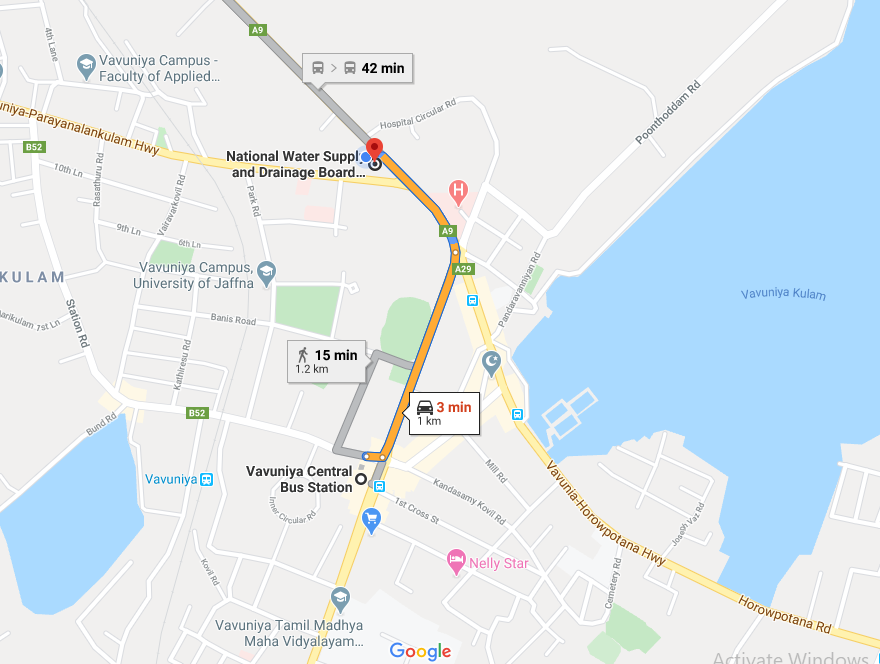
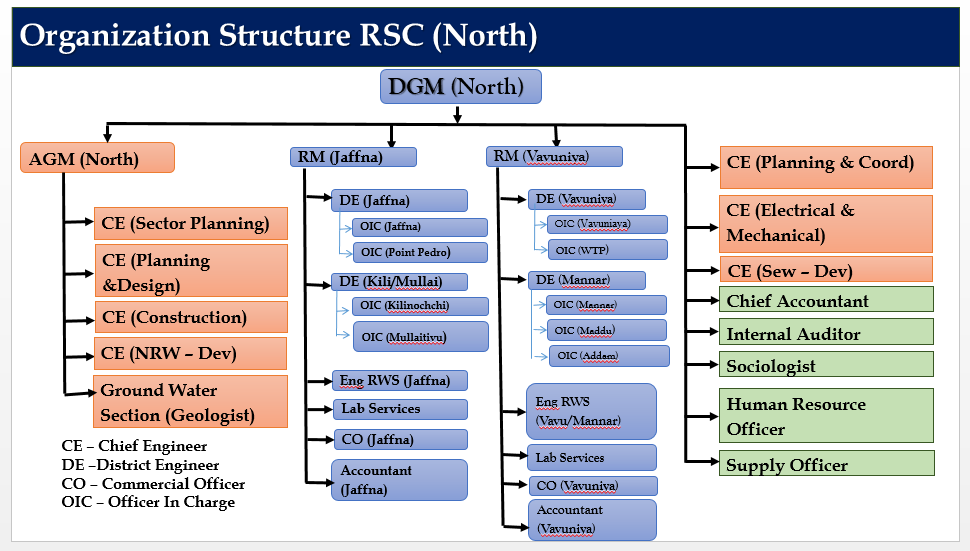
Regional Support Centre-North (RSC-N) was established in 2009 to provide drinking water supply facilities and advice to public & institutions, within Northern Province of Sri Lanka, under the headship of Deputy General Manager (DGM) with an Assistant General Manager (AGM). RSC-N is situated in Jaffna Road, Vavuniya. (Location Map & RSC-N map).

The O&M activities are divided into two regions namely “Jaffna Region” and “Vavuniya Region” and are managed by two separate Regional Managers (RM). The RSC-N covers entire Northern Province; RSC North consists 31 schemes; 29,849 number of connections as at June, 2020. NWSDB coverage of the North Region is 10.15% as at June 2020.

