

Consultation Document on Activity Plan 2023 Public Utilities Commission of Sri Lanka

Content

03 About Us

05 The Budget

10 Electricity Industry

29 Petroleum Industry

33 Lubricant Industry

41 Water Services Industry

44 Other Activities

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 the 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 platforms for PUCSL to regulate those industries.

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

This report presents only the new activities (Corporate Plan 2023) of PUCSL for the year 2023 and the budget in respect of those activities. The routine activities of the PUCSL which implement yearly to improve all the industries that comes under the Commission will not be presented in the consultation paper.

OUR GOALS FOR OUTCOMES – ELECTRICITY SECTOR

1. Outcome 01 - Improved productivity & convenience for electricity consumers
2. Outcome 02 - Affordable Price for consumers and sustainable financial stability for licensees
3. Outcome 03 – Improved safety of every living being and properties of general public, licensees & operators
4. Outcome 04 – Improved Environmental Conditions for Humans, Animals and Plants

OUR GOALS FOR OUTPUTS

Power Quality

1. Increased compliance by licensees on statutory supply voltage levels to consumers
i.e. 230 V \pm 6% for voltage and 50 Hz \pm 0.5% for frequency

Supply Quality

2. Increased compliance by service providers on the targets for average electricity outage time experienced by a consumer within a year
3. Increased compliance by service providers on the targets for average number of electricity interruptions experienced by a consumer within a year
4. Increased compliance by service providers on targets for the average electricity breakdown restoration time for consumer service line faults

Service Quality

5. Increased awareness for consumers on their rights and obligations related to the electricity supply services
6. Increased compliance by service provider on targets for the average time taken to serve consumer inquiry/request/complaint
7. Increased compliance by PUCSL on average time taken to serve consumer complaints/disputes

Supply Adequacy

- 8. Increased compliance with electricity generation plans to ensure that the electricity demands in the country is met all the time
- 9. Increased awareness and knowledge for all stakeholders on energy efficiency and conservation activities
- 10. Increased compliance by electricity distribution service providers on Utility driven demand side management regulations

Tariff and Service Charges

- 11. Increased transparency and fairness to all stakeholders on cost incurred and tariff imposed in the supply of electricity
- 12. Increased transparency and fairness on charges levied by service providers on services offered to customers

Electricity Safety

- 13. Increased awareness and knowledge for all stakeholders to reduce number of electrocutions and fatal electrical accidents below the target
- 14. Increased compliance with regulations by all stakeholders to reduce number of electrocutions and fatal electrical accidents below the target

Environment

- 15. Increased compliance with the environmental regulation by licensees in the electricity industry
- 16. Increased compliance on government policy on renewable energy targets

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.

The Budget – Year 2023

Sector		Budget
1. Electricity Sector	Outcome 01 : Improved productivity and convenience for electricity consumers	R s. 136,168,466
	Outcome 02 : Affordable Price for consumers and sustainable financial stability for licensees	Rs. 72,085,553
	Outcome 03 : Improved safety of every living being and properties of general public, licensees and operators	Rs. 70,877,512
	Outcome 04 : Improved environmental conditions for humans, animals and plants	R s. 68,234,069
2. Petroleum and Lubricant Sectors		Rs. 116,305,931
3. Water Services Sector		Rs. 27, 588,389
Total Budget		Rs. 491,259,920

Responsibilities of Divisions of PUCSL

Division	Responsibilities
Licensing	Overall responsibility of exercise licensing as per legislations and monitor the compliance.
Tariff & Economic Affairs	Overall responsibility for tariff determination of distribution & consumer tariff, transmission & bulk tariff & also to assist in promoting competitiveness & ensuring fair deal to the consumers.
Regulatory Affairs	Overall responsibility for formulation & issuance of regulations, codes, standards & rules to regulate the electricity industry.
Consumer Affairs	Responsible for consumer protection; dealing with consumer grievances, consumer education and also deal with communication and media relations.
Inspectorate	Responsible for the functions specified in Section 6 of the SL Electricity Act 2009, and Electrical Inspectorate regulations made by the Ministry of Power & Energy.
Environment Efficiency & Renewable	To promote energy efficiency—both supply-side and end-user efficiencies and renewable energy. Further to deal with regulations to meet the requirements of environmental agencies.
Legal	Responsible for two distinct areas of work: (i) will provide legal support on a day-to-day basis such as scrutiny & legal vetting of contracts and documents; drafting orders; processing cases for fines and penalties and, (ii) deal with the dispute resolution process
Finance	To maintain accounts of the Commission as per the approved manual and looking-after its finances. To receive all money due to commission and also make payments on behalf of the commission
Human Resources	To look-after, the personnel matters relating to the commission, such as recruitment of staff, pay fixation, training, application of conduct rules to the employees of the Commission and all related activities.

IT & MIS	Development and maintenance of <i>regulatory information management system</i> – including PUCSL’s internal procedures; data management and documentation. IT will include maintenance of software and user support within PUCSL; trouble shoot networking problems; security of data; and maintenance of the website.
Communication	Responsible for communicating the decisions and information of the commission to stakeholders and the public. To manage the relationship with the external world, including government, stakeholders, and the public. Communication with the media, organizing and management of public hearings
Audit	Responsible for auditing the strict compliance of procedures and operations safeguarding the reliability and integrity of its financial and operational information; compliance with laws, regulations, and contracts

Our Activities

Electricity Industry

ELECTRICITY INDUSTRY OUTCOME 01

IMPROVED PRODUCTIVITY & CONVENIENCE FOR ELECTRICITY CONSUMERS

Ref Number	Activity Name	Description of the Activity	Benefits to Stake holders	Direct Cost (LKR)
AP23/CA/CP/01	Survey on Electricity Consumer Complaints Resolving Process	<p>In accordance with item (1) (a) of section 4 of the Electricity Act, No. 20 of 2009, as amended by Act, No: 31 of 2013, the Commission's objective is to protect the interests of consumers in relation to the supply of electricity, by promoting efficiency, economy and safety by persons engaged in, or in commercial activities connected with, the generation, transmission, distribution, supply and use of electricity. To achieve this requirement, the Commission has been engaging with involvement of the licensees and other authorities power vested by the Act to resolve consumer issues. Having enacted the Electricity Act in 2009, there has not been any measurement to find out whether the process of consumer issues handling is successes or not and whether the interests of consumer is protected or not. Hence, it is required to have a survey to examine effectiveness of protecting the interests of consumers by the existing consumer issues resolving process.</p> <p>The ultimate goal of the Commission is to protect the interests of electricity consumers by establishing and implementing required standards and by resolving consumer issues. To fulfil the goal, this survey will facilitate to find out the issues of the consumer issues resolving</p>	Introduce required revisions to consumer complaint resolving process to protect interest of consumers and increase consumer satisfaction through increase efficiency of service providers and the Commission	2,000,000

