Ministry of Public Services, Provincial Councils and Local Government

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</tr>
<tr>
<td>16</td>
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<td>109 - 114</td>
</tr>
</tbody>
</table>
I am adding these few lines with much pleasure at this juncture, where the progress of year 2020 of our Ministry, which works with the goal to uplift the living standards of the people of the country by way of assuring an efficient and productive service delivery, is reviewed.

Our Ministry, which was shouldering its responsibilities as the Ministry of Public Administration, Home Affairs, Provincial Councils and Local Government at the beginning of year 2020, has proved utmost commitment to ensure a productive and people friendly public service. Our main challenge as the Ministry at the first quarter of the year was to maintain an uninterrupted and efficient public service delivery in the face of COVID 19, the new global pandemic. At this arduous moment we have applied work from home method for the first time with a view to maintain our services whilst ensuring protection of public officers. With this measure, we could maintain our services without causing difficulty to any Sri Lankan and giving a huge strength in the meantime proving the success of our efforts. Further I, as the Minister in charge of the subject of Public Administration never hesitate to extend my respect for the commendable contribution made by the officers of the Ministry and the Secretary in the performance of all duties including activities connecting to calling nominations for parliamentary election which was to be held amidst all these issues.

The efforts made by the Provincial Councils and Local Government Section to maintain rural development projects concurrently to the services of Ministry of Public Administration and Home Affairs should be also appreciated.

With the victory of the General Election held in August, the scope of the Ministry has been changed as Public Services, Provincial Councils and Local Government and today our services are provided covering wide area. We have shouldered the responsibility to provide employment opportunities to 50,000 graduates making the promise of the Government to the educated generation of the country a reality. However it should be mentioned that we could provide employment opportunities to 60,000 graduates, which is beyond the expected number. That is an experience, which gives humble satisfaction. Further our Ministry could ensure its mechanism with necessary
updating whilst making all necessary recruitments at the correct time for the progress of the country. Even though COVID 19 has put forward its ugly head again, we have proved our strength to maintain an uninterrupted service delivery. It gives me a great pleasure as we could achieve our goal for the maintenance of people friendly service in 2020 finding solutions to all the challenges.

Therefore I take this opportunity to wish courage and strength to the staff of the Ministry including the Secretary for the performance of the responsibility entrusted in year 2021 also.

Janaka Bandara Thennakoon
Minister of Public Services, Provincial Councils and Local Government.
It gives me a great pleasure to pen down few words as the Secretary of the Ministry of Public Services, Provincial Councils and Local Government to the Annual Performance Report of our Ministry. I am of the firm view that the prime objective of this Ministry is to make a turn in the path of the whole public service from the narrow frame of “Public Officer” towards ‘a service delivery for the benefit of the people’ directing public service including Combined Services and All Island Services with the policy directions for the establishment of ‘a work culture for the progress of the country’ based on the ‘Vistas of Prosperity and Splendor’ policy manifesto and other national policies to be implemented by the Government. However it is evident that the Public as well as Private sectors has to witness a grave drawback in the face of COVID-19, the Global Pandemic of our time. Even under such threat, we are fortunate to mention here that our Ministry had the capacity to implement an accelerated programme during 2020 focused on the ‘Vision of the Prosperity and Splendor’ successfully facing the present challenge.

I am privileged to mention at this moment that the recruitment of nearly 60,000 graduate trainees with a view to fulfill the requirement of human resources in Public Service for expediting development activities of the Government, implementation of training programmes for officers, launching projects relevant to the development of physical and infrastructure facilities of rural areas along with projects of Provincial Councils and Local Government Institutions under national budget, national investments and national development programmes, enhancement of economic and social welfare of senior citizens and performance of the tasks connecting to the Parliament and Members of Parliament are among the priority tasks shoudered by our Ministry during this period.

I take this opportunity to express my heartfelt gratitude to Hon. Janaka Bandara Thennakoon, Minister of Public Services, Provincial Councils and Local Government and Rear Admiral Sarath Weerasekara, Hon. State Minister of Provincial Councils and Local Government for their directions and guidance to make our efforts a reality. Further I highly appreciate the commitment of the whole staff including Additional Secretaries, Director Generals, Senior Assistant Secretaries, Directors, Chief Financial Officer and all the Departments and Statutory Institutions under this Ministry for looking ahead with much confidence. In the meantime let me say that I earnestly expect your unwavering collaboration and contribution in our future endeavors.

J.J. Rathnasiri
Secretary,
Ministry of Public Services, Provincial Councils and Local Government
1 Introduction
Ministry of Public Administration and Management as the center of civil administration is always committed to create a public service, which prioritizes with the fulfillment of expectation of the general public whilst playing the role of the pioneer of public administration. With a view to achieve these goals, the Ministry performs a great role, which covers a wide scope implemented in order to formulate public policies, management of human resources and development of the institution. In the meantime the Ministry looks forward with the main objective of managing the human resource in public service in a more productive way whilst performing the administration of all Combined Services and All Island services in order to carry out the activities connecting to the national development.

One of the main responsibilities of this Ministry is to prepare administrative provisions with special attention to fairness, uniformity and efficiency for ensuring an excellent service to the general public. Accordingly, the Ministry performs its role preparing the Public Administration Circulars and making observations and revisions to circulars wherever necessary. Another specific role played by the Ministry is the formulation of policies at national level on public administration and interpretation as well as making necessary guidelines. The Ministry builds and governs the functions of whole public service ensuring more productive service delivery.

The Ministry, which was functioning as the Ministry of Public Administration, Provincial Councils and Local Government, has been reshuffled as the Ministry of Public Services, Provincial Councils and Local Government by the Gazette Extra Ordinary No. 218/7 dated 09.08.2020. With the reshuffle, Hon Janaka Bandara Thennekoon has been appointed as the Minister and Mr. J.J. Rathnasiri has been appointed as the Secretary of the Ministry.

Further powers have been vested in the State Ministry of Provincial Councils and Local Government for the performance of the functions pertaining to Provincial Councils and Local Government and Hon. Sarath Weerasekara holds Office as the State Minister. Mr. J.J.Rathnasiri performs his duties as the Secretary of the State Ministry also.
Celebrating the 50th anniversary of the Department of Pensions, which was established in 1970 as an A Grade Department under the Ministry of Public Administration, and the National Retirement Day declared by the Government in honor of all retired public servants who have served the country for nearly three decades was celebrated on 08th October 2020.

**Functions and tasks entrusted to the Ministry**

- Provision of the necessary directions and guidance under policy framework to the State Ministry in order to establish work culture based on the national policies expected to be applied in consistent with the ‘Vistas of Prosperity and Splendor’, the policy manifesto of the Government, formulation of policies in relation to the scope of Public Services, Provincial Councils and Local Government, implementation of the projects fallen under national budget, investments of the Government and national development process, and ensuring the subjects and tasks of the following Departments, State Corporations and Statutory Institutions and formulation of policy for these institutions, implementation of their projects and programmes, carrying out follow up actions and evaluation.

Performance of the tasks to be ensured on behalf of the Government in relation to the Parliament and Members of the Parliament.

Basic laws of which the implementation is entrusted to the Ministry

- Widowers’ and Orphans’ Pension Act (No 24 of 1983)
- Widows’ and Orphans’ Pension Ordinance (No: 1 of 1898)
- Widowers’ and Orphans’ pension Scheme (Armed Forces ) Act (No:60 of 1998)
- Widows’ and Orphans’ pension Scheme (Armed Forces) Act (No: 18 of 1970)
- Public Service Pensioners’ Trust Fund Act ( No: 40 of 1999)
- Public Service Provident Fund Ordinance (No: 18 of 1942)
- Local Government Services Pension Fund (No 16 of 1974)
- Local Government Widows’ and Orphans’ Pension Fund (No 16 of 1974)
- Compulsory Public Service Act (No: 70 of 1961)
- Provincial Councils Pension Act (No 17 of 1993)
- Public and Judicial Officers Retirement (Ordinance) (No. 11 of 1910)
- Official Language Act (No 33 of 1956)
- Official Language Commission Act (No 18 of 1991)
- National Human Resources Development Council of Sri Lanka Act (No 18 of 1997)
- Pension and Gratuity Minute of Sri Lanka Army
- Pension and Gratuity Minute of Sri Lanka Navy
- National Language Studies and Training Institute Act (No 26 of 2007)

Special priorities entrusted to the Ministry by the Gazette

Special priorities entrusted to the Ministry of Public Services, Provincial Councils and Local Government by the Gazette Extra Ordinary No 218/27 dated 09.08.2020 are as follows.
Objectives

Objectives of the Public Services Division

- Formulation of productive public policies on recruitment, remuneration and other service conditions in the management of human resource of public service.
- Directing the vision and attitudes of the employees serving at present in the public service for new turns to make responses on the requirement of the general public.
- Formulation and implementation of new management structures in order to enhance productivity and quality of the public service.
- Establishment and sharing a value system (research oriented attitudes, accountability, utilization of resources wisely, fairness, transparency, etc).
- Identifying training requirements of the public sector and facilitating for training programmes.
- Formulation and implementation of pension programmes in order to provide remedial measures to the issues on pension.
- Preparing a good framework for the institutional development of public sector, which has the capability to achieve development targets and priorities of the government.
- Promoting the application of communication technology in order to enhance the productivity and quality of the service delivery.
- Enhancement of the competency of the staff in public service.
- Enhancement and implementation of guidelines for the simplification of systems and rearrangement of processes to look forward with the changing environment.
- Facilitating, coordinating and managing the projects relevant to civil administration, e-governance for which funds are granted by donors as well as the government of Sri Lanka.

Strategies formulated in consistent with the existing legal framework in order to reach the goals

- Establishment of a far sighted policy and regulatory framework for the efficient human resource management in public service.
- Introduction of administrative reforms for system development and re-establishment of processes in order to enhance the productivity in public service delivery.
- Building processes for recruitment and selection for public service on competitive basis.
- Demand oriented capacity development and skills adjustments.
- Decentralized institutional network to bring the service delivery close to the citizens.
- Application of information and communication technology to enhance the quality of public service and transparency of service delivery.
- Citizen/ Client Charter to ensure standard service delivery focused on citizen centered public service.
Priority areas for which the attention of the Ministry has been focused

The functions have been categorized under 05 main fields of subjects taking in to consideration the tasks performed within the scope entrusted to the Ministry and in addition to the above service delivery is ensured by 04 another divisions under assisting divisions for the provision of assistance to above mentioned priority field.

The progress achieved by the Ministry is supervised taking into consideration the Divisions , which perform each task along with subject fields.