The RSC-N has a strength of 220 Employees. RSC-N consists a Laboratory testing facilities, for Water quality, accredited with ISO certificate, in each region. RMs report to DGM through AGM. The functions of RSC-North is monitored and advised by the Additional GM (North-Central) who is stationed in Head Office, Rathmalana.



*Location map of RSC North office*



*Organization Chart of RSC North office*



*RSC North office*

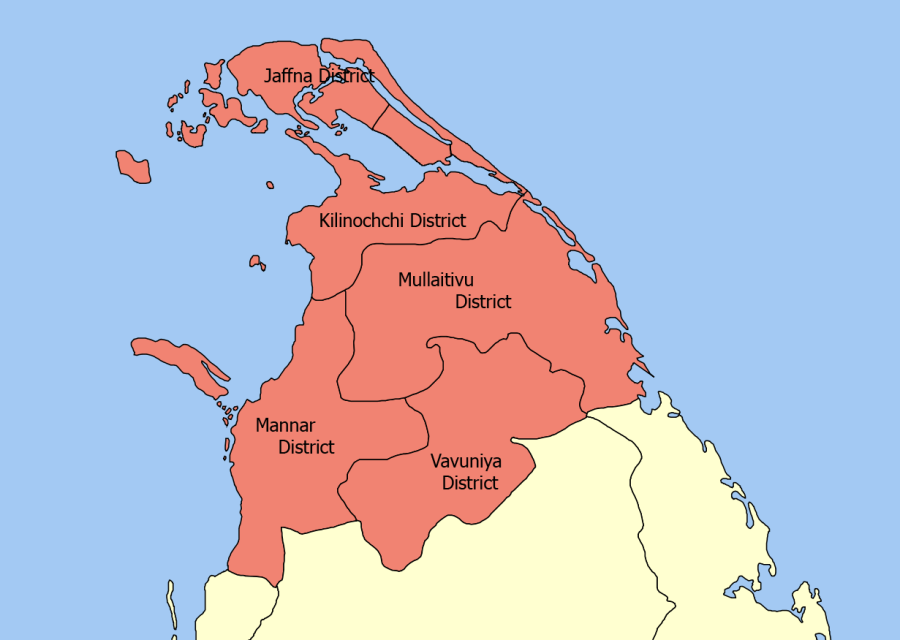
The principal functions of RSC-N are to provide necessary technical support to the two regional offices related to rehabilitation & augmentation work in existing scheme; non –technical assistance for smooth functioning, as well. Other key functions of RSC are:

1. Sector Planning of drinking water supply for entire northern Region and identify major & minor projects
2. Planning & Design of minor but urgent needed projects.
3. Implementation of rehabilitation and augmentation works of existing schemes;
4. Investigation of Deep wells for external institutions and private land owners.
5. Procurement of goods and services
6. Testing of Water quality parameters on public and institutions request.
7. Billing & Revenue collection;

Budgetary control is decentralized and vested with DGM for efficient performance of RSC.

The Regional Laboratories of Jaffna & Vavuniya had met the Management Requirements and Technical Requirements of ISO 17025 and were granted ISO 17025 accreditation for 5 parameters of PH, Turbidity, Electrical Conductivity, Total hardness and Chloride and in progress of getting accreditation for microbiological testing.

IT Infrastructure and Solutions to suit the needs of the organization have been taken while keeping pace with the latest trends in the industry. Some of these activities include On-line Bill Payment facility, Smart Zone for 24-hour service facilities, On-line Customer Grievance Handling Applications, use of Mobile App for Meter Reading, Drive-thru Bill Payment facility etc.



