Deputy General Manager (Commercial), Commercial Division,

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## The main functions of the Commercial Division are;

* **The Metering, Billing , Consumer relations and collections activities within the Colombo area and Regions**
* **The establishment of Standard operating and Reporting procedures for the outlying Regions**
* **The collection of statistical and financial data from all regions for consolidated system-wide of all progress, statistical, and financial reporting.**
* **This division will be responsible for accurately reporting all system-wide billing and collection data to the financial division.**
* **Involved in formulation of policies**

**Commercial Division**

Commercial Division mainly focus on Billing and Recovery, the sections is headed by The Deputy General Manager (Commercial) with two Assistant General Managers; AGM (Billing) and AGM (Recoveries).

Customer metering commenced in 1980, since then monthly bills are given to customers Initially the meter readings were taken and bills were processed and posted, there after the bills were calculated as an when the meter readings were taken and given to the customer. Computerized billing commenced mid 80’s, with continuous increase in provision of water connections, customer base is over 1.9 million. The latest billing is on sewerage in areas where the system is managed by NWSDB.

* Monthly bills are given to all customers to facilitate easy settlements payments are received by the cashiers, supermarkets, banks etc. payments could be made through e.banking and debit cards. The Commercial Division which functions under Additional General Manager (Corporate Services). Water supply covers the whole country with the decentralized mode of operations, providing satisfactory customer care services and handling the billing and revenue collection efficiently is a challenging task. These tasks are considered as the most crucial and important aspect the functioning of the organization.
* Under the Commercial Section, 53 Commercial Officers serve island wide and they issue the bills to the consumers and collect revenue..
* A tariff structure is used for water billing with intention the poor are cross subsidised. On regular basis the tariff is revised to reflect the market value. Customers are encouraged to settle the bills early where early payment rebate of 1.5% is given. The small number of bad customers who default settlements are pursued with reminders in the event of no response legal action is taken for recoveries.

**Delighting Our Customer**

Customer facilites introduced by National Water Supply and Drainage Board for their valuable customers

1. Meter reading obtained by mobile app and auto uploading.(Mobile phone water meter reading)
2. Mobile phone Telephone number updating by mobile app.
3. GPS locations obtained by Mobile phone
4. Use of customer mobile to update mobile number to system 0719399999
5. Settlement of water bills at post office, ezash, frime, supermarket, banks, web Payment
6. Water bill payment by Credit/Debit cards at water board cashier points.
7. Auto updating of water bill payments.
8. Obtaining water bill details by,
   1. Using mobile app
   2. Using [www.waterboard.lk](http://www.waterboard.lk) web site
   3. Using ebis.waterboard.lk/smartzone
9. Checking amount to be paid by,
   1. Using mobile app
   2. Using ebis/waterboard.lk/smartzone
   3. At our customer care centers, using computers assigned for that purpose.
10. Computerized System to capture customer water bill / Technical complaints and updates by SMS.
11. Computerized System to capture new connection process, and updates by SMS.
12. Improved customer facilities at our customer care centers.
13. Facility to entertain 1.5% rebate by paying water bills, within 14 days of receipt the bill.
14. Activities organized with parallel to the World water Day
15. New PIV system to capture and provide better services when paying other water related payments, E.g. Reconnection payments, Water testing, Gully bowser payments etc.
16. Customer to receive water bill on scheduled dates.
17. All meter readings to be completed within 30 days.
18. Facilitate to reduce customer water bill arrears.
19. Customer convenience through ICT development.
20. Introduction of Group water Bill system for, customers paying their branch water bills at central point.
21. Customer friendly approach to recover water bill arrears.
22. Training and field visits to staff to enhance their skills.
23. Regular staff meetings with different level to enhance service delivery.
24. Introduction of Automatic Bill Settlement (ABS) facility.
25. Introduction of web services for easy transfer of water bill payment files by collecting centers.
26. Integration of water related activities, with internal sections for improved customer service.
27. Mobile app monitoring computer system.