		process, efficiency of it and barriers facing by the consumers as well to make necessary revisions to the consumer issues resolving process.		
AP23/CA/CP/02	Mechanism for Implementation on Requests for New Electricity Connections	<p>Second highest category for complaints recorded at PUCSL is under new connection. Implementation mechanism needed as sometimes DL or applicant or DS needs to obtain other related stakeholders' consent or no objection to provide electricity to certain consumers as their ownership and occupancy related issues.</p> <p>- without having other stakeholders no objections, obtaining electricity to some consumers get delay and some of the expectants cannot obtain electricity connection. Necessary amendments may require to, regulations and guideline simplifying the new electricity connection process and conditions. Proper communications with related government institutes such as Railway Department, Forest Department with MOUs etc. for a proper mechanism ensuring the electricity as a basic right for premises where ownership and occupancy related documents are not clear.</p> <p>Accordingly, PUCSL plan to consult the CEB, LECO and other related institutes such as Railway Department and Forest Department etc on this and prepare a mechanism to address the issues and publish the mechanism within the year for implementation.</p>	Consumers can obtain electricity connections through all stakeholder agreements/consensus for premises where ownership and occupancy related documents are not cleared	100,000
AP23/CA/CP/03	Mechanism for Implementation on Requests Related to Wayleave	The Commission has been receiving complains upon wayleave and felling or lopping of trees and the complains regarding these areas are more than 50 percent from the total complaints in each year. Supply of new connections and completing of laying electrical lines have been dragged for a long time due to delay in obtaining wayleave by the licensees and providing decisions by the Divisional Secretaries for wayleave	Protect interest of consumers and increase efficiency of service providers through strengthening resolution process of wayleave	50,000

		<p>issues. Accordingly, the Commission has amended Wayleave guideline in 2019.</p> <p>Meanwhile, it is observed that implementation on requests related to wayleave is not properly occurred and stuck as proper implementation mechanism is not executed. Accordingly, it is required to prepare a mechanism for implementation on requests related to Wayleave.</p> <p>Therefore, PUCSL plans prepare a mechanism for implementation on request to Wayleave in order to avoid barriers of wayleave implementation and provide solutions to the consumers in efficiency manner.</p>		
AP23/CA/CP/04	Mechanism for Implementation on Requests for Change of Tariff Customer	<p>The Commission is receiving complaints regarding problems faced by electricity consumers in changing of tariff customers. Aiming solutions to these issues, guidelines on change of tariff customer issued by the Commission with acceptable comments, suggestions of DL. But while implementing, additional issues have been identified by the Commission specially when third party stakeholder interventions is required and reporting of other ownership and occupancy related issues. Therefore, it is required to prepare a Mechanism for Implementation on Requests for Change of Tariff Customer with the acceptable comments/ suggestions of Government entities such as Ceylon Electricity Board, Lanka Electricity Company (Pvt) Ltd, Department of Forest, Railway, Postal, Grama Niladari etc. as they are the major stakeholders in this respect. Also, PUCSL plans to aware Grama Niladaris on published instructions and regarding the implementation of this mechanism.</p>	Consumers can change name of electricity customer through all stakeholder agreements/consensus for premises where ownership and occupancy related documents are not cleared	50,000
AP/2023/RA/CP/12	AP/2023/RA/CP/12	<p>The Grid code was drafted in 2012 but is yet to be finalized due to some disagreements pertaining to some transparency provisions and requirements applicable for Intermittent resource-based Generation. The enactment</p>	Protect the interests of users of the grid and enhance the regulatory framework.	0

		<p>of the same is required for proper functioning of the overall regulatory regime.</p> <p>The existing version of Grid code will be reviewed in the light of new development in the electricity industry followed by stakeholder engagement. Then the final version of the Grid Code redrafted based on stakeholder discussions, will be recommended to the Commission for approval.</p>		
AP/2022/RA/CP/04	Review and revise the contractual structure relating to rooftop solar electricity generation to facilitate third party investment	<p>The Public Utilities Commission of Sri Lanka (PUCSL), in terms of its powers conferred under Section 10(3) of the Sri Lanka Electricity Act, No. 20 of 2009 as amended (SLEA), has issued a Certificate of Exemption to tariff customers who participate in rooftop solar electricity generation during the period 03.01.2017 to 02.01.2037, exempting the requirement of having to obtaining a generation license. There is investor interest in rooftop solar projects whereby the investor constructs, installs and operates its PV facility on a building owned by a tariff customer. However, the Distribution Licensee (DL) recognizes only the building owner i.e., its tariff customer, as the exporter of electricity and accordingly contracts with the building owner for the purchase of electricity and payment. This offers little or no protection to the investor whose PV facility generates the electricity, instead the investor is made to rely on the tariff customer to receive payments for the electricity so generated.</p> <p>In the absence of a clear, transparent and effective contractual arrangement between the investor, tariff customer and the DL in the generation and supply of electricity to the national grid, numerous investors have faced difficulties due to (i) tariff customers failing to make payments for the electricity generated and (ii) tariff customers denying access to the site preventing the</p>	Protects the interests of investors in rooftop solar projects, where the investor constructs, installs and operates its PV facility on a building owned by a tariff customer	3,950,000

		<p>investor from halting generation and removing the PV facility.</p> <p>PUCSL plan to review and revise the existing contractual structure in order to establish a clear, transparent and effective contractual arrangement between the investor, tariff customer and DL ensuring adequate protection for the investor as well as regulatory oversight of same by the PUCSL.</p>		
AP/2020/RA/CP/03	Update Supply Services Codes and Statement of Rights & Obligations of Electricity Consumers	<p>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 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. PUCSL plan to update the generic SSC of CEB's DLs and the SSC of LECO incorporating annexes to the SSCs and applicable provisions in related regulatory instruments already approved by the Commission through this activity. The SRO will also be updated to reflect the updated SSCs.</p>	Enables consumers to better avail themselves of services provided by electricity distribution licensees.	2,050,000
AP23/LIC/CP/01	Policy Advice on Security of Electricity Supply in 2024 and 2025	<p>Sri Lanka is currently experiencing scheduled power interruptions due to restrictions of fuel supply and due to lack of generation capacity. Also, as there will be no adequate generation capacity additions to the system to meet the increasing electricity demand, this power crisis is expected to continue till 2025. It is required to identify the risk of power cuts in 2024 and 2025 and advise the Government the actions to be taken to mitigate/avoid power cuts. A comprehensive study will be conducted to</p>	Supply security will be increased	0

