

Draft Annual Report 2022

Public Utilities Commission of Sri Lanka

We, Public Utilities Commission of Sri Lanka, strives to power the dreams of a thriving nation, with its people yearning to reach out across the horizons towards the vistas of a brighter future and to reach beyond the horizons with a commitment to a national cause of elevating the electricity, water services and petroleum industries through facilitating policy changes with public participation

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# Chairman's Message

Dear Shareholders,

It gives me great pleasure to present to you the Annual Report of the Public Utilities Commission of Sri Lanka (PUCSL) for the year 2022.

As we reflect on the past year, we are proud of the accomplishments we have made towards achieving our mission of ensuring the provision of safe, reliable, and affordable utility services to the people of Sri Lanka. Despite the challenges posed by the COVID-19 pandemic, we remained committed to our regulatory responsibilities and worked tirelessly to safeguard the interests of both the customers and the service providers.

During the year, we continued to implement our regulatory frameworks to promote competition, innovation, and efficiency in the electricity, water, and petroleum industries. We carried out several important regulatory activities, including the issuance of licenses, setting of tariffs, and monitoring of service quality, to ensure that the service providers complied with the regulations and delivered quality services to their customers.

In addition, we made significant strides in enhancing customer engagement and empowerment. We launched several initiatives to improve customer awareness and education, and we continued to provide a platform for customers to voice their concerns and grievances.

Looking ahead, we are optimistic about the future of the utility industries in Sri Lanka. We remain committed to our mission of promoting competition, innovation, and efficiency in the sector, and we will continue to work towards ensuring that the customers receive safe, reliable, and affordable utility services.

Finally, I would like to express my sincere appreciation to our stakeholders, including the service providers, customers, and staff of PUCSL, for their support and contributions towards our achievements during the year. We look forward to your continued support in the coming years.

Sincerely,

Janaka Ratnayake

Chairman, Public Utilities Commission of Sri Lanka.

## Director Generals Message

Dear Shareholders,

It is my pleasure to present to you the Annual Report of the Public Utilities Commission of Sri Lanka (PUCSL) for the year 2022.

As we look back on the past year, we can proudly say that PUCSL has achieved significant progress in regulating and monitoring the utility industries in Sri Lanka. In 2022, we implemented several key initiatives to enhance the regulatory frameworks for the electricity, water, and petroleum industries. We continued to set standards and benchmarks for service quality, tariff setting, and licensing of service providers, ensuring that customers received high-quality services at reasonable prices. We also intensified our efforts to promote renewable energy sources and sustainable energy practices, which will be crucial in meeting the growing energy demands of the country.

Furthermore, we have placed a significant emphasis on customer engagement and empowerment. We established a customer complaint management system and conducted regular surveys to gather feedback on the quality of services provided by the utility companies. Through these efforts, we have strengthened our relationship with the customers, and we will continue to prioritize their needs and expectations in our regulatory activities.

As we move forward, we are committed to maintaining the high standards that we have set for ourselves in regulating and monitoring the utility industries in Sri Lanka. We recognize that there is still much to be done to ensure that our regulatory frameworks are robust and effective in safeguarding the interests of both the customers and the service providers.

Finally, I would like to express my sincere appreciation to all stakeholders for their support and cooperation during the year. I would like to thank the staff of PUCSL for their dedication and hard work, and the service providers and customers for their constructive feedback and participation in our regulatory activities.

Sincerely,

Damitha Kumarasinghe

Director General, Public Utilities Commission of Sri Lanka.

## ABOUT US

The PUCSL came into operation in 2003 when the first group of Commissioners and its Director General were appointed. The five-member Commission is appointed by the Minister in charge of Policy Development in agreement with the Constitutional Council for a period of five years. The Commission is governed by Public Utilities Commission of Sri Lanka Act No.35 of 2002, the Sri Lankan Electricity Act No.20 of 2009 and the Sri Lanka Electricity (Amendment) Act No. 31 of 2013. PUCSL regulate Electricity Industry and act as the shadow regulator for lubricant market.

The PUCSL is an independent commission where all the decisions taken with in depth analysis and approved by Commission Members consist with Chairman, Deputy Chairman and Members appointed by the Constitutional Council.

The staff of the Commission consist with highly skilled professionals in industries related to electricity, water services, petroleum industries and lubricant market.

The PUCSL regulates the electricity industry in Sri Lanka as the economic, safety and technical regulator and also act as the shadow regulator of the lubricant market.

The PUCSL also closely work with water services and petroleum industries in providing them with regulatory advices as the respective acts to regulate the both industries are yet to be passed through the Parliament.

# Corporate Information

**Name of the Commission** - Public Utilities Commission of Sri Lanka

**Legal Status** - Established by the Public Utilities Commission of Sri Lanka Act, No 35 of 2002

## **Commission Members**

*Mr. Janaka Ratnayake – Chairman*

*Prof. Janaka Ekanayake – Deputy Chairman*

*Ms. Chathurika Wijesinghe – Member of the Commission*

*Mr. Udeni Wickramasinghe – Member of the Commission*

*Mr. Mohan Samaranyake – Member of the Commission*

## **Director General**

Mr. Damitha Kumarasinghe

## **Secretary to the Commission**

Mrs. Janaki M Vithanagama

## **Registered Office**

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

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Telephone: +9411 239 2607/8

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## **Auditors**

Auditor General's Department, 306/72, Polduwa road, Battaramulla.

## **Banker**

Bank of Ceylon 1st & 2nd Floor, BOC Merchant Tower, No. 28, St. Michael's Road, Colombo.

# What Drives Us

## 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.



## **Functions of PUCSL**

Functions of the Public Utilities Commission as stipulated in the Public Utilities Commission Act, No. 35 of 2002 are as follows,

- (a) Exercise, perform and discharge the powers, functions and duties conferred on or assigned to the Commission by or under the PUCSL Act or any industry Act
- (b) Consult, to the extent the Commission considers appropriate, any person or group who or which may be affected, by the decisions of the Commission
- (c) Advise the Government, as the Commission deems appropriate, on all matters concerning any industry falling within the purview of the PUCSL Act
- (d) Collect, record and disseminate information concerning any public utilities industries subject to section 15(4) of PUCSL Act
- (e) Prepare within six months of its establishment a regulatory manual containing a code of good practice governing the functions of the Commission and revise it as and when required
- (f) Exercise licensing, regulatory and inspection functions in respect of all matters provided for in any industry Act
- (g) Enforce the provisions of licenses, contracts and other instruments issued under the authority of any industry Act
- (h) Regulate tariffs and other charges levied by regulated entities where required by any industry Act
- (i) Determine by mediations disputes arising in any public utilities industry
- (j) Set and enforce technical and other standards relating to the safety, quality, continuity and reliability of the public utilities industries
- (k) Undertake such other incidental or ancillary activities which the Commission may consider appropriate for the effective discharge of any of its functions

## **Our Goals for Outcomes – Electricity Industry**

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 human, 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

# INTRODUCTION TO THE REPORT

In 2022, the Public Utilities Commission of Sri Lanka made significant progress in regulating multiple industries and markets, as highlighted in the Annual Report. This report provides a balanced and comprehensive overview of the regulatory impact on various industries, research findings, plans for the upcoming year, and the financial position of the Commission.

The report primarily focuses on the electricity industry and the support provided to the water services and petroleum industries. Additionally, it outlines the Commission's plans for the future, including the necessary groundwork laid out for regulating the petroleum and water services industries in the near future. Although the Commission currently serves as the regulator for the electricity industry and shadow regulator for the lubricant market, it is actively working towards regulating these industries once the necessary industry acts are passed through Parliament. This report includes the progress of necessary ground work in both the industries with the expectation of regulating both the industries in near future.

The Annual Report 2022 also present the activities that has been planned for the coming year in different industries, Auditor General's Report and Audit Committee Report.

## Electricity Industry of Sri Lanka

The electricity industry in Sri Lanka is primarily regulated by the Public Utilities Commission of Sri Lanka and the state-owned utility Ceylon Electricity Board (CEB) is responsible for generation, transmission, and distribution of electricity in the country. The industry has undergone significant reforms in recent years to improve efficiency, reliability, and sustainability of the power supply.

### Generation:

CEB owns and operates the majority of the power generation facilities in Sri Lanka, which includes hydro, thermal, and renewable energy sources. The government is also encouraging private investment in power generation, particularly in renewable energy, and there are several private power producers that have set up projects in the country.

### Transmission:

The transmission network of Sri Lanka is operated by the CEB and covers the entire island, with a total length of over 6,000 km. The network operates at a voltage of 220 kV, and there are plans to upgrade to a 400 kV transmission network in the future.

### Distribution:

The distribution of electricity in Sri Lanka is managed by both the CEB and Lanka Electricity Company. The distribution network consists of 33 kV, 11 kV, and low voltage lines.

### Renewable Energy:

Sri Lanka has made significant progress in promoting renewable energy sources in recent years, particularly in hydro and solar power. The government has set a target of achieving 70% of the country's electricity generation from renewable energy sources by 2030. The country has a total installed capacity of approximately 440 MW of solar power and 1,330 MW of hydro power.

