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**WATER AND SANITATION
FOR HEALTH PROJECT**



**COORDINATION AND
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**Written Materials Resulting from the
Workshop for the National Water Supply
and Drainage Board of Sri Lanka 24
June 6-10, 1983**

The WASH Project is managed
by Camp Dresser & McKee
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Institute, Research Triangle
Institute, University of North
Carolina at Chapel Hill,
Georgia Institute of Tech-
nology, Engineering Experi-
ment Station.

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WORKSHOP OUTCOMES: TEAM BUILDING AGREEMENTS

Central Office / Regional Office
Expectations and Negotiated Agreement

REGIONAL OFFICE EXPECTATIONS & NEGOTIATED AGREEMENTS

1. Clear & Prompt Decisions about Regional Problems.

Agreed

Action Follow-up: Regional office will inform central office by express mail/cable about urgent matters.

2. Read Letters Clearly and Respond Pertinently (improve typing) Prompt Communication.

Agreed

Action Follow-up: AGC (O&M) will improve standards of secretarial work. All future complaints in related matters to be addressed to AGM (O&M).

3. Supply Reg. with Materials and Equipment as Specified by Region.

Agreed

Action Follow-up: Regional office agreed to specify quality standards in requests for materials/supplies from Central office. Central Office purchases should be made from approved manufacturers/suppliers to maintain high quality standards.

4. C.O should involve R.O Staff in Design Procedures.

Agreed

Action Follow-up: All parties agreed to involve regional staff in design process. Follow-up action by DGM(Sr).

5. C.O should involve R.O Staff in Tender Procedures.

Agreed

Action Follow-up: Tenders for water supply schemes, (and other relevant projects) will be evaluated by a multi-disciplinary committee including regional staff.

6. Better Co- ordination at C.O (Follow-up & Reporting Workshop Repairs, Supplies, Lab.)

Agreed

Action Follow-up: Follow-up action on workshop matters will be taken up by Chief Mech. Engineer under AGM (O&M)

Supplies, Lab and design matters will be taken up by C:E(ops)

Questions regarding the above will be brought up at the monthly meetings.

7. C.O should Attend to Following R.O Requirements
 - Staff, vehicles, office space, W/shop, lab, officers-
quarters, stores space, office furniture.

Agreed - Within resource constraints
8. In Future, dont ask for Same Info. Over and Over Again.

Agreed

Action Follow-up: All info. from region should be stored in statistics and co-ordination section of control office and made available to other sections of Central office and regions.
9. Improve Operations of Data Bank so that Complete Design and Investment Data can be Given to R.O.

Agreed
10. Equipment Catalogs and Manuals should be Available in the Regions

Agreed

Action Follow-up: AGM(O&M) to take responsibility.
11. Policy Procedure for Staff Rotation should be Written & Published

Agreed

Action Follow-up: DGM(A) & DGM (Sr) to submit proposals to Board and circulate when approved.
12. C.O should set an example to the Regions in Respect of the Following:

Greater efficiency, Improved Standards of Cleanliness, Equal Benefits for R,O Staff (Overtime and Holiday Payments)

Agreed

Action Follow-up: Cleanliness - DGM (Sr) has undertaken that there will be a systematic program of cleaning-up starting immediately.

Benefits - Overtime will be decided on its merits.
13. Plant Designs should include following:
 - Office space
 - Stores
 - Toilets
 - Minimal Lab.Facilities where necessary.
 - Security Hut
 - Rest Room for Larger Schemes.

Agreed

Action Follow-up: AGM (I&D) will ensure this is done.

14. Have Separate Monthly Meeting for O&M with Participation of Top Management

Agreed

Action Follow-up: O&M monthly meetings of at least 1½ hours duration to be held. Presence of Chairman and GM essential at this meetings.

15. More Practical Training for Reg. Staff (Pump Operators, Foremen, Mechanics, Electricians)

Agreed

Action Follow-up: Training section to train trainers (hands-on-training from the regions).

16. Improve Staff Selection Procedures for Regions

Agreed

Action Follow-up: Await decision from problem solving workshop session.

17. Greater Regional Autonomy (Authority to order own spares and supplies, if locally available. Allow Region to Bill & Collect Revenues, settle consumer problems at Reg. level, for centrally ordered supplies (e.g. Chlorine), Prompt Response to Reg. request or immediate info.back.

Expand Authority to Purchase Regionally by Expanding Existing List

Agreed (a) DGM (Sr.) to inform regions on regional purchasing procedures.

(b) Billing and revenue collection - will be done in regions.

(c) Consumer problems will be handled regionally.

(d) De-centralized purchasing procedure will be effected.

CENTRAL OFFICE EXPECTATIONS & NEGOTIATED AGREEMENTS

1. Regular Monitoring of Water Quality - O.I.C/R.N
Agreed
Action Follow-up: Each OIC will specify equipment needs and repair needs for lab equipment. AGM(O&M) and chief chemist will see to supplying needs.
Flowmeters - implement overall program for:
 - (a) diagnosis of flow meter problems
 - (b) train people at each plant to repair flowmeters
 - (c) specify replacement needs.
2. Record and Report O & M Problems
Agreed - Reporting procedures which have been implemented in Galle Region will be expanded to other regions.
3. Exercise Cost Control
Agreed - Regional Managers to note items they think important. Submit list to AGM (O&M) who will be responsible for producing a cost control survey form.
4. Timely Billing and Recovery
Agreed - The new system gives the Region complete control in billing and collection.
Regional Managers will develop lists of additional requirements - staff, equipment etc. and feedback to central office.
5. Detect Waste and Control
Agreed
Action Follow-up: Regions will (a) encourage public participation and setting up of committees etc.
(b) Make their problems known at Ministerial meetings.
Central Office will examine procurement procedures to improve quality of standpost taps.
6. Send details of staff, qualifications & Training Needs
Agreed
Action Follow-up: C.E(tr.) will develop necessary forms to ascertain training needs.
7. Report on Special Works in Region
Agreed - Reg. Managers to inform Central Office of any special works in region.

8. Report on Effectiveness of Training
Agreed - Training section to prepare the following training forms
(a) pre-training (b) post-training (c) evaluation.
9. Lookout for any Environmental Pollution
Agreed
Action Follow-up: Regional Managers to inform DGM (Sr.) of any pollution problem DGM (Sr.) to take up the matter with Central Environmental Authority.
10. Maintain Distribution Network Diagrams
Agreed
Action Follow-up: (a) Regional Managers to list distributions system for which they have plans.
(b) Central Office to list distributions system for which they have plans.
(c) Set a priority list for obtaining all outstanding information for existing schemes.
(d) As-built drawings for new schemes should be available at Cen. & Reg. offices.
11. Request for materials in Time
Agreed
Action Follow-up: Groups studying this subject at present workshop will come up with recommendations.
12. Maintain Equipment History Sheets
Agreed
Action Follow-up: Group studying this subject at present workshop will come up with recommendations.
13. Prompt Attention to Communications
Agreed
14. Deploy Staff Properly
Agreed
Action Follow-up: Group studying this subject at present workshop will examine placing and transferring of people.
15. Refer Major Repairs to Head Office with check sheet
Agreed
Action Follow-up: Group studying this subject at present workshop to examine this problem.

16. Avoid Undue Delay in Return of Head Office Workshop Staff
Agreed
Action Follow-up: Regional mech. engineer to supervise work done by workshop staff and make necessary authorizations.
17. Send Circuit Programmes in Time/Inspecting Reports
Agreed
18. Maintain Movement Registers/Log Books
Agreed
19. Furnish Minutes of Monthly Meetings
Agreed
20. Be prepared for Emergencies
Agreed
Action Follow-up: (a) RM^s will ask OIC^s to prepare lists of emergency schedules and equipment - Training section to provide assistance.
(b) Master emergency schedules to be prepared by AGM (O&M) and distribute to Regions.
(c) Regional Managers to select sites in regions to stockpile emergency equipment to handle different emergencies.
21. Keep sites clean
Agreed
Action Follow-up: Workshop group to build this into job descriptions. The O.I.C will be responsible for ensuring that cleanliness is maintained.
22. Suggest Improvements to Schemes
Agreed
23. Provide Correct Specifications on M. Requisitions.
Agreed
24. Make Local Purchases Wherever possible
Agreed
25. Anticipate Problems
Agreed
26. Promote Teamwork
Agreed

27. Provide Information on Important Events Including Breakdowns.
Agreed
28. Maintain Good Public Relations in the Region
Agreed
29. Request Team Inspection Prior to Take-over
Agreed
Action Follow-up: AGM (O&M) to prepare necessary forms for getting this work done. These forms will be circulated to the Regional Managers for comments.
30. Communicate Effectively with Field Staff
Agreed
31. Be Sensitive to Problems of Employees
Agreed
Action Follow-up: Present Workshop group on staffing will go into more detail.
32. Record and Act on All Requests from the Public
Agreed

JOB DESCRIPTIONS:

- O Problem Statement
- o Work Group Recommendations
- o Plenary Session Modifications
- o Action Plan Follow-up

PROBLEM STATEMENTS AND WORKGROUP INSTRUCTIONS

Problem Statement

Job Description

People are oriented to their duties based upon individual and unsystematic criteria. Some jobs at some offices and some schemes have written job descriptions, most do not, uniform job descriptions by category are not yet officially written down. The consequence is confusion and difficulty in getting people to carry out duties which are not specified.

After full discussion of the problem,

TASK:

Write lists of duties for each job category at plant O&M levels. Include as many of the most important functions as possible. Propose these as first draft job descriptions.

WORKING RECORDING SHEET

Problem : **Job Description**

Group Members :

1. J.A , Kulatilake
2. A.Segarajasinghan
3. P. Rajasimman
4. W. Tilakumbara
- 5.A,D.R.A. Pathirana
- 6.P.Abhayagoonawardhena

Recommendations:

Job Descriptions were developed in respect of the following plant O&M job categories (see attachments).

