

# GOVERNMENT OF THE REPUBLIC OF TRINIDAD AND TOBAGO FREEDOM OF INFORMATION ACT (FOIA) 1999

## Updated Public Statement of THE WATER AND SEWERAGE AUTHORITY (WASA) In compliance with Sections 7, 8 and 9 of The Freedom of Information Act (FOIA) 1999

In accordance with Sections 7 (1) b, 8 (2) (b) and 9 (2) (b) of the Freedom of Information Act 1999 (FOIA), the Water and Sewerage Authority (WASA) is required by law to publish the following **Updated Statement for 2019** which lists the documents and information generally available to the public.

The Act gives members of the public:

- A legal right for each person to access information held by WASA;
- A legal right for each person to have official information relating to him/her amended where it is incomplete, incorrect or misleading;
- A legal right to obtain reasons for adverse decisions made regarding an applicant's request for information under the FOIA;
- A legal right to complain to the Ombudsman and to apply to the High Court for Judicial Review to challenge adverse decisions made under the FOIA.

### SECTION 7 STATEMENTS

#### SECTION 7 (1) (a) (i)

##### Function and structure of WASA

##### Mission Statement:

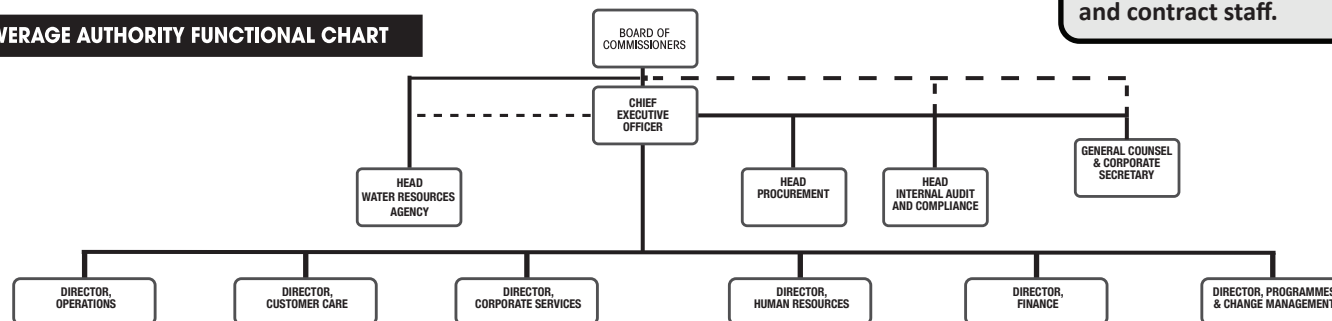
WASA's Mission as a Customer Service Business is:

- To be a leading provider of water and wastewater services
- To deliver customer service along the highest internationally recognised and accepted standards
- To continuously develop best business practices utilizing advanced technology and a well developed and motivated workforce
- To leverage on industry expertise to offer global water and wastewater services
- To sustain a commercialised business while remaining sensitive to our stakeholders and the environment

WASA is a statutory body established in 1965 by an Act of Parliament, Chapter 54:40 of the Revised Laws of the Republic of Trinidad and Tobago.

It comprises a Board of Commissioners headed by the Chairman, an Executive Management Team headed by the Chief Executive Officer and permanent and contract staff.

### WATER AND SEWERAGE AUTHORITY FUNCTIONAL CHART



### DETAILS OF RESPONSIBILITY CENTRES

#### Office of the Chief Executive Officer

##### Internal Audit & Compliance

- Independent Objective Assurance
- Consulting/Advisory Services
- Governance, Risk Management and Control Improvements
- Monitoring Compliance with Code of Ethics and Business Conduct
- Administering the Authority's Whistle Blowing System
- Special Investigations and Exercises relating to Irregularities and Fraud
- Risk Assessment including Fraud Risk Assessment
- Compliance, Financial, Operational and IT Auditing
- Ethics and Values Promotion
- Business Process Reviews
- Protection against Fraud and Theft of the Organisation's Assets
- Policies Review

#### Head, Water Resources Agency

##### Water Resources Management

- Watershed Management
- Adopt a River Programme
- Planning and Investigations
- Licensing and allocation
- Monitoring and Data management
- Instrumentation and telemetry
- Water Resources Tobago