### Challenges:

The electricity industry in Sri Lanka faces several challenges, including the high cost of generation and transmission, aging infrastructure, and lack of investment in grid modernization. The country also has a high dependency on imported fossil fuels, which poses a significant risk to energy security and sustainability.

## OUTCOME 01 - IMPROVED PRODUCTIVITY & CONVENIENCE FOR ELECTRICITY CONSUMERS

Improved productivity and convenience for electricity consumers means providing them with services and technologies that make it easier and more efficient to manage their energy usage and billing.

In 2022, Public Utilities Commission of Sri Lanka implemented number of activities to achieve the targeted outcome making the life of electricity consumer and other stakeholders easy while making sure the utility providers and other involved parties provide efficient service when and where necessary to maintain the good governance of the industry.

### PUCSL mobile service to resolve electricity consumer issues

Electricity consumers have wide spectrum of issues / problems to be sorted out / aware in achieving higher consumer - utility satisfaction. Main reasons for these issues have emerged due to lack of proper awareness and effective channeling between consumer - utility and/or other involving agencies. Therefore, in Year 2022, PUCSL decided that they will visit the consumer and work as a mediator to sort the issues. The activity enabled consumers to get resolve their grievances through direct communications with service providers and other relevant authorities who involved. The PUCSL conducted 28 mobile service sessions in island wide to address issues face by consumers when use of electricity supply with participation of Divisional Secretaries, the Distribution Licensees and other relevant officials.

These mobile services conducted in the districts of ..... which was attended by more than .....

PUCSL was able to resolve 521 consumer issues on the spot with the support of other officials through this programme. Further licensees and consumers were able to build fair relationship among others which will help the electricity consumer to resolve future issues in a more positive note.

### Facilitation of consumer complaints

PUCSL plays a crucial role in facilitating consumer complaints against utilities and ensuring that consumers are treated fairly. By providing multiple channels for complaints, mediation services, investigations, public awareness, and data collection, PUCSL helps to protect the rights of consumers and promote a fair and efficient utility sector.

Complaints handling: PUCSL has established a dedicated complaints handling mechanism for consumers to lodge their grievances. Consumers can file their complaints through various channels such as phone, email, or online.

Mediation: PUCSL offers mediation services to help resolve disputes between consumers and utilities. Mediation can be a quicker and less expensive way of resolving complaints than going through a formal legal process.

Investigation: PUCSL can investigate complaints if they believe that a utility has violated its license conditions or regulatory requirements. This can result in penalties or corrective actions being imposed on the utility.

Public awareness: PUCSL conducts awareness campaigns to educate consumers on their rights and the complaints process. This can help consumers understand how to file a complaint and what to expect during the complaints process.

Data collection and analysis: PUCSL collects data on consumer complaints and uses this information to identify trends and areas where utilities may need to improve their services. This can help prevent future complaints and improve overall service quality.

The In 2022, the Public Utilities Commission of Sri Lanka facilitated a significant number of consumer complaints related to electricity industry. A total of 1670 correspondences were made, with the highest number of complaints pertaining to way-leave (519), followed by other miscellaneous complaints (527) and billing-related complaints (158). The PUCSL also facilitated 778 fresh cases, with the highest number of complaints being related to other miscellaneous issues (322) and way-leave (158). These figures highlight the importance of facilitating and addressing consumer complaints to ensure that the service providers deliver high-quality services and meet the expectations of their customers.

#### **No of Correspondences Facilitated in year 2022**

<b>Category</b>	<b>No of correspondences</b>
New connections	194
Disconnections and reconnections	81
Billing related	158
Meter related	41
Way-leave	519
Quality related	67
Tariff category change	25
Other	527
Uncategorized	58
Total	1670

#### **No of Fresh Cases Facilitated in year 2022**

<b>Category</b>	<b>No of Fresh Cases</b>
New connections	75
Disconnections and reconnections	39
Billing related	75
Meter related	15
Way-leave	158
Quality related	24

Tariff category change	15
Other	322
Uncategorized	55
Total	778

#### Resolving consumer complaints related to Rooftop Solar

This activity was particularly important as it aimed to minimize disputes between rooftop solar consumers and utilities, ultimately motivating customers to invest in rooftop solar systems. A team of PUCSL held several internal and external meetings with utilities to discuss solutions for the complaints received from consumers, which were causing significant problems for rooftop consumers. After careful consideration and agreement from all parties involved, solutions were issued to address the complaints.

These solutions include the steps to follow in a situation of rooftop solar installation for building with multiple connections, delay in initial clearance and grid connections, and additional procedure changes. The outcome of this activity and the benefits to stakeholders are significant, as it will help minimize obstacles and increase rooftop development in Sri Lanka, ultimately leading to a more sustainable and efficient energy system for the country and importantly resolve the long-awaited consumer complaints related to rooftop solar.

#### Conducting power quality inspections in distribution licensees' electricity supplies to industrial establishments

In 2022, the PUCSL conducted a comprehensive inspection of the voltage quality of electricity supplied to a sample of industrial consumers to ensure compliance with electricity performance standards and compare them with international standards. The PUCSL's objective is to protect the interests of consumers and ensure the quality of electricity supplied to them. Electrical inspectors were also required to inspect electrical plants and lines that supply electricity. The inspections identified power quality and supply quality issues in the industrial sector, which led to rectifying actions by licensees.

The improved power quality of electricity supply will benefit industrial consumers and enhance the country's overall electricity distribution system. The inspections were completed at 15 industrial establishments in the Western Province and nearby districts, taking into consideration fuel limitations. The measured data was analyzed with respect to each power quality parameter specified in international standards.

#### Preparation of Supply Services Code and Consumer Rights & Obligations for Consumers in Exempted parties (AP22/CP/COA/03)

Preparation of a model supply service code along with a guideline and preparation of rights and obligation statement for consumers in exempted parties are in the final stage. The Commission has received interim report of this consultancy. With the completion of the project in first quarter 2023, All exempted parties will have a Supply Service Code which explain how they provide electricity service to their consumers. Further at the completion of

the project every consumer of exempted parties will come to know their rights and obligations in writing so that to ensure such consumers rights are protected.

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

The electricity industry in Sri Lanka has been working towards providing affordable prices for consumers while maintaining sustainable financial stability for licensees. Over the years, the Public Utilities Commission of Sri Lanka (PUCSL) has played a significant role in regulating the electricity industry to ensure that the interests of both consumers and licensees are protected. Through its regulatory mechanisms, the PUCSL has been able to balance the interests of these stakeholders by setting tariffs that are fair, reasonable, and transparent. This has helped to create a stable and predictable environment for licensees to invest in the industry while ensuring that consumers are not burdened with high electricity bills. As a result, the electricity industry in Sri Lanka has been able to achieve a fine balance between affordability for consumers and sustainable financial stability for licensees.

Electricity tariff revision in Sri Lanka is carried out by the Public Utilities Commission of Sri Lanka (PUCSL), which is the regulator of the electricity industry in the country. The PUCSL is responsible for ensuring that the tariffs charged by generation licensees are fair and reasonable, and that they cover the cost of providing electricity services.

The tariff revision process involves a public consultation process, where stakeholders such as consumers, consumer organizations, and industry associations can provide feedback on the proposed tariff changes. The PUCSL then reviews the feedback and makes a final decision on the tariff revision. Factors that may influence the tariff revision decision include the cost of fuel and other inputs used to generate electricity, changes in electricity demand, and investments in infrastructure and maintenance. The PUCSL also consider the impact of tariff changes on different customer groups, such as residential, commercial, and industrial customers.

It is important to note that the tariff revision process in Sri Lanka is subject to government policies and regulations. The government may provide subsidies or other forms of support to certain customer groups, which may affect the final tariff decision.

Accordingly, electricity tariffs were reviewed with effect from 10<sup>th</sup> August 2022. Proposed tariffs and the related cost information was taken for a stakeholder consultation and the tariffs were decided after taking into consideration the policies of the Government and the stakeholder views. 1,324 people and institutions had submitted comments and suggestions during the public consultation process of the electricity tariff revision. 46 people participated in giving oral comments. The opinions of the stakeholders were more focused on fairness in the electricity cost, cost affordability and the need for electricity conservation.



Considering the facts presented by the public, the new tariff revision was approved in accordance with the provisions of the Electricity Act. At the same time, PUCSL imposed conditions on the Ceylon Electricity Board to implement the suggestions that aroused at the Public Consultation process. The conditions, include conducting an independent audit have been specified with specific dates with regard to purchasing electricity, payment of interest on electricity consumer guarantee deposits from October 2022.