1. Unskilled Labourer
2. Pipe Fitter
3. Meter Reader
4. Pump Operator
5. Treatment Plant Operator
6. Shift Technical Assistant
7. Officer-in-Charge
8. Chemist
9. Mechanics/Electricians/Welders
10. Assistant Manager (O&M)
11. Manager (O&M)

Unskilled Labour

1. Excavation work/barricading
2. Transport
3. Assisting Pipe Jointers/Masons etc.
4. Site clearing/gardening
5. Assisting T.plant operations
6. Assisting Mechanics and Electricians in repair work

Pipe Fitter

1. Laying and jointing of all types of pipes and attending to new connections.
2. Attend to leaks in pipelines defected valves and other specials.
3. Attend to all repairs in pipe lines
4. Operation of valves in pumping main/distribution system

Meter Reader

1. Reading and recording water meters
2. Check for proper functioning of meters
3. Report malfunctioning tampering of meters
4. Handover records to O.I.C at specific intervals

Pump Operator

1. Operation of pump equipment/generators as per instructions.
2. Reading and recording of instruments and meters in accordance with routine maintenance forms.
3. Operation of all valves connected with pumping operations.
4. Notify O.I.C of any malfunctioning of equipment
5. Assist preventive maintenace (PM) team.
6. Housingkeeping

Treatment Plant Operators

1. Transporting/mixing chemicals
2. Assisting chemist/shift T,A on chemical dosing
3. Operation of all valves, (settling tanks/filters/pipe galley etc.
4. Housekeeping duties
5. Report of any malfunctioning of plant and equipment to T+A/O.I.C.

Shift T.A

1. Supervise all treatment plant operations (Aerator clarifiers filters)
2. Monitoring of water quality (including record keeping).
3. Attend to the following and proper chemical dosing
 - + Proper Chemical dosing
 - + Operation of chlorinators
4. Record keeping
5. Instruct T.P.O in all his duties

O.I.C

1. Be in overall charge of scheme (Treatment plant to ensure adequate supply of safe water at minimum cost. Distribution system All plant equipment stores staff)
2. Ensure Proper operational maintenance records are kept and submitted to Regional Office on specified dates. (Pump chemical, water quality, power consumption, quantity of water, cost analysis).
3. . . Check and comment on routine mtce. forms, feed back to pump operator Send B.M notification forms to ARM(mtce) and C (mtce.).
4. Assist the Training Center in Assessing training needs and provide in-service training to subordinate staff.
5. Ensure ordering and maintaining of a adequate stock of chemicals, pipes and special and other necessary materials.
6. Ensure cordial public relations and community participation.

Chemist

1. Monitoring and assurance of water quality of the schemes in the region.
2. Advise shift T.AA/OIC on chemical dosing, plant control tests and ordering of chemicals.
3. Arrange for periodical sampling of testing of water(Bact. chemicals etc.)
4. Monitoring waste water quality where applicable.
5. Look for possible environmental pollution source and advise M (O&M).

Mechanics/Electricians/Welders

1. Attend to all duties as per instruction given by Foreman(E/M)/O.I.C.

Mech./Elect. Foreman

1. Supervise the work of Mechanics, Electricians and Welders.
2. Perform P.M and B.M duties as per instructions given to them.
Send Monthly PM Report to ARM(M)
3. Maintenance of vehicles in the region.

Elect./Mech. Engineer (A.M)

1. Initiate action on receipt of BM notifications
2. Supervise major BM Operations
3. Respond to request for materials, tools, information etc.
in Foreman's monthly report (i.e make recommendations to B.M)
4. Check and comment on completed BM forms and necessary follow-up
action vis a vis spare parts, workshop repairs, outside contracts
etc. Copy to Foreman.
5. Check Foreman's Monthly Report, comment and make recommendations
(establish engineering standards) send copy to Foreman.
6. Send Monthly PM and BM reports to RM.
7. Send BM summary form to RM.
8. Maintain BM bar charts.
9. Classify breakdowns according to type)e.g. bearing failures,
motor winding burnouts etc. and note frequency of each type of breakdown.

Manager (O&M)

1. Efficient management of all schemes in the region.
2. Represent Board in Regional Meetings.
3. Submitting of all (O&M) reports to A.G.M (O&M).
Respond to ARM comments in his PM and BM monthly reports particularly requests for materials, equipment, spare parts etc.
Send Monthly PM and BM Reports to AGM (O&M). This would generally be the ARM^S reports with RM^S comments. Include BM summary form.
4. Ordering of chemicals, materials spares etc. and making purchases where necessary.
5. Billing and recovery of revenue.
6. Preparation and submission of(O&M) Budget.

PLENARY SESSION AGREEMENTS & MODIFICATIONS

JOB DESCRIPTIONS

1. More detailed plant specific job descriptions will be developed for the categories already dealt with in this workshop.
2. Additional job descriptions will be prepared for other categories eg. O&M staff at Central Office, Storekeepers, support staff (clerks, Secretaries etc.)
3. Job descriptions should list whom each person is responsible to and whom each person is responsible for . i.e. clear chain of command.
4. The results of this workshop should tie in with the results of the decision making and delegation workshop.
5. Set definite target dates for the preparation of more detailed job-descriptions.

ACTION PLAN/FOLLOW-UP: JOB DESCRIPTIONS

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: JOB DESCRIPTIONS FOR
2. Recommendations Summary and Agreements
 - A. Categories 1 - 21
 - B.
 - C.
 - etc.
3. Responsible Board Official V. Parameswaran AGM (O&M)

Name & Title
4. Task Force Members:
 - P. Abhayagoo; awardhena

Task Force Chair
 - W.A. Karunaratne

Secretary
 - W. Tilakumara

Member
 - N.D.R.A. Pathirana

Member
 - P. Rajasimman

Member
5. Next Scheduled Task Force Meeting Date: 15th June 1983

Members: Mrs. Sivabalasunderam
K.N.P. Silva
B.M.P. Premawardhana

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|--|-----------------------------------|--------------------------|
| <p>1.(a) Produce detailed job descriptions (2nd draft) for the following job categories:</p> <ol style="list-style-type: none"> 1. Unskilled Labourer 2. Pipe fitter 3. Meter reader 4. Pump Operator 5. Treatment Plant Operator 6. Shift technical Asst. 7. O.I.C 8. Chemist 9. Mechanics/Electricians/welders 10.AM (O&M) 11.M(O&M) 12.Foreman 13.DGM (Sr.) 14.AGM (O&M) 15.C.E (M) 16.C.E. (O) 17.Engineer (M) 18.Engineer (O) 19. EA 20. T.A. 21. Caretaker | <p>Members of this task force</p> | <p>31 July 1983</p> |

ACTION PLAN/FOLLOW-UP: JOB DESCRIPTION

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: JOB DESCRIPTIONS for
2. Recommendations Summary and Agreements
 - A. Categories 22 - 27
 - B.
 - C.
 - etc.
3. Responsible Board Official V. Parameswaran AGM (O&M)

Name & Title
4. Task Force Members:
 - P. Abhayagoonawardhena

Task Force Chair
 - P. Weeratunge

Secretary
 - N.E.M.S. Goonesekera

Member
 - Mr. Ranasinghe (Constr)

Member
 - Mr. Ariyadasa (Supplies)

Member
5. Next Scheduled Task Force Meeting Date: 16th June, 1983

Member: Danister (Accountant)
T.Wanasinhe (S.K. - Galle)

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|--|-----------------------------------|--------------------------|
| 1.(b) Produce detailed job descriptions (2nd draft) for the following job categories : 22.. Storekeeper 23 . Accountant 24 . Clerk 25 . Typist 26 . Peon 27 . Office Labourers | Members of this task force (No.2) | 31 July 1983 |
| 2. Workshops to clarify 2nd draft (with regional employees) | Training Centre and O&M Unit | 15th August 1983 |
| 3. Prepare 3rd draft | Members of task force(1) | 15th Sept. 1983 |
| 4. Meeting with Senior Board Members, WHO Representatives etc. | Training Centre & O&M | 20th Sept. 1983 |
| 5. Prepare final draft | Task Force No.1 | 14th October 1983. |
| 6. Circulate final job descriptions to all concerned | AGM (O&M) | 1 Nov. 1983 |
| 7. Adoption of approved job descriptions | AGM(O&M) | 1 Jan, 1984 |

STAFF SELECTION:

- o Problem Statement
- o Work Group Recommendation
- o Plenary Session Modifications
- o Action Plan Follow-up

Problem Statement

Staff Selection

Selection of staff: Staff are often selected without the proper background to do, or learn, the job. Overtime they move up in the system without the requisite skills. Hiring of staff and the decision of whom to have seldom includes consultation with those who will later supervise them.

Rotation of Staff: There are frequent rotations to different schemes or areas within the board for various reasons which causes difficulty. At the same time, some staff need to be transferred in order to match the required skills with operational needs.

Task: After complete discussion of the above two statements, develop recommendations as follows:

- (a) Recommendations for policies and procedures for staff selection and hiring. Include how this should be done, who should be involved and the criteria which should govern hiring for major categories of jobs in operations and maintenance (technical officers, skilled labor, unskilled).
- (b) Develop a scheme and recommendations for a staff rotation policy.

WORK GROUP RECORDING SHEET

Problem: Staff Selection

Group Members:

1. Mr. Sunil de Silva
2. Mr. D.E.F. Jayasuriya
3. Mr. H.I. Kariyawasam
4. Mr. S. Samarawickrama
5. Mr. S.K. Wijetunga
6. Mr. S. Yoganathan

Summary of Discussion and Recommendations:

1. BACKGROUND:

Sectional heads forward requirement to Superior as and when required.

Format

- a) Approved cadre .
- b) Revised cadre recommended for approval.
- c) Availability - Permanent
- Casual
- d) Immediate requirement - revised approved cadre less available (P&C).
- e) Number of casuals who could be trained and made permanent.

