# Activity Plan 2021

## Public Utilities Commission of Sri Lanka

**Economic Technical & Safety Regulator of the Electricity Industry & Shadow Regulator of the Lubricant Market**

It is said that it's in the roots, not the branches that a trees greatest strength lie. The public utilities of a country are the nation's greatest wealth and they ensure the health, wellbeing, productivity and growth of a nation.

Sri Lanka as a nation is rising up and a nation surrounded by opportunity. Supporting this growth empowering the nation is the utilities that are often unseen but vital to growth and stability.

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# About Us

The Public Utilities Commission of Sri Lanka (PUCSL) is a multi-sector regulator established under the Public Utilities Commission of Sri Lanka Act No. 35 of 2002 to regulate electricity, water services and petroleum industries in Sri Lanka. With the enactment of the Sri Lanka Electricity Act No. 20 of 2009.

PUCSL was empowered to regulate the electricity industry as the technical, economical and safety regulator. The industry acts related to water services and petroleum industries are yet to be enacted to open regulatory platform for PUCSL to regulate those industries.

The PUCSL also act as the shadow regulator for the lubricant market and for the electrical vehicle charging stations in Sri Lanka.

This report presents the activities of PUCSL for the year 2021 and the budget in respect of those activities.

# Our Vision

To create an environment for all inhabitants of Sri Lanka, and the contributors to its development, to have access to essential infrastructure and utility services in the most economical manner, within the boundaries of the sustainable development agenda of the country.

# Our Mission

To regulate all utilities within the purview of the Public Utilities Commission of Sri Lanka to ensure safe, reliable and reasonably – priced infrastructure services for existing as well as future consumers in the most equitable and sustainable manner.

# Outcomes

**Outcome 01 –** Improved productivity & convenience for electricity consumers

**Outcome 02 –** Affordable Price for consumers and sustainable financial stability for licensees

**Outcome 03 –** Improved safety of every living being and properties of general public, licensees & operators

**Outcome 04 –** Improved environmental conditions for humans, animals and plants

# Core Values

## Fairness

We will make decisions in a manner that conforms to generally accepted good practices, and that takes account, as far as possible, of our objectives, duties and functions.

## Impartiality

We will treat all views, comments and complaints received and all issues considered by us in an unbiased manner, taking account of our legal obligations.

## Independence

Our decisions will be free from undue influence. As described elsewhere in this Manual, various mechanisms exist to protect our independence.

## Timeliness

We recognise that delays cost money and cause frustration. We will endeavour to respond to issues that arise as quickly as possible.

## Transparency

We will generally publish all evidence, decisions and related documents unless prevented by confidential or legal constraints. We will inform all stakeholders of our procedures and issues that we are considering. We also publish a report detailing our activities and their costs annually.

## Objectivity

We will weigh each argument based on its merits, evidence and guidance provided by Policy, law and judicial rulings.

## Consistency

We will develop decisions that are in keeping with our legal obligations under relevant legislation, and we will try, where we believe it is helpful, to follow the same approach as used in earlier "similar fact" decisions.

# Long-Term Goals

The following SMART Goals have been set for the electricity sector for achieving by the respective target year through regulatory interventions.

## Power Quality

Goal 1 - All electricity consumers receive the statutory quality levels, 230 V ± 6% for voltage and 50 Hz ± 0.5% for frequency by the year 2020

## Supply Quality

Goal 2 - The total electricity outage time experienced by a consumer within a year is below 24 hours (on an average basis) by the year 2025
Goal 3 - The total number of electricity interruptions experienced by a consumer within a year is below 30 (on an average basis) by the year 2025
Goal 4 - The electricity breakdown restoration time for consumer service line faults is below 2 hours (on an average basis) by the year 2025

## Service Quality

Goal 5 - Average time spent by a consumer to know his/her Rights and obligations in connection with the electricity or supply of electricity is below one day by the year 2020
Goal 6 - The average time taken by an electricity service provider to serve consumer inquiry/request/complaint is below 14 days by the year 2020
Goal 7 - The average time taken by PUCSL to serve consumer is below 14 days by the year 2020

## Electricity Tariff and Service Charges

Goal 8 - The total cost incurred in the supply of electricity in 2013 is reduced by 10% in real terms by the year 2020 (subjected to adjustment for the generation mix and fuel prices)
Goal 9 - Charges levied by the service provider on services in 2013 is reduced by 10% in real terms by the year 2020

## Electricity Safety

Goal 10 - Number of fatal electrical accidents is below 20 per annum by the year 2020

## Electricity Demand

Goal 11 - Electricity generation capacity is installed to ensure that the electricity demands in the country are met all the time and under any circumstances by the year 2030 and thereafter

## Efficient use and conservation

Goal 12 - 250 GWh of energy and 30 MW of capacity is saved by the year 2025 through utility driven energy efficiency and conservation programs

# The Report

The report is published annually and sets out the work we think will deliver these outcomes and make significant difference to consumers and our stakeholders.

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 is the base framework for the planning. Vision, Mission, Goals and Outcomes of the organisation also guided the planning process and the activities based on the organisational result framework were reshaped through a public consultation held with all the stakeholders.

The activities for the year 2021 are presented under four outcomes identified by the Commission to achieve long-term goals of the electricity industry. Activities for routine functions are based on the functions stipulated in the relevant Acts. The plan also includes preliminary activities for water and petroleum industries with the expectation that those industries will come under PUCSL's preview in the coming years.

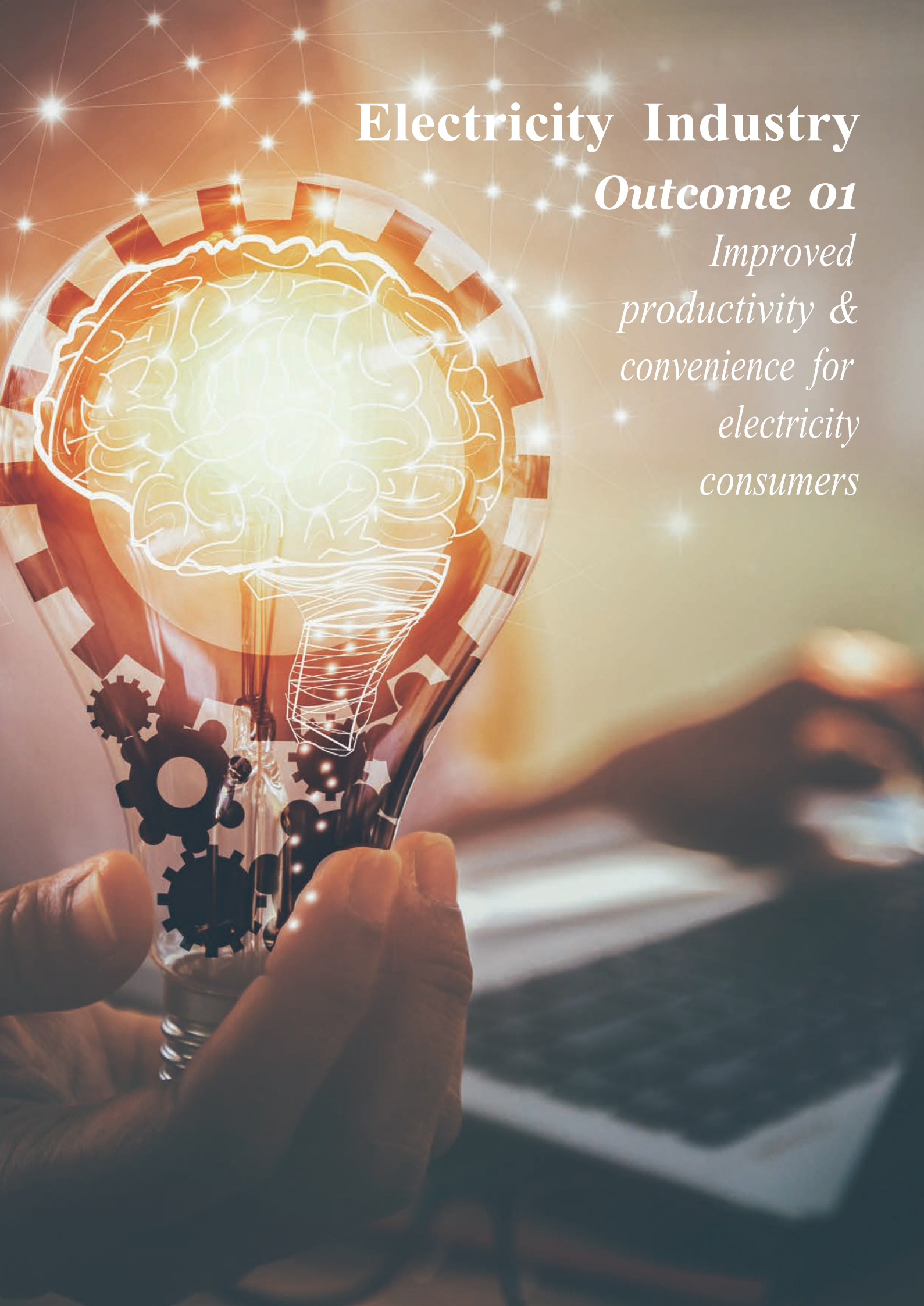
The strategies and activities were formulated with the analysis of the present status and causes/issues/barriers in achieving the set goals. Some activities span over more than one year, while some activities have to be repeated over several years.

The implementation plan in respect of each activity has been prepared by the project manager. The responsibilities of each main / subtasks have been assigned among the team members of the project.

The total budget for the Activity Plan 2021 is 372 million rupees. The budget includes 111 activities in achieving the outcomes, routine functions and activities of the Consumer Consultative Committee respectively. The execution of the plan is carried out by nine functional divisions of PUCSL. The Activity Plan also comprises annual budget estimate, annual procurement plan, human resource development plan and internal audit plan.

# The Budget

| Industry | Budget (LKR) |
|---|---|
| **Electricity Industry** | |
| Outcome 01 | 157,131,824.75 |
| Outcome 02 | 71,126,448.75 |
| Outcome 03 | 51,198,446.75 |
| Outcome 04 | 16,488,154.75 |
| | |
| **Water Services Industry** | 18,477,540.33 |
| | |
| **Petroleum Industry** | 58,536,659.67 |
| **Total** | 372,959,075.00 |



# Electricity Industry

## *Outcome 01*

*Improved productivity & convenience for electricity consumers*

# Electricity Industry

## Outcome 01 – Improved productivity & convenience for electricity consumers

**Dialog on strengthening awareness and compliancy of Divisional Secretaries on amended wayleave guideline to resolve wayleave issues (AP21/CP/COA/01)**

Most of the Divisional Secretaries do not exercise/apply the powers vested to them by the Electricity Act correctly and hence consumers/licensees are dissatisfied on the decision given by them, thereby consumer complaints with respect to Wayleave are on the increase.

With the aim of solving said issues, secretariat of the Commission expects to interact with Divisional Secretaries and their deputies with the past cases identified and referred to the Commission, where Divisional Secretaries failed to exercise their powers effectively in order to identify implementation barriers for Divisional Secretaries (if any), to obtain Divisional Secretaries' suggestions (if any) and to make a dialog on the effective way of applying the amended Wayleave Guidelines.

The objective of amending of wayleave guideline is to increase efficiency in handling wayleave cases by both licensees and Divisional Secretaries, reduce complaints on wayleaves and to resolve consumer complaints so that protect rights of consumers. To fulfil these goals, the compliancy and awareness on wayleave procedures are required. Hence, these interaction sessions will lead make the Divisional Secretaries aware and obtaining the compliancy for smooth implementation of wayleave guideline. And these sessions will facilitate Divisional Secretaries to deploy them for consumer complaints and dispute resolution in an efficiency manner. The benefits of this activity are as follows,

1. increasing efficiency in handling wayleave issues by Divisional Secretaries
2. reducing complaints on wayleaves
3. resolving consumer complaints in systematic manner so that protect rights of consumers
4. creating awareness for Divisional Secretaries on implementation of wayleave guideline

**Budget :- 3,420,000 LKR**

**Preparation of guideline on supplying electricity connection to block out (auctioned) lands (AP21/CP/COA/02)**

The Commission has been receiving complains upon new connections to the consumers who have bought block out lands sold by land owners or property developers. As per the said complains, the land owners or property developers have often promised the consumers to provide the electricity connections with the purchased lands. But the consumers have been facing difficulties without electricity supply yet. Under the Housing and town improvement ordinance in 1960, The major issue is, there is no condition to the land owners or property developers to supply an electricity connection to the consumers who bought block out lands from them, although there are provisions in Urban Development Authority Act and its amendments Acts and also in bylaw in this regard in Northwestern province to them to supply an electricity connection to such consumers.

It is required to prepare a guideline to supply electricity connections to the consumers in block out lands with the participation of Government entities such as Ministry of Public Administration, Home Affairs, Provincial Councils & Local Government, Urban Development Authority, provincial councils, Ceylon Electricity Board, Lanka Electricity Company (Pvt) Ltd, the National Water Supply & Drainage Board etc. as they are the major stakeholders in this respect. And the guideline is to be taken cabinet approval to implement. Hence, it is planned to submit the guideline to the Cabinet by Ministry of Public Administration, Home Affairs, Provincial Councils & Local Government, Urban Development Authority, Public Utilities Commission of Sri Lanka and Northwestern provincial council as a joined cabinet paper. This guideline will propose to provincial councils to pass bylaw on it.

As per the section 25 of the Electricity Act, connecting, supplying and maintaining the supply of electricity to the consumers are one of major duty of the distribution licensees. Hence, this guideline lead making the electricity supply to the consumers who are buying block out lands systematic. Having obtained the cabinet approval, the licensee will be informed to implement the guideline. The provisions on supplying electricity to the consumers in block out lands in the guideline are to be deployed for consumer complaints and dispute resolution facilitation. Through the activity, stakeholders will be benefited as follows,

1. making the duties of distribution licensees smooth and systematic
2. ensuring the consumers' rights of having an electricity supply for their premises
3. increasing efficiency in handling issues of supplying an electricity connection to the said consumers
4. reducing complaints on supplying an electricity connection
5. resolving consumer complaints in systematic manner so that protect rights of consumers

**Budget: 30,000 LKR**

**Measurement of Customer Service Performance of Ceylon Electricity Board (CEB) AP20/CP/COA/02**

Under the Gazette notification No. 1975/44 published on 13th July 2016 on Electricity (Distribution) Performance Standards Regulations, performances of licensees to improve the levels of Power Quality, Supply Quality and Commercial Quality (Distribution System Losses and service Quality) are to be regulated by the Commission.

Accordingly, measurement of customer service performance related to Commercial Quality is undertaken by the Consumer Affairs Division while measurement of performance with respect to Power Quality and Supply Quality is undertaken by the Licensing Division.
As per the notification, implementation of adaptation stage is expected to be completed by CEB by the end of year 2020. Accordingly, by that time, CEB needs completion of establishment of the information system to calculate customer performance indices and performance targets. Also, it needs commence submitting results of commercial quality assessment to the Commission.

With the completion of adaptation stage, the Commission and CEB are required to complete 1st year of the hands-on stage in year 2021. In this stage, CEB needs to calculate & submit the Commission the agreed performance indices on a monthly basis and evaluate its performance and submit a monthly report to the Commission. The main objective of implementation of electricity (distribution) performance standard regulations is to improve commercial quality (distribution system losses and service quality) of the licensees. Following benefits are expected generate,

1. better service for consumers on usage of electricity supply
2. Licensee will be able to measure level of performance and take required measures to enhance the performance.
3. Data publish by licensee and PUCSL related to customer service will help for future research activities.

## Budget :0

**Dialog with distribution licensees to ensure compliance on regulatory tools (regulations, rules and guidelines) to resolve consumer complaints efficiently ( AP20/CP/COA/04)**

Most of the Divisional Secretaries do not exercise/apply the powers vested to them by the Electricity Act correctly and hence consumers/licensees are dissatisfied on the decision given by them, thereby consumer complaints with respect to Wayleave are on the increase. With the aim of solving said issues, secretariat of the Commission expects to interact with

Divisional Secretaries and their deputies with the past cases identified and referred to the Commission, where Divisional Secretaries failed to exercise their powers effectively in order to identify implementation barriers for Divisional Secretaries (if any), to obtain Divisional Secretaries' suggestions (if any) and to make a dialog on the effective way of applying the amended Wayleave Guidelines.

The objective of amending of wayleave guideline is to increase efficiency in handling wayleave cases by both licensees and Divisional Secretaries, reduce complaints on wayleaves and to resolve consumer complaints so that protect rights of consumers. To fulfil these goals, the compliancy and awareness on wayleave procedures are required. Hence, these interaction sessions will lead make the Divisional Secretaries aware and obtaining the compliancy for smooth implementation of wayleave guideline. And these sessions will facilitate Divisional Secretaries to deploy them for consumer complaints and dispute resolution in an efficiency manner. Through that, PUCSL plans to achieve the following,

1. increasing efficiency in handling wayleave issues by Divisional Secretaries
2. reducing complaints on wayleaves
3. resolving consumer complaints in systematic manner so that protect rights of consumers
4. creating awareness for Divisional Secretaries on implementation of wayleave guideline

## Budget: 1,000,000 LKR

### Mobile service to solve electricity consumer complaints in seven provinces (Western, North Western, Sabaragamuwa, Central, Northern, Eastern, Uva) (AP20/CP/COA/11)

Electricity consumers have wide spectrum of issues / problems to be sorted out / aware in achieving higher consumer - utility satisfaction. Main reason for this inadequacy is lack of proper awareness and effective channeling between consumer - utility or any other relevant agencies.

Inviting consumers with their pending grievances / gray issues for one to one meeting with relevant / responsible authorities or officers would provide necessary guidance / solutions for consumers. Accordingly, mobile service clinics are to be organized in five provinces. Relevant government officers, service agents too will be invited and avail for one to one meeting and solutions will be provided to consumers with proper awareness building immediately.

The proposed activity enables consumers to get resolve their grievances through direct communications with service providers and other relevant authorities who involved. Further licensees and consumers will be able to build fair relationship among others. Finally, this

process will help to increase consumer convenience and productivity of the licensee. Stakeholders will be benefited as follows,

1. Resolving consumers' grievances through direct communications with service providers and other relevant authorities who involved
2. Electricity Consumer protection is ensured
3. Building fair relationship between licensees and consumers.
4. Increasing consumer convenience and productivity of the licensee.

## Budget 5,830,400 LKR

### Reviewing and Approving Least Cost Long-Term Generation Expansion Plan 2022-41 (AP21/CP/LIC/01)

As per Section 43 (8) of Sri Lanka Electricity Act (Amended) the Least Cost Long Term Generation Expansion Plan requires to be prepared by the Transmission Licensee and to be approved by the Commission. The plan is prepared once in every two years covering 20- year period. The plan for years 2022-41 is due in year 2021. The plan approved by the Commission identifies the least cost plant schedule required to supply electricity for 2022-41 period, with fulfilling the interests all/ maximum number of stakeholders. PUCSL plans to review the plan and give the necessary approval through this activity. This activity will ensure the continuity of electricity supply at the least cost and aware on the investment opportunities in generation projects for stakeholders.

## Budget: 810,000 LKR

### Consultation on revisiting and revising the regulatory framework of Exempted parties (Exempted from the requirement of obtaining a license to Generate/Distribute and Supply electricity) - (AP21/CP/LIC/02)

Exempted parties (parties exempted from the requirement of obtaining a license to generate/distribute and supply electricity) is being lightly regulated at the moment through a Certificate of Exemption and the associated conditions imposed therein. During recent past, rapid development of the apartment sector, mix development projects have been taken place and further, there are some new busines models are being developed where electricity distribution and supply of such models cannot be exempted with the existing regulatory framework. Also, economic, safety and technical regulatory tools available with respect to exempted parties are very limited at the moment. Existing regulatory framework of the electricity generation/ distribution and selling should have to be revisited and revised appropriately considering the current and prospective interests of all stakeholders. Further, necessary regulatory tools also have to be introduced with respect to economic, safety and

technical regulations. Therefore, it is required to study the existing regulatory framework in order to identify its loopholes to be addressed in line with new developments and introduce the same. Exempted parties and their tenants will be regulated more effectively than how they are being regulated at the moment in connection with quality, reliability, competition, consumer rights and obligations, etc with the introduction of more effective regulatory tools.

## Budget: 1,520,000 LKR

**Implementation of Electricity (Distribution) Performance Standards Regulation (Power quality and Supply quality) of Lanka Electricity Company Pvt Ltd (AP/2020/LIC/CP/05)**

As per the Electricity (Distribution) Performance Standards Regulations gazetted on 2016, distribution licensees are required to implement the set of tasks identified by that regulation itself. Implementation part of that regulation consists of three stages called preliminary, adaptation and hands on. By the end of year 2020, implementation of the adaptation stage has been scheduled to be completed. The Said regulation itself has clearly specified the tasks to be carried out by the regulator as well as the Licensee. Accordingly, PUCSL will conduct meeting with Lanka Electricity Company Pvt Ltd and will agree for a set of tasks to be implemented with a time plan. Then the PUCSL will monitor the progress of the Licensee over their implementation work. As per the regulation, PUCSL expects to complete the hands-on stage of the said regulation by end of 2021. In that said hands- on stage, the Commission has to determine the target level to be achieved by the licensees with respect to power quality and supply quality. Then the Licensee has to upgrade their distribution system in a way that it would meet the agreed targets with respect to power quality and supply quality. PUCSL expects an improved power quality and supply qualify of the distribution network by completing this activity.

## Budget: 2,000 LKR

**Implementation of Electricity (Distribution) Performance Standards Regulation (Power quality and Supply quality) of Ceylon Electricity Board (AP/2020/LIC/CP/06)**

As per the Electricity (Distribution) Performance Standards Regulations gazetted on 2016, distribution licensees are required to implement the set of tasks identified by that regulation itself. Implementation part of that regulation consists of three stages called preliminary, adaptation and hands on. By the end of year 2020, implementation of the preliminary stage has been scheduled to be completed. The said regulation itself has clearly specified the tasks to be carried out by the regulator as well as the Licensee. Accordingly, PUCSL will conduct meeting with Ceylon Electricity Board and will agree for a set of tasks to be

implemented with a time plan. Then the PUCSL will monitor the progress of the Licensee over their implementation work. With the implementation of the said regulation, power quality and the supply quality of the distribution system of the Ceylon Electricity Board will be improved. As per the regulation, PUCSL expects to complete the adaptation stage of the said regulation by end of 2021. In that said adaptation stage, the licensees have to commence the measurements with respect to power quality and supply quality. With those data, Commission has to determine the target level to be achieved by the licensees in following year with respect to power quality and supply quality. Then the Licensee has to upgrade their distribution system in a way that it would meet the agreed targets with respect to power quality and supply quality.

## Budget: 8,000 LKR

### Preparation of Standards for Designing, Installation, Operation and Maintenance of lighting for roads and public spaces and Policy Advice on the institutional operational structure (AP/2020/LIC/CP/07)

When it comes to lighting for roads and public spaces, there are number of institutions being involved for its designing, installation, operation and maintenance namely Ceylon Electricity Board, Lanka Electricity Company Private Limited, Sri Lanka Sustainable Energy Authority, Road Development Authority, Urban Development Authority, Provincial Road Development Authority and Local Authorities. Currently, all the above stated institutions are partially or fully involved in providing street lighting in various means. Due to this scenario, no agency is compelled to comply with a common agreed lighting system for roads and public spaces with respect to designing, installation, operation and maintenance where this situation has caused for various technical, financial and social issues. Therefore, its required to introduce a unique set of standards for designing, installation, operation and maintenance of lighting for roads and public spaces and its required to introduce best institutional framework to Manage the lights of roads and public space. Consultancy service will be acquired to prepare the standards of Designing, Installation, Operation and Maintenance of lighting for roads and public spaces with the inputs of all the relevant stakeholders including Ceylon Electricity Board, Lanka Electricity Company Private Limited, Sri Lanka Sustainable Energy Authority, Road Development Authority, Urban Development Authority, Provincial Road Development Authority and Local Authority and other, if any. With the studies and results of the consultant, the PUCSL will implement the necessary standards and develop a policy advice to the Government on the same.

## Budget: 5,000,000 LKR

**Prepare a mechanism to collect, recycle and dispose used lubricants in Sri Lanka (AP/2020/LIC/CP/08)**

There are a number of issues pertaining to quality and price preventing the efficient functioning of the lubricant market affecting the interests of consumers and market participants. Therefore, the Public Utilities Commission of Sri Lanka conducted series of Stakeholder Consultation during in year 2018 covering whole country in order to identify the prevailing issues in the lubricant sector. As a result of them, PUCSL learnt that there is a vacuum for a proper mechanism with respect to disposing the used lubricants in Sri Lanka, mainly disposing of automotive lubricants. Therefore, its required to come up with a proper mechanism for aforesaid matter. A consultancy will be done with the consultation of the all stakeholders to prepare a mechanism to collect, recycle and dispose the used lubricants in Sri Lanka and that will be proposed to the Ministry for its implementation. And the PUCSL will monitor the implementation of that mechanism. Once the report from the consultant is received, it has to be reviewed by all the relevant stakeholder as well as by the PUCSL. Once it is finalized with the comments of said parties, it will be implemented through the Ministry. For that a committee will be appointed and PUCSL will monitor the implementation work of the mechanism. PUCSL expects to see a reduction of adulteration of lubricants and environmental hazards through this process.

## Budget: 5,000,000 LKR

**Amendments to the Distribution Code (AP/2020/LIC/CP/09)**

Existing Distribution Code was prepared in year 2012 and it was approved by the PUCSL in July of 2012. It has been observed that several developments in the distribution system has taken place recently especially in integration of Roof Top Solar PV (Solar Battle, Net Metering, Net Accounting, Net Plus), integration of embedded generators (Mini hydro, Solar, Wind, Biomass, etc), etc. These developments have caused for various changes in power quality, supply quality, islanding, fault level, protection coordination of the distribution network. It is required to amend the distribution code considering above matters in order to incorporate those changes into Distribution Code in appropriate way considering present context. For that a committee of expert will be appointed with the consultation of the DCERP. A committee with necessary expertise will be appointed to conduct a study on amending the Distribution Code and obtain a recommendation report to the Commission. Based on the recommendations of that committee, DCERP will take necessary actions to amend the Distribution Code. Then, all the distribution sector planning, development, operations will be done as per the amended Distribution Code. With this activity, Distribution Code will be updated and it will enhance the power quality and the supply quality of the distribution network up to date.

## Budget: 1,000,000 LKR

**Updating the Regulatory Manual (AP21/CP/RA/03)**

Regulatory Manual (RM) was approved in 2014. After that there have been a number of documents related to RM, which were approved by the Commission at later stages, e.g.: changes in the organizational structure, guidelines on public hearings and stakeholder consultations, new guidelines on supplying services, etc. Accordingly, RM will be amended and approved by the Commission by the end of 2021 and will be published for the benefit of Consumers, Licensees and all the other stakeholders including PUCSL staff.

## Budget: 0

**Guidelines for regulatory impact analysis (Ex-Ante) (AP20/CP/RA/07)**

It is observed that there is lack of regulatory impact analysis (Ex -Ante). The cost of regulatory interventions might outweigh the benefits of the intervention. Therefore, it is required to do a proper cost-benefit analysis before initiating selected regulatory interventions. A guideline must be introduced to select activities and how-to carryout the regulatory impact analysis and the Commission's staff must be trained on how to conduct the regulatory impact analysis. Through this activity, a significant regulatory intervention with higher budget and time involvement will be evaluated before they are included in the Activity Plan of the Commission.

## Budget: 4,293,000 LKR

**Update Supply Services Code and Statement of Rights & Obligations of Electricity Consumers (AP20/CP/REA/03)**

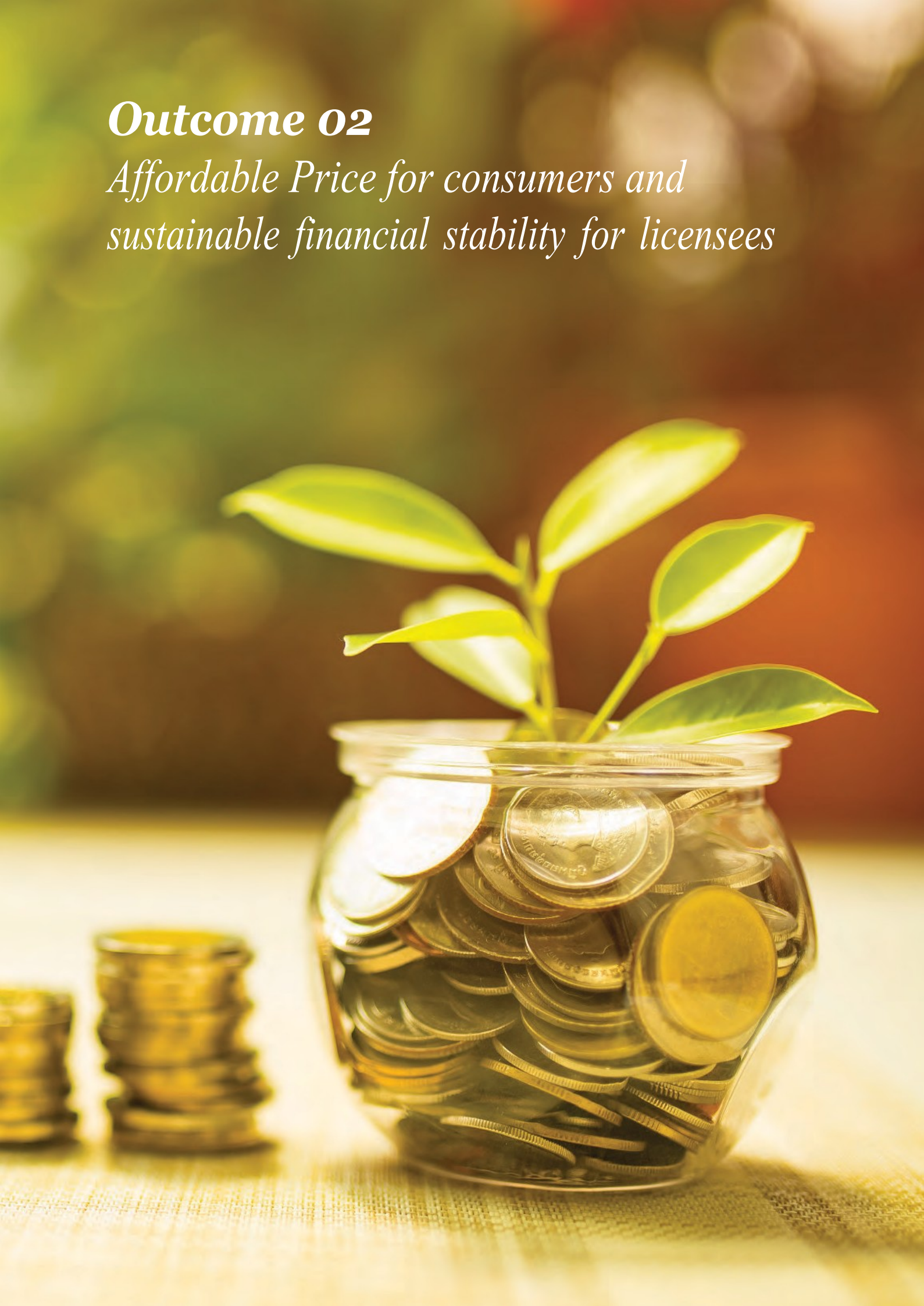
The generic Supply Services Code (SSC) of Ceylon Electricity Board's (CEB's) Distribution Licensees (DLs) and the SSC of Lanka Electricity Company (Private) Limited (LECO) were initially approved in 2013. Thereafter, certain annexes to the SSCs and a number of related regulatory instruments have been approved by the Commission. Therefore, the SSCs of DLs need to be updated incorporating certain annexes and to be consistent with already approved regulatory instruments in order for consumers to better avail themselves of services provided by DLs. Accordingly, the Statement of Rights & Obligations of Electricity Consumers (SRO) published in 2015 also needs to be updated. In the process, the generic SSC of CEB's DLs and the SSC of LECO will be updated incorporating certain annexes to the SSCs and applicable provisions in related regulatory instruments already approved by the Commission and the SRO will also be updated to reflect the updated SSCs. With the upgrade, DLs will be directed to implement to make consumers aware of and implement the same. The following benefits will be gained by the stakeholder with the completion of the activity;

1. Increased awareness of the electricity consumers on the services supplied by the Distribution Licensees
2. Increased awareness of the rights and obligations of electricity consumers.

**Budget: 5,118,750 LKR**

# Outcome 02

*Affordable Price for consumers and sustainable financial stability for licensees*



# Outcome 02 – Affordable Price for consumers and sustainable financial stability for licensees

**Policy Advise on Electricity Affordability (AP21/CP/TEA/01)**

The prevailing end-user tariffs are based on old data on electricity affordability and might not adequately suit the demographic and socio-economic changes that have taken place over recent years. This activity will be based on the output data of the Survey on Electricity Affordability that will be completed in 2020, and will involve an analysis of present tariff structure with respect to new affordability data, the costs of subsidies for low consumption consumers with an assessment of the changes required in the tariff structure that will better serve consumers and national policy objectives. The output of the activity itself will be a policy advise on electricity affordability and will be communicated to relevant ministries subsequent to Commission approval. The following benefits will be gained by the stakeholder with the completion of the activity;

1. More Fair and equitable tariffs and charges to the customers
2. Enhanced economic efficiency and proper utilization of subsidies.
3. Assurance of revenue to licensees.

## Budget : 0

**Guideline for providing bulk service connections and augmentation of connections (AP21/CP/TEA/01)**

The consumer division has received a number of complaints from different regions about inconsistent practices of licensees in providing bulk service connections and augmentation of connections which has led to malpractices. Compiling a guideline for providing bulk service connections and augmentation of connections to streamline the practices, granting sufficient discretion to area engineers subject to regulatory oversight of inspectorate division, and providing guidelines to utility managers in giving bulk service connections. Commission approval and issuance of Guidelines for Distribution licensees will be carried out after consultative process with representatives of the licensees. Adherence to the guidelines will be ensured by consumer division and inspectorate division where necessary. The implementation of guidelines will streamline the inconsistent practices of the licensees and will result in reduced consumer disputes and more fair and equitable charges to electricity consumers. The following benefits will be gained by the stakeholder with the completion of the activity;

1. Reduced consumer complaints and disputes.
2. Increased efficiency and man days saved.
3. Increased revenue to licensees and fair pricing to consumers

## Budget: 0

**Review of Allowed Charges methodology (AP21/CP/TEA/03)**

The Cost reflective methodology for Determining charges is needs to be revised in line with the recent developments in distribution networks. The present scheme produces unfair charges for short connections and also for minor modifications of service connection. Review and revise the existing allowed charges methodology in a forward-Looking manner to address the identified issues. The activity is a revision of an existing regulatory tool that is already used in the regulatory process in determining charges levied by distribution licensees on customers. The revision therefore will have direct impact in the domain of economic regulation of electricity industry. The next revision of charges will happen in line with this methodology and will result in more fair and equitable charges to consumers. The following benefits will be gained by the stakeholder with the completion of the activity;

1. More Fair and equitable charges to the customers
2. Reduced consumer complaints and disputes.
3. Better utilization of network assets.

## Budget: 0

**Dispatch Audit for year 2019 (AP20/CP/TEA/01)**

Dispatch Audit is essential to increase the efficiency in generation dispatch which will lead to lower electricity cost. A dispatch Audit will be carried out based on the dispatch audit guidelines issued and the dispatch procedures to be developed in 2020. As the economic regulator, PUCSL has to ensure that the electricity is supplied to the customer at an affordable price while ensuring economic stability of the sector. With the output of the activity, we will be able to reduce electricity cost and hence the end user tariff. The following benefits will be gained by the stakeholder with the completion of the activity;

1. Reduction in the generation cost
2. Reduction in the End user tariff

## Budget: 5,500,000 LKR

**Research to Estimate the Cost of Energy Not Served (AP20/CP/TEA/12A)**

The cost of Energy Not Served (ENS) is defined the Generation Planning code approved by the Commission and that figure is not set scientifically. A research in collaboration with University of Moratuwa to establish the cost of ENS and to propose a method to update routinely. This research is expected to finish by end of 2022 and thereafter amendments required for the gird code/ development plans of the transmission licensee would be discussed with the stakeholders. The following benefits will be gained by the stakeholder with the completion of the activity;

1. Optimized generation plans taking into account the real cost of unserved energy (catering the reliability levels demanded by the economy)

## Budget: 1,110,000 LKR

**Research on Grid Integration Limit for Intermittent Sources (AP20/CP/TEA/12B)**

Government policy is to go for 80% Renewables by 2030 and the limit for intermittent renewable sources has not been established scientifically. It is planned to conduct a research in collaboration with University of Peradeniya to determine this limit. This research is expected to finish by end of 2021 and thereafter a policy advice would be prepared for the Government. The following benefits will be gained by the stakeholder with the completion of the activity;

1. Clarity on the technical limits of intermittent source integration that would be used for Generation expansion/ Network planning purposes.

## Budget: 1,070,000 LKR

**Research on Grid Operation with Distributed Generation (AP20/CP/TEA/12C)**

Government policy is to go for 80% Renewables by 2030 and with large scale integration of intermittent sources at distribution level, grid operation and stability can be problematic. A research in collaboration with University of Peradeniya to identify the amendments required in the grid code/ distribution code and other tools required to operate the grid. This research is expected to finish by end of 2021 and thereafter amendments require for the gird code/ distribution codes will be discussed with the Licensees. The following benefits will be gained by the stakeholder with the completion of the activity;

1. Clarity on the technical issues and flexibility levels that must be accommodated

in the Network planning/ operation process.

## Budget: 565,000 LKR

**Research Study on Transmission System (AP20/CP/TEA/12D)**

Transmission Licensee has repeatedly highlighted transmission system issues when procuring emergency generation plants and in their development plans. More often, PUCSL needs to build modelling capacity and verify these claims as the claims by the Licensee does not materialize. A research in collaboration with University of Moratuwa to identify the transmission system issues and to suggest solutions. This research is expected to finish by end of 2021 and thereafter amendments required for the gird code/ development plans of the transmission licensee would be discussed with the stakeholders. The following benefits will be gained by the stakeholder with the completion of the activity;

1. Clarity on the technical issues and flexibility levels that must be accommodated in the Network planning/ operation process.