*Northern province map*

|  |  |
| --- | --- |
| Profile of Northern Province [[1]](#endnote-1) [[2]](#endnote-2) [[3]](#endnote-3) | |
| Districts | 5 |
| Divisional Secretariats | 36 |
| Total Extent (Sq.km) | 8,884.0 |
| Population 2019 | 1,246,453 |
| No.of Families | 388,594 |
| Population Density (per/sq.km) | 140 |
| Geographic profile | 1. Jaffna Peninsula; (2) Vanni |
| No.of Islands (inhibited) | 27 |
| Population in Islands | 39300 |
| No.of Lagoons | 8 |
| Annual Rainfall & Monsoon | 1500 to 1750[[4]](#endnote-4) |
| Monsoon | North-East Monsoon (Nov ~ Feb) |
| Evaporation Rate (mm/Annually) | 1800 |
| Temperature(0C) | 35 |
| Ecological zone | Dry zone & Arid zone |
| River Basins -Perennial | None |
| -do- -Non-Perennial | 23 |
| Storm Water Discharge to Sea (MCM/Annually) | 1977 |
| Potable water requirement (MCM/year)- year 2070 | 150 |
| Water Potential | 0.2 |
| Length of Coastal belt (km) | 403[[5]](#endnote-5) |
| Aquifers |  |
| Jaffna | Shallow Karstic Aquifer |
| Mannar | Coastal Sand aquifer |
| Paranthan | Deep confined aquifer |
| Jetty service routes | 7 |
| No.of Jetty passengers per day | 1425 |
| Dept.of Local Government ([[6]](#endnote-6)) |  |
| Municipal Council | 01 |
| Urban Councils | 05 |
| Pradeshya Sabhas | 28 |
| Ratio of Urban:Rural population | 83% :17% |
| Tourist Places | 85 |
| Manufacturing industries | 15 |
| Apparel (employees) | 8332 |
| Waterworks and Supply | 109 |
| Social profile |  |
| Children Home | 33 |
| No.of Children | 1649 |
| Elders Home | 9 |
| Occupants | 873 |
| Disabled persons home | 3 |
| Occupants | 18196 |
| Harbors |  |
| Kankesanthurai Harbor | Under rehabilitation |
| Thalaimannar Harbor | abandoned |
| Airports |  |
| Jaffna International Airport-Palali |  |
| Vavuniya (Minor Airport & Airstrip) |  |
| Irnamadhu (Minor Airport & Airstrip) |  |
| Education Institutions |  |
| Univeristy of Jaffna | 01 |
| Students | 8782 |
| Academic staff | 620 |
| College of Education |  |
| Students | 725 |
| Lecturers | 53 |
| Technical Institutes | 1842 |
| Schools | 18040 |

|  |  |
| --- | --- |
| Profile of RSC North | |
| Districts | 5 |
| Safe Water Coverage - Pipe borne (NWSDB) | 8.41% |
| - Do- - CBO | 1.74% |
| No. of House connections (June 2020) | 29849 |
| No.of WSS owned by NWSDB | 31 |
| Water sources of WSS - Ground Water | 29 Nos.(5MCM/day) |
| -do- - Surface Water (sharing with Irrigation Dept) | 01 Nos. (1.4MCM/day) |
| -do- - Surface water (Dedicated to NWSDB) | 01 (2.2MCM/day) |

|  |  |
| --- | --- |
| **As at end of** | **No. of Connection** |
| 2006 | 4,439 |
| 2007 | 5,083 |
| 2008 | 5,435 |
| 2009 | 5,729 |
| 2013 | 8,762 |
| 2014 | 11,972 |
| 2015 | 14,779 |
| 2016 | 17,816 |
| 2017 | 21,656 |
| 2018 | 24,199 |
| 2019 | 28,064 |
| 2020 | 29,849 |