2. SCHEME OF RECRUITMENT:

- a) Chief Executive to appoint committees to study/revise scheme of recruitment wherever necessary. Revised scheme of recruitment may be circulated among relevant heads of sections for their comments.
- b) Committees forward final recommendations of scheme of recruitment for approval.

Contd. Page2

3. MODE OF SELECTION:

Chief Executive to appoint different selection committees to different post.

a) Committee to consist

- technical personnel for selection of technical officers and skilled labourers (includes practical tests).

b) Selection opportunities to be first given to the existing staff.

c) Train the existing staff for the next higher appointment.

d) Fit the staff as per job specification.

4. ROTATION OF STAFF:

a) Fit the staff as per job specification (followed by grading of schemes).

b) To be decided by transfer board in accordance with above.

c) Transfer to be announced before the end of the month of September each year to be effective from the beginning of the following year.

d) Provisions to be made for appeals.

e) Due consideration to be given in regard to schooling, housing etc.

f) Employees to serve compulsorily at any station for a minimum period of 2 years.

PLENARY SESSION AGREEMENTS & MODIFICATIONS

STAFF SELECTION

1. Background

Amendment: RM to prepare cadre in consultation with AGM (O&M) and DGM (Sr.) and forward the proposals to GM through AGM (O&M)/DGM (Sr.)

GM, to appoint a committee to study the cadre and make recommendations.

The committee shall consists of:

- DGM(Sr.) - who will chair the committee.
- AGM(O&M) or his representative
- RM (O&M)
- Representatives from Laboratory/workshop
- AGM(F) or his representative
- DGM (A) or his representative

2. Scheme of Recruitment:- No change

3. Mode of selection: -de-

4. Rotation of Staff

Amendment:

- (1) Employees to serve compulsorily at any station for a minimum period of 2 years and upto a maximum of 4 yrs. at employees discretion. After 4 yrs. employee is liable to a transfer.

ACTION PLAN/FOLLOW-UP:

STAFF SELECTION

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: Staff Selection
2. Recommendations Summary and Agreements
 - A. Finalisation of cadre (Technical and skilled)
 - B.
 - C.
 - etc.
3. Responsible Board Official General Manager

Name & Title
4. Task Force Members: D.G.M. (Senior)

Task Force Chair

AGM(OM)
Secretary

D.G.M. (Adm.)
Member

A.G.M. (F)
Member

Chief chemist/C.E. (Workshop) M. (C&M)
Member
5. Next Scheduled Task Force Meeting Date: June 15, 1983

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|--|--|--------------------------|
| <ol style="list-style-type: none"> 1. Prepare cadre 2. Check cadre 3. Approve cadre | M(OM)/CE (W/S)/CCh Task force G.M. | 1 month 2 months |

ACTION PLAN/FOLLOW-UP:

STAFF SELECTION

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: Staff Selection
2. Recommendations Summary and Agreements
 - A.
 - B. Scheme of recruitment
 - C.
 - etc.
3. Responsible Board Official General Manager

Name & Title
4. Task Force Members:
 - D.G.M. (Senior)

Task Force Chair
 - A.G.M. (OAM)

Secretary
 - D.G.M. (Adm.)

Member
 - C.E. (Workshop)/Chief Chemist/ M. (O&M)

Members
 - C.E. (Training)

Member
5. Next Scheduled Task Force Meeting Date: June 15, 1983

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|--------------------|-----------------|--------------------------|
| 1. Prepare S/R | Task force | 2 months |
| 2. Approve S/R | G.M. | |

ACTION PLAN/FOLLOW-UP:

STAFF SELECTION

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: Staff Selection
2. Recommendations Summary and Agreements
 - A.
 - B.
 - C. Mode of selection
 - etc.
3. Responsible Board Official G.M.

Name & Title
4. Task Force Members:
 - D.G.M. (Sr.)

Task Force Chair
 - A.G.M. (OAM)

Secretary
 - D.G.M. (Ad.)

Member
 - C.E. (Training)

Member
 - C.E. (Workshop)/Chief Chemist/M (O&M)

Members
5. Next Scheduled Task Force Meeting Date: June 15, 1983

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|--|---|--------------------------|
| <ol style="list-style-type: none"> 1. Determine vacancies 2. Advertise internally and externally if necessary 3. Appoint selection committees 4. Appoint selectees | <p>M(OM)/CE(W/S)C. Ch. D.G.M. (A) G.M. G.M.</p> | <p>1 month</p> |

ACTION PLAN/FOLLOW-UP:

STAFF SELECTION

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: Staff Selection
2. Recommendations Summary and Agreements
 - A.
 - B.
 - C.
 - etc. D. Staff Rotation
3. Responsible Board Official: General Manager

Name & Title
4. Task Force Members:
 - D.G.M. (Sr)

Task Force Chair
 - AGM (O&M)

Secretary
 - C.E. (Maint.) / C.E. (Op)/C.Ch/C.E. (Workshop)

Members
 - D.G.M. (Adm.)

Member
 - M (C&M)

Member
5. Next Scheduled Task Force Meeting Date: June 15, 1983

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|-----------------------------------|-----------------|--------------------------|
| 1. Call for applications annually | D.G.M. (Ad) | Late July |
| 2. Process applications | D.G.M. (Ad) | Late August |
| 3. Appoint Transfer Board | G.M. | Late August |
| 4. Issue Transfer Orders | G.M. | Late Sept. |
| 5. Consideration of appeals | G.M. | |

DECISION MAKING AND DELEGATION

- o Problem Statement
- o Work Group Recommendations
- o Plenary Session Modifications
- o Action Plan Follow-up

Problem Statement

Decision Making and Delegation

Managers are unsure of which decisions they can and cannot make. Often decisions which could be made at lower levels are not taken. Some feel decisions are either pushed up the chain of command or taken at the top when they could be delegated. Sometimes outside forces get involved in decisions and are not resisted in the best interests of the Board mission.

Task: After full discussion of the above, complete the matrix below, making recommendations for delegation of decision-making at the various levels.

| What decision should be made | Who should make it | Who should be consulted |
|-----------------------------------|--------------------|-----------------------------|
| (Example) | | |
| 1. Water quality control in plant | OIC | Chemist |
| 2. Purchasing upto X amount | OIC | No-One |
| 3. Staff Rotation within region | RM | OIC Staff involved & AGM |

WORK GROUP RECORDING SHEET

Problem: Decision Making and Delegation

- Group Members:
1. K.M.S.A. Bandara
 2. P. Dharmablan
 3. W.A. Karunaratne
 4. S.H.P.G. Karunaratne
 5. V. Parameswaran
 6. S.K.H. Perera
 7. N. Sridharan

Reccomendations:

| What Decision Should be Made? | Who Should Make it? | Who Should Be Consulted? |
|---|---|--|
| <p>1. <u>TECHNICAL</u></p> <p>1.1 <u>Production</u></p> <p>Quantity</p> <p>Pumping Hours</p> <p>1.2 <u>Distribution</u></p> <p>Hours of Supply</p> <p>1.3 <u>Extension</u></p> <p>Investigation/ Estimation</p> <p>Approval</p> <p>Cash</p> <p>1.4 <u>Service Connections</u></p> <p>Investigation/ Estimation</p> <p>Approval</p> <p>Construction</p> <p>Contd. Page2</p> | <p>OIC day to day</p> <p>M(C&M) Policy OIC</p> <p>OIC/M(C&M)</p> <p>M(C&M)</p> <p>M(C&M)-Up to Rs. 50,000/=)</p> <p>AGM(C&M)Up to Rs.750,000/=)</p> <p>M(C&M)</p> <p>M(C&M)</p> <p>M(C&M)</p> <p>M(C&M)</p> | <p>AGM (C&M).</p> <p>RM(C&M)</p> <p>Local Authority</p> <p>AGM(D)</p> <p>Subject to allocation of funds</p> <p>AGM (C&M)</p> <p>AGM (C&M)</p> <p>AGM (C&M)</p> |

| What Decision Should be Made? | Who Should Make it? | Who Should Be Consulted? |
|--|--|--|
| 1.5 Public Stand posts Approval | ACM (C&M) | GM |
| 1.6 <u>Maintenance</u> Routine Breakdown Preventive Rehabilitation | OIC AM (M) OIC/Foreman AGM (O&M) | AM (M) CE (M) AM (M) DCM Sr |
| 1.7 <u>Operation</u> | OIC | AM (Operation) |
| 1.8 <u>Water Quality</u> Chemical Usage Monitoring Pollution problems | OIC/Regional Chemist Reg. Chemist Reg. Chemist | Chief Chemist Chief Chemist Chief Chemist/M(C&M) |
| 1.9 <u>Record Keeping</u> | OIC/Chemist/AM (M) | M (C & M). |
| 1.10 <u>Reporting</u> (Periods) | M (C&M) | AGM (C&M) |
| 1.11 <u>Taking over schemes</u> FROM L.A.S. from Construction branch | M(C&M) to form a committee M (C&M) | GM AGM (C&M) |
| 2. <u>SUPPLIES & STORES</u> | | |
| 2.1 Purchasing Local | OIC - Rs. 200/- M (C&M) - Rs.1,000/- | - - |
| 2.2 Supplies Requisition Stores - at sites - Regional | OIC/M (C&M) OIC M(C&M) | - - |
| Contd. Page3 | | |