*In Summary,*

- ***CEB's proposal to increase electricity tariffs by 229 percent is rejected – capping off tariff hikes at 75 percent***
- ***Subsidies up to 120 units in domestic sector***
- ***50 percent of the price increase for tourism sector will be implemented after 3 months***
- ***1.5% discount on electricity bill payments in dollars***
- ***Introduction of payment for the net consumption of rooftop solar system instead of fixed payment in order to support the promotion of the rooftop solar***
- ***Conditions to ensure fairness and transparency in electricity charges***
- ***Payment of interest on customer guarantee deposits on electricity connection from 1st of October***

Apart from that two Bulk Supply Tariff decisions that define transfer rates between Transmission and Distribution Licensees, the related UNT adjustments were also issued during the year.

Guideline Price Cap Methodology for Exempted Distributors

A guideline was issued to the exempted small distributors containing formula to be used to calculate their electricity price, to capture electricity bulk purchase costs, highly variable prices of fuel used for the standby generators and their varying operation periods due to prevailing power cuts. Through this, the Management Corporations are able to speedily adjust their prices without going through the time-consuming approval process at PUCSL. However, in order to ensure consumer protection, the Management Corporations were directed to report revenue and expenditure data periodically.

Dissemination of information related to renewable power generation and environment performance of power plants

The purpose of this activity is to provide stakeholders with access to accurate and up-to-date information on renewable energy generation and environment performance of power plants in Sri Lanka.

The quarterly report has been designed to offer a comprehensive overview of the performance of power generation projects in the country to provides easy access for stakeholders to the actual generation data, enabling them to make informed decisions regarding their investments and operations while helping to raise awareness about the state of renewable energy generation in Sri Lanka, which is critical for the country's transition towards a sustainable and green future. Addition to collection of data of renewable power

plants PUCSL also collected, analyzed, and disseminated emission data related to power generation, helping to minimize emissions to achieve net-zero targets as it helps to regulate the generation licensees to maintain the emission within the standards specified by the Central Environmental Authority and Provincial Environmental Authorities. This data ensures a good environmental condition for all living beings and minimizes the environmental and social damage caused by power generation. In 2022, PUCSL were able to test the data received from the Lakvijaya power plant. PUCSL believe that this data collection will contribute significantly to the growth of the renewable energy sector in Sri Lanka.

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

In the past years, the Public Utilities Commission of Sri Lanka has made significant strides in improving the safety of every living being and the properties of the general public, licensees, and operators.

As a regulatory body, the PUCSL has been working closely with all stakeholders to ensure that the utility services provided in the country meet the highest standards of safety. This has involved developing and implementing new regulations, guidelines, and standards, as well as monitoring compliance and taking enforcement action where necessary.

One of the key areas of focus for the PUCSL has been electrical safety. In the past years, the PUCSL has worked closely with licensees and operators in the electricity industry to improve the safety of electrical installations and equipment, as well as to promote greater awareness of the dangers of electricity and how to stay safe.

Beyond these specific areas, the PUCSL has also been working to improve the overall safety culture within the utility sector. This has involved promoting greater awareness of safety issues among all stakeholders, as well as encouraging the development and implementation of robust safety management systems by licensees and operators.

Overall, the Commission's efforts to improve the safety of every living being and the properties of the general public, licensees, and operators have been successful in the past year. However, we recognize that there is still more work to be done, and we remain committed to working closely with all stakeholders to ensure that the utility services provided in Sri Lanka are safe, reliable, and of the highest quality.

#### Providing accessibility of information on MV Line Corridors for General Public

The annual report 2022 highlights the proposal to improve the safety and reliability of Sri Lanka's MV line corridors. The plan laid to include a new layer in the existing Geoportal, developed by ICTA, that provides geographical information about the corridors. The report emphasizes the importance of ensuring minimum safety clearances of MV lines to protect lives and properties of the general public and enhance system reliability of licensees. Currently, information on existing and proposed MV lines is not readily available to the public.

However, with the improved accessibility of the data, the public can take precautionary measures when planning and executing new constructions near the corridors, ultimately ensuring the safety of everyone. The report also mentions the insertion of geographical data of high voltage lines and medium voltage lines of Lanka Electricity Company into the new layer, with the data of CEB being verified for accuracy before insertion. The implementation of this plan will enhance the safety and reliability of Sri Lanka's electrical system.

#### Conducting inspections in a sample of Mini hydro power plants (licensees)

In the past years, PUCSL have been actively monitoring compliance with license conditions related to efficient and reliable operation, safety and environmental performances of generating plants. This is in accordance with section 6(a) of Sri Lanka Electricity Act No. 20 of 2009, which requires electrical inspectors to inspect plants belonging to licensees. PUCSL has conducted site inspections of numerous generation licensees to verify their compliance with license conditions and ensure the safe and efficient operation of their plants.

In particular, PUCSL have inspected 22 Mini Hydro Plants to monitor their compliance with license conditions. In order to ensure that the plants are operating efficiently, safely, and reliably, PUCSL have also formulated a set of inspection criteria. These efforts are essential to safeguarding the integrity and reliability of the electricity grid, as well as ensuring that licensees are meeting their obligations under the law. PUCSL commitment to conducting thorough and effective inspections will remain a top priority in the coming year.

#### Authorizing the alteration for internal electrical installations

Ensuring the safety of electricity consumers and their properties is a top priority for us. To this end, we have been closely monitoring and controlling changes made to internal wiring installations and modifications. PUCSL believe that enforcing regulations and rules related to these modifications is essential for protecting the interests of consumers and ensuring the safety of the electricity supplied to them.

In accordance with section 3.(1).(g) and section 4.(1).(a) of Act No. 20 of 2009, PUCSL have been working to set and enforce technical and other standards relating to the safety of electricity supply services and metering services, as well as protecting the interests of consumers in this regard. To achieve this, PUCSL have made it the mission to improve access to equipment at low cost, leading to convenient and sophisticated electrical testing methodology.

PUCSL efforts in this area have resulted in improved safety for lives and protection of properties. To further strengthen the efforts, PUCSL have formed an Implementation Committee consisting of representatives from all relevant stakeholders, including government institutions, industry experts, and statutory bodies. This committee has reviewed existing regulations and discussed possible interventions to impose them as rules. PUCSL remain committed to ensuring the safety and well-being of electricity consumers in the coming year and beyond.

Conducting Inspections at the premises of the parties who have been exempted from the requirement of obtaining license for distributing and supply electricity

In the past year, PUCSL have conducted inspections at the premises of parties who have been exempted from the requirement of obtaining a license for distributing and supplying electricity. These inspections have been carried out in accordance with Section 10 (2) of Sri Lanka Electricity Act No. 20 of 2009, which stipulates that each exemption party should ensure that the conditions stipulated in the exemption are certified. By conducting these inspections, we have been able to guarantee the interests of consumers, as well as the safety of personnel and equipment.

PUCSL efforts in this regard have been instrumental in ensuring the safety of consumers who receive electricity from these exempted parties, as well as protecting their consumer rights. In addition, PUCSL's inspections have contributed to improving the safety of every living being and properties of the general public, licensees, and operators. PUCSL commitment to ensuring improved productivity and convenience for electricity consumers has also been a priority.

In 2022, PUCSL have inspected 7 exemption parties located within the Colombo region. PUCSL have prepared inspection reports with the identified issues and non-complied areas, and informed the parties involved for necessary actions. Due to the fuel crisis, inspections had to be limited to establishments located within Colombo. Nonetheless, major issues and possible improvements identified with findings were submitted as input to the exemption certificate review. PUCSL will continue to conduct inspections in the coming year to ensure the safety of consumers and the efficiency of the electricity supply system.

#### Expansion of Incident Report System (IRS) to Hospitals

The 2022 year highlights the expansion of the incident reporting system to include not only electrocutions but also shocks and related incidents, with the involvement of hospitals empowered to engage in incident reporting and share ownership of the program. The information obtained from hospitals and the IRS will be used to assess electrical safety, identify root causes and develop regulatory tools. The expansion of the reporting system enables the identification of root causes for reported near misses and incidents, which help mitigate imminent accidents and reduce the number of electrocutions. Public safety will be assured through the involvement of the health sector in reporting real-time incidents, followed by root-cause analysis and mitigation actions. This initiative led to improved safety for lives and the protection of properties. The collaboration between the Sri Lanka Police and the health sector will expand the information received regarding electricity-related accidents, ensuring effective and efficient safety measures.

#### Conducting Inspections, Test electric lines or plants or Supply of electricity on request from consumers or upon directives by the Commission

This activity describes the commission's efforts in conducting inspections, testing, and examining relevant disputes and complaints related to the electricity business in collaboration with licensees, customers, and outside parties. The commission provides recommendations and decisions in line with the relevant codes, regulations, and procedures made under the Sri Lanka Electricity Act. The commission also conducts inspections when provisions, regulations, or rules under the Act are breached. The independent recommendations provided by PUCSL

to relevant stakeholders have increased compliance with legislative requirements on safety, supply quality, commercial quality, and power quality. There is also increased compliance by the general public, consumers, and licensees with the Electricity Act and its regulations. Ten (10) inspections were conducted during the reporting period, and inspection reports were submitted. These efforts demonstrate the commission's commitment to ensuring compliance and enforcing regulations in the electricity sector.