		identify prospective power cuts in 2024 and 2025 considering the addition of generation capacities, availability of generation plants and fuel prices. Then a policy advice is prepared to the Government with the recommendations to mitigate/avoid the power cuts in 2024 and 2025.		
AP23/LIC/CP/02	Study Report on avoiding constraints in the transmission network for renewable integration - Adoptability of the world best practices in the Sri Lankan context	Sri Lanka needs to add more renewable generation capacities to meet the increasing electricity demand during next 2-3 years as there will be no adequate firm generation capacity additions for the next 2-3 years. Therefore, the constraints of the transmission network should be eliminated in order to integrate more renewable generation capacities into the system. It is required to identify the constraints in the transmission network and the world best practices to avoid the identified constraints which are adoptable to Sri Lanka. A comprehensive study will be conducted to identify the world best practices to eliminate the constraints in transmission network when integrating renewable generation and to find out the adoptability of the world best practices in the Sri Lankan context.	Supply security will be increased	0
AP23/LIC/CP/03	Reports on Risk of Power Cuts	Sri Lanka is currently experiencing scheduled power interruptions due to restrictions of fuel supply and due to lack of generation capacity. This power crisis is expected to continue in 2023 as well. It is required to identify the risk of power cuts (Short Term) and advise relevant authorities on mitigating/avoiding power cuts. The study reports aim to identify prospective power cuts and the risk of increasing the duration of schedule power interruptions. Then the relevant authorities will be advised to allocate/fulfill the fuel requirement of thermal generation plants to mitigate/avoid the power cuts.	Supply security will be increased	0
AP/2023/LIC/CP/04	Implementation and condition	In 2022, PUCSL started a consultancy for Revisiting and Reformulating the Regulatory Framework of the	Electricity prices and services of those premises	2,800,000

	monitoring of new regulatory framework of exempted parties	(Electricity) Distribution Exempted Parties. Once the new regulatory framework is set up it is required to implement the same with all stakeholders. Also, it is required to aware the exempted parties about the new framework and it is required to guide them on the implementation of the conditions comes under the new framework. It is required to set up coordination in between distribution licensees, management corporations, condominium management authority and developers. Also it is required to conduct awareness sessions for distribution licensees, management corporations, condominium management authority and developers on this new framework. Once the new regulatory framework is introduced, management corporations and entities who handle electricity redistribution in commercial premises have to comply with the regulatory tools imposed under the said framework.	would be regulated by the PUCSL which will ensure the fairness and safety of electricity related services.	
AP/2023/LIC/CP/05	Implementation of the recommendations of the street lighting consultancy	In 2022, Licensing division conducted a consultancy called Preparation of Standards for Designing, Installation, Operation and Maintenance of lighting for roads and public spaces. According to that consultancy, a set of standards will be recommended with respect to Designing, Installation, Operation and Maintenance of lighting for roads and public spaces. Those standards are required to standardize through the SLSI. It is required to standardize the proposed standards through the SLSI. Once the proposed standards are standardized through the SLSI, it is mandatory to implement by the implementing agencies. After introducing the standards, all street lights should be designed and installed as per the provisions of the said standards. That will ensure the safe installation of street lighting.	Ensure the safety	0

AP/2023/LIC/CP/06	Implementation of the recommendations of the Distribution Code amendment Consultancy	In 2022, Licensing division conducted a consultancy on the distribution code amendment. It is required to implement the recommendations given by the Consultant. Recommendations of the report will be sorted as short term, medium term and long term. Short term recommendations will be implemented during next year and the implementation plan will be set up for the medium term and long-term recommendations. Short term recommendations will be implemented during the year	Distribution system will be improved so then the Distribution Licensees can deliver more efficient service effectively in more coordinated manner.	0
AP/2023/LIC/CP/07	Proposals to DLs to further digitalization of electricity distribution related services for consumers in order to empower the consumers	Utilities provide many services to their electricity consumers. But the established administrative path to obtain those services are out of dated (manual/paper based) with respect to most of those services. Some services have fully integrated with their website and with their mobile App of the utilities, but most of the services are not. Therefore, it is required to enhance the existing services by further digitalizing.	More improved efficient utility services to the consumers	0
AP/2023/LIC/CP/08	Regulatory Requirement for V to G systems	With the existing crisis in the energy sector, there would be more opportunities for the V to G system in the future. But to introduce V to G to the current system, it is required to formulate regulatory framework for that. A study will be carried out to identify the safety, technical, legal and regulatory matters related to V to G system.	Energy security and reliability will be improved.	0
AP/2023/LIC/CP/09	Launching Online License Application System and its modifications	Current license application process is a manual process which take considerable time for administrative work. Most of the other organizations are providing online solutions for this kind of licenses. Therefore, for the convenience of both stakeholders and the PUCSL, it is required to introduce an Online License Application.	Applicants will receive more efficient system to apply for licenses and licensing process will be improved with the new system	0

		A suitable developer was selected in year 2022 and development can be completed in late 2022. The system will be open for the applicants to submit their application. Then it will be improved further with the comments of applicants.		
AP/2023/LIC/CP/10	LISS Upgrading	LISS was created a decade ago and during recent past many changes were taken place for tariff structure, net metering, TOU tariff, etc. With that the modifications made for the LISS were not properly configured to the LISS. Therefore, some reports generated by the LISS is not accurate. Therefore, it is required to upgrade the all the LISS templates. Each template and associated reports will be examined one by one and fix their errors. With this improvement LISS would be able to generate accurate date and report. Those data and report will be taken for decisions of the PUCSL	Accurate and transparent information is available for stakeholders.	0
AP23/LIC/CP/11	Report on Grid Sub Station wise demand patterns	Load Curves vary with the location. So, for effective demand side management activities, Grid Sub Station & Feeder wise load patterns have to be studied. PUCSL expects to analyze the demand patterns in grid substation wise through this activity.	Stakeholders can identify the area wise load profiles. Effective demand side management programs can be made by analyzing demand variation in particular area.	0
AP23/LIC/CP/12	Report on Impact of Unserved Energy due to Scheduled Power Outages in 2022	Due to the lack of fuel availability in 2022, scheduled power interruptions are carried out. Economic Impact of unserved energy is estimated as USD 0.67 per kWh. It is required to find the economic damages caused by scheduled power interruptions. Report on unserved energy in grid substation wise & area wise will be made using data from licensees	Analyzing the economic impact, stakeholders can be directed to take measures to provide uninterrupted power supply.	0
AP/2023/LIC/CP/13	Awareness Program for Renewable Energy	Awareness level of the licensing process and the licensing conditions among the small-scale renewable generation licensees are not adequate. Therefore, it is required to	With the awareness, those licensees will get proper insight about the licensing	4,000,000