|  |  |  |  |
| --- | --- | --- | --- |
| **District** | **Scheme** | **Total no. of connections as at 30th June, 2020** | **Average Monthly Production (m3/ month)** |
| Mannar | Mannar WSS | 9,179 |  |
| Adampan WSS | 1,322 | 286,294 |
| Vankalai WSS | 1,318 |
| Erukkalampiddi WSS | 1,082 |
| Murunkan WSS | 559 |
| Thirukatheeswaram WSS | 235 |  |
| Vidaththalthivu WSS | 1,077 |  |
| Thevanpiddy WSS | 767 | 45,187 |
| Periyamadhu WSS | 167 |  |
| Madhu Church WSS | 7 |  |
| Vavuniya | Vavuniya WSS | 4,051 | 80,641 |
| Jaffna | Pointpedro -51/27 | 1,396 | 16,098 |
| Karaveddy -51/05 | 1,021 | 13,490 |
| Valvettithurai -51/16 | 809 | 8,215 |
| Watharawathai -51/17 | 621 | 8,721 |
| Kayts -51/06 | 497 | 2,508 |
| Delf -51/28 | 429 | 1,929 |
| Velanai -51/19 | 380 | 2,869 |
| Vembirai -51/14 | 337 | 1,438 |
| Araly -51/02 | 265 | 1,424 |
| Kaithady -51/11 | 245 | 3,368 |
| Mandaithivu -51/12 | 154 | 634 |
| Chunnakam - 51/03 | 147 | 3,073 |
| Karainagar -51/18 | 119 | 600 |
| Vaddukoddai -51/13 | 87 | 954 |
| Nainathivu -51/21 | 18 | - |
| Analaithivu -51/20 | 0 | 30 |
| Mullaitivu | Oddusuddan -51/25 | 638 | 9,330 |
| Mallavi -51/24 | 616 | 9,227 |
| Pandiyankulam -51/26 | 306 | 2,354 |
| Killinochchi | Kilinochchi | 1,791 | 30,008 |
| Vavuniya | Nedunkerny | 208 | 3,188 |
|  |  | **29,849** | **531,580** |

|  |  |  |
| --- | --- | --- |
| **Postal Address** | **:** | Regional Support Centre (Northern) National Water Supply & Drainage Board Jaffna Road, Vavuniya |
| **Telephone** | **:** | +94 24 2225719 |
| **Fax** | **:** | +94 24 2225088/2227341/2225720 |

**Contact Details**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name & Designation** | **Telephone** | **Fax** | **Mobile** | **E-mail address** |
| **Mr.T.Barthithasan** | +94 24 222 5719 | +94 24 222 5088 | +94 77 385 6730 | dgmnorth15@gmail.com dgm.section@gmail.com |
| Deputy General Manager |
| **Mr.RWMRP Wanigasekara** | +94 24 222 5720 | +94 24 222 7341 | +94 77 244 2063 | [northagm@gmail.com](mailto:northagm@gmail.com) |
| Assistant General Manager (Northen) |

**Regional /District Offices (Operation &Maintenance)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Name & Designation** | **Telephone** | **Fax** | **Mobile** | **E-mail address** |
| Jaffna | **Mr.E.Jegatheesan** | +94 21 2217094 | +94 21 2227965 | +94 71 486 1540 | [rmjaffna@yahoo.com](mailto:rmjaffna@yahoo.com) |
| Regional Manager (Jaffna) |
| **Mrs.T.Manchula** | +94 21 2223742 | +94 21 2227965 | +94 77 935 7135 | rwsjaffna@gmail.com |
| Engineer (RWS) |
| **Mr.S.Sarangan** | +94 21 2283981 | +94 21 2283981 | +94 77 786 2354 | dekilimullai@gmail.com |
| District Engineer (Killinochchi/Mullaitivu) |
| **Mrs.T.Manchula** | +94 21 2223742 | +94 21 2227965 | +94 77 374 9785 | rwsjaffna@gmail.com |
| Engineer (RWS) |
| Vavuniya | **Mr. J.Vijayabalan** | +94 24 2222169 | +94 24 2225088 | +94 77 781 1246 | [rmvavuniya@gmail.com](mailto:rmvavuniya@gmail.com) |
| Regional Manager (Vavuniya) |
| **Mr. Thayallan** | +94 24 2222169 | +94 24 3248011 | +94 77 977 1319 | thayallan@yahoo.com |
| District Engineer (Vavuniya) |
| **Mr. Thayallan** | +94 23 2222124 | +94 23 2222851 | +94 77 977 1319 | thayallan@yahoo.com |
| District Engineer (Mannar) |

