

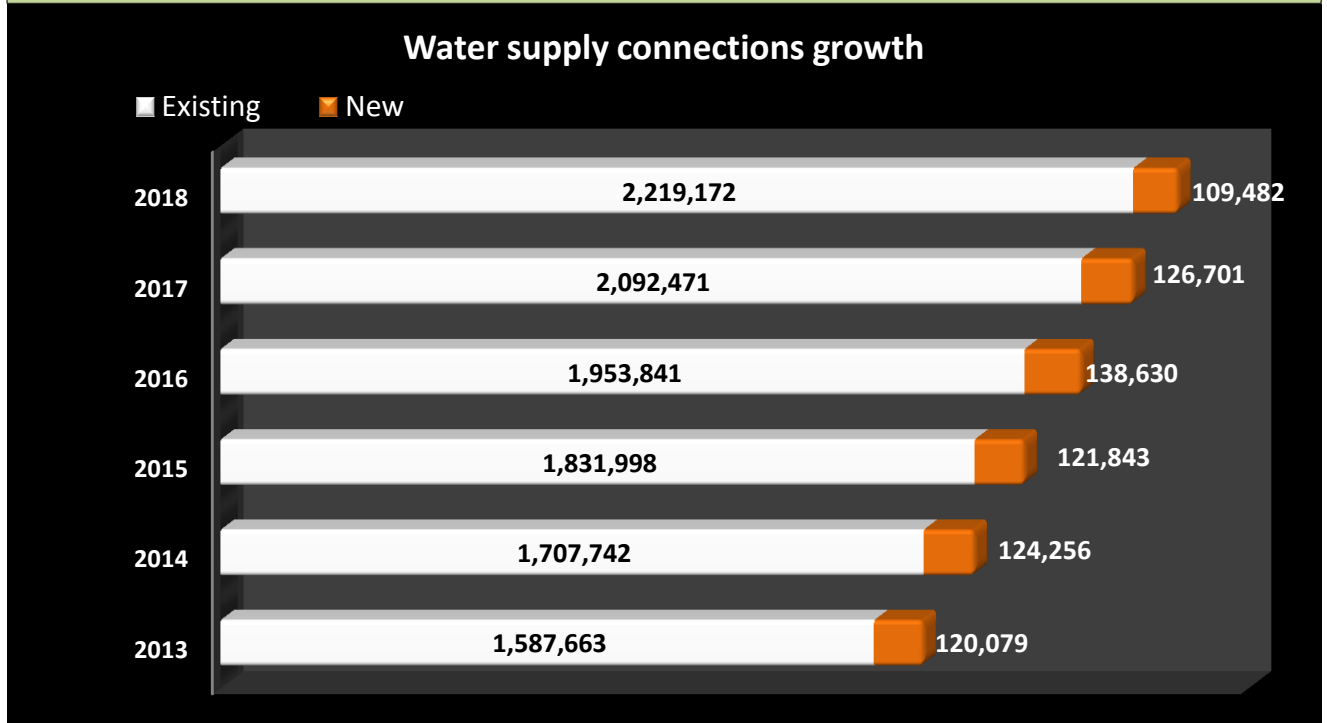
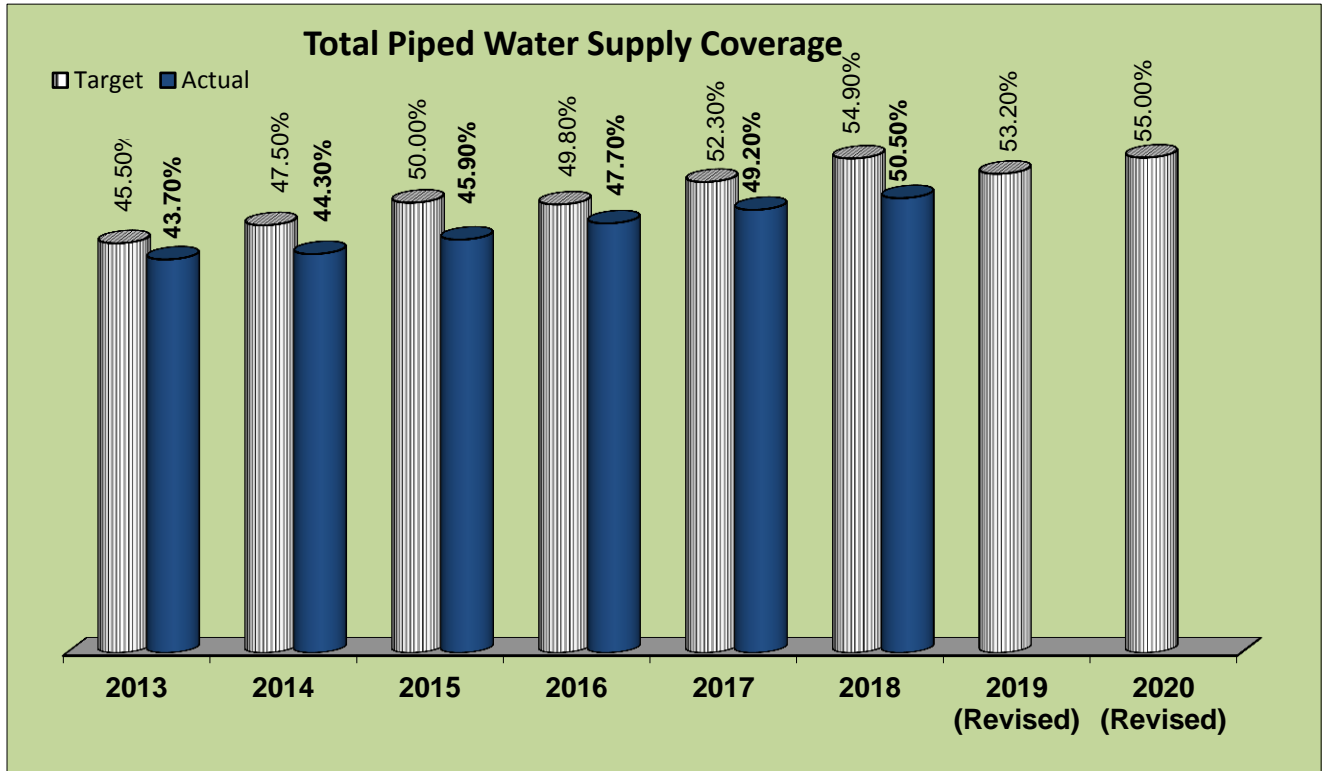
**SUMMARY OF PROGRESS STATUS ON THE CORPORATE ACTION PLANS  
AS AT END FORTH QUARTER 2018**