#### Head, Procurement

##### Procurement

- Contracts
- Supply Management

##### Inventory

- Procurement Warehousing
- Stock Management
- Stores Accounting

#### General Counsel & Corporate Secretary

##### Corporate Secretariat

- Board & Committees
- Corporate Governance
- Statutory Compliance (FOIA, SEC)
- Contracts
- Office Services

##### Legal Services

- Land and Property Administration
- Commercial and Contract Management
- Claims Management
- Litigation
- Arbitration
- Alternative Dispute Resolution
- Legal Advisory and Opinions

#### Director, Operations

##### North, South & Tobago Regions

- Water Treatment and Production
- Water Distribution and Transmission (Pipeline maintenance, System Management and Road Restoration)
- Wastewater Management (Collection, Treatment and Disposal)
- Asset Maintenance (Routine, Preventative, Predictive)
- Water Quality Monitoring and Management
- Water Loss Control
- Operations Administration

##### Technical Services

- Water Production and Distribution Optimization, Asset Optimization, Research and Development
- SCADA Systems
- Central Workshop Facility (CWF)
- Well Maintenance
- Emergency Systems
- In-house Pipeline Installation
- Quality Monitoring and Assurance
- Management of the Operation and Maintenance of Wastewater Contracts
- Management of the Operation and Maintenance of Water Contracts (Desal)

##### Projects

- Major Pipeline Installation

#### Director, Finance

##### Project Accounting

- Project Expenditure Reporting
- Funds Management
- Project Accounting & Reconciliation

##### Management Services

- Preparation of Authority's Draft Estimates of Expenditure
- Preparation of Mid-Term Review
- Budget Compliance and Cost Control
- Cost and Expenditure Analysis



# Updated Public Statement of THE WATER AND SEWERAGE AUTHORITY (WASA) In compliance with Sections 7, 8 and 9 of The Freedom of Information Act (FOIA) 1999

## Financial Services

- Preparation of Monthly Management Accounts
- Preparation of Audited Financial Statements
- Maintenance of a Fixed Assets Register
- Preparation of Bank Reconciliation Statements

## Exchequer Services

- Payment of Goods and Services to Creditors
- Management queries of Creditors' Accounts
- Payment of Employee Salaries, Wages and other Approved Allowances
- Disbursement of Employee and Creditor Cheques and Preparation of Statutory Deductions

## Treasury

- Loan Portfolio Management
- Cash Flow Management
- Foreign Currency Management
- Reporting
- Loans Management
- Funds Management and Investment
- Treasury Management

## Director, Corporate Services

### Facilities Management

- Grounds and Building Maintenance
- Accommodation Management
- Land and Risk Management
- Insurance Portfolio Management

### Security

- Security Services
- Inter-Agency Relations
- Investigations

### Information Communication Management

- Application Development, Administration and Support
- Network Maintenance
- Telecommunications
- Information Systems support and services
- Database Administrative and Management
- Systems Administration (Security, Network, Email, Server)
- Strategy and Administration (Solutions Evaluations, IT Contract Management)
- Transport Services
- Fleet Management and Maintenance
- Fleet Contract Management

### Records Management

- Mail Management
- Document Management
- Document Preservation
- Document Retention
- Records and Information Management

## Director, Customer Care

### Corporate Communications

- Brand Management
- Public Education
- Event Planning/Management
- Stakeholder Feedback
- Social Responsibility
- Call Center Management
- Customer Service Strategy, Policies and Procedures Development
- Customer Needs Assessment & Engagement Strategies

### Customer Response

- Customer Care Outreach
- Service Level Monitoring
- Community Relations

### Customer Business Service

- Customer & Revenue Growth
- Service Centers Management

- Business Enhancement
- Customer Accounting and Customer Information Management
- Customer Interface
- Metering

## Director, Programmes & Change Management

### Project Implementation

- Pipeline Repair and Installation
- Management of Contracted Projects
- Management of Self Help Projects

### Water Projects

- Water Project Appraisal
- Engineering and Process Designs
- Wells Designs
- Network Designs
- Network and Pressure Management
- Stakeholder Consultations

### Regulatory Management

- Workplace Health and Safety
- Regulatory Compliance
- Emergency and Risk Management
- Environmental Monitoring and Reporting