These subject fields are mentioned above and the Divisions to which each subject field is entrusted are also mentioned below. Accordingly all the Institutions fallen under this Ministry prove their utmost dedication to make the objectives of the Ministry a reality under collective effort.
Vision

“An excellent public service to the nation”

Mission

“Ensuring an excellent public service through proper administration of human resource, management and reforms”
Organization chart
(Public Service Division)
4 Human Resource Cluster
4.1 Summary

When considering the scope entrusted to the Public Services Division and the functions carried out by the division, all the divisions which are operated in order to achieve the sectoral performance indicators through administration and management of human resources in the proper manner and mainly the recruitment of new officers to All Island services as well as Combined Services are brought under this division.

All Island services, which are governed by the Ministry,

- Sri Lanka Administrative Service
- Sri Lanka Accountants' Service
- Sri Lanka Planning Service
- Sri Lanka Engineering Service
- Sri Lanka Scientific Service
- Sri Lanka Architects' Service
- Sri Lanka Technological Service

Combined Services, which are governed by the Ministry,

- Translators’ Service
- Management Service Officers’ Service
- Sri Lanka Librarians’ Service
- Sri Lanka Information and Communication Technology Service
- Development Officers’ Service
- Office Employees’ Service
- Combined Drivers’ Service

Main functions carried out by these divisions

- Taking action for recruitments as per the relevant service minutes.
- Getting the examination results confirmed from the Department of Examination and Universities.
- Granting approval for transfers or making recommendations to the Public Service Commission regarding transfers.
- Taking necessary action to publicize in the Government Gazettes the assumption of duties by officers in new posts on transfers.
- Conducting the Efficiency Bar Examinations, issuing results and making exemptions from the requirement of passing the subjects in Efficiency Bar and acquiring the competency in languages.
- Submitting recommendations to the Public Service Commission in relation to the issues on the Efficiency Bar Examinations wherever necessary.
- Confirmation in services or making recommendations to the Public Service Commission regarding the confirmation in the service.
- Granting approval for leave to be spent out of Sri Lanka.
- Granting study leave to be spent out of Sri Lanka to follow the studies in the subject fields prescribed in the Service Minutes for All Island services. (With full pay) – (In terms of Section 14, Chapter XII of the Establishments Code).
- Granting approval for leave with full pay to be spent out of Sri Lanka.
- Granting approval for no-pay leave to the spouse of a public officer, who has been confirmed in the post and either attached to the service in a foreign country or on study leave to be spent out of Sri Lanka.
- Granting approval for the performance of duties, acting in the post of Combined Services.
- Making recommendations to the Public Service Commission for appointment to act in a certain post of All Island services.
- Release on secondment for Combined Services.
- Making recommendations to the Public Service Commission to release officers on secondment basis for All Island services (As per No. 143 of Procedural Rules)
- Granting permission to serve in the Combined Services on contract basis.
- Granting promotions in Combined Services and making recommendations to the Public Service Commission regarding the promotions in All Island services.
- Sending officers in Combined services on retirement and making recommendations to Public Service Commission regarding the retirement in All Island services.
- Disciplinary activities of officers.
- Placing relevant officers on due salary step as per Service Minute.
- Making recommendations to Public Service Commission as well as the Cabinet of Ministers regarding the policy decisions of the services.
- Maintaining the seniority list.
- Maintaining the list of vacancies.
In addition to the above services, Investigation, Research and Operation Division and Human Resource Development Division, which facilitate human resource management, are also brought under this macro subject field.

Accordingly, the Human Resource Development Division provides facilities for officers belonging to management and non-management service categories for their local and foreign short term/long term training programmes.

Following tasks are performed by Investigation, Research and Operation Division.

- Making a positive transformation in weak processes so as to eliminate the opportunities for bribery and corruption.
- Developing management methodologies from traditional level up to modern standards by way of establishing and maintaining grievances management mechanism.
- Performing the role as the central investigation unit on preliminary investigations, wherever such necessity is arisen for a preliminary inquiry by any government institution.
- Establishment of a stable investigation unit in the effort made to keep the discipline in the whole public service in relation to the human resources management of public sector, which is the main subject field of the Ministry.
- Serving as a main source for collecting data, information and experience, which are required to the public management policy formulation and administrative reforms through proper research process.
• Eliminating the opportunities to make corruptions and frauds in the public service by way of following a proper process, which is carried out constantly.

Recruitments made to Combined Services and All Island Services

<table>
<thead>
<tr>
<th>Service Division</th>
<th>Number of annual recruitments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sri Lanka Administrative Service</td>
<td>217</td>
</tr>
<tr>
<td>Sri Lanka Scientific Service</td>
<td>9</td>
</tr>
<tr>
<td>Sri Lanka Architects’ Service</td>
<td>-</td>
</tr>
<tr>
<td>Sri Lanka Accountants’ Service</td>
<td>189</td>
</tr>
<tr>
<td>Sri Lanka Planning Service</td>
<td>-</td>
</tr>
<tr>
<td>Sri Lanka Engineering Service</td>
<td>-</td>
</tr>
<tr>
<td>Management Service Officers’ Service</td>
<td>2,677</td>
</tr>
<tr>
<td>Translators’ Service</td>
<td>69</td>
</tr>
<tr>
<td>Librarians’ Service</td>
<td>-</td>
</tr>
<tr>
<td>Information Technology Service</td>
<td>-</td>
</tr>
<tr>
<td>Development Officers’ Service</td>
<td>794</td>
</tr>
<tr>
<td>Office Employees’ Service</td>
<td>982</td>
</tr>
<tr>
<td>Driver</td>
<td>270</td>
</tr>
</tbody>
</table>

Number of annual recruitments

<table>
<thead>
<tr>
<th>Service Division</th>
<th>Number of annual recruitments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5,207</td>
</tr>
</tbody>
</table>

*Applicants, who have become eligible as per the programme for placement of unemployed graduates / diploma holders 2020 implemented by the Presidential Secretariat, have been attached for training and the database has been forwarded to this Ministry on 18.08.2020. Then 49448 letters of appointment have been printed and delivered to relevant District Secretariats by 24.08.2020.

The number of all recruitments made by the Ministry from year 2015 to the All Island and Combined Services in order to increase, quantitatively, the human resource of the public service is mentioned above.

The summary of all establishment activities carried out with the objective of ensuring more effective management of human resources recruited to all services mentioned above can be shown in the following manner at All Island and Combined services level.

<table>
<thead>
<tr>
<th>Functions</th>
<th>All Island Services (As at 2020.08.31)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved number</td>
<td>1986</td>
</tr>
<tr>
<td>Actual number</td>
<td>1615</td>
</tr>
<tr>
<td>Number of new recruitments</td>
<td>-</td>
</tr>
<tr>
<td>Confirmation</td>
<td>25</td>
</tr>
<tr>
<td>Promotions</td>
<td></td>
</tr>
<tr>
<td>From III to II</td>
<td>36</td>
</tr>
<tr>
<td>From II to II</td>
<td>-</td>
</tr>
<tr>
<td>From I to Special/ Supra</td>
<td>-</td>
</tr>
<tr>
<td>Retirements</td>
<td>23</td>
</tr>
<tr>
<td>Transfers</td>
<td>52</td>
</tr>
<tr>
<td>Annual transfers</td>
<td>42</td>
</tr>
<tr>
<td>Release</td>
<td>1</td>
</tr>
<tr>
<td>Disciplinary Action</td>
<td></td>
</tr>
<tr>
<td>Number of officers against whom disciplinary action has been commenced</td>
<td>4</td>
</tr>
<tr>
<td>Issuance of charge sheets/calling for explanations</td>
<td>2/1</td>
</tr>
<tr>
<td>Issuance of disciplinary orders</td>
<td>2</td>
</tr>
<tr>
<td>Appeals made against the notices on vacation of post</td>
<td>-</td>
</tr>
<tr>
<td>Tasks</td>
<td>Translators’ Service</td>
</tr>
<tr>
<td>-----------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td></td>
<td>Staff</td>
</tr>
<tr>
<td>Approved cadre</td>
<td>636</td>
</tr>
<tr>
<td>Actual cadre</td>
<td>262</td>
</tr>
<tr>
<td>New recruitments</td>
<td>-</td>
</tr>
<tr>
<td>Confirmations</td>
<td>25</td>
</tr>
<tr>
<td><strong>Promotions</strong></td>
<td></td>
</tr>
<tr>
<td>From III to II</td>
<td>-</td>
</tr>
<tr>
<td>From II to I</td>
<td>-</td>
</tr>
<tr>
<td>From I to Special/ Supra</td>
<td>-</td>
</tr>
<tr>
<td>Retirements</td>
<td>03</td>
</tr>
<tr>
<td>Transfers</td>
<td>06</td>
</tr>
<tr>
<td>Annual transfers</td>
<td>-</td>
</tr>
<tr>
<td>Release</td>
<td>01</td>
</tr>
<tr>
<td><strong>Disciplinary actions</strong></td>
<td></td>
</tr>
<tr>
<td>Number of officers against whom disciplinary action has been commenced</td>
<td>-</td>
</tr>
<tr>
<td>Issuance of charge sheets/calling for explanations</td>
<td>01</td>
</tr>
<tr>
<td>Issuance of disciplinary orders</td>
<td>01</td>
</tr>
<tr>
<td>Appeals made against the notices on vacation of post</td>
<td>-</td>
</tr>
</tbody>
</table>
The summary of the long term and short term training, which have been provided locally and out of the Island for the management and non-management service categories up to 30.09.2020 is as follows.

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Local training courses</th>
<th>Foreign training courses</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Short term</td>
<td>Long term</td>
</tr>
<tr>
<td>Management</td>
<td>11</td>
<td>05</td>
</tr>
<tr>
<td>Non-managerial</td>
<td>331</td>
<td>-</td>
</tr>
<tr>
<td>Primary</td>
<td>61</td>
<td>-</td>
</tr>
</tbody>
</table>

Foreign training courses, which were scheduled to be held, have been suspended due to Covid-19 pandemic.

<table>
<thead>
<tr>
<th>Training Opportunities</th>
<th>No of Officers Participated</th>
<th>Expenses borne (Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate Course</td>
<td>12 Staff 392 Non Staff</td>
<td>767,029.49</td>
</tr>
<tr>
<td>Diploma Courses</td>
<td>02 Staff - Non Staff</td>
<td>120,000.00</td>
</tr>
<tr>
<td>Post Graduate Courses</td>
<td>02 Staff - Non Staff</td>
<td>662,500.00</td>
</tr>
</tbody>
</table>

When considering the matters investigated by the Investigation, Research and Operations Division, which functions for safeguarding the discipline of whole public service in relation to the human resource management of public sector, the summary can be given in the following manner.