| What Decision Should be Made? | Who Should Make it? | Who Should Be Consulted? |
|--|--|---|
| <p>3. FINANCIAL</p> <p>3.1 Billing Collection</p> <p>3.2 Bills(Complaints)</p> <p>3.3 Disconnection</p> <p>3.4 Waste prevention/Control</p> <p>3.5 Salaries/Other payments</p> | <p>OIC/Reg.Acct. Reg. Acct.</p> <p>M (O&M)</p> <p>M (O&M)</p> <p>OIC</p> <p>Reg.Acct./M (O&M)</p> | <p>M (C&M) M (C&M)/AGM (F)</p> <p>AGM (C&M)</p> <p>AGM (C&M),/GM</p> <p>M (C&M)</p> <p>AGM (F)</p> |
| <p>4. ADMINISTRATION</p> <p>4.1 Staff Overtime</p> <p>4.2 Travel Claim</p> <p>4.3 Rotation Rotation</p> <p>4.4 Training</p> <p>4.5 Disciplinary action</p> <p>4.6 Quarters allocation</p> <p>4.7 Casual workers (up to 2 weeks)</p> | <p>M(O&M) Up to 50 hours</p> <p>M(O&M) Up to Rs. 1,000/=p.a.</p> <p>M(O&M) within the region</p> <p>AGM(C&M)(excluding Engineers (between regions)</p> <p>M (C&M)</p> <p>M (C&M)</p> <p>M (C&M)</p> <p>M (C&M)</p> | <p>AGM (O&M) 750 hours</p> <p>AGM (O&M) up to Rs.2,000/=</p> <p>AGM (O&M)</p> <p>AGM (C&M)</p> <p>CE (Trg)</p> <p>AGM (C&M)</p> <p>AGM (C&M)</p> <p>AGM (C&M)</p> |
| <p>5. TRANSPORT</p> <p>5.1 Vehicle Allocation/ movement</p> | <p>M (O & M)</p> | <p>-</p> <p>-</p> |
| <p>6. PUBLIC RELATIONS</p> <p>6.1 Attending meetings</p> <p>6.2 Communication with MF's</p> | <p>M (C&M)/AM (C&M)/OIC</p> <p>M (O&M)</p> | <p>-</p> <p>AGM (C&M)</p> |
| <p>7. EMERGENCIES</p> | <p>M (C&M)</p> | <p>AGM (C&M)</p> |

PLENARY SESSION AGREEMENTS & MODIFICATIONS

DECISION MAKING DELEGATION

General - Consultation ought to include staff lower in level to the decision maker as relevant.

| <u>Specific</u> | <u>Who should Make the Decs.</u> | <u>Who should be Consulted</u> |
|--|--|-------------------------------------|
| 1.1 Production of Water Quantity | } OIC (day to day) } M(O&M)- Policy | M(O&M) AGM (O&M) |
| 1.2. Distribution time | OIC | } M(O&M) and } community |
| 1.6 Preventive Maintenance | Foreman | |
| 1.8 Water Quality Chemical Dosage usage | Reg.Chemist OIC | Chief Chemist AM (OP) |
| 1.9 Records | AGM (O&M) | M (O&M) |
| 2.1 Purchases (add) | AGM (O&M) for Rs.1000 | |
| 2.2 Supplies at site at region | OIC M(O&M) | (M(O&M) AGM (O&M) |
| <u>Financial</u> | | |
| 3.1 Meter Reading Billing | OIC Reg. Acct. | M (O&M) }M(O&M) and } AGM (F) |
| 3.5 Salaries - Authorization Payment - Disbursement | M (O&M) Reg. Acct. | AGM (O&M) AGM (F) |
| <u>Administration</u> | | |
| 4.3. Retation (Add) | | Staff involved |
| 4.6 Allocation of Qtrs. (Add) | | Staff involved |
| 5.1 <u>Transport</u> Vehicles (Add) | | Staff involved |
| 6.1 <u>Public Relations</u> Regional Meetings | M (O&M) | OIC and AM(O&M) as relevant. |

ACTION PLAN/FOLLOW-UP: DECISION MAKING/DELEGATION

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: Decision making/Delegation
2. Recommendations Summary and Agreements
 - A.)
 - B. }
 - C. }etc.

See attached list
3. Responsible Board Official DCM Sr

Name & Title
4. Task Force Members:

AGM (O&M)

Task Force Chair

CE (O&M) - Mr. Karunaratne

Secretary

M (O&M) - Mr. P. Rajasimman

Member

AM (Maint) Mr. T. Tilakumara

Member

CIC - Mr. K.N.P. Silva

Member
5. Next Scheduled Task Force Meeting Date: 30.6.1983

Note: The task force will detail the action plan based on the recommendations of the group on Decision making/delegation

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|---|--------------------------------------|----------------------------|
| <u>1. Technical</u> | | |
| <u>1.1 Production</u> | | |
| Quantity OIC day to day M (O&M) Policy | AGM (O&M) | Immediate |
| Pumping Hours - OIC | M (O&M) | Immediate |
| <u>1.2 Distribution</u> | | |
| Hours - OIC | M (O&M) in consultation with L.A. | Immediate |
| <u>1.3 Extensions/Improvements</u> | | |
| Investigation/Estimation - M (O&M) | M (O&M) | After the task force meets |
| Approval (both) | | |
| M (O&M) upto Rs.50,000/= | GM | |
| AGM(O&M) above Rs.50,000/= | GM | |
| Construction | | |
| M(O&M) upto Rs.100,000/= | GM | |
| M(C) above Rs.100,000/= | GM | |
| <u>1.4 Service Connections</u> | | |
| Investigation/estimation | AGM (O&M) | Immediate |
| Approval | AGM (O&M) | |
| Construction | AGM (O&M) | |
| <u>1.5 Public stand posts</u> | | |
| Approval | GM | Immediate |
| <u>1.6 Maintenance</u> | | |
| Routine CIC | CE (M) | As soon as possible |
| Breakdown AM (M) | CE (M) | |
| Preventive Foreman | CE (M) | |
| Rehabilitation | DCM (Sr) | |
| Contd. Page2 | -48- | |

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|--|--|--|
| 1.7 <u>Operations</u> - OIC | M (O&M) | Immediate |
| 1.8 <u>Water Quality</u> Chemical dosage-regional chemist Chemical usage - OIC Monitoring Pollution problem | CE (Op) CE (Op) CE (Op) | Immediate Immediate Immediate |
| 1.9 <u>Record Keeping</u> M (O&M) | AGM (C&M) | Immediate |
| 1.10 <u>Reporting</u> M (C&M) | AGM (O&M) | Immediate |
| 1.11 <u>Taking over schemes</u> -from L.A. -from Construction Branch | GM DGM (Sr) | Immediate |
| 2.0 <u>Supplies and Stores</u> | | |
| 2.1 <u>Purchasing</u> OIC - Rs. 200/= Local M (C&M) Rs. 1,000/= | GM | |
| 2.2 <u>Supplies and Requisitions</u> Stores and sites Regional | AGM (C&M) | |
| 3. <u>Financial</u> <u>Meter Reading</u> Billing Collection Bill complaints Disconnection Waste prevention/control | DCM (Sr) AGM (C&M) GM AGM (C&M) | Immediate Immediate Immediate Immediate |
| Contd. Page4 | -49- | |

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|--|--|-------------------------------------|
| Salaries/Other payments - Authentication - Disbursement | DCM (Sr) | Immediate |
| 4. <u>Administration</u> Staff Overtime Travelling claim Rotation Training Disciplinary action Quarters allocation Casual Workers | GM GM GM DCM (Sr) DCM (Sr) DCM (Sr) DCM (Sr) | Immediate Immediate Immediate |
| 5. <u>Transport</u> Vehicle allocation movement | AGM (O&M) | Immediate |
| <u>Public Relations</u> Attending meetings Communication Emergencies | DCM (Sr) GM DCM (Sr) | To be Decided by Task force |

COMMUNICATIONS - INFORMATION

- o Problem Statement
- o Work Group Recommendation
- o Plenary Session Modifications
- o Action Plan Follow-up

Problem Statement

Communications-Information

It is often difficult to locate the information needed to carry out work. Information is widely dispersed in the Board. Management information is not available.

Examples: o Design specification are not readily available for O&M purposes;

- o Records for preventive maintenance are not routinely kept.
- o Water quality test information may not influence chemical dosage in treatment.
- o Records on scheme available.
- o Meters not functional, difficult to know production of water statistics and use it for management decisions.

Task: Devise a scheme for the storage and use of data. Detail what data should be recorded, where it should be sent, who should have access to it and how should it be stored.

PLENARY SESSION AGREEMENTS & MODIFICATIONS

COMMUNICATIONS - INFORMATION

| | | | |
|--|--|-------------------------------|------------------------|
| <u>1. Investigations</u> | | | |
| Source yield, water quality soil conditions, population, Industries, Institutions and other statistical data. | Statistical and Coordination Branch | Designs and Other Sections | Scheme-wise |
| <u>2. Designs</u> | | | |
| (a) Design Criteria for all plant & schemes | | | |
| (i) Statistics | -do- | -do- | -do- |
| (ii) Calculations | Designs Branch | Designs Branch | -do- |
| (b) Working Drawings | -do- | Designs & D&M | -do- |
| basic data in all schemes will be recorded and stored centrally. | | | |
| <u>3. Construction</u> | | | |
| (a) Modifications | -do- | -do- | -do- |
| (b) Date of Completion | Stats. & Co-ordn | -do- | -do- |
| (c) Capital costs | | | |
| <u>4. Establishment</u> | | | |
| Personnel Records | -do- | AGM (O&M) | Individually |
| <u>5. Operation & Maintenance</u> | | | |
| (a) Water Quality | } Maintenance info will be available at the regions and Central office. (O&M) | Designs and O&M | Scheme-wise |
| (b) Production Cost | | | |
| (c) Response to Treatment | | | |
| (d) Equipment History Sheets | | | |
| (e) Revenue Generated | | | |
| (f) Water Quantity Produced | | | |
| (g) Property Acquired | | | |
| All records to be forwarded thro' appropriate channels. | | | |
| 6. Agenda for Board Meetings | To all Participi- pants one week in advance. | All Partici- pants. | |
| 7. Decisions at Board Meetings | To all Participants within a week | -do- | |
| 8. Board Plans | R.MM upwards monthly | R.MM upwards | |
| 9. Follow-up action | All participants | | |
| 10. Activities in other regions and branches | To Central Office | O.I.CC upwards | Monthly Memo |
| 11. Information from field | -do- | -do- | |
| 12. Impact of Training | To Training Division | Trainers | Standardised format |