**Goal 1 - Increase the Water Supply and Sanitation Coverage**

**Water Supply**

Total number of Water Supply Connections as at end of the 4<sup>th</sup> quarter 2018 was 2,328,654 as against the target of 2,493,669. The shortfall between the target and actual is 165,015 new connections since end of 2014 to up to now.

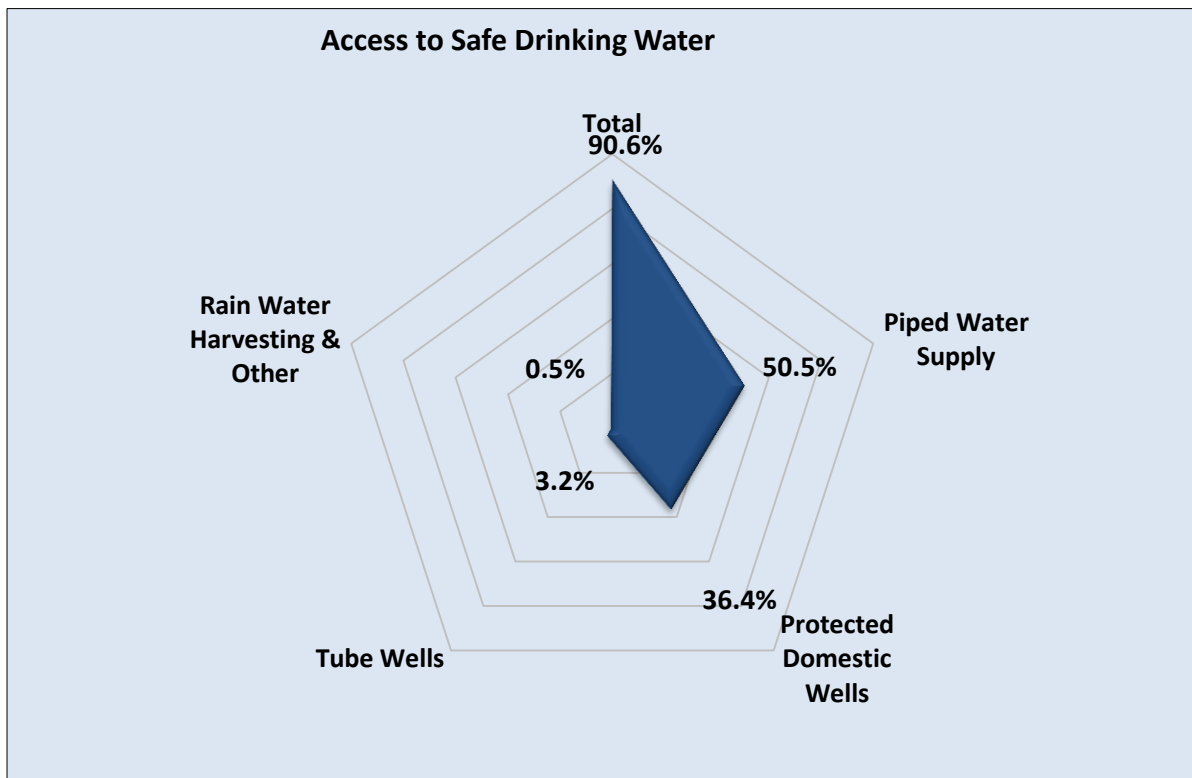
Total piped water connected coverage was 50.50% against the target of 54.90%.



25 Large scale donor funded and 15 Local Bank Water Supply Projects are in progress which are in various stages of implementation. These new/augmented & existing Water Supply Projects contributed towards the change in piped water supply coverage.

### Water Safety

NWSDDB strive to make sure that all the water consumed by the community is safe. Under this context Water Safety Plans (WSPs) are being implemented with the WHO assistance. At present there are 194 urban WSPs implemented in various stages Island-wide by the RSCs DGM with assistance of WSP advisory unit established in Kandy.



### Sewerage

- Piped sewerage connected coverage is 2.06% while the target was 2.7%. The number of sewerage connections provided is not comparable with the population increase to show improvement.
- 18,882 connections were provided from the sewerage system maintained by the NWSDDB whereas around 85,000 connections are being maintained by the CMC.
- 7 Large scale donor funded Sewerage Projects are in progress which are in various stages of implementation. These new/augmented & existing Sewerage Projects contributed towards the change in piped Sewerage connected coverage.