<table>
<thead>
<tr>
<th>Classification of recommendations</th>
<th>Number of investigations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issuance of charge sheets under the schedule I.</td>
<td>04</td>
</tr>
<tr>
<td>Following summary disciplinary procedures.</td>
<td>06</td>
</tr>
<tr>
<td>Making transfers.</td>
<td>01</td>
</tr>
<tr>
<td>Arbitrating.</td>
<td>02</td>
</tr>
<tr>
<td>Recovery of the value.</td>
<td>05</td>
</tr>
<tr>
<td>Updating office systems.</td>
<td>07</td>
</tr>
<tr>
<td>Making proposals on future policies/ laws.</td>
<td>09</td>
</tr>
<tr>
<td>Calling for explanations.</td>
<td>01</td>
</tr>
<tr>
<td>Other</td>
<td>07</td>
</tr>
</tbody>
</table>

Following is the review of queries submitted up to 30.09.2020 to the Investigation, Research and Operations Division, which coordinates the provision of requested information from the relevant divisions as per the provisions of the Right to Information Act.
4.2 Combined Services

The main functions of the Combined Services Division are transferring, promoting officers of Combined Services and their disciplinary control and dismissal from service on the power vested in the Director General of Combined Services by Public Service Commission. For this purpose the Combined Services Division is organized consisting of 12 units.

The dispersal of these offices in Combined Services Division on the basis of gender and grade is given below.

The representation of officers in Combined Service Division on gender is given in the above graph.

### 4.2.1 Significant performances of the Division in 2020

- **Providing induction training for newly recruited officers**

<table>
<thead>
<tr>
<th>Service</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sri Lanka Administrative Service</td>
<td>Induction training has been given to the officers in the batch recruited under open stream by Sri Lanka Institute of Development Administration from March 2019 to March 2020.</td>
</tr>
<tr>
<td>Class 3 of Sri Lanka Information &amp; Communication Technological Service (Grade III)</td>
<td>Induction training is due to be conducted in due course by the Human Resources Division of the Ministry for 415 officers newly recruited.</td>
</tr>
</tbody>
</table>
**Librarian Service**

Induction training is due to be conducted in due course by the Human Resources Division of the Ministry for 48 officers newly recruited.

**Class 2 of S. L. I. & C.T.S (Grade II)**

It has planned to conduct induction training in three phases for the officers recruited and the COVID-19 pandemic emerged within the last few days of the phase 1. Accordingly the induction training of phase 1 has now been concluded and the training of other phases is to be conducted in October.

### Conducting efficiency bar examinations

<table>
<thead>
<tr>
<th>Service</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sri Lanka Administrative Service</td>
<td>Examination notification is published on 02.10.2020 and the examination will be commenced on 24.10.220.</td>
</tr>
<tr>
<td>Sri Lanka Engineering Service</td>
<td></td>
</tr>
<tr>
<td>Sri Lanka Scientific and Architect Service</td>
<td></td>
</tr>
<tr>
<td>Sri Lanka Accountants’ Service</td>
<td></td>
</tr>
<tr>
<td>Sri Lanka Planning Service</td>
<td></td>
</tr>
<tr>
<td>Translators’ Service</td>
<td></td>
</tr>
<tr>
<td>Librarians’ Service (Grade III)</td>
<td>Results pertaining to 2017 (II) 2019 have been issued on 11.06.2020. Concurrence of the Department has been sought for the examination notification for exam 2018 (I) 2020 on 07.09. 2020.</td>
</tr>
<tr>
<td>Librarians’ Service (Grade II)</td>
<td>Results pertaining to 2017 (II) 2019 have been issued on 19.02.2020. Concurrence of the Department has been sought for the examination notification for exam 2018 (I) 2020 on 07.09. 2020</td>
</tr>
<tr>
<td>Grade I of Management Service Officers service</td>
<td>Results pertaining to efficiency bar examination 2015(I) 2019 have been issued on 19.05.2020. Observations of the Department of Examinations have been called for the examination notification for exam 2015 (II) 2020</td>
</tr>
<tr>
<td>Grade II of Management Service Officers service</td>
<td>Results pertaining to efficiency bar examination 2013(II) 2019 have been issued on 22.07.2020. Observations of the Department of Examinations have been called for the examination notification for exam 2014(I ) 2020</td>
</tr>
<tr>
<td>Grade III of Management Service Officers service</td>
<td>Efficiency bar examination for 2013(I)2019 has been conducted on 27.09.2020.</td>
</tr>
<tr>
<td>Development Officers’ Service</td>
<td>Second Efficiency bar examination for 2017(II)2019 has been conducted on 19.01..2020 and results are to be issued by the Department of Examination.</td>
</tr>
</tbody>
</table>
Competitive Examination

<table>
<thead>
<tr>
<th>Service</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sri Lanka Administrative Service</td>
<td>Open and limited competitive examinations relevant to year 2018 of Sri Lanka Administrative Service have been conducted in January and February 2020 and the results of the examinations are to be issued in due course by Department of Examinations. Then action will be taken to conduct interviews.</td>
</tr>
<tr>
<td>Sri Lanka Information Technology Service</td>
<td>Examination notifications of Open Competitive Examination for recruitments to Grade III of Sri Lanka Information Technology Service -2020 and open competitive examination for recruitment to Grade II class 2 of Sri Lanka Information Technology Service-2020 are to be published.</td>
</tr>
<tr>
<td></td>
<td>Examination notification for recruitment to Grade III Class 1 of Sri Lanka Information Technology Service -2018 has been published in September 2020 and the examination is to be conducted by the Commissioner General of Examinations in January 2021.</td>
</tr>
<tr>
<td>Management Service Officers’ Service</td>
<td>Examination notification for recruitment to Grade III of Management Service officers service 2019(2020) under open and limited streams has been published in July 2020 and the examination is to be conducted by the Commissioner General of Examination in November.</td>
</tr>
<tr>
<td>Management Service Officers’ Service (Supra Grade)</td>
<td>Examination notification for competitive examination for promotion to Supra Grade in Management Service Officers Service on open and limited basis 2019 (2020) is due to be published.</td>
</tr>
<tr>
<td>Librarians’ Service Grade II</td>
<td>Examination notification for recruitment to Government Service-2019 (2020) has been published in July 2020 and the examination is to be conducted by the Commissioner General of Examination in November.</td>
</tr>
<tr>
<td>Translators’ Service</td>
<td>Examination notification for recruitment to Government Translators’ Service -2019 (2020) has been published in July 2020 the examination is to be conducted by the Commissioner General of Examination in November.</td>
</tr>
</tbody>
</table>

- With a view to confirm officers in the posts of Combined Services Division e manual has been prepared and published in the website and e manual s are being prepared for other processes of combined services.
- Annual transfers of combined services are made online and action has been taken to apply software also for normal transfers.
- Transfer policy and revisions to service minutes have been made conducting discussions with Trade Unions and further it has planned to introduce revisions on the requirement.
Online method has been introduced to submit service related issues of officers. (Link: 43.224.125.68/csing)

Action is now being taken to call for documents relevant for sending on retirement by e mail and online and obtain approval for the same.

It has become possible to conclude works delayed in connection to the confirmation of Development Officers in their appointments obtaining the contribution of officers in Development Officers unit and participation of all Assistant Directors of Combined Services.

Action has been taken to avoid weaknesses observed in the transfer scheme of Development Officers by way of introducing new application for promotion of Development Officers and issuing a series of general instructions informing all Ministries/Departments and Institutions. It has become possible to grant promotions of officers, who have become eligible for promotions. Further action has been taken to conclude the absorption of officers, who have exercised their option for absorption, without delay.

Appointments have now been granted to 2446 officers, who have become qualified at the verification of qualifications by the interview, out of the 2619 graduate trainees recruited on 20.08.2018.

Applicants, who have become eligible as per the programme for placement of unemployed graduates/diploma holders 2020 implemented by the Presidential Secretariat, have been attached for training and the data base has been forwarded to this Ministry on 18.08.2020. Then, with the collaboration of all staff officers of Combined Services Division and other staff, 49448 letters of appointment have been printed and delivered to relevant District Secretariats by 24.08.2020.

With a view to expedite the process followed to conduct competitive examinations for recruitment, discussions have been conducted with the Department of Examination to call applications online and as a result of this measure, applications for recruitment to Grade III Class I of Sri Lanka Information Technology Service -2018 have been called online.

4.3 Sri Lanka Administrative Service

Sri Lanka Administrative Service Division performs the actions connecting to vesting of powers by Public Service Commission and implements the decisions made by the Cabinet of Ministers and Public Service Commission in relation to Sri Lanka Administrative Service on the approval of the Secretary or Additional Secretary, Public Administration.

As per the details of the Department of Management Services, the approved number of posts in Sri Lanka Administrative Service as at 30.06.2020 is 3,223. 2,419 officers have been engaged in the service as at 30.09.2020 and the number of posts, which has fallen vacant is 804.
Representation of male and female officers in Sri Lanka Administrative Service is depicted by the above graph.

4.3.1 Special performances of the Division in 2020

- Actions are being taken to recruit 270 new officers.
- Promotions made up to 30.09.2020 are as follows.

<table>
<thead>
<tr>
<th>Grades to which promotions were made</th>
<th>Number of promoted officers</th>
</tr>
</thead>
<tbody>
<tr>
<td>From Grade III to Grade II</td>
<td>490</td>
</tr>
<tr>
<td>From Grade II to Grade I</td>
<td>3</td>
</tr>
<tr>
<td>To Special Grade</td>
<td>30</td>
</tr>
</tbody>
</table>

- 27 officers of Sri Lanka Administrative Service have been confirmed in service by 30.09.2020.
- 242 non-annual transfers have been made during the year up to date and necessary action has been taken to release 10 officers.

Action has been taken to send 25 officers on retirement on the due date.

Tasks to be carried out in future

- A data base is being prepared for the Sri Lanka Administrative Service division in order to create an e– data sheet for every officer of Sri Lanka Administrative Service.
- An analysis of particulars such as the gender, educational qualifications, service experience etc. of the officers of this service is scheduled to be conducted.

4.4 Sri Lanka Engineering Service

Sri Lanka Engineering Service is an All Island service managed under the scope of the Ministry of Public Services, Provincial Councils and Local Government and Public Service Commission is the appointing and disciplinary authority of Engineers. Approved cadre of Sri Lanka Engineering Service governed under Sri Lanka Engineering Service Division is 1461 and at present 1176 officers are serving under the service. The officers have been attached to various institutions under the field such as Geo-Resources, Chemical, Electrical, Mechanical, and Civil.

The distribution of these offices on the basis of gender and grade is given below.
4.4.1 Significant performances of the Division in year 2020

- Appointments are due to be granted to 30 new officers of Sri Lanka Engineering Service on 12.10.2020 and approval has been sought from the Public Services Commission to fill 190 vacancies in Grade III of the service.