WORKING RECORDING SHEET

Problem : **Communications - information**

Group Members :

S.A. Ariyadasa

B.S. Chinniah

D.N.J. Ferdinando

N.E.M.S. Gunasekera

K.N.P. Silva

J. Sivabalasunderam

Summary of discussion and recommendations:

| <u>What</u> | <u>Where</u> | <u>Who</u> | <u>How</u> |
|---|-------------------------------------|----------------------------|--------------|
| 1. <u>Investigations</u> | | | |
| Source yield, water quality soil conditions, population, Industries, Institutions and other statistical data. | Statistical and Coordination Branch | Designs and Other Sections | Scheme-wise |
| 2. <u>Designs</u> | | | |
| (a) Design Criteria | | | |
| (i) Statistics | -do- | -do- | -do- |
| (ii) Calculations | Designs Branch | Designs Branch | -do- |
| (b) Working Drawings | -do- | Designs & D&M | -do- |
| 3. <u>Construction</u> | | | |
| (a) Modifications | -do- | -do- | -do- |
| (b) Date of Completion | Stats. & Co-ordn | -do- | -do- |
| 4. <u>Establishment</u> | | | |
| Personnel Records | -do- | AGM (O&M) | Individually |
| 5. <u>Operation & Maintenance</u> | | | |
| (a) Water Quality | -do- | Designs and O&M | Scheme-wise |
| (b) Production Cost | | | |
| (c) Response to Treatment | | | |
| (d) Equipment History Sheets | | | |
| (e) Revenue Generated | | | |
| (f) Water Quantity Produced | | | |
| (g) Property Acquired | | | |

| | | | |
|--|-----------------------------------|-------------------|---------------------|
| 6. Agenda for Board Meetings | To all Participants in advance | All Participants. | |
| 7. Decisions at Board Meetings | To all Participants within a week | -do- | |
| 8. Board Plans | O.I.CC upwards monthly | O.I.CC upwards | |
| 9. <u>Follow-up action</u> | All participants | | |
| 10. Activities in other regions and branches | To Central Office | O.I.CC upwards | Monthly Memo |
| 11. Information from field | -do- | -do- | |
| 12. Impact of Training | To Training Division | Trainers | Standardised format |

ACTION PLAN/FOLLOW-UP: COMMUNICATIONS INFORMATION

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: Communications - Information
2. Recommendations Summary and Agreements
 - A. Investigations
 - B. Designs
 - C.
 - etc.
3. Responsible Board Official D.E.F. Jayasuriya, DGM (Sr.)
Name & Title
4. Task Force Members:
 - A.P. Chandraratne, AGM Designs
Task Force Chair
 - D.N.J. Ferdinando
Secretary
 - S.J.P. Wijegunawardena
Member
 - H. Pinidiya
Member
 - C.J.A. Stembo
Member
 - L.M.N. Jayasinghe
5. Next Scheduled Task Force Meeting Date: 16, June 1983

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|---|-----------------|--------------------------|
| <p>Generate information in respect of source yield, water quality, soil conditions, population, industries, institutions, other statistical data.</p> <p>Design Criteria</p> <ul style="list-style-type: none"> -Statistics -Calculations <p>Working Drawings</p> <p>Basic Data</p> | | |

ACTION PLAN/FOLLOW-UP:

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: Communications-Information
2. Recommendations Summary and Agreements
 - A. **Water Quality**
 - B. **Production cost**
 - C. **Response to treatment**
 - D. **Equipment History Sheets etc.**
 - E. **Revenue Generated**
 - F. **Water quantity produced**
 - G. **Property Acquired**
3. Responsible Board Official Mr. V. Parameswaran - A.G.M. (O&M)
Name & Title
4. Task Force Members:
 - P. Dharmapalan
Task Force Chair
 - W.A. Karunaratne
Secretary
 - J. Sivabalasunderam
Member
 - H.D.R.A. Pathirana
Member
 - N.E.M.S. Gunasekera
Member
 - L.M.N. Jayasinghe
Member
5. Next Scheduled Task Force Meeting Date: 16th June 1983.

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|---|-----------------|--------------------------|
| <p>Generate information requirements in respect of</p> <ul style="list-style-type: none"> Water quality Production cost Response to Treatment Equipment History Sheets Revenue Generated Water Quantity produced Propoerty acquired. | | |

ACTION PLAN/FOLLOW-UP:

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: Communications Information
2. Recommendations Summary and Agreements
 - A. Establishment
 - B. Personnel records
 - C.
 - etc.
3. Responsible Board Official Mr.E.B. Tennekeon D.G.M.(A)
Name & Title
4. Task Force Members:
 - Mr.P.Abhayagoonawardhena
Task Force Chair
 - Mr.P.Weeratunge
Secretary
 - Mr. A.N. de Alwis
Member
 - Mr. Opatha
Member
 - Mr. M.I.M. Kiyabdeen
Member
 - L.M.N.Jayasinghe
5. Next Scheduled Task Force Meeting Date: 16th June, 1983

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|---|-----------------|--------------------------|
| <p>Generate information required for personnel records.</p> <ul style="list-style-type: none"> - Educational - Professional - Experience - Training | | |

ACTION PLAN/FOLLOW-UP: Communications Information

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: Communications Information

2. Recommendations Summary and Agreements

A. Construction

B. a. Modifications

C. b. Date of Completion

c. Capital Costs

etc.

3. Responsible Board Official G.E. Kumarage AGM (C)

Name & Title

4. Task Force Members: R.K.C. Rajapaksa, CE Construction

Task Force Chair

M.K. Piyasena

Secretary

Harold Alwis

Member

Mrs. Vithana

Member

Mr. Sathkunan

Member

L.M.N. Jayasinghe

5. Next Scheduled Task Force Meeting Date: 16th June, 1983.

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|---|-----------------|--------------------------|
| <p>Generate information required in respect of modifications of design. Stages of completion Capital Costs.</p> | | |

ACTION PLAN/FOLLOW-UP:

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: Communication Information
2. Recommendations Summary and Agreements
 - A. Agenda for Board Meetings
 - B. Decisions at " "
 - C. Board Plans
 - D. Follow up action etc.
 - E. Activities in other Regions and Branches
 - F. Information from the field
 - G. Impact of Training
3. Responsible Board Official Mr. D.E.F. Jayasuriya - D.G.M. (Sr.)
Name & Title
4. Task Force Members:
 - Cyril J. Gunatillake
Task Force Chair
 - Sunil de Silva
Secretary
 - Mr. Yoganathan
Member
 - S.K.H. Perera
Member
 - K.N.P. Silva
Member
 - L.M.N. Jayasinghe
Member
5. Next Scheduled Task Force Meeting Date: 16th June, 1983.

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|---|-----------------|--------------------------|
| <p><u>Information to be dispatched</u></p> <p><u>■</u> Agenda for Board Meetings</p> <p>Decisions at Board "</p> <p>Board Plans</p> <p>Follow-up action</p> <p>Activities in other regions and branches.</p> <p>Information from the field</p> <p>Impact of training.</p> | | |

REORGANIZATIONAL ISSUES

- o Problem Statement
- o Work Group Recommendations
- o Plenary Session Modifications
- o Action Plan Follow-up

Problem Statement

Reorganizational Issues

The recent separation of the O&M functions from the construction function was carried out so that the Board could provide more efficient and effective service to their consumers. Regional and central office staff feel that this organizational change was a constructive one, but that improvement could be made in several areas.

Task: After full discussion of the above, complete the matrix (see samples) with your recommendations for more efficiency carrying out of O&M functions.

EXAMPLE

| Activity to be carried out | Person Responsible for activity | Persons Responsible for implementing activity |
|---|---------------------------------|---|
| 1. Allocation of clerical position in regional office | RM (O&M) | Clerical Staff |
| 2. Allocation of transport to regional staff | RM (Const.) | Drivers |
| 3. Attend meeting with local authorities on distribution system extension | RM (Const.) | RM (Const) |

WORK GROUP RECORDING SHEET

Problem: Reorganizational Issues

Group Members: S. Ariyadasa
D.N.S. Ferdinando
S.H,P.G. Karunaratne
W.A. Karunaratne
S.K.H. Perera
A. Segarajasinghan

Recommendations

| Activity to be Carried Out | Person Responsible for Activity | Persons Responsible for Implementing Activity |
|--|---------------------------------|---|
| 1. <u>POLICY</u> | | |
| 1.1. O&M of new scheme | - | Construction branch to be responsible during trial initial operation & Authority. |
| 1.2.L.A Schemes | Advisory -M(O&M) | |
| 1.3.Revenue collection - Metering - Bills not paid | Board/Ministry GM | AGM (O&M) AGM (O&M) |
| 1.4 Wells - 8 handpumps - (O&M) - Construction | Local Government -de- | M (O&M) advising " " " |
| 1.5 Improvement & extention | M (O&M) | M (O&M) M (O&M) upto Rs. 1 million M (C) more than a |
| 2. <u>ORGANIZATION</u> | DGM (Sr.) | AGM (O&M) |
| 3. <u>STAFFING</u> | | |
| 3.1. Representaion in region | M (O&M) | -copy of the monthly(Const. progress report to M(O&M) |
| 3.2. Staffing pattern at schemes and posting | DGM (Sr) | AGM (O&M) |
| 3.3 Reg. Acct. | M (O&M) administratively | |
| 3.4.Storekeeper and stores | Separate for construction | &(O&M) |

| Activity to be Carried Out | Person Responsible for Activity | Persons Responsible for Implementing Activity |
|--|--|---|
| <p>4. <u>INFRASTRUCTURE</u></p> <p>4.1 Office accommodation</p> <p>4.2 Separation of staff between construction and O&M</p> <p>4.3 Quarters at schemes for essential staff and for M (C&M)</p> <p>Note: Existing quarters should go to C&M</p> <p>4.4 Setting up repair workshop and lab</p> | <p>DGM (Sr)</p> <p>DGM (Sr)</p> <p>DCM (Sr)</p> <p>DCM (Sr) & AGM (C&M)</p> | <p>M (O&M)</p> <p>AGM (C&M) DCM (C)</p> <p>M (O&M)</p> <p>M (O&M)</p> |
| <p>5. <u>TRANSPORT</u></p> | <ul style="list-style-type: none"> - Separate for construction and C&M. - Pickup and jeep (mini) for C&M for supplies (C&M) lorries under AGM (O&M) Supplies branch. | |

PLENARY SESSION AGREEMENTS & MODIFICATION

REORGANIZATIONAL ISSUES

1. Policy

- C&M of New Schemes

Handing over procedure should include check list on condition on a handing over synopsis of all equipment and civil works.