### Wastewater Projects

- Project Feasibility and Appraisal
- Project Planning, Designs and Review
- Projects Contracts Negotiations
- Project Monitoring
- Project Support and Administration
- Project Finance Monitoring
- Stakeholder Management
- Stakeholder Consultations

### Strategic Planning

- Strategic Planning
- Tariff Reviews
- Project Portfolio Risk Identification
- Project Documentation Management and Control
- Portfolio Reporting
- Portfolio Support and Services
- Change Management

### Research & Development

- Infrastructure Designs Approval (Commercial and Developments)
- Building and Development Approval
- Compliance Monitoring of Building Designs
- Approval of interconnections (New Development)
- System Optimization
- Engineering Drawing and Designs
- Geomatics Surveys
- Geoinformatics

### Health, Safety and Environment

- Emergency Planning

## Director, Human Resources

### Workforce Planning & Organizational Development

- Organizational Structure Design and Implementation
- HR Policy Development and Monitoring
- HR Risk Identification Monitoring & Reporting
- HR Measurements
- HR Auditing and Cost Monitoring
- Employee Engagement Strategy Development
- Job Evaluations, Classification and Job Description Development
- Manpower Demand and Supply Forecasting
- Performance Management
- Succession and Career Planning and Management
- Knowledge and Talent Management

### Training and Development

- Programme Design and Delivery, Facilitation and Monitoring
- Talent Development, Planning and Monitoring
- Internship and Apprenticeship Programme Management
- Learning Resources, Membership and Subscription to Professional Organizations
- Training Awards

## Administrative Services

- Employee Resources and Retention
- Leave Administration
- Medical Plan Administration
- HR Information Management
- Employee Separation and Pensions Management
- Wages, Salaries and Benefits Administration

## Workforce Assessment

- Industry Standards Development and Management
- Workforce Assessment and Certification
- Programme Design and Facilitation

## Workforce Wellness

- Employee Support Services
- Workforce Wellness Programmes Administration

## Industrial and Employee Relations

- Employee Relations
- Collective Bargaining & Research
- Salary Benchmarking
- Grievances & Discipline Management

## EFFECT OF FUNCTIONS ON MEMBERS OF THE PUBLIC

The primary responsibility of WASA is the provision of consistent and reliable water and wastewater services. As such, WASA's function impacts on the quality of life of all sectors in the country and on every citizen of Trinidad and Tobago. The public through Parliamentary Representation and the Regulated Industries Commission has the opportunity to be involved in the formulation of policy via public comment.

### SECTION 7 (1) (a) (ii)

#### Categories of documents in the possession of WASA

#### General Administration Documents

- Documents relating to the Office of the Chief Executive Officer (CEO)
- Divisional/Departmental monthly reports
- Documents relating to all Divisional Operations

#### Documents relating to Board and Executive Leadership Team

- Board and Committee Notes
- Minutes of Board and Committee Meetings
- Ministerial and/or other Communication with Chairman and/or Board of Commissioners
- Communiqué to staff
- Notes of the Meetings of the Leadership Team/Management

#### Documents relating to Union Matters

- Collective Agreements
- Documents and minutes relating to Disciplinary Tribunal matters
- Documents relating to Memoranda between Unions and Management



# Updated Public Statement of THE WATER AND SEWERAGE AUTHORITY (WASA) In compliance with Sections 7, 8 and 9 of The Freedom of Information Act (FOIA) 1999

## SECTION 7 (1) (a) (iii)

### MATERIALS PREPARED FOR PUBLICATION OR INSPECTION

The public may inspect and/or obtain copies of the following material between the hours of 8:00 a.m. to 4:00 p.m. Monday – Friday at Water and Sewerage Authority, Head Office, Farm Road, St. Joseph  
662-2302/7 ext. 2208  
Fax 645-6443  
Website : [www.wasa.gov.tt](http://www.wasa.gov.tt)

- Collective Agreements
- Monthly Reports/ News releases
- Water and Sewerage Act and other legislation
- Performance Bonds
- Application Forms
- Guidelines/ Policy Documents
- Audited Financial Statements
- Verification Forms
- Administrative Policies and Procedures
- Request for Service Forms
- Rules and Procedures for the Invitation and Consideration of Tenders for the Award of Contracts for Articles, Works and Services for WASA
- Annual Dry Season Plan

### MATERIALS PREPARED FOR INSPECTION BY THE PUBLIC

The following documents are available as indicated. Unless noted otherwise publications are free and available from the Designated Officer.

