

The Consumer Consultative Committee

Code of Conduct

Applicability

1. This code of conduct is applicable to all members of the Consumer Consultative Committee (CCC) with effect from the date of accepting the appointment to the CCC
2. The Secretary to the Commission shall administer this code for the members of the CCC and will issue instructions as necessary for implementation of the code

General

3. The members of the CCC at all times conduct themselves in a manner that maintains or enhances the reputation of the Public Utilities Commission of Sri Lanka (Commission) and the CCC.
4. The CCC shall perform their activities with skill, care, diligence and impartiality
5. The CCC shall treat the members of public, stakeholders and consumers with courtesy
6. The CCC shall comply with directions and guidance relating to the performance of their activities issued time to time by the Commission
7. The members shall not make any private promise of any kind, which shall be binding upon the duties of the CCC or any member of staff of the Commission
8. The members shall duly inform the Secretary to the Commission of any breach of this code or the Terms of Reference by any member of the CCC

Confidentiality

9. The members of CCC shall not divulge any data or information received by him/her or any other members or contained in any document submitted to CCC relating to performance of its activities, otherwise than in accordance with the requirements in the performance of its activities, without obtaining permission of the Commission
10. The members of CCC have a responsibility to inform the Secretary to the Commission of any approaches by the media, consumers, service providers or any other person seeking information about issues discussed at CCC meetings. Members are free to discuss the role and functions of the CCC without reference to the matters discussed at CCC meetings
11. The members of CCC are responsible for maintaining the confidentiality of information or documents, which includes the responsibility for ensuring that such information or documents are not directly or indirectly made available to unauthorized persons

Public statements

12. The members of CCC shall not make public statements that may appear to be an official view of the Commission or the CCC
13. The members of CCC who speak or write publicly shall ensure that they do not release confidential or privileged information unless they are specifically authorized to do so. Confidential information includes proprietary, regulatory, financial, legal or other information which the Commission treats as confidential

14. The members of CCC shall ensure that prior clearance (in writing) is obtained from the Commission, on the content to be published (in case of publications) or presented (in case of workshops, seminars, etc.) with respect to any publications or presentations made by them under the name of the Commission

Impartiality

15. The members of CCC are expected in all regards to conduct their duties with impartiality. They are expected to bring to the CCC the perspective of organizations and stakeholders that they represent, and in all cases in conducting to act in the best interests of the electricity consumers in Sri Lanka

Conflict of interest

16. The members of CCC are required to disclose to the Commission or designate any situation involving them which is a conflict or an apparent conflict of interest
17. The members of CCC are considered to be in conflict of interest and in violation of this code, if they:
 - (a) take part in discussions or decisions in the course of carrying out their duties, knowing that the decision might further a private interest of themselves, a relative¹ or associate;
 - (b) use their public role to influence or seek to influence the decisions of Commission which could further a private interest of themselves, a relative or associate;
 - (c) use or communicate information not available to general public that was gained in the course of carrying out their duties, to further or seek to further a private interest of themselves, a relative or an associate;
 - (d) accept any remuneration or other benefit whatsoever for themselves, a relative or an associate, from any person who has entered into, or to his knowledge intends to enter into, any contractual, proprietary, financial or such other similar relations with the Commission
 - (e) uses their official position (as a member of the CCC) in gaining any benefits (including gifts, free travel, hospitality, entertainment and accommodation) whatsoever for themselves, a relative or an associate
18. The members of CCC shall declare any financial or other interest that he or she, any relative or associate, has in any company or undertaking which carries on any business in the electricity, petroleum or water supply services industry within thirty (30) days from the date of:
 - (a) appointment as a member of the CCC; or
 - (b) such interest arises

Political activity

19. The members of CCC shall refrain from:
 - (a) engaging in political activities during the tenure of their membership in CCC

¹ 'relative' includes spouse, adult interdependent partner, children, step-children, legal dependents, parents, siblings, in-laws, grandparents, grandchildren, nieces, nephews, aunts, uncles and first cousins

- (b) using resources (financial or other) allocated to CCC in support of any political activity

Utilization of resources

- 20. The CCC shall ensure that the resources/funds provided to/allocated for its activities are optimally utilized and not used other than for authorized activities
- 21. The members of CCC shall avoid the use of resources allocated to CCC for personal gain or for the benefit of persons/organizations unrelated to the Commission or its activities