



Peer Reviewer Training and Certification for the Mahaweli Authority of Sri Lanka

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Performance Benchmarking

Lessons from Sri Lanka

A photograph of a traditional wooden boat on the water, with several people on board. The boat is dark wood and has a white canopy. The water is a mix of green and blue. The background is a light sky. The bottom right corner of the slide has a purple and blue abstract graphic.

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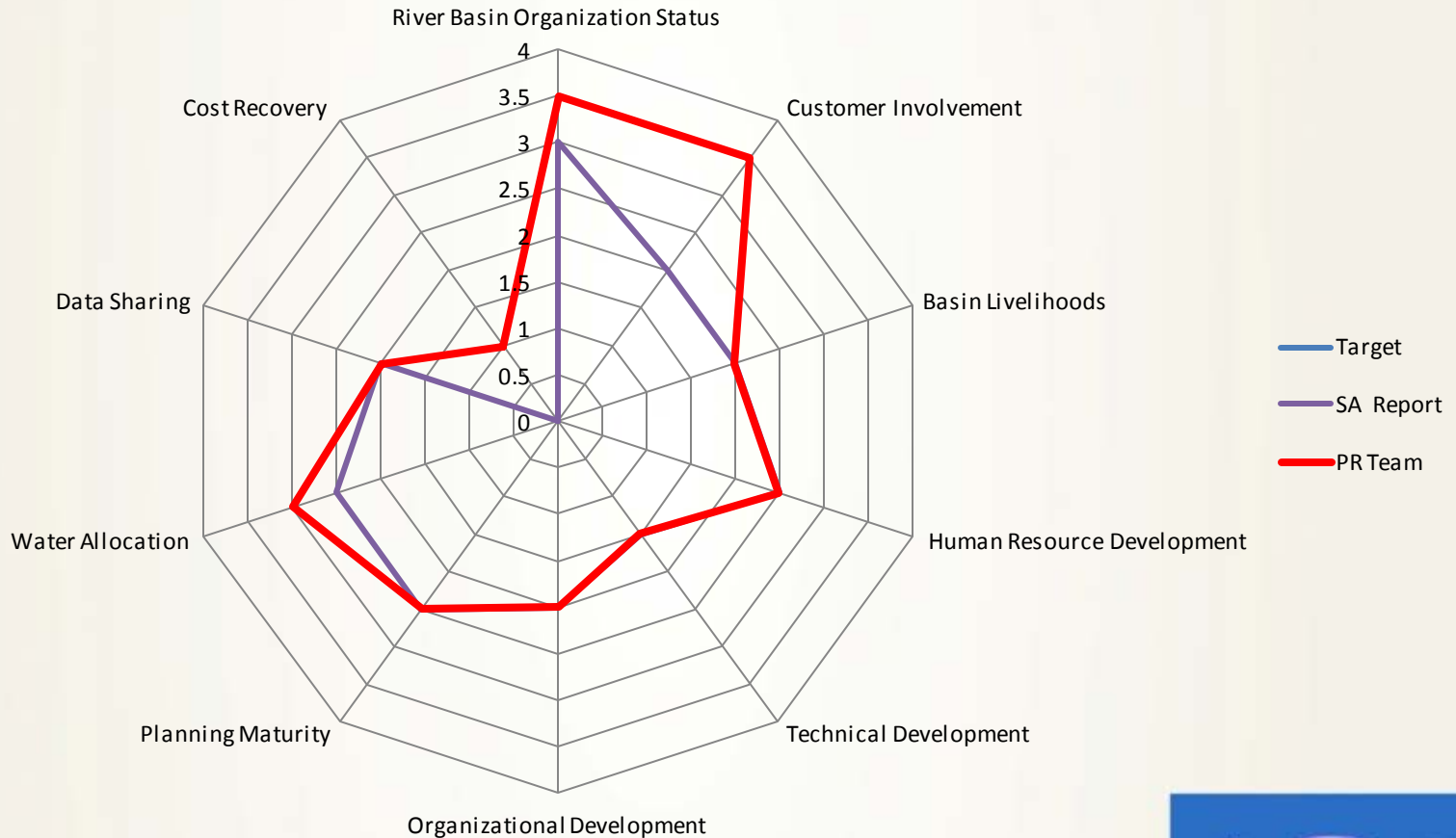
Background

- Mahaweli Authority of Sri Lanka was one of the river basin covered by NARBO's Pilot Implementation.
- Approach was considered useful

Benchmark indicators applied in MASL

<i>Performance Area</i>	<i>Objectives</i>	<i>Indicators</i>
A . Mission	1. IWRM	Formal RBO status RBO governance
B .Stakeholders	1. Customer satisfaction	Customer involvement Customer feedback
	2. Environnemental conditions	Environnemental audits
	3. Livelihoods	Basin livelihoods
C. Learning & growth	1. Human resources	Human resources dev.lopmen
	2. Infrastructure	Technical development
	3. System development	Organizational dev.
D. Internal business processes	1. Planning	Planning maturity
	2. Resource management	Water allocation
	3. Information management	Data sharing
E. Finance	1. Financial independence	Cost recovery
	2. Financial performance	Financial efficiency

Self assessment Vs. Peer Review Team



Institutional objectives

- Improved understanding of RBO within the institution
- Improved internal relations among various disciplines
- human resources Development
- Improved planning maturity
- Improved Financial efficiency

Institutional objectives

- Identified lacking areas within the institution
 - Cost recovery
 - Data sharing
 - Environmental audit
 - Customer involvement

Short term objectives

- Better understanding of RBO management implications
 - Regional administration network
 - Institutional interest (Forest Dept., Wild life Dep.)
 - Customer involvement (Farmer Organizations)
- consolidation of benchmarking as a routine tool

Long-term objectives

- - Improvement of water utilization among water users
- Healthy river (water quality)
- Customer satisfaction (adequacy)
- Public relations and awareness-building
- quality management vs financial audit.

Implications

- Availability of data
- Stakeholder's aggressive feed back
- Cost recovery
- Political willingness