DCM Sr to determine final operation period based on complexity of schemes.

- L. Authority Schemes

Construction branch to handover directly to L. Authority schemes that will be operated by them.

- Improvements and Extensions.

M (O&M) responsibility to be limited to Rs. 100,000/-.

2. Organization

Implement the regional organization on C&M in all regions.

3. Staffing

- Representation at meetings.

Meetings concerning construction directly to be attended by Construction Branch.

- Regional Accountant.

For reason of economy one regional accountant should be responsible for both C&M and construction. M (O&M) will be the supervisor of the reg. accountant administratively. Similarly accounts clerks will be administratively responsible to either M (O&M) or M (Const) but will obtain technical direction of Reg. Acct.

REORGANISATION ISSUES

ACTION PLAN/FOLLOW-UP:

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: Reorganization Issues
2. Recommendations Summary and Agreements
 - A. See Attached
 - B.
 - C.
 - etc.
3. Responsible Board Official General Manager
Name & Title
4. Task Force Members:
 - DGM Sr.
 - Task Force Chair
 - AGM (O&M)
 - Secretary
 - CE (O) - Dharmapala
 - Member
 - Per. Officer - Weeratunge
 - Member
 - M (O&M) - Gunasebaru
 - Member
5. Next Scheduled Task Force Meeting Date: 30.6.1983

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|--|---|----------------------------|
| <p>1. Policy</p> <p>1-1. Handing over procedure for new schemes should include checklist on equipment and civil works.</p> <p>1-2 Handing over to local authority to be done directly by Construction Branch</p> <p>1-3 Revenue collection - Billing (Metering) - Bills not paid</p> <p>1-4 Well and Handpumps - Construction M(O&M) Advisory - O&M - M (O&M) Advisory</p> <p>1-5 Improvement and extention upto Rs.100,000-M(O&M) above Rs.100,00-AGM(C)</p> | <p>G.M.</p> <p>G.M.</p> <p>Board/Ministry</p> <p>G.M.</p> <p>G.M.</p> <p>G.M.</p> <p>G.M.</p> | <p>As soon as possible</p> |
| <p>2. <u>Organization</u></p> <p>Implementation of the approved regional organization</p> | <p>DGM (Sr.)/G.M.</p> | |
| <p>3. <u>Staffing</u></p> <p>3-1 Representative at regional meetings. - Construction by M(C) - All others by M(O&M) M(O&M) to liase with construction and designs.</p> <p>3-2 Staffing pattern at schemes and posting of staff to be prepared by D.G.M. (Sr).</p> <p>3-3 Regional accountant for reason of economy on regional accountant should be responsible for both O&M and construction. M(O&M) will be the supervisor of reg. acct. administratively. Similarly accounts clerks will be administratively responsible to either M(O&M) or M(C) but</p> | <p>G.M.</p> <p>G.M.</p> | |

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|--|-------------------|--------------------------|
| 3-4 Storekeeper/stores separate for O&M and construction | G.M. | |
| 4. Infrastructure | G.M. | |
| 4-1 Office accommodation | G.M. | |
| 4-2 Separation of staff between construction and O&M. | G.M. | |
| 4-3 Quarters at schemes for essential service staff and for M(O&M). | G.M. | |
| 4-4 Setting up repair workshop and lab. | G.M. | |
| <u>Notes:</u> | | |
| 1. Existing quarters to be allocated to O&M. | G.M./D.G.M. (Sr.) | |
| 2. O&M should have permanent office building. | | |
| 3. Repair workshops and labs to be built as soon as possible. | | |
| 5. <u>Transport</u> | | |
| Separate for O&M and construction. Pickup and jeep (minimum) for O&M | G.M. | |
| <u>Note:</u> | | |
| For supplies to O&M, the supplies branch to arrange for transport either through Board lorries or private lorries. | | |

MAINTENANCE MANAGEMENT SYSTEMS

- o Problem Statement
- o Work Group Recommendations
- o Plenary Session Modifications
- o Action Plan Follow-up

Problem Statement

Maintenance Management Systems

If the Board is to provide efficient and effective service to its public it must maintain its equipment in good working order. Not only must equipment which is used frequently be kept in good order, but stand-bys must be ready to use. The preventive and breakdown maintenance programs of the Board are in need of improvement.

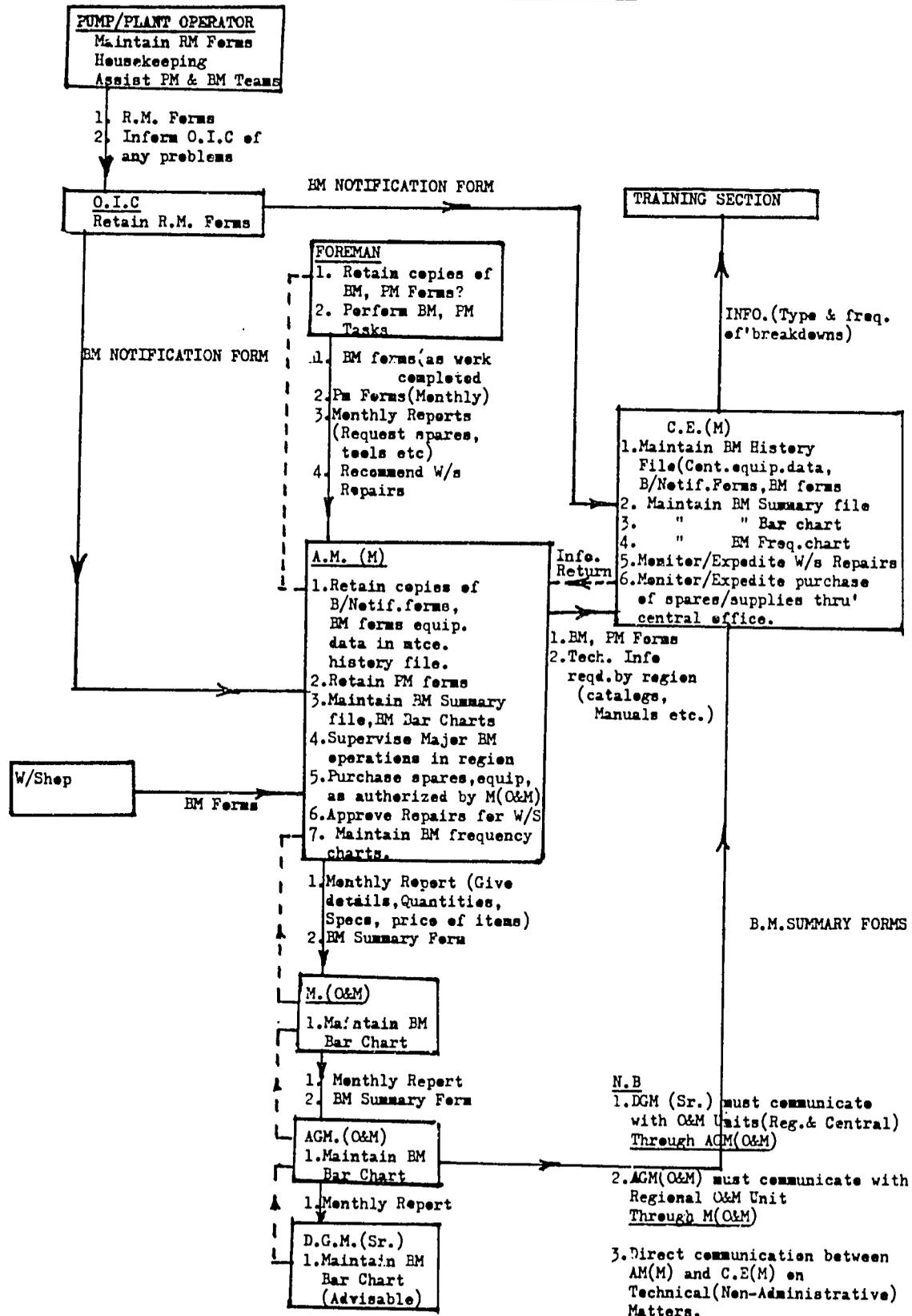
Task: After full discussion of the above make a list of recommendations for the improvement of preventive and breakdown maintenance.

