



ANNUAL REPORT
TO THE RIGHT TO INFORMATION COMMISSION OF SRI LANKA
YEAR ENDING 31st DECEMBER 2017



ANNUAL REPORT TO THE RIGHT TO INFORMATION COMMISSION
YEAR ENDING 31st DECEMBER 2017

1. Details of Public Authority:

1.1. Name:

PUBLIC UTILITIES COMMISSION OF SRI LANKA

1.2. Address:

6th Floor, BOC Merchant Tower, St. Michael's Road, Colombo 3, Sri Lanka.

1.3. Web-link:

www.pucsl.gov.lk

1.4. Name of line Ministry/Provincial Ministry (if the Public Authority is not a Ministry or a Provincial Ministry)

Ministry of National Policies and Economic Affairs

2. Briefly describe the mandate and the nature of services offered by the Public Authority

Objectives, functions and the legal framework of **Public Utilities Commission of Sri Lanka (PUCSL)** have been defined under the Public Utilities Commission of Sri Lanka Act No 35 of 2002, the Sri Lanka Electricity Act No.20 of 2009 and the Sri Lanka Electricity (Amendment) Act No.31 of 2013. PUCSL has a broad mandate to act both as a consumer protection authority, as well as an advisory, inspection and policy formulation body in Sri Lanka and has been performing a vital role in regulating economic, safety, technical and regulatory aspects of the electricity sector in Sri Lanka and ensures that the electricity sector in Sri Lanka has adequate investments, greater availability, efficient supply, and improved quality of services for electricity consumers.

PUCSL acts as the shadow regulator for lubricant market of Sri Lanka and provides advice and assistance to relevant authorities on policy and regulatory aspects pertaining to the lubricant industry. PUCSL expects to commence its role as the authorized regulator for the petroleum industry with proposed amendments to the petroleum industry legislation, which is expected to be enacted by the Parliament.

The Commission has also been given authority to regulate water service industry through the PUCSL Act. However, the respective act to regulate the water sector is also yet to be enacted through parliament.

3. Name and contact details of the Information Officer and the Designated Officer

Information Officer	Mr. Jayanat Herat Director – Corporate Communications 011-2392606-8 jayanat@pucsl.gov.lk
Designated Officer	Mr. Damitha Kumarasinghe Director General 011-2392606-8 damitha@pucsl.gov.lk

4. Compliance Review

	Please provide details (§7, §8 and §9 of the Act read together with the Rules and Regulations of the Commission)	
1	Provide details of how records are maintained, catalogued and indexed?	
	Records and reports of the Public Utilities Commission are in chronological order in the record room and library and maintaining a copy of the original of the documents and records kept and deposited therein in accordance with the controls issued by the commission (PUCSL).	
2	Provide details of records maintained in electronic format?	
	<ul style="list-style-type: none"> • Reports and records are stored and maintained in a local file server. • All public information has been published on the website of Public Utilities Commission of Sri Lanka 	
3	Provide details of how the following information is made known to the citizens.	
	Information on powers, duties, and functions of officers and employees of the Public Authority and the procedures followed in decision- making.	<ul style="list-style-type: none"> • On the website of Public Utilities Commission of Sri Lanka • Reports of the Public Utilities Commission of Sri Lanka
	Norms set for the discharge of the functions, performance of the duties and exercise of the powers of officers and employees of the Public Authority	<ul style="list-style-type: none"> • Reports of the Public Utilities Commission of Sri Lanka
	Rules regulations, instructions, manuals and other categories of records used by the officers and employees of the Public Authority in the discharge of their functions, performance of their duties, and exercise of their powers.	<p><u>Acts</u></p> <ul style="list-style-type: none"> • Public Utilities Commission of Sri Lanka Act No. 35 of 2002 • Sri Lanka Electricity Act No. 20 of 2009 • Ceylon Electricity Board Act • Amendment to Sri Lanka Electricity Act No. 31 of 2013 (dated 17th August 2013) <p><u>Policies</u></p> <ul style="list-style-type: none"> • Government Policy on Fuel Diversity • Sri Lanka Energy Sector Development Plan For A Knowledge-Based Economy 2015 – 2025 • General Policy Guidelines • National Energy Policy • A Compassionate Maithri Governance a stable country <p><u>Manuals</u></p> <ul style="list-style-type: none"> • Regulatory Manual <p><u>Regulations</u></p> <ul style="list-style-type: none"> • Regulations for Electricity Applications for Licences, Extensions of Licences and Exemptions • Regulations for Consumer Consultative Committee • Regulations for Electricity (Electrical Inspectors' Functions, Duties and Procedures)