	generation licensees	improve their awareness level. PUCSL will launch a awareness programme through this activity for the stakeholders.	process and the licensing conditions.	
AP 23/CP/LIC/16	Disaster Management Plans- Electricity Sector	It is required to have a national level plan to maintain the electricity 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. The disaster management plans should be prepared by the utility service providers. As evident from international best practices, utility regulators play a critical role in ensuring the preparation and implementation of disaster management plans by regulated utilities. Hence, the PUCSL is plan to facilitate the preparation of Disaster Management Plans by the Electricity Industry Utilities, under the Guidance of the Disaster Management Center.	Improved continuity in electricity supply(specially during and after a disaster)	2,000,000

ELECTRICITY INDUSTRY OUTCOME 02

AFFORDABLE PRICE FOR CONSUMERS AND SUSTAINABLE FINANCIAL STABILITY FOR LICENSEES

Ref Number	Activity Name	Description of the Activity	Benefits to Stake holders	Direct Cost (LKR)
AP23/CP/EER/01	Study on viable business models for EV charging in Sri Lanka and provide policy advise on charging infrastructure.	As per the cabinet approval of 17/0613/706/041, the PUCSL has the mandate to collect the information of EV Charging Stations (EVCS) on regular basis. PUCSL observes that the available EVCS around the country is not adequate for a fully electric vehicle drivers to drive without range anxiety. Therefore, introducing viable business models to establish adequate number of EV charging stations will encourage the people to shift from fossil fuel to electric vehicles. PUCSL plan to introduce feasible business models to establish EVCS around the country.	Currently, Sri Lanka doesn't have adequate EVCS infrastructures to meet the growing charging demand. Introducing new business models will drive the EV industry in a sustainable manner.	0
AP23/CP/TEA/01	Revise and update tariff review rules	With the revision of tariff methodology, the tariff review rules are outdated. Therefore, PUCSL plan to update the rules, get those cleared by Legal Draftsman's Department and publish in the Gazette.	Tariff review process done on time. Therefore, financial stability of licensees is ensured	0
AP23/CP/TEA/02	Develop an end user tariff model reflecting prudent costs	An updated end user tariff model that takes into account the prudent cost of supply to the different consumer categories is not available. In 2023 PUCSL will be developing an end user tariff model that takes into account the prudent cost of supply to the different consumer categories.	Prudent and cost reflective end user tariff	0
AP23/CP/TEA/03	Study on demand response to price changes	Demand response studies are required for future tariff setting processes. PUCSL plan to conduct a study on demand response to price changes through this activity.	Affordable tariff for different consumer groups. Promote energy	3,500,000

			conservation through electricity tariffs	
AP23/CP/TEA/04	Audit, benchmark licensee costs and tariff review	Tariff review for the period of 2024-2026 will be conducted through this activity.	Only reasonable and efficient cost will be passed to the consumers	5,000,000
AP23/INS/CP/01	Electrification of 3-wheelers with solar charged swappable battery units (pilot project for 10 three-wheelers) & to support the National Grid with excess charge of batteries	<p>Three-wheeler network in Sri Lanka comprises of nearly 1.2 million registered 3-wheelers throughout the island providing a quick and convenient transportation option for short distances as a light transport vehicle. This popular last mile cheap transportation system has already become non-viable due to exponential increase in gasoline prices in quick successions. They are one of the most affected due to the shortage of fuel in the country as well. Owing to the escalated fuel prices and corresponding increase in three-wheel tariff naturally resulted repelling usual last mile customers from usage of three-wheelers.</p> <p>Transmission licensees are compelled to use higher cost electricity generation to cater the peak demand, therefore the successful implementation of the proposed project would reduce the apparent peak demand to the transmission licensees & the battery owners would be remunerated.</p> <p>Electrify the existing three-wheeler fleet with swappable battery units charged with solar power & each swappable base center will be interconnected with National Grid in Sri Lanka through this activity.</p>	Fuel Demand Reduction Additional Income to 3-wheel owners & swapping base by supplying excess capacity to national grid Generation Cost Reduction for transmission licensees Reduction of 3-wheel tariff for commuters & its service providers	180,000
AP23/INS/CP/02	Evaluation on possibility of expanding the statutory voltage limits of LV utility supply, to increase the renewable energy	<p>To keep the grid voltage levels within the statutory limits, the energy production from rooftop solar may have to be curtailed or eliminate time to time. Hence, rooftop solar systems may not be able to provide the renewable energy to the grid as expected.</p> <p>Therefore, it is required to assess the present situation to identify the curtailments in rooftop solar energy production owing to maintain the statutory voltage limits,</p>	Increase in rooftop solar integration to the grid. Increase in revenue for consumers who are exporting solar PV energy.	650,000

	input to the grid from rooftop solar plants.	and advice the government (and stakeholders) on possible regulatory interventions such as expanding the statutory voltage limits without ruining the quality of electricity supplied to the consumers. [According to prominent international standards and specifications (IEC, BS EN) the recommended voltage variation at utility LV supply is 230V±10% whereas in Sri Lanka it is 230V±6%] PUCSL plan to evaluate the present level of rooftop solar curtailments to maintain the grid voltage compliance. Review the international standards and practices, conduct stakeholder consultation and propose changes to statutory voltage limits to facilitate more rooftop solar integration. Based on the evaluation to be carried out in 2023, changes to the low voltage statutory limits will be proposed. If the evaluation conduct in 2023 recommend to change statutory limits on LV electricity supply, then changes to the regulations will be initiated during the year 2024 by following a public consultation and relevant amendments to the regulations under the Safety, Quality and Continuity regulation and the Electricity (Distribution) Performance Standard Regulation		
AP23/INS/CP/05	Implementation of Grid Integration Limits for the intermittent resources in a selected area	The amount of intermittent Renewable Energy (Solar and Wind) based generation that could be absorbed to the grid has been disputed many times. CEB has been maintaining 20% as the upper limit. However, this upper limit should be studied extensively to absorb the maximum possible intermittent Renewable Energy available to the grid without any curtailment. In addition, further improvements to the grid to increase the absorption limit, should be analyzed considering the decreasing cost trend of intermittent sources. There PUCSL plan to select an area & implement the grid integration limits for Intermittent resources especially roof top solar. Comprehensively study	Generation Cost Reduction for transmission licensees Maximum Utilization of roof top solar generation of consumers	175,000