SAMPLE

RECOMMENDATIONS

1. Each piece of equipment sent from a scheme to a regional or the central workshop should have a copy of the attached worksheet sent with the equipment. (See attachment 1).
2. The following job aids should be developed for the pump operator:
 - o Lubrication schedule for each type of pump
 - o Checklist for weekly, monthly and annual preventive maintenance procedures to carry out
 - o _____
 - o _____
 - o _____

MAINTENANCE MANAGEMENT INFORMATION FLOW-DIAGRAM



(1)

B.M. NOTIFICATION FORM

This form to be completed by OIC and sent to AM (M) and C.E. (M) whenever a breakdown occurs. O.I.C. retains copy

1. Name of Scheme
2. Name of Region
3. Date of Breakdown
4. Equipment in need of repair an I/D number (each item of equipment to be entered on separate sheet)
5. Details of nature of breakdown
6. Name, signature of OIC and date

IN SUMMARY FORM

This form to be completed by AM (M) and sent to M (C&M)

Month and Year
Region

| WATER SUPPLY SCHEME IN ALPHAB ETICAL ORDER | I/D NO. OF EQUIP. | REPAIR COMMENCE DATE | IF REPAIR COMPLETED THIS MONTH | IF NO, ESTIMATED COMPLETION DATE | REMARKS AM (M) & DATE |
|--|-------------------|-------------------------|--------------------------------------|-------------------------------------|-----------------------|
| | | | | | |

PREVENTIVE MAINTENANCE OPERATION NUMBERS

CENTRIFUGAL PUMPS AND MOTORS

- | | |
|------------------|--|
| Monthly | 1. Volts (red, yellow and blue phases) |
| | 2. Current(" " " " ") |
| | 3. Megger (red, yellow,blue) |
| | 4. Flow at design head |
| | 5. Speed (r.p.m.) |
| | 6. Bearing temperatures |
| | 7. Noise, vibration |
| | 8. Check/adjust gland leakage |
| | 9. Free rotation of pump shaft |
| 3 Monthly | 10. Grease bearings |
| | 11. Check motor brushes (length, free movement, spring tension) |
| | 12. Clean area round brushes |
| | 13. Clean slip rings |
| 6 Monthly | 14. Change bearing lube oil |
| | 15. Shaft alignment |
| | 16. Wear of coupling pins/bushes |
| | 17. Clean electrical contacts in motor control panel |
| | 18. Clean and grease stuffing box housing, gland and bush |
| | 19. Inspect shaft/sleeve for wear |
| | 20. Replace gland packing |
| Annually | 21. Clean, grease pump threaded openings |
| | 22. Clean, grease petcocks on pump flushing lines |
| | 23. Check vert play on pump sleeve bearings |
| | 24. Check tightness of electrical connections (motor and control panel) |
| Every 2 years | 25. Clean and refill bearing housings with grease |
| | 26. Dismantle and clean motor |
| When required | 27. Dismantle pump and check pump case, impeller, wear rings for wear cavitation, etc. |

CHLORINATORS (VACUUM)

- | | |
|--------------|--|
| Monthly | 28. Clean water strainer |
| 3 Monthly | 29. Clean chlorine filter |
| | 30. Clean meter tube and float |
| 6 Monthly | 31. Clean injector nozzle and throat, clean non return valve |
| Annually | 32. Clean regulator valve, control valve, restrictor valve, vacuum relief valve, restrictor valve, pressure relief valve |

RECIPROCATING PUMPS (CHEMICAL FEED)

- | | |
|-----------|--------------------------------|
| 3 Monthly | 33. Grease main shaft bearings |
|-----------|--------------------------------|

- 3 Monthly 34. Check shear pin and grease shearing surfaces
- 6 Monthly 35. Check ball valve
- Monthly 36. Change oil and clean magnetic drain plug
- Annually 37. Check plunger
- Annually 38. Clean deposits and scaling
- Annually 39. Check babbit for wear
- Monthly 40. Clean suction strainer
- Annually 41. Check operation of relief valve

PLENARY SESSION AGREEMENTS & MODIFICATIONS
MAINTENANCE MANAGEMENT SYSTEMS

1. Forms may have to be modified for special situations like Colombo region.
2. Clarify list duties to OICC - In regard to minor repairs.
3. A direct communication system from site to Head quarters will be implemented in respect of emergency breakdowns.
4. BAR CHART to include while the repairs are being effected Site/Workshop as well.

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|--|---------------------------------|--------------------------|
| 1. Forms to be studied and modified to suit to different places. a) General Format b) Actual Forms | CE (M) and ME (M) - do - | 3 months - do - |
| 2. Flow diagram to be examined and modified to suit conditions of different sections | Task force A | One month |
| 3. R/M set up has to be developed and should be implemented. | Task force A | Two months |
| 4. The role and the importance of the workshop in the maintenance management system and suggest improvements to improve the maintenance management system effectively. | Task force B | 1½ months |

SUPPLIES AND SPARES LOGISTICS

- o Problem Statement
- o Work Group Recommendations
- o Plenary Session Modifications
- o Action Plan Follow-up

Problem Statement

Supplies and Spares Logistics

The ability of the Board to provide effective and efficient service, so the public has an ample quantity and a safe quality of water is in part dependent on adequate supplies and spares to keep equipment operating and chemicals for treatment. Recent experience in the Board indicates that some changes might be in order to improve the flow of supplies, chemicals and spares to the point of need.

Task: After full discussion of the above, make recommendations for supplies and spares logistics.

SAMPLE

RECOMMENDATIONS

1. When stores returns a partially filled order, they should indicate the status of unfilled items (e.g. when it will be sent; out of stock, don't know when available, etc.).
2. The following list of minimum inventory should be maintained at:
 - o Scheme
 - o Regional Office stores
 - o Central stores

WORK GROUP RECORDING SHEET

Problem: Supplies and spares logistics

Group Members: N .E.M.S. Gunasekera

H.I. Kariyawan

V. Parameswaran

H.D.R. A. Pathirana

K.N.P. Silva

W. Tilakumara

Recommendations:

1. C.E. (Supplies) to summon meeting of all M(O&M) and decide on items:
 - to be supplied by the main stores.
 - to be purchased locally by M(O&M) (necessary authority to be delegated to MM(O&M)).
2. Manager (O&M) should prepare MDNN very clearly and in detail with necessary specifications. MDNN should also give alternative wherever possible.
3. MDNN which are new in use not suited and need revision.
4. An MDN placed (M(O&M) to C.E. (supplies) should not lapse after part supply. The MDN should be effective until full supply is made. This will not only avoid duplication but also save time and stationery. When part delivery on an MDN is made CE(S) should indicate status of balance items with the first instalment of supply ("status" means when balance items could be supplied or if not whether it could be purchased locally by M(O&M)).
5. The cost price of each item to be marked on the M.T.N.
6. M(O&M) to send back GRNN as far as possible by the same vehicle delivering the materials or at the earliest opportunity not exceeding one week from the date of delivery of such materials.

7. Annual requirement of fast moving items such as chemicals, reagent, water meters, meter repair kits, pipe fittings, lubricants, gland packing, bearings to be studied and stocked as given below.
8. Minimum safe level of items for each site, to be stored are as
 - (a) Alum - 6 months' requirement
 - (b) Lime - 3 " "
 - (c) Ferric Chloride 1 month's requirement
 - (d) Chlorine 1 month's requirement
 - (e) Bleaching powder 3 months'
 - (f) Lubricants 1 month's requirement
 - (g) Water meters and accessories 12 months requirement
9. AGM (O&M) to have a separate unit for monitoring supplies.
10. C.E(S) to have ³steres officers in charge of 3 ranges to attend to the 8 regional supplies requirements.
11. CE(S) to open up well secured 8 bays for 8 regions for temporary storage of items awaiting despatch until a full vehicle load of items is collected. This avoids intermixing of items meant for different regions and unecnomical frequent transport.
12. M(O&M) to have sufficient stock of essential items such as belt, nuts and bolts, spark plug, gland packing, bearings, injections etc. This will prevent M(O&M) running for these items when a breakdown occurs.
13. Equipment such as portable generators, storage pump, sheet piles pipes and fittings etc should be kept in major schemes in the region and made available to other schemes as and when required. Lists of such items and locations as to where they are available should be circulated amongst AGM (O&M), MM(ORM) and O.I.CC.
14. All vehicles passing sites on the return journey to Central Office to be insti ted to transport empty chlorine cylinders. Details of such empties and locations to be provided by M(O&M).
15. When a new scheme is taken over arrangements should be made to have at least 2 years requirement of spares. Necessary provisions should be made in the tender with regard to this.

PLENARY SESSION AGREEMENTS AND MODIFICATIONS

SUPPLIES AND SPARE LOGISTICS

3. Add the following sentence
MDN to have space to indicate as to what purpose the item is required.
4. Add the following sentence
C.E(S) to inform M (C&M) on receiving MDN the details of those items which cannot be supplied by the time specified in the MEN.
- 7 & 8. Add the following to 9.
It is the responsibility of C.E (S) to have the above items in ample quantities and supply as and when required by sites.
10. Delete it as it is not necessary if 9 is accepted and taken action accordingly.
15. Add the following sentence
These spares should not be used by the contractor during his maintenance period.

SUPPLIES AND SPARES LOGISTICS

ACTION PLAN/FOLLOW-UP:

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: Supplies and Spares Logistics
2. Recommendations Summary and Agreements
 - A. 1 to 15.
 - B.
 - C.
 - etc.
3. Responsible Board Official General Manager, Mr. T.B. Madugalle
Name & Title
4. Task Force Members:
 - Mr. D.E.F. Jayasuriya, DGM(S)
Task Force Chair
 - Mr. J.D.H. Silva, CE(S)
Secretary
 - Mr. H.D.R.A. Pathirana
Member
 - Mr.N.E.M.S. Gunasekera, M(O&M) Galle
Member
 - Mr. M. Karunaratne, Mech.Engineer
Member
5. Next Scheduled Task Force Meeting Date: June 23, 1983

