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நபவு சு யுணருவු யுணலுவலகம் ஓ னம்
National Water Supply & Drainage Board

Provision of water supply and sanitation services

As the National Organization responsible for the provision of safe drinking water to the people in Sri Lanka the NWSDB is committed to ensure an efficient and reliable service to the beneficiaries by improving present condition of water supply schemes and in accordance with the guidelines mentioned in this customer charter.

1. Water quality Standards - to comply with SLS standards.
2. Level of service - to provide sufficient water to customers through out the island

It further says that “We are always in courteous service to our customer’s as we receive our salary through your payments; We are dedicated to serve you as follows.”

Provision of a new connection	
Submitting an estimate after handover of duly completed Forms by the customers	1-7 days
Provision of connection after signing the agreement and making Total payment by the customer	1- 4 days
Customer Complaints	
Reply to written complains	within 14 days
Water bills	
To respond to complains on meter issues	within 7 days
To respond to complains on meter readings	within 14 days
Period between two meter readings (previous & current)	30 days
Re-connection	
Restoration of connection, if a payment is made before 12 noon on the same day of disconnection	within 24 hrs.
First bill to the customer after provision of the water a connection	30 days

Payments

Possibility of making all payments to NWSDB cashier points on week days from 8.00 a.m. to 03.30 p.m. and also possibility of making water bill payments to designated Banks, agency post offices, and approved agents and through the internet.

Reporting complains and other issues

Possibility in reporting complains and other issues through the phones or fax or to Regional Support centers ,Regional Managers officers, District officers, Area Engineers officers and OIC officers from 8.30 a.m. to 4.15 p.m. on all working days of the week. 24 hrs total free service facility for reporting of break downs or any other complain.

Prior notification

In case of essential repair works, the customers will be informed 24 hrs in advance regarding the reasons for the interruptions.