		the maximum integration limits & further improvements to improve reliable operation with maximum integration		
AP23/INS/CP/06	Grid Synchronization of 17MW/200MW of Backup Generators owned by Consumers	Owing to the lack of availability of thermal fuel and Hydro Power constraints related to irrigation requirements, there's a shortage of electricity generation capacity compared to the demand. Hence the distribution licensees, CEB & LECO are compelled to impose scheduled power shedding to cater the deficit in the electricity demand. Initial load shedding commenced from 2022 February and predicted to be continued in the near future with varying time durations depending on the availability of thermal & hydro power capacities. Therefore, PUCSL plan to coordinate and get on board the operation of backup generators larger than 500kVA of consumers synchronized with the National Grid to cater the demand shortage	Mitigate the Demand deficit of the licensee electricity generation Efficient management of least cost electricity generation sources	30,000
AP/2022/CP/LIC/17	Study on potential of procuring Ancillary Services from IPPs in Sri Lanka	Ancillary services can be broadly classified as Frequency control ancillary services, network control ancillary services and system re-start ancillary services. As of now ancillary services are supplied by the CEB, mainly using power plants. Many of the new power plants (such as Natural Gas fired combined cycle power plants, which are capable of supplying such services) are being implemented by Independent Power Producers. Such ancillary services can be economically procured from these power plants. Procurement of ancillary services from IPP owned power plants requires methods for more carefully define, measure, and pay for these services. Through the deliverable, international practices of introducing ancillary services procurement from IPPs, will be reviewed to identify how that can be applied to Sri Lanka	Reduction of cost of electricity supplied to consumers	0

ELECTRICITY INDUSTRY OUTCOME 03

IMPROVED SAFETY OF EVERY LIVING BEING AND PROPERTIES OF GENERAL PUBLIC, LICENSES & OPERATORS

Ref Number	Activity Name	Description of the Activity	Benefits to Stake holders	Direct Cost (LKR)
AP23/CP/EER/02	Establishment of training facilities for NVQ 3 & 4 level Solar technicians in 5 VTA training centers.	To accomplish the Government RE police targets in a sustainable manner it is necessary to have an adequate number of qualified, trained technicians. As per the electricity sector regulator, the Commission has responsibility for the capacity building of technicians. Currently, only two VTA centers have facilities to provide NVQ3 certificates. The sustainable process will be empowering of VTA's existing academic process by facilitating equipment, lectures, and other resources as required. By improving facilities, the well-qualified solar technicians who meet the international requirement can be doubled by end of 2023. A team will work with VTA to identify and facilitate requested resource personnel, Equipment, and fund requirements with the collaboration of stakeholders. Planned to provide required equipment for 5 Nos of VTA centers to conduct NVQ3 certificates on both an academic and RPL basis on Solar Technology.	The growing Solar PV industry needs more trained and Skilled technicians to meet the quality workmanship. The technicians can gain their NVQ3 certification on an RPL basis with the assistance and guidance of PUCSL.	10,000,000
AP23/INS/CP/03	Formulation of Guideline for Minimum Protection	According to section 4.(1).(a) and 4.(2).(c) of Sri Lanka Electricity Act No. 20 of 2009, One of the objectives of the Commission is to protect the interest of consumers in respect to the safety of the electricity supplied to them. Owing to the ongoing power shedding schemes, predicted	Availability of Safer Off Grid Solutions for Consumers & Equipment.	550,000

	Performance for Off grid Systems	to last continuously in near future, as well due to consumer tariff increments consumers are keen on implementing off grid solutions to their distributions to cater for the power cuts. Currently, no regulations are applicable to off grid battery systems, battery chargers & inverters in Sri Lanka. As a result, substandard products could be introduced to the market by due to high demand risking the electrical safety of Consumers & sensitive equipment. PUCSL plan to formulate necessary minimum performance standards with respect to off grid systems to ensure acceptable quality of such products introduced to the market through this activity.		
AP22/INS/CP/04	Periodic Inspection Scheme for Electrical Installations	According to section 3.(1).(g) of Act No. 20 of 2009, One function of the Commission is to set and enforce technical and other standards relating to the safety of electricity supply services and metering services; According to section 4.(1).(a) of Act No. 20 of 2009, One objective of the Commission is to protect the interest of consumers in respect of the safety of the electricity supplied to them. PUCSL plan to monitor and control the changes take place on internal wiring installations and modifications through periodic inspections and enforce the local authorities & UDA to prepare and impose a regulation/ rule to have the control over the modifications on internal wiring of a house/ domicile. Also, looking into the possibility of developing inspection criteria with the support of licensees	Increased Electrical Safety of the Consumers	200,000
AP23/INS/CP/07	Conducting Inspections at Licensee Premises	According to section 6(a) of Sri Lanka Electricity Act No. 20 of 2009, electrical inspectors are required to inspect premises belonging to licensees. Their adherence to licensee safety manual procedures, Safety & Technical Management Plan will be inspected. Further, it is required to carry out compliance monitoring with licenses conditions regarding that they are operated in an efficient and reliable	Electrical Safety of lives & plant property is ensured at Licensee Premises Reliable Performance of Generation, Transmission & Distribution	3,000,000

		<p>manner. Therefore, it is required to conduct site inspections of generation licensees. Inspections will cover following aspects.</p> <p>Operation and maintenance of the premises to ensure Safety Manual Procedures are followed along with the implementation of Safety & technical Management Plan</p> <ul style="list-style-type: none">• Operation and maintenance of the premises to ensure Safety Manual Procedures are followed• Implementation of Safety Technical & Management Plan• Compliance with Conditions specified in the License		
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**ELECTRICITY INDUSTRY
OUTCOME 04
IMPROVED ENVIRONMENTAL CONDITIONS FOR HUMANS, ANIMALS
AND PLANTS**