**Development Section**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name & Designation** | **Telephone** | **Fax** | **Mobile** | **E-mail address** |
| **Ms. E.E.Jesuthason**  Chief Engineer(Sector Planning) | +94 24 222 5720 | +94 24 2225720 | +94 77 7706695 | sect.section@gmail.com |
| **Mr.E.Selvakumar**  Chief Enginner(Planning & Design) | +94 24 2225720 | +94 24 2225720 | +94 772984177 | pnd.section@gmail.com |
| **Mr.N.Aravinthan**  Chief Engineer (Mechanical  & Electrical) | +94 24 2225720 | +94 24 2225720 | +94 752361299 | mechnele.section@gmail.com |
| **Mrs.S.Kumuthini**  Chief Engineer (Sewerage /Development) | +94 24 222 5720 | +94 24 222 7341 | +94 77 741 2347 | sewndev.section@gmail.com |
| **Mr.S.Saravanakugan**  Chief Engineer (Construction Section) | +94 24 222 5720 | +94 24 222 7341 | +94 77 381 7426 | [const.section@gmail.com](mailto:const.section@gmail.com) |
| **Mr.V.Udayaseelan**  Chief Engineer (Planning & Cordination) | +94 24 2225720 | +94 24 2225720 | +94 71 4910697 | planningncordi.section@gmail.com |
| **M.E.Sutharshan**  Chief Engineer (NRW) | +94 24 222 5720 | +94 24 222 7341 | +94 77 772 9265 | edsutharsan@yahoo.com |
| **Mr.UGC Bandara**  Project Officer (Ground Water) | +94 24 222 5720 | +94 24 222 7341 | +94 77 780 1375 | chaminda.band@gmail.com |

**Support Services**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name & Designation** | **Telephone** | **Fax** | **Mobile** | **E-mail address** |
| **Mr.S.P.M.Subasinghe**  Chief Accountant (North) | +94 24 222 5720 | +94 24 2225720 | +94 71 439 4022 | accnt.section@gmail.com |
| **Mr.C.Kopinath**  Sociologist (North) | +94 24 222 5720 | +94 24 222 5088 | +94 77 854 3179 | sociologist.kopi@gmail.com |
| **Mr.Shifan Ahamad**  Internal Audit (North) | +94 24 222 5720 | +94 24 2225720 |  | intaudit.section@gmail.com |
| **Mrs.DBCD Wickramasooriya,**  Human Resources Officer(north) | +94 24 222 5720 | +94 24 2225720 | +94 77 378 9476 | humresour.section@gmail.com |
| **Mr.JRLC Jayalath**  Supplies Officer | +94 24 222 5720 | +94 24 2225720 | +94 71 439 4062 | [tenderrscn@gmail.com](mailto:tenderrscn@gmail.com) |

**Details of OIC Offices**

|  | **Name of OIC** | **Scheme** | **Location of Office** | **Telephone** | **Fax** | **Mobile** |
| --- | --- | --- | --- | --- | --- | --- |
| Jaffna | S.Tharaka | Analaithivu |  |  |  | 775974642 |
| Araly | Jaffna Road, Vavuniya | 212223742 | 212227965 |
| Chunnakam |  |  |  |
| Delft |  |  |  |
| Kaithady |  |  |  |
| Kanpola |  |  |  |
| Karainagar |  |  |  |
| Kayts |  |  |  |
| Velanai |  |  |  |
| Mandaithivu |  |  |  |
| Nainathivu |  |  |  |
| Vaddukoddai |  |  |  |
| G.Mathivannan | Pointpedro | Pointpedro | 212260070 | 212260070 | 772661620 |
| Valvettithurai |  |  |  |
| Vembirai |  |  |  |
| Watharawathai |  |  |  |
| Karaveddy |  |  |  |
| Mr.T.Amirtharanjan | Mallavi | Mallavi | 212060771 | 212283879 | 773119738 |
| Oddusuddan | Oddusudan | 212061748 | 212283879 |
| Pandiyankulam |  |  |  |
| Nedunkerny |  |  |  |
| Mr.Balakumar | Kilinochchi | Kilinochchi | 212283981 | 212283981 | 94 779672722 |
| Vavuniya | Mr.B.Rakulan | Vavuniya WSS | Jaffna Road, Vavuniya | 0243248025 | 0242225088 | 77355329 |
| Mr.D.Jasotharan | Erukkalampiddi WSS | Thalvupadu Road, Mannar | 023 222 2124 | 023 222 2851 | 94 77 977 6411 |
| Thirukatheeswaram WSS |  |  |  |
| Mannar WSS |  |  |  |
| Vankalai WSS |  |  |  |
| Mr.S.K.Croos | Murunkan WSS |  |  |  | 94 71 689 3792 |
| Adampan WSS | Adampan | 023 205 0892 | 0232250319 |
| Vidaththalthivu WSS |  |  |
| Thevanpiddy WSS |  |  |  |
| Periyamadhu WSS | Madhu | 232222124 | 232222851 |
| Mr.V.Prakash | Madhu Church WSS |  | 232222124 | 232222851 | 778767804 |

