

CONSUMER CONSULTATIVE COMMITTEE MECHANISM FOR EXECUTION OF THE SCOPE OF WORK



ISSUED BY:

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Background

The Consumer Consultative Committee (CCC) was created under section 29 of the Public Utilities Commission of Sri Lanka Act, No. 35 of 2002. It represents the interests of smaller consumers, both existing and potential, of regulated industries and acts as a counterweight to government, service providers and larger consumers in advocating views before the Public Utilities Commission of Sri Lanka.

As per the functions specified under section 29 of the PUCSL Act, the CCC is:

01. to advise the Commission (PUCSL) on appropriate standards to be prescribed, determined under this Act,
02. to monitor whether the needs of the consumers of goods or services provided by any public utilities industry are being satisfied and
03. to promote awareness of the standards prescribed or determined and the rights of consumers with respect to those standards.

This mechanism is prepared to elaborate on the execution of the scope of work of Consumer Consultative Committee.

01. Advisory Function¹

The CCC advises the Commission on appropriate standards to be prescribed or determined under the PUCSL Act. To find out issues for advice/s, the CCC can take actions as follows:

1.1 Advices for issues identify through meetings

The meetings to find out issues for advices may be decided and organized subjectively or regionally by CCC members. The CCC shall decide the requirement of the meetings for finding out the issues for advices and organizing these meetings should come under CCC's proposed Work-Plan for the upcoming year and approval of the Commission for its planned activities and the estimated expenditure for the activities should be taken in advance of each calendar year (as per the budgeting timeline of the Commission). It is supervised by the CCC Coordinator of PUCSL or the Adviser of the CCC activity². The CCC member shall be compensated for organizing the meetings to find out issues for advices. Amount of allowances for the CCC member/s will be determined by the Commission, based on assigned workload to the CCC member/s and the expenditures of the meetings with the payment invoices must be submitted to the CCC Coordinator or the Adviser of the CCC activity to submit them to the finance division for the reimbursement through Director-Consumer Affairs and Director General of PUCSL.

1.1.1 Venue

¹ The diagram on advisory function is attached.

² The Adviser of the CCC activity should be a staff member of PUCSL.

All meetings to find out issues for advices shall be held in a place determined by the CCC depending on the nature of the public issues to be addressed and the logistics requirements. It is better to conduct the meeting at government/public institutions. The CCC Coordinator or the Adviser of the CCC activity will provide an official support to the CCC members to select the ideal venue to hold the meetings.

1.1.2 Logistic requirements

The CCC Coordinator or the Adviser of the CCC activity should be requested in writing for logistics requirements by the CCC members and letterheads, pen, water bottles, stamp facilities, printing facilities etc. will be provided on the request of CCC member/s, as per the CCC workplan.

1.1.3 Attendances of the participants and other documents

The Attendances of the participants and other relevant documents of the meetings should be maintained by the CCC member/s and they should be submitted to the PUCSL, if they are requested.

1.2 Advices for issues identified through research

The CCC member/s may submit advisory submission/s without conducting meeting/s but on research basis. Finding out issues for advice/s through research/s should come under CCC's proposed Work-Plan for each year along with its budget. The CCC member shall be compensated for conducting the research/s to find out issues for advices. Proof documents are required for research basis advisory submission/s.

1.3 Submission of advice/s to the Commission

All advices with the observations from relevant division/s of PUCSL on appropriate standards shall be submitted to the Commission through Director General by Commission paper. Prior to submit, the CCC shall discuss the matter/s on advice/s submitted by CCC member/s and take a final decision on making an advice to the Commission. The observations from relevant division/s of PUCSL on drafted advice should be obtained through Director General of PUCSL.

❖ Commission paper

The Secretary of CCC shall prepare the commission paper with relevant documents and information on advice of appropriate standards while CCC member/s are responsible to submit respected written submissions and other relevant information of advice to the secretary of CCC.

