe lines have been laid along the main roads and NWSDB charges to lay the pipe lines along the by lanes, but roads are not reinstating by the NWSDB. • Pradesiya Saba (PS) spends funds to supply water through bowsers but the Government funds comes to the Divisional Secretary. This has to be stream line so that PS should get funds to provide water services to the 		<ul style="list-style-type: none"> • Road reinstating responsibility is vest with the respective road authority i.e. RDA, Provincial council, Pradeshiya Sabaha. NWSDB lay the pipes and compensate the road authority on reinstating.

	community.		
NCP/WAT/17 Mr. K N Chitrasena. CBO, Ranpathwala.	<ul style="list-style-type: none"> • Ranpathwala CBO in kahatagasdigiliya supplies water to the village but the water distribution is not regular as the operators are not trained. • Government should provide training for them to operate the scheme properly. RO water is used for drinking but that water does not contain any minerals therefore using RO water will be a problem in the future. • Everybody should be given a quality water. • Quality of water in the agro wells are suitable for drinking and agro wells should be used to supply drinking water. • Equipment of the NWSDB should be used to investigate for drinking water. • New Wahalkada scheme will cover number of DS divisions and when they cover a large area some of the CBOs may disappear. Therefor undesirable effects of big schemes must be mitigated. 	<ul style="list-style-type: none"> • Since the quality of water in the Agro wells are acceptable those wells could be used for drinking purposes. • Acquisition of CBO schemes from major water supply schemes should be controlled. 	<ul style="list-style-type: none"> • A guideline on financial and operational issues of CEB will be issued through the DOCWS. • Improve the awareness on Pros and Cons of RO water.
NCP/WAT/18 Ms. A. A. M Sandya Malkanthi. Secretary, Swarnahansa CBO, Sewanapitiya, Polonnaruwa.	<ul style="list-style-type: none"> • Drinking water is a serious issue in Welikanda area as ground water is hard and not available in the dry seasons. • CKDU is prevailing in the area. • There are CBO schemes who supply Mahaweli water without any proper treatment and that water supply also irregular during dry periods. • The proposed water supply scheme to 		<ul style="list-style-type: none"> • To expand the water supply into unserved areas, need investments. As a strategy, the limited funds available with Government should allocated for rural areas while commercially viable areas open up for private investments. A policy advice to be developed in line with this

	cover all the villages in Welikanda area has to be regulated properly to get a good water supply scheme.		strategy.
NCP/WAT/19 Mr. K V D Abayaratna. Secretary, Civil Defense Committee, Bediwewa.	<ul style="list-style-type: none"> Well water in Bediwewa is not suitable for drinking purposes therefor a water supply scheme was constructed in the village using Mahaweli water but now Mahaweli water is not supplied to the scheme but water is abstract from a tank. Now water contain high dosage of Cl2 and mud. Therefore, water is not drinkable. There are lot of CKDU patients in the village and request for a good water supply scheme. 		<ul style="list-style-type: none"> Significant investment is required to expand the water supply into unserved areas. As a strategy, the limited funds available with Government should allocate for rural water supply while commercially viable urban water and sewerage open up for private investments. A policy advice to be developed in line with this in view of solving the rural water issues in the long-run
NCP/WAT/20 D A Palleguruge. Secretary, RDS	<ul style="list-style-type: none"> There is no confidence about the Water supply by vehicles and water supply by tanks are also not in good quality. 		<ul style="list-style-type: none"> Quality to be ensured when regulation started on such water services. However, if a bowser/movable tanks provide water service, regulation should not be an undue burden on such businesses.
NCP/WAT/21 Mr. Tharaka Widanagamaachchi. AD, CAO, NCP.	<ul style="list-style-type: none"> Consumer service Authority has reduced the price of 500ml water bottle to Rs35/ from Rs50/. The water bottle should have the SLS certification and there is a standard for the label also. All the pipe fittings must have the SLS certification and the public should be educated to procure only the SLS certified pipe fittings. 		<ul style="list-style-type: none"> Consumer empowerment is required and PUCSL through consumer network and CCC, consumer empowerment is being carried out.
NCP/WAT/22 Ms. Manel	<ul style="list-style-type: none"> We live in Minneriya colony and get the water service from the NWSDB scheme. 		<ul style="list-style-type: none"> Catchment protection programs/water safety plan to be