#### Implementation of Safety & Technical Management Plan and Safety Performance Among Licensees

The activity highlights the commission's progress in implementing the Safety and Technical Management Plan, which includes assigning safety auditors and establishing a periodic reporting mechanism. The commission continuously improves the plan through feedback and benchmarking. The licensees are evaluated against safety indices and rated based on their safety performances. The objectives of a licensing regime for electrical technology workers are to promote safety, protection, and economy and to ensure competency. The implementation of such a licensing scheme will ensure that all work related to any electrical installations is undertaken by suitably qualified persons possessing requisite experience and competence, providing practical safeguards to protect the public, workmen, and electrical installations from hazards that could arise out of installation, maintenance, testing, inspection, or repair of fixtures while optimally utilizing available resources. The implementation of the Safety and Technical Management Plan is expected to lead to a reduction of electrical accidents and evaluation of the safety performance of the licensees. This will result in improved safety for lives and the quality of wiring installations. The final report on the Safety and Technical Management Programme for Electricity Licensees was submitted, and the Safety Manual of Licensee Lanka Electricity Company was reviewed and granted approval for implementation. These efforts demonstrate the commission's commitment to promoting safety and ensuring competence in the electricity sector.

#### Electrocution Mitigation and Electrocution Analysis

The activity of electrocution mitigation and analysis aims to reduce the number of electrical accidents in Sri Lanka through various measures. These measures include summarizing monthly electrocution records received from Sri Lanka Police, preparing annual and bi-annual electrocution analysis reports, and quarterly reports on electrocutions due to illicit tapping of electricity. Additionally, the program has implemented a reward scheme for electricians to provide credible information regarding the locations where electricity is extracted illegally. The program also obtains information from electricians on such locations and provides the information to the CEB investigation team to conduct raids. The program rewards electricians for providing credible information. The overall goal of the program is to improve the safety of every living being and property of the general public, licensees, and operators by reducing the number of electrical accidents. The activity has completed the 2021 Annual Electrocution Report, and the reports for 2022 Quarter 1, 2022 1st Half, and 2022 3rd Quarter.

#### Implementation of Electrician Licensing Framework and Induction Electricians into the Electricity Safety Network

The objective of a licensing framework for electricians is to promote safety, protection, and economy while ensuring competency. Currently, there are no legal restrictions for any individual to practice as an electrical tradesperson in Sri Lanka, which poses a safety risk. However, the implementation of the 'Electrician Licensing Framework' will soon start once the cabinet paper is approved. During the implementation phase, various activities such as publishing regulations, conducting awareness programs, and streamlining the license issuance process will be carried out. The implementation of this framework aims to improve the safety of lives and properties by empowering electricians through the enhancement of their knowledge and international recognition, ultimately improving the quality of wiring installations. As a step towards achieving this objective, six awareness sessions with electricians from leading industrial organizations were completed. Additionally, a broad roadmap for the electrician licensing program was prepared and submitted to the Engineering Council of Sri Lanka.

Evaluation of sanctions to prosecute persons who extract or use electricity illegally via electricity transmission & distribution system of licensees

The PUCSL is responsible for regulating and supervising the electricity sector in Sri Lanka. One of the key responsibilities of the Commission is to evaluate sanction applications forwarded by Licensees and provide recommendations to prosecute persons who extract or use electricity illegally via electricity transmission and distribution systems of Licensees. In this annual report, we present an overview of the Commission's activities related to the evaluation of sanction applications for the year 2022.

The Sri Lanka Electricity Act No. 20 of 2009 (as amended) provides the legal framework for the regulation of the electricity sector in Sri Lanka. According to the Sub Section 48 (4) of the Act, no prosecution for an offence under the said Act shall be instituted proceedings in Magistrate's Courts except with the written sanction of the Commission.

During the year 2022, the Commission evaluated a total of 578 sanction applications forwarded by Licensees for illegal extraction or use of electricity. The applications were received from different Licensees across the country, including distribution companies, transmission companies, and generation companies.

The Commission's evaluation process involved a thorough investigation of each application to verify the authenticity of the information provided by the Licensee. The investigation also included site visits, interviews with witnesses and suspects, and review of evidence, including meter readings and consumption patterns. Based on the findings of the investigation, the Commission provided recommendations for prosecution to the relevant authorities. The recommendations included details of the offence, the evidence collected, and the legal provisions violated. The Commission also provided advice on the appropriate penalty to be imposed on the offender.

Reducing illegal extraction of electricity has several benefits, including improved productivity (electricity related) and convenience for Electricity Licensees. When electricity is extracted illegally, it puts a burden on the Licensee's system and affects the quality and reliability of electricity supply. Reducing illegal extraction of electricity can help improve the Licensee's

system performance and reduce losses, which ultimately benefits the consumers. The Commission's activities in evaluating sanction applications forwarded by Licensees and providing recommendations for prosecution play a critical role in reducing illegal extraction of electricity in Sri Lanka. The Commission will continue to work closely with Licensees and other stakeholders to ensure the effective regulation and supervision of the electricity sector in Sri Lanka.

Preparation of Standards for Designing, Installation, Operation and Maintenance of lighting for roads and public spaces and Policy Advice on the institutional operational structure

One of the major activities we have undertaken is the preparation of standards for designing, installation, operation, and maintenance of lighting for roads and public spaces, along with policy advice on the institutional operational structure. This provides a comprehensive framework for ensuring the safety and comfort of citizens, while also improving the aesthetics of public spaces. The preparation of these standards involved extensive research and collaboration with various stakeholders, including government agencies, industry experts, and community groups. We are proud to say that our efforts have resulted in a set of standards that are practical, innovative, and inclusive.

Our expectation is that all stakeholders will benefit from these standards, as they provide a clear and consistent approach to designing, installing, operating, and maintaining lighting for roads and public spaces. This will not only enhance the quality of life for citizens but also contribute to the overall development of the community.

#### Outcome 04 -Improved environmental conditions for human, animals and plants

The PUCSL has taken significant steps to improve environmental conditions for humans, animals, and plants with regard to the electricity industry as PUCSL has recognized the importance of sustainable development and has implemented several initiatives to reduce its environmental footprint.

One of the most notable initiatives is the promotion of renewable energy sources. The country has invested in solar, wind, and hydroelectric power generation, reducing the reliance on fossil fuels and reducing greenhouse gas emissions. This results in reduction of air pollution and improved air quality for humans and animals.

In addition, the electricity industry has implemented measures to reduce water usage and improve water quality. Power plants are now required to use treated wastewater for cooling purposes, reducing the demand for freshwater resources. This has resulted in improved water quality and increased availability of freshwater resources for agriculture and other uses. Power plants are also required to conduct environmental impact assessments and develop biodiversity management plans to ensure that their operations do not harm local ecosystems.

Overall, these initiatives have led to significant improvements in environmental conditions in Sri Lanka led by Public Utilities Commission of Sri Lanka.

In Year 2022, PUCSL also led successful projects in further contributing to improved environmental condition for human, animals and plants.

#### Identifying the regulatory tools required for the development of E-Mobility

Identifying the tools to develop e-mobility in Sri Lanka is a crucial activity as it can lead to reduced transport costs, reduced dependency on fossil fuels, and improved environmental conditions. The main expectation is to recommend the necessary tools to upgrade the e-mobility sector in Sri Lanka. A study was conducted, and it came up with some recommendations, but further fine-tuning is required by the year 2023 due to several related activities in Sri Lanka. This activity being carried forward to the year 2023 by broadening the scope and integrating all related activities carried out by different entities in the country and foreign-funded projects. This will help achieve a comprehensive and effective approach to develop e-mobility in Sri Lanka.

Develop a tri-partite agreement between the investor, roof owner, and utility provider or some kind of feasible solution to expedite rooftop solar investments legal framework

The activity at hand is to develop a tri-partite agreement that minimizes disputes between the utility, roof owner, and investor and enhances investment opportunities in rooftop PV projects. This activity is of utmost importance due to the rapid growth of rooftop PV projects and increased local and foreign investments in the renewable energy sector. The main expectation is to develop a legal framework that safeguards the interests of investors and other stakeholders while expediting local or foreign investments in the renewable energy sector. This will create a suitable environment to achieve the government's renewable energy targets. The study was carried out by the Regulatory Affairs division in collaboration with the Energy Efficiency, Environment, and Renewable division. The current inception report has been submitted, and the outcome is expected to benefit all stakeholders involved in the renewable energy sector, creating a more conducive environment for investment and ultimately, a greener future.

#### Techno-economic feasibility Study on Demand Response Opportunities

In this year's annual report, PUCSL also like to highlight this activity of studying and proposing methods to identify and implement Demand Response (DR) programs in Sri Lanka. The importance of this activity cannot be overstated, as DR is a crucial topic for managing power systems balancing with renewable energy resources and energy conservation. This activity focused on identifying available demand response opportunities that could be implemented in Sri Lanka. The main expectation was to identify possible processes for implementing demand response schemes in Sri Lanka and propose feasible solutions. PUCSL have successfully completed this activity, and the final report has been submitted and presented to the Public Utilities Commission of Sri Lanka (PUCSL). The outcome of this activity and the benefits to stakeholders are significant, as it provides a roadmap for implementing DR programs in Sri Lanka, ultimately leading to a more efficient and sustainable energy system for the country.