Ref Number	Activity Name	Description of the Activity	Benefits to Stake holders	Direct Cost (LKR)
AP23/CP/EER/03	Awareness of distribution exempted parties on Solar PV and Energy efficiency improvement opportunities.	As per the latest findings, it is noted that exempted parties for distribution are not aware of opportunities of adding PV systems to their apartments, and Highrise buildings. Those exempted parties can reduce their load by adding Solar PV to the common facilities. Distribution exempted parties will be knowledgeable regarding opportunities of Solar PV systems and energy efficiency that they can implement in the system through an awareness programme.	Exempted parties like Housing Schemes, Condominiums have the potential of installing Solar PV on different scales. Awareness will help them to identify the opportunities to enhance Renewable Energy on their premises and go in line with green building concepts.	100,000
AP22/CP/EER/21	Facilitating 1000 Electricians on Solar PV installations to qualify with NVQ3 level on an RPL basis.	To accomplish the Government RE target in a sustainable manner, it is necessary to have an adequate number of qualified technicians in the Solar PV industry. The already started program in 2022 will be carried forward to have more qualified technicians as the target cannot be met in the year 2022 with the current situation of the country. The applications from experienced technicians will be collected and sent to VTA/NAITA for assessment. The Commission will take the necessary steps to accelerate the process.	The growing Solar PV industry needs more trained and Skilled technicians to meet the quality workmanship. The technicians can gain their NVQ3 certification on an RPL basis with the assistance and guidance of PUCSL.	10,000,000

Our Activities

Petroleum

Industry

Ref Number	Activity Name	Description of the Activity	Benefits to Stake holders	Direct Cost (LKR)
AP23/CA/CP/05	Execute and implement MOUs with partner organizations to eradicate Unauthorized and Adulterated Lubricants from the Market	<p>The Commission is receiving complaints from consumers on quality of lubricants including greases from various parts of the country. Similarly, players in the lubricant sector too complaints that there is huge gray market in the sector. The Lubricant Market is estimated to suffer 30% to 40% of Gray Market. The Gray Market consists of Adulterated Lubricants including greases and unauthorized lubricants. Unauthorized Lubricants are coming over bypassing border controls and adulteration is performed with the used lubricants. With vehicle service centers, unauthorized parties produce greases illegally using harmful materials.</p> <p>The PUCSL plans to identifying the ways of lubricant products bypassing border controls and enter into an MOU with SL Customs for regular scanning and employing extra effort to limit unauthorized entries with continuous training. Additional to the above PUCSL plans to develop a proper mechanism with CEA to audit the existing used lubricant disposal mechanism and preventing the used lubricant usage in adulteration and publish a Gazette and MOU with CAA to raid adulteration plants (Illegal lubricant manufacturers and distributors) and products from the market and service stations while continuing market monitoring process.</p>	While consumers receive quality ensured lubricants including greases, expanded market will increase revenue of lubricant players and protection of environment	3,000,000
AP/2023/RA/CP/13	Formulate advice to the Government on pricing of petroleum fuels -	Pricing of petroleum fuels has been a contentious issue in due to shortage and ad hoc pricing policy in past. Hence preparation of policy advice to the government on the subject in relation is a timely requirement. Identification of general best practices with respect to petroleum pricing	Better enable economic and social policies and decisions	0

	Comparative study and implications for Sri Lanka	using a comparative study will ensure the relevance of the policy advise. The best practices of petroleum pricing in different jurisdictions will be studied followed by a study of cost component involved in the value chain of different petroleum fuels in Sri Lanka. The policy advise will involve based on the findings of this will drafted and presented to the government after commission approval.		
AP/2023/RA/CP/14	Formulate framework for regulating the midstream and downstream natural gas market	Natural Gas has been identified as the next fossil fuel option for the country and action is being taken to import Liquefied 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 National Policy on Natural Gas published by the Ministry of 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. PUCSL plan to develop a basic regulatory framework and delineate the requisite regulatory instruments 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.	Ensures that demand for natural gas is met efficiently, economically and safely	0
AP/2021/RA/CP/01	Prepare Institutional Disaster Management Plans for Petroleum Utilities	In order to counter any disaster or impending disaster, every ministry, department and public corporation is required to prepare an institutional disaster management plan 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. In view of the above and in order to ensure continuity of supply of petroleum products to consumer, the then Ministry of Power & Energy decided that institutional	Ensures Continuity of supply of petroleum fuels in disaster situations	2,100,000

		<p>disaster management plans should be prepared by the following petroleum utilities: Ceylon Petroleum Corporation Ceylon Petroleum Storage Terminals Limited Lanka (IOC) PLC PUCSL plan to facilitate the process of preparing an Institutional Disaster Management Plans by the Ceylon Petroleum Corporation, Ceylon Petroleum Storage Terminals Limited and Lanka IOC, in collaboration with the Disaster Management Centre and under the auspices of the Ministry of Power & Energy.</p>		
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Our Activities

Lubricant Industry

Ref Number	Activity Name	Description of the Activity	Benefits to Stake holders	Direct Cost (LKR)
AP/2023/RA/CP/01	Formulate market monitoring plan – unauthorized brands, counterfeit products and adulterated products	<p>Currently there are 26 market players who are authorized to import, manufacture, sell and distribute lubricants and greases in Sri Lanka. It has been noted that in addition to the authorized brands of lubricants and greases, many unauthorized brands and adulterated also available in the local market. The presence of such illegal products has caused many concerns to the customers and authorized market players. Such deceitful activities have been increased in the recent years and it appears that adulterated lubricant market is now well over 20% of the legitimate lubricant market in Sri Lanka. This is an alarming situation and many of the authorized players are now finding difficult to sell their products due to availability of many adulterated products at cheaper rates. An effective market monitoring process is mandatory to counteract the expanding illegal lubricant market in Sri Lanka and also to initiate legal action against the parties responsible for such activities.</p> <p>It is proposed to formulate an effective market monitoring plan to monitor the lubricant and grease market. The plan will identify following areas.</p> <ol style="list-style-type: none"> 1. Number of market visits per Year (Pre-planned, complaint basis) 2. Number of samples to be collected from each product 3. Number of samples to be collected from each brand 4. Number of samples to be collected from each location/geographical area (covering the whole country) 5. Types of tests to be carried out based on the product category 	Protect the interests of consumers and market participants	0