## Budget: 680,000 LKR

# Outcome 03

*Improved safety of every living being and properties of general public, licensees & operators*

# Outcome 03 – Improved safety of every living being and properties of general public, licensees & operators

**Updating regulations to cover voltage fluctuation issues experienced by the consumers (AP21/CP/INS/01)**

Present regulations on voltage quality cover the steady state voltage limits but do not apply in respect of voltage fluctuations. Hence it is required to update the prevailing regulations on voltage quality to safeguard consumers from the voltage quality issues related to voltage fluctuations. Recommendations of PUCSL could be used to make necessary amendments to the regulations which in turn make the licensee to comply with. Eventually the voltage quality of the electricity supply will be improved. This activity will help to improve the voltage quality, that will safeguard the interest of consumers.

## Budget: 200,000 LKR

**Conducting inspections in a sample of renewable power plants (licensees) (AP21/CP/INS/02)**

According to section 6(a) of Sri Lanka Electricity Act No. 20 of 2009, electrical inspectors are required to inspect electrical plants belonging to persons authorized by a license. Hence it is required to carry out compliance monitoring with license conditions. Accordingly, Sample of generating plants will be inspected to fulfil section 6(a) of SLEA, covering the compliance monitoring of licensees with license conditions. This activity will ensure safety and proper technical management of power plants.

## Budget: 140,000 LKR

Conducting Inspections at the premises of the parties who have been exempted from the requirement of obtaining license for distributing and supply electricity (AP21/CP/INS/03) As per the Section 10 (2) Sri Lanka Electricity Act No. 20 of 2009, the Commission has powers to grant an exemption to any person or category of persons from the requirement of obtaining a license distributing electricity subjected to some conditions, having regard to the manner in which or the quantity of electricity likely to be distributed by such person or category of persons. Therefore, it is required to monitor the distribution networks of such exempted parties to check their compliance with the aforesaid exemption conditions. Output of the activity will ensure the compliance of the exempted parties with the provided exemption conditions. By carrying out this activity, the safety of the consumers who receive

electricity from the above exempted parties will be ensured and protection of their consumer rights will be ensured.

## Budget: 50,000 LKR

### Providing accessibility of information on Transmission Line Corridors for General Public (AP21/CP/INS/04)

Assuring the stipulated minimum safety clearances of transmission line corridors is important in improving the safety of lives and properties of general public and system reliability of licensees. Geographical information of the existing and proposed (which are designed and in progress) transmission lines are currently not available to the general public. It is proposed to include a new layer with the geographical information of the transmission line corridors to the existing geographical information map (Geoportal) of Sri Lanka developed by ICTA. Through the improved accessibility of the information on transmission line corridors, general public will be able to take precautionary actions to maintain the line clearances when planning and executing the new constructions near the existing and proposed transmission line corridors which ultimately ensures the safety of lives and properties of general public and system reliability of licensees. Accordingly, safety of lives and properties of general public and system reliability of licensees will be improved.

## Budget: 10,000 LKR

### Compliance with Safety Regulation through Inspections (AP21/CP/INS/05)

Safety, Quality and Continuity regulation was published in 2016 in order to ascertain the uninterrupted, safe and continuous electricity provision to the consumer. Inspections, recording of incidents etc, are indispensable to ensure the compliance of the licensee. Design, Colours, and Proportions of the of the Safety Design for signages have been already mentioned in the regulation, thus inspections are required to follow the standard. Through the inspections, compliance to the signage board dimensions will be verified. Uniform measurements and compliance would alleviate the confusion, sight ambiguity; whereas increases the safety. Overhead lines such as MV, LV line failures can be mitigated with periodic inspections along with licensees. This in turn would conforms the safety and protection of lives. Incident Reporting System was handed over to the licensee, whereas it is being developed for the Police. Once it is accomplished, registering the near misses, incidents and accidents can even be recorded with rigorousness and prudence. Also, root cause analysis reports will be produced to diminish accidents. PUCSL expect a reduction of electricity related shocks, accidents, deaths and property damages

## Budget: 100,000 LKR

**Analyzing the causality of fire hazards at buildings and introducing the selective arc flash protection to national important places (AP21/CP/INS/06)**

Electrical fires can start in wiring, electrical distribution systems, and lighting equipment, as well as in any equipment powered by electricity such as cooking, heating, office and entertainment equipment, washers and dryers, as well as electrical distribution or lighting equipment. This can mainly be categorized in two ways.

1. Fires in which electrical failure or malfunction is a factor contributing to ignition
2. Fires involving electrical distribution and lighting equipment. These are fires in which electrical distribution or lighting equipment are somehow involved in a fire's ignition

Fires due to electrical failure or malfunction primarily involve some form of arcing, which results from an unintentional discharge of electrical current between conductors. Given sufficient time and level of current, arc faults can produce enough heat to ignite a fire. Arc faults are produced by damaged conductors and connectors and may involve damaged wiring, frayed appliance cords, loose connections in wall outlets, or faulty switches and junction boxes. Arcing time is the most critical factor, fast, optical sensor-based protection methods are preferred. Other important issues are the selectivity and self-supervision of the protection system. Asset protection along with safety aspects should be taken into account as in any system design. In the recent past, it was observed that in several parts of the country electric fire hazard had come about, mostly in commercial buildings. However, impacts and the loss would be extreme if it was at a national important place such as library, museum, archives. By carrying out this activity PUCSL will be able to produce be updated regulatory instruments, to safeguard the interest of consumers in respect of electricity safety.

## Budget: 10,000 LKR

# *Outcome 04*

*Improved environmental conditions for humans, animals and plants*

# Outcome 04 – Improved environmental conditions for humans, animals and plants

**Estimation of Externality Cost of Power Generation by Renewable Energy Sources (AP21/CP/EER/01)**

Externality costs are needed for all the power generation technologies to obtain more accurate least economic cost of electricity generation in Sri Lanka. In line with that, externality cost of thermal power generation has been carried out recently and the research is in the final stage as at now. Therefore, estimation of externality cost of renewable energy technologies is to be carried out in 2021 which is vital in preparation of LTGEP. The above objective planned to be carried out through a suitable expert team of consultants guided by a properly formulated terms of reference. By applying the economic cost of power generation, the optimal power generation technologies will be selected for planning. Considering the energy policy and other constraints prescribed by the relevant authorities, the applicable generation technologies could be selected for implementation.

**Budget: 2,400,000 LKR**

# Water Services Industry

**Water Services Regulation (AP20/CP/COA/06)**

Sri Lanka has made a commitment to achieve Sustainable Development Goal 6, that of ensuring availability and sustainable management of water and sanitation for all households in Sri Lanka by 2030. Ensuring entire population in the country is provided with clean and safe drinking water while increasing the access to pipe borne water. This is a commitment included in the National Policy Framework: Vistas of Prosperity and splendour as presented by the President to Parliament.

Regarding sanitation, most households in Sri Lanka have proper toilets. There is a need for effective removal of waste material in addition to providing toilets that meet minimum standards for all. Wastewater treatment and hygienic removal and treatment of septage (fecal sludge) is now a challenge in Sri Lanka. As an upper-middle-income country, there can be no debate about the urgency of remedying these shortcomings and ensuring all Sri Lankans the basic right of clean water and sanitation.

Extend the access to piped borne water supply need significant new investments. The options available in this regard are continue public investment, or harness private investment into the water services industry. In both options there are specific role that must be completed by the Regulator. Hence, based on the Government policy on investment approach the role of the regulator to be identified. In year 2020 work has been started to develop a policy advice to the Government identifying specific role for regulator. If Government accept this policy advice the role specified in the policy to be taken over by the PUCSL. When policy advice prepared, it should be channel through a formal approach to get approval from the Cabinet of Ministers. This is highly political sensitive issues and if we succeed only, we will be able to discuss the draft water service industry bill.

Policy advice will be prepared by the Consultant appointed in this regard by April 2021. After that policy approval process start and if Government accept the policy advice necessary legislation preparation will be started. Upon approval of legislations regulation will be started. Through this PUCSL plans to achieve,

1. New investment will enter Water and Sanitation sector
2. Access to pipe borne and other mode of distribution will increase
3. Return on Investment to be ensured by the Regulator
4. Consumer grievances will be taken care by PUCSL

**Budget: 1,000,000 LKR**

**Preparation of Disaster Management Plan for Water Supply Scheme in NWSDB (AP21/CP/COA/06)**

According to the Global Climate Risk Index, Sri Lanka is ranked among ten countries most affected in 2018, from the impact of extreme weather events. The vulnerability to disaster has significantly increased with the COVID-19 pandemic in Sri Lanka and worldwide. Hence, it is vital that introduce a disaster mitigation and preparedness measures. According to legal provisions, all state agencies should align with the National Disaster Management Plan prepared by Disaster Management Center. Public Utilities Commission of Sri Lanka (PUCSL) as the designated regulator for water services there is a responsibility to ready the utility services for disasters introducing a disaster management plan. PUCSL as the regulator intend to create a discussion on disaster preparedness and use the regulatory tools available to ensure accountability of utility service providers towards meeting the uninterrupted service provision.

A disaster management plan to be prepared in collaboration with Disaster Management Center in consultation with Water Board. If formal regulation started in water services, there are regulatory tools i.e. licensing provisions which could be used to accountable service providers towards uninterrupted service provision. Preparation of a disaster management plan and implementation of the same with service providers is the proposal to solve the problem. Benefits to the stakeholders would be,

1. Water consumer has an un-interrupted water supply
2. Service providers assets will be protected from disasters
3. Service provider will have more possibility to apply for international standards i.e. ISO

## Budget: 200,000 LKR

# Petroleum Industry

**Prepare Institutional Disaster Management Plans for petroleum sector utilities (AP21/CP/RA/01)**

Every ministry, department and public corporation is required to prepare an institutional disaster management plan to counter any disaster or impending disaster, in accordance with the Sri Lanka Disaster Management Act, No. 13 of 2005, National Disaster Management Plan and guidelines specified by the Disaster Management Centre. The requirement of having a Disaster Management Plan (DMP) to ensure the sustained operation of basic utility services during a disastrous situation has been identified as a major requirement. Petroleum industry, being an important utility service, needs to have its own DMP. Facilitate the process of preparing an institutional disaster management plans by the Lanka IOC (LIOC), Ceylon Petroleum Corporation (CPC) and Ceylon Petroleum Storage Terminals LTD (CPSTL) in collaboration with the Disaster Management Centre and under the auspices of the Ministry of Power & Energy. The process of would be steered by a Steering Committee (SC) and a Working Group would advise the SC on management and technical issues while Teams nominated by LIOC, CPC and CPSTL would be responsible for preparing the plan based on guidance provided by the Disaster Management Centre. Benefits to the stakeholders would be,

1. Demand for petroleum fuels is met efficiently, economically and safely.

## Budget : 0

**Prepare Standards for Fuel Filling Stations (AP21/CP/RA/02)**

The following Issues pertaining to Fuel Filling Stations (FFS) were raised during the regional stakeholder consultations:

• Absence of FFSs within a reasonable distance;
• Non-availability of petroleum fuels at fuel filling stations; and
• FFSs do not meet requisite criteria etc.

Guidelines on establishment of new FFSs were formulated by the Secretariat and submitted to the Ministry of Petroleum & Petroleum Resources Development in 2007. However, there does not appear to be full compliance with such guidelines. Accordingly, PUCSL plans to formulate and promulgate standards for FFSs. PUCSL plans to review aforementioned guidelines for establishment of new FFSs, prepare standards for FFSs and recommend promulgation of same to the Cabinet of Ministers. Benefits to the stakeholders would be,

1. Improvement of safety and quality of service

## Budget: 0

**Formulate advise to the government on duty structure of imported and locally blended Lubricants (AP20/CP/RA/04)**

Ministry of Petroleum Resources Development has requested the PUCSL to advise them on the duty differential of imported and locally blended lubricants. Further in the Public Consultation held on the subject of lubricant industry it was raised that mentioned duty differential cause barriers to competition. In the interim, ascertain current duty differential and maintain same at ten percent, as decided by the Cabinet. Conduct independent and in-depth study of local value addition and ascertain duty differential to promote fair competition. Based on the output of the study a recommendation will be sent to the Petroleum Ministry on the duty structure. Policy advice will be given to the government on the duty differential considering the local value addition. Benefits to the stakeholders would be,

1. Fair pricing due to increased competition

## Budget: 2,575,800 LKR

**Formulate procedure for detecting adulteration of petrol and diesel with kerosene (AP20/CP/RA/05)**

It was highlighted in the Public Consultations held regionally that petrol and diesel is adulterated with Kerosene. Therefore, PUCSL plans to select an internationally accepted and proven technical method to identify the adulterated petroleum fuels with kerosene. A procedure will be formulated to how the above technical method will be deployed. Once the final report is received a policy advice will be given to the Ministry of Petroleum on how the adulterated fuels with kerosene can be identified. Benefits to the stakeholders would be,

1. Improved quality of petroleum fuels

## Budget: 3,863,700 LKR

**Formulate procedure for compulsory import inspection of lubricants by the Sri Lanka Standards Institute and Sri Lanka Customs (AP19/CP/RA/05)**

It is expected that PUCSL will receive regulatory powers with regard to the Petroleum and Lubricant sector in near future. Further during the Public Consultations conducted recently

by PUCSL, issues related to the quality of lubricants were pointed out by the public. In particular, sale of substandard lubricants, lubricants adulterated with used lubricants were identified as issues. It is suggested to control the quality of imported lubricants, implementing a mechanism for compulsory import inspection of lubricants is identified as a remedy for the said issue. Accordingly, PUCSL plans to prepare a procedure for compulsory import inspection of lubricants jointly with the Sri Lanka Standards Institute and Sri Lanka Customs by the end of 2021. Benefits to the stakeholders would be,

1. Better vehicle performance and efficiency as well as the reduction of environment pollution.

## Budget: 0 LKR

**Formulate standards for petroleum fuel dispensing pumps and mechanism for monitoring (AP19/CP/REA/11)**

It is expected that PUCSL will receive regulatory powers with regard to the Petroleum and Lubricant sector in near future. Further during the Public Consultations conducted recently by PUCSL, issues related to the quality and accuracy of petroleum fuel dispensing pumps and the requirement of a mechanism for monitoring the same were pointed out by the public. Preparation of a set of technical standards (minimum Standards) for petroleum fuel dispensing pumps and a mechanism for monitoring the implementation of the said standards are identified as remedial actions for the said issues. Accordingly, preparation of a set of minimum technical standards for petroleum fuel dispensing pumps and a mechanism for monitoring the implementation of the standards will be completed by the end of 2021. Benefits to the stakeholders would be,

1. Assures the right of consumer to receive the accurate amount of fuel for the amount of money they pay.

## Budget: 0 LKR

**Review and update Sri Lanka Standards for Petroleum Fuels (AP20/CP/REA/09)**

During the public consultations held in 2018, the industry experts and general public pointed out the importance having standards for petroleum fuels. Further, the Secretary of the Ministry of Highways & Road Development and Petroleum Resources Development requested the SLSI to update or prepare Sri Lanka Standards for petroleum fuels commencing with Gasoline, Diesel, Kerosene, Furnace Oil and Liquefied Petroleum Gas, and for the Public Utilities Commission of Sri Lanka (PUCSL) to coordinate the same. Accordingly, it is identified that standards related to Gasoline, Diesel, Kerosene, Furnace Oil and Liquefied Petroleum Gas should be reviewed and updated while formulating Sri Lanka Standards for Aviation Fuel and Naphtha. This Activity will be completed by the end of

2021 and then PUCSL will be coordinating enforcement of the same by the Consumer Affairs Authority or other relevant organizations. Benefits to the stakeholders would be,

1. Better vehicle performance and efficiency as well as the reduction of environment pollution.

## Budget: 1,000,000 LKR

**Formulate framework for regulating the midstream and downstream Natural Gas market (AP20/CP/RA/01)**

Natural Gas has been identified as the next fossil fuel option for the country and action is being taken to import Liquified Natural Gas. The Public Utilities Commission of Sri Lanka (PUCSL) has been identified as the regulator of the midstream and downstream Natural Gas market in the draft National Policy on Natural Gas prepared by the Ministry of Power & Energy. Therefore, the PUCSL needs to build regulatory capacity by formulating the framework as well as knowledge and skills for regulating the midstream and downstream Natural Gas market. Upon approval of the draft National Policy on Natural Gas by the Cabinet of Ministers and as stipulated therein, develop regulatory instruments as well as knowledge and skills to regulate the midstream and downstream natural gas market - regulatory instruments would include laws, rules, codes and guidelines etc. pertaining to regulation of third-party access to essential infrastructure, pricing of natural gas as well as health, safety and environment. Benefits to the stakeholders would be,

1. Demand for Natural Gas is met efficiently, economically and safely.

## Budget : 0 LKR

**Review and update Sri Lanka Standards for lubricants (AP20/CP/RA/02)**

Sri Lanka Standards for automotive lubricants and greases were published by the Sri Lanka Standards Institute (SLSI) commencing 2007. During the public consultation on quality and prices of lubricants held in 2018, the SLSI stated that some of the Sri Lanka Standards need to be updated and industry experts recommended introduction of a minimum standard for four-stroke engine oil for scooters. It is planned to review and update existing Sri Lanka Standards for lubricants and greases as well as formulate Sri Lanka Standards for new vehicle categories and also coordinate the enforcement of updated and new Sri Lanka Standards for lubricants and greases through the Consumer Affairs Authority and/or other relevant organization. Benefits to the stakeholders would be,

1. Lower emission, improved fuel efficiency and vehicle performance, longer engine life

## Budget: 800,000 LKR

# Other Activities

## Human Resource and Administration

| Activity | Activity Name | Objective | Budget (LKR) |
|---|---|---|---|
| AP21/HR/CP/01 | Development of a suitable recruitment interface linked to the Commission website | To make available of a perfect, timely, accurate and dependable information system for analysis and decision making in recruitments. | 200,000.00 |
| AP21/HR/CP/02 | Reviewing and updating all the Job Descriptions and preparation of a Job Description manual | Assemble updated job descriptions for each position of the organization | |
| AP21/HR/CP/03 | Obtaining ISO standards for total quality | To be in line with ISO certification standards in terms of high quality and accuracy, compliance with applicable standards, and improved customer satisfaction. | 800,000.00 |
| AP21/HR/CP/04 | Review of the Scheme of Recruitment | Recruitment of most suitable persons to the positions with required qualifications, skills, knowledge and attributes | 1,000,000.00 |
| AP20/HR/CP/01 | Development of monthly Activity progress monitoring module through Human Resource Information System (HRIS) | Easy monitoring by the higher management on all employee's individual monthly progress | |
| AP20/HR/CP/02 | Development of a structured capacity development interventions to evolve a Human Resource Development plan in HRIS in order to enhance the competencies of all employees | A system on capacity development of all employees including evaluation & impact of training linked to existing HRIS<br>Compliance to General audit | |
| AP20/HR/CP/03 | Streamline the routine payment system of the division | Efficient system of payment processing by HR & Admin | |
| AP20/HR/CP/04 | Organizational Development and Career growth of all staff | to retain the talented individuals, attract the best and develop them through well-targeted development efforts | |

## Corporate Communication

| Activity | Activity Name | Objective | Budget (LKR) |
|---|---|---|---|
| AP21/CP/CCO/01 | Master Awareness Campaign | To increase the implementation process of regulatory tools and to aware the public on the same | 6,000,000 |
| AP21/CP/CCO/02 | Awareness Campaign on updated lubricant standards and new market players with Petroleum ministry, CAA and SL Customs | To aware the public on the new changes to the standards | 5,000,000 |
| AP21/CP/CCO/03 | Detailed Communication Plan based on Activities 2021 | To increase participation on the regulatory decision-making process and to implement the regulatory tools | 2,000,000 |
| AP21/CP/CCO/21 | Training of trainers' program (Safety module introduction for scouts and training of school teachers and principals) | To aware the public on electricity safety | 2,000,000 |
| AP21/CP/CCO/22 | Knowledge platform for regulators in Sri Lanka | To improve transparency in regulatory activities and to get active participation of the regulators in the regulatory activities of PUCSL | 500,000 |

| | | | |
|---|---|---|---|
| AP21/CP/CCO/23 | Electricity Industry Related Investment Promotional Campaign -Research Forum | To identify the regulatory tools for Activity Plan 2022 of PUCSL | 1,500,000 |
| AP21/CP/CCO/24 | Introduction, Awareness and promotion of energy efficient housing model for low income households in Sri Lanka – Research grant and knowledge sharing project with Uni of Moratuwa | To introduce and aware the public on an energy efficient housing model for low income households | 3,500,000 |

## IT & MIS

| Activity | Activity Name | Objective | Budget (LKR) |
|---|---|---|---|
| AP21/CP/IT/01 | Revamping LISS | Increase in staff productivity and more services to licensees (and also consumers) | 6,000,000 |
| AP21/CP/IT/02 | Revamping Technician Information System + Mobile App | Reducing service outages experienced by consumers due to on-premises breakdowns | 1,800,000 |
| AP21/CP/IT/03 | Implementing a digital media tool | To build stronger regulatory framework | 1,200,000 |
| AP20/CP/IT/02 | Incident Reporting System (IRS) (AP21/CP/IT/21) | Recording information with respect to electricity related accidents | 1,000,000 |
| AP20/CP/IT/03 | License Management System (LMS) (AP21/CP/IT/22) | Automation of the business processes pertaining to licensing and exempting | 1,500,000 |
| AP20/CP/IT/04 | Upgrading HR & Finance systems (AP21/CP/IT/23) | Automation of the business processes pertaining to HR & Finance | 1,500,000 |

# In Summary

## The output of the activities of year 2021

| | Consumer Affairs Division | | |
|---|---|---|---|
| | **Activity Ref** | **Name of the Activity** | **The output of the Activity** |
| 01 | AP20/CP/COA/01 | Implementation of Electricity (Distribution) Performance Standards Regulations (Commercial Quality) with Lanka Electricity Company (Pvt.) Ltd (LECO) | Implemented 1st year of the hands-on stage of Electricity (Distribution) Performance Standards Regulations with respect to Commercial Quality with LECO |
| 02 | AP20/CP/COA/02 | Implementation of Electricity (Distribution) Performance Standards Regulations (Commercial Quality) with Ceylon Electricity Board (CEB) | Implemented adaptation stage of Electricity (Distribution) Performance Standards Regulations with respect to Commercial Quality with CEB |
| 03 | AP20/CP/COA/03 | Guideline on shifting of electricity meters in consumer premises | Increased compliance with legislative requirements on service (commercial) quality |
| 04 | AP20/CP/COA/04 | Implementation of regulatory tools (regulations, rules and guidelines) related to customer services by licensees | Increased compliance with legislative requirements on service (commercial) quality |
| 05 | AP20/CP/COA/05 | Preparation of Consumer Service Manual | Increased compliance with legislative requirements on service (commercial) quality |
| 06 | AP20/CP/COA/06 | Regulation of Water Services Industry | Regulation of Water Service by PUCSL |
| 07 | AP20/CP/COA/07 | Transparent Access to Water Resource | Fair and Transparent decision on water allocations report on possible alternative approaches on water allocation in a specific area |
| 08 | AP20/CP/COA/08 | Light Handed Regulation for Community Based Water Supply Schemes | Identify the necessary regulatory interventions in a light-handed regulatory framework |
| 09 | AP20/CP/COA/09 | Consumer Forum 2020-Review of Consumer Rights | Conducting Energy Forum 2020 |
| 10 | AP20/CP/COA/10 | Research on Regulation of Water Services in Sri Lanka | Peer reviewed research paper |
| 11 | AP20/CP/COA/11 | Conduct consumer mobile services in four provinces | Increased compliance with legislative requirements on service (commercial) quality |
| 12 | AP20/RU/COA/16 | Facilitate consumer complaints and licensee advice requests in accordance relevant laws and guidelines | Increased compliance with legislative requirements on service (commercial) quality |
| 13 | AP20/RU/COA/17 | Resolution of disputes in accordance with dispute resolution rules | Increased compliance with legislative requirements on service (commercial) quality |
| 14 | AP20/RU/COA/18 | Coordination of Consumer Consultative Committee | Monthly Meetings for CCC members to discuss the Consumer Issues |
| | **Inspectorate Division** | | |
| | **Activity Ref** | **Name of the Activity** | **Output of the Activity** |
| 15 | AP20/CP/INS/01 | Expansion of Incident Reporting System (IRS) to obtain information in hospitals related to deaths and injuries caused by electricity. | Expansion of IRS to obtain information from hospitals. (Process output) |

| | | | |
|---|---|---|---|
| 16 | AP20/CP/INS/02 | Formulation of an advice to the government: Recommending an economic model specific to utility service corridor projects integrated with road development (to evaluate the economics and the sensitivities). | Advice to the government: Recommended economic evaluation model specific to utility service corridor projects integrated with road development (process output) |
| 17 | AP20/CP/INS/03 | Electrical Safety User Guideline for Domestic Water Pumps | Electrical safety user guideline for domestic water pumps (Process Output) |
| 18 | AP20/CP/INS/04 | Regulation or Rule for Security Electric Fences | Regulation or Rule for Security Electric Fences (Process Output) |
| 19 | AP20/CP/INS/05 | Incident Reporting System | Increase the services provided to staff |
| 20 | AP20/CP/INS/06 | Partnership Programme with Local Authorities on Implementation of Street Light Management Plan, National Standard for Plug and Sockets, Line clearance regulation | Strengthened relationship with local authorities and other respective organizations |
| 21 | AP20/CP/INS/07 | Awareness on Electricians Licensing and Safety | Conducting awareness campaigns for focus audience. |
| 22 | AP20/CP/INS/08 | Training of Trainers Programme (Safety Module Introduction for Scouts and Training of Scholl Teachers) | Training of Trainers Program (Safety Module Introduction for Scouts and Training of School Teachers) |
| 23 | AP20/RU/INS/16 | Monitoring of Activities Related to Electrical Safety | Expansion of IRS to obtain information from hospitals. |
| 24 | AP20/RU/INS/17 | Public Awareness Program | 1. Increased knowledge and awareness on safe use of electricity 2. Increased effectiveness of the licensing process |
| 25 | AP20/RU/INS/18 | Ensuring the compliance of electrical installations of construction projects done by the foreign contractors to the IET regulations | Increased compliance of electrical installations of construction projects executed by the foreign contractors with the IET regulations |
| 26 | AP20/RU/INS/19 | Recommendation of sanctions to prosecute persons who extract or use electricity illegally via electricity transmission & distribution system of licensees. | Increase compliance with legislative requirement on commercial quality of supply |
| 27 | AP20/RU/INS/20 | Conducting Inspections, Test electric lines or plants or Supply of electricity on request from consumers or upon directives by the Commission. | Increased compliance with legislative requirement on service quality, supply quality and commercial quality. |
| 28 | AP20/RU/INS/21 | Implementation of Electrician Licensing Framework and Sockets & Plugs Standardization. | Increased compliance and safety at domestic and industrial installations. |
| | **Licensing Division** | | |
| | **Activity Ref** | **Name of the Activity** | **Output of the Activity** |
| 29 | AP20/ CP/ LIC /01 | Setting Benchmarks cost for Generation Technologies | Benchmark prices for generation technologies |
| 30 | AP20/ CP/ LIC /02 | Implementation of Transmission Performance Standards | Continuous improvement of generation and transmission system performance |
| 31 | AP20/ CP/ LIC /03 | Regulations Review and approval of Long-Term Transmission Development Plan | Improved quality and reliability of electricity supply |

| | | | |
|---|---|---|---|
| 32 | AP20/ CP/ LIC /04 | Disaster Management Plans- Electricity, Water & Petroleum Sectors | Improved quality and reliability of electricity supply |
| 33 | AP20/ CP/ LIC /05 | Implementation of Electricity (Distribution) Performance Standards Regulation (Power quality and Supply quality) of Lanka Electricity Company Pvt Ltd | Establishment of Targets for Power Quality and Supply Quality |
| 34 | AP20/ CP/ LIC /06 | Implementation of Electricity (Distribution) Performance Standards Regulation (Power quality and Supply quality) of Ceylon Electricity Board | Completion of the adaptation stage |
| 35 | AP20/ CP/ LIC /07 | Standards for Installation & Operation of Street Lights and Policy Advice on for roads and public spaces operational structure | Compile a report on standards of lighting for roads and public spaces |
| 36 | AP20/ CP/ LIC /08 | Preparation of a methodology for collection, recycling and disposal of used lubricants. | Identification of a proper solution for collection, recycling and disposal of used lubricants. |
| 37 | AP20/ CP/ LIC /09 | Amending Distribution Code | Revised Distribution Code |
| 38 | AP20/ CP/ LIC /10 | Development and implementation of License Management System | Increase the services provided to staff |
| 39 | AP20/ CP/ LIC /11 | Research Activity | Results of the research |
| 40 | AP20/ RU/ LIC /16 | Review of New Power Plant Proposals for approval and monitoring implementation of Generation Plan | Decisions on the proposals for new power plant procurements |
| 41 | AP20/ RU/ LIC /17 | Generation and Transmission Performance Reports | 65 daily reports, 12 monthly reports, 2 semi-annual and 2 annual reports |
| 42 | AP20/ RU/ LIC /18 | Report on Short Term Energy Security | Monthly report identifying risks and remedies |
| 43 | AP20/ RU/ LIC /19 | License Applications and Exemptions (new applications, modifications, extensions) evaluation and grant license and Invoicing | Issuing a license /exemption for electricity business |
| 44 | AP20/ RU/ LIC /20 | LISS Administration | Ensure the data is available at LISS as required |
| 45 | AP20/ RU/ LIC /21 | Execution of the decision taken at DCERP meetings | Increased compliance to power and supply quality standards by licensees |
| 46 | AP20/ RU/ LIC /22 | Lubricant (Awareness programs/ workshop/Market report) | Quality, Price |
| | **Regulatory Division** | | |
| | **Activity Ref** | **Name of the Activity** | **Output of the Activity** |
| 47 | AP20/ CP/ REA/01 | Formulate regulatory framework for the midstream and downstream Natural Gas market | Regulatory instruments, knowledge and skills |
| 48 | AP20/ CP/ REA/02 | Review and update Sri Lanka Standards for lubricants | Updated and new Sri Lanka Standards for lubricants |
| 49 | AP20/ CP/ REA/03 | Update Supply Services Code and Statement of Rights & Obligations of Electricity Consumers | Increased compliance with legislative requirements on Supply Quality and Commercial Quality as well as making consumers aware of their rights and obligations |
| 50 | AP20/ CP/ REA/04 | Formulate advise to the government on duty structure of imported and locally blended Lubricants for increased competition | Duty structure of imported and locally blended lubricants |

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| 51 | AP20/ CP/ REA/05 | Formulate procedure for detecting adulteration of petrol and diesel with kerosene | Procedure for identifying the presence of kerosene in petrol and diesel |
| 52 | AP20/ CP/ REA/06 | Set values (rates) for return on investment in electricity generation, transmission and distribution | Rates to be paid for investments in electricity sector |
| 53 | AP20/ CP/ REA/07 | Guidelines for regulatory impact analysis (Ex-Ante) | Guideline for regulatory impact analysis |
| 54 | AP20/ CP/ REA/08 | Reviewing the Regulatory Manual and identifying the areas to be updated and improved | Increased compliance with legislative requirements of RM |
| 55 | AP20/ CP/ REA/09 | Review and update Sri Lanka Standards for Petroleum Fuels Combined Lubricant | Increased compliance with legislative requirements of RM |
| 56 | AP20/ CP/ REA/10 | Awareness Campaign with CAA | Awareness campaign focusing consumers, retailers and mechanics. |
| 57 | AP20/ CP/ REA/11 | Partnership Building Program towards establishing testing facilities for petroleum product testing | Testing mechanism to test lubricant products. |
| 58 | AP20/ RU/ REA/16 | Provide advice and assistance to the subject Ministry on regulation of the lubricant market | Advice and assistance provided on policy and regulatory matters |
| 59 | AP20/ RU/ REA/17 | Provide advice and assistance to the subject Ministry on regulation of the petroleum industry | Advice and assistance provided on policy and regulatory matters |
| | **Tariff and Economic Affairs** | | |
| | **Activity Ref** | **Name of the Activity** | **Output of the Activity** |
| 60 | AP20/CP/TEA/01 | Dispatch Audit for year 2019 | Dispatch Audit report |
| 61 | AP20/CP/TEA/02 | Concept report on Access controls and Market rules for Natural Gas industry | Identifying a workable industry structure for Natural Gas Industry |
| 62 | AP20/CP/TEA/03 | Pricing regime for retail Natural Gas market | Proposal for a proper pricing scheme for retail Natural Gas market |
| 63 | AP20/CP/TEA/04 | Lubricant Industry Market analysis report | Report on Lubricant Market |
| 64 | AP20/CP/TEA/05 | Subsidy analysis of the existing end user tariff of the water sector | Performance Analysis report on the existing end user tariff of the water sector |
| 65 | AP20/CP/TEA/06 | Policy advice on electricity wheeling and open access | Policy advise on investment attraction for electricity industry |
| 66 | AP20/CP/TEA/07 | Industry financial forecast 2025 | Forecasted costs and industry revenue for 2020-2025 |
| 67 | AP20/CP/TEA/08 | Concept Note on Electricity Markets for Sri Lanka | Concept report on electricity markets for Sri Lanka |
| 68 | AP20/CP/TEA/09 | The revision of the Tariff Methodology | Reviewing the Tariff Methodology and conducting a stakeholder consultation on the methodology |
| 69 | AP20/CP/TEA/10 | Survey Feasibility study on Utility-Driven DSM programs on Electricity Affordability -Phase 2 | Results of the Survey - Data and Statistics |
| 70 | AP20/ CP/ REA/06 | EV and EVCs promotional Campaign through joint programme with respective organizations (DMT, CEA etc.) | Knowledge platform for regulators in Sri Lanka |

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| 71 | AP20/CP/TEA/12 | Research and Survey | Results of the research |
| 72 | AP20/RU/TEA/16 | Bulk supply tariff, Uniform National Tariff and end-user tariff review | Tariff Decision |
| 73 | AP20/RU/TEA/17 | Review of Allowed Charges filed for 2021 | Efficient and reasonable allowed charges |
| 74 | AP20/RU/TEA/18 | Small Distributor Tariff Review | Efficient and reasonable electricity tariff |
| | **Environment, Renewable and Efficient Division** | | |
| | **Activity Ref** | **Name of the Activity** | **Output of the Activity** |
| 75 | AP20/CP/EER/01 | Feasibility study on Utility-Driven DSM programmes | Feasibility study on U-DSM programs |
| 76 | AP20/CP/EER/02 | Techno-Economic Feasibility Study on Demand Response opportunities | Tecno-Economic feasibility Study report on demand response |
| 77 | AP20/CP/EER/03 | Promotion of Green Building Guideline through joint programme with SEA, SLIA and Architectural Dept of UOM | Capacity building of Industrial & commercial sectors |
| 78 | P20/CP/EER/04 | Introduction, awareness and promotion of energy-efficient housing model for low income households in Sri Lanka | |
| 79 | AP20/CP/EER/05 | Research Grant and knowledge sharing Project with UOM | I An energy efficient House model for low income settlements<br>2. Increased participation from Universities Improved stakeholder relationships |
| 80 | AP20/CP/EER/06 | Introduction and Promotion of Sample Building Model and Guideline for Renovating Government Buildings in Sri Lanka | 1.A benchmark building for state-owned buildings in Sri Lanka<br>2. A guideline for renovating state-owned buildings in Sri Lanka Improved stakeholder relationships |
| 81 | AP20/CP/EER/07 | Establish a process for data collection on renewable energy generation | IT based solution on renewable energy data collection |
| 82 | AP20/RU/EER/16 | Monitoring Environmental Performance of Lakvijaya Power Plant | Implementation of environmental impact mitigation action plan in LVPP |
| 83 | AP20/RU/EER/17 | Obtaining compliance to the environmental regulations by the licensees. | Complying to the license conditions by generation licensees |
| | **Corporate Communication** | | |
| | **Activity Ref** | **Name of the Activity** | **Output of the Activity** |
| 84 | AP20/CP/CCO/01 | Knowledge platform for regulators in Sri Lanka | Knowledge platform for regulators in Sri Lanka |
| 85 | AP20/CP/CCO/02 | Electricity Industry Related Investment Promotional Campaign | Policy advise and necessary regulatory tools |
| 86 | AP20/CP/CCO/03 | Master Awareness Campaign on Activities 2020 | Public awareness |
| 87 | AP20/CP/CCO/04 | Public Consultations 2020 | Stakeholder awareness and participation |
| 88 | AP20/CP/CCO/05 | Household Booklet on Electricity Industry and Networking with stakeholders in dissemination of Information | 1.Household Booklet<br>2. Relationship with existing network of consumers Improved stakeholder relationships |
| 89 | AP20/RU/CCO/16 | Content Development for Mass Media, Corporate Reports, Media Relations and Monitoring-English Media Content | Annual Report, Activity Plan, Lubricant Report |