The Commission shall decide which action should be taken on the proposed advice submitted by CCC. If regulation/rule/procedure etc. is required on the advice submitted by CCC, the Commission shall direct Director General of the Commission to take necessary actions on it. If any regulatory tools are required to prepare on the advice/s submitted by the CCC, Director General shall direct relevant Division/s of PUCSL to prepare required regulatory tools.

1.3.1 Written submissions

Any advice to be submitted to the Commission should carry sufficient written submissions on it from the public/stakeholders and they shall be submitted to the CCC by member/s of CCC. Number of required written submissions shall be decided by the Consumer Consultative Committee.

1.4 Consult the public/stakeholders

Based on advice/s of the CCC, if public/stakeholder's consultation on such regulatory tools are made by respective Division/s, such division/s shall consult the public/stakeholders with the support of the CCC members. The CCC member/s are to organize the meetings to consult the public/stakeholders under guidance from the Instructor for the stakeholder Consultation identified in the stakeholder Consultation procedures. Required number of meetings to consult the public/stakeholders and number of participants required to the meetings is decided by the Instructor for the stakeholder Consultation with the CCC. The meetings to consult the public/stakeholders may be pre-consultation, public consultation or limited stakeholder consultation.

1.5 CCC Advice/s to the existing/drafting regulatory tools prepared by PUCSL

The CCC members shall advise/submit observations/comments to the existing/drafting regulatory tools prepared by PUCSL staff, if required. It can hire the consultant/s in order to fulfil said requirement, under its workplan budget.

02. Monitoring function

Following monitoring activities are expected to be undertaken by CCC to monitor whether the needs of consumers of goods or services provided by any public utilities industry are being satisfied;

01. conduct surveys and focus meetings
02. collect complaints and consumer issues
03. analyze reports in the media and social media, consumer complaints and reports from consumer groups
04. examine reports, publications, policies, decisions and legal documents etc. from utility industries and so on.

03. Promoting awareness

CCC shall carry out programs to promote awareness of the standards prescribed or determined under this Act and the rights of consumers with respect to those standards. Accordingly, CCC shall;

01. conduct meetings, discussions, consumer forums, consumer symposiums, workshops competitions, exhibitions, mobile services campaigns etc.
02. advocate consumers
03. provide real-time information

04. build up consumer network etc.

Monitoring activities and awareness activities should come under CCC's proposed Work-Plan for the upcoming year and approval of the Commission for its planned activities and the estimated expenditure for the activities should be taken in advance of each calendar year (as per the budgeting timeline of the Commission).

04. Others

4.1 Allowances

4.1.1 Allowance to the CCC members for organizing the public/stakeholder's consultation under instructor of stakeholder consultation

Allowance to the CCC member/s for organizing the meetings to consult the public/stakeholders under instructions from instructor of public consultation shall be come under respective public consultation activity. The CCC member can reimburse the expenditures that he/she bares for organizing the meetings and the payment invoices must be submitted through instructor of stakeholder consultation for reimbursement.

4.1.2 Allowance to the CCC members for activities come under Work-plan of CCC

The CCC member shall be paid for activities come under work-plan of the CCC. Amount of allowance will be determined by the Commission, based on assigned workload to the CCC member/s. The CCC member can reimburse the expenditures that he/she bares for carrying out the activities and the payment invoices must be submitted through the CCC Coordinator or the adviser of the activity for reimbursement.

4.2 Dress Code

All CCC members should be with official attire in all public meetings. Required official attire is as follows:

Male - Long sleeve white color Shirt, black/blue Trouser and PUCSL Tie & ID (The Tie will be provided by PUCSL)

Female -Saree & PUCSL ID.

4.3 Communication

4.3.1 General

The CCC member makes public aware on public/stakeholder consultation under guidance of the instructor of stakeholder Consultation and awareness of activities come under CCC work-plan should be made under instructions from the activity CCC adviser or the CCC coordinator.

4.3.2 Social Media

Activities carried out by the CCC members should be uploaded in CCC official Facebook page and Twitter page.

Diagram of Advisory Function of CCC