**Proposed facilities**

1. Sending SMS after uploading on consumption
2. Sending SMS after bill processing
3. SMS message on service interruption
4. Blue tooth bill printing
5. Use of card collecting capturing facility, to collect payment of water bills and for service reconnection.
6. New Water Connection and other water related payments, by Credit/Debit cards at water board cashier points.
7. New Water Connection and other water related payments, at any branch of banks collecting water board payments.
8. Expansion of Automatic Bill Settlement (ABS) facility.
9. Expansion of web services for easy transfer of water bill payment files by collecting centers.
10. Introduction of new payment facilities with new banking products introduced by banking sector.
11. Introduction of barcodes and QR Codes.

**Customers are facilitated to settle water bill from following Places Island-wide.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Water Bill Collection Centers - Head Office**   |  | | --- | |  | | | | |
|  | **Names of the Banks/ Agents** | **Payment Methods** | **Commission** |
| **1** | **ICTA -Water Board Web Payment** | **Credit Card Only** | **2% - to the bank (from Customer)** |
|
| **2** | **Bank Of Ceylon** | **Cash & Cheques, Online** | **All expenses are borne by the bank** |
|
| **3** | **People's Bank** | **Cash & People's bank Online** | **Rs.10/= + VAT** |
|
| **4** | **HSBC** | **Online Services Only** | **Free of Charge** |
|
| **5** | **Standard Chartered Bank** | **Cash & Cheques, Online** | **Rs.25/=** |
|
| **6** | **Hatton National Bank** | **WEB, E- banking, Cash** | **Free of Charge** |
|
| **7** | **Sampath Bank** | **WEB, Automated bill Settlement** | **Free of Charge** |
|
| **8** | **DFCC** | **Cash, Cheques & WEB** | **Up to 999.99 - RS.10/= Over 1000 - Rs.15/=** |
|
| **9** | **Citi Bank** | **Cash & Cheques** | **Free of Charge** |
|
| **10** | **National Savings Bank** | **Cash & WEB** | **Rs.10/=** |
|
| **11** | **Nations Trust Bank** | **Cash & WEB** | **Free of Charge** |
| **Standing orders through Amex credit cards** |
| **12** | **NDB Bank** | **Cash & WEB** | **Rs.25/= per non bank Customers** |
|
| **13** | **Union Bank** | **Cash & Cheques( own bank cheques only),Online** | **Free of Charge** |
|
| **14** | **Seylan Bank** | **Cash & Cheques, WEB** | **Rs.15/=** |
|
| **15** | **Commercial Bank** | **Cash & Commercial bank Cheques only, WEB** | **Rs.15/=** |
|
| **16** | **HDFC** | **Cash Only** | **Rs.15/=** |
|
| **17** | **Pan Asia Bank** | **Cash & Cheques** | **Rs.15/=** |
|
| **18** | **RDB ( Regional Development Bank)** | **Cash Only** | **Rs.15/=** |
|
| **19** | **Dept. of Post office (Dop)** | **Cash Only** | **Rs.5/=** |
|
| **20** | **Laugfs** | **Cash Only** | **Rs.15/=** |
|
| **21** | **Cargills Food City** | **Cash Only** | **Rs.15/=** |
|
| **22** | **Singer** | **Cash Only** | **Rs.15/=** |
|
| **23** | **Abans** | **Cash Only** | **Rs.15/=** |
|
| **24** | **Mobitel** | **Cash / m-cash** | **Rs.20/=** |
|
| **25** | **Dialog** | **Cash / ez-cash** | **Rs.20/=** |
|
| **26** | **L B Finance** | **Cash Only** | **Rs.15/=** |
|
| **27** | **Arpico** | **Cash Only** | **Rs.15/=** |
|
|  | **Cashier points = All island 37** |  |  |
|  | **(The Board has to pay 0.95% Commission for every water bill payment to the HNB )** | |  |

**Water Board Web Payments -**Online Credit Cards – Web Registers only(**[www.waterboard.lk](http://www.waterboard.lk/))**

# Customer Care Unit

Customers are allowed to make any complaints. to the **Customer Care Unit** under the Commercial Division.

## Contact No 2623623 – During Office hours

**Call Centre No : 1939 – For any complaints, problems, leakages etc. during 24 hours.**

**Photo Gallery**

**Annual Family Networking 20th March 2018**

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