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| 90 | AP20/RU/CCO/17 | Development for Mass Media, Corporate Reports, Media Relations and Monitoring-Tamil | Increased awareness about regulators role among Tamil speaking community |
| 91 | AP20/RU/CCO/18 | Statutory Notices | Information Dissemination |
| 92 | AP20/RU/CCO/19 | Compilation and Dissemination of Corporate Reports & Information Management | Final Reports in a timely manner |
| 93 | AP20/RU/CCO/20 | Content Development for Mass Media, Corporate Reports, Media Relations and Monitoring-Sinhala | Content in Sinhala |
| 94 | AP20/RU/CCO/21 | Facilitation of Information requests, Preparation of final report to RTI Commission and obligation to statuary framework under Right to Information Act No. 12 of 2016 | System of quick gathering of information required under RTI Improved stakeholder relationships |
| 95 | AP20/RU/CCO/22 | Internship Programme on promotion of regulatory role (Phase 02) | Improved awareness of regulatory role among academics of Sri Lanka |
| 96 | AP20/RU/CCO/23 | Content Development, Media Relations and Monitoring - Internet and Social Media | Improved stakeholder relationships |
| 97 | AP20/RU/CCO/24 | Corporation with SAFIR | Awareness campaign focusing consumers, retailers and mechanics. Corporation and coordination |
| | **Human Resource Division** | | |
| | **Activity Ref** | **Name of the Activity** | **Output of the Activity** |
| 98 | AP20/CP/HRD/01 | Development of monthly Activity progress monitoring module through Human Resource Information System (HRIS) | Time saving Transparency and availability of information |
| 99 | AP20/CP/HRD/02 | Development of a structured capacity development interventions to evolve a Human Resource Development plan in HRIS in order to enhance the competencies of all employees in line with new public administration circular 02/2018 | 1. Increase the ROI on employee training<br><br>2. Transparency and enhance employee performances/ Enhance efficiency & productivity of divisions |
| 100 | AP20/CP/HRD/03 | Streamline the routine payment system of the division | 1.Feasibility in Report generation 2. Increase the efficiency in divisional decision making |
| 101 | AP20/CP/HRD/04 | Organizational Development and Career growth of all staff | Motivated work fares<br>Improved employee growth cycle |
| 102 | AP20/RU/HRD/16 | Employees' Performance Management Capacity | Quality of output, Level of productivity, Level of creativity |
| 103 | AP20/RU/HRD/17 | Development & Training | 1. Improved behavioural changes and performance. 2. Effective knowledge management |
| 104 | AP20/RU/HRD/18 | Routine HR & Admin activities | Efficient operation of the routine functions of the Commission |
| 105 | AP20/RU/HRD/19 | Employees Engagement and Welfare | 1. Mutual understanding among employees<br>2. Develop sense of self belonging |

| | Information Technology and Management of Information System | | |
|---|---|---|---|
| | **Activity Ref** | **Name of the Activity** | **Output of the Activity** |
| 106 | AP20/CP/IT/01 | Development and Modification of Business Applications (LISS, DRS, IRS, Lubricant System, Website, DMS, Data Warehouse, HR & Finance system, etc.) | Increase the services provided to staff |
| 106 | AP20/RU/IT/16 | Office Automation | Increase in the services provided to staf |
| 107 | P20/RU/IT/17 | Enhancement & Upgrade of ICT Infrastructure | The hardware platform is ensured to meet growing requirements of PUCSL |
| 108 | AP20/RU/IT/18 | Enhancement & Upgrade of BCP/ DR + Security (Business Continuity Planning / Disaster Recovery + Security) | The hardware platform is ensured to provide necessary support required to achieve business resilience |
| 109 | AP20/RU/IT/19 | Maintenance/SLAs/Consumables/ Repairs (General Overheads) | Defined level of services for internal users (and certain external users such as those who access the website) Time Schedule Regulatory Affairs Division Finance Division 107 AP20/RU/IT/16 Office Automation |
| | **Finance Division** | | |
| | **Activity Ref** | **Name of the Activity** | **Output of the Activity** |
| 110 | AP20/CP/FIN /01 | Modifying & drafting procedures | Increase the services provided |
| 111 | AP20/CP/FIN /02 | Enhancement & Upgrade of Financial module | Increase the services provided to staff |

# Activity wise cost for year 2021

| Division | Activity Ref No. | Activity Description | Sector | Outcome No. (1-4) | Direct cost | Overheads | Total cost |
|---|---|---|---|---|---|---|---|
| TEA | AP21/CP/TEA/01 | | Electricity | 2 | | 1,716,966 | 1,716,966 |
| TEA | AP21/CP/TEA/02 | Guideline for providing bulk service connections and augmentation of connections | Electricity | 2 | | 1,373,573 | 1,373,573 |
| TEA | AP21/CP/TEA/03 | Review of Allowed Charges methodology | Electricity | 2 | | 1,560,879 | 1,560,879 |
| TEA | AP21/CP/TEA/21 | Dispatch Audit for year 2019 | Electricity | 2 | 5,500,000 | 3,902,196 | 9,402,196 |
| TEA | AP21/CP/TEA/22 | Research to Estimate the Cost of Energy Not Served | Electricity | 2 | 1,110,000 | 1,498,443 | 2,608,443 |
| TEA | AP21/CP/TEA/23 | Research on Grid Integration Limit for Intermittent Sources | Electricity | 2 | 1,070,000 | 998,962 | 2,068,962 |
| TEA | AP21/CP/TEA/24 | Research on Grid Operation with Distributed Generation | Electricity | 2 | 565,000 | 998,962 | 1,563,962 |
| TEA | AP21/CP/TEA/25 | Research Study on Transmission System | Electricity | 2 | 680,000 | 374,611 | 1,054,611 |
| TEA | AP21/RU/TEA/31 | | Electricity | 2 | | 1,248,703 | 1,248,703 |
| TEA | AP21/RU/TEA/32 | | Electricity | 2 | | 1,092,615 | 1,092,615 |
| TEA | AP21/RU/TEA/33 | - | Electricity | 2 | 750,000 | 4,651,418 | 5,401,418 |
| TEA | AP21/RU/TEA/34 | Data and Data Analysis | Electricity | 2 | | 468,264 | 468,264 |
| | | Research | Electricity | 1 | 6,000,000 | | 6,000,000 |
| | | | | | **15,675,000** | **19,885,593** | **35,560,593** |
| COA | AP21/CP/COA/01 | Dialog on strengthening awareness and compliancy of Divisional Secretaries on amended wayleave guideline to resolve wayleave issues | Electricity | 1 | 3,420,000 | 2,684,711 | 6,104,711 |
| COA | AP21/CP/COA/02 | preparation of guideline on supplying electricity connection to block out (auctioned) lands | Electricity | 1 | 30,000 | 1,092,615 | 1,122,615 |
| COA | AP21/CP/COA/03 | Preparation of Disaster Management Plan for Water Supply Scheme in NWSDB | Water | not | 200,000 | 3,215,410 | 3,415,410 |

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|---|---|---|---|---|---|---|---|
| COA | AP21/CP/COA/21 | Measurement of Customer Services Performance of Ceylon Electricity Board | Electricity | 1 | 0 | 561,916 | 561,916 |
| COA | AP21/CP/COA/22 | Dialog with distribution licensees to ensure compliance on regulatory tools (regulations, rules and guidelines) to resolve consumer complaints efficiently | Electricity | 1 | 1,000,000 | 1,123,833 | 2,123,833 |
| COA | AP21/CP/COA/23 | Water Services Regulation | Water | not defined | 1,000,000 | 2,029,142 | 3,029,142 |
| COA | AP21/CP/COA/24 | Mobile service to solve electricity consumer complaints in seven provinces (Western, North Western, Sabaragamuwa, Central, Northern, Eastern, Uva) | Electricity | 1 | 5,830,400 | 3,995,849 | 9,826,249 |
| COA | AP21/RU/COA/31 | Facilitate Consumer grievances and licensee advise requests in accordance with relevant laws and guidelines | Electricity | 1 | 120,000 | 28,407,990 | 28,527,990 |
| COA | AP21/RU/COA/32 | Resolution of disputes in accordance with electricity (dispute resolution) rules | Electricity | 1 | 150,000 | 655,569 | 805,569 |
| COA | AP21/RU/COA/33 | Consumer Consultative Committee (CCC) Coordination | Electricity | 1 | 2,220,000 | 1,498,443 | 3,718,443 |
| COA | AP21/RU/COA/34 | Measurement of Customer Services Performance of Lanka Electricity Company Pvt. Ltd | Electricity | 1 | 0 | 811,657 | 811,657 |
| COA | AP21/RU/COA/35 | Data and Data Analysis | Electricity | 1 | 0 | 998,962 | 998,962 |
| | | | | | **13,970,400** | **47,076,098** | **61,046,498** |
| LIC | AP/2021/LIC/CP/01 | Reviewing and Approving Least Cost Long Term Generation Expansion Plan 2022-41 | Electricity | 1 | 810,000 | 3,121,757 | 3,931,757 |
| LIC | AP/2021/LIC/CP/02 | Consultation on revisiting and revising the regulatory framework of Exempted parties (Exempted from the requirement of obtaining a license to Generate/Distribute and Supply electricity) | Electricity | 1 | 1,520,000 | 1,217,485 | 2,737,485 |
| LIC | AP/2021/LIC/CP/21 | Guidelines to determine the Criteria for the Commission to decide it is satisfied on the compliance with least cost principle in approving the new Generation plant proposals (AP20/CP/LIC/01) | Electricity | 2 | 4,050,000 | 1,654,531 | 5,704,531 |
| LIC | AP/2021/LIC/CP/22 | Review and approval of Long-Term Transmission Development Plan (AP20/CP/LIC/03) | Electricity | 1 | 500,000 | 1,061,397 | 1,561,397 |

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|---|---|---|---|---|---|---|---|
| LIC | AP/2021/LIC/CP/23 | Disaster Management Plans- Electricity Sector (AP20/ CP/LIC/04) | Electricity | 1 | 10,000 | 530,699 | 540,699 |
| LIC | AP/2021/LIC/CP/24 (20/5) | Implementation of Electricity (Distribution) Performance Standards Regulation (Power quality and Supply quality) of Lanka Electricity Company Pvt Ltd | Electricity | 1 | 1,000 | 468,264 | 469,264 |
| LIC | AP/2021/LIC/ CP/25(20/6) | Implementation of Electricity (Distribution) Performance Standards Regulation (Power quality and Supply quality) of Ceylon Electricity Board | Electricity | 1 | 8,000 | 1,217,485 | 1,225,485 |
| LIC | AP/2021/LIC/ CP/26(20/7) | Preparation of Standards for Designing, Installation, Operation and Maintenance of lighting for roads and public spaces and Policy Advice on the institutional operational structure | Electricity | 1 | 5,000,000 | 530,699 | 5,530,699 |
| LIC | AP/2021/LIC/ CP/27(20/8) | Prepare a mechanism to collect, recycle and dispose used lubricants in Sri Lanka | Petroleum | | 5,000,000 | 842,874 | 5,842,874 |
| LIC | AP/2021/LIC/ CP/28(20/9) | Amending the Distribution Code | Electricity | 1 | 1,000,000 | 530,699 | 1,530,699 |
| LIC | AP/2021/LIC/CP/31 | Review of New Power Plant Proposals for approval and monitoring implementation of Generation Plan | Electricity | 1 | 0 | 1,716,966 | 1,716,966 |
| LIC | AP/2021/LIC/CP/32 | Generation and Transmission Performance Reports | Electricity | 1 | 0 | 1,248,703 | 1,248,703 |
| LIC | AP/2021/LIC/CP/33 | Report on Short Term Energy Security | Electricity | 1 | 0 | 936,527 | 936,527 |
| LIC | AP/2021/LIC/CP/34 | Implementation of Transmission Performance Standards Regulations | Electricity | 1 | 0 | 936,527 | 936,527 |
| LIC | AP2021/CP/LIC/35 | License Applications and Exemptions (new applications, modifications, extensions) evaluation and grant license and Invoicing | Electricity | 1 | 1,200,000 | 2,653,494 | 3,853,494 |
| LIC | AP2021/CP/LIC/36 | Execution of the decision taken at DCERP meetings | Electricity | 1 | 216,000 | 561,916 | 777,916 |
| LIC | AP2021/CP/LIC/37 | Lubricant Market Related Activities | Petroleum | | 0 | 530,699 | 530,699 |
| LIC | AP2021/CP/LIC/38 | LISS Administration | Electricity | 1 | 0 | 530,699 | 530,699 |
| LIC | AP2021/CP/LIC/39 | Data and Data Analysis | Electricity | 1 | 0 | 499,481 | 499,481 |
| LIC | AP/2021/LIC/CP/40 | Dispatch Analysis reports | Electricity | 2 | 0 | 749,222 | 749,222 |
| | | | | | **19,315,000** | **21,540,125** | **40,855,125** |
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| INS | AP20/CP/INS/01 | experienced by the consumers | Electricity | 1,3 | 200,000 | 2,497,406 | 2,697,406 |
| INS | AP20/CP/INS/02 | Conducting inspections in a sample of renewable power plants (licensees) | Electricity | 1,3 | 140,000 | 1,779,402 | 1,919,402 |
| INS | AP20/CP/INS/03 | Conducting Inspections at the premises of the parties who have been exempted from the requirement of obtaining license for distributing and supply electricity | Electricity | 1,3 | 50,000 | 2,965,669 | 3,015,669 |
| INS | AP20/CP/INS/04 | Providing accessibility of information on Transmission Line Corridors for General Public | Electricity | 1,3 | 10,000 | 936,527 | 946,527 |
| INS | AP20/CP/INS/05 | Compliance with Safety Regulation through Inspections | Electricity | 3 | 100,000 | 3,465,150 | 3,565,150 |
| INS | AP20/CP/INS/06 | national important buildings | Electricity | 3 | 10,000 | 1,123,833 | 1,133,833 |
| INS | AP20/RU/INS/31 | Monitoring of Activities Related to Electrical Safety | Electricity | 3 | | 3,215,410 | 3,215,410 |
| INS | AP20/RU/INS/32 | Public Awareness Program | Electricity | 3 | 48,000 | 1,248,703 | 1,296,703 |
| INS | AP20/RU/INS/33 | Recommendation of sanctions to prosecute persons who extract or use electricity illegally via electricity transmission & distribution system of licensees | Electricity | 1,3 | | 1,030,180 | 1,030,180 |
| INS | AP20/RU/INS/34 | Conducting Inspections, Test electric lines or plants or Supply of electricity on request from consumers or upon directives by the Commission | Electricity | 1,3 | 4,074,000 | 1,748,184 | 5,822,184 |
| INS | AP20/RU/INS/35 | Implementation of Electrician Licensing Framework, Plumber Licensing, Sockets & Plugs Standardization and Safety& Technical Management Plan, Preparation Incident Reporting System (Hospital) | Electricity | 1,3 | | 2,965,669 | 2,965,669 |
| INS | AP20/RU/INS/36 | Electrocution Analysis Reports | Electricity | 3 | | 1,248,703 | 1,248,703 |
| | | | | | **4,632,000** | **24,224,836** | **28,856,836** |
| FIN | AP21/CP/FIN/01 | - trolling & update the Financial Manual | | | | 967,745 | 967,745 |
| FIN | AP21/CP/FIN/02 | Coordinating procurement activities | | | 350,000 | 8,459,962 | 8,809,962 |
| FIN | AP21/CP/FIN/03 | Board of Survey & disposal of unserviceable items | | | 150,000 | 967,745 | 1,117,745 |
| FIN | AP21/RU/FIN/31 | accounting modules and accounting information system | | | | 4,495,330 | 4,495,330 |

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|---|---|---|---|---|---|---|---|
| FIN | AP21/RU/FIN/32 | Financial monitoring and regulatory compliance | | | | 5,931,339 | 5,931,339 |
| FIN | AP21/RU/FIN/33 | monitoring all receipts and payments | | | | 5,712,816 | 5,712,816 |
| | | | | | 500,000 | 26,534,936 | 27,034,936 |
| HR | AP21/HR/CP/01 | Development of a suitable recruitment interface linked to the Commission website | | | 200,000 | 1,404,791 | 1,604,791 |
| HR | AP21/HR/CP/02 | Reviewing and updating all the Job Descriptions and preparation of a Job Description manual | | | 0 | 1,248,703 | 1,248,703 |
| HR | AP21/HR/CP/03 | n n n s s | | | 800,000 | 1,404,791 | 2,204,791 |
| HR | AP21/HR/CP/04 | Development of Scheme of Recruitment | | | 1,000,000 | 1,092,615 | 2,092,615 |
| HR | AP20/HR/CP/21 | Development of monthly Activity progress monitoring module through Human Resource Information System (HRIS) | | | 0 | 468,264 | 468,264 |
| HR | AP20/HR/CP/22 | Development of a structured capacity development interventions to evolve a Human Resource Development plan in HRIS in order to enhance the competencies of all employees in line with new public administration circular 02/2018 | | | 0 | 499,481 | 499,481 |
| HR | AP20/HR/CP/23 | Streamline the routine payment system of the division | | | 0 | 499,481 | 499,481 |
| HR | AP20/HR/CP/24 | Organizational Development and Career growth of all s ff- ss n nn n | | | 0 | 468,264 | 468,264 |
| HR | AP21/HR/RU/31 | Capacity building and training | | | 3,500,000 | 1,716,966 | 5,216,966 |
| HR | AP21/HR/RU/32 | Employee engagement and welfare | | | 1,160,000 | 780,439 | 1,940,439 |
| HR | AP21/HR/RU/33 | Other routine administration work | | | 0 | 3,121,757 | 3,121,757 |
| | | | | | **6,660,000** | **12,705,552** | **19,365,552** |
| CCO | AP21/CP/CCO/01 | Master Awareness Campaign | Electricity/Petroleum/ Water | 3 | 6,000,000 | 3,121,757 | 9,121,757 |
| CCO | AP21/CP/CCO/02 | Awareness Campaign on updated Lubricant standards and new market players with Petroleum ministry, CAA and SL Customs | Petroleum | 0 | 5,000,000 | 2,996,887 | 7,996,887 |
| CCO | AP21/CP/CCO/03 | Detailed Communication Plan based on Activities 2021 | Electricity/Petroleum/ Water | 3 | 2,000,000 | 1,436,008 | 3,436,008 |

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|---|---|---|---|---|---|---|---|
| CCO | AP21/CP/CCO/21 | Training of trainers program (Safety module introduction for scouts and training of school teachers and principals) | Electricity | 3 | 2,000,000 | 3,590,021 | 5,590,021 |
| CCO | AP21/CP/CCO/22 | Knowledge platform for regulators in Sri Lanka | Electricity/Petroleum/ Water | 3 | 500,000 | 1,030,180 | 1,530,180 |
| CCO | AP21/CP/CCO/23 | Electricity Industry Related Investment Promotional Campaign - Research Forum) | Electricity | 3 | 1,500,000 | 2,247,665 | 3,747,665 |
| CCO | AP21/CP/CCO/24 | Introduction, Awareness and Promotion of Energy-efficient Housing Model for Low Income Households in Sri Lanka-Research Grant and Knowledge Sharing Project with University of Moratuwa | Electricity | 4 | 3,500,000 | 3,184,192 | 6,684,192 |
| CCO | AP21/RU/CCO/31 | Publication of statutory notices | Electricity/Petroleum/ Water | 3 | 1,500,000 | 1,404,791 | 2,904,791 |
| CCO | AP21/RU/CCO/32 | Content Development for Mass Media, Corporate Reports, Media Relations and Monitoring-Tamil | Electricity/Petroleum/ Water | 3 | 100,000 | 1,123,833 | 1,223,833 |
| | AP21/RU/CCO/33 | Content Development for Mass Media, Corporate Reports, Media Relations and Monitoring-Sinhala | Electricity/Petroleum/ Water | 3 | 100,000 | 343,393 | 443,393 |
| CCO | AP21/RU/CCO/34 | Content Development for Mass Media, Corporate Reports, Media Relations and Monitoring-English | Electricity/Petroleum/ Water | 3 | 100,000 | 936,527 | 1,036,527 |
| CCO | AP21/RU/CCO/35 | Increasing Digital visibility and public communication | Electricity/Petroleum/ Water | 3 | 2,000,000 | 3,714,891 | 5,714,891 |
| CCO | AP21/RU/CCO/36 | Content Development for Mass Media and Corporate Reports | Electricity/Petroleum/ Water | 3 | 2,000,000 | 1,092,615 | 3,092,615 |
| CCO | AP21/RU/CCO/37 | RTI Management | Electricity/Petroleum/ Water | 3 | 100,000 | 780,439 | 880,439 |
| | | | | | **26,400,000** | **27,003,200** | **53,403,200** |
| RA | AP21/CP/RA/01 | Prepare Institutional Disaster Management Plans for petroleum sector utilities | Electricity/Petroleum/ Water | 1 | | 1,873,054 | 1,873,054 |
| RA | AP21/CP/RA/02 | Prepare Standards for Fuel Filling Stations | Petroleum | | | 1,030,180 | 1,030,180 |
| RA | AP21/CP/RA/03 | Updating the Regulatory Manual | Electricity/Petroleum/ Water | | | 936,527 | 936,527 |
| RA | AP21/CP/RA/21 | Formulate framework for regulating the midstream and downstream Natural Gas market | Petroleum | | | 936,527 | 936,527 |

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|---|---|---|---|---|---|---|---|
| RA | AP21/CP/RA/22 | Review and update Sri Lanka Standards for lubricants | Petroleum | | 800,000 | 936,527 | 1,736,527 |
| RA | AP21/CP/RA/23 | Update Supply Services Code and Statement of Rights & Obligations of Electricity Consumers | Electricity | 1 | 5,118,750 | 1,248,703 | 6,367,453 |
| RA | AP21/CP/RA/24 | Formulate advise to the government on duty structure of imported and locally blended Lubricants for increased competition | Petroleum | | 2,575,800 | 780,439 | 3,356,239 |
| RA | AP21/CP/RA/25 | Formulate procedure for detecting adulteration of petrol and diesel with kerosene | Petroleum | | 3,863,700 | 1,092,615 | 4,956,315 |
| RA | AP21/CP/RA/26 | Formulate procedure for compulsory import inspection of lubricants by the Sri Lanka Standards Institute and Sri Lanka Customs | Petroleum | | | 686,787 | 686,787 |
| RA | AP21/CP/RA/27 | Guidelines for regulatory impact analysis (Ex-Ante) | Electricity/Petroleum/ Water | | 4,293,000 | 1,092,615 | 5,385,615 |
| RA | AP21/CP/RA/28 | Formulate standards for petroleum fuel dispensing pumps and mechanism for monitoring | Petroleum | | | 1,248,703 | 1,248,703 |
| RA | AP21/CP/RA/29 | Review and update Sri Lanka Standards for Petroleum Fuels | Petroleum | | 1,000,000 | 1,404,791 | 2,404,791 |
| RA | AP21/RU/RA/31 | Shadow regulate the lubricant and grease market | Petroleum | | | 936,527 | 936,527 |
| RA | AP21/RU/RA/32 | Provide advice and assistance to the subject Ministry on regulation of the downstream petroleum industry | Petroleum | | | 468,264 | 468,264 |
| | | | | | **17,651,250** | **14,672,259** | **32,323,509** |
| EER | AP21/CP/EER/01 | Estimation of Externality Cost of Power Generation by Renewable Energy Sources | Electricity | 2 | 2,400,000 | 1,467,226 | 3,867,226 |
| EER | AP20/CP/EER/21 | Feasibility study on Implementation of Utility-Driven DSM programs | Electricity | 2 | 672,000 | 936,527 | 1,608,527 |
| EER | AP20/CP/EER/22 | Techno-Economic Feasibility Study on Demand Response opportunities | Electricity | 2 | 2,700,000 | 624,351 | 3,324,351 |
| EER | AP20/CP/EER/23 | Technical feasibility study on achieving 80% energy from Renewable Energy sources | Electricity | 2 | 900,000 | 624,351 | 1,524,351 |
| EER | AP21/RU/EER/31 | Data collection and dissemination of Environmental performance of power plants | Electricity | 4 | | 374,611 | 374,611 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| EER | AP21/RU/EER/32 | Data Collection and Analysis of Renewable Power Generation | Electricity | 2 | | 374,611 | 374,611 |
| EER | AP21/RU/EER/33 | Monitoring environmental Performance and Mitigation Action Plan in Lakvijaya Power Plant. | Electricity | 4 | 30,000 | 374,611 | 404,611 |
| | | | | | **6,702,000** | **4,776,288** | **11,478,288** |
| IT | AP21/CP/IT/01 | Revamping LISS | | | 3,000,000 | 2,247,665 | 5,247,665 |
| IT | AP21/CP/IT/02 | Revamping Technician Information System + mobile app | | | 1,800,000 | 1,217,485 | 3,017,485 |
| IT | AP21/CP/IT/03 | Implementing a digital media platform | | | 1,200,000 | 1,436,008 | 2,636,008 |
| IT | "AP20/CP/IT/02 (AP21/CP/IT/21)" | Incident Reporting System (AP20/CP/IT/02) | | | 1,000,000 | 1,092,615 | 2,092,615 |
| IT | "AP20/CP/IT/03 (AP21/CP/IT/22)" | License Management System (AP20/CP/IT/03) | | | 1,500,000 | 1,061,397 | 2,561,397 |
| IT | "AP20/CP/IT/04 (AP21/CP/IT/23)" | Upgrading HR & Finance Systems (AP20/CP/IT/04) | | | 1,500,000 | 1,217,485 | 2,717,485 |
| IT | AP21/RU/IT/31 | Improving existing business applications | | | 2,000,000 | 718,004 | 2,718,004 |
| IT | AP21/RU/IT/32 | Data Analysis | | | 1,500,000 | 780,439 | 2,280,439 |
| IT | AP21/RU/IT/33 | Implementing an Intranet / Extranet | | | 1,000,000 | 874,092 | 1,874,092 |
| IT | AP21/RU/IT/34 | | | | 2,000,000 | 655,569 | 2,655,569 |
| IT | AP21/RU/IT/35 | Prototyping a generation planning software system | | | 800,000 | 905,310 | 1,705,310 |
| IT | AP21/RU/IT/36 | Infrastructure Development | | | 4,100,000 | 1,592,096 | 5,692,096 |
| IT | AP21/RU/IT/37 | | | | 4,500,000 | 1,623,314 | 6,123,314 |
| IT | AP21/RU/IT/38 | BCP/DR + Security | | | 2,200,000 | 1,560,879 | 3,760,879 |
| IT | AP21/RU/IT/39 | Maintenance | | | | 1,279,920 | 1,279,920 |
| IT | AP21/RU/IT/40 | Solution for conducting Commission Meetings | | | 2,000,000 | 936,527 | 2,936,527 |
| | | | | | **30,100,000** | **19,198,807** | **49,298,807** |
| | | **Preparation of activity plan for year 2022** | | | | **13,735,732** | **13,735,732** |
| | | | | | **141,605,650** | **217,617,693** | **372,959,075** |

| Sector/Outcome | Amount |
|---|---|
| Outcome 1 | 157,131,824.75 |
| Outcome 2 | 71,126,448.75 |
| Outcome 3 | 51,198,446.75 |
| Outcome 4 | 16,488,154.75 |
| Petrolium | 58,536,659.67 |
| Water | 18,477,540.33 |
| Total | 372,959,075.00 |

# 2021 Procurement Plan

| Serial No | Division | Activity plan refernce Number | Acivity Name | Procurement Category (goods/ Works/Services/ Consultancy) | Description of procurement work | Estimated cost (Rs) | Procurement Method ** (ICB,NCB, LNB,LIB, Shopping, Direct) | Level of Authority (MPC/DPC(minor/ Major) | Priority Status U=Urgent P=Priority N=Normal | Scheduled date of commencement | Scheduled date of Completion |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Inspectorate | AP21/CP/INS/01 | Updating regulations to cover voltage fluctuation issues experienced by the consumers | Goods | International standards relevant to voltage fluctuation | 200,000 | Direct | DPC Minor | N | Mar-21 | Mar-21 |
| 2 | Inspectorate | AP21/RU/INS/34 | Conducting Inspections, Test electric lines or plants or Supply of electricity on request from consumers or upon directives by the Commission. | Goods | 4 pairs of Safety Shoes | 35,000 | Shopping | DPC Minor | N | Feb-21 | Feb-21 |
| 3 | Inspectorate | AP21/RU/INS/34 | Conducting Inspections, Test electric lines or plants or Supply of electricity on request from consumers or upon directives by the Commission. | Goods | 2 no. of Power Quality Analyzers | 4,000,000 | LNB | DPC Major | P | Feb-21 | Mar-21 |
| 4 | COA | AP21/CP/COA/01 | Dialog on strengthening awareness and compliancy of Divisional Secretaries on amended wayleave guideline to resolve wayleave issues | Services | selecting venues in all districts for conducting said Dailog and refreshments and lunchs for the participants | 3,420,000 | shoping | DPC (minor) | N | Feb-21 to Aug-21 | Feb-21 to Aug-21 |
| 5 | COA | AP20/CP/COA/04 or AP21/Cp21 | Dialog with distribution licensees to ensure compliance on regulatory tools to resolve consumer complaints effeciently | Services | Select venues and select service providers in provinces for lunch and refreshments for programme participants | 1,000,000 | shoping | DPC (minor) | N | Jan-21 | Feb-21 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 6 | COA | AP20/CP/COA/11 or Cp21/22 | Conducting consumer mobile Services in seven provinces (Western, North Western, Sabaragamuwa, Central, Northern, Eastern, Uva) | Services | select 07 venues in Western, North Western, Sabaragamuwa, Central, Northern, Eastern, Uva for mobile Services with stakeholders, Sounds, Tables and refreshments for participants | 5,830,400 | shopping | DPC (minor) | N | Jan-21 to Dec -21 | Jan-21 to Dec -21 |
| 7 | EER | AP21/CP/EER/01 | Estimation of Externality Cost of Power Generation by Renewable Energy Sources | Consultancy | Estimation of Externality Cost of Power Generation by Renewable Energy Sources | 4,000,000 | NCB | CPCD | P | Nov-20 | Mar-22 |
| 8 | LIC | AP/21/LIC/ CP/01 | Reviewing and Approving Least Cost Long Term Generation Expansion Plan 2022-41 | Services | Venue and Refreshments for Public Consultation | 500,000 | NCB | DPC(minor) | P | May-21 | May-21 |
| 9 | LIC | AP/2021/LIC/ CP/02 | Consultation on revisiting and revising the regulatory framework of Exempted parties (Exempted from the requirement of obtaining a license to Generate/Distribute and Supply electricity) | Consultancy | Hiring a consultant to execute the activity | 5,000,000 | NCB | CPCD | N | Jun-21 | Dec-21 |
| 10 | IT | AP21/CP/IT/01 | Revamping LISS | Services | Purchasing the Services for implementing a new system to replace existing LISS | 3,000,000 | Shopping | DPC (major) | P | Jun-21 | Aug-21 |
| 11 | IT | AP21/CP/IT/02 | Revamping Technician Information System | Services | Purchasing the Services for implementing a new system to replace existing Technician Information System | 1,800,000 | Shopping | DPC (minor) | P | Feb-21 | Apr-21 |
| 12 | IT | AP21/CP/IT03 | Implementing a Digital Media Platform | Services | Purchasing an inforgraphic software tool (or a cloud based service) | 25,000 | Shopping | DPC (minor) | N | Feb-21 | Apr-21 |
| 13 | IT | AP21/CP/IT03 | Implementing a Digital Media Platform | Services | Purchasing a light weight video editing software tool (or a cloud based service) | 25,000.00 | Shopping | DPC (minor) | N | Feb-21 | Apr-21 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 14 | IT | AP21/CP/IT03 | Implementing a Digital Media Platform | Services | Purchasing PDF editors | 50,000.00 | Shopping | DPC (minor) | N | Apr-21 | Feb-21 |
| 15 | IT | AP21/CP/IT03 | Implementing a Digital Media Platform | Services | Purchasing an SMS gateway | 100,000.00 | Shopping | DPC (minor) | N | Apr-21 | May-21 |
| 16 | IT | AP21/CP/IT03 | Implementing a Digital Media Platform | Services | Purchasing of digital media / social media software tools (or cloud based Services) | 1,000,000.00 | Shopping | DPC (minor) | N | Aug-21 | Jun-21 |
| 17 | IT | AP20/CP/IT/02 (AP21/CP/IT/21) | Incident Reporting System (Continuation of the 2020 project) | Services | Purchasing the Services for implementing the Incident Reporting System | 1,000,000.00 | Shopping | DPC (minor) | P | started in 2020 | Dec-21 |
| 18 | IT | AP20/CP/IT/03 (AP21/CP/IT/22) | License Management System (Continuation of the 2020 project) | Services | Purchasing the Services for implementing the License Management System | 1,500,000.00 | Shopping | DPC (minor) | P | started in 2020 | Dec-21 |
| 19 | IT | AP20/CP/IT/04 (AP21/CP/IT/23) | Upgrading HR & Finance systems (Continuation of the 2020 project) | Services | Purchasing the Services for upgrading the HR and Finance Systems | 1,500,000.00 | Shopping | DPC (minor) | P | started in 2020 | Dec-21 |
| 20 | IT | AP21/RU/IT/31 | Improving existing business applications | Services | Purchasing the Services for improving the existing applications such as Licensee Information Susbmission System, Dispute Resolution System, Incident Reporting System, License Management System, Lubricant Information System, Document Management System, Data Warehouse, Business Intelligence, Mathematical Analysis System, Website & social media Services, Intranet/Extranet, HR & Finance Systems, etc. (or any other existing system). | 2,000,000 | Direct | DPC (minor) | P | Feb-21 | Apr-21 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 21 | IT | AP21/RU/IT/32 | Data Analysis | Services | Purchasing mathematical modeling, numerical computing, statistical analysis software & simulation software and data analysis & data visualization software | 1,500,000 | Shopping | DPC (minor) | P | Jan-21 | Mar-21 |
| 22 | IT | AP21/RU/IT/33 | Intranet / Extranet | Services | Purchasing the Services for implementing Intranet / Extranet | 1,000,000 | Shopping | DPC (minor) | P | Jun-21 | Aug-21 |
| 23 | IT | AP21/RU/IT/34 | Automating procurement work-fow | Services | Purchasing the Services for automating the procurement work-fow I cloud based application development platform | 2,000,000 | Shopping | DPC (minor) | P | Jun-21 | Sep-21 |
| 24 | IT | AP21/RU/IT/35 | Prototyping generation planning software | Services | Developing generation planning software (PoC) | 800,000 | Shopping | DPC (minor) | P | Mar-21 | May-21 |
| 25 | IT | AP21/RU/IT/36 | Infrastructure Development | Goods & Services | Procuring accessories for servers, SAN, NAS, and other server room eqipment, etc. | 800,000 | Shopping | DPC (minor) | P | Jan-21 | Mar-21 |
| 26 | IT | AP21/RU/IT/36 | Infrastructure Development | Goods & Services | Upgrading telephone system (PABX and telephones) | 2,000,000 | Shopping | DPC (major) | P | Mar-21 | Apr-21 |
| 27 | IT | AP21/RU/IT/36 | Infrastructure Development | Services | Expanding existing links | 400,000 | Shopping | DPC (minor) | P | May-21 | Jul-21 |
| 28 | IT | AP21/RU/IT/36 | Infrastructure Development | Goods | Repalcing exisitng server-room UPS | 700,000 | Shopping | DPC (minor) | P | Sep-21 | Sep-21 |
| 29 | IT | AP21/RU/IT/36 | Infrastructure Development | Goods | Wireless Access Point | 200,000 | Shopping | DPC (minor) | P | Sep-21 | Oct-21 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 30 | IT | AP21/RU/IT/37 | | Goods | New computers for both x s g s ff wh s ld machines are replaced and wly r r d s ff | 2,500,000 | Shopping | DPC (minor) | P | Feb-21 | Apr-21 |
| 31 | IT | AP21/RU/IT/37 | | Goods | New mobile phones for w s ff d r pl g h existing phones of current s ff Tabs for Comission Members | 1,000,000 | Shopping | DPC (minor) | P | Mar-21 | May-21 |
| 32 | IT | AP21/RU/IT/37 | | Services | w l s s Cloud based application development platform | 100,000 | Shopping | DPC (minor) | P | Apr-21 | Jun-21 |
| 33 | IT | AP21/RU/IT/37 | | Services | r s g rds r w s ff and new servers | 100,000 | Shopping | DPC (minor) | P | May-21 | Jul-21 |
| 34 | IT | AP21/RU/IT/37 | | Goods | Computer accessories (such as UPS, mouse, keyboard, etc.) for computers | 100,000 | Shopping | DPC (minor) | P | Jun-21 | Aug-21 |
| 35 | IT | AP21/RU/IT/37 | | Goods | equipment such as printers, scanners, photocopiers, projectors, fax machines, etc. | 400,000 | Shopping | DPC (minor) | P | Jul-21 | Sep-21 |
| 36 | IT | AP21/RU/IT/37 | | Goods & Services | Video conferencing solution for online meetings and training events | 300,000 | Shopping | DPC (minor) | P | Aug-21 | Oct-21 |
| 37 | IT | AP21/RU/IT/38 | BCP/DR+Security | Services | Cloud based remote DR | 1,200,000 | Shopping | DPC (minor) | P | Apr-21 | Jun-21 |
| 38 | IT | AP21/RU/IT/38 | BCP/DR+Security | Goods & Services | Upgrading Security Infrastructure | 1,000,000 | Shopping | DPC (minor) | P | May-21 | Jul-21 |
| 39 | IT | AP21/RU/IT/39 | Maintenance (included in general overheads of PUCSL) | Goods & Services | consumebles (such as tonner, etc.), repairs, and any other IT realted procuremet work | 700,000 | Shopping | DPC (minor) | P | Jan-21 to Dec -21 | Jan-21 to Dec -21 |
| 40 | IT | AP21/RU/IT/40 | Solution for conducting Commission Meetings | Goods & Services | Solution with annual subscription | 1,200,000 | Shopping | DPC (minor) | P | Mar-21 | May-21 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 41 | IT | AP21/RU/IT/40 | Solution for conducting Commission Meetings | Goods & Services | 6 compatible tablets | 800,000 | Shopping | DPC (minor) | P | Apr-21 | Jun-21 |
| 42 | CCO | AP21/CP/ CCO/01 | Master Awareness Campaign | Goods | Designing and Printing Awareness Materials | 1,000,000 | Shopping | DPC (minor) | P | Jan-21 | Feb-21 |
| 43 | | | | Services | Videography and live streaming of awareness sessions | 1,600,000 | Shopping | DPC (minor) | N | Jan-21 | Feb-21 |
| 44 | | | | Services | Designing and Printing Banners for awareness Sessions | 640,000 | Shopping | DPC (minor) | N | | |
| 45 | | | | Services | Awareness Campaign over radio, digital, newspapers, magazines | 2,760,000 | Shopping | DPC (major) | N | Jan-21 | Feb-21 |
| 46 | CCO | AP21/CP/ CCO/02 | Awareness Campaign on updated Lubricant standards and new market players with Petroleum ministry, CAA and SL Customs | Services | Social Media Awareness Campaign | 3,000,000 | Shopping | DPC (major) | N | Jan-21 | Feb-21 |
| 47 | CCO | | | Goods | Printing Awareness Materials | 500,000 | Shopping | DPC (minor) | N | Jan-21 | Feb-21 |
| 48 | CCO | | | Services | Radio and Digital Screen Awareness | 1,500,000 | Shopping | DPC (minor) | N | Jan-21 | Feb-21 |
| 49 | CCO | AP21/CP/ CCO/03 | Detailed Communication Plan based on Activities 2021 | Services | Online Awareness Campaign, Radio Campaign, Newspaper based awareness campaign | 1,000,000 | Shopping | DPC (minor) | N | Jan-21 | Feb-21 |
| 50 | | | | Services | Venue, food and refreshment, videogrpahy and online streaming, Backdrop and banners of public consultations and awareness sessions | 1,000,000 | Shopping | DPC (minor) | N | Jan-21 | Feb-21 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 51 | CCO | AP21/CP/ CCO/21 | Training of trainers program (Safety module introduction for scouts and training of school teachers) | Services | Designing and Printing Awareness Materials | 500,000 | Shopping | DPC (minor) | N | Jan-21 | Feb-21 |
| 52 | | | | Services | Videography and online streaming, Designing and Printing Banners for awareness Sessions and online materials | 1,000,000 | Shopping | DPC (minor) | N | Jan-21 | Feb-21 |
| 53 | | | | Services | Venue, food and refreshment | 500,000 | Shopping | DPC (minor) | N | Jan-21 | Feb-21 |
| 54 | CCO | AP21/CP/ CCO/22 | Knowledge platform for regulators in Sri Lanka | Services | Food and refreshment, printing materials | 500,000 | Shopping | DPC (minor) | N | Jan-21 | Feb-21 |
| 55 | CCO | AP21/CP/ CCO/23 | Electricity Industry Related Investment Promotional Campaign - Research Forum) | Services | Venue, food and refreshment, videogrpahy and online streaming,Backdrop and banners of public consultations and awareness sessions | 1,500,000 | Shopping | DPC (minor) | N | Jan-21 | Feb-21 |
| 56 | CCO | AP21/CP/ CCO/24 | Introduction, Awareness and Promotion of Energy-efficient Housing Model for Low Income Households in Sri Lanka-Research Grant and Knowledge Sharing Project with University of Moratuwa | Services | Venue, food and refreshment, videogrpahy and online streaming,Backdrop and banners of public consultations and awareness sessions | 1,000,000 | Shopping | DPC (minor) | N | Jan-21 | Feb-21 |
| 57 | CCO | AP21/RU/ CCO/35 | Increasing Digital visibility and public communication | Services | Material Development and Social media and digital newspaper campaign | 2,000,000 | Shopping | DPC (major) | N | Jan-21 | Feb-21 |
| 58 | CCO | AP21/RU/ CCO/36 | Content Development for Mass Media and Corporate Reports | Services | Printing Reports | 2,000,000 | Shopping | DPC (major) | N | Jul-21 | Aug-21 |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 59 | HR & Admin | AP/HR/CP/01 | Development of a suitable recruitment interface linked to the Commission website | Services | Selection of Consultant | 200,000 | Shopping | DPC (minor) | N | Feb-21 | Jul-21 |
| 60 | HR & Admin | AP/HR/CP/03 | for total quality | Consultancy | Selection of Consultant,Payment of Registration & precessing fees | 800,000 | Shopping | CPCP | N | Jan-21 | Apr-21 |
| 61 | HR & Admin | AP/HR/CP/04 | Review of the Scheme of Recruitment | Consultancy | Selection of Consultant | 1,000,000 | Shopping | CPCD | N | Jan-21 | Oct-20 |
| 62 | HR & Admin | AP/HR/RU/21 | Capacity building and training | Services | Payment of course fees,Perdiuems,Air fare,Insurance & Incidentials | 3,500,000 | Shopping | DPC (major) | N | Jan-21 to Dec -21 | Jan-21 to Dec -21 |
| 63 | HR & Admin | AP/HR/RU/22 | Employee engagement and welfare | Services | Selection of venues | 1,160,000 | Shopping | DPC (minor) | N | Apr-20 | Jul-20 |
| 64 | HR & Admin | AP/HR/RU/23 | Other Routine Administrative works | Goods | Procument of Chairs for 6th & 17 h fl s | 1,265,000 | Shopping | DPC (minor) | N | Jan-20 | Mar-21 |
| 65 | HR & Admin | AP/HR/RU/23 | Other Routine Administrative works | Services | Workmen Compensation Insurance | 120,000 | Shopping | DPC (minor) | P | Jul-21 | Oct-21 |
| 66 | HR & Admin | AP/HR/RU/23 | Other Routine Administrative works | Services | Surgical and Medical insurance | 7,000,000 | Shopping | DPC (major) | P | Jul-21 | Oct-21 |
| 67 | HR & Admin | AP/HR/RU/23 | Other Routine Administrative works | Services | Personal Accident Insurance | 150,000 | Shopping | DPC (minor) | P | May-21 | Jul-21 |
| 68 | HR & Admin | AP/HR/RU/23 | Other Routine Administrative works | Services | Vehicle Insurance | 610,000 | Shopping | DPC (minor) | P | Jan-21 to Dec -21 | Jan-21 to Dec -21 |
| 69 | HR & Admin | AP/HR/RU/23 | Other Routine Administrative works | Goods | requisites | 1,147,360 | Shopping | DPC (minor) | N | Jan-21 to Dec -21 | Jan-21 to Dec -21 |
| 70 | HR & Admin | AP/HR/RU/23 | Other Routine Administrative works | Services | Janitorial and Tea Services | 1,680,000 | Shopping | DPC (minor) | N | Jan-21 | Feb-21 |