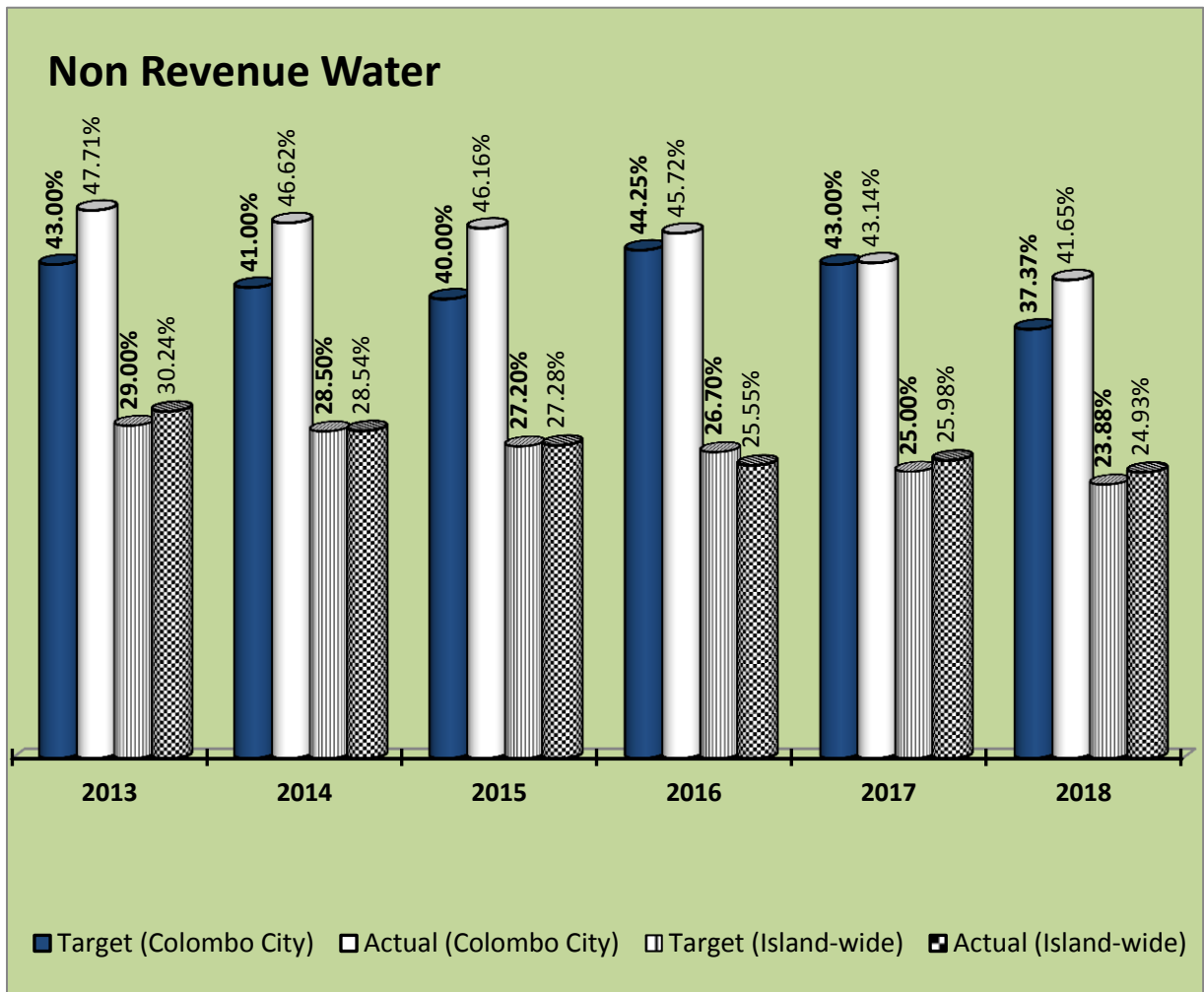
## Goal 2 - Improve business efficiency

Actions implemented under this Goal and their current statuses are presented in A – F below.

### A. Reduce NRW

Reduction of NRW is a very important strategy to improve business / operational efficiency. Details of NRW percentages island-wide and for Colombo City [CC] area are shown in a pictorial manner:

- NRW for island-wide and Colombo City has decreased by 1.05% and 1.49% respectively compared with the 2017 actual. However in CC, it is still higher than the targeted values.



*NRW % targets for ensuring years are set based on the outcome of activities in previous year. The target for 2018 is therefore marginally lower than that specified in the Corporate Plan.*

NRW Reduction Activity		Unit	Island-wide performance as at end			
			1 <sup>st</sup> qtr. 2018	2 <sup>nd</sup> qtr. 2018	3 <sup>rd</sup> qtr. 2018	4 <sup>th</sup> qtr. 2018
1	Defective meters replaced	Nos.	40,930	56,435	80,229	120,413
2	Illegal connections detected	Nos.	381	696	750	1,653
3	Bulk meters replaced	Nos.	73	99	138	158
4	Bulk meters installed	Nos.	28	61	64	90
5	Leaks repaired	Nos.	63,699	80,685	141,264	187,044
6	Valves replaced	Nos.	198	264	402	565
7	Valves installed	Nos.	249	303	613	765
8	Pipe lines replaced	km	25.81	39.37	109.36	147.38
9	Night leak surveys	km	1,042.29	1,245.58	2,384.28	2,785.03
10	Hydrant replacement	Nos.	1	1	1	1
11	Meter reading audits	Nos.	3,440	6,335	10,218	20,797