#### OFFICE OF THE CHIEF EXECUTIVE OFFICER

- Correspondence from the various Ministries and external agencies
- Documents, reports and correspondence from Divisions within the Authority
- Monthly Reports/ News Releases

#### DIRECTOR, OPERATIONS

##### OPERATIONS

- Water Supply and Conservation Plan
- Press Releases – Plant Shutdown & Disruption of Service

#### DIRECTOR, FINANCE

##### FINANCE

- Audited Financial Statements
- Management Accounts
- Aged Analysis of Debtors

#### DIRECTOR, CORPORATE SERVICES

##### CORPORATE SERVICES

- Request for Service Forms
- Rules and Procedures for the Invitation and Consideration of Tenders for the Award of Contracts for Articles, Works and Services for WASA
- Documentation relating to Requests for Proposal, Invitation to Tender
- IT Policy
- Security Procedures
- Fleet documentation

#### GENERAL COUNSEL & CORPORATE SECRETARY

##### CORPORATE SECRETARIAT

- Documents relating to Board and Committee Meetings
- Correspondences - Board Members
- Documents relating to Sanitary Constructors License
- Freedom of Information Act (FOIA) - Applications and correspondence relating to requests for information

##### LEGAL SERVICES

- Legal Contracts
- Claim Reports
- Copies of Court Proceedings
- Performance Securities

- Deeds, Lease & Licences
- Policies: Claims & Risk Management Policy

#### DIRECTOR, CUSTOMER CARE

##### CORPORATE COMMUNICATIONS

- News Releases
- Published Advertisements
- Secondary School Quiz Competition Documentation
- Water, Wastewater, Environmental and Conservation Information Brochures

#### DIRECTOR PROGRAMMES & CHANGE MANAGEMENT

##### PROJECTS

- Project Reports
- Tender Documents
- Contracts
- Operations & Maintenance Manual
- Consultancy

##### HEALTH, SAFETY, ENVIRONMENT

- Health and Safety Operating Procedures
- Health & Safety Reports
- Environmental Assessment Reports
- Domestic Production Report
- Reports related to regulatory requirements

#### DIRECTOR, HUMAN RESOURCES

##### HUMAN RESOURCES

- Collective Agreements
- Memoranda of Agreement
- Letters of Understanding

## SECTION 7 (1) (a) (iv)

### Literature available by subscription

Members of the public may subscribe for the following material:  
**The Authority's Newsletter- "Daily Update"**

Please contact or write to:  
Corporate Communications Division  
WASA, Farm Road, St. Joseph  
Tel. 662-2302/7  
Website: [www.wasa.gov.tt](http://www.wasa.gov.tt)

## SECTION 7 (1) (a) (v)

### Procedure to be followed when accessing a document from the Public Authority

#### HOW TO REQUEST INFORMATION:

##### • General Procedure

Our policy is to respond to all oral and written requests for information. However, in order to have the rights given to you by the FOIA (for example the right to challenge a decision if your request for information is refused), **you must make your request in writing**. The applicant must complete the appropriate form (*Request for Access to Official Documents*) for information that is not readily available to the public. These forms are available for download from the website [www.wasa.gov.tt](http://www.wasa.gov.tt) and from the designated officer.

##### • Addressing Requests

To facilitate prompt handling of your request, please address it to the Designated Officer of WASA. *see Section 7 (1) (a) (vi)*.

##### • Details in the Request

Applicants should provide details that will allow for ready identification and location of the records that are being requested. If insufficient information is provided, clarification will be sought from the applicant. If clarification on what details to include is needed, applicants are advised to communicate with the Designated Officer.

##### • Requests not handled under the FOIA

A request under the FOIA will not be processed to the extent that it asks for information, which is readily available to the public, either from this public authority or from another public authority, for

example brochures, pamphlets, reports etc.

### Responding to your Request

#### • Retrieving Documents

WASA is required to furnish copies of documents only when they are in our possession or we can retrieve them from storage. Information stored in the National Archives or another storage center will be retrieved in order to process your request.

Prior to the commencement of the Freedom of Information Act, 1999 old records may have been destroyed. The granting of a request for such documents may therefore be impossible. Various laws, regulations and manuals give the time periods for keeping records before they may be destroyed.