# Appendix A

## Details of the Activities

| ACTIVITY PLAN 2021 | Division: Consumer Affairs Division | |
|---|---|---|
| Ref No AP21/CP/COA/05 | Manager: Radhika Amarasinghe | Adviser: Yasantha Rathuvithana |
| Team: All CCC members, Roshan Weerasooriya, M.Z.M.Rahan | | |
| 1.Activity Name: Conducting consumer mobile services in five provinces (Sabaragamuwa, Central, Northern, Eastern, Uva) | | |

**2. What is the** ☐ **Issue** ☑ **Inadequacy** ☐ **Requirement**

Electricity consumers have wide spectrum of issues / problems to be sorted out / aware in achieving higher consumer - utility satisfaction. Main reason for this inadequacy is lack of proper awareness and effective channeling between consumer - utility or any other relevant agencies.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

Inviting consumers with their pending grievances / gray issues for one to one meeting with relevant / responsible authorities or officers would provide necessary guidance / solutions for consumers. Accordingly, mobile service clinics are to be organized in five provinces. Relevant government officers, service agents too will be invited and avail for one to one meeting and solutions will be provided to consumers with proper awareness building immediately.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

The proposed activity enables consumers to get resolve their grievances through direct communications with service providers and other relevant authorities who involved. Further licensees and consumers will be able to build fair relationship among others. Finally, this process will help to increase consumer convenience and productivity of the licensee.

**5. What are the main benefits to stake holders**

1. Resolving consumers' grievances through direct communications with service providers and other relevant authorities who involved
2. Electricity Consumer protection is ensured
3. Building fair relationship between licensees and consumers.
4. Increasing consumer convenience and productivity of the licensee.

6. **Activity Details**

| **Key Result Area:** | Power Quality, Supply Quality and Commercial Quality for the users |
|---|---|

| **Outcome** | Improved productivity & convenience for electricity consumers |
|---|---|
| | |

**Output**

| **OP** | Increased compliance with legislative requirements on service (commercial) quality | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| **KP** | Completion of the consumer mobile services in five provinces | | | | | | |
| **KPI Units** | | No. of mobile services | | | | 5 | |
| **Year** | | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Divis** | **Pri** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Fu** | **Funds (Rs.)** | **Man days** | **Vehicle (hrs)** | **Funds (Rs.)** | **Funds** |
| CCC | | | DD(RW) 15 | | | |
| COA | | 4,690,400.00 | DD(YR) 08 DD(SJ)8 | 40 days | | |
| | | | AD _ 40 MA- 20 | | | |
| Total | | 4,690,400.00 | 91 | | | |

| Month | Milestones Planned in 2021 | Disbursement Plan in 2021(Rs) |
|---|---|---|
| Jan | | |
| Feb | | |
| Mar | | |
| Apr | | |
| May | consumer mobile service in Sabaragamuwa Province | 938,080.00 |
| Jun | | |
| Jul | consumer mobile service in Central Province | 938,080.00 |
| Aug | | |
| Sep | consumer mobile service in Northern Province | 938,080.00 |
| Oct | consumer mobile service in Eastern Province | 938,080.00 |
| Nov | consumer mobile service in Uva province | 938,080.00 |
| Dec | Progress Report to the Commission | |

Activity Start Date: 01/05/2021 End Date: 31/12/2021 Duration:8 Months

7.Explain how the activity is carried out in 2021 with main steps

Following functions are to be done for all events:
1. The pre-discussions are to be organized before the event to aware the consumers upon event and identify their issues related to the electricity sector in every province.
2. The pre-meetings to be held with the licensees and relevant government entities to get their involvement and support to the events to provide suitable solutions to the consumers.
3.All events are to be held with participation of licensees and relevant government representatives and the consumers who have issues on electricity sector.
4. Publicity will be done among general public consumers through CCC provincial members and other appropriate means.
5. Effective awareness / solution provision will be done during meetings and all issues brought by the consumers will be properly registered with the type and quality of solution provided.
6. progress report will be submitted to the commission.
7. Issues listed will be categorized and analyzed for long-term and steady consumer satisfaction.

| ACTIVITY PLAN 2021 | Division: Consumer Affairs | |
|---|---|---|
| Ref No AP20/CP/COA/02 | Manager: Yasantha Rathuvithana | Adviser: Gamini Herath |
| Team: Yasantha, Nalin, Amila R, Narada, Dinushi | | |
| 1.Activity Name: Measurement of Customer Service Performance of Ceylon Electricity Board (CEB) | | |

**2. What is the** ☐ **Issue** ☐ **Inadequacy** 0 **Requirement**

Under the Gazette notification No. 1975/44 published on 13th July 2016 on Electricity (Distribution) Performance Standards Regulations, performances of licensees to improve the levels of Power Quality, Supply Quality and Commercial Quality (Distribution System Losses and service Quality) are to be regulated by the Commission.

Accordingly, measurement of customer service performance related to Commercial Quality is undertaken by the Consumer Affairs Division while measurement of performance with respect to Power Quality and Supply Quality is undertaken by the Licensing Division.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

As per the notification, implementation of adaptation stage is expected to be completed by CEB by the end of year 2020. Accordingly, by that time, CEB needs completion of establishment of the information system to calculate customer performance indices and performance targets. Also, it needs commence submitting results of commercial quality assessment to the Commission.

With the completion of adaptation stage, the Commission and CEB are required to complete 1st year of the hands-on stage in year 2021. In this stage, CEB needs to calculate & submit the Commission the agreed performance indices on a monthly basis and evaluate its performance and submit a monthly report to the Commission.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

The main objective of implementation of electricity (distribution) performance standard regulations is to improve commercial quality (distribution system losses and service quality) of the licensees.

Accordingly, the following actions will be taken by the Commission to ensure output of the activity moves forward in the regulatory process;

1. The Commission monitor the compliancy on quarterly basis by evaluating the reports submitted by licensee and publish with the approval of the Commission.
2. Aware consumers on implementation of the regulation through complaint facilitation
3. Engage with licensees quarterly for continues improvements of the performance

**5. What are the main benefits to stake holders**

Following benefits are expected generate

1. better service for consumers on usage of electricity supply
2. Licensee will be able to measure level of performance and take required measures to enhance the performance.
3. Data publish by licensee and PUCSL related to customer service will help for future research activities.

**6.Activity Details**

| **Key Result Area:** | Commercial Quality |
|---|---|

| **Outcome** | Improved productivity (electricity related) and convenience for electricity consumers |
|---|---|
| | |

**Output**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **OP** | Complete measuring 1st year of customer service performance of CEB with respect to Commercial Quality | | | | | | |
| **KP** | Performance evaluation report | | | | | | |
| **KPI Units** | | Reports | | | | 100% | |
| **Year** | | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| COA | | | DD (YR) 12<br>MA (DT) 06 | | | |
| LIC | | | D (NE) 08<br>AD (AR) 08 | | | |
| IT | | | AD (NW) 08 | | | |
| **Total** | | | 42 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Approval of the Commission for performance targets of CEB | |
| Feb | | |
| Mar | CEB commenced submitting results of Com. Quality assessments | |
| Apr | | |
| May | | |
| Jun | Performance evaluation report - 1st quarter 2021 | |
| Jul | | |
| Aug | | |
| Sep | Performance evaluation report - 2nd quarter 2021 | |
| Oct | | |
| Nov | | |
| Dec | Performance evaluation report - 3rd quarter 2021 | |

Activity Start Date: 1 Jan End Date: 31 Dec Duration: 12

7.Explain how the activity is carried out in 2021 with main steps

Following steps are planning to be carried out to complete the activity;
1. Interact with CEB to obtain calculated (commercial quality related) performance indices on monthly basis
2. Interact with CEB to obtain evaluated performance report on monthly basis through Licensee Information Submission System (LISS)
3. Based on the submitted monthly reports, prepare quarterly performance evaluation report of CEB at the end of each quarterly and submit for the Commission
4. Based on the quarterly reports, prepare annual performance report for commercial quality and submit for the Commission.

| ACTIVITY PLAN 2021 | Division: Consumer Affairs | |
|---|---|---|
| Ref No AP20/CP/COA/04 | Manager: Yasantha Rathuvithana | Adviser: Gamini Herath |
| Team: Yasantha, Roshan, Sachithra, Rahan | | |
| 1.Activity Name: Dialog with distribution licensees to ensure compliance on regulatory tools (regulations, rules and guidelines) to resolve consumer complaints efficiently | | |

| 2. What is the ☐Issue 0 Inadequacy ☐ Requirement |
|---|
| The Commission has issued number of regulatory tools (regulations, rules and guidelines) to be adhered/followed by licensees. But, when looking at the nature of complaints received by the Commission from consumers and advises request by the licensees, it implies that implementation of issued regulatory tools by licensees are not in satisfactory level. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Obtaining licensees compliancy to relevant laws, regulations, rules, guidelines etc are essential to protect consumers rights as well as licensees' rights.<br><br>Hence, in order to fulfill the above objective, it is planned to create a dialog with licensees to explain these regulatory tools, identify implementation barriers for licensees (if any), obtain licensees' suggestions (if any) and ensure the compliancy for smooth implementation. These dialogs will carry out mainly based on the consumer complaints received and licensee advise requests by the Commission |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| The objective of issuing such regulatory tools is to resolve consumer complaints so that protect rights of both consumers and licensees and any other affected parties.<br>With the implementation of these tools, the Commission plans to monitor nature and number of consumer complaints receive from consumers in all distribution divisions.<br>On the other hand, it is planned to evaluate performance of licensees as per the identified licensee performance indices on quarterly basis.<br>Further, introduce amendments to already issued guidelines to cater areas where improvements required (if any) are also in the plan. |

| 5. What are the main benefits to stake holders |
|---|
| Following benefits are expected to achieve through the activity.<br>1. Better service for consumers through ensuring compliance by licensees<br>2. Smooth the process of complaint handling by licensees and increase efficiency of customer service of them |

**6.Activity Details**

| **Key Result Area:** | Power Quality, Supply Quality and Commercial Quality for the users |
|---|---|

| **Outcome** | Improved productivity (electricity related) and convenience for electricity consumers |
|---|---|
| | |

**Output**

| **OP** | Complete the dialogs with distribution licensees on regulatory tools issued by the Commission | | | | | |
|---|---|---|---|---|---|---|
| | Commission | | | | | |
| **KP** | No. of sessions | | | | | |
| **KPI Units** | No. of Sessions | | | 06 | 04 | |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| COA | 1,000,000 | 1,000,000 | DD (YR) 12 | 15 days | | |
| RA | | | DD (RW) 06<br>AD (CP) 10 | | | |
| | | | MAs 8 | | | |
| **Total** | 1,000,000 | 1,000,000 | 36 | 15 | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | Complete 6th and 7th interactive session | 400,000 |
| **Feb** | Complete 8th interactive session | 200,000 |
| **Mar** | Complete 9th and 10th interactive session | 400,000 |
| **Apr** | | |
| **May** | | |
| **Jun** | | |
| **Jul** | | |
| **Aug** | | |
| **Sep** | | |
| **Oct** | | |
| **Nov** | | |
| **Dec** | | |

Activity **Start Date:** 1 Jan **End Date:** 31 Mar **Duration:** 03

**7.Explain how the activity is carried out in 2021 with main steps**

The activity will be carried out with the following main steps;
1. Plan out interactive sessions for distribution divisions of CEB and branch managers of LECO
2. Conduct pre-discussion sessions with officials of CEB/LECO
3. Conduct sessions as per the plan identified above.

| ACTIVITY PLAN 2021 | Division: Consumer Affairs | |
|---|---|---|
| Ref No AP21/CP/COA/04 | Manager: Roshan Weerasooriya | Adviser: Yasantha Rathuvithana |
| Team: Roshan Weerasooriya, Yasantha Rathuvithana, M.Z.M Rahan, Sachithra Lakshani | | |
| 1.Activity Name: preparation of guideline on supplying electricity connection to block out (auctioned) lands | | |

**2. What is the** O **Issue** D **Inadequacy** D **Requirement**

The Commission has been receiving complains upon new connections to the consumers who have bought block out lands sold by land owners or property developers. As per the said complains, the land owners or property developers have often promised the consumers to provide the electricity connections with the purchased lands. But the consumers have been facing difficulties without electricity supply yet. Under the Housing and town improvement ordinance in 1960, The major issue is, there is no condition to the land owners or property developers to supply an electricity connection to the consumers who bought block out lands from them, although there are provisions in Urban Development Authority Act and its amendments Acts and also in bylaw in this regard in Northwestern province to them to supply an electricity connection to such consumers.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

It is required to prepare a guideline to supply electricity connections to the consumers in block out lands with the participation of Government entities such as Ministry of Public Administration, Home Affairs, Provincial Councils & Local Government, Urban Development Authority, provincial councils, Ceylon Electricity Board, Lanka Electricity Company (Pvt) Ltd, the National Water Supply & Drainage Board etc. as they are the major stakeholders in this respect. And the guideline is to be taken cabinet approval to implement. Hence, it is planned to submit the guideline to the Cabinet by Ministry of Public Administration, Home Affairs, Provincial Councils & Local Government, Urban Development Authority, Public Utilities Commission of Sri Lanka and Northwestern provincial council as a joined cabinet paper. This guideline will propose to provincial councils to pass bylaw on it.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

As per the section 25 of the Electricity Act, connecting, supplying and maintaining the supply of electricity to the consumers are one of major duty of the distribution licensees. Hence, this guideline lead making the electricity supply to the consumers who are buying block out lands systematic. Having obtained the cabinet approval, the licensee will be informed to implement the guideline. The provisions on supplying electricity to the consumers in block out lands in the guideline are to be deployed for consumer complaints and dispute resolution facilitation.

**5. What are the main benefits to stake holders**

1. making the duties of distribution licensees smooth and systematic
2. ensuring the consumers' rights of having an electricity supply for their premises
3. increasing efficiency in handling issues of supplying an electricity connection to the said consumers
4. reducing complaints on supplying an electricity connection
5. resolving consumer complaints in systematic manner so that protect rights of consumers

**6.Activity Details**

| **Key Result Area:** | Power Quality, Supply Quality and Commercial Quality for the users |
|---|---|

| **Outcome** | Improved quality for productivity and convenience |
|---|---|
| | |

**Output**

| **OP** | Increased compliance with legislative requirements on service (commercial) quality | | | | | |
|---|---|---|---|---|---|---|
| **KP** | Completion of the guideline | | | | | |
| **KPI Units** | | | | 01 | | |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| COA | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| | | 30,000.00 | DD(YR) - 05 | | | |
| | | | DD(RW)- 18 | | | |
| | | | MA - 22 | | | |
| Total | | | 45 | | | |

| Month | Milestones Planned in 2021 | Disbursement Plan in 2021(Rs) |
|---|---|---|
| Jan | | |
| Feb | Draft guideline | |
| Mar | Obtaining comments from stakeholders | |
| Apr | Meeting with stakeholders (Ministry of Public Administration, Home Affairs, Provincial Councils & Local Government, Urban Development Authority, Northwestern provincial council and Licensees etc.) | 30,000.00 |
| May | Commission approval for submitting cabinet paper with draft guideline | |
| Jun | | |
| Jul | Cabinet approval | |
| Aug | Informing the licensees for implementation | |

Activity Start Date: 01.01.2021 End Date: 31.08.2020 Duration: 8 months

7.Explain how the activity is carried out in 2021 with main steps

1. Analyzing complaints/comments on supplying electricity to auctioned lands: - complaints received by Consumer Affairs Division in past three years and comments given by public at Regional Public Consultations held in 2018 are to be analyzed.
2. Drafting the guideline: - The draft guidelines plan to be developed with the inputs from Ministry of Public Administration, Home Affairs, Provincial Councils & Local Government, Urban Development Authority, provincial councils, Ceylon Electricity Board, Lanka Electricity Company (Pvt) Ltd, the National Water Supply & Drainage Board etc.
3. Complete obtaining comments from stakeholders: - having finalized the draft version, comments/observations are to be obtained from licensees and other stakeholders.
4. Meeting for stakeholders: - A meeting for stakeholders
5. Obtaining the Commission's approval for submitting cabinet paper with draft guideline to the Cabinet.
6. having obtained Cabinet approval, circulation the guideline for implementation.

| ACTIVITY PLAN 2021 | Division: Consumer Affairs | |
|---|---|---|
| Ref No AP21/CP/COA/06 | Manager: Shantha Jayasinghe | Adviser: Ranjith Balasuriya |
| Team: Shantha, Balasuriya, Pasindu | | |
| 1.Activity Name: Preparation of Disaster Management Plan for Water Services | | |

**2. What is the** O **Issue** D **Inadequacy** D **Requirement**

According to the Global Climate Risk Index, Sri Lanka is ranked among ten countries most affected in 2018, from the impact of extreme weather events. The vulnerability to disaster has significantly increased with the COVID-19 pandemic in Sri Lanka and worldwide. Hence, it is vital that introduce a disaster mitigation and preparedness measures. According to legal provisions, all state agencies should align with the National Disaster Management Plan prepared by Disaster Management Center. Public Utilities Commission of Sri Lanka (PUCSL) as the designated regulator for water services there is a responsibility to ready the utility services for disasters introducing a disaster management plan. PUCSL as the regulator intend to create a discussion on disaster preparedness and use the regulatory tools available to ensure accountability of utility service providers towards meeting the uninterrupted service provision.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

A disaster management plan to be prepared in collaboration with Disaster Management Center in consultation with Water Board. If formal regulation started in water services, there are regulatory tools i.e. licensing provisions which could be used to accountable service providers towards uninterrupted service provision. Preparation of a disaster management plan and implementation of the same with service providers is the proposal to solve the problem.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

Identification of disasters, vulnerability, and risk assessment on pilot basis.
Develop mitigation measures by the service providers i.e. NWSDB
Implement mitigation measures on pilot basis.

**5. What are the main benefits to stake holders**

Water consumer has an un-interrupted water supply
Service providers assets will be protected from disasters
Service provider will have more possibility to apply for international standards i.e. ISO

**6.Activity Details**

| **Key Result Area:** | |
|---|---|

| **Outcome** | Satisfied Consumer in Water Services |
|---|---|
| | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | **OP** | | | | | | |
| **Output** | **KP** | | | | | | |
| | **KPI Units** | | | | | | |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | **Resources used / Required:** | | | | | | |
| **Activity** | **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
| | | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| | | | 200,000 | DD 60 | | | |
| | | | | Con 60 | | | |
| | | | | AD 10 | | | |
| | **Total** | | | MA 25 | | | |
| | **Start Date:** 01/01/2021 | | | **End Date:** 31/12/2021 | | **Duration: (Month)** 12 | |

| **Milestones in 2021** | **Month** | **Date** | **Disburs.** |
|---|---|---|---|
| | **Jan** | | |
| Complete Disaster Identification | **Feb** | | 100,000 |
| | **Mar** | | |
| Complete vulnerability analysis, risk assessment | **Apr** | | |
| | **May** | | |
| | **Jun** | | |
| | **Jul** | | |
| Develop Mitigation Measures | **Aug** | | 100,000 |
| | **Sep** | | |
| | **Oct** | | |
| Finalize Disaster Management Plan | **Nov** | | |
| | **Dec** | | |

**Time Schedule**
**Start Date:** 01/01/2021 **End Date:** 31/12/2021 **Duration:** 12

**7.Explain how the activity is carried out in 2021 with main steps**

One water scheme will be identified in consultation with NWSDB as a pilot scheme for Disaster Plan Preparation.

Considering the Location, technology, water sources disaster identification will be completed

Based on the Disaster Identification, vulnerability and risk assessment will be completed

With the Disaster Mitigation measures activity will be completed

| ACTIVITY PLAN 2021 | Division: Consumer Affairs | |
|---|---|---|
| Ref No AP20/COA/CP/06 (24) | Manager: Shantha Jayasinghe | Adviser: Mr. Balasuriya |
| Team: Shantha, Balasuriya, | | |
| 1.Activity Name: Water Services Regulation | | |

**2. What is the** ☐ **Issue** ☐ **Inadequacy** ☐ **Requirement**

Sri Lanka has made a commitment to achieve Sustainable Development Goal 6, that of ensuring availability and sustainable management of water and sanitation for all households in Sri Lanka by 2030. Ensuring entire population in the country is provided with clean and safe drinking water while increasing the access to pipe borne water. This is a commitment included in the National Policy Framework: Vistas of Prosperity and splendour as presented by the President to Parliament.

Regarding sanitation, most households in Sri Lanka have proper toilets. There is a need for effective removal of waste material in addition to providing toilets that meet minimum standards for all. Wastewater treatment and hygienic removal and treatment of septage (fecal sludge) is now a challenge in Sri Lanka. As an upper-middle-income country, there can be no debate about the urgency of remedying these shortcomings and ensuring all Sri Lankans the basic right of clean water and sanitation.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

Extend the access to piped borne water supply need significant new investments. The options available in this regard are continue public investment, or harness private investment into the water services industry. In both options there are specific role that must be completed by the Regulator. Hence, based on the Government policy on investment approach the role of the regulator to be identified. In year 2020 work has been started to develop a policy advice to the Government identifying specific role for regulator. If Government accept this policy advice the role specified in the policy to be taken over by the PUCSL. When policy advice prepared, it should be channel through a formal approach to get approval from the Cabinet of Ministers. This is highly political sensitive issues and if we succeed only, we will be able to discuss the draft water service industry bill.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

Policy advice will be prepared by the Consultant appointed in this regard by April 2021. After that policy approval process start and if Government accept the policy advice necessary legislation preparation will be started. Upon approval of legislations regulation will be started.

**5. What are the main benefits to stake holders**

New investment will enter Water and Sanitation sector
Access to pipe borne and other mode of distribution will increase
Return on Investment to be ensured by the Regulator
Consumer grievances will be taken care by PUCSL

**6.Activity Details**

| Key Result Area: | |
|---|---|

| Outcome | Satisfied Water Consumer |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | | | | | | |
| | | | | | | | |
| | KP | | | | | | |
| | KPI Units | | | | | | |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

**Activity**

**Resources used / Required:**

| Division: | Prior 2021 | 2021 | | | 2022 | 2023 |
|---|---|---|---|---|---|---|
| | Funds (Rs.) | Funds (Rs.) | Man days | Vehicle | Funds (Rs.) | Funds |
| | 7.26 | 1.0 M | DD 60 | | | |
| | | | Con. 90 | | | |
| | | | MA 05 | | | |
| | | | | | | |
| Total | | | | | | |

**Start Date:** 01/04/2021 **End Date:** 31/12/2021 **Duration: (Month)** 09

| Milestones in 2021 | Month | Date | Disburs. |
|---|---|---|---|
| Public Consu. in Western Province and consultation at NWSDB | Jan | | 100,000 |
| Expert/focus group Consultation | Feb | | 500,000 |
| Final Draft of the Policy Advice | Mar | | |
| | Apr | | |
| | May | | |
| If approved, discussion with Attorney General's Depart. | Jun | | |
| Awareness program for NWSDB | Jul | | 200,000 |
| Meeting with Chief Secretaries | Aug | | |
| Awareness for CBOs | Sep | | 200,000 |
| | Oct | | |
| | Nov | | |
| | Dec | | |

**Time Schedule**
**Start Date:** 01/01/2021 **End Date:** 12/31/2021 **Duration:**12 M

**7.Explain how the activity is carried out in 2021 with main steps**

Upon Completion of public Consultations, the Policy advice will be developed by the Consultant. Same policy advice will be opened for sector expert consultation. Then policy advice will be finalized and submit to the Government. If Government accept the policy advice PUCSL will involve in the water service industry regulatory activities. If Government do not accept the advice only option available is to amend the PUCSL act and delete water service industry from the Schedule of PUCSL act.

| ACTIVITY PLAN 2021 | Division: Consumer Affairs | |
|---|---|---|
| Ref No AP21/CP/COA/03 | Manager: Roshan Weerasooriya | Adviser: Yasantha Rathuvithana |
| Team: Roshan Weerasooriya, Yasantha Rathuvithana, M.Z.M Rahan, Sachithra Lakshani | | |
| 1.Activity Name: Dialog on strengthening awareness and compliancy of Divisional Secretaries on amended wayleave guideline to resolve wayleave issues | | |

**2. What is the** O **Issue** D **Inadequacy** D **Requirement**

Most of the Divisional Secretaries do not exercise/apply the powers vested to them by the Electricity Act correctly and hence consumers/licensees are dissatisfied on the decision given by them, thereby consumer complaints with respect to Wayleave are on the increase.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

With the aim of solving said issues, secretariat of the Commission expects to interact with Divisional Secretaries and their deputies with the past cases identified and referred to the Commission, where Divisional Secretaries failed to exercise their powers effectively in order to identify implementation barriers for Divisional Secretaries (if any), to obtain Divisional Secretaries' suggestions (if any) and to make a dialog on the effective way of applying the amended Wayleave Guidelines.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

The objective of amending of wayleave guideline is to increase efficiency in handling wayleave cases by both licensees and Divisional Secretaries, reduce complaints on wayleaves and to resolve consumer complaints so that protect rights of consumers. To fulfil these goals, the compliancy and awareness on wayleave procedures are required. Hence, these interaction sessions will lead make the Divisional Secretaries aware and obtaining the compliancy for smooth implementation of wayleave guideline. And these sessions will facilitate Divisional Secretaries to deploy them for consumer complaints and dispute resolution in an efficiency manner.

**5. What are the main benefits to stake holders**

1. increasing efficiency in handling wayleave issues by Divisional Secretaries
2. reducing complaints on wayleaves
3. resolving consumer complaints in systematic manner so that protect rights of consumers
4. creating awareness for Divisional Secretaries on implementation of wayleave guideline

**6.Activity Details**

| **Key Result Area:** | Power Quality, Supply Quality and Commercial for the users |
|---|---|

| **Outcome** | Improved quality for productivity and convenience |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Divisional Secretaries and their deputies were made aware on effectively applying Wayleave | | | | | |
| | KP | Number of Interactive sessions conducted | | | | | |
| | KPI Units | Sessions | | | | 6 | 6 |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| COA | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle (hrs)** | **Funds (Rs.)** | **Funds** |
| | | 3.42M | DD(YR) - 16 | 40 days | | |
| | | | DD(RW)- 40 | | | |
| | | | MA - 30 | | | |
| Total | | 3.42M | 86 | | | |

| Month | Milestones Planned in 2021 | Disbursement Plan in 2021(Rs) |
|---|---|---|
| Jan | | |
| Feb | First Interactive session in southern province | 380,000.00 |
| Mar | Second Interactive session in North Western province | 380,000.00 |
| Apr | Third Interactive session in Sabaragamuwa province | 380,000.00 |
| May | Fourth & fifth Interactive sessions in Central & Western provinces | 760,000.00 |
| Jun | Sixth & seventh Interactive sessions in North Central & Uva provinces | 760,000.00 |
| Jul | Eighth Interactive session in Eastern province | 380,000.00 |
| Aug | Nineth Interactive session in Northern province | 380,000.00 |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |

Activity Start Date: 01.02.2021 End Date: 31.08.2021 Duration: 7 months

7.Explain how the activity is carried out in 2021 with main steps

Following functions are to be done for all events:

1. Analyze consumer complaints and Divisional Secretaries' advice requests related to wayleave.
2. The pre-meetings to be held with relevant District Secretaries and other relevant government entities to get their involvement and support to the events to interact respective Divisional Secretaries.
3. Plan out interactive sessions for Divisional Secretaries covering all districts.
4. Conduct sessions as per the plan identified above.

| ACTIVITY PLAN 2021 | Division: Inspectorate | |
|---|---|---|
| Ref No AP21/CP/INS/01 | Manager: Lilantha | Adviser: |
| Team: | | |
| 1.Activity Name: Updating regulations to cover voltage fluctuation issues experienced by the consumers | | |

| 2. What is the ☐Issue 0 Inadequacy 0 Requirement |
|---|
| Present regulations on voltage quality cover the steady state voltage limits but do not apply in respect of voltage fluctuations.<br><br>Hence it is required to update the prevailing regulations on voltage quality to safeguard consumers from the voltage quality issues related to voltage fluctuations. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Formulating recommendations to update existing regulations on voltage quality. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| Recommendations could be used to make necessary amendments to the regulations which in turn make the licensee to comply with. Eventually the voltage quality of the electricity supply will be improved. |

| 5. What are the main benefits to stake holders |
|---|
| Availability of improved regulations on voltage quality, that will safeguard the interest of consumers. |

**6.Activity Details**

| **Key Result Area:** | Power Quality. |
|---|---|

| **Outcome** | Improved voltage quality. |
|---|---|
| | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | **OP** | Improved regulations on the voltage quality | | | | | |
| **Output** | **KP** | Report on recommendations. | | | | | |
| | **KPI Units** | | | | | | |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| Ins | | 200,000 | 70 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | 200,000 | 70 | | | |

**Start Date:** **End Date:** **Duration: (Month)**

| **Month** | Milestone Planned | **Disburs.** |
|---|---|---|
| | | |
| Mar | Completion of the design of online survey | |
| Apr | Completion of the procurement of relevant international standards | 200,000 |
| May | Completion of analysis on regulations followed by other energy regulatory agencies worldwide. | |
| Jun | Completion of the analysis on international standards | |
| Aug | Completion of the analysis of survey results | |
| Sep | Producing the draft recommendations. | |
| Oct | Completion of the Stakeholder review. | |
| Nov | Producing the final recommendation. | |
| | | |
| | | |
| | | |

Time Schedule
Start Date: 20/01/2021 End Date:30/11/2021 Duration: 10 months

7.Explain how the activity is carried out in 2021 with main steps

Survey will be carried out to collect issues related with voltage quality that are faced by industrial and commercial consumers.
Review the practices of other energy regulatory agencies.
Review international standard
Review the issues related to voltage quality faced by consumers.
Accordingly, draft recommendations on improving the regulations practiced in Sri Lanka.
Disseminate the recommendations for expert and stakeholder review and obtain feedback.
Produce the final recommendations on improving the regulations on voltage quality of electricity supply.

| ACTIVITY PLAN 2021 | Division: Inspectorate | |
|---|---|---|
| Ref No AP21/CP/INS/02 | Manager: Lilantha | Adviser: |
| Team: Nilantha, Sameera, Krishananth | | |
| 1.Activity Name: Conducting inspections in a sample of renewable power plants (licensees). | | |

| 2. What is the ☐Issue ☐ Inadequacy 0 Requirement |
|---|
| According to section 6(a) of Sri Lanka Electricity Act No. 20 of 2009, electrical inspectors are required to inspect electrical plants belonging to persons authorized by a license. Hence it is required to carry out compliance monitoring with license conditions. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Conduct onsite inspections at renewable generating plants. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| Sample of generating plants will be inspected to fulfil section 6(a) of SLEA, covering the compliance monitoring of licensees with license conditions. |

| 5. What are the main benefits to stake holders |
|---|
| Ensuring safety and proper technical management of plants. |

**6.Activity Details**

| **Key Result Area:** | Safety / quality |
|---|---|

| **Outcome** | Improved safety and technical management of generating plants. |
|---|---|

**Output**

| **OP** | Inspection reports. | | | | | |
|---|---|---|---|---|---|---|
| **KP** | Number of plants inspected | | | | | |
| **KPI Units** | No. of plants | | | | 12 | |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| Inspectorate | | 140,000 | 50 | 12 days | | |
| | | | | | | |
| | | | | | | |
| **Total** | | 140,000 | 50 | 12 days | | |

**Start Date:** **End Date:** **Duration: (Month)**

| **Month** | Milestone Planned | **Disburs.** |
|---|---|---|
| Mar | Development of inspection criteria / checklist | |
| Apr | Completing the inspection of 3 generating plants | 35,000 |
| Jun | Completing the inspection of 6 generating plants | 35,000 |
| Aug | Completing the inspection of 9 generating plants | 35,000 |
| Oct | Completing the inspection of 12 generating plants | 35,000 |
| Nov | Completion of obtaining the feedback of licensees. | |
| Dec | Completion of the consolidated inspection report. | |
| | | |
| | | |
| | | |
| | | |

Time Schedule
Start Date: 20/01/2021 End Date:30/12/2021 Duration: 12 months

7.Explain how the activity is carried out in 2021 with main steps

Site inspection will be carried out on sample of electricity generating plants identifying the safety and technical management of licensees and the compliance with license conditions.
Inspection reports will be compiled according to the findings from the inspections.

| ACTIVITY PLAN 2021 | Division: Inspectorate | |
|---|---|---|
| Ref No AP21/CP/INS/03 | Manager: Sameera | Adviser: |
| Team: Nilantha, Lilantha, Krishananth | | |
| 1.Activity Name: Conducting Inspections at the premises of the parties who have been exempted from the requirement of obtaining license for distributing and supply electricity | | |

| 2. What is the ☐Issue ☐ Inadequacy 0 Requirement |
|---|
| As per the Section 10 (2) Sri Lanka Electricity Act No. 20 of 2009 ,the Commission has powers to grant an exemption to any person or category of persons from the requirement of obtaining a license distributing electricity subjected to some conditions, having regard to the manner in which or the quantity of electricity likely to be distributed by such person or category of persons.<br>Therefore, it is required to monitor the distribution networks of such exempted parties to check their compliance with the aforesaid exemption conditions. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| To inspect the parties who have been exempted from the requirement of obtaining license for distributing and supply electricity. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| Output of the activity will ensure the compliance of the exempted parties with the provided exemption conditions |

| 5. What are the main benefits to stake holders |
|---|
| The safety of the consumers who receive electricity from the above exempted parties will be ensured and protection of their consumer rights will be ensured |

