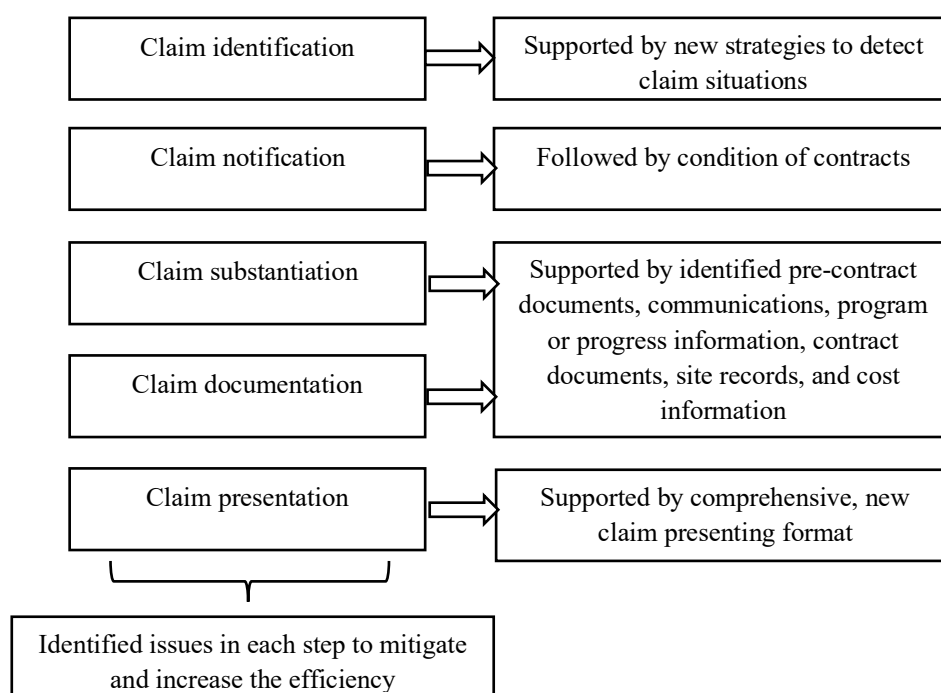


claim entitlements. Such a procedure has not received due attention in the literature. The objectives of the study were to determine the strategies that will detect claim situations, identify the records and documents required for claim preparation, investigate the steps involved in claim presentation, and identify the issues faced in preparing claims.

Literature findings revealed three strategies that will help detect claim situations. The study recommends several proactive strategies that can be used in Sri Lanka, such as project meetings and site visits and timeline tracking of the project, to detect claim situations. From the literature review, forty-three records and documents required for claim preparation were identified, which were analyzed by the interviewees. The interviewees grouped them under six categories: pre-contract documents, communications, program or progress information, contract documents, site records, and cost information.

By evaluating the formats used for presenting claims and by analyzing the views of the interviewees, a new format for presenting claims was developed, as it provided a common language and comprehensive, safest claim statement to the professionals who are working on claims. The literature review identified five stages involved in claim preparation. The interviewees identified another five stages used in Sri Lanka. The study revealed that contract representation, actual conditions, impacts, contractor's plan, and the formal statement of the claim are important for a comprehensive claim presentation. The most common issues associated with identification, notification, substantiation, documentation, and presentation of claims were identified from the literature and by the interviewees.

Figure 4: Construction claim procedure to ensure contractors' contractual entitlements



As one of the key players in the construction industry, the contractors play an important role in the development of the construction industry. Increasing claimable situation due to the pandemic situation, shortage of materials, government regulations and other issues demand a proper way for contractor to prove their entitlements and ultimately sustain in construction industry. The purpose of the study was to assist contractors to solve some of the on-going problems in the construction industry through acceptable construction claim statements. Issues of preparing proper claim statements should be identified and treated properly or removed. To address these issues, it is necessary to first raise awareness about claims and educate on-site construction professionals. To improve the claims management process, the researchers recommend organizing appropriate training sessions along with management commitment.

Necessary elements and its flow should be maintained properly when presenting a strong claim statement. The study recommends the introduction of proper document management processes. Theoretically, this research explains the concept of construction claims and provides a guideline for an effective claim procedure that can be followed during claim preparation. Construction organizations interested in optimizing their claim preparation procedures can use the study

findings to determine the level and the quality of their current claim preparation process. It provided a common platform, comprehensive and safest claim statement that any organization can adhere to. Significantly, the study findings may contribute to restructuring claim policy of the contractor and may act as a benchmark to suggest new implications for prospective construction contracts due to the challengers that construction industry faced recently.

Future researchers can conduct research on the role of quantity surveyors in the preparation of acceptable construction claims and the requirement for a satisfactory documentation system that can be used by quantity surveyors to prepare comprehensive claims. Because claim management has the highest demand in the field of quantity surveying followed by contract administration, in the near future, arbitration, adjudication and mediation are likely to require the quantity surveyors working in the Sri Lankan construction industry to possess higher competencies and skills, the study findings will be useful to engineers and client as well. Furthermore, the study was limited to the Sri Lankan context, which made theoretical generalization difficult even though the study findings can be used as an initial benchmark for studies on other countries.

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