- The 6th revision made to the Minute of Sri Lanka Engineering Service on 25.08.2020 has been published and the approval has been sought from the Public Services Commission for the revisions in Circular No 39/2019 pertaining to the promotions of the service.

- During the year under review, officers have been appointed to 18 posts of the Grade I of the service and the activities relating to the promotion of 04 officers to Grade I out of 123 officers in Grade II, who have become eligible for promotion to Grade I, have been concluded. Further letters have been sent to respective Ministries to obtain particulars which are required for promotion of other 119 officers.

- Activities pertaining to the retirement of 34 officers out of 42, who were to be sent on retirement, have been concluded.

- Seniority list has been updated properly.

4.5 Sri Lanka Scientific, Architects’ and Technological Services

The Scientific and Architects’ Services Division of the Ministry of Public Services, Provincial Councils and Local Government, the center of public administration, mobilizes the knowledge of science, creativity and technology and mobilizes and administers the human resource to carry out scientific planning and research in an advanced manner.

There are 3 services established under this division.
1. Sri Lanka Scientific Service
2. Sri Lanka Architects’ Service
3. Sri Lanka Technological Service

The number of approved officers in the Sri Lanka Scientific Service is 642 and the number of actual officers is 466. The number of approved officers in the Sri Lanka Architects’ Service is 642 and the number of actual officers is 466.

The distribution of Officers in Sri Lanka Scientific Service and Sri Lanka Architects Service, by Grade is shown below.

The distribution of Male and Female Officers in Sri Lanka Scientific Service and Sri Lanka Architects Service, is shown below.

4.5.1 Outstanding Performance in the Division in 2020

- The following institutional activities were carried out by the Division in the management of human resource.

<table>
<thead>
<tr>
<th>Activities conducted:</th>
<th>No of Officers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service confirmations</td>
<td>Scientific 10</td>
</tr>
<tr>
<td>Promotions</td>
<td>Scientific 17</td>
</tr>
<tr>
<td>Transfers</td>
<td>Scientific 03</td>
</tr>
<tr>
<td>Retirements</td>
<td>Scientific 09</td>
</tr>
<tr>
<td>Releases</td>
<td>Scientific 01</td>
</tr>
</tbody>
</table>

- 32 new officers have been recruited to Sri Lanka Scientific Service and one officer to Sri Lanka Architects Service.
Arrangements have been made for the commencement of the induction training course in the year 2021 for officers recruited during this year, and the induction training commenced in the year 2019 was successfully completed in the first quarter of this year.

The first and second efficiency bar examinations of Sri Lanka Technological Service 2018 (I) and the gazette notification relevant to the limited competitive examination for the promotion of officers in Grade I to special grade 2019 has submitted to obtain observations of the Department of Examinations. Further, arrangements are being made to publish the gazette notification relevant to the third efficiency bar examination.

Measures have been taken to send 80 officers of Sri Lanka Scientific Service and Sri Lanka Architects Service for a local short term training program.

Following is the information regarding the disciplinary actions relevant to the officers in Sri Lanka Scientific Service and in Sri Lanka Architects Service.

<table>
<thead>
<tr>
<th>Activities conducted:</th>
<th>No of Officers</th>
<th>Scientific</th>
<th>Architect</th>
</tr>
</thead>
<tbody>
<tr>
<td>No of cases to which disciplinary actions have been commenced</td>
<td>_</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Issuance of Charge Sheets/ Inquiring Explanations</td>
<td>2</td>
<td>_</td>
<td></td>
</tr>
<tr>
<td>Issuance of Disciplinary Orders</td>
<td>2</td>
<td>_</td>
<td></td>
</tr>
<tr>
<td>Requests made against notices on Vacation of Posts</td>
<td>1</td>
<td>_</td>
<td></td>
</tr>
</tbody>
</table>

77 officers of Sri Lanka Scientific Service and Sri Lanka Architects Service have participated in an English training (Toastmaster).

4.5.2 Tasks Expected to be carried out in year 2020

Actions are being taken to fill 27 Grade III (Open) Posts in Sri Lanka Scientific Service, at Department of Government Analyst.

Gazette Notification is being prepared for the recruitment of Officers in Grade III of Sri Lanka Architects Service on open and limited basis.

4.6 Sri Lanka Accountants’ Service

Sri Lanka Accountants’ Service established under the provisions of Sri Lanka Accountants’ Service Minute published under the Gazette Extra Ordinary of the Democratic Socialist Republic of Sri Lanka No: 1670/33 dated 10th September 2010 is one of the All Island services. All the administration functions of the officers belonging to the service are carried out by the Accountants’ Service Division of the Ministry of Public Administration, Provincial Councils and Local Government.

All the policies formulated by the Cabinet of Ministers and Public Service Commission in order to create a perfect professional, who works with self-motivation to ensure the accountability and responsibility maintaining the transparency of the financial management are implemented by Sri Lanka Accountants’ Service Division on approval of the Secretary.
of the Ministry of Public Administration ‘ Provincial Councils and Local Government.

Promotion to Special Grade cannot be granted due to the injunction order given for S.C. application No FR 187/2014 and therefore 51 officers have been appointed on full time acting basis.

** Number of officers in Grade I, who serve in posts in Grade III- 62

Number of the approved posts in Sri Lanka Accountants’ Service is 1984 and officer have been attached to 1615 out of the aforesaid posts. The dispersion of officers as per the grades is given in the above graph.

Officers in the service provide their service under Central Government and Provincial Public Service. Accordingly 74% and 26% are serving under Central Government and Provincial Public Service respectively.

The representation of 1615 , which is the actual number in Sri Lanka Accountants Service, based on gender is given in the above graph.

4.6.1 Significant performances of the Division in year 2020

- Action has been taken to confirm 33 officers, who have satisfied prescribed qualifications in Grade III by 02.05.2019.
- 48 officers in Grade III of Sri Lanka Accountants’ Service, who have satisfied qualifications in the service, have been promoted to Grade II on 30.09.2019.
- Action has been taken as per the provisions of the Public Service Commission Circular No 03/2019 to reemploy 17 retired officers in vacant posts on contract basis on exigency of service.
- Capacity building programmes have been organized for officers in Sri Lanka Accountants’ Service with the collaboration of Sri Lanka Institute of Development Administration. 80 and 179 officers in Grade III and Grade I of Sri Lanka Accountants’ Service have been directed respectively for these training programmes.
- All the establishment activities pertaining to 40 officers, who are due to retire during the year, have been concluded.
- 42 officers have been transferred under annual transfer scheme whilst another 41 officers have been transferred under non annual transfers by 30.09.2020.
Disciplinary action has been initiated against 06 officers in the service and charge sheets have been issued to 02 officers out of the above. Further explanations have been called from one officer.

The Gazette Notification to hold the Efficiency Bar Examination in October 2020 is due to be published.

4.7 Sri Lanka Planning Service

Sri Lanka Planning Service is an all island service which was established in 1984 under the provisions of the Minute of Planning Service of Sri Lanka.

Formulation and implementation of policy guidelines and strategies to achieve the desired level of social and economic development in Sri Lanka, planning, implementation, guidance and evaluation of relevant programs / projects, use and guidance of local and foreign resources, research and development activities related to the national and local economy are the functions of this Service. All administrative activities of the officers in Sri Lanka Planning Service are carried out by the Planning Services Division of the Ministry of Public Services, Provincial Councils and Local Government.

Sri Lanka Planning Service, established under the provisions of the Minute of Planning Service, is an all-island service. The number of approved officers in Sri Lanka Planning Service operating island wide is 1336 and the number of actual officers serving is 1160.

4.7.1 Outstanding Performance in the Division in 2020

Placement of 75 officers of the Planning Service who were recruited on an open basis on 22.07.2019 has been completed.

The following institutional activities were carried out by the Division in the management of human resource.
Activities conducted:  

<table>
<thead>
<tr>
<th>Service confirmations</th>
<th>01</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promotions</td>
<td></td>
</tr>
<tr>
<td>To Special Grade</td>
<td>02</td>
</tr>
<tr>
<td>To Grade I</td>
<td>01</td>
</tr>
<tr>
<td>To Grade II</td>
<td>251</td>
</tr>
<tr>
<td>Transfers</td>
<td>66</td>
</tr>
<tr>
<td>Retirements</td>
<td>06</td>
</tr>
<tr>
<td>Releases</td>
<td>01</td>
</tr>
</tbody>
</table>

Necessary arrangements have been made in collaboration with the Sri Lanka Institute of Development Administration to hold the Efficiency Bar Examination for the year 2020 which is to be held in October.

4.7.2 Tasks Expected to be carried out in year 2020

- 20 officers are to be recruited on an open basis for Grade III of the Sri Lanka Planning Service.
- Relevant actions are taken to promote Grade I officers of the Sri Lanka Planning Service to Special Grade, Grade II Officers to Grade I and Grade III Officers for Grade II.
- Steps have been taken to update the seniority list and vacancy list of the officers of Sri Lanka Planning Service.

4.8 Human Resource Development

As the Human Resource Development Division, our mission is to create skilled human resources to enhance the productivity and efficiency of the services provided to the public through the Ministry of Public Services, Provincial Councils and Local Government, which play a responsible role in the development of Sri Lanka. Accordingly, the main objective of the Division is to distribute the training opportunities of the officers of the Ministry of Public Services, Provincial Councils and Local Government in a fair and reasonable manner. The Division also aims to motivate the staff to increase the efficiency and productivity of the service provided by making effective use of government funds in such activities.

In addition to identifying the training needs of the officers of the Ministry, conducting training programs and providing facilities, the objectives of the Human Resource Division is to create a full staff within the Ministry to make the required training opportunities more effective and to improve their efficiency through fair distribution of foreign and local training opportunities to build capacity of the officers in all island services serving in this Ministry and to identify the capabilities lacking in the staff in all units by utilizing public funds.

4.8.2 Outstanding Performance in the Division in 2020

Local Training

- Arrangements have been made to organize and conduct programs in collaboration with Sri Lanka Institute of Development Administration considering the requests received from various institutions to conduct awareness programs and workshops for the coordinating officers of public institutions on the development of
human resources in the public sector as provided for in Public Administration Circular No. 02/2018.

- Provisions have been made to conduct 10 days recommended training courses on district basis island wide for the Efficiency Bar Examination of Class I officers in the Management Service Officers’ Service.

- Provisions have been made on a district basis for non-management level Development Officers, Management Service Officers, Drivers and Office Assistants in the Public Service for capacity development activities within the scope of their respective services.