**6.Activity Details**

| **Key Result Area:** | Safety |
|---|---|

| **Outcome** | Improved safety for lives |
|---|---|
| | |

**Output**

| **OP** | Inspection reports | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | |
| **KP** | No. of exempted parties inspected | | | | | |
| **KPI Units** | | | | | | |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| Ins | | 50,000 | 95 | 24 days | | |
| | | | | | | |
| | | | | | | |
| Total | | 50,000 | 95 | 24 days | | |

| Month | Milestones Planned in 2021 | Disbursement Plan in 2021(Rs) |
|---|---|---|
| Jan | Preparation of the inspection criteria and checklist | |
| Feb | Conducted inspections | 5,000 |
| Mar | Conducted inspections | 5,000 |
| Apr | Conducted inspections | 5,000 |
| May | Conducted inspections | 5,000 |
| Jun | Conducted inspections | 5,000 |
| Jul | Conducted inspections | 5,000 |
| Aug | Conducted inspections | 5,000 |
| Sep | Conducted inspections | 5,000 |
| Oct | Conducted inspections | 5,000 |
| Nov | Conducted inspections | 5,000 |
| Dec | Prepared and forwarded the inspection reports to the Licensing Division | |

Activity Start Date: 01/01/2021 End Date: 31/12/2021 Duration:12 months

7.Explain how the activity is carried out in 2021 with main steps

- Preparation of the inspection criteria and checklist according to the exemption conditions and as per the requirements of the Licensing Division
- Conducting inspections at the premises of the parties who have been exempted from the requirement of obtaining license for distributing and supply electricity
- Preparation of the inspection reports with the identified issues and non-complied areas
- Forwarding the inspection reports to the Licensing Division for necessary actions

| ACTIVITY PLAN 2021 | Division: Inspectorate | |
|---|---|---|
| Ref No AP21/CP/INS/04 | Manager: Sameera | Adviser: |
| Team: Nilantha | | |
| 1.Activity Name: Providing accessibility of information on Transmission Line Corridors for General Public | | |

| 2. What is the | O Issue | D Inadequacy | D Requirement |
|---|---|---|---|

Assuring the stipulated minimum safety clearances of transmission line corridors is important in improving the safety of lives and properties of general public and system reliability of licensees.
Geographical information of the existing and proposed (which are designed and in progress) transmission lines are currently not available to the general public.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

It is proposed to include a new layer with the geographical information of the transmission line corridors to the existing geographical information map (Geoportal) of Sri Lanka developed by ICTA.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

Through the improved accessibility of the information on transmission line corridors, general public will be able to take precautionary actions to maintain the line clearances when planning and executing the new constructions near the existing and proposed transmission line corridors which ultimately ensures the safety of lives and properties of general public and system reliability of licensees

**5. What are the main benefits to stake holders**

Safety of lives and properties of general public and system reliability of licensees will be improved

**6.Activity Details**

| **Key Result Area:** | Safety |
|---|---|

| **Outcome** | Improved safety for lives |
|---|---|
| | |

**Output**

| **OP** | Availability of information on Transmission Line Corridors for General Public | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | |
| **KP** | New layer with the geographical information of the transmission line corridors | | | | | |
| **KPI Units** | | | | | | |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| Ins | | 10,000 | 30 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | 10,000 | 30 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | | |
| Feb | Conducted a stakeholder consultation | 10,000 |
| Mar | | |
| Apr | Received geographical information (Spatial Data) of existing and upcoming transmission lines from CEB | |
| May | | |
| Jun | | |
| Jul | | |
| Aug | | |
| Sep | Development of a new layer of transmission line corridors for the existing geoportal of ICTA | |
| Oct | | |
| Nov | Made available the geographical information of the transmission line corridors for the general public | |
| Dec | | |

Activity Start Date: 01/01/2021 End Date: 30/11/2021 Duration: 11 months

7.Explain how the activity is carried out in 2021 with main steps

- Conducting a meeting with relevant stakeholders (CEB, ICTA and Sri Lanka Survey Department) to get their views and support
- Obtaining the geographical information (Spatial data) of existing and upcoming transmission lines from CEB
- Providing the geographical information of existing and upcoming transmission lines to ICTA
- Development of a new layer of transmission line corridors with ICTA and for the existing geographical information map (Geoportal) of Sri Lanka
- Providing the accessibility of the geographical information of the transmission line corridors for the general public

| ACTIVITY PLAN 2021 | **Division:** Inspectorate Division | |
|---|---|---|
| **Ref No AP21**/CP/INS/05 | **Manager:** Krish | **Adviser:** |
| **Team:** Nilantha, Sameera, Lilantha | | |
| **1.Activity Name:** Compliance with Safety Regulation through Inspections | | |

| **2. What is the** ☐**Issue** ☐ **Inadequacy** 0 **Requirement** |
|---|
| Safety, Quality and Continuity regulation was published in 2016 in order to ascertain the uninterrupted, safe and continuous electricity provision to the consumer. Inspections, recording of incidents etc… are indispensable to ensure the compliance of the licensee |

| **3.What is the proposal for solving/ improving / fulfilling above in item 2** |
|---|
| Design, Colours, and Proportions of the of the Safety Design for signages have been already mentioned in the regulation, thus inspections are required to conform the standard.<br><br>Monitoring the inspection criteria of the licensee on the safety of overhead lines or substations, which are required to assess the foreseeable risk of danger from interference, vandalism or unauthorised access (Section 6 (a) of Safety Regulation)<br><br>Enter details of the result of the classification of risk in a register in the Incident Reporting System to figure out the root causes (Section 6 (b) of Safety Regulation) |

| **4.Explain with timing how the output of the activity is deployed in regulatory/internal process** |
|---|
| Through the inspections, compliance to the signage board dimensions will be verified. Uniform measurements and compliance would alleviate the confusion, sight ambiguity; whereas increases the safety.<br><br>Overhead lines such as MV, LV line failures can be mitigated with periodic inspections along with licensees. This in turn would conforms the safety and protection of lives<br><br>Incident Reporting System was handed over to the licensee, whereas it is being developed for the Police. Once it is accomplished, registering the near misses, incidents and accidents can even be recorded with rigorousness and prudence. Also, root cause analysis reports are produced to diminish accidents. |

| **5. What are the main benefits to stake holders** |
|---|
| Reduction of electricity related shocks, accidents, deaths and property damages |

**6.Activity Details**

| **Key Result Area:** | Safety |
|---|---|

| **Outcome** | Improved safety for lives |
|---|---|
| | Improved protection of properties |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Output** | **OP** | Inspection Reports | | | | | |
| | **KP** | Number of active users in IRS; Number of inspections attended | | | | | |
| | **KPI Units** | | | | | | |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| Ins | | 200,000 | 80 | 25 | | |
| | | | | | | |
| | | | | | | |
| **Total** | | 200,000 | 80 | 25 | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Liaison with licensee and preparation of the inspection criteria and checklist | |
| Feb | Completion of Inspection | 20,000 |
| Mar | Completion of Inspection | 20,000 |
| Apr | Completion of Inspection | 20,000 |
| May | Completion of Inspection | 20,000 |
| Jun | Completion of Inspection | 20,000 |
| Jul | Completion of Inspection | 20,000 |
| Aug | Completion of Inspection | 20,000 |
| Sep | Completion of Inspection | 20,000 |
| Oct | Completion of Inspection | 20,000 |
| Nov | Completion of Inspection | 20,000 |
| Dec | Publication of the annual report(s) on Analysed Data | |

Activity Start Date: 20/01/2021 End Date: 10/12/2021 Duration: 11 Months

7.Explain how the activity is carried out in 2021 with main steps

- Preparation of the inspection criteria and checklist with the discussion of the licensee
- Conducting periodic inspections at substations and overhead lines for both signages and assessing the foreseeable risk of danger
- Preparation of incident reporting system report and data analysis
- Finalised Analysis Report(s) and proposing recommendations.

| ACTIVITY PLAN 2021 | Division: Inspectorate Division | |
|---|---|---|
| Ref No AP21/CP/INS/06 | Manager: Krish | Adviser: |
| Team: Nilantha, Sameera, Lilantha | | |
| 1.Activity Name: Analysing the causality of fire hazards at buildings and introducing the selective arc flash protection to national important places | | |

**2. What is the** O **Issue** D **Inadequacy** O **Requirement**

Electrical fires can start in wiring, electrical distribution systems, and lighting equipment, as well as in any equipment powered by electricity such as cooking, heating, office and entertainment equipment, washers and dryers, as well as electrical distribution or lighting equipment. This can mainly be categorized in two ways.

1. Fires in which electrical failure or malfunction is a factor contributing to ignition
2. Fires involving electrical distribution and lighting equipment. These are fires in which electrical distribution or lighting equipment are somehow involved in a fire's ignition

Fires due to electrical failure or malfunction primarily involve some form of arcing, which results from an unintentional discharge of electrical current between conductors. Given sufficient time and level of current, arc faults can produce enough heat to ignite a fire. Arc faults are produced by damaged conductors and connectors and may involve damaged wiring, frayed appliance cords, loose connections in wall outlets, or faulty switches and junction boxes.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

Arcing time is the most critical factor, fast, optical sensor-based protection methods are preferred. Other important issues are the selectivity and self-supervision of the protection system. Asset protection along with safety aspects should be taken into account as in any system design.

In the recent past, it was observed that in several parts of the country electric fire hazard had come about, mostly in commercial buildings. However, impacts and the loss would be extreme if it was at a national important place such as library, museum, archives…

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

Inspections are required at these places to find the vulnerabilities, where recommendations will be given at the end after findings.

Also, a study report on reducing arcing time and other protection method will be conducted to improve the efficiency.

**5. What are the main benefits to stake holders**

Availability of updated regulatory instruments, to safeguard the interest of consumers in respect of electricity safety.

**6.Activity Details**

| **Key Result Area:** | Safety |
|---|---|

| **Outcome** | Improved safety for lives |
|---|---|
| | Improved protection of properties |

**Output**

| OP | Recommendations and implementation to improve regulatory tools | | | | | | |
|---|---|---|---|---|---|---|---|
| **KP** | Report on recommendations. | | | | | | |
| **KPI Units** | | | | | | | |
| **Year** | **A - Actual, T - Target** | | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| Ins | | 10,000 | 20 | 5 | | |
| | | | | | | |
| | | | | | | |
| **Total** | | 10,000 | 20 | 5 | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Completion of Inspection | 2,000 |
| Feb | Completion of Inspection | 2,000 |
| Mar | Completion of Inspection | 2,000 |
| Apr | Completion of Inspection | 2,000 |
| May | Completion of Inspection | 2,000 |
| Jun | Study on reducing arcing time and other protection method to improve the efficiency | |
| Jul | | |
| Aug | Recommendations to the consumers. | |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |

Activity Start Date: 20/01/2021 End Date: 31/08/2021 Duration: 07 Months

7.Explain how the activity is carried out in 2021 with main steps

- Conducting inspections at buildings with national importance.
- Developing a study report to find out the causes of fire hazards
- Developing a study report on reducing arcing time and other protection method
- Recommendations to the consumers

| ACTIVITY PLAN 2021 | Division: Licensing | |
|---|---|---|
| Ref No AP/2021/LIC/CP/02 | Manager: Amila R | Adviser: Nalin Edirisinghe |
| Team: Yasantha Rathuwithana | | |
| 1.Activity Name: Consultation on revisiting and revising the regulatory framework of Exempted parties (Exempted from the requirement of obtaining a license to Generate/Distribute and Supply electricity) | | |

**2. What is the** O **Issue** D **Inadequacy** D **Requirement**

Exempted parties (parties exempted from the requirement of obtaining a license to generate/distribute and supply electricity) is being lightly regulated at the moment through a Certificate of Exemption and the associated conditions imposed therein. During recent past, rapid development of the apartment sector, mix development projects have been taken place and further, there are some new busines models are being developed where electricity distribution and supply of such models cannot be exempted with the existing regulatory framework. Also, economic, safety and technical regulatory tools available with respect to exempted parties are very limited at the moment.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

Existing regulatory framework of the electricity generation/ distribution and selling should have to be revisited and revised appropriately considering the current and prospective interests of all stakeholders. Further, necessary regulatory tools also have to be introduced with respect to economic, safety and technical regulations. Therefore, it is required to study the existing regulatory framework in order to identify its loopholes to be addressed in line with new developments. For this purpose, a consultant will be hired to come up with the changes to be done for the existing regulatory framework to prepare new regulatory tools. As the first step, a mini survey will be conducted by the LIC division in order to identify the scope of work to be covered under this consultancy. And then, the consultant will be hired accordingly.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

With the output of the consultant, PUCSL can revise/modify existing regulatory tools as well as can impose new regulatory tools with respect to the Exempted parties. Accordingly, with this revised regulatory framework and the new regulatory tools, PUCSL can effectively regulate the Exempted parties with the ultimate goal of meeting the interests (quality, reliability, competition, consumer rights and obligations, etc.) of the all stakeholders

**5. What are the main benefits to stake holders**

Exempted parties and their tenants will be regulated more effectively than how they are being regulated at the moment in connection with quality, reliability, competition, consumer rights and obligations, etc.

**6.Activity Details**

| **Key Result Area:** | Power Quality, Supply quality and commercial quality for the users |
|---|---|

| Outcome | Improved Productivity & convenience for electricity consumers |
|---|---|
| | |

Output

| OP | Consultancy Report | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| KP | Report | | | | | | |
| KPI Units | | Target | N | N | N | Y | |
| Year | | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

Activity

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| LIC | | 1,520,000.00 | 20 | | 5,000,000.00 | |
| COA | | | 9 | | | |
| | | | | | | |
| Total | | 1,520,000.00 | 29 | | 5,000,000.00 | |

| Month | Milestones Planned in 2021 | Disbursement Plan in 2021(Rs) |
|---|---|---|
| Jan | | |
| Feb | Report on the loopholes of the existing regulatory tools | |
| Mar | Paper notices publication | 750,000.00 |
| Apr | | 5000,00 |
| May | | 5000,00 |
| Jun | | 5000,00 |
| Jul | Report on the mini survey | 5000,00 |
| Aug | Final Study Report to the Commission | |
| Sep | EOI notice publication | 750,000.00 |
| Oct | | |
| Nov | | |
| Dec | Awarding the Consultancy | |

Activity Start Date: 2021-January End Date: 2022- December Duration: 24 Months

7.Explain how the activity is carried out in 2021 with main steps

First, existing legal framework and the regulatory tools will be studied thoroughly and then identify the existing loopholes, developments to be done at the present context.
Newspaper notices will be published to obtain comments, issues from the stakeholders with respect to the activity.
Based on the findings of the above, then a mini survey will be conducted to identify existing issues, new development of the apartments, mix development projects.
Based on the findings of all above, EOI and RFQ will be prepared to hire a consultant.
Consultancy procurement is will be done to hire a consultant

| ACTIVITY PLAN 2021 | Division: Licensing | |
|---|---|---|
| Ref No AP/2020/LIC/CP/05 (AP/2021/LIC/CP/24) | Manager: Amila R | Adviser: Nalin Edirisinghe |
| Team: | | |
| 1.Activity Name: Implementation of Electricity (Distribution) Performance Standards Regulation (Power quality and Supply quality) of Lanka Electricity Company Pvt Ltd | | |

| 2. What is the ☐Issue ☐ Inadequacy 0 Requirement |
|---|
| As per the Electricity (Distribution) Performance Standards Regulations gazetted on 2016, distribution licensees are required to implement the set of tasks identified by that regulation itself. Implementation part of that regulation consists of three stages called preliminary, adaptation and hands on. By the end of year 2020, implementation of the adaptation stage has been scheduled to be completed. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Said regulation itself has clearly specified the tasks to be carried out by the regulator as well as the Licensee. Accordingly, PUCSL will conduct meeting with Lanka Electricity Company Pvt Ltd and will agree for a set of tasks to be implemented with a time plan. Then the PUCSL will monitor the progress of the Licensee over their implementation work. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| As per the regulation, PUCSL expects to complete the hands-on stage of the said regulation by end of 2021. In that said hands- on stage, the Commission has to determine the target level to be achieved by the licensees with respect to power quality and supply quality. Then the Licensee has to upgrade their distribution system in a way that it would meet the agreed targets with respect to power quality and supply quality. |

| 5. What are the main benefits to stake holders |
|---|
| Power quality and Supply qualify of the distribution network will be improved<br>Information (performance based) related to power quality and supply quality will be available |

**6.Activity Details**

| **Key Result Area:** | Supply quality/Power quality |
|---|---|

| Outcome | Improved Productivity & convenience for electricity consumers |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Establishment of Targets for Power Quality and Supply Quality | | | | | |
| | | | | | | | |
| | KP | Targets for Power Quality and Supply Quality | | | | | |
| | KPI Units | Target | N | N | N | Y | |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

**Activity**

| **Resources used / Required:** | | | | | | |
|---|---|---|---|---|---|---|
| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| LIC | | 2000.00 | 10 | | | |
| | | | | | | |
| | | | | | | |
| Total | | 2000.00 | 10 | | | |

| Month | Milestones Planned in 2021 | Disbursement Plan in 2021(Rs) |
|---|---|---|
| Jan | | 1000.00 |
| Feb | | |
| Mar | Report to the Commission on the progress of implementation | |
| Apr | | |
| May | | |
| Jun | | |
| Jul | | |
| Aug | Report to the Commission on the progress of implementation | |
| Sep | | |
| Oct | | 1000.00 |
| Nov | Commission approval for the Targets for Hands on Stage | |
| Dec | | |

Activity Start Date: 2021-January End Date: 2021- December Duration: 12 Months

7.Explain how the activity is carried out in 2021 with main steps

In year 2019 and 2020, LECO had started their measurements with respect to power quality and supply quality and subsequent LISS reporting as per the said regulation. In the year 2021, its required to further improve the data reporting frequency from monthly to quarterly to bi annually to annually. Then, those LISS data have to be evaluated for any possible corrections.

Based on those data, its required to set targets for next year with respect to power quality and supply quality. Those target setting will be done with the consultation of the LECO and once the targets are set, then LECO has to improve their system to meet those agreed targets. Simultaneously, based on the data submission for LISS, PUCSL has to evaluate whether they are complied with those agreed targets or not.

| ACTIVITY PLAN 2021 | Division: Licensing | |
|---|---|---|
| Ref No AP/2020/LIC/CP/06 (AP/2021/LIC/CP/25) | Manager: Amila R | Adviser: Nalin Edirisinghe |
| Team: | | |
| 1.Activity Name: Implementation of Electricity (Distribution) Performance Standards Regulation (Power quality and Supply quality) of Ceylon Electricity Board | | |

**2. What is the** ☐**Issue** ☐ **Inadequacy** 0 **Requirement**

As per the Electricity (Distribution) Performance Standards Regulations gazetted on 2016, distribution licensees are required to implement the set of tasks identified by that regulation itself. Implementation part of that regulation consists of three stages called preliminary, adaptation and hands on. By the end of year 2020, implementation of the preliminary stage has been scheduled to be completed.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

Said regulation itself has clearly specified the tasks to be carried out by the regulator as well as the Licensee. Accordingly, PUCSL will conduct meeting with Ceylon Electricity Board and will agree for a set of tasks to be implemented with a time plan. Then the PUCSL will monitor the progress of the Licensee over their implementation work.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

With the implementation of the said regulation, power quality and the supply quality of the distribution system of the Ceylon Electricity Board will be improved.

As per the regulation, PUCSL expects to complete the adaptation stage of the said regulation by end of 2021. In that said adaptation stage, the licensees have to commence the measurements with respect to power quality and supply quality. With those data, Commission has to determine the target level to be achieved by the licensees in following year with respect to power quality and supply quality. Then the Licensee has to upgrade their distribution system in a way that it would meet the agreed targets with respect to power quality and supply quality.

**5. What are the main benefits to stake holders**

Power quality and Supply qualify of the distribution network will be improved
Information related to power qualify and supply quality will be available

**6.Activity Details**

| **Key Result Area:** | Supply quality/Power quality |
|---|---|

| Outcome | Increased the power quality and supply quality levels of the distribution system |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Establishment of the Adaptation Stage | | | | | |
| | | | | | | | |
| | KP | Report on the establishment of the Adaptation Stage | | | | | |
| | KPI Units | Report | N | N | N | Y | |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| LIC | | 8000.00 | 24 | | | |
| | | | | | | |
| | | | | | | |
| Total | | 8000.00 | 24 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | | 2000.00 |
| **Feb** | | |
| Mar | Approval of the Commission for the Preliminary Stage Report | |
| Apr | | |
| May | | 2000.00 |
| Jun | Approval of the Commission for the Implementation Plan | |
| Jul | | |
| Aug | | 2000.00 |
| Sep | | |
| Oct | | 2000.00 |
| Nov | Report to the Commission on the progress of implementation | |
| Dec | | |

Activity Start Date: 2021-January End Date: 2021- December Duration: 12 Months

7.Explain how the activity is carried out in 2021 with main steps

In year 2019/2020, CEB submitted draft reports to PUCSL. And PUCSL requested CEB to amend those reports and re submit for the approval of the Commission. And that resubmission is still due. Therefore, we expect to obtain those reports during 2021. Once, the approval is granted for those reports by the Commission, its required to set up an implementation plan for each distribution licensees of CEB. Then, the PUCSL has to monitor the work of CEB as per the given implementation plan.

| ACTIVITY PLAN 2021 | Division: Licensing | |
|---|---|---|
| Ref No AP/2020/LIC/CP/07 (AP/2021/LIC/CP/26) | Manager: Amila R | Adviser: Nalin Edirisinghe |
| Team: Mr.Pasindu, Mr.Shantha | | |
| 1.Activity Name: Preparation of Standards for Designing, Installation, Operation and Maintenance of lighting for roads and public spaces and Policy Advice on the institutional operational structure | | |

**2. What is the** ☐**Issue** ☐ **Inadequacy** 0 **Requirement**

When it comes to lighting for roads and public spaces, there are number of institutions being involved for its designing, installation, operation and maintenance namely Ceylon Electricity Board, Lanka Electricity Company Private Limited, Sri Lanka Sustainable Energy Authority, Road Development Authority, Urban Development Authority, Provincial Road Development Authority and Local Authorities. Currently, all the above stated institutions are partially or fully involved in providing street lighting in various means. Due to this scenario, no agency is compelled to comply with a common agreed lighting system for roads and public spaces with respect to designing, installation, operation and maintenance where this situation has caused for various technical, financial and social issues. Therefore, its required to introduce a unique set of standards for designing, installation, operation and maintenance of lighting for roads and public spaces and its required to introduce best institutional framework to Manage the lights of roads and public space

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

Propose to hire a consultant for the preparation of Standards for Designing, Installation, Operation and Maintenance of lighting for roads and public spaces. That consultancy is designed in a way that the consultant has to consult all the relevant stakeholders including Ceylon Electricity Board, Lanka Electricity Company Private Limited, Sri Lanka Sustainable Energy Authority, Road Development Authority, Urban Development Authority, Provincial Road Development Authority and Local Authority and other, if any. Once the consultancy is done, PUCSL will take necessary actions for its implementation.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

Required standards for Designing, Installation, Operation and Maintenance of lighting for roads and public spaces will be developed as per the report of the consultant and policy advice will be given to the GOSL for best institutional framework for its implementation. With that, each institution can demarcate their scope of work with respect to lighting for roads and public spaces and PUCSL will monitor the proper implementation of it.

**5. What are the main benefits to stake holders**

All stakeholders will be benefited with unique set of standards for Designing, Installation, Operation and Maintenance of lighting for roads and public spaces

**6.Activity Details**

| **Key Result Area:** | Supply quality/Power quality |
|---|---|

| Outcome | Improved Productivity & convenience for electricity consumers |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Compile a report on standards of lighting for roads and public spaces | | | | | |
| | KP | Availability of report on standards of lighting for roads and public spaces | | | | | |
| | KPI Units | Report | N | N | N | Y | |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| LIC | | 5,000,000.00 | 12 | | | |
| | | | | | | |
| | | | | | | |
| Total | | 5,000,000.00 | 12 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Draft report | 1,000,000.00 |
| Feb | Stakeholder consultation for the said report | |
| Mar | | |
| Apr | | |
| May | | |
| Jun | Final report | 4,000,000.00 |
| Jul | | |
| Aug | Policy guideline | |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |

Activity Start Date: 2021-January End Date: 2021- December Duration: 12 Months

7.Explain how the activity is carried out in 2021 with main steps

Propose to hire a consultant for the preparation of Standards for Designing, Installation, Operation and Maintenance of lighting for roads and public spaces.

That consultancy is designed in a way that the consultant has to consult all the relevant stakeholders including Ceylon Electricity Board, Lanka Electricity Company Private Limited, Sri Lanka Sustainable Energy Authority, Road Development Authority, Urban Development Authority, Provincial Road Development Authority and Local Authority and other, if any.

Once the consultancy report is done, PUCSL will take necessary actions to obtain comments from all stakeholders. PUCSL review those comments and will discuss with the consultant for the necessary amendments of the report. Once the report is revised, PUCSL compile a policy advice based on the report. That policy advice will be given to the GOSL for best institutional framework for its implementation. With that, each institution can demarcate their scope of work with respect to lighting for roads and public spaces and PUCSL will monitor the proper implementation of it.

| ACTIVITY PLAN 2021 | Division: Licensing | |
|---|---|---|
| Ref No AP/2020/LIC/CP/08 (AP/2021/LIC/CP/27) | Manager: Amila R | Adviser: Nalin Edirisinghe |
| Team: Mr.Chamath, Mr.Lilantha | | |
| 1.Activity Name: Prepare a mechanism to collect, recycle and dispose used lubricants in Sri Lanka | | |

| 2. What is the | O Issue | D Inadequacy | D Requirement |
|---|---|---|---|
| There are a number of issues pertaining to quality and price preventing the efficient functioning of the lubricant market affecting the interests of consumers and market participants. Therefore, the Public Utilities Commission of Sri Lanka conducted series of Stakeholder Consultation during in year 2018 covering whole country in order to identify the prevailing issues in the lubricant sector. As a result of them, PUCSL learnt that there is a vacuum for a proper mechanism with respect to disposing the used lubricants in Sri Lanka, mainly disposing of automotive lubricants. Therefore, its required to come up with a proper mechanism for aforesaid matter. | | | |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| A consultancy will be done with the consultation of the all stakeholders to prepare a mechanism to collect, recycle and dispose the used lubricants in Sri Lanka and that will be proposed to the Ministry for its implementation. And the PUCSL will monitor the implementation of that mechanism. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| Once the report from the consultant is received, it has to be reviewed by all the relevant stakeholder as well as by the PUCSL. Once it is finalized with the comments of said parties, it will be implemented through the Ministry. For that a committee will be appointed and PUCSL will monitor the implementation work of the mechanism. |

| 5. What are the main benefits to stake holders |
|---|
| Reduction of adulteration of lubricants and environmental hazards |

**6.Activity Details**

| **Key Result Area:** | Quality |
|---|---|

| Outcome | Reduction of adulteration of lubricants and environmental hazards |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Identification of a proper solution for collection, recycling and disposal of used lubricants. | | | | | |
| | KP | Addressing the existing issues related to collection, recycling and disposal of used lubricants. | | | | | |
| | KPI Units | Report | N | N | N | Y | |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| LIC | | 5,000,000.00 | 12 | | | |
| | | | | | | |
| | | | | | | |
| Total | | 5,000,000.00 | 12 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Awarding the consultancy | |
| Feb | | |
| Mar | | |
| Apr | Draft report | 1,000,000.00 |
| May | Stakeholder consultation for the said report | |
| Jun | | |
| Jul | Final report | 4,000,000.00 |
| Aug | | |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |

Activity Start Date: 2021-January End Date: 2021- December Duration: 12 Months

7.Explain how the activity is carried out in 2021 with main steps

As the procurement of the consultancy has already been started, it would be awarded to the selected consultant at the beginning of year 2020. As per the given above breakdown of milestone of the activity, once the report is finalized by the consultant by July 2020, a committee will be appointed for the implementation of the recommendation of the report. And PUCSL will monitor the progress of work and drive the said committee.

| ACTIVITY PLAN 2021 | Division: Licensing | |
|---|---|---|
| Ref No AP/2020/LIC/CP/09 (AP/2021/LIC/CP/28) | Manager: Amila R | Adviser: Nalin Edirisinghe |
| Team: | | |
| 1.Activity Name: Amendments to the Distribution Code | | |

| 2. What is the ☐Issue ☐ Inadequacy 0 Requirement |
|---|
| Existing Distribution Code was prepared in year 2012 and it was approved by the PUCSL in July of 2012. It has been observed that several developments in the distribution system has taken place recently especially in integration of Roof Top Solar PV (Solar Battle, Net Metering, Net Accounting, Net Plus), integration of embedded generators (Mini hydro, Solar, Wind, Biomass, etc), etc. These developments have caused for various changes in power quality, supply quality, islanding, fault level, protection coordination of the distribution network. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| It is required to amend the distribution code considering above matters in order to incorporate those changes into Distribution Code in appropriate way considering present context. For that a committee of expert will be appointed with the consultation of the DCERP. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| A committee with necessary expertise will be appointed to conduct a study on amending the Distribution Code and obtain a recommendation report to the Commission. Based on the recommendations of that committee, DCERP will take necessary actions to amend the Distribution Code. Then, all the distribution sector planning, development, operations will be done as per the amended Distribution Code. |

| 5. What are the main benefits to stake holders |
|---|
| Distribution Code will be updated and it will enhance the power quality and the supply quality of the distribution network up to date. |

**6.Activity Details**

| **Key Result Area:** | Supply quality/Power Quality |
|---|---|

| Outcome | Improved Productivity & convenience for electricity consumers |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Revised Distribution Code | | | | | |
| | | | | | | | |
| | KP | Addressing the identified issues of existing Distribution Code | | | | | |
| | KPI Units | Amended DC | N | N | N | Y | |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| LIC | | 1,000,000.00 | 12 | | | |
| | | | | | | |
| | | | | | | |
| Total | | 1,000,000. | 12 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | | |
| Feb | Commission Approval for Expert Committee nominated by DCERP | |
| Mar | | |
| Apr | | |
| May | Awarding the Consultancy | |
| Jun | | |
| Jul | Interim report | 250,000.00 |
| Aug | | |
| Sep | Final report | 750,000.00 |
| Oct | | |
| Nov | Commission approval for the amendments | |
| Dec | Amending Distribution Code | |

Activity Start Date: 2021-January End Date: 2021- December Duration: 12 Months

7.Explain how the activity is carried out in 2021 with main steps

DCERP will prepare the TOR in order to amend the Distribution Code and appoint an Expert Committee. Then, with the approval of the Commission, the Distribution Code amendment will be given to the said Expert committee. With the report of that Expert Committee, DCERP will decide what amendment to be done for the Distribution Code and necessary amendments will be forwarded to the Commission. After that, with the approval of the Commission, the Distribution Code will be amended.

| ACTIVITY PLAN 2021 | Division: Licensing | |
|---|---|---|
| Ref No AP21/CP/LIC/01 | Manager: Punsara Nagasinghe | Adviser: Nalin Edirisinghe |
| Team: Kanchana Siriwardene, Gamini Sarathchandra, Hasanka Kamburugamuwa, Sameera Adikaram | | |
| **1.Activity Name:**<br>Reviewing and Approving Least Cost Long Term Generation Expansion Plan 2022-41 | | |

| 2. What is the ☐Issue ☐ Inadequacy 0 Requirement |
|---|
| As per Section 43 (8) of Sri Lanka Eectricity Act (Amended ) the Least Cost Long Term Generation Expansion Plan requires to be prepared by the Transmission Licensee and to be approved by the Commission.<br><br>The plan is prepared once in every two years covering 20 year period. The plan for years 2022-41 is due in year 2021 |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Review the Transmission Plan submitted by CEB and issue commission decision |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| The plan approved by the Commission identifies the least cost plant schedule required to supply electricity for 2022-41 period, with fulfilling the interests all/ maximum number of stakeholders. |

| 5. What are the main benefits to stake holders |
|---|
| Continuity of supply at the least cost<br>Awareness on investment opportunities in generation projects |

**6.Activity Details**

| **Key Result Area:** | Quality |
|---|---|

| **Outcome** | Improved convenience to electricity consumers |
|---|---|
| | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Output** | **OP** | Generation Plan, meeting all technical requirements and satisfactory to the stakeholders | | | | | |
| | | | | | | | |
| | **KP** | Reviewed ad Decision on LCLTGEP is given/ not | | | | | |
| | **KPI Units** | Yes/ No | Yes | Yes | Yes | | |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| Licensing | | 810,000 | 100 | | | |
| Tariff+RE | | | 25+25 | | | |
| RA+Ins | | | 25+25 | | | |
| **Total** | | | 200 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | Obtained Input data from CEB | 5000 |
| Feb | Stakeholder consultation completed | 150,000 |
| Mar | Commission decision is given on input data and constraints | |
| Apr | LCLTGEP is submitted by CEB | 5000 |
| May | Stakeholder consultation completed | 650,000 |
| Jun | | |
| Jul | Commission decision is given | |
| Aug | | |
| Sep | | |
| Oct | | |
| Nov | | |
| **Dec** | | |

Activity **Start Date:** 1/8/2020 **End Date:** 31/7/2021 **Duration:** 1 yr

**7.Explain how the activity is carried out in 2021 with main steps**

Two separate consultations are done and approvals are given for input data parameters and the LCLTGEP 2022-41
Submission of Input data and constraints- Jan 30
Stakeholder consultation on input data and constraints- Feb 15
Review of input data and stakeholder submisisons
Commission decision on input data and constraints-Mar 15
Submission of LCLTGEP- April 30
Review of LCLTGEP
Stakeholder consultation on LCLTGEP 2020-39-May 31
Commission decision-July 31

| ACTIVITY PLAN 2021 | Division: Licensing | |
|---|---|---|
| Ref No AP21/CP/LIC/21 | Manager: Punsara Nagasinghe | Adviser: Nalin Edirisinghe |
| Team: Kanchana Siriwardene, Hasanka Kamburugamuwa | | |
| 1.Activity Name:Guidelines to determine the Criteria for the Commission to decide it is satisfied on the compliance with least cost principle in approving the new Generation plant proposals(AP20/CP/LIC/01) | | |

| 2. What is the ☐Issue ☐ Inadequacy 0 Requirement |
|---|
| As per Section 43 (7) of the Sri Lanka Electricity Act as amended, PUCSL is required to be satisfied that the New Power Plant procured meet the least cost criteria (among other requirements), in order to provide approval for the procurement and the Power Purchase Agreement. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Identifying the criteria, which the Commission can use to decide, if it can be satisfied that the person recommended by the Transmission Licensee is capable of selling the electricity at the least cost, in procurement of new generation plants. Since the criteria should vary based on many technical and economical parameters, that decides the tariff paid to the electricity generated, a guideline is required to determine this critera on case by case basis. This should be based on a study conducted by an independent party, such that the recommended prices would be acceptable to all parties. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| As per Section 43 of the Sri Lanka Electricity Act, amended, Transmission Licensee need to obtain the approval of the Commission for any power plant procured.<br><br>The above guidleines, that will be the output of the deliverable will be used by the Commission, in determining if the Commission can be satisfied that the procurement is complied with the least cost criteria, in granting the approval of the Commission for the recomemndations of the Transmission Licensee to procure new generation plants and the Power Purchase Agreements in terms of Section 43 (7) of the Sri Lanka Electricity Act. |

| 5. What are the main benefits to stake holders |
|---|
| Reducing cost through ensuring procurement of least cost generation to the system |

**6.Activity Details**

| **Key Result Area:** | Cost |
|---|---|

| **Outcome** | Minimizing generation cost by setting a benchmark on unit price of new generation plants |
|---|---|
| | |

**Output**

| **OP** | Benchmark prices for generation technologies | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | |
| **KP** | Benchmark is set / Not | | | | | |
| **KPI Units** | Yes/ No | No | No | No | Yes | |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| Licensing | | 5,000,000 | 50 | | | |
| Tariff | | | 10 | | | |
| Regulatory | | | 20 | | | |
| **Total** | | 5,000,000 | 80 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Tenders are called. | 100,000 |
| Feb | Proposals are received and opened . Financial proposals opened | |
| Mar | Contract is awarded | 450,000 |
| Apr | Kick off meeting is held and facilitated obtaining information | 550,000 |
| May | Initial Report is received | 1,350,000 |
| Jun | Initial report is reviewed and sent comments | |
| Jul | Interim Report is received | 1,350,000 |
| Aug | Interim report is sent to CEB. Started internally reviewing | 400,000 |
| Sep | Comments on interim report is sent | 1,350,000 |
| Oct | Guidelines are issued | |
| Nov | | |
| Dec | | |

Activity **Start Date:** 1/1/2021 **End Date:** 31/10/2021 **Duration:**10 months

**7.Explain how the activity is carried out in 2021 with main steps**

Activity is carried out in following major stages
-Selection of consultants through international competitive bidding
-Contract Award
-Initial Report including the literature survey
-Interim Report including the draft guidelines
-Stakeholder consultation and workshop
-Final Report
-Publishing the guidelines.

| ACTIVITY PLAN 2021 | Division: Licensing | |
|---|---|---|
| Ref No AP21/CP/LIC/22 | Manager: Punsara Nagasinghe | Adviser: Nalin Edirisinghe |
| Team: Hasanka Kamburugamuwa | | |
| 1.Activity Name: Review and approval of Long Term Transmission Development Plan (AP 20/CP/LIC/03) | | |

| 2. What is the ☐Issue ☐ Inadequacy 0 Requirement |
|---|
| As required in the planning code and the Transmission Licence, Transmission Licensee is required to submit the Long Term Transmission Development plan for the approval of the Commission, incompliance with the approved Least Cost Long Term Generation Expansion Plan. The Commission need to review and approve the same. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Transmission Development plan to be prepared by the Transmission Licensee(TL) and submit for the approval of the Commission.<br>Review and approval of the same by the Commission, with the assistance of the external experts.<br><br>Monitoring implementation of the plan. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| The plan identifies the proposals for expansion the transmission system in the next 10 years. Hence, the plan is required to ensure that the adequate transmission capacity is available to ensure the security of supply, reliability as well as the safety. Also, approval of the Transmission Plan is vital as the cost of capital, operational expenditure and depreciation of the new assets are required to be passed to the customers through the tariff. |

| 5. What are the main benefits to stake holders |
|---|
| Continuity in electricity supply and improved power quality |

**6.Activity Details**

| **Key Result Area:** | Quality |
|---|---|

| **Outcome** | Improved convenience to electricity consumers |
|---|---|
| | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Output** | **OP** | Transmission Plan according to approved LCLTGEP 2020-39 Approved/Not | | | | | |
| | | | | | | | |
| | **KP** | Transmission plan is approved/ Not | | | | | |
| | **KPI Units** | Yes/ No | No | No | No | Yes | |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| Licensing | | 800,000 | 60 | | | |
| | | | | | | |
| Regulatory | | | 20 | | | |
| **Total** | | 800,000 | 80 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | | |
| Feb | Obtaining technical assistance for Transmission studies | 150,000 |
| Mar | | |
| Apr | Obtaining technical assistance for Transmission studies | |
| May | | |
| Jun | Obtaining technical assistance for Transmission studies | 150,000 |
| Jul | | |
| Aug | Obtaining technical assistance for Transmission studies | |
| Sep | | |
| Oct | Obtaining Transmission Plan from CEB | |
| Nov | | |
| Dec | Review and approval of Transmission Plan | 500,000 |

Activity Start Date: 1/1/2020 End Date: 31/10/2021 Duration:24 months

7.Explain how the activity is carried out in 2021 with main steps

Entering in to MoU with consultants to provide Transmission system Studies on as needed basis (2019).
Submission of Long Term Transmission Development Plan by the Transmission Licensee
Review of the Plan by the PUCSL with the assistance of the consultants and grant the approval.
TL to submit the implementation plans for the main proposals and progress of implementation and monitoring by the PUCSL.
It is also expected to obtain technical assistance from the external experts to conduct transmission system studies, on as needed basis under the same MoU.

| ACTIVITY PLAN 2021 | Division: Licensing | |
|---|---|---|
| Ref No AP21/CP/LIC/23 | Manager: Punsara Nagasinghe | Adviser: Nalin Edirisinghe |
| Team: Lilantha Neelawala | | |
| 1.Activity Name: Disaster Management Plans- Electricity Sector (AP 20/CP/LIC/04) | | |

| 2. What is the ☐Issue ☐ Inadequacy 0 Requirement |
|---|
| It is required to have a national level plan to maintain the electricity, water and petroleum product Supply, during and after a disaster caused by natural reason or manmade reason. The plan is required to ensure the continuity of services as well as efficient allocation of resources, during and after a disaster. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| The disaster management plans should be prepared by the utility service providers. Hence, the PUCSL need to issue a guideline for the preparation of the plan, in accordance with a national level plan. The guidelines should be industry specific as well as should be able to cover disasters specific to different localities. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| the output of the deliverable will be used by the utilities to prepare disaster management plans, which they need to execute during a disaster to ensure the service continuity in the most coordinated and efficient manner. |

| 5. What are the main benefits to stake holders |
|---|
| Continuity in electricity supply |

**6.Activity Details**

| **Key Result Area:** | Quality |
|---|---|

| **Outcome** | Improved convenience to electricity consumers |
|---|---|
| | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Output** | **OP** | Improved quality and reliability of electricity supply stakeholders | | | | | |
| | **KP** | Guidelines on disaster management is issued to utilities | | | | | |
| | KPI Units | Yes/ No | No | No | No | Yes | |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| Licensing | 200,000 | 1,000,000 | 50 | | | |
| Inspectorat | | | 20 | | | |
| | | | | | | |
| **Total** | 200,000 | 1,000,000 | 70 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | | |
| Feb | | |
| Mar | Consultancy is awarded (optional)/ report is prepared internally | 100,000(optional)al) |
| Apr | | |
| May | Interim report | 450,000 (optional) |
| Jun | | |
| Jul | Final report | 450,000(optional) |
| Aug | Issunace of guidelines in DM Plans | |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |

Activity Start Date: 1/1/2020 End Date: 31/10/2021 Duration:24 months

7.Explain how the activity is carried out in 2021 with main steps

Status review of the Industry on already available mechanisms on Disaster Management
Hiring a consultant to obtain assistance in preparation of the guidelines (optional)/ prepare the report internally
Conduct any revisions to the guidelines
Discussion with the utilities

Legal clearance and commission approval
Issuance of guidelines to the utilities.