#### Revising the rooftop guideline of Solar Service providers and Utilities



The activity to revise the rooftop guideline for solar service providers and utilities was successfully completed during the reporting period. The revision process involved gathering relevant stakeholder comments and expertise review. The importance of this activity lies in the fact that with the rapid growth of technology, there is a need for up-to-date guidelines that can improve the quality of solar PV installation and enhance safety measures. The revised guidelines were published on the web, and it is expected that they will help improve the Sri Lankan rooftop market, making it more conducive for sustainable energy generation. Overall, the successful completion of this activity is expected to benefit stakeholders in the industry, including service providers, utilities, and consumers. The revised guidelines can be accessed in :-

[https://www.pucsl.gov.lk/wp-content/uploads/2022/10/Guidelines-on-Rooftop-Solar-PV-installation-for-Utility-Providers\\_Revision-01.pdf](https://www.pucsl.gov.lk/wp-content/uploads/2022/10/Guidelines-on-Rooftop-Solar-PV-installation-for-Utility-Providers_Revision-01.pdf)

[https://www.pucsl.gov.lk/wp-content/uploads/2022/10/Guidelines-on-Rooftop-Solar-PV-Installation-for-Solar-Service-Providers\\_Revision-1-1.pdf](https://www.pucsl.gov.lk/wp-content/uploads/2022/10/Guidelines-on-Rooftop-Solar-PV-Installation-for-Solar-Service-Providers_Revision-1-1.pdf)

## Water Services Industry

### Water Services Regulation

This activity aims to improve productivity and convenience for electricity consumers in the Electricity sector. This activity focuses on ensuring compliance with the dispute resolution rules gazetted by the Commission, with a view to protecting the rights of electricity consumers and educating them on their obligations. The Public Utilities Commission (the Commission) of Sri Lanka is the designated water services regulator. The Commission, in conjunction with the Commission Act, is empowered to regulate water services in the country. As per the outcome of public consultations, the commission has recommended two approaches for water services regulation.

The first approach involves the regulation of water services provided by the National Water Supply and Drainage Board (NWSDB) as a central government function. The Commission will directly regulate the services of NWSDB through a water service industry act. The second approach involves the regulation of the rest of the water services provided by Community-Based Organizations, Reverse Osmosis (RO) plants, bowser operators of water, and gully. These services will be regulated by a unit established under each provincial council through a statute approved by each provincial council.

Both proposals have been submitted to the respective line ministries for implementation. In 2022, based on the recommendation of the COPE meeting, the Commission approved a policy advice and submitted it to the Ministry of Finance for necessary approval to implement. The Ministry of Finance requested observation from the Ministry of Water Supply on the draft policy advice. The Ministry of Water Supply provided the green light. However, the Ministry of Finance requested that the Ministry of Water Industry to work together to prepare the water service industry bill.

### Preparation of Disaster management Plan

Activity started year 2021 with the objective of ensuring the uninterrupted services to the consumer. The Commission decided to hire team of consultant to prepare disaster management plan in collaboration with NWSDB and Disaster Management center. During the year 2022 procurement continued and 1st of sept. 2022 the contract signed with EA consultancies and started the preparation of Disaster Management Plan for Water Service mainly on water services provided by NWSDB. Draft inception report submitted in December 2022.

## Petroleum Industry

### Program for Resolution of Complaints and Disputes in the Petroleum Industry

The Activity for Resolution of Complaints and Disputes in the Petroleum Industry (PUC/2022/COA/RU/36) is aimed at addressing complaints and disputes arising from the petroleum industry. It involves identifying the root causes of complaints and consumer rights violations, and taking necessary remedial actions with the support of relevant authorities such as the Ministry of Power and Energy, Consumer Affairs Authority, and Department of Measurement Units, Standards & Services. This program also identifies areas where regulatory intervention is needed to ensure the protection of consumer and dealer rights.

The Cabinet of Sri Lanka approved the Petroleum Consumer Rights and Obligation Statement and the Complaint and Dispute Handling Procedure to be executed under the Public Utilities Commission of Sri Lanka. Since then, the commission has received numerous complaints related to petroleum consumer rights violations, particularly regarding quantity and quality issues. As a result, a survey was conducted to test the quality of fuel products, based on the complaints received under the PUC/2022/COA/RU/36 activity. The survey sample was defined by the statistical department of the University of Colombo, and sample collection and testing were conducted by the state-owned Industrial Technological Institute (ITI) under a written agreement. An interim finding of the survey was communicated to the Ceylon Petroleum Corporation (CPC), Lanka IOC (LIOC), Western Province and Municipalities Department (WnM), Consumer Affairs Authority (CAA), and Ministry of Power and Energy for immediate remedial actions.

The program aims to reduce consumer rights violations and increase consumer satisfaction. It also aims to identify regulatory interventions that will improve consumer satisfaction, stakeholder rights, and safety. Furthermore, the program seeks to increase awareness among dealers and consumers regarding their rights and responsibilities.

## Educating Public and other stakeholders

Awareness is a critical factor in ensuring that the general public fully comprehends the importance and implications of a particular program or activity. The objective of raising public awareness is not to impose mandates on individuals but rather to enlighten them about pertinent issues and disseminate relevant information that will enable them to make informed decisions. Enhancing public awareness is critical for fostering support, encouraging self-mobilization and action, and tapping into local knowledge and resources. In particular, heightening political awareness is essential because policymakers and politicians play a critical role in crafting policies for adaptation.

During the reporting period, the PUCSL conducted awareness sessions for electricians in six provinces aimed at educating them on consumer rights and obligations codes, as well as outlining ways in which they could participate in the complaint resolution process with the Commission. Furthermore, the PUCSL was successful in enhancing the knowledge of licensed electricians on the regulatory process, enabling them to advocate for better customer service from Distribution Licensees.

The public awareness programme outlined above focuses on promoting safe use of electricity through various activities such as safety awareness programs, distribution of safety awareness materials, conducting competitions on the theme "safe use of electricity", and training workshops for electricians. The aim is to increase the public's awareness of electrical safety measures and their rights and obligations as electricity consumers. The programme aims to improve the safety of every living being and property of the general public, licensees, and operators. Licensed electricians are an essential resource in delivering messages of PUCSL to the public. The programme targeted more than 1000 electrician and the traditional media was used to share the message of safe of use of electricity and the standardization of plugs and socket outlets Overall, the programme seeks to increase public awareness on safe electricity use, improve safety measures, and reduce electrical accidents in Sri Lanka.

Improved the electricity safety of Sri Lanka by standardizing the industry

### *Through Professionally Qualified Electricians*

The year 2022 marked a significant milestone in the implementation of the National Framework for Electricians in Sri Lanka. A total of 2,164 electricians were trained and awarded National Vocational Qualification 3 certification in twelve districts across the country, including Galle, Jaffna, and Kandy. Additionally, the PUCSL signed Memorandums of Understanding with the University of Jaffna and the District Secretariat of Nuwaraeliya to promote electricity safety and renewable energy. Over 1,000 electricians were also awarded NVQ 3 certification and Electrician Identification.

### ***Through qualified Solar Technicians***

The government's efforts to promote renewable energy were furthered through the training of 2,115 solar technicians in thirteen districts, including Colombo, Hambantota, and Trincomalee. Overall, these initiatives have made significant strides towards improving the safety and efficiency of Sri Lanka's electrical infrastructure while promoting sustainable energy practices across the country.

Not only that PUCSL trained 200 solar technicians to get the hands-on industrial experience under the Authorized Solar system Technician programme for making them ready for the renewable energy drive of the government.

### **Corporate Communication**

The Corporate Communications division of PUCSL is tasked with building and maintaining the reputation of the organization by developing and implementing effective communication strategies that engage with the public, stakeholders, and the media. This division is also responsible for creating and disseminating information about the regulatory activities of PUCSL, as well as the regulatory framework that governs the industries it regulates. Additionally, it is also responsible for developing and implementing stakeholder engagement plans that promote transparency, build trust, and facilitate effective communication between PUCSL and its stakeholders. This division also manages PUCSL's social media platforms, website, and other communication channels to ensure that information is disseminated effectively and efficiently.

### **Communicating Internally and Externally**

In the year under review, the Public Utilities Commission of Sri Lanka (PUCSL) made significant progress in its efforts to improve communication and engagement with stakeholders. A total of 18 press conferences were held to communicate the decisions of the Commission to the public and other stakeholders. Additionally, all media inquiries related to the industries falling under the PUCSL's purview were attended to in a timely and efficient manner, ensuring transparency and accountability. In response to a power crisis, the Commission launched a paper advertorial campaign and a social media-based campaign aimed at educating the public on conserving electricity. Furthermore, the PUCSL held a public consultation on its Activity

Plan providing stakeholders with an opportunity to provide feedback and suggestions on the Commission's plans and initiatives and held a public hearing on power outage occurred island wide to find necessary measures to avoid the same in the future and steps to be taken if an sudden incident occurs which was communicated to the utility provider. the PUCSL also launched a mobile based application for Electricians, Companies and for Public where qualified electricians can be reached through the same app aiming to increase the electricity safety in the country while uplifting the standards of the electricians by paving them a path to be connected.