Action Plan: For each agreed upon Recommendation List the specific action which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|---|---------------------------------|---------------------------------|
| 1. Summon meeting of CE(S) and MM (O&M) convene meeting and decide on items to be purchased by (1) CE(S) and by (2) MM (O&M). | CE (S) | Within 1 month |
| 2. MDNN to be clear and with proper specs. and also alternatives if any. | OICC and MM (O&M) | With effect from 1st July 1983. |
| 3. New MDN format to be designed, printed and supplied to site. | M(O&M) to give format to CE(S) | With effect from 1st July, 1983 |
| 4. MDNN to be effective until full supply is complete. M(O&M) to be informed of items which cannot be supplied by specified time. | CE(S) | With effect from 1st July 1983 |
| 5. Cost price of items to be given on MDN. | CE(S) | -do- |
| 6. Prompt return of GRNN | M(O&M) | -do- |
| 7&8. CE(S) to have ample stocks of fast moving items. | CE(S) | -do- |
| 9. AGM(O&M) to have unit for monitoring supplies. | AGM(O&M) | -do- |
| 10. CE(S) to open up 8 separate bays for temporary storage of materials one bay per region. | CE(S) | 1st September 1983 |
| 12. M(O&M) to have sufficient stocks of spares. | M(O&M)/AM(O&M) | 1st August 1983 |
| 13. Material and equipment for urgent repairs to be at major sites and listed. | M(O&M)/AM(O&M) | -do- |
| 14. Collection of empty Cl ₂ cylinders by Board vehicles. | DGM(P)/T.O/CE(S) M(O&M)/OICC | 1st July 1983 |
| 15. Spares for 2 years to be included in tender. | AGM(D)/AGM(O&M) AM(O&M) | 1st September 1983 |

COMMUNITY RELATIONS AND PARTICIPATION

- o Problem Statement
- o Work Group Recommendations
- o Plenary Session Modifications
- o Action Plan Follow-up

Problem Statement

Community Relations and Participation

Since the major purpose of the Board is to supply its consumers with an adequate supply of potable water it behoves the Board to be concerned about the image it creates. Also it is important that the community be involved in the decisions made about their water supply since they are the ones paying for the water service. As the Board expands its service into the handpump area, it will have much greater needs for its employees to have community participation skills.

Task: After full discussion of the above, develop a list of activities that Board employees will be involved with in community relations and participation. Indicate the level of worker who will be involved.

SAMPLE

| Activity | Lever of Worker |
|---|-----------------|
| 1. Train village caretaker of handpump 2. Collect fees from villagers for O&M of handpumps | |

WORKSHOP RECORDING SHEET

Problem: Community Relations and Participation

Group Members: P. Abhayagoonawardhana
D.E.F. Jayasuriya
J.A. Kulatilaka
N. Sridharan
B.S. Chinniah

Recommendations:

| Activity | Level of Worker | |
|--|--|--|
| | N.W.S & D.B | Community |
| <u>COMMUNITY PARTICIPATION</u> | | |
| 1. Selection of sites for Hand pumps - W.S. Schemes/Stand Posts | Engineer/ Geologist - Ground Water Section Manager | Village Organizations - de - |
| 2. Distribution Pattern--Rural W.S Urban W.S | O.I.C Manager(O&M)/OIC | - de - Local Authority Village Org. |
| 3. Maintenance and Protection | O.I.C | Village Organizations such as Gramedayas and Jala-Araksaka Associations. |
| 4. Maintenance of Hand Pumps | Area Hand pump Mechanic | Village Volunteers (Community Org.) |
| 5. Repairs to Hand Pumps | - de - | N.G.OO such as Sarvedaya who have competent staff. |

| Activity | Level of Worker <u>N.W.S</u> & <u>D.B</u> | <u>Community</u> |
|---|--|--|
| 6. Reduction of Waste at Stand posts and minimizing pollution. | O.I.C | Village Volunteers. |
| 7. Collect fees for Hand pump Maintenance | | Village Organization |
| 8. Residual Chlorine tests | O.I.C/Chemist | Village Org. School Children Teachers Boy Scouts Girl Guides |

COMMUNITY RELATIONS

| | | |
|--|--|---|
| 1. Establish Dialogue and credibility | Manager/O.I.C Field Officers | Village Organization |
| 2. Health Education | Head Office Management Manager/O.I.C | Health Volunteers School Children Teachers Religious Leaders Mass Media Such as films T.V. Radio News papers Posters and Lectures |
| 3. Water Conservation | - do - | -do - |
| 4. Cost Consciousness | - do - | -do - |
| 5. Benefit Awareness | - do - | -do - |

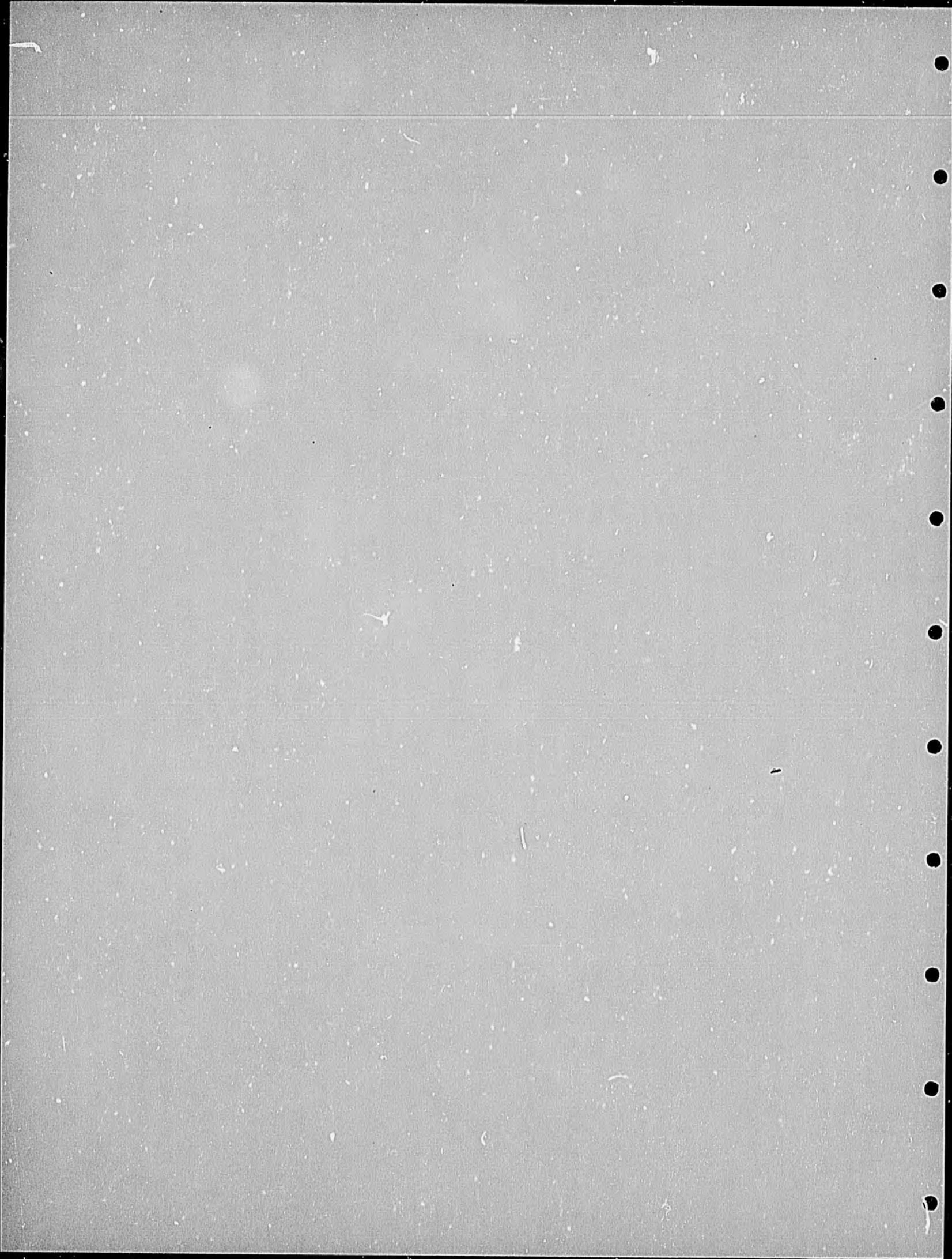
PLENARY SESSION AGREEMENTS & MODIFICATION

COMMUNITY PARTICIPATION - ACTION PLANS

1. Discussions with community essential in deciding where wells should be sited.
Discussions will also take place with politicians in the region.
2. C&M of hand-pumps - US AID have developed a course for trainers in this field. Erik Loken of US AID can be contacted for details.

COMMUNITY RELATIONS

1. Sarvodaya & Health Science Training Centre (Kalutara) have already developed these aspects and more info. could be obtained from them.



ACTION PLAN/FOLLOW-UP: COMMUNITY RELATIONS AND PARTICIPATION

Instructions: In order to translate the group's recommendations and agreements into reality, a plan of action must be followed. Each action plan will be carried out under the oversight of an "Action plan task force" the task force will be responsible to the appropriate board administration (e.g. AGM for O&M, or other). Individuals on the task-force or outside of the task force may be enlisted (assigned specific tasks).

1. Problem Area: Community Relations and Participation
2. Recommendations Summary and Agreements
 - A.
 - B.
 - C.
 - etc.
3. Responsible Board Official D.E.F Jayasuriya, DGM Senior
Name & Title
4. Task Force Members:
 - P. Abhayageonawardhena
Task Force Chair
 - R.A. Henry
Secretary
 - Mrs. J. Sivabalasunderan
Member
 - C.J. Stembe
Member
 - N.E.M.S. Gunasekera
Member
 - P.Dharmabalan
Member
 - W.A. Karunaratne
Member
5. Next Scheduled Task Force Meeting Date: 16th June 1983
Mr. Kamnadasa (Sociologist)

Action Plan: For each agreed upon Recommendation List the specific actions which must be done to implement the Recommendation.

| What is to Be Done | Who is to Do It | By When will It Be Done? |
|--|-----------------|----------------------------|
| <p>Design procedures for involving community in</p> <ul style="list-style-type: none"> Selection of sites for wells/handpumps W.S.Schemes/standposts. Decisions on respective distribution and patterns maintenance and protection maintenance of hand-pumps Repairs to Handpumps Reduction of wast at standposts. Minimising pollution Collecting fees for hand pump maintenance residual chlorine tests establishing dialogue and credibility Health education. Water Conservation Cost Consciousness Benefit Awareness | | <p>By Sept 30th, 1983.</p> |