Monitoring preparation of the plans by the utilities

| ACTIVITY PLAN 2021 | **Division:** Regulatory Affairs | |
|---|---|---|
| Ref No AP20/CP/RA/04 | Manager: K. H. Hasanka | Adviser: |
| **Team:** Hasanka Kamburugamuwa, Chamath Goonewardena and Cyril Suduwella | | |
| **1.Activity Name:** Formulate advise to the government on duty structure of imported and locally blended Lubricants | | |

| **2. What is the** | **O Issue** | **D Inadequacy** | **0 Requirement** |
|---|---|---|---|

Ministry of Petroleum Resources Development has requested the PUCSL to advise them on the duty differential of imported and locally blended lubricants.

Further in the Public Consultation held on the subject of lubricant industry it was raised that mentioned duty differential cause barriers to competition.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

In the interim, ascertain current duty differential and maintain same at ten percent, as decided by the Cabinet.

Conduct independent and in-depth study of local value addition and ascertain duty differential to promote fair competition.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

Based on the output of the study a recommendation will be sent to the Petroleum Ministry on the duty structure.

Policy advice will be given to the government on the duty differential considering the local value addition.

**5. What are the main benefits to stake holders**

Fair pricing due to increased competition

**6.Activity Details**

| **Key Result Area:** | Competition |
|---|---|

| **Outcome** | Improved competition |
|---|---|
| | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Output** | **OP** | Duty structure of imported and locally blended lubricants | | | | | |
| | | | | | | | |
| | **KP** | Duty is set to promote competition | | | | | |
| | **KPI Units** | | N | N | N | N | Y |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019**(A)(j | **2020 (**A) | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| RA | 1,843,575 | 2,575,800 | 25 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | 1,843,575 | 2,575,800 | 25 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Draft Final report, Stakeholder Consultation | 1,287,900 |
| Feb | Provide comments on the report | |
| Mar | Final report | 1,287,900 |
| Apr | | |
| May | | |
| Jun | | |
| Jul | | |
| Aug | | |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |

Activity Start Date: 1/1/2020 End Date: 31/3/2021 Duration: 15 months

7.Explain how the activity is carried out in 2021 with main steps

1.The consultancy will be awarded by the end of the 2020

2. Once the final report is received, a recommendation on 10% duty differential will be given to the Ministry in charge of petroleum

3. Further a policy recommendation on duty differential will be submitted to the Cabinet through the Ministry

| ACTIVITY PLAN 2021 | Division: Regulatory Affairs | |
|---|---|---|
| Ref No AP20/CP/RA/05 | Manager: K. H. Hasanka | Adviser: |
| **Team:** Hasanka Kamburugamuwa, Chamath Goonewardena and Cyril Suduwella | | |
| **1.Activity Name:** Formulate procedure for detecting adulteration of petrol and diesel with kerosene | | |

| 2. What is the | O Issue | D Inadequacy | D Requirement |
|---|---|---|---|
| Sale of substandard petroleum fuels.<br>It was highlighted in the Public Consultations held regionally that petrol and diesel is adulterated with Kerosene. | | | |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| An internationally accepted and proven technical method will be selected to identify the adulterated petroleum fuels with kerosene.<br>A procedure will be formulated to how the above technical method will be deployed. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| Once the final report is received a policy advice will be given to the Ministry of Petroleum on how the adulterated fuels with kerosene can be identified. |

| 5. What are the main benefits to stake holders |
|---|
| Improved quality of petroleum fuels |

**6.Activity Details**

| **Key Result Area:** | Product Quality |
|---|---|

| Outcome | Improved quality of the petroleum products available in the market |
|---|---|
| | |

**Output**

| **OP** | Procedure for identifying the presence of kerosene in petrol and diesel | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | |
| **KP** | Implementation - procedure for detecting adulteration of petrol and diesel with kerosene | | | | | |
| **KPI Units** | | N | N | N | N | Y |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019**(A)(j | **2020 (**A) | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| RA | 555,675 | 3,863,700 | 35 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | 555,675 | 3,863,700 | 35 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | | |
| Feb | Interim report | 1,287,900 |
| Mar | Draft final report, Consultation | 1,287,900 |
| Apr | Final report | 1,287,900 |
| May | | |
| Jun | | |
| Jul | | |
| Aug | | |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |

Activity Start Date: 1/1/2020 End Date: 30/4/2021 Duration: 16 months

7.Explain how the activity is carried out in 2021 with main steps

1. The consultancy will be awarded by the end of 2020

2. Once the final report is received policy advice will be sent to the Ministry in charge of petroleum

| **ACTIVITY PLAN 2021** | **Division:** Regulatory Affairs | |
|---|---|---|
| Ref No AP20/CP/RA/07 | Manager: K. H. Hasanka | Adviser: |
| **Team:** Hasanka Kamburugamuwa and Chamath Goonewardena | | |
| **1.Activity Name:** Guidelines for regulatory impact analysis (Ex-Ante) | | |

| **2. What is the** ☐**Issue** ☐ **Inadequacy** 0 **Requirement** |
|---|
| Lack of Regulatory impact analysis (Ex-Ante) is observed.<br>The cost of regulatory interventions might outweigh the benefits of the intervention. Therefore, it is required to do a proper cost-benefit analysis before initiating selected regulatory interventions. |

| **3.What is the proposal for solving/ improving / fulfilling above in item 2** |
|---|
| A guideline must be introduced to select activities and how-to carryout the regulatory impact analysis.<br><br>The Commission's staff must be trained on how to conduct the regulatory impact analysis. |

| **4.Explain with timing how the output of the activity is deployed in regulatory/internal process** |
|---|
| The significant regulatory interventions with higher budget and time involvement will be evaluated before they are included in the Activity Plan of the Commission. This could be implemented in 2021. |

| **5. What are the main benefits to stake holders** |
|---|
| Identification of cost-effective interventions and those are not |

**6.Activity Details**

| **Key Result Area:** | |
|---|---|

| Outcome | Regulatory interventions with higher impact will be continued |
|---|---|
| | |

**Output**

| **OP** | Guideline for regulatory impact analysis | | | | | |
|---|---|---|---|---|---|---|
| **KP** | Implementation of the guideline | | | | | |
| **KPI Units** | | N | N | N | N | Y |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019**(A)(j | **2020 (**A) | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| RA | 126,375 | 4,293,000 | 35 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | 126,375 | 4,293,000 | 35 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Inception report | 429,300 |
| Feb | | |
| Mar | Draft final report | 1,287,900 |
| Apr | Case study and training for staff | 1,287,900 |
| May | Final report | 1,287,900 |
| Jun | | |
| Jul | | |
| Aug | | |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |

Activity Start Date: 1/1/2020 End Date: 30/5/2021 Duration: 17 months

7.Explain how the activity is carried out in 2021 with main steps

1. Consultancy will be awarded in 2020

2. Guideline and the staff training will be done by the end of 2021

| ACTIVITY PLAN 2021 | Division: Regulatory Affairs | |
|---|---|---|
| Ref No AP21/CP/RA/01 | Manager: K. H. Hasanka | Adviser: |
| Team: Hasanka Kamburugamuwa, Chamath Goonewardena and Cyril Suduwella | | |
| 1.Activity Name: Prepare Institutional Disaster Management Plans for petroleum sector utilities | | |

| 2. What is the ☐Issue ☐ Inadequacy 0 Requirement |
|---|
| Every ministry, department and public corporation is required to prepare an institutional disaster management plan to counter any disaster or impending disaster, in accordance with the Sri Lanka Disaster Management Act, No. 13 of 2005, National Disaster Management Plan and guidelines specified by the Disaster Management Centre.<br><br>The requirement of having a Disaster Management Plan (DMP) to ensure the sustained operation of basic utility services during a disastrous situation has been identified as a major requirement. Petroleum industry, being an important utility service, needs to have its own DMP. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Facilitate the process of preparing an institutional disaster management plans by the Lanka IOC (LIOC), Ceylon Petroleum Corporation (CPC) and Ceylon Petroleum Storage Terminals LTD (CPSTL) in collaboration with the Disaster Management Centre and under the auspices of the Ministry of Power & Energy. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| The process of would be steered by a Steering Committee (SC) and a Working Group would advise the SC on management and technical issues while Teams nominated by LIOC, CPC and CPSTL would be responsible for preparing the plan based on guidance provided by the Disaster Management Centre. |

| 5. What are the main benefits to stake holders |
|---|
| Demand for petroleum fuels is met efficiently, economically and safely. |

**6.Activity Details**

| **Key Result Area:** | Demand for petroleum fuels is met efficiently, economically and safely |
|---|---|

| **Outcome** | Compliance with Institutional Disaster Management Plan by LIOC, CPC and CPSTL |
|---|---|
| | |

**Output**

| **OP** | Implementation of Institutional Disaster Management Plan by LIOC, CPC and CPSTL | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | |
| **KP** | Institutional Disaster Management Plan of LIOC, CPC and CPSTL | | | | | |
| **KPI Units** | | | | | T | T |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| RA | | | 60 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | | 60 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Expertise committee appointed, Workshops conducted | |
| Feb | Consultants acquired | |
| Mar | | |
| Apr | | |
| May | | |
| Jun | Conduct institutional Risk assessment, Capacity assessments | |
| Jul | | |
| Aug | | |
| Sep | Draft plan developed | |
| Oct | Stakeholder consultation done | |
| Nov | Plan Finalized | |
| Dec | Approval of National Council for Disaster Management obtained | |

Activity **Start Date:** 1/1/2021 **End Date:** 30/12/2021 **Duration:** 12 months

**7.Explain how the activity is carried out in 2021 with main steps**

Establish the institutional framework, conduct workshop(s), prepare action plan, appoint Technical Advisory Committee or procure consultancy services, prepare IDMP, obtain approval from boards of directors of LIOC, CPC and CPSTL, obtain approval of National Council for Disaster Management.

| ACTIVITY PLAN 2021 | Division: Regulatory Affairs | |
|---|---|---|
| Ref No AP21/CP/RA/02 | Manager: K. H. Hasanka | Adviser: |
| Team: Hasanka Kamburugamuwa, Chamath Goonewardena and Cyril Suduwella | | |
| 1.Activity Name: Prepare Standards for Fuel Filling Stations | | |

| 2. What is the | O Issue | D Inadequacy | D Requirement |
|---|---|---|---|

The following Issues pertaining to Fuel Filling Stations (FFS) were raised during the regional stakeholder consultations:

- Absence of FFSs within a reasonable distance;
- Non-availability of petroleum fuels at fuel filling stations; and
- FFSs do not meet requisite criteria etc.

Guidelines on establishment of new FFSs were formulated by the Secretariat and submitted to the Ministry of Petroleum & Petroleum Resources Development in 2007. However, there does not appear to be full compliance with such guidelines.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

Formulate and promulgate standards for FFSs.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

Review aforementioned guidelines for establishment of new FFSs, prepare standards for FFSs and recommend promulgation of same to the Cabinet of Ministers.

**5. What are the main benefits to stake holders**

Improvement of safety and quality of service

**6.Activity Details**

| **Key Result Area:** | Improved customer service and customer satisfaction |
|---|---|

| Outcome | Compliance with the standards for FFSs |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | The standards for FFSs | | | | | |
| | | | | | | | |
| | KP | The standards for FFSs | | | | | |
| | KPI Units | | | | | N | Y |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

**Activity**

| **Resources used / Required:** | | | | | | |
|---|---|---|---|---|---|---|
| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| RA | | | 33 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | | 33 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | | |
| **Feb** | | |
| **Mar** | | |
| **Apr** | | |
| May | Guidelines for FFSs reviewed | |
| Jun | | |
| Jul | | |
| Aug | Draft standards for FFSs prepared | |
| Sep | Stakeholder consultation done | |
| Oct | Standards for FFSs finalized | |
| Nov | Cabinet Memorandum submitted | |
| **Dec** | | |

Activity **Start Date:** 1/4/2021 **End Date:** 30/11/2021 **Duration:** 8 months

**7.Explain how the activity is carried out in 2021 with main steps**

1. Review guidelines for FFSs
2. Finalize standards for FFSs
3. Submit the Cabinet Memorandum through the Ministry in charge of petroleum

| ACTIVITY PLAN 2021 | **Division:** Regulatory Affairs | |
|---|---|---|
| Ref No AP19/CP/RA/05 | Manager: Chalith Pasindu | Adviser: Chamath Goonewardena |
| **Team:** Chalith Pasindu, Chamath Goonewardena and Cyril Suduwella | | |
| **1.Activity Name:** Formulate procedure for compulsory import inspection of lubricants by the Sri Lanka Standards Institute and Sri Lanka Customs | | |

| **2. What is the** | **O Issue** | **D Inadequacy** | **D Requirement** |
|---|---|---|---|
| It is expected that PUCSL will receive regulatory powers with regard to the Petroleum and Lubricant sector in near future. Further during the Public Consultations conducted recently by PUCSL, issues related to the quality of lubricants were pointed out by the public. In particular, sale of substandard lubricants, lubricants adulterated with used lubricants were identified as issues. | | | |

| **3.What is the proposal for solving/ improving / fulfilling above in item 2** |
|---|
| To control the quality of imported lubricants, implementing a mechanism for compulsory import inspection of lubricants is identified as a remedy for the said issue. |

| **4.Explain with timing how the output of the activity is deployed in regulatory/internal process** |
|---|
| Preparation of a procedure for compulsory import inspection of lubricants by the Sri Lanka Standards Institute and Sri Lanka Customs by the end of 2021. |

| **5. What are the main benefits to stakeholders** |
|---|
| Better vehicle performance and efficiency as well as the reduction of environment pollution. |

**6.Activity Details**

| Key Result Area: | Quality of Lubricant Products |
|---|---|

| Outcome | Ensuring the quality of lubricants in the market |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Implementation of a procedure for compulsory import inspection of lubricants by the Sri Lanka Standards Institute and Sri Lanka Customs | | | | | |
| | KP | A procedure for compulsory import inspection of lubricants | | | | | |
| | KPI Units | | N | N | N | N | Y |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| RA | | | 22 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | | 22 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Finalization of the Procedure | |
| Feb | Issuance of directive by the MoPE to the SLSI to include lubricants in Import | |
| Mar | Publishing of updated list of products in the Gazette by SLSI | |
| Apr | | |
| May | | |
| Jun | | |
| Jul | | |
| Aug | | |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |

Activity Start Date: 05 Jan 2019 End Date: 31 May 2021 Duration: 24 M

| 7.Explain how the activity is carried out in 2021 with main steps |
|---|
| Coordinate the process of formulating the procedure by the Sri Lanka Standards Institute and Sri Lanka Customs |

| ACTIVITY PLAN 2021 | Division: Regulatory Affairs | |
|---|---|---|
| Ref No AP19/CP/REA/11 | Manager: Chalith Pasindu | Adviser: Chamath Goonewardena |
| **Team:** Chalith Pasindu, Chamath Goonewardena and Cyril Suduwella | | |
| **1.Activity Name:** Formulate standards for petroleum fuel dispensing pumps and mechanism for monitoring | | |

| **2. What is the** | **O Issue** | **D Inadequacy** | **D Requirement** |
|---|---|---|---|
| It is expected that PUCSL will receive regulatory powers with regard to the Petroleum and Lubricant sector in near future. Further during the Public Consultations conducted recently by PUCSL, issues related to the quality and accuracy of petroleum fuel dispensing pumps and the requirement of a mechanism for monitoring the same were pointed out by the public. | | | |

| **3.What is the proposal for solving/ improving / fulfilling above in item 2** |
|---|
| Preparation of a set of technical standards (minimum Standards) for petroleum fuel dispensing pumps and a mechanism for monitoring the implementation of the said standards are identified as remedial actions for the said issues. |

| **4.Explain with timing how the output of the activity is deployed in regulatory/internal process** |
|---|
| Preparation of a set of minimum technical standards for petroleum fuel dispensing pumps and a mechanism for monitoring the implementation of the standards will be completed by the end of 2021 |

| **5. What are the main benefits to stakeholders** |
|---|
| Assures the right of consumer to receive the accurate amount of fuel for the amount of money they pay. |

**6.Activity Details**

| Key Result Area: | Supply Quality of Petroleum Products |
|---|---|

| Outcome | Ensuring the fairness of petroleum distribution |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Implementation and monitoring of minimum technical standards for petroleum fuel dispensing pumps | | | | | |
| | KP | Minimum technical standards for petroleum fuel pumps and a monitoring mechanism | | | | | |
| | KPI Units | | N | N | N | N | Y |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| RA | | | 40 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | | 40 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | | |
| Feb | | |
| Mar | | |
| Apr | Preparation of draft Sri Lanka Standard /publish for public comments | |
| May | | |
| Jun | Receipt of public comments | |
| Jul | Approval of Sectoral Committee | |
| Aug | | |
| Sep | Authorization from Council | |
| Oct | | |
| Nov | | |
| Dec | Implementation of the standard | |

Activity Start Date: 01 April 2019 End Date: 31 Sep 2021 Duration: 30 M

7.Explain how the activity is carried out in 2021 with main steps

Coordinate the process of formulating of the procedure by the Sri Lanka Standards Institute.

| ACTIVITY PLAN 2021 | Division: Regulatory Affairs | |
|---|---|---|
| Ref No AP20/CP/REA/03 | Manager: Chalith Pasindu | Adviser: Chamath Goonewardena |
| **Team:** Hasanka Kamburugamuwa, Yasantha Rathuvithana | | |
| **1.Activity Name:** Update Supply Services Code and Statement of Rights & Obligations of Electricity Consumers | | |

| **2. What is the** ☐**Issue** 0 **Inadequacy** 0 **Requirement** |
|---|
| The generic Supply Services Code (SSC) of Ceylon Electricity Board's (CEB's) Distribution Licensees (DLs) and the SSC of Lanka Electricity Company (Private) Limited (LECO) were initially approved in 2013. Thereafter, certain annexes to the SSCs and a number of related regulatory instruments have been approved by the Commission. Therefore, the SSCs of DLs need to be updated incorporating certain annexes and to be consistent with already approved regulatory instruments in order for consumers to better avail themselves of services provided by DLs. Accordingly, the Statement of Rights & Obligations of Electricity Consumers (SRO) published in 2015 also needs to be updated. |

| **3.What is the proposal for solving/ improving / fulfilling above in item 2** |
|---|
| The generic SSC of CEB's DLs and the SSC of LECO will be updated incorporating certain annexes to the SSCs and applicable provisions in related regulatory instruments already approved by the Commission.<br>The SRO will also be updated to reflect the updated SSCs. |

| **4.Explain with timing how the output of the activity is deployed in regulatory/internal process** |
|---|
| Updated SSCs will be approved by the Commission by the end of June, 2021 and DLs will be directed to implement to make consumers aware of and implement the same. |

| **5. What are the main benefits to stakeholders** |
|---|
| Increased awareness of the electricity consumers on the services supplied by the Distribution Licensees<br>Increased awareness of the rights and obligations of electricity consumers. |

**6.Activity Details**

| Key Result Area: | Supply Quality and Commercial Quality for the users |
|---|---|

| Outcome | Improved Productivity & convenience for electricity consumers |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Increased compliance with legislative requirements on Supply Quality and Commercial Quality as well as making consumers aware of their rights and obligations | | | | | |
| | KP | Completion of updating of the Supply Services Code and SRO | | | | | |
| | KPI Units | | N | N | N | N | Y |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| RA | | | 40 | | | |
| CA | | | 5 | | | |
| | | | | | | |
| **Total** | 300,000 | 5,118,750 | 45 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Receipt of Inception Report | 18,750 |
| Feb | Discussions and Presentations on Inception Report | 510,000 |
| Mar | Receipt of Interim Report and Discussions | 1,530,000 |
| Apr | Receipt of Draft Final Report | |
| May | Discussions on Draft Final Report / Receipt of Final Report | 1,530,000 |
| Jun | Commission Approval and Ratification | |
| Jul | | |
| Aug | | |
| Sep | Sinhala and Tamil Translations | 1,530,000 |
| Oct | | |
| Nov | | |
| Dec | | |

Activity Start Date: 01 Jan 2020 End Date: 30 September 2021 Duration: 21 M

7.Explain how the activity is carried out in 2021 with main steps

1. Procurement of a Consultant.
2. Reviewing the existing SSC and all the other guidelines which have been approved at later stages.
3. Reviewing the existing SRO and identifying the changes required.
4. Receipt of the Inception Report, presentations and discussions
5. Receipt of the Interim Report, presentations and discussions
6. Receipt of the Draft Final Report, presentations and discussions
7. Receipt of the Final Report.
8. Commission Approval.

| ACTIVITY PLAN 2021 | Division: | |
|---|---|---|
| Ref No AP20/CP/REA/09 | Manager: Chalith Pasindu | Adviser: Chamath Goonewardena |
| **Team:** Chalith Pasindu, Hasanka Kamburugamuwa, Chamath Goonewardena and Cyril Suduwella | | |
| **1.Activity Name:** Review and update Sri Lanka Standards for Petroleum Fuels | | |

| **2. What is the** ☐**Issue** ☐ **Inadequacy** 0 **Requirement** |
|---|
| During the public consultations held in 2018, the industry experts and general public pointed out the importance having standards for petroleum fuels. Further, the Secretary of the Ministry of Highways & Road Development and Petroleum Resources Development requested the SLSI to update or prepare Sri Lanka Standards for petroleum fuels commencing with Gasoline, Diesel, Kerosene, Furnace Oil and Liquefied Petroleum Gas, and for the Public Utilities Commission of Sri Lanka (PUCSL) to coordinate the same.<br><br>Identified Standards to be reviewed are Gasoline, Diesel, Kerosene, Furnace Oil and Liquefied Petroleum Gas.<br>Identified Standards to be newly formulated are Aviation Fuel and Naphtha. |

| **3.What is the proposal for solving/ improving / fulfilling above in item 2** |
|---|
| Review and update existing Sri Lanka Standards for gasoline, diesel and kerosene, liquefied petroleum gas and furnace oil<br><br>Formulate Sri Lanka Standards for Aviation Fuel and Naphtha. |

| **4.Explain with timing how the output of the activity is deployed in regulatory/internal process** |
|---|
| Complete the updating and formulation of Standards by the end of 2021 and then coordinate the enforcement of the same by the Consumer Affairs Authority or other relevant organizations. |

| **5. What are the main benefits to stake holders** |
|---|
| Better vehicle performance and efficiency as well as the reduction of environment pollution. |

**6.Activity Details**

| **Key Result Area:** | Lower emission, improved fuel efficiency and vehicle performance, longer engine life |
|---|---|

| Outcome | Compliance with updated and new Sri Lanka Standards for Petroleum Fuels |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Updated and new Sri Lanka Standards for Petroleum Fuels | | | | | |
| | | | | | | | |
| | KP | Updated and new Sri Lanka Standards for Petroleum Fuels | | | | | |
| | KPI Units | | N | N | N | N | Y |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| RA | | | 45 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | 1,000,000 | 45 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Updated Draft Standard St. No 2 | |
| Feb | Receipt of Public comments on St. No 1 | |
| Mar | Updated Draft Standard St. No 3 | 500,000 |
| Apr | Receipt of Public comments on St. No 2 | |
| May | Updated Draft Standard St. No 4 | |
| Jun | Receipt of Public comments on St. No 3 | |
| Jul | Updated Draft Standard St. No 5 | |
| Aug | Receipt of Public comments on St. No 4 | |
| Sep | Prepare Draft Standard St. No 6,7 | |
| Oct | Receipt of Public comments on St. No 5 | |
| Nov | Receipt of Public comments on St. No 6, 7 | 500,000 |
| Dec | Authorization from the Council | |

Activity Start Date: 01 Jan 2020 End Date: 31 December 2021 Duration: 24 M

7.Explain how the activity is carried out in 2021 with main steps

Coordinate the process of reviewing and updating / formulating of existing Sri Lanka Standards for the identified petroleum products by the Sri Lanka Standards Institute.

| **ACTIVITY PLAN 2021** | **Division:** Regulatory Affairs | |
|---|---|---|
| Ref No AP21/CP/RA/03 | Manager: Chalith Pasindu | Adviser: Chamath Goonewardena |
| **Team:** Hasanka Kamburugamuwa and Chamath Goonewardena | | |
| **1.Activity Name:** Updating the Regulatory Manual | | |

| **2. What is the** ☐**Issue** ☐ **Inadequacy** 0 **Requirement** |
|---|
| Regulatory Manual (RM) was approved in 2014. After that there have been a number of documents related to RM, which were approved by the Commission at later stages, e.g.: changes in the organizational structure, guidelines on public hearings and stakeholder consultations, new guidelines on supplying services, etc. |

| **3.What is the proposal for solving/ improving / fulfilling above in item 2** |
|---|
| RM should be updated and rewritten, incorporating the identified amendments. (The areas to be updated were identified through a feasibility study) |

| **4.Explain with timing how the output of the activity is deployed in regulatory/internal process** |
|---|
| New RM will be amended and approved by the Commission by the end of 2021 and will be published for the benefit of Consumers, Licensees and all the other stakeholders including PUCSL staff. |

| **5. What are the main benefits to stake holders** |
|---|
| Improved awareness. |

**6.Activity Details**

| **Key Result Area:** | Improved customer service and customer satisfaction |
|---|---|

| **Outcome** | Convenience to Consumers and PUCSL staff, through transparency and consistency |
|---|---|
| | |

**Output**

| **OP** | Increased compliance with legislative requirements of RM | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | |
| **KP** | Updated in RM. | | | | | |
| **KPI Units** | | N | N | N | N | Y |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| RA | | | 30 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | | 30 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | First Draft of Updated RM | |
| Feb | | |
| Mar | Final draft of updated RM | |
| Apr | Commission Approval | |
| May | | |
| Jun | Publish | |
| Jul | | |
| Aug | | |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |

Activity **Start Date:** 01 Jan 2021 **End Date:** 30 June 2021 **Duration:**06 Months

**7.Explain how the activity is carried out in 2021 with main steps**

1. Updating the Regulatory Manual based

| ACTIVITY PLAN 2021 | Division: Regulatory Affairs | |
|---|---|---|
| Ref No AP20/CP/RA/01 | Manager: Chamath Goonewardena | Adviser: Cyril Suduwella |
| Team: Chamath Goonewardena, Cyril Suduwella and Hasanka Kamburugamuwa | | |
| 1.Activity Name: Formulate framework for regulating the midstream and downstream Natural Gas market | | |

**2. What is the** ☐ **Issue** ☐ **Inadequacy** 0 **Requirement**

Natural Gas has been identified as the next fossil fuel option for the country and action is being taken to import Liquified Natural Gas. The Public Utilities Commission of Sri Lanka (PUCSL) has been identified as the regulator of the midstream and downstream Natural Gas market in the draft National Policy on Natural Gas prepared by the Ministry of Power & Energy. Therefore, the PUCSL needs to build regulatory capacity by formulating the framework as well as knowledge and skills for regulating the midstream and downstream Natural Gas market.

**3.What is the proposal for solving/improving/fulfilling above in item 2**

Upon approval of the draft National Policy on Natural Gas by the Cabinet of Ministers and as stipulated therein, develop regulatory instruments as well as knowledge and skills to regulate the midstream and downstream natural gas market - regulatory instruments would include laws, rules, codes and guidelines etc. pertaining to regulation of third-party access to essential infrastructure, pricing of natural gas as well as health, safety and environment.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

Upon enactment of legislation empowering the PUCSL to regulate the midstream and downstream natural gas market, regulatory instruments prepared will be implemented using the knowledge and skills gained.

**5. What are the main benefits to stake holders**

Demand for Natural Gas is met efficiently, economically and safely.

**6.Activity Details**

| **Key Result Area:** | Demand for Natural Gas is met efficiently, economically and safely |
|---|---|

| **Outcome** | Regulation of Natural Gas market |
|---|---|
| | |

**Output**

| **OP** | Regulatory instruments, knowledge and skills | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | |
| **KP** | Regulatory instruments | | | | | |
| **KPI Units** | | | | | | T |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used/Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| RA | | | 40 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | | | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | | |
| **Feb** | Receive Proposals | |
| **Mar** | | |
| **Apr** | | |
| **May** | | |
| **Jun** | | |
| **Jul** | Award Contract | |
| **Aug** | Receive Inception Report | |
| **Sep** | | |
| **Oct** | Receive Interim Report | |
| **Nov** | | |
| **Dec** | Receive Draft Final Report | |

Activity **Start Date:** 01.09.2020 **End Date:** 30.04.2022 **Duration:** 20 Months

**7.Explain how the activity is carried out in 2021 with main steps**

With the consensus and participation of the Ministry of Power & Energy, formulate the regulatory framework: prepare scope of services for consultancy assignment, procure consultancy services, identify scope of regulatory intervention and prepare regulatory instruments based on international best practices, train PUCSL staff on implementation of regulatory instruments.

| ACTIVITY PLAN 2021 | Division: Regulatory Affairs | |
|---|---|---|
| Ref No AP20/CP/RA/02 | Manager: Chamath Goonewardena | Adviser: Cyril Suduwella |
| Team: Chamath Goonewardena, Cyril Suduwella and Chalith Pasindu | | |
| 1.Activity Name: Review and update Sri Lanka Standards for lubricants | | |

| 2. What is the ☐Issue 0 Inadequacy ☐ Requirement |
|---|
| Sri Lanka Standards for automotive lubricants and greases were published by the Sri Lanka Standards Institute (SLSI) commencing 2007. During the public consultation on quality and prices of lubricants held in 2018, the SLSI stated that some of the Sri Lanka Standards need to be updated and industry experts recommended introduction of a minimum standard for four-stroke engine oil for scooters. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Review and update existing Sri Lanka Standards for lubricants and greases as well as formulate Sri Lanka Standards for new vehicle categories. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| Coordinate the enforcement of updated and new Sri Lanka Standards for lubricants and greases through the Consumer Affairs Authority and/or other relevant organization. |

| 5. What are the main benefits to stake holders |
|---|
| Lower emission, improved fuel efficiency and vehicle performance, longer engine life |

**6.Activity Details**

| **Key Result Area:** | Lower emission, improved fuel efficiency and vehicle performance, longer engine life |
|---|---|

| **Outcome** | Compliance with updated and new Sri Lanka Standards for lubricants |
|---|---|
| | |

**Output**

| **OP** | Updated and new Sri Lanka Standards for lubricants | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | |
| **KP** | Updated and new Sri Lanka Standards for lubricants | | | | | |
| **KPI Units** | | | | | T | T |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| RA | 800,000 | 800,000 | 30 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | | | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | | |
| **Feb** | Publish updated SLS for diesel engine oil | |
| **Mar** | | |
| **Apr** | | |
| **May** | | |
| **Jun** | Publish updated SLS for gasoline engine oil | |
| **Jul** | | |
| **Aug** | | |
| **Sep** | Publish updated SLS for four-stroke motorcycle gasoline engine oil | |
| **Oct** | | |
| **Nov** | | |
| **Dec** | | 800,000 |

Activity **Start Date:** 05.03.2020 **End Date:** 31.12.21 **Duration:** 21 Months

**7.Explain how the activity is carried out in 2021 with main steps**

Coordinate the review and update by the SLSI of existing Sri Lanka Standards for lubricants and greases as well as the formulation of new Sri Lanka Standards for lubricants pertaining to new vehicle categories.

| ACTIVITY PLAN 2021 | Division: Tariff and Economic Affairs | |
|---|---|---|
| Ref No AP21/CP/TEA/01 | Manager: Dileepa | Adviser: Kanchana |
| Team: | | |
| 1.Activity Name: Policy Advise on Electricity Affordability | | |

| 2. What is the ☐Issue ☐ Inadequacy 0 Requirement |
|---|
| The prevailing end-user tariffs are based on old data on electricity affordability and might not adequately suit the demographic and socio economic changes that have taken place over recent years. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| This activity will be based on the output data of the Survey on Electricity Affordability that will be completed in 2020, and will involve an analysis of present tariff structure with respect to new affordability data, the costs of subsidies for low consumption consumers with an assessment of the changes required in the tariff structure that will better serve consumers and national policy objectives. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| The output of the activity itself will be a policy advise on electricity affordability and will be communicated to relevant ministries subsequent to Commission approval. |

| 5. What are the main benefits to stake holders |
|---|
| More Fair and equitable tariffs and charges to the customers<br>Enhanced economic efficiency and proper utilization of subsidies.<br>Assurance of revenue to licensees. |

**6.Activity Details**

| **Key Result Area:** | Price and Charges for the End User |
|---|---|

| **Outcome** | Increased fairness in tariffs and making electricity more affordable to consumers |
|---|---|
| | |

| **Output** | | | | | | | |
|---|---|---|---|---|---|---|---|
| | **OP** | Policy Advise on Electricity Affordability | | | | | |
| | | | | | | | |
| | **KP** | Developing Policy Advise on Electricity Affordability | | | | | |
| | **KPI Units** | | 0 | 0 | 0 | 1 | 0 |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| TEA | | | 45 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | | 45 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | | |
| **Feb** | | |
| **Mar** | Report on existing end user tariff and New affordability data | N/A |
| **Apr** | | |
| **May** | Draft Policy advice document | N/A |
| **Jun** | | |
| **Jul** | Final Policy advice document | N/A |
| **Aug** | | |
| **Sep** | | |
| **Oct** | | |
| **Nov** | | |
| **Dec** | | |

Activity **Start Date: 01/03/21** **End Date:**31/07/21 **Duration:** 5months

**7.Explain how the activity is carried out in 2021 with main steps**

Study of existing end user tariff and affordability data.
Develop of draft policy advice document.
Discussion with stakeholders
Submission of final policy advise for commission approval
Issue of the policy advice to the relevant stakeholders.