- Local short term capacity development training programs have been conducted for the management and non-management officers working in the Ministry as follows:

<table>
<thead>
<tr>
<th>Service Category</th>
<th>No of Training Programmes conducted</th>
<th>No of Officers Participated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managerial</td>
<td>Introduction to the Basic Concepts of Research Methodology</td>
<td>11</td>
</tr>
<tr>
<td>Non-managerial</td>
<td>Office Systems, Establishments Code and Public Finance Management</td>
<td>120</td>
</tr>
<tr>
<td></td>
<td>Procurement Rules, Methods and Procurement Roles</td>
<td>56</td>
</tr>
<tr>
<td></td>
<td>Filing and Documentation</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td>Workshop on Minimizing Audit Issues in Public Institutions</td>
<td>95</td>
</tr>
<tr>
<td></td>
<td>Office Employees’ Service TRAINING</td>
<td>61</td>
</tr>
</tbody>
</table>

- One Staff Officer working in the Ministry has been directed for each of the following local long term training programs.
  - Certificate Course in Public Service Discipline
  - Diploma Course on Procurement
  - Diploma in Diplomacy and World Affairs
  - Masters Degree in Economics
  - Masters Degree in Public Administration

- The Human Resource Plan of the Ministry for the year 2020/2021 is being prepared in accordance with the provisions of Public Administration Circular 02/2018 and based on this, a Human Resource Development Plan is being prepared for all Ministries as well as for the entire Public Service. This will meet the requirement of giving priority to "Preparation of a long term human resource plan including professional development to enhance the productivity and efficiency of the public service" among the special priorities assigned to this Ministry by the Gazette Extraordinary No. 2187/27.

- Rs. 5.83 Mn has been allocated for induction training workshops conducted for all island and combined services with Sri Lanka Institute for Development Administration and Rs. 4.97 Mn out of the above has been utilized to conduct relevant induction training programmes.
4.9 Investigation, Research and Operation

The Investigation, Research and Operation Unit, which is one of the main units of the Ministry of Public Administration and Disaster Management, carries out the following functions,

- Conducting investigations on the complaints received against the institutions under this Ministry, other public institutions and public officers.
- Conducting researches based on the data base, which is built up associated with the investigations.
- Conducting operations in order to collect information, which is important to make specifically identified administrative decisions.

4.9.1 Special performances of the Division in 2020

- 19 complaints have been made to the Investigation, Research and Operation Division by 30.09.2020 and the number of investigations brought forward from year 2019 is 34. Accordingly, the total number of complaints, which were processed during the year, is 53.
- The particulars on the number of investigations conducted on the recommendations provided are given below.

<table>
<thead>
<tr>
<th>Classification of recommendations</th>
<th>Number of investigations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issuance of charge sheets under the schedule I.</td>
<td>04</td>
</tr>
<tr>
<td>Following summary disciplinary procedures.</td>
<td>06</td>
</tr>
<tr>
<td>Making transfers.</td>
<td>01</td>
</tr>
<tr>
<td>Arbitrating.</td>
<td>02</td>
</tr>
<tr>
<td>Recovery of the value.</td>
<td>05</td>
</tr>
<tr>
<td>Updating office systems.</td>
<td>07</td>
</tr>
<tr>
<td>Making proposals on future policies/ laws.</td>
<td>09</td>
</tr>
<tr>
<td>Calling for explanations.</td>
<td>01</td>
</tr>
<tr>
<td>Other</td>
<td>07</td>
</tr>
</tbody>
</table>

- Requests made to the Ministry for information under Right to Information Act were referred to the relevant divisions in the due manner and action was taken to issue relevant information to the general public whilst updating relevant reports. Necessary information was provided to the general public in respect of 117 requests for information out of 170 requests and 10 requests were rejected during this year. Information is being provided to 43 requests.

Following are the measures taken internally in order to make the investigation process more efficient.

I. A data management system was created and established internally.

The following objects were achieved.
- Observing the progress of the investigation in several stages.
Optimal utilization of the human resource available for investigations.

Minimizing the time spent for concluding an investigation.

II. Expanding the investigation capacity.

- Recruiting 12 graduates as Investigation Officers out of the graduates recruited as Development Officers on the policy decisions of the government.
- Providing the induction training to the newly recruited Investigation Officers making use of the human resource of the division.

III. Creating the first phase of the training module initiated in line with the action plan of the division with the objective of disseminating the knowledge gathered within the Investigation division also to the other institutions of the government.

IV. Deployment of officers of the division as per the opportunity to create awareness about the handling of complaints, which is important for the capacity development of the Investigation Officers.

V. Selecting a sample from the preliminary investigations carried out by the division and identifying the underlying causes of disciplinary violations and misconduct and conducting research in this regard.
5 Policy Cluster
5.1 Summary

This Ministry contributes to the formulation of policies for the public service through the following tasks whilst assisting the government to formulate policies ensuring the wellbeing of public service as well as the public servants, defining the provisions of the Establishments Code and the circulars issued by the Ministry of Public Services, Provincial Councils and Local Government.

- Delivery of services on establishment activities to public officers, government Ministries/Departments, government institutions and parties interested in public service and to the recognized Trade Unions.
- Preparation of the drafts of Cabinet Memorandums relevant to the establishments activities fallen under the scope of the Ministry of Public Services, Provincial Councils and Local Government, taking further action regarding the decisions issued by the Cabinet of Ministers and submitting observations of the Hon. Minister regarding the Cabinet Memorandums.
- Working in collaboration with the Public Service Commission, General Treasury, Department of Management Services, Department of Attorney General, Parliamentary sub committees and other Ministries in administrative affairs,
- Submitting observations on the Establishments Code and relevant Public Administration Circulars.
- Formulation of policies relevant to the public service.
- Providing guidelines to the officers for the preparation of policies.
- Formulation of policies at national level on establishments activities and their interpretations.
- Revision of the Establishments Code on timely requirements and issuing Public Administration Circulars depending on the requirements.

The above role has been entrusted to the Establishments Division of the Ministry.

The overview on the contribution made by the Ministry to make policy decisions in the public service during the year under review is as follows.

<table>
<thead>
<tr>
<th>Tasks performed</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of circulars issued</td>
<td>08</td>
</tr>
<tr>
<td>Number of circular letters issued</td>
<td>02</td>
</tr>
<tr>
<td>Number of observations made for Cabinet Memorandums</td>
<td>117</td>
</tr>
<tr>
<td>Number of observations made for service minutes</td>
<td>5*</td>
</tr>
<tr>
<td>Number of observations made for Schemes of Recruitment</td>
<td>12**</td>
</tr>
</tbody>
</table>

* 7 Service Minutes have been referred to the division for observations and observations have been made for 5 Service Minutes out of the same.

** 17 Schemes of Recruitment have been referred to the division for observations and observations have been made for 12 Schemes of Recruitment out of the same.

5.2 Establishments Division

The Head of the Establishments Division, which is considered as a separate department under the Ministry, is the Director General of Establishments.
Establishments Code -

For the first time Establishments Code has been issued in 1971 to be effective from 01st of January 1972. During that period Mr. B. Mahadeva has held office as the permanent Secretary of the Ministry of Public Administration, Local Government and Home Affairs. The first edition of this Establishments Code has been issued reviewing Treasury Circulars, Circular Letters, Financial Regulations and Administrative Regulations. This Establishments Code consisted of 46 Chapters.

The revised edition of the Establishments Code has been issued in 1985 revising the Establishments Code issued in 1971 and with the inclusion of the revisions made to the above and also with the inclusion of all the revisions made to Public Administration Circulars and Establishments Circulars issued up to 31st of August 1985 in respect of relevant subjects. Mr. D.B.I.P.S. Siriwardhana has held office at that time as the Secretary of the Ministry of Public Administration. This edition consists of 33 Chapters.

The Volume II of the Establishments Code has been issued on 22nd of April 1974 with the inclusion of provisions on the disciplinary control of public officers except the members of Sri Lanka Army, Navy and Air Force and public officers mentioned in Article 41, 51, 52, 54 and 114 (6) of the Constitution of the Democratic Socialist Republic of Sri Lanka. The Volume II of the Establishments Code has been issued again on 08th April 1981 in place of the aforesaid Establishments Code. Again it has been revised and issued on 02nd August 1999 to be effective from 01st November 1999. Mr. P.A. Senarathna has held office as the Secretary of the Ministry of Public Administration, Home Affairs and Plantation Industries during that time.

The new Establishments Code has been issued in year 2013 with the inclusion of all the provisions of all Public Administration Circulars issued with the approval of the Cabinet of Ministers from 01.09.1985 to 31.12.2012 to the Volume I of the Establishments Code issued in 1985. During that time Mr. P.B. Abeykoon has held office as the Secretary of the Ministry of Public Administration and Home Affairs.

5.2.1 Special performance of the division in year 2020

Aiming to create a group of public officers who are well versed in the provisions of the Establishments Code, with a view to creating a high level of service delivery as well as a highly productive public service through knowledgeable human resources, a training program was conducted for public officers at a cost of Rs. 65,438.25 and 57 officers participated in those programs.
During this year, 22 chapters of the Establishments Code have been translated into English and 29 chapter revisions have been made in the Establishments Code.

Responses have been made to 54 requests out of the requests related to RTI Act.

During this year, 67 new compensation files have been opened up to 30.09.2020 and the number of approved compensation files is 70.

5.2.2 Tasks expected to be performed in future

It is expected to complete the translation of the Establishments Code, which was issued in 2013, into Tamil language within 06 months.

Necessary arrangements are being made to publish circulars, circular letters and relevant guidelines issued by the Ministry of Public Administration on various subjects, separately under each subject on the website of the Ministry to ensure easy access to the information required by the clients.

Updating information published on the website of the Ministry under “FAQs”.

Identifying circulars and circular letters to be simplified out of all Public Administration circulars and circular letters issued at present and in force at present by way of coordinating with other relevant government institutions and taking further action in that regard.

Guiding Government Institutions to simplify and update the circulars and regulations pertaining to the public service to ensure an efficient and effective service to the clients.

Taking action to update and display the Citizens’/ Clients’ Charter relevant to the Establishments division.
6 Facilitation Cluster
6.1 Summery

The divisions which perform the duties related to the provision of housing facilities to the officers belonging to the public service fall under Housing and Development Division of the Ministry and the relevant functions are carried out by this section.

Implementation of housing construction projects, allocation and maintenance of government owned houses, reservation of holiday bungalows and maintenance are mainly carried out by the Division.

As of 2020, the progress of the housing projects as on 30.09.2020 is as follows.

