

**WORKSHOP PROGRAMME**  
**BUSINESS PROCESS REVIEW OF THE DEPARTMENT OF LABOUR'S**  
**DISPUTE SETTLEMENT SYSTEM**

**Day 1**

**Friday: 5 April 2019**

Time	Item	Lead/Facilitator
09h30 – 09h40	Welcome and purpose of the workshop	Mr A Wimalaweera Commissioner General of Labour
09h40 – 11h00	Mapping of the “As-is” dispute settlement process	Mr Mahandra Naidoo , ILO Ms Shyamali Ranaraja, Ms Pramo Weerasekera
11h00 – 11h30	Tea	
11h30 – 13h00	Mapping of the “As-is” dispute settlement process	Mr Mahandra Naidoo , ILO Ms Shyamali Ranaraja, Ms Pramo Weerasekera
13h00 – 14h00	Lunch	
14h00 – 16h00	Mapping of the “To-be” dispute settlement process	Mr Mahandra Naidoo , ILO Ms Shyamali Ranaraja, Ms Pramo Weerasekera
16h00	Closure	Mr A Wimalaweera

**Day 2**

**Saturday: 6<sup>th</sup> April 2019**

Time	Item	Lead/Facilitator
09h30 – 09h40	Welcome and recap of Day 1	Mr A Wimalaweera Commissioner General of Labour
09h40 – 11h00	Mapping of the “To-be” dispute settlement process	Mr Mahandra Naidoo Ms Shyamali Ranaraja, Ms Pramo Weerasekera
11h00 – 11h30	Tea	
11h30 – 13h00	Gap Analysis and actions to address	Mr Mahandra Naidoo Ms Shyamali Ranaraja, Ms Pramo Weerasekera
13h00 – 14h00	Lunch	
14h00 – 16h00	Gap Analysis and actions to address	Mr Mahandra Naidoo Ms Shyamali Ranaraja, Ms Pramo Weerasekera
16.00	Closure	Mr A Wimalaweera