| ACTIVITY PLAN 2021 | Division: Tariff and Economic Affairs | |
|---|---|---|
| Ref No AP21/CP/TEA/02 | Manager: Dileepa | Adviser: Kanchana |
| Team: | | |
| 1.Activity Name: Guideline for providing bulk service connections and augmentation of connections | | |

| 2. What is the ☐Issue | 0 Inadequacy | ☐ Requirement |
|---|---|---|
| The consumer division has received a number of complaints from different regions about inconsistent practices of licensees in providing bulk service connections and augmentation of connections which has led to malpractices. | | |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Compiling a guideline for providing bulk service connections and augmentation of connections to streamline the practices, granting sufficient discretion to area engineers subject to regulatory oversight of inspectorate division, and providing guidelines to utility managers in giving bulk service connections. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| Commission approval and issuance of Guidelines for Distribution licensees will be carried out after consultative process with representatives of the licensees. Adherence to the guidelines will be ensured by consumer division and inspectorate division where necessary. The implementation of guidelines will streamline the inconsistent practices of the licensees and will result in reduced consumer disputes and more fair and equitable charges to electricity consumers. |

| 5. What are the main benefits to stake holders |
|---|
| Reduced consumer complaints and disputes.<br>Increased efficiency and man days saved.<br>Increased revenue to licensees and fair pricing to consumers. |

**6.Activity Details**

| **Key Result Area:** | Price and Charges for the End User |
|---|---|

| **Outcome** | Increased fairness in tariffs and making electricity more affordable to consumers |
|---|---|
| | |

**Output**

| **OP** | Guideline for providing bulk service connections and augmentation of connections | | | | | |
|---|---|---|---|---|---|---|
| **KP** | Developing Guideline for providing bulk service connections and augmentation of coconnections | | | | | |
| **KPI Units** | | 0 | 0 | 0 | 1 | 0 |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| TEA | | | 30 | | | |
| CON | | | 4 | | | |
| | | | | | | |
| **Total** | | | 34 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | | |
| **Feb** | | |
| **Mar** | Report on Analysis of the consumer requests | N/A |
| **Apr** | | |
| **May** | Draft guidelines on provision of bulk connection | N/A |
| **Jun** | Minutes of Discussion with stakeholders | N/A |
| **Jul** | | |
| **Aug** | | |
| **Sep** | Finalizing and issuing the guidelines | N/A |
| **Oct** | | |
| **Nov** | | |
| **Dec** | | |

Activity **Start Date: 01/03/21** **End Date:**31/09/21 **Duration:** 7months

**7.Explain how the activity is carried out in 2021 with main steps**

Detailed analysis of the existing state of affairs in consultation with consumer division.
Develop draft Guidelines for providing bulk service connections and augmentation of connections .
Discussion with Licensees
Review of Draft Guidelines
Commission approval and issuance of Guidelines for Distribution licensees.

| ACTIVITY PLAN 2021 | Division: Tariff and Economic Affairs | |
|---|---|---|
| Ref No AP21/CP/TEA/03 | Manager: Dileepa | Adviser: Kanchana |
| Team: | | |
| 1.Activity Name: Review of Allowed Charges methodology | | |

| 2. What is the ☐Issue ☐ Inadequacy 0 Requirement |
|---|
| The Cost reflective methodology for Determining charges is needs to be revised in line with the recent developments in distribution networks. The present scheme produces unfair charges for short connections and also for minor modifications of service connection. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Review and revise the existing allowed charges methodology in a forward Looking manner to address the identified issues. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| The activity is a revision of an existing regulatory tool that is already used in the regulatory process in determining charges levied by distribution licensees on customers. The revision therefore will have direct impact in the domain of economic regulation of electricity industry. The next revision of charges will happen in line with this methodology and will result in more fair and equitable charges to consumers. |

| 5. What are the main benefits to stake holders |
|---|
| More Fair and equitable charges to the customers<br>Reduced consumer complaints and disputes.<br>Better utilization of network assets. |

**6.Activity Details**

| **Key Result Area:** | Price and Charges for the End User |
|---|---|

| **Outcome** | Increased fairness in tariffs and making electricity more affordable to consumers |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | **OP** | Revised Allowed Charges methodology | | | | | |
| | **KP** | Revision of Allowed Charges methodology | | | | | |
| | **KPI Units** | | 0 | 0 | 0 | 1 | 0 |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| TEA | | | 40 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | | 40 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | | |
| **Feb** | Report on Analysis of past charges submissions and approvals | N/A |
| **Mar** | | |
| **Apr** | Minutes of Discussion with stakeholders | N/A |
| **May** | | |
| **Jun** | | |
| **Jul** | Revised Allowed charges methodology Draft | N/A |
| **Aug** | | |
| **Sep** | Commission approval and issue of methodology | N/A |
| **Oct** | | |
| **Nov** | | |
| **Dec** | | |

Activity **Start Date: 01/02/21** **End Date:**31/09/21 **Duration:** 8months

**7.Explain how the activity is carried out in 2021 with main steps**

Analysis of past charges submissions and approvals
Discussion with stakeholders
Preparation of draft revised allowed charges methodology
Commission approval and issuance of methodology for Distribution licensees

| ACTIVITY PLAN 2021 | Division: | |
|---|---|---|
| Ref No AP20/CP/TEA/01 | Manager: Erandi | Adviser: Kanchana |
| Team: Punsara, Dileepa | | |
| 1.Activity Name: Dispatch Audit for year 2019 | | |

| 2. What is the ☐Issue ☐ Inadequacy 0 Requirement |
|---|
| Dispatch Audit is essential to increase the efficiency in generation dispatch which will lead to lower electricity cost. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| A dispatch Audit will be carried out based on the dispatch audit guidelines issued and the dispatch procedures to be developed in 2020 |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| As the economic regulator, PUCSL has to ensure that the electricity is supplied to the customer at an affordable price while ensuring economic stability of the sector. With the output of the activity, we will be able to reduce electricity cost and hence the end user tariff. |

| 5. What are the main benefits to stake holders |
|---|
| Reduction in the generation cost<br>Reduction in the End user tariff |

**6.Activity Details**

| **Key Result Area:** | Price and Charges for the End User |
|---|---|

| Outcome | Reduce the electricity tariff ( in real terms) to make electricity more affordable to consumers |
|---|---|

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Dispatch Audit Report | | | | | |
| | KP | Dispatch Audit Report | | | | | |
| | **KPI Units** | Nos | 0 | 0 | 0 | 1 | 1 |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| | 2,500,000 | 5,500,000 | 50 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | 2,500,000 | 5,500,000 | 50 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | | |
| **Feb** | Draft final report | 3,500,000.00 |
| **Mar** | | |
| **Apr** | Final report | 2,000,000.00 |
| **May** | | |
| **Jun** | | |
| **Jul** | | |
| **Aug** | | |
| **Sep** | | |
| **Oct** | | |
| **Nov** | | |
| **Dec** | | |

Activity **Start Date:**01/01/2021 **End Date:** 30/04/2021 **Duration:** 4 months

**7.Explain how the activity is carried out in 2021 with main steps**

This activity is carried forward form the year 2020. The inception report and the interim report are completed in the year 2020. The draft final report and the final report along with the audit report for 2019 will be completed in the year 2021.

| ACTIVITY PLAN 2021 | Division: Tariff and Economic Affairs | |
|---|---|---|
| Ref No AP20/CP/TEA/12A | Manager: Dileepa | Adviser: Kanchana |
| Team: | | |
| 1.Activity Name: Research to Estimate the Cost of Energy Not Served | | |

| 2. What is the | O Issue | D Inadequacy | D Requirement |
|---|---|---|---|
| The cost of Energy Not Served (ENS) is defined the Generation Planning code approved by the Commission and that figure is not set scientifically. | | | |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| A research in collaboration with University of Moratuwa to establish the cost of ENS and to propose a method to update routinely. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| This research is expected to finish by end of 2022 and thereafter amendments required for the gird code/ development plans of the transmission licensee would be discussed with the stakeholders. |

| 5. What are the main benefits to stake holders |
|---|
| Optimized generation plans taking into account the real cost of unserved energy (catering the reliability levels demanded by the economy) |

**6.Activity Details**

| **Key Result Area:** | Price and Charges for the End User |
|---|---|

| Outcome | Reduce the electricity tariff ( in real terms) to make electricity more affordable to consumers |
|---|---|

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Research Report | | | | | |
| | KP | Research Report | | | | | |
| | **KPI Units** | Nos | 0 | 0 | 0 | 1 | 0 |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| TEA | 620,000 | 1,110,000 | 30 | | 1,230,000 | |
| | | | | | | |
| | | | | | | |
| **Total** | 620,000 | 1,110,000 | 30 | | 1,230,000 | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | | 80,000 |
| **Feb** | | 80,000 |
| **Mar** | Progress report | 80,000 |
| **Apr** | | 80,000 |
| **May** | | 130,000 |
| **Jun** | | 80,000 |
| **Jul** | | 80,000 |
| **Aug** | Progress report | 80,000 |
| **Sep** | | 80,000 |
| **Oct** | | 80,000 |
| **Nov** | | 180,000 |
| **Dec** | | 80,000 |

Activity **Start Date:**01/09/2020 **End Date:** 31/08/2022 **Duration:**24 months

**7.Explain how the activity is carried out in 2021 with main steps**

This activity is carried forward form the year 2020. The inception report is completed in the year 2020. Two progress reports will be completed in the year 2021.

| ACTIVITY PLAN 2021 | Division: Tariff and Economic Affairs | |
|---|---|---|
| Ref No AP20/CP/TEA/12B | Manager: Kanchana | Adviser: |
| Team: Gamini Sarathchandra, Krishananth | | |
| 1.Activity Name: Research on Grid Integration Limit for Intermittent Sources | | |

| 2. What is the | O Issue | D Inadequacy | D Requirement |
|---|---|---|---|
| Government policy is to go for 80% Renewables by 2030 and the limit for intermittent renewable sources has not been established scientifically. | | | |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| A research in collaboration with University of Peradeniya to determine this limit |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| This research is expected to finish by end of 2021 and thereafter a policy advice would be prepared for the Government. |

| 5. What are the main benefits to stake holders |
|---|
| Clarity on the technical limits of intermittent source integration that would be used for Generation expansion/ Network planning purposes. |

**6.Activity Details**

| **Key Result Area:** | Price and Charges for the End User |
|---|---|

| Outcome | Reduce the electricity tariff ( in real terms) to make electricity more affordable to consumers |
|---|---|

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Research Report | | | | | |
| | KP | Research Report | | | | | |
| | **KPI Units** | Nos | 0 | 0 | 0 | 1 | 0 |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| TEA | 600,000 | 1,070,000 | 25 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | 600,000 | 1,070,000 | 25 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | | 550,000 |
| **Feb** | | 100,000 |
| **Mar** | Progress report | 50,000 |
| **Apr** | | 50,000 |
| **May** | | 50,000 |
| **Jun** | Draft final report | 50,000 |
| **Jul** | | 50,000 |
| **Aug** | Final report | 50,000 |
| **Sep** | | 120,000 |
| **Oct** | | |
| **Nov** | | |
| **Dec** | | |

Activity **Start Date:**01/09/2020 **End Date:** 31/08/2021 **Duration:**12 months

**7.Explain how the activity is carried out in 2021 with main steps**

This activity is carried forward form the year 2020. The inception report is completed in the year 2020. The draft final report and the final report will be completed in the year 2021.

| ACTIVITY PLAN 2021 | Division: Tariff and Economic Affairs | |
|---|---|---|
| Ref No AP20/CP/TEA/12C | Manager: Kanchana | Adviser: |
| Team: Gamini Sarathchandra, Hasanka | | |
| 1.Activity Name: Research on Grid Operation with Distributed Generation | | |

| 2. What is the O Issue D Inadequacy D Requirement |
|---|
| Government policy is to go for 80% Renewables by 2030 and with large scale integration of intermittent sources at distribution level, grid operation and stability can be problematic. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| A research in collaboration with University of Peradeniya to identify the amendments required in the grid code/ distribution code and other tools required to operate the grid |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| This research is expected to finish by end of 2021 and thereafter amendments require for the gird code/ distribution codes will be discussed with the Licensees |

| 5. What are the main benefits to stake holders |
|---|
| Clarity on the technical issues and flexibility levels that must be accommodated in the Network planning/ operation process. |

**6.Activity Details**

| **Key Result Area:** | Price and Charges for the End User |
|---|---|

| Outcome | Reduce the electricity tariff ( in real terms) to make electricity more affordable to consumers |
|---|---|

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Research Report | | | | | |
| | KP | Research Report | | | | | |
| | **KPI Units** | Nos | 0 | 0 | 0 | 1 | 0 |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| TEA | 655,000 | 565,000 | 20 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | 655,000 | 565,000 | 20 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | | 75,000 |
| **Feb** | | 70,000 |
| **Mar** | Progress report | 50,000 |
| **Apr** | | 50,000 |
| **May** | | 50,000 |
| **Jun** | Draft final report | 50,000 |
| **Jul** | | 50,000 |
| **Aug** | Final report | 50,000 |
| **Sep** | | 120,000 |
| **Oct** | | |
| **Nov** | | |
| **Dec** | | |

Activity **Start Date:**01/09/2020 **End Date:** 31/08/2021 **Duration:**12 months

**7.Explain how the activity is carried out in 2021 with main steps**

This activity is carried forward form the year 2020. The inception report is completed in the year 2020. The draft final report and the final report will be completed in the year 2021.

| ACTIVITY PLAN 2021 | Division: Tariff and Economic Affairs | |
|---|---|---|
| Ref No AP20/CP/TEA/12D | Manager: Kanchana | Adviser: |
| Team: Hasanka, Pasindu | | |
| 1.Activity Name: Research Study on Transmission System | | |

| 2. What is the | O Issue | D Inadequacy | D Requirement |
|---|---|---|---|
| Transmission Licensee has repeatedly highlighted transmission system issues when procuring emergency generation plants and in their development plans. More often, PUCSL needs to build modelling capacity and verify these claims as the claims by the Licensee does not materialize. | | | |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| A research in collaboration with University of Moratuwa to identify the transmission system issues and to suggest solutions |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| This research is expected to finish by end of 2021 and thereafter amendments required for the gird code/ development plans of the transmission licensee would be discussed with the stakeholders. |

| 5. What are the main benefits to stake holders |
|---|
| Clarity on the technical issues in the transmission grid and to propose investments/ operational strategies to rectify them. |

**6.Activity Details**

| **Key Result Area:** | Price and Charges for the End User |
|---|---|

| Outcome | Reduce the electricity tariff ( in real terms) to make electricity more affordable to consumers |
|---|---|

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Research Report | | | | | |
| | KP | Research Report | | | | | |
| | **KPI Units** | Nos | 0 | 0 | 0 | 1 | 0 |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| TEA | 440,000 | 680,000 | 25 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | 440,000 | 680,000 | 25 | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | | 60,000 |
| **Feb** | | 60,000 |
| **Mar** | Progress report | 60,000 |
| **Apr** | | 60,000 |
| **May** | | 60,000 |
| **Jun** | Draft final report | 60,000 |
| **Jul** | | 60,000 |
| **Aug** | Final report | 140,000 |
| **Sep** | | 120,000 |
| **Oct** | | |
| **Nov** | | |
| **Dec** | | |

Activity **Start Date:**01/09/2020 **End Date:** 31/08/2021 **Duration:**12 months

**7.Explain how the activity is carried out in 2021 with main steps**

This activity is carried forward form the year 2020. The inception report is completed in the year 2020. The draft final report and the final report will be completed in the year 2021.

| ACTIVITY PLAN 2021 | Division: Tariff and Economic Affairs | |
|---|---|---|
| Ref No AP21/RU/TEA/31 | Manager: Dileepa | Adviser: Kanchana |
| Team: | | |
| 1.Activity Name: Review of Allowed Charges filed for 2022 | | |

| 2. What is the purpose of the activity? |
|---|
| Reviewing the charges submissions filed by CEB and LECO, as per the Cost Reflective methodology for charges approved by the commission. |

| 3.What is the provision in the statutory documents if any? |
|---|
| Section 30 of Sri Lanka Electricity Act,<br>Cost Reflective methodology for charges |

| 4.Explain with timing how the activity is carried out |
|---|
| The following steps will be carried out in the activity.<br><br>Review of Allowed charges Proposal, price list and calculations submitted by each licensee.<br>Comparison of charges with previous years and analysis of variance<br>Seeking clarifications from licensees if required.<br>Review and approve Charges.<br>The approved charges will be sent to respective distribution licensee. |

| 5. What are the main benefits to stake holders |
|---|
| The act of regulatory review of allowed charges is intended to serve as a check in licensees and their costs. The prudency exercised in the activity ensure that customers are not charges unfairly for services rendered by licensees and that licensees will not obtain undue financial gains, nor will be at an undue lose. |

**6.Activity Details**

| **Key Result Area:** | Price and Charges for the End User |
|---|---|

| **Outcome** | Reduced electricity tariff ( in real terms)to make electricity more affordable to consumers |
|---|---|
| | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | **OP** | Efficient and reasonable allowed charges | | | | | |
| **Output** | **KP** | Charge for 50m 30A domestic connection | | | | | |
| | **KPI Units** | | 15,000 | 14,000 | 14,000 | | - |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

| **Resources used / Required:** | | | |
|---|---|---|---|
| **Division:** | **2021** | | |
| | **Funds (Rs.)** | **Man days** | **Vehicle (hrs)** |
| | | 30 | |
| | | | |
| | | | |
| **Total** | | 30 | |

| **Month** | Planned Quantity for Completion **in 2021** | Planned **expenditure in 2021** (Rs) |
|---|---|---|
| **Jan** | | |
| **Feb** | | |
| **Mar** | | |
| **Apr** | | |
| **May** | | |
| **Jun** | | |
| **Jul** | | |
| **Aug** | | |
| **Sep** | | |
| **Oct** | | |
| **Nov** | Draft report on allowed charges filed by each licensee | N/A |
| **Dec** | Final Decisions on Allowed Charges. | N/A |

| ACTIVITY PLAN 2021 | Division: Tariff and Economic Affairs | |
|---|---|---|
| Ref No AP21/RU/TEA/32 | Manager: Dileepa | Adviser: Kanchana |
| Team: | | |
| 1.Activity Name: Small Distributor Tariff Review | | |

**2. What is the purpose of the activity?**

Small distributors who are exempted from the requirement to obtain a distribution and supply license are required to submit a tariff proposal for the approval of the commission before charging for electricity distributed in their premises under the exemption order.

**3.What is the provision in the statutory documents if any?**

Section 10 of Sri Lanka Electricity Act
Certificate of exemption issued to Small Distributors
Tariff Methodology for Small Distributors

**4.Explain with timing how the activity is carried out**

The following steps will be carried out in the activity.

Review of tariff proposals Proposal in line with the commission approved methodology.
Seeking clarifications from parties where necessary and ask for review and resubmission if required. Present the reviewed tariff proposals to the commission for approval
Communicating the same to the small distributors.

**5. What are the main benefits to stake holders**

The act of regulatory review of allowed charges is intended to serve as a check on exempted parties and the costs they attempts to pass through to consumers. The prudency exercised in the activity ensure that customers are not charges unfairly for services rendered by exempted parties and that exempted parties will not obtain undue financial gains, nor will be at an undue lose.

**6.Activity Details**

| **Key Result Area:** | Price and Charges for the End User |
|---|---|

| **Outcome** | Reduced electricity tariff ( in real terms)to make electricity more affordable to consumers |
|---|---|
| | |

| **Output** | | | | | | | |
|---|---|---|---|---|---|---|---|
| | **OP** | Efficient and reasonable electricity Tariffs | | | | | |
| | | | | | | | |
| | **KP** | Review and approve of distribution tariff proposals | | | | | |
| | **KPI Units** | | 1 | 1 | 1 | 1 | 1 |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

| **Resources used / Required:** | | | |
|---|---|---|---|
| **Division:** | **2021** | | |
| | **Funds (Rs.)** | **Man days** | **Vehicle (hrs)** |
| | | 30 | |
| | | | |
| | | | |
| **Total** | | 30 | |

| **Month** | Planned Quantity for Completion **in 2021** | Planned **expenditure in 2021** (Rs) |
|---|---|---|
| **Jan** | | |
| **Feb** | | |
| **Mar** | | |
| **Apr** | | |
| **May** | | |
| **Jun** | 3 no of tariff reviews | N/A |
| **Jul** | | |
| **Aug** | | |
| **Sep** | | |
| **Oct** | | |
| **Nov** | | |
| **Dec** | 6 no of tariff reviews | N/A |

| ACTIVITY PLAN 2021 | Division: Environment, Energy Efficiency & Renewable | |
|---|---|---|
| Ref No AP21/CP/EER/01 | Manager: Gamini Sarathchandra | Adviser: Gamini Herath |
| Team: Gamini Sarathchandra | | |
| 1.Activity Name: Estimation of Externality Cost of Power Generation by Renewable Energy Sources | | |

**2. What is the** ☐ **Issue** 0 **Inadequacy** ☐ **Requirement**

To obtain more accurate least economic cost of electricity generation in Sri Lanka, externality costs are needed for all the power generation technologies. In line with that, externality cost of thermal power generation has been carried out recently and the research is in the final stage as at now.

Therefore, estimation of externality cost of renewable energy technologies is to be carried out in 2021 which is vital in preparation of LTGEP.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

The above objective planned to be carried out through a suitable expert team of consultants guided by a properly formulated terms of reference.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

Estimation of externality costs is planned to be completed by the first quarter of 2022. Advice to CEB and the ministry of power and RE will be followed to use these values appropriately in preparation of LCLTGEP.

**5. What are the main benefits to stake holders**

By applying the economic cost of power generation, the optimal power generation technologies will be selected for planning. Considering the energy policy and other constraints prescribed by the relevant authorities, the applicable generation technologies could be selected for implementation.

**6.Activity Details**

| **Key Result Area:** | Electricity Tariff |
|---|---|

| **Outcome** | Least Economic Cost of Power Generation |
|---|---|
| | |

**Output**

| **OP** | Externality costs of power generation applicable for Sri Lanka | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | |
| **KP** | Completion of report with finalized externality costs | | | | | |
| **KPI Units** | | | | | | 1 |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| | | 2,400,000 | | | 1,600,000 | |
| | | | | | | |
| | | | | | | |
| **Total** | | 2,400,000 | | | 1,600,000 | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | Calling for EOIs | |
| Feb | Preparation of short list | |
| Mar | Offering RFP | |
| Apr | Calling proposals | |
| May | Contract signing | |
| Jun | | |
| Jul | | |
| Aug | Inception report | 400,000 |
| Sep | | |
| Oct | Interim report | 800,000 |
| Nov | | |
| Dec | Draft Final report | 1,200,000 |

Activity Start Date: Jan 2021 End Date: March 2022 Duration: 15 Months

7.Explain how the activity is carried out in 2021 with main steps

Contract will be signed with a suitable consultant and a time schedule will be prepared considering the available RE technologies to be studied.
Literature review, initial fact finding will be done and the inception report will be prepared.
Data collection of each technology will be carried out by the consultant and interim report will be completed.
Data analysis will be done, and draft final report will be completed with the consultation of CEB and private power plant owners.
Draft final report will be completed and open for written stakeholder comments.
Oral comments session will be done and incorporate the comments appropriately into the final report.

| ACTIVITY PLAN 2021 | **Division:** Environment, Efficiency and Renewable | |
|---|---|---|
| **Ref No AP21/**RU/EER/32 | **Manager:** Gamini Sarathchandra | **Adviser:** Gamini Herath |
| **Team:** Gamini Sarathchandra | | |
| **1.Activity Name:** Data Collection and Analysis of Renewable Power Generation | | |

| **2. What is the purpose of the activity?** |
|---|
| Collection and disseminate renewable energy generation data and information to the public. |

| **3.What is the provision in the statutory documents if any?** |
|---|
| Statutory provision is granted for this activity in terms of the Section 17 (d) of the Public Utilities Commission of Sri Lanka Act, No.35 of 2002. |

| **4.Explain with timing how the activity is carried out** |
|---|
| Data will be collected through the Licensee Information Submission System (LISS) protocol. All the renewable energy generation licensees will be added by resolving the current issues pertaining to the data submission through LISS system. |

| **5. What are the main benefits to stake holders** |
|---|
| Easy access to the actual generation data. Support to the further renewable integration studies. |

**6.Activity Details**

| **Key Result Area:** | Tariff, Environment |
|---|---|

| **Outcome** | Reduced cost of energy |
|---|---|
| | |

| **Output** | | | | | | | |
|---|---|---|---|---|---|---|---|
| | **OP** | Reports on renewable power generation performance | | | | | |
| | **KP** | | | | | | |
| | **KPI Units** | | | | | 1 | |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

| **Resources used / Required:** | | | |
|---|---|---|---|
| **Division:** | **2021** | | |
| | **Funds (Rs.)** | **Man days** | **Vehicle (hrs)** |
| EER | - | | |
| | | | |
| | | | |
| **Total** | - | | |

| **Month** | Planned Quantity for Completion **in 2021** | Planned **expenditure in 2021** (Rs) |
|---|---|---|
| **Jan** | Collection of data with available formats | |
| **Feb** | Draft a common format for data collection | |
| **Mar** | Analysis reports | |
| Apr | Analysis reports | |
| May | Analysis reports | |
| Jun | Analysis reports | |
| Jul | Analysis reports | |
| Aug | Analysis reports | |
| Sep | Analysis reports | |
| Oct | Analysis reports | |
| Nov | Analysis reports | |
| Dec | Analysis reports | |

| ACTIVITY PLAN 2021 | **Division:** Corporate Communication | |
|---|---|---|
| **Ref No AP21**/CP/CCO/01 | **Manager:** J. Herat | **Adviser:** |
| **Team:** W. A. T. Dhanushka, Anushika Kamburugamuwa, Jayasooriyan.A | | |
| **1.Activity Name:** Master Awareness Campaign | | |

| **2. What is the** ☐**Issue** ☐ **Inadequacy** 0 **Requirement** |
|---|
| Requirement of communicating regulatory decisions and making aware of the targeted group on such decisions and respective information for various stakeholders of industries regulated by PUCSL<br>In 2021 there are more than 100 activities to be implemented during 2021. Specific and coordinated awareness is necessary to increase the engagement of respective stakeholders. |

| **3.What is the proposal for solving/ improving / fulfilling above in item 2** |
|---|
| Comprehensive awareness plan will be implemented. |

| **4.Explain with timing how the output of the activity is deployed in regulatory/internal process** |
|---|
| Public/Stakeholder participation will be increased to facilitate the implementation of regulatory decisions |

| **5. What are the main benefits to stake holders** |
|---|
| Stakeholders will be educated on the regulatory measures taking by the Commission and increase the responsive communication with the public. |

**6.Activity Details**

| **Key Result Area:** | Public participation in the regulatory activities of the Commission |
|---|---|

| | |
|---|---|
| Outcome | Improved Transparency on the regulatory activities |
| | Active participation of the regulators in the regulatory activities of PUCSL |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Output** | **OP** | Number of awareness activities | | | | | |
| | | | | | | | |
| | **KP** | Number of consumers made aware | | | | | |
| | **KPI Units** | | | | | | |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| | | 6,000,000 | 75 | 15 | | |
| | | | | | | |
| | | | | | | |
| **Total** | | | | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| **Jan** | Awareness on Electrician Licensing | 1,00,000 |
| **Feb** | Water Sector Awareness | 500,000 |
| **Mar** | Public Consultation | 2,000,000 |
| **Apr** | | |
| **May** | Newspaper Campaign | 500,000 |
| **Jun** | Social Media campaign | 2,000,000 |
| **Jul** | Delivery of Technician management system | |
| **Aug** | Developing the Technician Management - Mobile App | |
| **Sep** | | |
| **Oct** | | |
| **Nov** | | |
| **Dec** | | |

Activity **Start Date:** **End Date:** **Duration:**

**7.Explain how the activity is carried out in 2021 with main steps**

With the Commission approval of the 2021 activity plan master communication plan is developed to assist to execute the activities of other divisions. Then the master communication plan is executed to achieve milestones.

| ACTIVITY PLAN 2021 | Division: Corporate Communication | |
|---|---|---|
| Ref No AP21/CP/CCO/21 | Manager: Jayasooriyan A | Adviser: J.Herat |
| Team: N.Sapumanage, A.Kamburugamuwa, W.A.T. Dhanuska | | |
| 1.Activity Name: Training of Trainers Programme (Safety Module Introduction for Scouts and Training of School Teachers and Principals) | | |

| 2. What is the ☐Issue ☐ Inadequacy 0 Requirement |
|---|
| Continuous awareness for school community and to ensure reach maximum achievement regular force of training is necessary. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Currently about 75,000 Scouts are active and they are performing role of leaders in the school. By introducing a module on electricity safety scout community can be educated on electricity safety on a regular basis. Then they will act as student ambassadors who spread the practices among other student and establish a safe environment at schools. Further this will encourage younger scouts to earn the badge. Additionally school teachers too will be educated about the electricity safety. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| Preparation of Safety Module based on the existing regulations, rules etc will be done before end of 2020. During 1st quarter trainers will be trained. Regular awareness will be carried to share the updated safety regulations and other relevant information. From 2nd quarter onwards scouts will commence to educated the school community and other communities they ate visiting. |

| 5. What are the main benefits to stake holders |
|---|
| Increase awareness on electricity safety and encouraging licensing of electricians through these awareness programme. |

**6.Activity Details**

| **Key Result Area:** | Public Awareness |
|---|---|

| **Outcome** | Improved safety of every living being and properties of general public, licensees & Operators |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Training of Trainers Program (Safety Module Introduction for Scouts and Training of School Teachers) | | | | | |
| | KP | Number of audiences made aware | | | | | |
| | KPI Units | | | | | 2,000,000 | |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| CCO | | 2,000,000 | 80 days | 10 | | |
| | | | | | | |
| | | | | | | |
| **Total** | | | 80 days | | | |

**Start Date:** **End Date:** **Duration: (Month)**

| **Milestones in 2021** | **Month** | **Date** | **Disburs.** |
|---|---|---|---|
| Meeting with Sri Lanka Scouts Association | Jan | | |
| | Feb | | |
| Obtaining the Scouts Body Approval | Mar | | |
| Identifying Trainers | Apr | | |
| Training for Trainers | May | | |
| Aware 99 Zonal Education directors and the Principals | Jun | | |
| Draft Module | Jul | | |
| | Aug | | |
| | Sep | | |
| Introduction of procedures | Oct | | |
| Notices | Nov | | |
| | Dec | | |

Time Schedule
Start Date: 05/01/2021 End Date:30/12/2021 Duration: 12 months

| 7.Explain how the activity is carried out in 2021 with main steps |
|---|
| Study on the safety tools and analysing the electricity safety modules<br>Preparation of awareness materials<br>Procurement of service providers<br>Running the public awareness campaign<br>Launching safety badge/Module. |

| ACTIVITY PLAN 2021 | Division: Corporate Communication | |
|---|---|---|
| Ref No AP21/CP/CCO/02 | Manager: W.A.T Dhanushka | Adviser: J.Herat |
| Team: | | |
| 1.Activity Name : Awareness Campaign on updated Lubricant standards and new market players with Petroleum ministry, CAA and SL Customs | | |

**2. What is the** ☐ **Issue** ☐ **Inadequacy** 0 **Requirement**

Sri Lanka Standards for automotive lubricants and greases were published by the Sri Lanka Standards Institute (SLSI) commencing 2007. During the public consultation on quality and prices of lubricants held in 2018, the SLSI stated that some of the Sri Lanka Standards need to be updated and industry experts recommended upgrade of standards such lubricant and greases. Regulatory Affairs division is leading the upgrade of standards and expected to complete the activity in 2020.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

Once the new standards are enforced and introduced public and relevant stakeholders such as mechanics and service stations must be educated firmly on the new standards and importance of buying such products. It is a common behaviour of the market to reflect a reluctance to adhere to new standards and that can be eliminated by a sound awareness campaign with relevant mediums.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

Once the new standards are enforced and relevant stakeholders are aware the demand will lead supply with upgraded lubricants and greases.

**5. What are the main benefits to stake holders**

The quality of the lubricants and greases will be high and it increases the quality of life consumers and save foreign exchange due to less wear and tear of spare parts. New standards will decrease the environment pollution.

**6.Activity Details**

| **Key Result Area:** | Public Awareness |
|---|---|

| **Outcome** | Process output only (leading to Improved safety). |
|---|---|
| | People demand for Lubricants under new SLSI standards |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Delivering awareness messages via different communication channels | | | | | |
| | KP | Number of audience made aware | | | | | |
| | KPI Units | | | | | 2,000,000 | |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 |

| Activity | | | | | | | |
|---|---|---|---|---|---|---|---|
| | **Resources used / Required:** | | | | | | |
| | **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
| | | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| | CCO | | 5,000,000 | 80 days | 10 | | |
| | | | | | | | |
| | | | | | | | |
| | **Total** | | | 80 days | | | |
| | **Start Date:** | | **End Date:** | | **Duration: (Month)** | | |

| **Milestones in 2021** | **Month** | **Date** | **Disburs.** |
|---|---|---|---|
| | Jan | | |
| Social Media Awareness Campaign for February | Feb | | |
| Social Media Awareness Campaign for March | Mar | | |
| Completion of Radio Awareness Program and Social Media-April | Apr | | |
| Social Media Awareness Campaign for May | May | | |
| Awareness on New Standards- Mechanical Schools | Jun | | |
| Social Media Awareness Campaign for Jul and Visual Screen ad | Jul | | |
| Social Media Awareness Campaign for August | Aug | | |
| Social Media Awareness Campaign for September | Sep | | |
| Social Media Awareness Campaign for October | Oct | | |
| Social Media Awareness Campaign for November | Nov | | |
| Social Media Awareness Campaign for December | Dec | | |

Time Schedule
Start Date: 10/01/2021 End Date:30/12/2021 Duration: 12 months

7.Explain how the activity is carried out in 2021 with main steps

Study on the new standards and analysing the advantages the consumers, environment and the economy.
Preparation of awareness materials
Procurement of service providers
Running the public awareness campaign

| ACTIVITY PLAN 2021 | Division: Corporate Communication | |
|---|---|---|
| Ref No AP21/CCO/CP/03 | Manager: A. Kamburugamuwa | Adviser: J. Herath |
| Team: T.Weerasooriya, A.Jayasooriyan | | |
| Detailed Communication Plan based on Activities 2021 | | |

| 2. What is the ☐Issue ☐ Inadequacy 0 Requirement |
|---|
| It is required to collect, record and disseminate the information concerning the public utilities industries |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Build 2021 communication plan for PUCSL's activities for the year to make public and other stakeholders aware it to help in implementation process of the regulatory decisions and regulatory tools |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| Activity Plan 2021 consist of activities from all the divisions of PUCSL. All the activities have key milestones that will benefit to the stakeholders. The Media Strategy will pave the way to aware the stakeholder about the activities and its results when and where necessary |

| 5. What are the main benefits to stake holders |
|---|
| To be able to utilize the regulatory tools for their benefits and to improve standards of the utility industries |

**6.Activity Details**

| **Key Result Area:** | Public Awareness |
|---|---|

| **Outcome** | Process Output Only - Improve Electricity Industry through increased service quality |
|---|---|
| | |

| **Output** | | | | | | | |
|---|---|---|---|---|---|---|---|
| | **OP** | Awareness Campaign, Radio Programmes , Articles, Television and Radio Interviews | | | | | |
| | **KP** | | | | | | |
| | **KPI Units** | | | | | | |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| | | 2,000,000 | | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | 2,000,000 | | | | |

**Start Date:** **End Date:** **Duration: (Month)**

| **Milestones in 2021** | **Month** | **Date** | **Disburs.** |
|---|---|---|---|
| | **Jan** | 30 | |
| | **Feb** | | |
| Development of the 2021 communication plan according to the communication strategy | **Mar** | 30 | - |
| Television Interviews -10 | **Apr** | Dec 30 | |
| Radio Interviews -12 | **May** | Sep 30 | |
| Radio Campaign - (Consumer Rights/ Electricity Safety/lubricant) | Jun | Sep 30 | 2mn |
| Media Coordination on behalf of PUCSL | Jul | | |
| Establish and maintaining the database of Media personals | Aug | | |
| | Sep | | |
| | Oct | | |
| | Nov | | |
| Year-end report of PUCSL public appearances | Dec | | |

Time Schedule
Start Date: Mar 01 End Date: Dec 30 Duration:09

| 7.Explain how the activity is carried out in 2021 with main steps |
|---|
| All the information with regard to implementation of the activities will be gathered from every division and progress of the activities will be monitored weekly. If any millstone achieved and if the commission decides to make the stakeholders aware on that, CCD will take actions in accordance to the communication plan to make necessary stakeholders aware about it. |

| ACTIVITY PLAN 2020 | **Division:** Corporate Communication | |
|---|---|---|
| **Ref No AP20/**CCO/CP/22 | **Manager:** A. Kamburugamuwa | **Adviser:** J. Herat |
| **Team:** T. Dhanushka, A. Jayasooriyan | | |
| **1.Activity Name:** Knowledge platform for regulators in Sri Lanka | | |

| **2. What is the** | **OIssue** | **D Inadequacy** | **D Requirement** |
|---|---|---|---|

Sri Lanka has more than 30 regulatory authorities established to regulate different areas and industries. However, there is lack of one platform for regulatory experts to share and build knowledge on regulatory matters which has led to lack of corporation among regulators. All the institutes work in isolated shells and regulatory tools prepared by regulatory bodies do not get shared. Collect, record and dissemination of information in a timely manner is a key function of PUCSL. Therefore, PUCSL will share the regulatory tools developed by the Commission within other commissions for better implementation.

**3.What is the proposal for solving/ improving / fulfilling the Issue/ Inadequacy /requirement**

PUCSL being the frontrunner of the regulatory industry plans to build a platform for continues dialogue among the regulators to serve stakeholder interest by improving quality and effectiveness of public utility regulation.