### Nila Piyasa Housing Project – Combined Fund

<table>
<thead>
<tr>
<th>District</th>
<th>Total Cost (Rs. Mn)</th>
<th>Consultancy Service</th>
<th>Construction</th>
<th>No of Housing Units</th>
<th>Financial Progress (Rs. Mn.)</th>
<th>Physical Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moneragala</td>
<td>375</td>
<td>Engineering Unit of Uva Provincial Council</td>
<td>Central Engineering Services Pvt. Ltd</td>
<td>32</td>
<td>178.86</td>
<td>87%</td>
</tr>
<tr>
<td>Gampaha</td>
<td>345</td>
<td>Engineering Unit of Western Provincial Council</td>
<td>Phase I- Link Engineering Pvt Ltd</td>
<td>32</td>
<td>329.12</td>
<td>72%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phase II - Central Engineering Services Pvt. Ltd</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kandy</td>
<td>90</td>
<td>Central Provinicial Department of Buildings</td>
<td>Kondasinghe Constructions</td>
<td>08</td>
<td>59.64</td>
<td>90%</td>
</tr>
<tr>
<td>Polonnaruwa</td>
<td>300</td>
<td>University of Moratuwa</td>
<td>Central Engineering Services Pvt. Ltd</td>
<td>32</td>
<td>120.68</td>
<td>10%</td>
</tr>
<tr>
<td>Colombo</td>
<td>981</td>
<td>University of Moratuwa</td>
<td>Central Engineering Services Pvt. Ltd</td>
<td>40</td>
<td>742.87</td>
<td>88%</td>
</tr>
</tbody>
</table>

### Nila Sevana Housing Project - Public Private Partnership

<table>
<thead>
<tr>
<th>Area</th>
<th>No. of Housing Units</th>
<th>Current Status:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wekunagoda</td>
<td>512</td>
<td>Sold Out</td>
</tr>
<tr>
<td>Habaraduwa</td>
<td>576</td>
<td>Sold Out</td>
</tr>
<tr>
<td>Kundasale</td>
<td>512</td>
<td>In Progress (Preliminary steps of acquiring the land is in progress)</td>
</tr>
</tbody>
</table>

Income from the Holiday Bungalows and Resorts up to 30.09.2020: Rs 4.06 Million
6.2 Housing and Development Division

Creating the background required for an effective public service by providing all government quarters under the Ministry of Public Service, Provincial Councils and Local Government to public officers as per the service requirement, promoting their infrastructure as well as implementing all the functions related to the official territory, Nila Sevana housing projects carried out under the Ministry. One of the major functions assigned to this division is the reservation of resorts, their maintenance and the provision of training opportunities to bungalow keepers.

The total allocation for the renovation of resorts is Rs. 2.70 million.

Quarters

Allocation of official quarters administered under the Ministry, i.e.

- Summit Flats 104
- Bungalows 52
- Lauries Houses 20
- Jayawadanagama Houses 18
- Gothami Road Houses 04

The total allocation for the renovation of official quarters is Rs. 2.8 million and the expenditure incurred on repairs as at 30.09.2020 is Rs. 0.98 million.

Projects

Two projects are being implemented under this section.

- **Nila Sevana Housing Project**
  
  Construction work on houses in Habaraduwa and Wakunagoda in the Galle District, which was started under this project, has been completed and work is underway to construct 512 houses in Kundasale, Kandy.

- **Nila Piyasa Housing Project**
  
  The Ministry is implementing the “Nila Piyasa” Official Housing Project to make the vision of a satisfied public servant an effective public service by providing official housing facilities a reality.

  Staff officers in the all island services recruited for the public service face severe inconvenience due to the difficulty of obtaining housing facilities when they are attached to a place of work outside the district where they reside and in implementing annual transfers. Therefore, this project is being implemented at the district level by the Ministry considering the difficulty faced by the officers in providing an effective and efficient service. As a pilot project, projects in Monaragala, Gampaha, Kandy, Polonnaruwa and Colombo districts have been commenced from 2017.
**Moneragala District**
- Divisional Secretary's Division: Moneragala
- The Contractual Amount: Rs. Mill. 290
- Contracting Institution: Central Engineering Services Pvt. Ltd.
- Consulting Institution: Engineering Service Division Uva Province
- Proposed No. of Housing units: 32
- Date of Completion of the Project: October 2020

**Gampaha District**
- Divisional Secretary's Division: Kelaniya
- The Contractual Amount: Rs. Mill. 397
- Contracting Institution: Central Engineering Services Pvt. Ltd.
- Consulting Institution: Engineering Service Division Western Province
- Proposed No. of Households: 32
- Date of Completion of the Project: November 2020

**Kandy District**
- Divisional Secretary's Division: Gangawata Koralaya
- The Contractual Amount: Rs. Mill. 64
- Contracting Institution: Kondasinghe Constructions
- Consulting Institution: Central Provincial Department of Building
- Proposed No. of Households: 8
- Date of Completion of the Project: September 2020

**Polonnaruwa District**
- Divisional Secretary's Division: Hingurakanda
- Estimated Cost: Rs. Mill. 260
- Contracting Institution: Link Engineering Pvt. Ltd. although the company carried out the construction work here, the contract was terminated on 21.03.2019 due to the poor physical progress of the contractor and the construction condition. The project has now been awarded to Central Engineering Services (Pvt) Ltd, the new contractor.
- Consulting Institution: University of Moratuwa
- Proposed No. of Households: 32
- Date of Completion of the Project: December 2020

**Colombo District**
- Divisional Secretariat: Division- Thimbirigasyaya
- The Contractual Amount: Rs. Mill. 730
- Contracting Institution: Central Engineering Services Pvt. Ltd.
- Consulting Institution: University of Moratuwa
- Proposed No. of Households: 40
- Date of Completion of the Project: December 2020
Reservation of Holiday Bungalows

The following resort reservations are made under this Division.

- Nuwaraeliya (Old)
- Nuwaraeliya (New a1)
- Nuwaraeliya (New a2)
- Nuwaraeliya (B)
- Diyatalawa A
- Diyatalawa B
- Bandarawela 1
- Bandarawela 2
- Mahiyanganaya
- Polonnaruwa
- Mihinthalaya
- Mulativu
- Jaffna
- Kataragama
- Moneragala

The annual income earned from bookings is as follows.
7

Pension and Welfare Cluster
7.1 Pension Department

Introduction

The history of the Department of Pensions, which had been established officially as a Department of Grade A under the Ministry of Public Administration on 23 December 1970, goes back to year 1900. This Public Services Pension Scheme, which can be identified as a giant social security programme introduced for the benefit of Public Servants during the British era, makes huge relief to the widows and orphans, who become vulnerable with the demise of the Public Servant. The Pension Process, which is bound by the legal framework i.e. Widow’s and Orphans’ Pension Fund Ordinance No 01 of 1898 and Pensions Minute issued on 05 February 1934, has been established as a Government Law.

The payment of pension is carried out subject to the revisions made from time to time to Pensions Minute from year 1934 and the revisions made on 05 May 1972. However the services and benefits of the scheme have been further extended as per Widow’s and Orphans’ Pension Fund Ordinance No 01 of 1898, Widowers’ and Orphans’ Pension Act No 24 of 1983 and Widows’ and Orphans’ Pension Fund (Amendment) Act No 44 of 1981, under which Disabled Pension Scheme is implemented. In the meantime Public Service Provident Fund implemented as per Public Service Provident Fund Ordinance No 18 of 1942 ensures assistance to the Citizens, who are in public service, concurrently to the Pension Scheme.

The Department of Pensions, which shoulders to a tremendous role by the end of September 2020 providing benefits including the pension to a pensioners’ community of nearly 651,120, has launched number of strategic approaches with a view to develop the processes of the institution aiming at the enhancement of the quality of service whilst focusing the management process of the institution towards the Pensioner.

Therefore the Department of Pensions, which is blessed with a staff committed to deliver an efficient and effective service to ensure the protection of the Public Servants, who provided their service to our motherland from the past up to now as well as their family members, who face helpless situation with the demise of public servant, can be introduced as an institution, which performs an exemplary social service in the country.

Vision

A Pensioners’ community highly satisfied in economic and social aspects.

Mission

Offering legal benefits to pensioners of Public Services and their beneficiaries, ensuring satisfaction of both recipients as well as service providers at an excellent level intertwining public sector with private sector through applications of modern technology and sustainable management techniques.
Organization Chart
Objectives

- Regulating the pension entitlement process in consistent with the Pension Minute, and Widows' and Orphans' Pension Act and imposing other relevant provisions in relation to the process.
- Making the pension entitlement of public servants in consistent with the legal frameworks, rules, and policies connecting to the pension.
- Making the entitlement to the benefits paid once and for all whilst paying monthly pension benefits.
- Regulation of Public Servants Provident Fund and making its entitlement.
- Collection of the contributions to Widows' and Orphans' Fund and other incomes and their management on behalf of the Government.
- Payment of pension to Three Armed Forces.
- Payment of compensation pension and allowances to the members of Police and Three Armed Forces, who demise or become disable whilst in the service.
- Assisting to the formulation of policies on modern social security systems studying the current global trends in social security.
- Preparation of annual budget and ensuring accountability on the progress.
- Holding National Pensioners 'Day Celebration.

In addition to the payment of pension, Department of Pensions provides facilities for the following services.

- Ensuring facilities for pensioners to make their railway warrants reserved directly from Railway Stations.
- Introduction of concessionary communication packages with a view to enhance interrelationships.
- Provision of insurance facilities in order to ensure the safety of pensioners.
- Ensuring facilities for pensioners to collect required information through mobile Apps.
- Ensuring and promotion of productive links with the units, which prepare pension, banks which pay the pension and pension network.
- Identification of the programmes, which are required to ensure the social and economic welfare of the whole pensioners' community and obtaining contribution of the private and nongovernment sectors for their implementation.

Main Functions

The role of the Department of Pensions is performed through four processes.

Registration

Registration of Pension

- Civil

Registration of public servants, pirevana teachers, teachers of private schools, those who retired before 02.01.2006, those who are sent on retirement on general inefficiency, those who are sent on retirement on disciplinary grounds, for the pension.
Armied Services

Registration of the officers in armed services at the end of their service for pension, registration for special compensations and compensation pension, registration for the death gratuity paid to the heirs when the contributor demises whilst on duty.

I. Registration of widows’ and orphans’ pension or widowers’ and orphans’ pension

Registration for the payment of widows’ and orphans’ pension or widowers’ and orphans’ pension after the demise of a public servant or pensioner, granting death gratuity number for public servants who demise whilst on duty and public servants who demise due to terrorist activities.

II. Registration in public service provident fund

Registration of persons holding non-pensionable appointments in public service for ensuring benefits at the end of the service.

Regulating the payments

Regulating accurately the functions i.e. monthly payments such as pension, widows’ widowers’ and orphans and disabled pension, payment of benefits of public service provident fund, returning the contributions of widows’ and orphans’ fund, payment of pension gratuity, payment of death gratuity, preparation of service gratuity and civil service gratuity of the officers of armed forces, who leave the service without having the entitlement to the pension, payment of special compensation, payment of widows’ and orphans’ pension, payment of pension of the retired officers living abroad.