		6. laboratory service providers as per the requirement (Product own and independent Laboratory) Based on the above the investigations will be carried out.		
AP/2023/RA/CP/02	Formulate procedure for investigation and prosecution of unauthorized products	The lubricants and greases which are not authorized by the Government of Sri Lanka to blend, import, export, distribute or sell are identified as unauthorized products. Generally, these could be genuine or counterfeit lubricants and greases imported to Sri Lanka through illegal channels or even it could be products manufactured locally by unauthorized parties. These types of products are generally cheaper than the authorized products in the market. It directly affects in reducing sales volumes and market share of licensed market players. In addition, These unauthorized products could be substandard and will cause technical failures and engine damage to vehicles and machineries. So it is required to prevent the entering of unauthorized lubricants and greases into the market. Therefore, there should be a mechanism to investigate and prosecute of identified unauthorized lubricants and greases available in the market. A procedure will be formulated by the end of October 2023 to investigate and prosecute the unauthorized lubricants and greases available in the market with the assistance of relevant organizations	Protect the interests of consumers and market participants by removal of unauthorized products from the market	0
AP/2023/RA/CP/03	Formulate procedure for investigation and prosecution of counterfeit products	Counterfeit Products (Lubricants and Grease) is a form of a consumer fraud by selling lubricants and greases under another's brand name without the brand owner's consent and authorization. This is taking place mainly because of the price variations of products registered under different brand names to earn higher profit. This is not acceptable as the end consumer may unknowingly use them which will result in performance or equipment failures and badly affects the operations of licensed market players.	Protect the interests of consumers and market participants by removal of counterfeit products from the market	0

		It is proposed to formulate a procedure to investigate and prosecute of the counterfeit lubricants and greases in the market and implement with external authorities.		
AP/2023/RA/CP/04	Formulate procedure for investigation and prosecution of adulterated products	<p>Adulteration is a form of consumer fraud by Selling lubricants and Greases by adding another substance which results in loss of quality of the original products. Adulteration can be present in four different forms: recycled base oils, detrimental fluids, semi-solid or solid additives. Adulteration can take place at any point in between the processing of raw materials and consumption of the finished products.</p> <p>Adulterated market represents a considerable percentage of the market share. Adulterated products lead for short term and long term engine breakdowns as well as malfunctioning of engines, equipment downtime and the lower fuel economy. However, Specific mechanism is not available to investigate and prosecute the adulterated lubricants and greases in the market. A specific procedure will be formulated by collecting information about adulterated products from market intelligence and market monitoring. Consequently, the Lubricant division of PUCSL could implement the formulated procedure together with relevant organizations to investigate and prosecute the adulterated lubricants and greases in the market.</p>	Protect the interests of consumers and market participants by removing adulterated products from the market	0
AP/2023/RA/CP/05	Formulate inspection scheme for locally blended lubricants	Currently Imported Lubricants are inspected at the Point of import by the Import Inspection Scheme of Sri Lanka Standards Institution (SLSI). However, there is no parallel scheme to inspect the locally blended lubricants (about 70% of the market share is fulfilled by locally blended lubricants). Therefore, to ensure the conformity of locally blended lubricants to the relevant Sri Lanka Standard, an inspection scheme for locally blended lubricants is required. An inspection scheme for locally blended	Enhance the regulatory environment for lubricants and greases	0

		lubricants will be formulated by August 2023 and the steps will be taken immediately to implement the same.		
AP/2023/RA/CP/06	Formulate guidelines and procedure for granting objection (written authority)	Some special lubricants not available with the authorized parties are allowed to be imported on a limited scale on a consignment-by-consignment basis. Lubricants recommended for specific machinery (textile machinery, compressors) fall into this category. Subject ministry issues a written authority to parties who import this type of lubricants, so that they get an Import License for the purpose. Currently there is no proper guideline and a procedure with regard to issuing such written authorization. A set of guidelines and procedure for granting written authority for the cases described above will be finalized and implemented by the end of 2023.	Enhance the regulatory environment for lubricants and greases	0
AP/2023/RA/CP/07	Formulate procedure for disposal of confiscated lubricants	PUCSL, with the help of organizations like the subject Ministry, Consumer Affairs Authority, Central Environment Authority, etc. is carrying out investigations to identify unauthorized, counterfeit and substandard lubricants and greases in the market. Some investigations may lead to prosecutions where there is a need to dispose the confiscated products in a legally accepted and an environmentally friendly manner. A procedure for disposal of confiscated lubricants will be formulated by the end of 2023 and the steps will be taken immediately to implement the same.	Protect the interests of consumers and market participants as well as the environment.	0
AP/2023/RA/CP/08	Prepare database of product specifications for product testing	Testing of lubricants and greases is a key activity in the process of market monitoring. Testing results should be compared against the prototype data for the original formulation and minimum SLS requirements to determine the quality of the product. Acceptable limits of several parameters have been declared in the SLS standards. But in addition, it is required to have prototype data to check the compliance of the product against minimum SLS	Enhance the regulatory environment lubricants and greases by facilitating the market monitoring	0

		standards. These prototype data for all products should be available for the regulation of lubricants and greases. It is proposed to maintain a database of prototype data for all lubricants and greases available in the market.		
AP/2023/RA/CP/09	Review, update and upgrade the LISS (lubricants)	LISS data entering system for the submission of sales data of lubricants and greases is available for licensed market players. PUCSL generates quarterly and annual market statistics report using the uploaded data. Trends and requirements which are important to regulate the market are identified using these reports. PUCSL has identified few difficulties faced by the market players when submitting data into the system and new advance requirements. It is proposed to Review , update and upgrade of the PLISS for smooth operation of the system and to generate advance market reports	Enhance the regulatory environment for lubricants and greases.	0
AP/2023/RA/CP/10	Select parties to import, export, sell, supply and distribute Automatic Transmission Fluid (Category B)	Based on the Cabinet Decision dated 3rd July 2018, applications were called by the subject Ministry to select qualified parties to undertake import, export, sell, supply and distribute Automatic Transmission Fluid (ATF). However, no party expressed interest in this regard. Therefore, at the moment there is no any permanent process in place to entertain this category and ATFs are imported based on temporary authorizations issued by the subject Ministry. Advice and assist the subject Ministry on selecting qualified parties to import, export, sell, supply and distribute Automatic Transmission Fluid and complete the process by the end of 2023.	Promote competition as well as enhance the regulatory environment for lubricants and greases	0
AP/2023/RA/CP/11	Prepare annual contracting plan	Lubricant market players enter into an agreement with the Government of Sri Lanka (GOSL) and the said agreement is renewed from time to time. In each renewal, PUCSL advices and assists the subject Ministry by making sure that the due diligence has been properly fulfilled by the market players. Due to the absence of a proper annual	Enhance the regulatory environment for lubricants and greases	0