## B. Improve R&D Activities

Research and Development Division of the NWSDB is continuing systematic, investigative and experimental activities that are performed for the purposes of acquiring new knowledge to efficient business and O&M activities such as;

- **A study on how to Strengthen Corporate governance practices and management control systems (MCS) for Challenges faced by National Water Supply and Drainage Board (NWSDB) (An initial study)** - Data collection, Data Analysis was completed. Preparation of final report is in progress.
- **Analysis of Organ chlorine and Organophosphate pesticide residues in drinking water sources in Nuwara Eliya, Welimada areas and Bandarawela area** – Preparation of final report is in progress.
- **Korean collaborative study on membrane filtration for small-scale water purification plants in Sri Lanka** - Plant monitoring process is in progress.
- **Revise the specification of Mastic materials used to protest Ductile Iron flange joints** – Testing of joints with different suppliers was done. Continuation of monitoring is in progress.
- **Assistance for implementation of water footprint in Sri Lanka** – Arrangements are being progress for signing of MOU between selected companies and NWSDB.

- **Iron removal using a resin** – Preparation of final report is in progress.
- **Distribution network model for Athurugiriya Area** – Calibration is to be done.
- **Establishing mechanism for water allocation** - Participation for preparation of operational model of Mahaweli basin is in progress and Inception report for Yatimahana has been received for review.

### C. Operational efficiency

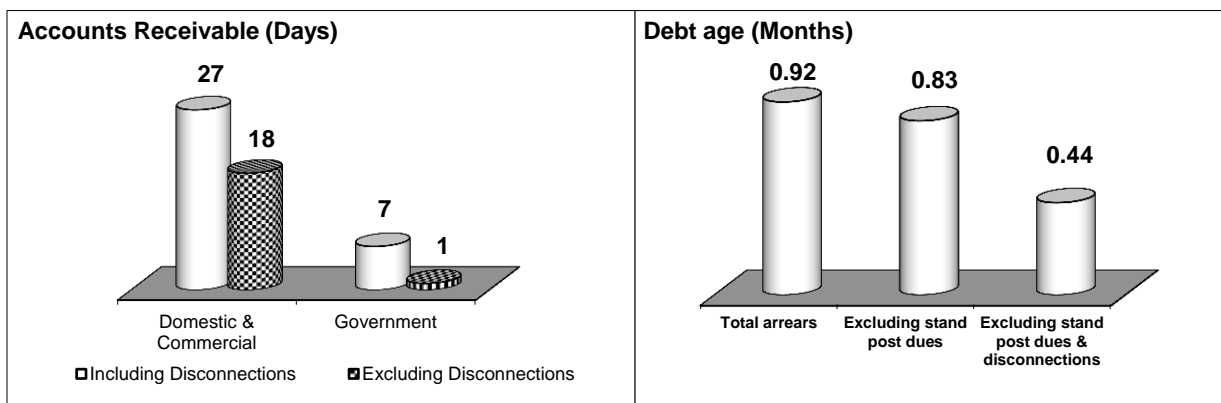
#### I. M&E Activities as at end 4<sup>th</sup> quarter 2018

- 15 projects out of 33 energy efficiency improvement projects have been completed during the period under review. Out of these 18 projects
- 13 projects have been awarded for implementation, a project is at tendering stage, 2 projects are at tender evaluation stage, a project is at document evaluation stage, 2 projects are at document preparation and designing stage.

- **Carrying out instrument audits for energy saving** – 20 energy audits were carried out during the year 2018 under review in WSSs Island-wide.

#### II. Cash flow management activities

- Collection efficiency was 99.0% including stand post dues.



- Consumers having Estimated Bills due to obstructions to the water meter - Awareness was made and allowed a period of about three months to remove the obstruction. They were informed of possible disconnection if no action was taken.
- Issue of disconnection orders regularly - Disconnection programmes were scheduled and disconnections were done according to the plan.