**Service Indicators**

|  |  |
| --- | --- |
| **Service Indicators** | **RSC (Northern) June 2020** |
| **Regional Average** |
| Water Coverage (%) Pipe System maintained by NWSDB | 8.41% |
| Per Capita Consumption (l/c/d) | 91 |
| Water Availability hours (max ~min) | 24~04 |
| Water Quality - Bacteriological Quality Compliance | 100% |
| Water Quality - Bacteriological Testing Compliance | 100% |
| Sewerage Coverage (%) | Nil |

**Bill Payment Points & methods**

|  |  |
| --- | --- |
| **Name** | **Mode of Payment** |
| At any cashier point of water board (islandwide) | Cash & Cheques |
| [www.waterboard.lk](http://www.waterboard.lk) (online through internet) | Credit/Debit cards |
| Bank of Ceylon | Cash & Cheques, ATM & Internet |
| Peoples  Bank | Cash & Cheques, ATM & Internet |
| Commercial  Bank | Cash & Cheques |
| NDB | Cash & Cheques |
| Union Bank | Telephone & Internet Banking |
| Seylan Bank | Only for Seylan Customers |
| Nation Trust Bank | Cash & Cheques |
| HNB | Cash & Cheques |
| Pan Asia Bank | Cash & Cheques |
| Sampath Bank | Sampathnet |
| NSB | Cash only |

**Ongoing Projects**

|  |  |  |
| --- | --- | --- |
| **Project Name** | **No. of beneficiaries** | **Total Cost Estimation**  **(Rs Million)** |
|
| Greater Madhu Water Supply Scheme | 12,612 | 790.62 |
| Jaffna Kilinochchi Water Supply & Sanitation Project (JKWSSP) - ADB 6th | 300,000 | 35,882.00 |
| Dry Zone Urban Water and Sanitation Project - ADB 5th | 190,000 | 8,000.00 |
| Water Supply and Sanitation Improvement Project in Kilinochchi and Mullaitivu District – WASSIP | 75,000 | 2,805.00 |

**Proposed Major projects**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Name** | **Population covered in 2045** | **Total Cost Estimation**  **(Rs.Million)** | **Present Status** | **Implementation period** |
| Greater Vavuniya WSP | 230,174 | 24,000 | PAC, Board Approval obtained  seeking NPD approval | 2021-2024 |
| Greater Mannar WSP | 198,155 | 44,000 | PAC, Board Approval obtained  seeking NPD approval | 2021-2024 |
| Mankulam WSP | 134,510 | 28,400 | PAC, Board Approval obtained  seeking NPD approval | 2021-2025 |

Presentation: Link

1. <https://np.gov.lk/statistical-information-2019/> [↑](#endnote-ref-1)
2. Nature of Small Tank Cascade Systems and a Framework for Rehabilitation of Tanks within Them by R. Sakthivadivel

   Nihal Fernando C.R. Panabokke CM. Wijayaratna [↑](#endnote-ref-2)
3. Nature of Small Tank Cascade Systems and a Framework for Rehabilitation of Tanks within Them by R. Sakthivadivel

   Nihal Fernando C.R. Panabokke CM. Wijayaratna [↑](#endnote-ref-3)
4. Proceeding of the preparatory Workshop on Sri Lanka National Water Development Report by *Wijesekera, Sohan; Imbulana, K.A.U.S and Neupane, B.(eds.). 2005.* [↑](#endnote-ref-4)
5. Lagoons of Sri Lanka: From the Origins to the Present by E. I. L. Silva, J. Katupotha, O. Amarasinghe,

   H. Manthrithilake and Ranjith Ariyaratna [↑](#endnote-ref-5)
6. <https://np.gov.lk/statistical-information-2019/> [↑](#endnote-ref-6)