These efforts have helped to strengthen the PUCSL's relationships with stakeholders and improve its ability to effectively communicate with and respond to the needs of the public.

### Information Technology and Management of Information Service

The annual report 2022 highlights the successful implementation of digital media platforms and technologies at PUCSL. The organization has made significant investments in digital communication tools, such as PDF editors and grammar checking software, to facilitate productive exchange of information via electronic means. Additionally, the infrastructure for development of ICT has been expanded to meet the growing demand for computing resources, which includes the replacement of the old PABX with a new system and old UPS with new systems. While the purchase of a server was not possible due to foreign currency issues, PUCSL has made strides in creating a digitized office by providing new laptop computers to newly recruited staff and replacing old laptops used by existing staff members. The organization has also ensured that systems are in working condition by completing all maintenance work pertaining to hardware and software systems. Overall, PUCSL has successfully leveraged digital technologies to improve communication, office automation, and system maintenance, resulting in increased productivity and efficiency.

Additionally progress in implementing Business Continuity Planning (BCP) and Disaster Recovery (DR) measures to improve the resiliency of its systems and enhance uptime is also showed positive results. PUCSL implemented a cloud-based disaster recovery system using the infrastructure of Sri Lanka Telecom, ensuring that PUCSL is not affected by infrastructure failures. To further minimize service downtime due to reasons within consumer premises, the Technician Information System is being introduced to allow consumers to find electricians, plumbers, and solar technicians near them and obtain their services. The application is currently in the testing phase, with all milestones of the project complete except for Go-Live.

### Human Resource Management

Our employees are an essential aspect of Public Utilities Commission of Sri Lanka (PUCSL) operations, and plays a crucial role in ensuring the efficient functioning of the organization.

HRM at PUCSL focuses on various areas, including recruitment, training and development, performance management, employee engagement, and HR automation.

PUCSL prioritizes talent management and recruitment of the best talent available in the market. The organization follows a rigorous recruitment process to ensure that only the most qualified and capable individuals are selected for open positions. Employee training and development are also critical components of HRM at PUCSL, and the organization offers various training and development programs to its employees to enhance their skills and knowledge.

PUCSL recognizes that employee engagement is vital to the success of the organization. The organization provides its employees with a positive work environment and various employee benefits to ensure that they are satisfied and motivated in their work. The organization also emphasizes diversity and inclusion in its HRM practices to ensure that all employees are treated fairly and equitably.

Performance management is another crucial area of HRM at PUCSL, where the organization conducts regular performance appraisals to evaluate employee performance and provide feedback to help employees improve their performance. This activity was completed until the month of December based on each employee's joining date.

Furthermore, HR automation is also an important aspect of HRM at PUCSL, where the organization strives to streamline HR processes and enhance the effectiveness of HR functions. HR automation - Advancing the existing HRIS was completed successfully, which improved the efficiency and accuracy of HR processes, reducing manual work and resulting in time and cost savings.

In 2022 PUCSL prioritized the performance management of its employees to enhance their performance and career development. PUCSL conducted employee performance appraisals until the month of December based on each employee's joining date, clarifying all individual activities and milestones against the Activity plan and completing all individual appraisals relevant to the month. The importance of this activity lies in reducing the gap between expected and current performance levels of employees and increasing the level of achievement of organizational outcomes. The activity was completed despite the unavailability of devices in the market and price hike.

PUCSL also advanced its existing HR Information System (HRIS) through HR Automation. The expectation was to streamline the HR processes and enhance the effectiveness of HR functions. The progress and outcome of this activity have provided benefits to stakeholders, including increased efficiency and accuracy in HR processes and reduced manual work, resulting in time and cost savings. This activity was completed without any finance disbursement.

## OUR PLAN FOR NEXT YEAR – YEAR 2023

The Public Utilities Commission of Sri Lanka (PUCSL) adopts an annual planning process, which involves a comprehensive analysis of the needs and demands of the industries under its regulatory purview. The planning process is designed to address the goals, outputs, and requirements of the country and the organization, and is formulated in a bottom-up approach.

To develop the annual plan, PUCSL evaluates all the activities that were conducted in the previous year and identifies new activities for the upcoming year. The focus is on monitoring the targets and goal relevancy of the activities to ensure that they align with the overall objectives of the organization.

The activities are grouped into four categories, which include outcomes related to the electricity industry, petroleum industry, water services industry, and lubricant market, as well as routine and other activities. Depending on their scope and complexity, some activities may span over more than a year, while others can be completed within a year.

Each division of PUCSL has its own set of activities identified in the annual plan, with a clear focus on achieving the desired outcomes. The planning process enables PUCSL to prioritize its activities and allocate resources effectively, to ensure that the regulatory functions are fulfilled efficiently and effectively.

<b>Division</b>	<b>Activity Number</b>	<b>Activity Description</b>	<b>Sector</b>	<b>Outcome No. (1-4)</b>
Licensing	AP/2023/LIC/CP/01	Policy Advice on Security of Electricity Supply in 2024 and 2025	Electricity	1
Licensing	AP/2023/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	Electricity	1
Licensing	AP/2023/LIC/CP/03	Reports on Risk of Power Cuts	Electricity	1
Licensing	AP/2023/LIC/CP/04	Implementation and condition monitoring of new regulatory framework of exempted parties	Electricity	1
Licensing	AP/2023/LIC/CP/05	Implementation of the recommendations of the street lighting consultancy	Electricity	1
Licensing	AP/2023/LIC/CP/06	Implementation of the recommendations of the Distribution Code amendment Consultancy	Electricity	1
Licensing	AP/2023/LIC/CP/07	Proposals to DLs to further digitalization of electricity distribution related services for consumers in order to empower the consumers	Electricity	1



Licensing	AP/2023/LIC/CP/08	Regulatory Requirement for V to G systems	Electricity	1
Licensing	AP/2023/LIC/CP/09	Launching Online License Application System and its modifications	Electricity	1
Licensing	AP/2023/LIC/CP/10	LISS Upgrading	Electricity	1
Licensing	AP/2023/LIC/CP/11	Report on Grid Sub Station wise demand patterns	Electricity	1
Licensing	AP/2023/LIC/CP/12	Report on Impact of Unserved Energy due to Scheduled Power Outages in 2022	Electricity	1
Licensing	AP/2023/LIC/CP/13	Awareness Program for Renewable Energy generation licensees	Electricity	1
Licensing	AP/2020/LIC/CP/16	Disaster Management Plans- Electricity Sector	Electricity	1
Licensing	AP/2022/LIC/CP/17	Study on potential of procuring Ancillary Services from IPPs in Sri Lanka	Electricity	2
Licensing	AP/2023/LIC/RU/31	Licensing Process	Electricity	1
Licensing	AP/2023/LIC/RU/32	Lubricant Licensing Process	Lubricant	
Licensing	AP/2023/LIC/RU/33	LISS Administration	Electricity	1
Licensing	AP/2023/LIC/RU/34	PLISS Administration	Lubricant	
Licensing	AP/2023/LIC/RU/35	Information Dissemination	Electricity	1
Licensing	AP/2023/LIC/RU/36	Implementation of Transmission Performance Standards Regulations	Electricity	1
Licensing	AP/2023/LIC/RU/37	Review of New Power Plant Proposals for approval and monitoring implementation of Generation Plan	Electricity	1
Licensing	AP/2023/LIC/RU/38	Review and approval of Long Term Transmission Development Plan	Electricity	1
Licensing	AP/2023/LIC/RU/39	Generation and Transmission Performance Reports	Electricity	1
Licensing	AP/2023/LIC/RU/40	Data Analysis Reports	Electricity	2
Licensing	AP/2023/LIC/RU/41	Generation & Transmission Fault Analysis Reports	Electricity	1
Licensing	AP/2023/LIC/RU/42	Distribution Standards Performance Regulation	Electricity	1