#### D. Improve Customer Satisfaction

	Description	Island-wide performance as at end			
		1 <sup>st</sup> qtr. 2018 (Nos.)	2 <sup>nd</sup> qtr. 2018 (Nos.)	3 <sup>rd</sup> qtr. 2018 (Nos.)	4 <sup>th</sup> qtr. 2018 (Nos.)
1	Complaints received	70,967	96,973	112,756	197,506
2	Complaints attended successfully	63,807	89,475	101,246	189,186
3	Schools Programmes carried out	24	25	38	57
4	Awareness programmes carried out	11	14	16	91
5	Teacher training programmes carried out	1	5	7	10
6	Awareness programmes carried out in other organizations such as Government Departments, Hotels, Hospitals, Police Stations etc.	42	42	42	79

- A system was established to monitor status of complaints through the call centre solution and all required mechanisms were made available in the call centre and are being practiced. Instead of the Consumer Grievances module, the call centre solution was enhanced to cover the required functions and this call centre solution is now in full operation.
- Customers are able to pay water dues at Cargills Food City Supermarkets, Keells Supermarkets, Abans Showrooms, Singer Mega outlets, Banks (HNB, Seylan, NSB, Commercial, Standard Chartered, Pan Asia, HSBC, Deutsche, Union, Nations Trust, City, NDB, BOC, People's, DFCC Vardana), Agency Post Offices and other collecting agents at their convenience. They can also pay through the NWSDB's web site using credit card.

#### E. Promote ICT Activities

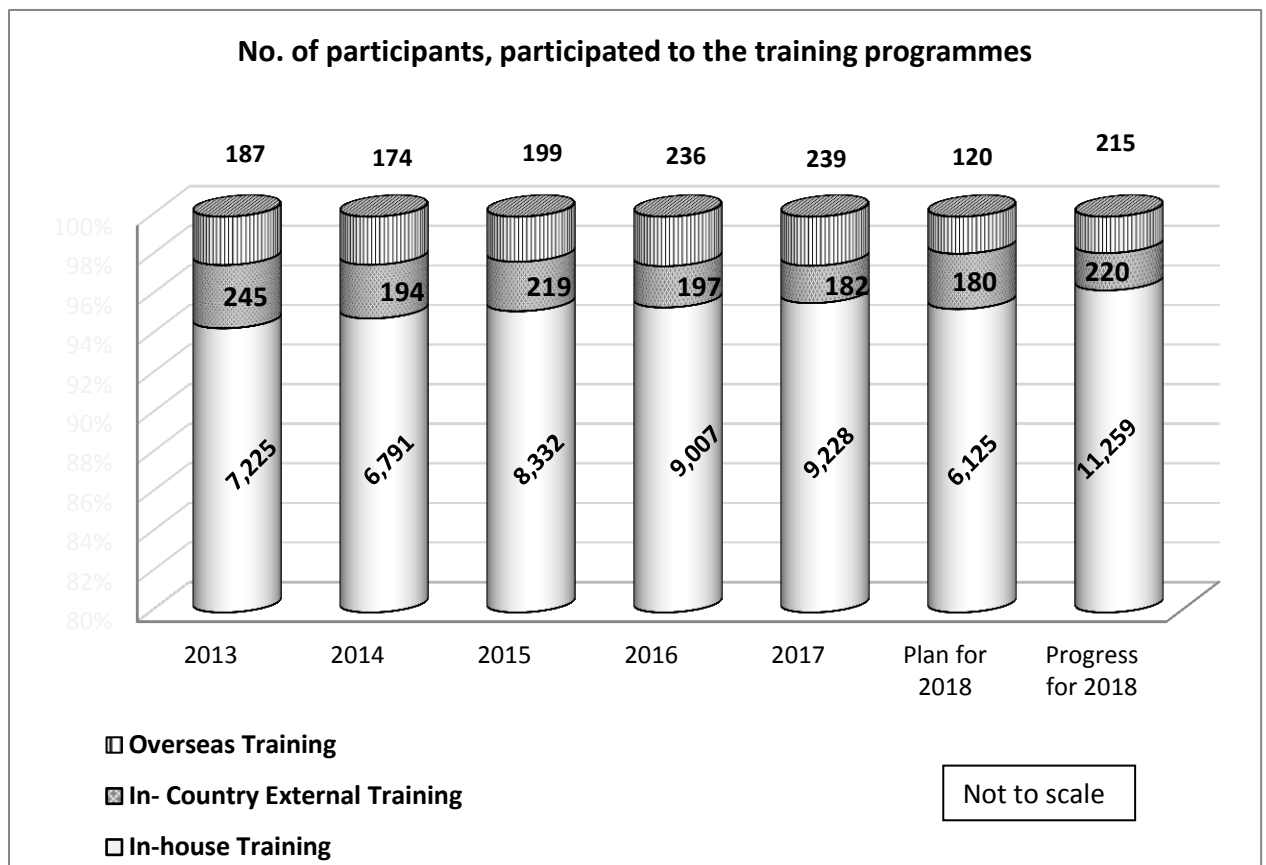
The NWSDB is ready to capitalize on improving the customer and corporate relationship, which will have a web-portal as a platform for improve its business to implementing comprehensive ICT development activities such as;

