

**MANAGING CLAIMS DUE TO ERRONEOUS
DOCUMENTATION IN SRI LANKAN
WATER SUPPLY PROJECTS**

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DECLARATION

I hereby declare that this submission is my own work and this dissertation does not incorporate without acknowledgment any materials previously submitted for a Degree or Diploma in any other University or institution of higher learning and to the best of my knowledge and belief it does not contain any material previously published or written by another person except where the acknowledgment is made in the text.

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ABSTRACT

This research investigated the management of claims arising from erroneous documentation within Sri Lankan water supply projects. Utilizing qualitative methodologies, including interviews with project officers and employees involved in these projects, the study aimed to understand the types, causes and repercussions of inaccurate documentation on project delivery.

Addressing significant gaps in existing literature, particularly within the Sri Lankan context, the research elucidated the influence of faulty documentation on project management. Insights from project officers revealed challenges in handling claims attributed to documentation errors. Proposed strategies aimed to improve project outcomes, mitigate financial implications, and nurture collaborative stakeholder relationships within the Sri Lankan water supply sector.

The research adopted a qualitative approach that primarily involved conducting interviews with project officers and employees actively engaged in Sri Lankan water supply projects. A total of 12 interviews were conducted, drawing participants from four selected water projects across Sri Lanka. The instrument employed a structured interview format, facilitating a case study approach and thematic analysis of the gathered data. Additionally, initial interview findings underwent validation through supplementary interviews with three industry experts.

The outcomes underscored prevalent types and causes of documentation errors, showcasing their detrimental impact on project schedules and expenses. Existing dispute resolution practices employed by stakeholders were scrutinized, unveiling challenges linked to claims management. Proposed strategies emphasized the pivotal role of robust documentation management systems, transparent communication, and regular training sessions to alleviate disputes and minimize adverse effects caused by inaccurate documentation on project delivery.

Furthermore, the study integrated expert insights and a refined framework for managing claims arising from inaccurate documentation. These additions aimed to augment the study's outcomes, offering effective solutions to enhance the overall efficiency and outcomes of water supply projects in Sri Lanka by addressing challenges posed by erroneous documentation and improving the management of claims and cost overruns.

Keywords: Erroneous Documentation, Water Supply Projects, Claims Management, Cost Overruns, Project Delivery, Stakeholder Collaboration, Documentation Errors, Dispute Resolution, Sri Lanka, Project Management

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LIST OF ABBREVIATIONS

AI	Artificial Intelligence
BIM	Building Information Modeling
BOQ	Bill of Quantities
CMP	Claim Management Protocols
CTI	Comprehensive Training Initiatives
DMS	Document Management System
DRS	Dispute Resolution Strategies
KPIs	Key Performance Indicators
QA	Quality Assurance
QC	Quality Control
RICS	Royal Institution of Chartered Surveyors