		contracting plan, process delays and misunderstandings between parties have occurred during the recent past. The situation is expected to be worsen due to the recent increase in the number of market players. Prepare an annual contracting plan identifying the responsibilities of each party with a time frame by the end of 2023.		
AP/2020/RA/CP/04	Formulate advise to the Government on the duty structure of imported and locally blended Lubricants	<p>Presently, there are eighteen parties authorized to import, export, blend, produce, sell, supply or distribute lubricants and greases. Out of these four parties are authorized to blend and produce while fourteen parties are authorized only to import. Four parties authorized to blend lubricants hold approximately two-thirds share of the market while the fourteen parties authorized to import finished lubricants hold the balance one-third share of the market.</p> <p>There is a duty differential between imported and locally produced lubricants, which has become a contention between importers and producers. Representations were made during the public consultation on quality and prices of lubricants held in 2018 that the duty differential is a barrier to competition.</p> <p>The Cabinet of Ministers have decided to rationalize the duty structure by revising the duty differential between imported and locally blended lubricants upon ascertaining the local value addition of blending lubricants in Sri Lanka, and in the interim to maintain the effective duty differential at ten percent. The then Ministry of Petroleum Resources Development has requested the Public Utilities Commission of Sri Lanka (PUCSL) to advise on the duty differential between imported and locally blended lubricants.</p> <p>PUCSL plan to produce an advice on the duty structure formulated through the study would be provided to the</p>	Promotes competition and fair pricing of lubricants	1,300,000

		Government after in-depth studies and discussion with all the stakeholders.		
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Our Activities

Water Services

Industry

Ref Number	Activity Name	Description of the Activity	Benefits to Stake holders	Direct Cost (LKR)
AP23/CA/CP/06	Preparation of Water Service Industry bill, Statute for Provincial Councils on Water Services Regulation and Conduct a Capacity Building Programme	<p>If Cabinet of Ministers grant approval to prepare a legislation for Water Services Industry (WSS) that read together with PUCSL act, which enable the PUCSL to license and regulate Water Service Providers, this activity will come into effect.</p> <p>Consequent to the provisions in the WSS, amendment may require to the Water Board Law. Since the provincial Councils involve in the Regulation of WSS, an appropriate legal instrument to be developed to read together with PUCSL act and proposed WSS act. Experienced, independent team of consultant service is necessary to draft these legislations and subordinate legal instrument. Competencies required to implement those discretionary powers to be inculcated among the potential officers of the PUCSL, NWSDB and Provincial regulatory units through a training programme. Background work required for the water service regulation has already been done and documented. This activity will be an extension of the same work by introducing necessary legislation and subordinate legal instrument to start water service regulation. Capacity building also has been included since the competencies to be identified in line with the discretionary powers vest with the officers who are going to shoulder the responsibilities.</p>	Water quality surveillance, prudent cost of water services will be identified through benchmark regulation and service quality will be improved through benchmark regulation. Through formal regulations, uncertainties face by service providers will reduce in the medium to long-term and there is a possibility to increase investment in water service. Investment will improve the service coverage and service quality	2,000,000
AP23/CA/CP/07	Preparation of Guidelines for Provincial Regulatory Unit	Certain technical issues i.e water quality surveillance may need deal with by the Provincial Regulatory unit. Hence technical issues to be elaborated and address properly enabling non-technical people to understand and implement. Preparation of guideline is the solution. For an example guideline on bowser operations of water and gully	Guideline will bring the certainty to operations of water service providers. Minimize ambiguity in the internal procedures and disputes.	0

		cleaners and Draft guidelines for RO plants. These guidelines will address main technical issues that requires regulatory intervention.		
AP22/CA/CP/04	Preparation of Disaster Management Plan (Water Services)	Preparation of disaster management plan start in year 2022 and except the first deliverables all other deliverables extend to year 2023. Hence budget provisions to be provided in the year 2023. PUCSL being the designated regulator for water services has a responsibility to ensure the continues service provision. Natural Disasters are beyond the controls of utilities however disaster have significant impact on continues service provision. Hence regulator has a responsibility to set incentives for utilities to address disaster preparedness, disaster mitigation and recovery activities. A disaster management plan to be prepared by all state agencies under the Disaster Management act. Role of the regulator in the preparation of disaster management plan is to coordinate with utilities and disaster management center.	All stakeholders engage in managing and facing for disasters will be able to handle the situation smoothly.	2,140,000

Our Other Activities

Human Resource Management Division

Ref Number	Activity Name	Benefits to Stake holders
AP23/CP/HR/ 01	Development, finalization and approval to the Scheme of Recruitment	Ensures transparency in the hiring process, promote equality in employee promotions
AP23/CP/HR/ 02	Employee Branding (Provide necessary assistance to existing engineers in becoming “Chartered Engineers”)	Career progression

Information Technology and Management Information System Division

Ref Number	Activity Name	Benefits to Stake holders
AP23/IT/CP/01	Fine-tuning the databases used for business applications	Resource-efficient databases can give rise to faster business applications and this can improve end user experience
AP23/IT/CP/02	Revamping LISS	PUCSL is responsible for the performance of the electricity industry of Sri Lanka and it is required to obtain necessary information about the industries that it regulates. PUCSL can make more informed decisions with respect to regulation if it has necessary information and more current information.
AP23/IT/RU/01	Enhancing existing business applications	Evolving the existing applications as per the changing requirements so that the ROI of the investments already made would be enhanced and the financial productivity would be improved.

Corporate Communication Division

Ref Number	Activity Name	Benefits to Stake holders
AP23/CP/ CCO/01	Electricians Training Programme	Improves electricity safety environment in Sri Lanka Improve industry standards on qualified electricians
AP23/CP/ CCO /02	Plumbers Training Program	Improvs the quality of service and overall safety environment for households Improve industry standards on qualified plumbers
AP23/CP/ CCO /03	Training of Trainers and Technicians Program	Improves electricity safety environment in Sri Lanka Improve industry standards on qualified Solar Technicians
AP23/CP/ CCO /04	Strategic Communication Plan for 2023	Information can be used for the benefit of PUCSL and Stakeholders Easy Implementation of Regulatory tools Stakeholder will be able to utilize the regulatory tools for their benefits and to improve standards of the utility industries
AP23/CP/ CCO /05	Public Consultation of PUCSL	Information can be used for the benefit of PUCSL and Stakeholders Stakeholder inputs can be considered and accommodate in the in the regulatory process Easy Implementation of Regulatory tools Stakeholder will be able to utilize the regulatory tools for their benefits and to improve standards of the utility industries
AP23/CP/ CCO /06	Awareness programme through Digital Media	
AP23/CP/CCO/07	Expansion of PUCSLs Stakeholders through social media	

Legal Division

AP23/LEG/CP/01	Analyzing/Reviewing the Consumer Complaints and developing Guidelines, procedures & other regulatory tools	The difficulties/issues faced by the Stake Holders in the electricity and the petroleum industries can be mitigated and or voided.
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