- **Improvement of Commercial Operation Management System** – Extend the existing system to incorporate the O&M functions related to Commercial Activities are in progress.
- **Development of a software system for routine office functions** – Implementation of a centralized solution for handling routine office activities to improve productivity of general office staff is in progress.

- **Development of a Field Operations Mobile Application** – Develop and implement a mobile application for the field operations is in progress.
- **Improvement of online e services portal** - Improve the existing online services portal to facilitate customers to submit the online service requests with online payment facility is in progress.
- **NB-IoT (Narrow Band Internet of Things) solution for automating metering and facility monitoring** – Testing is in progress.
- **Development of Loan Management System** - Develop and implement a software solution for the Finance Division to handle foreign loan repayment process.

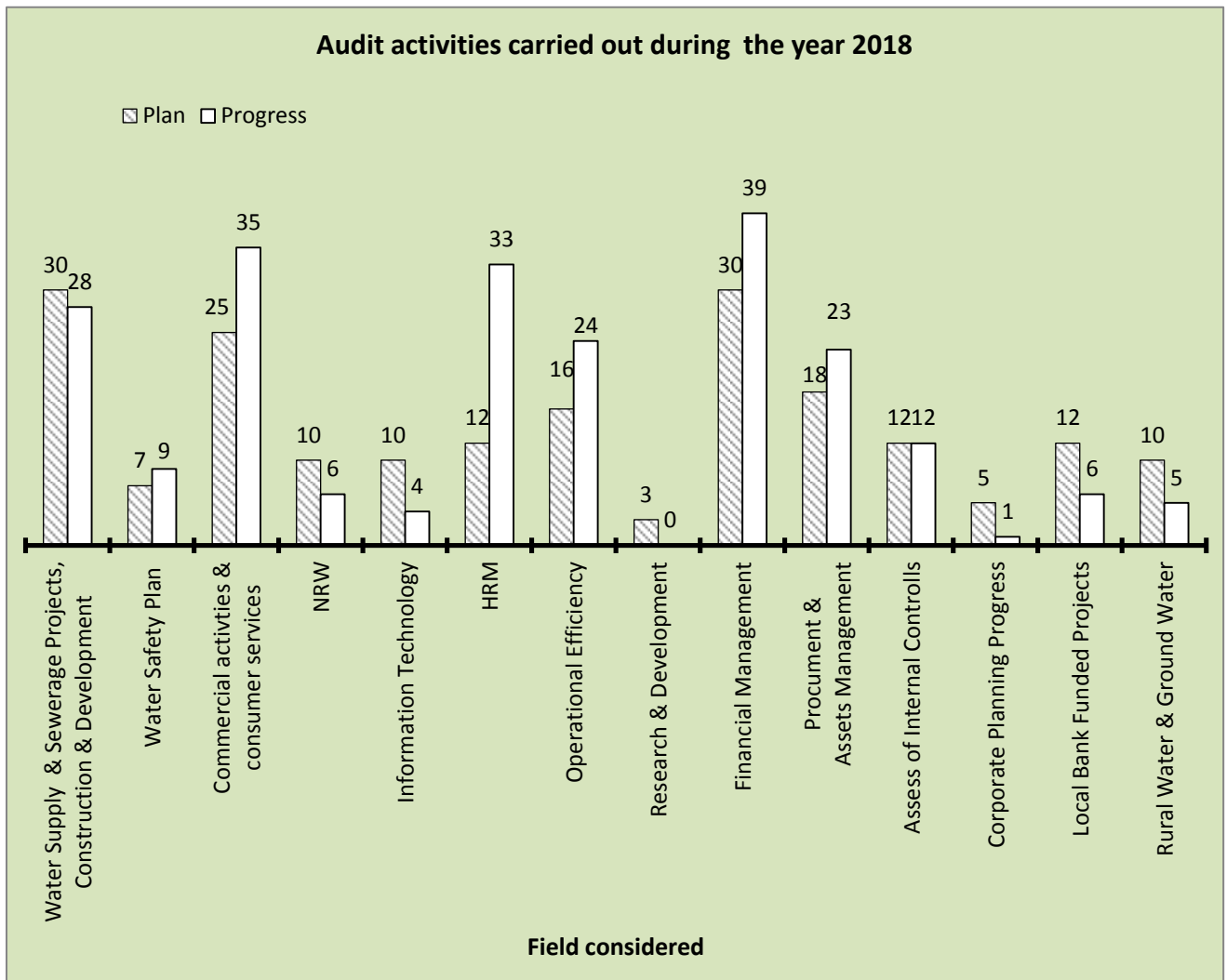
#### F. Efficient HRD programme

- Formulate and implement a Staff Training Plan based on Needs Assessment together with on-the-job training component - Provided opportunities to employees of many divisions to follow training programs according to the training plan.



### Goal 3 - Ensure greater accountability and transparency

- Regular internal checks and controls were carried out; especially, on revenue collections from new connection and payments.
- Evaluated the existing financial procedures and activities and identified the weak areas in financial administration; especially, loss of revenue, to prevent frauds etc. Commercial activities were evaluated and recommendations were forwarded to prevent weaknesses in internal controls.
- Checked the proper use of Commitment Register and Votes Ledger; Called for explanations on major variations from the budget.