#### • Furnishing Documents

An applicant is entitled to copies of information we have in our possession, custody or power, once the requirements of the FOIA are satisfied. We are required to furnish only one copy of a document. If we cannot make a legible copy of a document to be released, we may not attempt to reconstruct it. Instead, we will furnish the best copy possible and note its quality in our reply.

Please note we are not compelled to do the following:

- (a) Create new documents. For example, we are not required to write a new programme so that a computer will print information in the format that you prefer.
- (b) Perform research for you.

### Time Limits

#### • General

The FOIA sets a time limit of thirty (30) calendar days for determination of your request for access to documents. If we fail to meet this deadline, the FOIA gives you the right to proceed as though your request has been denied. We will try diligently to comply with the time limit. If it appears that processing your request may take longer than the statutory limit, we will acknowledge your request and advise you of its status. Since there is a possibility that requests may be incorrectly addressed or misdirected, you may wish to call or write to confirm that we have received the request and to ascertain its status.

#### • Time Allowed

We will determine whether to grant your request for access to information **as soon as practicable but no later than 30 days** after the day on which the request is duly made as required by Section 15 of the FOIA. If a decision is taken to grant access to the information requested, you will be permitted to inspect the documents and/or be provided with copies.

## SECTION 7 (1) (a) (vi)

### The Designated Officer in WASA is responsible for:

- (a) The initial receipt of and action upon notices under Section 10,
- (b) Requests for access to documents under Section 13 and
- (c) Applications for corrections of personal information under Section 36 of the FOIA

The Designated Officer is:

#### Dion Abdool

General Counsel & Corporate Secretary  
WASA, Farm Road, St. Joseph  
662-2302/7 ext. 2208  
Website : [www.wasa.gov.tt](http://www.wasa.gov.tt)

## SECTION 7 (1) (a)(vii)

### Advisory Boards, Councils, Committees, and other bodies (Where meetings/minutes are open to the public)

- Public Tender Openings



**Updated Public Statement of  
THE WATER AND SEWERAGE AUTHORITY (WASA)  
In compliance with Sections 7, 8 and 9 of  
The Freedom of Information Act (FOIA) 1999**