		<ul style="list-style-type: none"> • Regulations on Electricity Safety, Quality & Continuity • Electricity (Transmission) Performance Standards Regulations • Electricity (Distribution) Performance Standards Regulations • Utility-Driven Demand Side Management (DSM) Regulations • Regulations for Electricity Meters (DRAFT). • Issuance of Certificate of Exemption for Domestic Solar Power Generation • Imports License and Standardization and Quality Control Regulations 2017 - Plugs and Socket Standardization
		<p><u>Rules</u></p> <ul style="list-style-type: none"> • Information required ascertaining insufficient means to defray in total at once the expenditure relating to connection and supply of electricity- Rules No. 04 of 2016. • Electricity (Procurement) Rules • Electricity (Procedure for Review and Adjustment of Tariffs) Rules • The Electricity (Dispute Resolution Procedure) Rules-NEW • The electricity (Dispute Resolution Procedure) rules-OLD <p><u>Codes</u></p> <ul style="list-style-type: none"> • Rules on Procedure for Review Adjustment of Tariffs (DRAFT) • Least Cost Generation Expansion Planning Code • Transmission Planning Code • Distribution Planning Code • Supply Service Code • Distribution Code • Grid Code <p><u>Methodologies</u></p> <ul style="list-style-type: none"> • Tariff Methodology for Transmission Customers • Methodology for Merit Order Dispatch • Methodology for Estimation of Energy Supplied • Tariff Methodology • Methodology for Charges • Non-Conventional Renewable Energy (NCRE) Tariffs Methodology <p><u>Guidelines</u></p> <ul style="list-style-type: none"> • Guideline on Interruption to Electricity Supply • Guideline on removing or shifting of pole or line • Guideline on Change of Tariff Customer • Guideline on Determination of Tariff Category Etc.

	Details of facilities available to the citizens for obtaining Information under the Right to Information Act.	<ul style="list-style-type: none"> Public can obtain user-driven, and regularly updated information through accessing the official website www.pucsl.gov.lk or by sending a request to PUCSL detailing the request either by post or email. Apart from that, it is also possible to get available information from the information desk at PUCSL.
	Details of budgets allocated indicating the particular of plans, proposed expenditure and reports on disbursements made.	<ul style="list-style-type: none"> Annual Budget - Public Utilities Commission of Sri Lanka Annual Report - Public Utilities Commission of Sri Lanka Activity Plan - This report presents the activities of PUCSL for the year and budgets in respect of those activities. The framework for the planning is based on the objectives and functions stipulated in the Public Utilities Commission Act No 35 of 2002 and the Sri Lanka Electricity Act No. 20 of 2009. Annual Audited Accounts - Public Utilities Commission of Sri Lanka
4	Is information made available in all three languages? Yes	
5	If the Public Authority is a Ministry, how many urgent and other projects' details were made known during the year?	
	Foreign Funded Projects (3 months prior to commencement)	NA
	Locally funded Projects (3 months prior to commencement)	NA
	Foreign funded urgent projects (7 days prior to commencement)	NA
	Local funded urgent projects (7 days prior to commencement)	NA

5. Details of information requests during the year:

		Number
1	Number of information requests for the year	15
2	Number of requests for which information has been provided fully	13
3	Number of requests for which information has been provided partially (Non-availability of information)	02
4	Number of information requests refused or denied in terms of Section 5 of the Act	-
5	Number of information requests denied, other than for reasons contained in Section 5 of the Act	01
6	What is the average time (number of working days) taken to respond to an information request?	10
7	How many information requests were received by post?	09
	How many information requests were received by e-mail?	06
	How many information requests were received by any other means other than by post or e-mail	-

6. Type of information requests

With regard to what type of information were the highest and second highest number of information requests were received.	
Highest	- Prevailing policies for energy sector in Sri Lanka
2 nd Highest	- Information on electricity power plants in Sri Lanka
How many information requests were received in respect of the following categories	
	No.
Procurement related	-
Establishment matters (Organizational Information)	1
Political victimization	-
Financial (including budgets and projects)	1
Environment	-
Policy	9
Others (Information on electricity power plants in Sri Lanka, clarifications for solutions provided for electricity related complaints, etc.)	4

7. Requester Profile

	Number of requests	% of the total
Number of information requests by individual citizens	13	86.66
Number of information requests by institutions	02	13.33
Specify the number requests from each of the following provinces		
Central Province	-	-
Eastern Province	-	-
North-Central Province	-	-
Northern Province	-	-
North-Western Province	-	-
Sabaragamuwa Province	-	-
Southern-Province	-	-
Uva Province	-	-
Western Province	15	100

8. Were any sanctions/disciplinary action imposed on any person for refusing to provide information? (Please provide details)

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9. Appeals and Commission Directions

	Number
APPEALS TO THE DESIGNATED OFFICER	
Number of appeal made to the Designated Officer	-
Number of times the information was provided at the direction of the Designated Officer	-
APPEALS TO THE RIGHT TO INFORMATION COMMISSION	
Total no of appeals, of which the Public Authority has notice of, lodged with the Commission against refusal to communicate information	-
Total number of times the Commission ordered/directed that information be provided (No of successful appeals in favor of the appellant)	-