Regulating the receipts

Regulating the receipts of widows’ widowers’ and orphans’ fund, receipts of public service provident fund, receipts of local government institutions, building rent and the income from holiday resorts.

Development approach

Carrying out the development activities of the Department through four dimensions i.e. human resource development, information technology development, subject development, and physical resource development.

Particulars on the significant achievements during the year 2020

• Formulation of new online system for activation of Widows’ and Orphans’ Pension by Pension Circular No 03/2020 dated 25.02.2020 and vesting of powers to Divisional Secretaries.

• Provision of the facility for the pensioners to provide life certificate through finger mark from 19 Divisional Secretariats by Pension Circular No 02/2020 dated 21.01.2020.

➢ Expansion of this facility to 26 Divisional Secretariats by Pension Circular No 02/2020 (Revision I) dated 11.02.2020 and entrusting this
facility to 40 branches of Pan Asia Bank.

- Increasing the number of branches of Pan Asia Banks up to 84, which has the capacity to provide facility, by Pension Circular No 02/2020 (Revision II) dated 23.06.2020.

- Expansion of this facility further by way of extending it to 75 branches of Peoples Bank all over the Island for issuing life certificate by finger mark through Pension Circular No 02/2020 (III) dated 22.09.2020.

- Giving effect to new regulations introducing revisions to Circular No 01/2019 whilst ensuring the right of disabled children to a pension.

- Ensuring facilities through SMS to inform, 06 months before the date of retirement, the officers registered under Widows’ and Orphans’ pension to provide documents to be submitted for the pension.

- Preparation of a methodology for exchanging information with data base of the Department of Elections in order to verify the information of pensioners.

- Making facilities for pensioners to get their railway warrants directly from Railway Stations and Mobile Phones.

- Taking action to pay an allowance of Rs.25,000 in April nearly to 4000 public servants with pension entitlement, who could not be sent on retirement on due date and those who were unable to send their pension application online even after retirement due to COVID 19.

- Taking action to activate 11709 civil pensions, 7150 armed forces pension and 6134 widows' and orphans' pensions from 01st January up to 30th September of this year.

- Activating 2695 civil pensions, 1585 armed forces pensions and 1080 widows' and orphans' pensions in August 2020, which is the highest number activated in any month.

- Ensuring uninterrupted service delivery of the Department during the period from 16 March up to 15 June, during which the whole country was subjected to lockdown and up to 31 August until the country came back to normal with the activation of 9673 new civil and armed forces pensions and 2276 new widows' and orphans' pensions.
• Having taken into consideration the prevailing COVID 19 pandemic, making a second payment of pension to 2095 pensioners on 25 August 2020 in addition to the pension date fallen on 10 August.
• Payment of Rs.15859 million as pension gratuity to 20021 pensioners even under dearth of allocations.

Payment of pension

Payment of Gratuity (January – September)

<table>
<thead>
<tr>
<th>Month</th>
<th>Numbers of persons</th>
<th>Amount paid (Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>2,879</td>
<td>2,572,407,788</td>
</tr>
<tr>
<td>February</td>
<td>2,081</td>
<td>1,636,155,692</td>
</tr>
<tr>
<td>March</td>
<td>1,656</td>
<td>1,481,906,698</td>
</tr>
<tr>
<td>April</td>
<td>143</td>
<td>128,599,918</td>
</tr>
<tr>
<td>May</td>
<td>1,724</td>
<td>1,469,768,139</td>
</tr>
<tr>
<td>June</td>
<td>4,085</td>
<td>1,929,895,748</td>
</tr>
<tr>
<td>July</td>
<td>2,183</td>
<td>1,578,116,084</td>
</tr>
<tr>
<td>August</td>
<td>1,471</td>
<td>1,315,374,663</td>
</tr>
<tr>
<td>September</td>
<td>3,799</td>
<td>3,747,063,806</td>
</tr>
<tr>
<td>Total</td>
<td>20,021</td>
<td>15,859,288,536</td>
</tr>
</tbody>
</table>

Activation of first pension and Widows’ Activation and Orphans’ Pension (January to September)

Refunding of contributions (January-September)

<table>
<thead>
<tr>
<th>Month</th>
<th>Amount Paid (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>123,607,248</td>
</tr>
<tr>
<td>February</td>
<td>278,582,765</td>
</tr>
<tr>
<td>March</td>
<td>299,656,311</td>
</tr>
<tr>
<td>April</td>
<td>63,400,389</td>
</tr>
<tr>
<td>May</td>
<td>99,309,464</td>
</tr>
<tr>
<td>June</td>
<td>136,529,283</td>
</tr>
<tr>
<td>July</td>
<td>236,600,311</td>
</tr>
<tr>
<td>August</td>
<td>845,325,138</td>
</tr>
<tr>
<td>September</td>
<td>294,404,053</td>
</tr>
<tr>
<td>Total</td>
<td>2,375,414,962</td>
</tr>
</tbody>
</table>
Recurrent Expenditure (Up to September)

<table>
<thead>
<tr>
<th>Month</th>
<th>Recurrent Expenditure</th>
<th>Total Recurrent Expenditure (Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Project 01 (General)</td>
<td>Project 02 (Pension)</td>
</tr>
<tr>
<td>January</td>
<td>9,976,137</td>
<td>24,025,909,940</td>
</tr>
<tr>
<td>February</td>
<td>12,821,804</td>
<td>23,497,059,514</td>
</tr>
<tr>
<td>March</td>
<td>12,069,893</td>
<td>41,303,036,369</td>
</tr>
<tr>
<td>April</td>
<td>9,165,146</td>
<td>3,466,252,486</td>
</tr>
<tr>
<td>May</td>
<td>14,153,249</td>
<td>23,775,658,328</td>
</tr>
<tr>
<td>June</td>
<td>11,572,973</td>
<td>23,343,063,527</td>
</tr>
<tr>
<td>July</td>
<td>14,172,762</td>
<td>23,860,797,291</td>
</tr>
<tr>
<td>August</td>
<td>11,828,539</td>
<td>22,545,550,114</td>
</tr>
<tr>
<td>September</td>
<td>13,769,804</td>
<td>28,040,017,530</td>
</tr>
<tr>
<td>Total</td>
<td>109,530,307</td>
<td>213,857,345,100</td>
</tr>
</tbody>
</table>

Receipts of Public Services Provident Fund (January- September)

<table>
<thead>
<tr>
<th>Revenue code</th>
<th>Description of revenue code</th>
<th>Collected revenue (Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8186</td>
<td>Teachers widows’ and orphans’ pension fund</td>
<td>170,485,485</td>
</tr>
<tr>
<td>-</td>
<td>Local Government Service widows’ and orphans’ pension fund</td>
<td>3,011</td>
</tr>
<tr>
<td>-</td>
<td>widows’ and orphans’ pension fund</td>
<td>46,656</td>
</tr>
<tr>
<td>-</td>
<td>Local Government Service pension fund</td>
<td>28,558,850</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>199,094,002</td>
</tr>
</tbody>
</table>

Earning income to the Government

An income of Rs. 8,425,410 has been earned from January to September as the rental form the buildings belonging to the Department, which have been granted to various institutions on rent and further Rs. 1,745,025 has been earned from the Holiday Resort.

Activities to be fulfilled during year 2020

- Making arrangements to conduct a technological session on 08 October 2020, on which National Pensioners’ Day falls, with a view to commence a discourse for the enhancement of pension system as a wide social security system.
- Launching the work 'Pension for all” which includes social security systems to be considered for covering all employees in future and important information on payment of pension and issuing supplement with newspaper concurrently to National Pensioners' Day Celebration.
- Taking action joining with the Department of Posts to issue a postal stamp to mark the 50th anniversary of the Department of Pension.
- Taking necessary action to include in the personal file particulars on the recovery of contributions to Widows' / Widowers' and Orphans' Pension during the whole period of service of officers in order to ensure payment of pension without delay.
- Submission of proposals to extend the age of retirement.
- Submission of proposals to extend the benefit of Agrahara insurance, which are now paid to pensioners up to the age of 70, also to pensioners retired before 01.01.2016.
- Submission of proposals to extend the period granted for exercising of option for Widows/ Widowers' and Orphans' Pension Scheme.
• Submission of proposals for the provision of concessions to the defendants of civil officers, who died due to war situation.
• Submission of proposals for revision of pension scheme under the concept “Pension for all”
• Provision promptly the *Ranaviru Surekum* allowance within the existing provisions to the widows of the veterans of Police who demised due to terrorist activities whilst serving in operation areas and to those who have sent on retirement on medical grounds as a result of becoming disable due to terrorist activities.

New activities, which are already being fulfilled and expected to be fulfilled under 'Vision of vistas and splendor' policy manifesto, and present progress

✔ **Society based on modern technology**

Following software have been created and developed with the assistance of the Department of Pension based on the information technology.

1. It has commenced the collection of life certificate using biometric system applying modern technology, which is obtained from the pensioner every year in the payment process in order to verify whether the pensioner is still living. This method, which applies finger mark, replaces the complex system followed so far with the filling of forms to collect particulars of the pensioner, and therefore the pensioner has the facility now to provide his life certificate at the commencement of every year at the respective Divisional Secretariat. At present facilities have been made available through modern technology to activate life certificate by finger mark at 18 selected Divisional Secretariats of Gampaha district and all regional offices.

2. Measures have been made by Department of Pension joining with Sri Lanka Railway and Mobitel for pensioners to obtain their railway ticket on submission of Pensioner's Identity Card or National Identity Card directly at the railway station, simplifying the existing complex system applied for issuing railway warrant. This method facilitates the pensioner to collect his e railway ticket online within few seconds . (Reservation of seats)

3. New system has been introduced by Pension Circular No 03/2020 to activate W&OP and instructions have been given to all Divisional Secretaries and all public officers regarding the new system by the same circular, which simplifies the payment process of Widows’ and orphans’ pension under W&OP scheme managed by the Department of Pension for the family members of public servants. Relevant Officers have been made aware of the system by way of conducting training programmes on new data system for activating W&OP at all regional offices in Hambantota, Colombo, Kegalle, Monaragala, Nuwaraeliya, Matale, and Kandy districts. Further plans have been prepared to conduct training programmes at all regional officers in due course.
4. Facility has been made to send an SMS to the officers registered under widows' and Orphans' Pension scheme when they reach the date of retirement. At present nearly 6 million public officers have been registered under Widows' and Orphans' Pension scheme. It is expected to inform the officers 6 months before their date of retirement regarding the documents to be submitted for getting their pension.

5. With the risk of COVID 19 pandemic, online system was introduced for the officers of the Department of Pension under working from home concept. Under this system facilities have been made now to submit online the hard copy printed by the Pension payment management system and other annexes to be sent along with the application.