**4.Explain with timing how the output of the activity is deployed in regulatory process**

Engage in fruitful Discussions with other regulatory bodies, develop a one platform to share regulatory tools developed by PUCSL with other regulatory bodies and establish an association with regulatory bodies to share knowledge and improve quality and effectiveness of public utility regulation

**5.Activity Details**

| **Key Result Area:** | Information Dissemination |
|---|---|

| **Outcome** | Improved Transparency on the regulatory activities |
|---|---|
| | Active participation of the regulators in the regulatory activities of PUCSL |

**Output**

| **OP** | Knowledge platform for regulators in Sri Lanka | | | | | |
|---|---|---|---|---|---|---|
| **KP** | | | | | | |
| **KPI Units** | | | | | | |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2019** | **2020** | | | **2021** | **2022** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds (Rs.)** |
| CCD | | 500,000 | 30 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | | | | | |

| **Start Date:** | **End Date:** | **Duration: (Month)** | | |
|---|---|---|---|---|
| **Milestones in 2020** | | **Month** | **Date** | **Disburs. (Rs)** |
| Identify various regulators who would be mutually benefitted through a common platform for sharing knowledge | | April | | |
| | | | | |
| Discussion with regulators | | May | | 100,000 |
| Signing of MOU's and Partnerships with interested regulators | | Sep | | |
| 02 Workshops to strengthen regulatory knowledge of regulators | | Oct | | 400,000 |
| | | Dec | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

6.Explain how the activity is carried out in 2020 with main steps

Report on Regulatory Challenges, Opportunities and Functions of Regulatory institutions of Sri Lanka, Discussion with regulators, 02 Workshops to strengthen regulatory knowledge of regulators with the local expert knowledge

| ACTIVITY PLAN 2021 | Division: Corporate Communication | |
|---|---|---|
| Ref No AP21/CP/CCO/23 | Manager:A. Kamburugamuwa | Adviser: J. Herat |
| Team: T. Dhanushka, A. Jayasooriyan | | |
| 1.Activity Name: Electricity Industry Related Investment Promotional Campaign | | |

**2. What is the** O **Issue** D **Inadequacy** O **Requirement**

Public Utilities Commission of Sri Lanka Act, No.35 of 2002, Section 14 ( c ) gives power to PUCSL to exercise , perform and discharge duties to promote efficiency in both the operations of, and capital investments in, public utilities industries. A large amount of investment is required for infrastructure development in the power sector (generation, transmission and distribution). Sri Lanka does not have the domestic capability to fund ambitious projects from commercial banks. Without support from multilaterals and foreign banks with low cost finance, it will be difficult to bolster growth. The real challenge going forward in the electricity industry lies in creating a de-risked policy environment and innovative financial models and practices to attract investment at scale in the sector.

**3.What is the proposal for solving/ improving / fulfilling the Issue/ Inadequacy /requirement**

Promote Energy Sector related investment within the industrialists in Sri Lanka and attract foreign direct investment to the sector through vary regulatory tools

**4.Explain with timing how the output of the activity is deployed in regulatory process**

Call research papers from interested parties to identify the policies and areas that discourage investments in the electricity industry through continues discussions with the local investors, international donor representatives and identify what needed to be changed and convert the same into policies and regulatory tools

5. **Activity Details**

| **Key Result Area:** | Enhancing the investment opportunities for electricity industry in Sri Lanka |
|---|---|

| **Outcome** | Affordable prices for consumers and sustainable financial stability for licensees |
|---|---|
| | |

**Output**

| **OP** | Policy Advice and necessary regulatory tools | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | |
| **KP** | | | | | | |
| **KPI Units** | | | | | | |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

| **Resources used / Required:** | | | | | | |
|---|---|---|---|---|---|---|
| **Division:** | **Prior 2019** | **2021** | | | **2022** | **2023** |
| | **Funds** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds (Rs.)** |
| CCD | | 1.5 mn | 35 | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | | | | | |

| **Start Date:** | **End Date:** | **Duration: (Month)** | | |
|---|---|---|---|---|
| **Milestones in 2021** | | **Month** | **Date** | **Disburs. (Rs)** |
| | | **Jan** | | |
| | | Feb | | |
| Call Research Papers from Stakeholders | | Mar | | 200,000 |
| | | Apr | | |
| Research Forum | | May | | 1,300,000 |
| | | Jun | | |
| | | Jul | | |
| | | Aug | | |
| | | Sep | | |
| | | Oct | | |
| | | Nov | | |
| | | Dec | | |

| 6.Explain how the activity is carried out in 2021 with main steps |
|---|
| |

| ACTIVITY PLAN 2021 | Division: Corporate Communication | |
|---|---|---|
| Ref No AP21/CP/CCO/24 | Manager: A. Kamburugamuwa | Adviser: J. Herath |
| Team: J. Jayasooriyan, T. Wijesooriya | | |
| 1.Activity Name: Introduction, Awareness and Promotion of Energy-efficient Housing Model for Low Income Households in Sri Lanka-Research Grant and Knowledge Sharing Project with Uni of Moratuwa | | |

**2. What is the** ☐**Issue** ☐ **Inadequacy** 0 **Requirement**

It is required to strengthen the relationship with universities and academics of Sri Lanka with the aim of promoting infrastructure regulations and promote the contributions from academia for regulatory decisions

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

A research project to investigate the energy demand patterns and to establish end user energy demand indices for low-income settlements in relation to a typological profile of houses in rural, estate and urban low-income settlements. As a main output of the project would develop an energy efficient "housing model" for low-income settlements to and to encourage the usage of sustainable energy sources in Sri Lanka.
Promotion of the housing model collaboration with Ministry of Housing, Construction & Culture Affairs other institutions

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

The activity is a continuation from year 2020

**5. What are the main benefits to stake holders**

6. **Activity Details**

| **Key Result Area:** | |
|---|---|

| **Outcome** | Improved Environment condition for people, plants and plant |
|---|---|
| | |

| **Output** | | | | | | | |
|---|---|---|---|---|---|---|---|
| **OP** | Energy Efficient Housing Model | | | | | | |
| **KP** | | | | | | | |
| **KPI Units** | | | | | | | |
| **Year** | **A - Actual, T - Target** | | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

| **Resources used / Required:** | | | | | | |
|---|---|---|---|---|---|---|
| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| cco | | 3.5mn | | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | | | | | |
| **Start Date:** | | **End Date:** | | **Duration: (Month)** | | |

| **Milestones in 2021** | **Month** | **Date** | **Disburs.** |
|---|---|---|---|
| Research Phase 2 | | | |
| Final Report | | | |
| Housing Modeling Samples | | | |
| A model House Finalization | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

| Time Schedule | | | | |
|---|---|---|---|---|
| Start Date: | Feb | End Date: | Dec | Duration:11 M |

| 7.Explain how the activity is carried out in 2021 with main steps |
|---|
| 1. Finalize the House model with University of Moratuwa 2. Publication of the final report 3. Promotion the housing model with Ministry of Housing Construction and Cultural affairs 4. Selection of a land for the test cell and obtaining authorization for the local authority 5. Construction of the cell |

| ACTIVITY PLAN 2021 | Division: Human Resources and Administration | |
|---|---|---|
| Ref No AP21/HR/CP/01 | Manager: Vinosha | Adviser: Laksiri |
| Team: Palitha | | |
| 1.Activity Name: Development of a suitable recruitment interface linked to the Commission website | | |

| 2. What is the □Issue □ Inadequacy O Requirement |
|---|
| Activity is proposing with the intention of simplifying the recruitment process especially of the vacancies with higher number of prospective candidates. In order to choose the right candidate with less cycle time, becomes a challenging task with the existing less manpower in the HR division and expect to improve the efficiency with a proper automated solution. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Expect to develop a simple automated solution with a considerably low investment considering the infrequent occurrences of recruitments in the Commission. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| Preparation of the specification in liaison with IT division<br>Obtaining the Commission Approval<br>Test Run<br>Completion of the project |

| 5. What are the main benefits to stake holders |
|---|
| Time saving and accuracy in the recruitment process |

6.Activity Details

| Key Result Area: | Increasing the efficiency and accuracy in the recruitment process. |
|---|---|

| Outcome | Transparency and efficiency in recruitment process |
|---|---|
| | |

Output

| OP | Accurate and efficient result generation | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| KP | | | | | | | |
| KPI Units | | | | | | | |
| Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) | |

Activity

| Resources used / Required: | | | | | | |
|---|---|---|---|---|---|---|
| Division: | Prior 2021 | 2021 | | | 2022 | 2023 |
| | Funds (Rs.) | Funds (Rs.) | Man days | Vehicle | Funds (Rs.) | Funds |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Total | | | | | | |

| Month | Milestones Planned in 2021 | Disbursement Plan in 2021(Rs) |
|---|---|---|
| Jan | | |
| Feb | Preparation of the specification in liaison with IT division | |
| Mar | | |
| Apr | Obtaining the Commission Approval | |
| May | | |
| Jun | Test Run | |
| Jul | | |
| Aug | | |
| Sep | Completion of the project | |
| Oct | | |
| Nov | | |
| Dec | | |

Activity Start Date: End Date: Duration:

7.Explain how the activity is carried out in 2021 with main steps

Preparation of the specification in liaison with IT division
Obtaining the Commission Approval
Test Run
Completion of the project

| ACTIVITY PLAN 2021 | Division: Human Resources and Administration | |
|---|---|---|
| Ref No AP21/HR/CP/02 | Manager: Vinosha | Adviser: All HODs |
| Team: Palitha | | |
| 1.Activity Name: Reviewing and updating all the Job Descriptions and preparation of a Job Description manual | | |

| 2. What is the □Issue 0 Inadequacy □ Requirement |
|---|
| Inexistence of a completed and synchronized document includes all the updated Job descriptions of each and every position in the Commission. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Prepare update all the job descriptions related to all the positions in the Commission by including all the routine tasks, related duties and responsibilities excluding the special deliverables as they will be changing annually. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| Collect all the existing documents - January 2020<br>Discussions with Divisional heads and every employees - March 2020<br>Amend and get the verification from the employees and Directors - August 2020<br>Publish as a single document - October 2020 |

| 5. What are the main benefits to stake holders |
|---|
| Employees will get a proper guidance in getting a proper direction about their job role and expected outcomes. |

6.Activity Details

| Key Result Area: | Employee performance |
|---|---|

| Outcome | Enhance employee performance through proper direction |
|---|---|
| | |

Output

| OP | Employee efficiency | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | |
| KP | | | | | | |
| KPI Units | | | | | | |
| Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

Activity

| Resources used / Required: | | | | | | |
|---|---|---|---|---|---|---|
| Division: | Prior 2021 | 2021 | | | 2022 | 2023 |
| | Funds (Rs.) | Funds (Rs.) | Man days | Vehicle | Funds (Rs.) | Funds |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Total | | | 60 | | | |

| Month | Milestones Planned in 2021 | Disbursement Plan in 2021(Rs) |
|---|---|---|
| Jan | Collect all the existing documents | |
| Feb | | |
| Mar | Discussions with Divisional heads and every employees | |
| Apr | | |
| May | | |
| Jun | | |
| Jul | | |
| Aug | Amend and get the verification from the employees and Directors | |
| Sep | | |
| Oct | Publish as a single document | |
| Nov | | |
| Dec | | |

Activity Start Date: End Date: Duration:

7.Explain how the activity is carried out in 2021 with main steps

Collect all the existing documents
Discussions with Divisional heads and every employees
Amend and get the verification from the employees and Directors
Publish as a single document

| ACTIVITY PLAN 2021 | Division: Human Resources and Administration | |
|---|---|---|
| Ref No AP21/HR/CP/03 | Manager: Palitha | Adviser: Selected consultant |
| Team: Vinosha | | |
| 1. Activity Name: Obtain ISO standards for policies and procedures | | |

| 2. What is the □Issue □ Inadequacy O Requirement |
|---|
| To have efficient internal processes with better integration to facilitate employees ultimately improving the level of customer satisfaction. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Obtain ISO certification to all the internal processes and procedures as a one stop solution for all stakeholders with the facilitation of easy access of procedures, policies and processes . |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| Selection of the consultant - January 2021<br>Application procedure - February 2021<br>Preliminary assessment - March 2021<br>Conducting the system audit - stage 1 - June 2021<br>Make improvements to the system - August 2021<br>System audit - stage 2 - October 2021<br>Training - November 2021<br>Certification - December 2021 |

| 5. What are the main benefits to stake holders |
|---|
| Improvement of the image and credibility<br>Better process integration<br>Improvement of consumer satisfaction<br>Development of continuous improvement culture within the Commission |

6.Activity Details

| Key Result Area: | Employer branding and efficiency in internal processes. |
|---|---|

| | |
|---|---|
| Outcome | Improve the efficiency in internal processes |
| | Consumer satisfaction through efficient internal processes. |

Output

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| OP | Improve the efficiency in internal processes | | | | | | |
| | Consumer satisfaction through efficient internal processes. | | | | | | |
| KP | | | | | | | |
| KPI Units | | | | | | | |
| Year | A - Actual, T - Target | | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

Activity

| Resources used / Required: | | | | | | |
|---|---|---|---|---|---|---|
| Division: | Prior 2021 | 2021 | | | 2022 | 2023 |
| | Funds (Rs.) | Funds (Rs.) | Man days | Vehicle | Funds (Rs.) | Funds |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Total | | | 60 | | | |

| Month | Milestones Planned in 2021 | Disbursement Plan in 2021(Rs) |
|---|---|---|
| Jan | Selection of the consultant | |
| Feb | Application procedure | 75,000.00 |
| Mar | Preliminary assessment | |
| Apr | | |
| May | | |
| Jun | Conducting the system audit - stage 1 | |
| Jul | | |
| Aug | Make improvements to the system | |
| Sep | | |
| Oct | System audit - stage 2 | 200,000.00 |
| Nov | Training | |
| Dec | Certification | 525,000.00 |

Activity Start Date: End Date: Duration:

7.Explain how the activity is carried out in 2021 with main steps

Selection of the consultant
Application procedure
Preliminary assessment
Conducting the system audit - stage 1
Make improvements to the system
System audit - stage 2
Training
Certification

| ACTIVITY PLAN 2021 | Division: Human Resources and Administration | |
|---|---|---|
| Ref No AP21/HR/CP/04 | Manager: Palitha | Adviser: Selected consultant |
| Team: Vinosha | | |
| 1.Activity Name: Development and finalization of the Scheme of Recruitment | | |

| 2. What is the □Issue □ Inadequacy O Requirement |
|---|
| The existence of a streamlined Schemes of Recruitment will facilitate ,in order to recruit persons to replete with most appropriate knowledge, skills and attitudes to the respective positions in a transparent manner with a view to efficiently maintaining the productivity providing equal opportunities to all those who fulfill required qualifications.<br>a. To introduce a comprehensive graded pay scales for each category<br>b. Parity in salary scales.<br>c. Equal duties and responsibilities.<br>d. Possibility in recruiting under a uniform method of recruitment.<br>e. Equal basic qualifications for recruitment.<br>f. Uniformity in the promotion scheme. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| A Scheme of Recruitment will facilitate, for the purpose of formally recruiting the most suitable person to a particular category of service, to enumerate the nature of such position, responsibilities and rights, qualifications required for recruitment and promotions, methods of recruitment and promotions as well as conditions of service. |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| Gather details from Market and research, study about available options - May 2021<br>Gather employee and management thoughts - July 2021<br>Acquire the most suitable certifications - December 2021 |

| 5. What are the main benefits to stake holders |
|---|
| HR Division and the Commission will receive a clear guideline to follow in recruitments and promotions<br>Employees and prospective candidates will be transparent about the recruitment and promotional criteria. |

6.Activity Details

| Key Result Area: | Transparency in processes and efficiency |
|---|---|

| Outcome | Efficacy in recruitment and promotions |
|---|---|
| | Transparency in recruitment and promotions |

Output

| OP | Employee satisfaction | | | | | | |
|---|---|---|---|---|---|---|---|
| | Efficiency in internal processes | | | | | | |
| KP | | | | | | | |
| KPI Units | | | | | | | |
| Year | A - Actual, T - Target | | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

Activity

| Resources used / Required: | | | | | | |
|---|---|---|---|---|---|---|
| Division: | Prior 2021 | 2021 | | | 2022 | 2023 |
| | Funds (Rs.) | Funds (Rs.) | Man days | Vehicle | Funds (Rs.) | Funds |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Total | | | | | | |

| Month | Milestones Planned in 2021 | Disbursement Plan in 2021(Rs) |
|---|---|---|
| Jan | | |
| Feb | | |
| Mar | | |
| Apr | | |
| May | Draft document ready | |
| Jun | | |
| Jul | Gather employee and management thoughts | |
| Aug | | |
| Sep | | |
| Oct | Finalization of the Scheme of Recruitment | 1,000,000.00 |
| Nov | | |
| Dec | | |

Activity Start Date: End Date: Duration:

| 7.Explain how the activity is carried out in 2021 with main steps |
|---|
| Research and study about available options<br>Gather employee and management thoughts<br>Acquire the most suitable certifications |

| ACTIVITY PLAN 2021 | Division: Human Resources and Administration | |
|---|---|---|
| Ref No AP21/HR/RU/31 | Manager: Palitha | Adviser: |
| Team: VInosha | | |
| 1.Activity Name: Capacity building and training | | |

| 2. What is the purpose of the activity? |
|---|
| Enable employees to learn precise skills and knowledge to improve performances in short term plus developmental opportunities involve more expansive employee growth plans for future performance.<br><br>Aiming the development of innovational thinking and current competency levels of employees, HR division plans to create a path towards a learning organization with following key steps.<br>- Organize Local in house training programmes<br>- Ascertain a proper local training opportunities based on the suitability and availability<br>- Implementation of a virtual training plan based on the technical competency requirements.<br>- Facilitate the individual training requirements identified in the ongoing succession planning processe<br>- Mentoring programme for Assistant Directors to meet the requirements in obtaining the Charter |

| 3. What is the provision in the statutory documents if any? |
|---|
| |

| 4.Explain with timing how the activity is carried out |
|---|
| Gather individual training needs from performance appraisal - February<br>Training need identification through succession plan - March<br>Commission paper for individual training plan - April<br>Conduct one in house training program - May & June<br>Conduct one in-house training program - July and August<br>Conduct an outbound training program - September |

| 5. What are the main benefits to stake holders |
|---|
| Employee engagement and motivation, develop team work skills |

6.Activity Details

| Key Result Area: | Employee skill development, team work, motivation |
|---|---|

| Outcome | Improve performances |
|---|---|
| | Employee motivation and retention |

Output

| OP | Develop levels of knowledge, skills and attitudes. | | | | | | |
|---|---|---|---|---|---|---|---|
| | Improved sense of confidence. | | | | | | |
| KP | | | | | | | |
| KPI Units | | | | | | | |
| Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

Activity

| Resources used / Required: | | | |
|---|---|---|---|
| Division: | 2021 | | |
| | Funds (Rs.) | Man days | Vehicle (hrs) |
| Local in-house | 1,000,000 | | |
| Virtual training | 1,000,000 | | |
| Individual training | 1,500,000 | | |
| Total | 3,500,000 | | |

| Month | Planned Quantity for Completion in 2021 | Planned expenditure in 2021 (Rs) |
|---|---|---|
| Jan | Gather individual training needs from performance appraisals | |
| Feb | Training need identification through succession plan | |
| Mar | Commission paper for individual training plan | |
| Apr | Conduct one in house training program | |
| May | Mentoring programme for Assistant Directors to meet the requirements in obtaining the Charter | |
| Jun | Conduct one in-house training program | |
| Jul | | |
| Aug | Outbound training program | |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | Gather individual training needs from performance appraisals | |

| ACTIVITY PLAN 2021 | Division: Human Resources and Admin | |
|---|---|---|
| Ref No AP21/HR/RU/32 | Manager: Vinosha | Adviser: |
| Team: Palitha | | |
| 1.Activity Name: Employee Engagement and Welfare | | |

| 2. What is the purpose of the activity? |
|---|
| Develop employee engagement lastly relates to level of employee commitment and connection to the organization. High levels of engagement promote retention of talent, and improve performances.<br>- Set up an employee engagement committee with 4-5 volunteers representing different divisions and different levels as to get the necessary support and thoughts in organizing engagement activities within the Commission. Going forward members can be changed annually.<br>Based on Employee of the year will be selected<br>- Employees' family get-together<br>- Employee of the year award - End of the year, probably by mid-November DG/DDG/Divisional heads can nominates their subordinates in case if they wish to appraise them based on any special achievement of deliverables or any specially assigned project. Afterwards HR division will have a voting programme allowing all the employees to give their preference among the nominated ones to avoid any biasness in final decision. |

| 3. What is the provision in the statutory documents if any? |
|---|
| |

| 4.Explain with timing how the activity is carried out |
|---|
| - Set up employee engagement committee - January<br>- Engagement activity 1 - March/April<br>- Corporate plan presentation/Employee Get-together<br>- Engagement activity 2 - November/December<br>- Employee of the year award - December |

| 5. What are the main benefits to stake holders |
|---|
| Employee motivation and team work |

6.Activity Details

| Key Result Area: | Employee engagement |
|---|---|

| | |
|---|---|
| Outcome | Promote equality and behavioral improvements |
| | Existence of feelings of equity among employees. |

Output

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| OP | Improve accuracy of employee performance and performance-oriented workforce. | | | | | | |
| | Identification of successors for succession planning process | | | | | | |
| KP | Quality of output and level of productivity | | | | | | |
| KPI Units | | | | | | | |
| Year | | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

Activity

| Resources used / Required: | | | |
|---|---|---|---|
| Division: | 2021 | | |
| | Funds (Rs.) | Man days | Vehicle (hrs) |
| Engagement activ - 2 | 150,000.00 | | |
| Corporate plan prst | 1,000,000.00 | | |
| Employee of the year | 10,000.00 | | |
| Total | | | |

| Month | Planned Quantity for Completion in 2021 | Planned expenditure in 2021 (Rs) |
|---|---|---|
| Jan | Set up employee engagement committee | |
| Feb | | |
| Mar | | |
| Apr | Engagement activity 1 | 100,000 |
| May | | |
| Jun | | |
| Jul | | |
| Aug | Corporate plan presentation/Employee Get-together | 1,000,000 |
| Sep | | |
| Oct | | |
| Nov | Engagement activity 2 | 50,000 |
| Dec | Employee of the year award | 10,000 |

| ACTIVITY PLAN 2021 | Division: Human Resources and Admin | |
|---|---|---|
| Ref No AP21/HR/RU/33 | Manager: Palitha | Adviser: |
| Team: Vinosha | | |
| 1.Activity Name: Other routine administration works | | |

| 2. What is the purpose of the activity? |
|---|
| To facilitate the smooth operation of daily routine activities of the commission.<br>Overtime & other allowances handling<br>Stationery & Office Requisites<br>Fuel & Parking & other supplies<br>Vehicle & Building maintenance<br>Transport coordination<br>Postal & Communication<br>Rent & Rates<br>Electricity & Water<br>Printing & Advertising<br>Medical Insurance<br>Janitorial Services<br>Insurance |

| 3. What is the provision in the statutory documents if any? |
|---|
| Manual of financial procedures<br>Delegation of financial authority |

| 4.Explain with timing how the activity is carried out |
|---|
| All the said functions are operating under the administration of Human resources division and related payment invoices are monitored and verified from the HR division and forward to the Finance division to arrange the payment. |

| 5. What are the main benefits to stake holders |
|---|
| Smooth process of daily operations |

6.Activity Details

| Key Result Area: | Facilitation of smooth functioning of the premises. |
|---|---|

| Outcome | Facilitate smooth functioning of all the divisions of the commission |
|---|---|
| | Develop employee motivation |

Output

| OP | Efficient operation of the routine functions of the Commission | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| KP | | | | | | | |
| KPI Units | | | | | | | |
| Year | A - Actual, T - Target | | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

Activity

| Resources used / Required: | | | |
|---|---|---|---|
| Division: | 2021 | | |
| | Funds (Rs.) | Man days | Vehicle (hrs) |
| | | | |
| | | | |
| | | | |
| Total | | | |

| Month | Planned Quantity for Completion in 2021 | Planned expenditure in 2021 (Rs) |
|---|---|---|
| Jan | | |
| Feb | | |
| Mar | | |
| Apr | | |
| May | | |
| Jun | | |
| Jul | | |
| Aug | | |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |

| ACTIVITY PLAN 2021 | Division: IT & MIS | |
|---|---|---|
| Ref No AP21/CP/IT/01 | Manager: Laksiri | Adviser: |
| Team: Laksiri, Narada, Amila | | |
| 1.Activity Name: Revamping LISS | | |

| 2. What is the | O Issue | 0 Inadequacy | 0 Requirement |
|---|---|---|---|

The users of the existing LISS have pointed out the following limitations: Lack of flexibility and consequently PUCSL staff cannot design new templates according to which licensees are required to submit data and therefore always have to depend on the developer. Currently PUCSL staff is unable to obtain necessary reports by executing a query and therefore have to depend on the developer. Licensees have complained with respect to the lack of user-friendliness in the system. Currently data validation is not happening in LISS and staff has to spend time to validate data manually. Issues have arisen with respect to the integrity, accuracy, completeness, consistency, etc. of data in the existing LISS. It is not easy to couple the existing LISS with commonly use data analysis tools. The existing system has not been properly documented. Submitting Excel sheets to LISS by licensees is an unnecessary hassle and it is required to integrate licensees' information system with LISS for automatically updating LISS.

**3.What is the proposal for solving/ improving / fulfilling above in item 2**

LISS is data centric application and therefore it needs to be built upon a data-oriented architecture so that it can be easily integrated with licensee information systems for automatic data exchange on the one hand and on the other hand LISS support data analysis and data visualization.

**4.Explain with timing how the output of the activity is deployed in regulatory/internal process**

Once the LISS is revamped in 2021/2022 it would facilitate data driven regulation

**5. What are the main benefits to stake holders**

Data driven decision making
Support for understanding what is going on in the industry
Ability to make predictions

**6.Activity Details**

| **Key Result Area:** | Ability to carry out licensee related tasks in more informed and efficient manner |
|---|---|

| **Outcome** | More informed and fast decision making |
|---|---|
| | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | **OP** | Increase in staff productivity and more services to licensees (and also consumers) | | | | | |
| **Output** | **KP** | Automation of manual tasks | | | | | |
| | **KPI Units** | | Less | Less | Less | More | More |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| | N/A | 6M | | | 3M | 1M |
| | | | | | | |
| | | | | | | |
| **Total** | | 6M | | | 3M | 1M |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Reviewing the existing system | |
| Feb | Studying the electrical industry in Sri Lanka from a datafication point of view | |
| Mar | Formalizing a methodology for electronic data exchange between licensees and | |
| Apr | Initiating negotiations with the licensees to integrate their systems with PUCSL | |
| May | Finalizing the negotiations with licensees on system integration | |
| Jun | Signing MOUs with licensees on electronic data exchange | |
| Jul | Designing a new system to replace LISS | |
| Aug | Preparing RFP for revamping LISS | |
| Sep | Calling proposals from suitable vendors | |
| Oct | Awarding the contract to the selected bidder | 1.5M |
| Nov | Requirement gathering | |
| Dec | System Requirement Specification | 1.5M |

Activity **Start Date:** Jan 1st, 2021 **End Date:** Dec 31st, 2021 **Duration:** 12 Months

**7.Explain how the activity is carried out in 2021 with main steps**

- Gathering of requirements and designing a solution
- Preparing a Request for Proposal (RFP) and calling quotations
- Awarding the contract of implementing LISS to a suitable vendor
- Replacing the exiting LISS with new LISS

| ACTIVITY PLAN 2021 | Division: IT & MIS | |
|---|---|---|
| Ref No AP21/CP/IT/02 | Manager: Narada | Adviser: |
| Team: Laksiri, Narada, Amila | | |
| 1.Activity Name: Revamping Technician Information System + Mobile App | | |

| 2. What is the O Issue O Inadequacy D Requirement |
|---|
| If the system being developed by CIDA does not cater to the requirements of PUCSL and PUCSL is unable to get CIDA to accommodate the requests of PUCSL then PUCSL will develop a separate information system. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Developing a suitable information system that can cater to the requirements of PUCSL that are not addressed by the CIDA system |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| If PUCSL develop its system, it would be launched in September 2021 |

| 5. What are the main benefits to stake holders |
|---|
| The systems developed by PUCSL and CIDA would together provide a more comprehensive solution to the industry |

**6.Activity Details**

| **Key Result Area:** | Reducing service outages experienced by consumers due to on-premises breakdowns |
|---|---|

| **Outcome** | Increased consumer satisfaction |
|---|---|
| | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Output** | **OP** | Ability to find a technician in less time | | | | | |
| | | | | | | | |
| | **KP** | Blackout duration due to breakdowns in consumer premises | | | | | |
| | **KPI Units** | Duration | More | More | Medium | Less | Less |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| | 0M | 1.8M | | | 0M | 0M |
| | | | | | | |
| | | | | | | |
| **Total** | | 1.8M | | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Reviewing the existing system | |
| Feb | Preparing the Request for Proposal (RFP) | |
| Mar | Calling quotations from suitable vendors | |
| Apr | Awarding the contract to the selected bidder | 0.45M |
| May | Requirement gathering | |
| Jun | System Requirement Specification | 0.45M |
| Jul | Development of the system | |
| Aug | Deploying the system on PUCSL data centre | 0.45M |
| Sep | Testing the system | |
| Oct | Launching the system | 0.45M |
| Nov | | |
| Dec | | |

Activity **Start Date:** Jan 1st, 2021 **End Date:** Dec 31st, 2021 **Duration:** 12 Months

**7.Explain how the activity is carried out in 2021 with main steps**

- Preparing the Request for Proposal (RFP)
- Calling quotations from suitable vendors
- Awarding the contract to the selected bidder
- Replacing the existing system with the new one

| ACTIVITY PLAN 2021 | Division: IT & MIS | |
|---|---|---|
| Ref No AP21/CP/IT/03 | Manager: Laksiri | Adviser: |
| Team: Laksiri, Narada, Amila | | |
| 1.Activity Name: Implementing a digital media tools | | |

| 2. What is the ☐Issue 0 Inadequacy 0 Requirement |
|---|
| It is required to digitally support the communication strategy of PUCSL |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Implementing a set of digital tools for drive the social media campaigns of PUCSL |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| Communication plays a vital role as far as regulation is concerned and once this system is implemented in December 2021 it would allow more effective communication between the regulator and the stakeholders. |

| 5. What are the main benefits to stake holders |
|---|
| More effective communications can result in better regulation |

**6.Activity Details**

| **Key Result Area:** | Stronger regulatory framework |
|---|---|

| **Outcome** | Improving the relationship with stakeholders |
|---|---|
| | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Output** | **OP** | Ensuring that the communications of PUCSL are more impactful | | | | | |
| | **KP** | Strength of the stakeholder relationships | | | | | |
| | **KPI Units** | Strength | Less | Less | Less strong | Stronger | Stronger |
| | **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| | 0M | 1.2M | | | 1M | 1M |
| | | | | | | |
| | | | | | | |
| **Total** | | 1.2M | | | 1M | 1M |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Studying the available infographic and light weight video editing tools | |
| Feb | Calling quotations for buying tools for digitally supporting media work | |
| Mar | Procurement of infographics, light weight video editing& PDF tools | 0.1M |
| Apr | Implementing and launching tools | |
| May | Calling quotations for purchasing an SMS gateway | |
| Jun | Implementing an SMS gateway | 0.1M |
| Jul | Testing the SMS gateway | |
| Aug | Requirement gathering and reviewing the social media strategy | |
| Sep | Studying the suitable social media tools that are available | |
| Oct | Procurement of tools | 1M |
| Nov | Implementing the tools to support the social media campaigns | |
| Dec | Fine tuning the tools | |

Activity Start Date: Jan 1st, 2021 End Date: Dec 31st, 2021 Duration: 12Months

7.Explain how the activity is carried out in 2021 with main steps

Implementation of social media tools
Implementation of SMS gateway
Implementation of light weight video editing
Implementation of light weight video editing software editing
Implementation of infographic creation tool
Implementation of PDF editors

| ACTIVITY PLAN 2021 | Division: IT & MIS | |
|---|---|---|
| Ref No AP20/CP/IT/02 | Manager: Narada | Adviser: |
| Team: Laksiri, Narada, Amila | | |
| 1.Activity Name: Incident Reporting System (IRS) (AP21/CP/IT/21) | | |

| 2. What is the 0Issue 0 Inadequacy 0 Requirement |
|---|
| To gather data about electricity related accidents |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| An information system is being developed so that those who have information with respect to electrocutions (such as CEB, LECO, Police, Hospitals, etc. and the general public) can submit data to PUCSL) |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| This application is now being implemented and it has been planned to launch the application early next year |

| 5. What are the main benefits to stake holders |
|---|
| Reducing the number of electrocutions per year in Sri Lanka |

**6.Activity Details**

| **Key Result Area:** | Improving electrical safety in Sri Lanka |
|---|---|

| **Outcome** | Reducing number of persons die due to electricity related accidents annually |
|---|---|
| | |

**Output**

| **OP** | Recording information with respect to electricity related accidents | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | |
| **KP** | Reduction in deaths | | | | | |
| **KPI Units** | No of deaths | More | More | More | Less | Less |
| **Year** | **A - Actual, T - Target** | **2018 (A)** | **2019 (A)** | **2020 (T)** | **2021 (T)** | **2022 (T)** |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| | 2M | 1M | | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | 1M | | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Development of the system | |
| Feb | Testing the system | |
| Mar | Fixing the bugs and quality assurance | |
| Apr | Deploying the system on PUCSL data centre | 0.5M |
| May | Training staff and system review | |
| Jun | System fine tuning | |
| Jul | User Acceptance Testing | |
| Aug | Launching the system | 0.5M |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |

Activity **Start Date:** Jan 1st, 2021 **End Date:** Dec 31st, 2021 **Duration:** 12 Months

**7.Explain how the activity is carried out in 2021 with main steps**

Deploying the system on PUCSL data centre
Launching the system

| ACTIVITY PLAN 2021 | Division: IT & MIS | |
|---|---|---|
| Ref No AP20/CP/IT/03 | Manager: Narada | Adviser: |
| Team: Laksiri, Narada, Amila | | |
| 1.Activity Name: License Management System (LMS) (AP21/CP/IT/22) | | |

| 2. What is the 0Issue 0 Inadequacy 0 Requirement |
|---|
| To automate the business processes pertaining to the issuance of licenses and exemptions |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| An information system would allow the applicants to apply for licenses and exemptions and facilitate the processing of applications received up to printing the license or exemption |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| This system is now being implemented and it is scheduled to launch it early next year. |

| 5. What are the main benefits to stake holders |
|---|
| Reducing the time spent on manual work and improving staff productivity<br>Streamlining the licensing / exempting process |

**6.Activity Details**

| **Key Result Area:** | Improving staff productivity |
|---|---|

| Outcome | Automation of the business processes pertaining to licensing and exempting |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Reducing manual work involved in the licensing/exempting process and streamlining the Process. | | | | | |
| | KP | Automation of manual tasks | | | | | |
| | KPI Units | Degree of automation | Less | Less | Less | More | More |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| | 1.5M | 1.5M | | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | 1.5M | | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Development of the system | |
| Feb | Testing the system | |
| Mar | Fixing the bugs and quality assurance | |
| Apr | Deploying the system on PUCSL data centre | 0.75M |
| May | Training staff and system review | |
| Jun | System fine tuning | |
| Jul | User Acceptance Testing | |
| Aug | Launching the system | 0.75M |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |

Activity **Start Date:** Jan 1st, 2021 **End Date:** Dec 31st, 2021 **Duration:** 12 Months

**7.Explain how the activity is carried out in 2021 with main steps**

Deploying the modifications on PUCSL data centre
Launching the modified system

| ACTIVITY PLAN 2021 | Division: IT & MIS | |
|---|---|---|
| Ref No AP20/CP/IT/04 | Manager: Laksiri | Adviser: |
| Team: Laksiri, Narada, Amila | | |
| 1.Activity Name: Upgrading HR & Finance systems (AP21/CP/IT/23) | | |

| 2. What is the 0Issue 0 Inadequacy 0 Requirement |
|---|
| Improving the existing HR & Finance systems to meet the evolving requirements. It is planned to handle staff training via the HR system and procurement process via the Finance system. |

| 3.What is the proposal for solving/ improving / fulfilling above in item 2 |
|---|
| Modify the existing systems to accommodate the new requirements |

| 4.Explain with timing how the output of the activity is deployed in regulatory/internal process |
|---|
| |

| 5. What are the main benefits to stake holders |
|---|
| Automation of business processes to reduce the manual work and improve staff productivity |

**6.Activity Details**

| **Key Result Area:** | Improving staff productivity |
|---|---|

| **Outcome** | Automation of the business processes pertaining to HR & Finance |
|---|---|
| | |

| Output | | | | | | | |
|---|---|---|---|---|---|---|---|
| | OP | Reducing manual work involved in the HR & Finance related process and streamlining the processes | | | | | |
| | KP | Automation of business processes pertaining to HR & Finance | | | | | |
| | KPI Units | Degree of automation | Less | Less | Less | More | More |
| | Year | A - Actual, T - Target | 2018 (A) | 2019 (A) | 2020 (T) | 2021 (T) | 2022 (T) |

**Activity**

**Resources used / Required:**

| **Division:** | **Prior 2021** | **2021** | | | **2022** | **2023** |
|---|---|---|---|---|---|---|
| | **Funds (Rs.)** | **Funds (Rs.)** | **Man days** | **Vehicle** | **Funds (Rs.)** | **Funds** |
| | N/A | 1.5M | | | | |
| | | | | | | |
| | | | | | | |
| **Total** | | 1.5M | | | | |

| **Month** | **Milestones Planned in 2021** | **Disbursement Plan in 2021(Rs)** |
|---|---|---|
| Jan | Development of the system | |
| Feb | Testing the system | |
| Mar | Fixing the bugs and quality assurance | |
| Apr | Deploying the system on PUCSL data centre | 0.75M |
| May | Training staff and system review | |
| Jun | System fine tuning | |
| Jul | User Acceptance Testing | |
| Aug | Launching the system | 0.75M |
| Sep | | |
| Oct | | |
| Nov | | |
| Dec | | |

Activity **Start Date:** Jan 1st, 2021 **End Date:** Dec 31st, 2021 **Duration:** 12 Months

**7.Explain how the activity is carried out in 2021 with main steps**

Deploying the modifications on PUCSL data centre
Launching the modified system

"The Activity Plan sets out the way that PUCSL purposes to meet its goals to protect the interests of all stakeholders. All strategies that have been spelt out in this plan are within the framework of the organizational strategy."

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