## **Goal 4 - Ensure safe drinking water supply and sanitation to rural and underserved communities**

- **Develop criteria for the identification of needy rural and marginalized communities -** Selection criteria were prepared to select GNDs to implement CBO managed WSS under World Bank funded rural water project.
- **Carry out water quality surveillance program in liaison with the Department of Health and other stakeholders –** Water Safety Plans for rural water supply systems under WHO assistance are in progress various stages of implementation in the Island-wide.

### **Research & Development Activities to facilitate safe drinking water supply and sanitation to rural and underserved communities**

- **Study of existing overflowing and high yielding deep bore wells to use as water sources for development of water Supply Schemes within the Embilipitiya and Kolonna DS areas in Ratnapura District, Sri Lanka -** Desk duties (collecting existing data & information - Secondary data collection) and initial field visit was completed. Yield test has been carried out for overflow wells and 20 high yield wells.
- **Groundwater potential and water quality related issues in Mannar Island for effective water management -** Desk duties (collecting existing data & information - Secondary data collection) and initial field visit was completed. Sample collection was completed for 50 Piezometer wells.
- **Groundwater modeling in Attanagalla Oya river basin -** Desk duties (collecting existing data & information - Secondary data collection) was completed. Purchasing of Mod Flow software is in progress. Water level collecting in Nittabuwa, Attanagalla and other 39 dug wells are in progress.
- **Study and monitoring of RO plants and caring out measures to improve the system -** Continuation of Water sample testing, monitoring and attending for issues jointly with the RSC, for selected RO plants.
- **Sanitation problems in the plantation sector with special reference to Demodara Estate, Southern Division in Badulla District, Sri Lanka -** Study has been completed. Final report is to be done.