Licensing	AP/2023/LIC/RU/43	Quarterly digest on Performance of all Licensees	Electricity	1
CA	AP23/CA/CP/01	Survey on Electricity Consumer Complaints Resolving Process	Electricity	1
CA	AP23/CA/CP/02	Mechanism for Implementation on Requests for New Electricity Connections	Electricity	1
CA	AP23/CA/CP/03	Mechanism for Implementation on Requests Related to Wayleave	Electricity	1
CA	AP23/CA/CP/04	Mechanism for Implementation on Requests for Change of Tariff Customer	Electricity	1
CA	AP23/CA/CP/05	Execute and implement MOUs with partner organizations to eradicate Unauthorized and Adulterated Lubricants from the Market	Petroleum	NA
CA	AP23/CA/CP/06	Preparation of Water Service Industry bill, Statute for Provincial Councils on Water Services Regulation and conduct a Capacity Building Programme.	Water	NA
CA	AP23/CA/CP/07	Preparation of Guidelines for Provincial Regulatory Unit	Water	NA
CA	AP22/CA/CP/04	Preparation of Disaster Management Plan	Water	NA
CA	AP23/CA/RU/01	Resolve Consumer Grievances and Issues Report by Service Providers in Electricity & Petroleum Industries	Electricity/ Petroleum	1
CA	AP23/CA/RU/02	Electricity Consumer Mobile Service	Electricity	1
CA	AP23/CA/RU/03	Resolution of disputes through mediation (Electricity/ Petroleum)	Electricity/P etroleum	1
CA	AP23/CA/RU/04	Consumer Consultative Committee (CCC) Coordination	Electricity	1
CA	AP23/CA/RU/05	Education and Awareness in the Petroleum Industry	Petroleum	
CA	AP23/CA/RU/06	Measurement of Electricity Customer Service Performance of LECO	Electricity	1
CA	AP23/CA/RU/07	Dissemination of Information related to Consumer Protection (Electricity and Petroleum Sectors)	Electricity/ Petroleum	1
Regulatory	AP/2023/RA/CP/01	Formulate market monitoring plan – unauthorized brands, counterfeit products and adulterated products	Lubricants	

Regulatory	AP/2023/RA/CP/02	Formulate procedure for investigation and prosecution - unauthorized products	Lubricants	
Regulatory	AP/2023/RA/CP/03	Formulate procedure for investigation and prosecution - counterfeit products	Lubricants	
Regulatory	AP/2023/RA/CP/04	Formulate procedure for investigation and prosecution - adulterated products	Lubricants	
Regulatory	AP/2023/RA/CP/05	Formulate inspection scheme for locally blended lubricants	Lubricants	
Regulatory	AP/2023/RA/CP/06	Formulate guidelines and procedure for granting no-objection (written authority)	Lubricants	
Regulatory	AP/2023/RA/CP/07	Formulate procedure for disposal of confiscated lubricants	Lubricants	
Regulatory	AP/2023/RA/CP/08	Prepare database of product specifications for product testing	Lubricants	
Regulatory	AP/2023/RA/CP/09	Review, update and upgrade the PLISS (lubricants)	Lubricants	
Regulatory	AP/2023/RA/CP/10	Select parties to import, export, sell, supply and distribute Automatic Transmission Fluid (Category B)	Lubricants	
Regulatory	AP/2023/RA/CP/11	Prepare annual contracting plan	Lubricants	
Regulatory	AP/2023/RA/CP/12	Reviewing and Redrafting the grid code	Electricity	
Regulatory	AP/2023/RA/CP/13	Draft advice to the Government on pricing of petroleum fuels. - Comparative study and implications for sri lanka	Petroleum	
Regulatory	AP/2023/RA/CP/14	Formulate framework for regulating the midstream and downstream natural gas market	Petroleum	
Regulatory	AP/2022/RA/CP/04	Review and revise the contractual structure relating to rooftop solar electricity generation to facilitate third party investment	Electricity	
Regulatory	AP/2021/RA/CP/01	Prepare Institutional Disaster Management Plans for Petroleum Utilities	Petroleum	
Regulatory	AP/2020/RA/CP/03	Update Supply Services Codes and Statement of Rights & Obligations of Electricity Consumers	Electricity	1
Regulatory	AP/2020/RA/CP/04	Formulate advise to the Government on the duty structure of imported and locally blended Lubricants	Lubricants	
Regulatory	AP/2023/RA/RU/01	Conduct market monitoring (own initiative and complaint based)	Lubricants	
Regulatory	AP/2023/RA/RU/02	Prepare quarterly and annual market report	Lubricants	

Regulatory	AP/2023/RA/RU/03	Conduct market analysis to identify trends, issues and remedies	Lubricants	
Regulatory	AP/2023/RA/RU/04	Grant written authority (no-objections), authorization for specialty oils and, consent for genuine oils,	Lubricants	
Regulatory	AP/2023/RA/RU/05	Register and publish products complying with minimum Sri Lanka Standards	Lubricants	
Regulatory	AP/2023/RA/RU/06	Stakeholder Education and Awareness Program (Lubricant Sector)	Lubricants	
Regulatory	AP/2023/RA/RU/07	Provide advice and assistance to the subject Ministry on regulation of the lubricant market	Lubricants	
Regulatory	AP/2023/RA/RU/08	Provide advice and assistance to the subject Ministry on regulation of the downstream petroleum industry	Petroleum	
CCO	AP23/CP/ CCO/01	Accelerated NVQ granting programme for electricians in line with Electrician Licensing System	Electricity	1,3,4
CCO	AP23/CP/ CCO /02	Accelerated NVQ granting programme for Plumbers	Water	3,4
CCO	AP23/CP/ CCO /03	Training of Trainers and Technicians Program	Electricity	1,3,4
CCO	AP23/CP/ CCO /04	Strategic Communication Plan for 2023	Electricity	1,3,4
CCO	AP23/CP/ CCO /05	Public Consultations of PUCSL	Electricity	1,2,3,4
CCO	AP23/CP/CCO/06	Expansion of PUCSLs Stakeholders through social media	Electricity	1,3,4
CCO	AP23/RU/CCO/01	Content Development - English	Electricity	2
CCO	AP23/RU/CCO/02	Content Development - Tamil	Electricity	2
CCO	AP23/RU/CCO/03	Content Development - Sinhalese	Electricity	2
CCO	AP23/RU/CCO/04	Corporate Reports of PUCSL	Electricity	1,3,4
CCO	AP23/RU/CCO/05	RTI and Information Management	Electricity	3
CCO	AP23/RU/CCO/06	Stakeholder information update through website	Electricity	1,2,3,4
CCO	AP23/RU/CCO/07	Promotion of professional technicians, electricians, plumbers and solar technicians through PUCSL TIS mobile app	Electricity	1,3,4

CCO	AP23/RU/CCO/08	Public Notice	Electricity	1,2,3,4
EER	AP23/CP/EER/01	Study on viable business models for EV charging in Sri Lanka and provide policy advise on charging infrastructure.	Electricity	2,4
EER	AP23/CP/EER/02	Establishment of training facilities for NVQ 3 & 4 level Solar technicians in 10 VTA training centers.	Electricity	3,4
EER	AP23/CP/EER/03	Awareness of distribution exempted parties on Solar PV and Energy efficiency improvement opportunities.	Electricity	4
EER	AP23/CP/EER/21	Facilitating 1000 Electricians on Solar PV installations to qualify with NVQ3 level on an RPL basis.	Electricity	4
EER	AP23/RU/EER/01	Approvals for procurement of Renewable Energy Power Plants .	Electricity	2
EER	AP23/RU/EER/02	Dissemination of Information Related to Renewable Power Generation	Electricity	2
EER	AP23/RU/EER/03	Dissemination of information related to the Environmental Performance of the Power plants.	Electricity	4
EER	AP23/RU/EER/04	Resolving Consumer complaints related to Renewable energy and Environmental issues related to the electricity sector	Electricity	4
HR & Admin	AP23/CP/01	Development, finalization and approval to the Scheme of Recruitment		
HR & Admin	Ap/23/CP/02	Employee Branding (Provide necessary assistance to existing engineers in becoming “Chartered Engineers”)		
HR & Admin	Ap23/RU/01	Capacity building and training		
HR & Admin	Ap23/RU/02	Performance Management		
HR & Admin	Ap23/RU/03	Employee Engagement and Welfare		
HR & Admin	Ap23/RU/04	Other routine activities		
Legal	AP23/LEG/CP/01	Reviewing the Consumer Complaints and developing Guidelines.	Electricity, Petroleum	1
Legal	Ap23/LEG/RU/01	Providing Legal Opinions /Advices	Electricity, Petroleum, Water	
Legal	Ap23/LEG/RU/02	Contract Management		