<p>Kulathilaka. President, Muditha Senior Citizen society, Hingurakgoda.</p>	<ul style="list-style-type: none"> • Quality of water is very bad and we use bottled water for drinking. • Water tanks are not cleaned regularly and fishing near the pump house pollute the raw water and Cl2 concentration is very high make the water not drinkable. • Arrangement has to be done to protect the water source. 		<p>developed with community participation.</p>
<p>NCP/WAT/23 Ms. R M Bisomenike. Treasurer, Sri parakrama Sanasa Society, Polonnaruwa.</p>	<ul style="list-style-type: none"> • Chlorination is the only treatment for drinking water and muddy colour is there. • Therefor water has to be kept for few days to settle which leads to various illnesses. • Ultimately use well water which is also not clean. 		<ul style="list-style-type: none"> • It seems that it is Partial treated water. Full treatment plant is a significant investment. A possible approach would be the limited funds available with Government should allocate for rural water supply while commercially viable urban water and sewerage open up for private investments.
<p>NCP/WAT/24 Mr. W Nila Uddeen. Convener, Sarvodaya, Hingurakgoda.</p>	<ul style="list-style-type: none"> • The water connection was taken about a year ago. Now RDA asked to remove the pipe line re-lay the same on our cost. Please avoid these situation in the future. 		<ul style="list-style-type: none"> • When regulation started the interface between customer and service provider will be more strengthened. Regulatory tools of Supply service code, consumer rights and obligation will be able to address this kind of issues.
<p>NCP/WAT/25 Ms. M Nilmini Irosha. Chairman, Leather product Producers Association,</p>	<ul style="list-style-type: none"> • Sewerage and sanitation is very important even at the village level. There are pit latrines in villages and they submerged during the rainy periods and pollute the wells. Community has to be educated on these pollutions. • Shallow wells in the village are the solution for the drought but community 	<ul style="list-style-type: none"> • Villages have to be educated about the pollution of water sources. • Shallow wells could be used during the dry season by rehabilitating them properly. 	<ul style="list-style-type: none"> • The point made on sewerage is very valued. Having alternative supply i.e. wells, rain water harvesting etc. is important and community to be educated on the same.

	<p>has to be educated to rehabilitate the well.</p> <ul style="list-style-type: none"> No pipe borne water in the area therefore drinking water is bought from the shops. 		
<p>NCP/WAT/26 Mr. Asoka Senaratna. Regional reporter, Lakehouse, Anuradhapura.</p>	<ul style="list-style-type: none"> NWSDB is responsible for drinking water supply but they do not do their part. They have laboratories, officers and other resources to carry out their job. Water sources have been polluted with agricultural wastes such as glyphosates. Attention must be paid on CBO schemes. Water sources from Irrigation schemes supply good quality water. 		<ul style="list-style-type: none"> If there are complaint on water services provided by NWSDB such compliant to be submitted to NWSDB even up to DGM level. When regulation started PUCSL also can intervene to resolve disputes Catchment protection and water safety planning to be introduce with community participation
<p>NCP/WAT/27 Mr.S H S Bandara. Member, CCC, Anuradhapura.</p>	<ul style="list-style-type: none"> There is a problem in water quality of water supply by water supply schemes in Anuradhapura. A study must be done on Ground water potential in Anuradhapura district. Limited resources like water should be used carefully. 	<ul style="list-style-type: none"> Ground water potential in Anuradhapura district must be assessed. 	<ul style="list-style-type: none"> Ground water assessment is a good idea and it has to be done in collaboration with Water Resources Board,

S. Jayasinghe
Deputy Director
Consumer Affairs Division

R. Balasuriya
Consultant
Water Service

B C. Pasindu
Assistant Director
Regulatory Affairs