10. Information Management and storage of records.

10.1. Please provide details of the information management and storage system?
Reports and records are being stored in chronological order in the record room and library. Human Resource Information System (HRIS) is currently being used for the management of information related to HR and administration of PUCSL under its human resource and administration legislative processes. Information has been published on the website in digital format and stored in a local file server. PUCSL has introduced a new Document Management System, which allows for documents to be properly managed with quick and easy retrieval and implementation of the system to PUCSL is expected to be completed in 2018.
10.2. Was the system updated during the year? If yes, please provide details
Yes. <ul style="list-style-type: none"> Corporate Communications division of Public Utilities Commission of Sri Lanka continuously updates the website and other divisions update their respective storage systems continuously to meet the current requirements in terms of user requirement, management and technical perspectives.
10.3. Provide details of the way in which records are stored? (e.g. record room, electronic data bank with/without documentary back-up, on site/off site)
<ul style="list-style-type: none"> Reports and records are stored in the website, record room, and library of Public Utilities Commission of Sri Lanka. And also, in a local file server with documentary back-up. Off-site – Reports and publications are kept at Department of National Archives according to relevant guidelines and practices. Apart from that, digital records are stored on an offsite database server.
10.4. Are the records in storage referenced, indexed and stored in an easily retrievable manner?
All records are stored in chronological order and are retrievable.
10.5. Provide details of improvements or changes were carried out during the year to the indexing and referencing system referred to above
New Document Management System has been introduced that allows for documents to be properly managed and easily located in and implementation of the said system to PUCSL is expected to be completed in 2018.

10.6. On average how much time is required to search and produce a record that is in storage?
Within 10 days.
10.7. In case of physical storage, are the records stored on-site, off-site or both?
The records are stored in both on-site and off-site.
10.8. Have you provided for maintaining of existing records (up to 4 th August 2016) for 10 years and new records (after 5 th August 2016) for 12 years? (Provide details)
The records available in the record Room and library and other documents periodically discharged from various divisions are disposed from time to time in keeping with the relevant guidelines and regulations.
10.9. Have you made budgetary provision for information storage and management?
Yes.
10.10. If records are not digitally maintained, please indicate what steps have been taken during the year or proposed to be taken to migrate records to a digital format?
Implementation of new Document Management System is in progress. All records and reports are currently being transferred to digital format so that information is complete, easily retrievable and therefore, readily available for any information need. Implementation of the system is expected to be completed within the year of 2018.
10.11. If information is stored digitally, is it done by the Public Authority or an external entity? (Give details)
Website administration - Corporate Communications division of Public Utilities Commission of Sri Lanka Administration of file server – IT and MIS division of Public Utilities Commission of Sri Lanka
10.12. Are digitally stored data/records accessible via the internet?
Yes.
10.13. If yes, is network security updated at least once a month?
Yes. Network security is updated continuously.

11. What suggestions do you have to remove constraints and improve the practices relating to the maintenance, management and destruction of records?

With the expansions of the work of the commission, the major difficulty faced is with the lack of the storage space for information material as hardcopies. Therefore it is timely, if best practices on maintaining, managing and destructing those materials also considering their contents could be introduced and also, to transfer all the records and documents to digital format with back-ups.

12. What facilities are available to the citizens for obtaining information? Please give details, including any improvements carried out during the year

All information concerning the procedure for making request have been made available on the website and regularly been updated. The website has trilingual accessibility enabling information available for any citizen of the country. As per act, one information officer and the designated officer have been appointed during the year to facilitate and assist with the information requests received to the Public Utilities Commission of Sri Lanka. Dedicated e-mails were also made available besides the telephone numbers of the relevant officials which are also published on the PUCSL web site.

13. How much fees was collected by the Public Authority during the year through information requests?

LKR 180.00

14. What suggestions do you have for improving the effectiveness of the regime of transparency?

Improvements within your Public Authority

Apart from the handling requests, training requires to provide all the officials as to how records should be maintained to facilitate the RTI process, which eventually will improve the effectiveness of the day to day work and lead to enhanced transparency.

Improvements in general

Public awareness programs and public consultation programs can be conducted to enhance the knowledge of people on right to information and training programs can be conducted to information officials appointed by public authorities to improve the information providing procedures. Apart from the fact noted above, maintaining an informative and up-to-date website is of immense importance for the public authorities that enables the general public to easily access information at any time saving public money and time.

15. Any other information you wish to provide or comments you wish to make?

Upon making a request, it is suggested that the requestor shall need to provide National Identity Card Number or any other identification information in order to obtain the required information.

Signature



Name

: Mr. Damitha Kumarasinghe

Designation

: Director General

Date

: 24/12/2018

PUBLIC UTILITIES COMMISSION OF SRI LANKA
LEVEL 06, BOC MERCHANT TOWER
NO.28, ST.MICHAEL'S ROAD, COLOMBO 03
SRI LANKA