<p><b>SECTION 7 (1) (a) (viii)</b></p> <p><b>Library/Reading Room Facilities</b></p> <p>You may make general enquiries to our General Counsel &amp; Corporate Secretary at 662-2302 ext. 2208. The Library/Reading Room in the Public Authority is located at WASA, Head Office, St. Joseph.</p> <p>The Library/Reading Room is open to the public from Mondays to Fridays between the hours of 8:00 a.m. to 4:00 p.m.</p> <ul style="list-style-type: none"> <li>Provision of documents may be subject to a charge to cover administrative costs, (An Index of prices is available in the Library)</li> <li>No smoking, eating or drinking is allowed in the Reading Room/Library area.</li> </ul>	<p><b>SECTION 9 (1) (b)</b></p> <p>A report, or a statement containing the advice or recommendations, (1) of a body or entity established outside the public authority by or under a written law, (2) or by a Minister of Government or other public authority for the purpose of submitting a report or reports, providing advice or making recommendations to the public authority or to the responsible Minister of that public authority.</p> <ul style="list-style-type: none"> <li>Water Resources Management Strategy Documents</li> </ul>	<p><b>SECTION 9 (1) (h)</b></p> <p>A report on the performance or efficiency of the public authority, or of an office, division or branch of the public authority, whether the report is of a general nature or concerns a particular policy, programme or project administered by the public authority.</p> <ul style="list-style-type: none"> <li>Ombudsman Annual Reports</li> <li>Audit Reports</li> </ul>
<p><b>SECTION 8 STATEMENTS</b></p>	<p><b>SECTION 9 (1) (c)</b></p> <p>A report or a statement containing the advice or recommendations, of an inter-departmental Committee whose membership includes an officer of the public authority.</p>	<p><b>SECTION 9 (1) (i)</b></p> <p>A report containing (1) final plans or proposals for the re-organisation of the functions of the public authority, (2) the establishment of a new policy, programme or project to be administered by the public authority, or (3) the alteration of an existing policy programme or project administered by the public authority, whether or not the plans or proposals are subject to approval by an officer of the public authority, another public authority, the responsible Minister of the public authority or Cabinet.</p>
<p><b>SECTION 8 (1) (a) (i)</b></p> <p>Documents containing interpretations or particulars of written laws or schemes administered by the public authority, not being particulvvlars contained in another written law</p> <ul style="list-style-type: none"> <li>Water and Sewerage Act, Chap. 54:40</li> <li>Regulated Industries Commission Act, No. 26 of 1998</li> <li>Collective Agreements</li> </ul>	<ul style="list-style-type: none"> <li>Evaluation Reports of Tenders/Quotations</li> </ul>	<ul style="list-style-type: none"> <li>Business Plan</li> </ul>
<p><b>SECTION 8 (1) (a) (ii)</b></p> <p>Manuals, rules of procedure, statements of policy, records of decisions, letters of advice to persons outside the public authority, or similar documents containing rules, policies, guidelines, practices or precedents.</p>	<p><b>SECTION 9 (1) (d)</b></p> <p>A report, or a statement containing the advice or recommendations, of a committee established within the public authority to submit a report, provide advice or make recommendations to the responsible Minister of that public authority or to another officer of the public authority who is not a member of the committee.</p> <ul style="list-style-type: none"> <li>At this time, we have no reports or statements.</li> </ul>	<p><b>SECTION 9 (1) (j)</b></p> <p>A statement prepared within the public authority and containing policy directions for the drafting of legislation.</p> <ul style="list-style-type: none"> <li>Amendment of the Water and Sewerage Act</li> </ul>
<ul style="list-style-type: none"> <li>Training Policy</li> <li>Rules and Procedures for the Invitation and Consideration of Tenders for the Award of Contracts for Articles, Works and Services for WASA</li> <li>Environmental Management System (EMS) Policy Document</li> <li>The National Plumbing Code of Trinidad and Tobago</li> <li>Health and Safety Code and Policy</li> <li>Code of Ethics &amp; Business Conduct</li> </ul>	<p><b>SECTION 9 (1) (e)</b></p> <p>A report (including a report concerning the results of studies, surveys or tests) prepared for the public authority by a scientific or technical expert, whether employed within the public authority or not, including a report expressing the opinion of such an expert on scientific or technical matters.</p> <ul style="list-style-type: none"> <li>Tobago Groundwater Assessment and Wells Development Programme</li> </ul>	<p><b>SECTION 9 (1) (k)</b></p> <p>A report of a test carried out within the public authority on a product for the purpose of purchasing equipment.</p> <ul style="list-style-type: none"> <li>At this time we have no reports.</li> </ul>
<p><b>SECTION 8 (1) (b)</b></p> <p>In enforcing written laws or schemes administered by the public authority where a member of the public might be directly affected by that enforcement, being documents containing information on the procedures to be employed or the objectives to be pursued in the enforcement of, the written laws or schemes.</p> <ul style="list-style-type: none"> <li>At this time, we have no information.</li> </ul>	<p><b>SECTION 9 (1) (f)</b></p> <p>A report prepared for the public authority by a consultant who was paid for preparing the report.</p> <ul style="list-style-type: none"> <li>London Economics Study on Tariff.</li> <li>Greater Port of Spain Sewerage System Study (GPOSSS)</li> </ul>	<p><b>SECTION 9 (1) (l)</b></p> <p>An environmental impact statement prepared within the public authority.</p> <ul style="list-style-type: none"> <li>At this time we have no statements.</li> </ul>
<p><b>SECTION 9 STATEMENTS</b></p>	<p><b>SECTION 9 (1) (g)</b></p> <p>A report prepared within the public authority and containing the results of studies, surveys or tests carried out for the purpose of assessing, or making recommendations on, the feasibility of establishing a new or proposed Government policy, programme or project.</p>	<p><b>SECTION 9 (1) (m)</b></p> <p>A valuation report prepared for the public authority by a valuator, whether or not the valuator is an officer of the public authority.</p> <ul style="list-style-type: none"> <li>Valuation Reports of Properties for Acquisition/Sale/Lease.</li> </ul>
<p><b>SECTION 9 (1) (a)</b></p> <p>A report or a statement containing the advice or recommendations, of a body or entity established within the public authority.</p> <ul style="list-style-type: none"> <li>At this time, we have no reports or statements.</li> </ul>	<p>At this time, we have no reports.</p>	