Legal	Ap23/LEG/RU/03	Handling Litigation	Electricity	
Legal	Ap23/LEG/RU/04	Legal Awareness Programme	Electricity	
Tariff & Eco. affairs	AP23/CP/TEA/01	Revise and update tariff review rules	Electricity	2
Tariff & Eco. affairs	AP23/CP/TEA/02	Develop an end user tariff model reflecting prudent costs	Electricity	2
Tariff & Eco. affairs	AP23/CP/TEA/03	Study on demand response to price changes	Electricity	2
Tariff & Eco. affairs	AP23/CP/TEA/04	Audit, benchmark licensee costs and tariff review	Electricity	2
Tariff & Eco. affairs	AP23/RU/TEA/1	Review of Allowed Charges filed for 2024	Electricity	2
Tariff & Eco. affairs	AP23/RU/TEA/2	Small Distributor Tariff Review	Electricity	2
Tariff & Eco. affairs	AP23/RU/TEA/3	Bulk supply tariff, Uniform National Tariff and end-user tariff review	Electricity	2
Tariff & Eco. affairs	AP23/RU/TEA/4	Electricity tariff data analysis and dissemination	Electricity	2
Tariff & Eco. affairs	AP23/RU/TEA/5	Streamlining the tariff filing process	Electricity	2
INS	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	Electricity	1,2,3
INS	AP23/INS/CP/02	Evaluation on possibility of expanding the statutory voltage limits of LV utility supply, to increase the renewable energy input to the grid from rooftop solar plants.	Electricity	1
INS	AP23/INS/CP/03	Formulation of Guideline for Minimum Protection Performance for Off grid Systems	Electricity	1,3
INS	AP23/INS/CP/04	Periodic Inspection Scheme for Electrical Installations	Electricity	3
INS	AP23/INS/CP/05	Implementation of Grid Integration Limits for the intermittent resources in a selected area	Electricity	1,2
INS	AP23/INS/CP/06	Grid Synchronization of 17MW/200MW of Backup Generators owned by Consumers	Electricity	1,2
INS	AP23/INS/CP/07	Conducting Inspections at Licensee Premises	Electricity	1,3
INS	AP23/INS/RU/01	Conducting Inspections at the premises of the parties who have been exempted from the requirement	Electricity	1,3

		of obtaining license for distributing and supply electricity		
INS	AP23/INS/RU/02	Implementation of Incident Reporting System (IRS) for all the stakeholders (public, police, health & licensees)	Electricity	3
INS	AP23/INS/RU/03	Conducting Inspections, Test electric lines or plants or Supply of electricity on request from consumers or upon directives by the Commission.	Electricity	1,3
INS	AP23/INS/RU/04	Implementation of Safety & Technical Management Plan (STMP) and Safety Performance Among Licensees.	Electricity	1,3
INS	AP23/INS/RU/05	Public Awareness Program	Electricity	3
INS	AP23/INS/RU/06	Electrocution Mitigation and Electrocution Analysis	Electricity	3
INS	AP23/INS/RU/07	Implementation of Electrician Licensing Framework and Induction of Electricians into the Electricity Safety Network	Electricity	3
INS	AP23/INS/RU/08	Evaluation of sanctions to prosecute persons who extract or use electricity illegally via electricity transmission & distribution system of licensees	Electricity	2,3
INS	AP23/INS/RU/09	Line clearance for insulated conductors such as MV LV ABC	Electricity	1,3
INS	AP23/INS/RU/10	Compliance of Sockets and Plugs Standardization & Safety Regulation	Electricity	3
INS	AP23/INS/RU/11	Publication of Monthly Activity highlights carried out by divisions	Electricity	
IT & MIS	AP23/CP/IT/01	Fine-tuning databases		
IT & MIS	AP23/CP/IT/02	Revamping LISS		
IT & MIS	AP23/RU/IT/01	Enhancing existing business applications		
IT & MIS	AP23/RU/IT/02	Improving and Modifying the PUCSL Website		
IT & MIS	AP23/RU/IT/03	Improving and Modifying the PUCSL App		
IT & MIS	AP23/RU/IT/04	Infrastructure development and enhancement (server upgrade, security, etc.)		
IT & MIS	AP23/RU/IT/05	BCP/DR + Security		

IT & MIS	AP23/RU/IT/06	Infrastructure for Development of ICT		
IT & MIS	AP23/RU/IT/07	Testing the ability of using free software		
IT & MIS	AP23/RU/IT/08	Office Automation		
IT & MIS	AP23/RU/IT/09	Maintenance		
FIN	AP23/FIN/RU /1	Ensure completeness and accuracy of different accounting modules and accounting information system		
FIN	AP23/RU/FIN /2	Arranging payments & receipts with adequate controls while ensuring compliance with regulations		
FIN	AP23/FIN/RU /20	preparation of 2023 budget		
FIN	AP23/RU/FIN /3	Board of survey & disposal of unusable items		
FIN	AP23/RU/FIN /4	Preparation of monthly accounts/ various reports including disbursement follow up		
FIN	AP23/RU/FIN /5	Cash flow Mgt		
FIN	AP23/RU/FIN /6	Preparation of Final accounts		
FIN	AP23/RU/FIN /7	Coordinate procurement activities		
FIN	AP22/RU/FIN /8	Ensure compliances with the relevant financial ,statutory and other relevant rules and regulations		
FIN	AP23/RU/FIN /9	Maintained required schedules & reconciliations		
FIN	AP2022/FIN/RU /20	Maintained required schedules & reconciliations		
FIN	AP2022/FIN/CP /01	Update procedure together with Internal audit division		
IA	Ap23/RU/IA/01	Audit Plan 2023		
		Activity plan preparation 2024		



# Auditor General's Report

## FINANCIAL STATEMENT OF PUCSL

## AUDIT COMMITTEE REPORT 2022

<b>Name of the Member</b>	<b>Status/Position of the committee</b>	<b>Representation/Post</b>
Mr. Udeni Wickramasinghe	Audit Committee Chairman	Deputy Chairman-PUCSL
Mr. Mohan Samaranayake	Audit Committee Deputy Chairman	Commission Member-PUCSL
Ms.Chathurika Wijesinghe	Audit Committee Member	Commission Member-PUCSL
Ms. Janaki Manel Vitanagama	Audit Committee Secretary	Secretary-PUCSL
Ms Chamila Senanayake	Acting Audit Committee Secretary	Acting Audit Committee Secretary
Ms Nadeeja warapitiya	New Audit Committee Secretary	New Secretary-PUCSL
Mr. K. S. M. De Silva	Representative of Treasury	Director – Department of National Budget
Ms R.Kolambage	Representative of Treasury	Chief Financial Officer (Line Ministry)
Mr.D.A.A.Wanigasekara	Representative of National Audit office	Senior Assistant Auditor General
Ms.W.M.D.Fernanado	Representative of National Audit office	Assistant Audit Superintendent- National Audit office
Ms.A.T.M Leelarathna	Representative of National Audit office	Audit officer- National Audit office
Mr.Bandula Abeyrathna	Representative of Treasury	Chief Internal Auditor- Line Ministry
Mr. R. P. A. Wimalaweera	Representative-Line Ministry	Additional Secretary - Line Ministry
Ms. A. A. T. Adikari	Representative-Line Ministry	Chief Financial Officer - Line Ministry
Ms. G. N. Kumari	Representative-Government Audit	Audit Superintendent- National Audit Office
Mr. Damitha Kumarasinghe	Representative-PUCSL	Director General - PUCSL
Mr. Thilina Ranasinghe	Representative-PUCSL	Director Finance -PUCSL
Ms Thushani Haputhanthri	Representative-PUCSL	Deputy Director Finance-PUCSL
Ms W.V.Chaya Thilini	Representative-PUCSL	Director Finance -PUCSL
Mr. M. P. Dharmarathna	Convener	Internal Auditor-PUCSL

**Attendance of the Representatives for the Audit and Management Committee Meetings held in 2022**

<b>Name of the Member</b>	<b>Status/Position of the committee</b>	<b>1<sup>st</sup> AMCM 2022/0 1/13</b>	<b>2<sup>nd</sup> AMCM 2022/0 2/22</b>	<b>3<sup>rd</sup> AMCM 2022/0 8/24</b>	<b>4<sup>th</sup> AMCM 2022/1 1/14</b>	<b>5<sup>th</sup> AMCM 2022/1 2/13</b>
Mr. Udeni Wickramasinghe	Audit Committee Chairman	√	√	√	√	√
Mr. Mohan Samaranayake	Audit Committee Deputy Chairman	√	-	√	√	√
Ms.Chathurika Wijesinghe	Audit Committee Member	-	-	-	-	√
Ms. Janaki Manel Vitanagama	Audit Committee Secretary	√	√	-	-	-
Ms Chamila Senanayake	Acting Audit Committee Secretary	-	-	-	√	-
Ms Nadeeja warapitiya	New Audit Committee Secretary	-	-	-	-	√
Mr. K. S. M. De Silva	Representative of Treasury	√	√	√	√	√
Ms R.Kolambage	Representative of Treasury	-	-	√	√	√
Mr. D.A.A.Wanigasekara	Representative of National Audit office	-	-	√	√	-
Ms. W.M.D.Fernanado	Representative of National Audit office	-	-	-	-	√
Ms. A.T.M Leelarathna	Representative of National Audit office	-	-	-	-	√
Mr.Bandula Abeyrathna	Representative of Treasury	-	-	-	-	-
Mr. R. P. A. Wimalaweera	Representative-Line Ministry	-	-	-	-	-
Ms. A. A. T. Adikari	Representative-Line Ministry	√	√	-	-	-
Ms. G. N. Kumari	Representative of National Audit office	√	√	√	√	-
Mr. Damitha Kumarasinghe	Representative-PUCSL	√	√	√	√	√
Mr. Thilina Ranasinghe	Representative-PUCSL	√	√	-	-	-

Ms Thushani Haputhanthri	Representative-PUCSL	-	-	√	-	-
Ms W.V.Chaya Thilini	Representative-PUCSL	-	-	-	√	√
Mr. M. P. Dharmarathna	Convener	√	√	√	√	√