6. Discussions have been made with the Department of Elections in order to prepare methodology to exchange information with the data base of the Department of Elections with a view to verify particulars of the pensioners.

7. New information technology system has been prepared for the collection of particulars of officers in armed forces.

8. The tasks, which can be performed by mobile Apps in order to enhance the productivity of the service delivery, have been increased through information technology.

9. Information provided by the website of the Department has been enhanced with a view to ensure the productivity of service delivery through information technology.

Further action has been taken to provide directly the information on the present situation of the services delivered by the Department of Pension to its recipients. (Payment of pension, payment of Widows’ and orphans' pension, payment of death gratuity, registration in the Widows' and orphans' pension scheme)

- **Well protected country**

1. Assisting the Ministry to formulate laws and rules for the payment of allowances to be paid to the dependants for demised and disabled war veterans when payment of pension and allowances are made on war veterans.

- **Towards a people friendly public service**

1. The concept paper 'Pension for all’ has been completed. This concept paper includes proposals for the private sector also to join with the pension payment system, applied at present only for public sector, establishment of the system for making entitlement to pension and widows’ and orphans’ pension benefits by way of establishing properly the W&OP fund so as not to cause any burden to the Government. This concept paper has been prepared connecting to the pensionable age of employees in both public and private sectors and introducing a pension for all.

2. Introduction of a new system to ensure the efficiency and effectiveness of the payment process of widows’ and orphans' pension to
the beneficiaries after pensioners’ community.

3. Introduction of a new system for the pensioners to collect their pension, who are unable to do so due to their weakness, disability or deteriorating health condition, by way of appointing a guardian for the purpose.

✓ **Foreign employment force**

1. The contribution of the Department of Pension has been provided to the Ministry of Skill development, Employment, and Labor Relations by way of submitting the facts to be followed in the introduction of new systems, particulars of the existing pensions schemes, and other proposals and information to the Committee of experts appointed by the Cabinet to introduce social security system for the Sri Lankans, who work abroad.

✓ **Governance devoid of corruptions**

1. A check list has been prepared including the facts, which are checked in the pension process. It is expected to minimize the instances of returning the pension application to the relevant institutions due to defects in such applications.

2. Payment of pension to the pension community over 645,000 3 days before the due date without any interruption even amidst various difficulties arisen due to COVID 19 global pandemic.

3. Taking action to pay an allowance of Rs. 25,000 in April nearly to 4000 public servants with pension entitlement, who could not be sent on retirement on due date and those who were unable to send their pension application online even after retirement due to COVID 19.

### 7.2 Pension Division

The tasks such as the performance of the functions for which the powers have been vested in the Secretary of Public Administration by the Pension Minute, formulation of policies of pension, taking action regarding the requests made by the pensioners as well their associations and coordination of the establishments activities of the Department of Pensions are carried out by the Pensions Division.

This division is controlled under the supervision of the Additional Secretary (Public Administration) and the Assistant Secretary (Pensions) serves as the immediate supervisory officer. In addition to the above, there is a post of Administrative Officer in the Division.

**Main functions of the division**

- Giving effect to the legal provisions of Pension Minute, Widows’ and Orphans' Pension Act and other Acts and Ordinances relevant to the pension.
- Coordinating the administrative and development activities of the Department of Pensions.
• Investigation on the grievances and complains made by the Pensioners and their associations and taking necessary action maintaining the coordination with relevant institutions.

• Answering for the issues relating to pension in arrears, transfer of pension and pension for which claims have not been made.

1. Communicating the decision of the Secretary of the Ministry to the relevant institutions regarding the payment of pension to the public officers, who are sent on retirement under section 12 and 15 of the Pension Minute.

2. Performance of other work entrusted to the Secretary of Public Administration by the Pension Minute.

3. Taking necessary action to amend various Acts connecting to pensions and Pension Minute.

4. Maintaining the coordination with all the institutions and officers regarding the matters relating to the pension.

Provision relating to the pension

• Pension Minute and amendments made to the same.

• Widows’ and Orphans’ Pension Act No. 24 of 1983 and amendments made to the same.

• Procedural Rules of the Public Service Commission.

• Section 33 and 36 of, Chapter XLVIII of the Establishments Code.

• All relevant Pension Circulars.

• Public Administration Circulars connecting to the pension.

• Armed Forces Widows' and Orphans' Pension Act No. 18 of 1970.

7.2.1 Special performances of the Division in year 2020

The particulars on the number of files, of which the work has been completed through the Disciplinary Inquiry Committees, which are functioning on the officers sent on retirement under Section 12 and 15 of the Pension Minute are given below.

![Bar chart](image)

Particulars on the letters containing issues submitted by the retired officers and their associations regarding the “pension and welfare” of retired officers are given below.
The following circulars have been issued by the Pensions Division during the year.

• Public Administration Circular No. 08/2020 - Providing relief to the Public Officers/ pensioners, who could not be sent on retirement on due date and who could not submit their application online due to COVID-19 crisis even though they were sent on retirement and entitled to the pension.

• Public Administration Circular 16/2020 - Determining the date of retirement for the purpose of sending on retirement on medical grounds.

• Action has been taken to submit the Cabinet Memorandum No. PA/pns-1/12/2020 on including the particulars of contributions made to Widows'/Widowers’ and Orphans’ Pension during the entire period of service of officers to their personal files.

• A gazette notification has been issued during this year revising the Sections 02 and 17 of the Pensions Minute.
8 Assisting Services
8.1 Summary

Divisions, which ensure the supply of facilities with required quality and quantity, such as financial, infrastructure and information technology facilities in accordance with the prescribed laws and regulations, are fallen under this section.

Accordingly,

- Internal Administration Division
- Financial Division
- Information Technology Division
- Internal Audit Division

are brought under this section.

Average monthly expenditure for the provision of these facilities

Average monthly expenditure to be borne by the Ministry for the facilities such as electricity, water, telephone, internet, postal, fuel and vehicle maintenance, which are required to ensure daily functions, is Rs. 3.7 million.

When comparing with the total allocation made to the Ministry the financial progress achieved under recurrent and capital activities is 22%.

Action has been taken during this year to design and implement the software ‘internal awareness system’ under the programme for the designing of a system for the supply of internal communication and assisting services. Under the system for sending messages daily/ depending on the situation to the officers of the Ministry and ensuring efficient assisting service delivery, this software has been developed and accordingly the officers can get the assistance of information technology division by way of informing their issues on computer technology. This system is applied for the communication of internal circulars, general notifications given to staff of administration and other staff of the Ministry and also it is used for the application of specific procedures for staff and recording, collection, and dispersing of learned lessons etc.

At present it has initiated the identification of facilities to be included in this system under the process for building a system for the collection of rentals and house rentals by Finance Division and it is due to develop further the system with the utilization of the resources of Information Technology Division.
The progress of the contribution provided by the Internal Audit Division, which examines as to whether the duties of the Ministry are performed adhering to the laws, rules and regulations whilst providing directions accordingly, is given below as percentages.

<table>
<thead>
<tr>
<th>Task</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparation of internal audit plan.</td>
<td>100%</td>
</tr>
<tr>
<td>Preparation of preliminary reports</td>
<td></td>
</tr>
<tr>
<td>Conducting meetings of Audit And Management Committees</td>
<td>500%</td>
</tr>
<tr>
<td>Assets Management</td>
<td>75%</td>
</tr>
<tr>
<td>Documents pertaining to payment vouchers</td>
<td>50%</td>
</tr>
<tr>
<td>Auditing on procurement activities</td>
<td>50%</td>
</tr>
<tr>
<td>Supervision on payment of water and electricity bills</td>
<td>30%</td>
</tr>
<tr>
<td>Supervision on the expenditure for capital assets</td>
<td>50%</td>
</tr>
<tr>
<td>Supervision on action plan</td>
<td>40%</td>
</tr>
<tr>
<td>Construction of Nila Piyasa and repairing Holiday Bungalows</td>
<td>65%</td>
</tr>
<tr>
<td>Performance audit on vehicle maintenance</td>
<td>60%</td>
</tr>
<tr>
<td>Examination of financial reports of Holiday Resorts at Wedamulla, Kelaniya and Ramboda and carrying out physical verifications</td>
<td>100%</td>
</tr>
<tr>
<td>Examination of pension files at Divisional Secretariats</td>
<td>30%</td>
</tr>
</tbody>
</table>

8.2 Internal Administration Division

Internal Administration Division, which is a significant division of the Ministry of Public Administration, Provincial Councils and the Ministry of Local Government is assigned with the role of providing facilities to the officers and staff of the Ministry. In this regard, the Division builds good relations between the respective divisions, creates the necessary infrastructure and well-being for their staff premises, and creates an environment in which the Ministry can provide guidance and support to the public and even to those who seek services.

Internal administration is carried out under the direct supervision of an Additional Secretary under the guidance of the Minister in charge of the Ministry and under the leadership of the Secretary.

8.2.1 Outstanding Performance in the Division in 2020

8.2.1.1 Outstanding Performance in the Division in 2020

The above are the details of the expenditure incurred on supplying electricity, telephone and water which are the basic infrastructure of the Ministry.

Rs.12,351,553.63 (Rs. 12.3 Mn) has been spent up to 30.09.2020 for the maintenance of vehicles owned by the Ministry and the fuel expense was Rs.
3,742,654.90 (Rs. 3.7 Mn) The monthly expenses for vehicle maintenance and fuel are as follows.

- Rs. 1.98 million has been spent for “Tappol” of the Ministry till 30.09.2020 and the monthly postage is represented by the chart.

8.3 Finance Division

Finance Division, which is one of the main divisions of the Ministry of Public Services, Provincial Councils and Local Government, is responsible for financial management and control of the Ministry and other institutions and Departments under the Ministry. This Division comprises of 4 units ie: Procurement, Financial Reporting, Payments and Human Resource Payment

8.3.1 Special performances of the Division in year 2020

- An amount of Rs. 6,603,582,162.22 has been allocated for recurrent and capital expenditure in the Public Services division for the year 2020 and the total expenditure incurred as at 30.09.2020 was Rs.1,452,355,864.32, which was 22% as a percentage.

- An amount of Rs.5,639,352,716.33 has been allocated for recurrent expenditure for the year under review and the expenditure as at 30.09.2020 was Rs.953,593,991.37, which was 17% out of the total allocation for recurrent expenditure.

- An amount of Rs. 964,229,445.89 has been allocated for capital expenditure for the year under review and the expenditure as at 30.09.2020 was Rs. 498,761,872.95, which was 52% out of the total allocation for capital expenditure.
41% of the requirements for purchasing furniture for the divisions under the Ministry has been met.

47% of the requirements for purchasing and repairing machinery of the ministry has been met.

Work is in progress to develop a computer software for collecting revenue of the government buildings.

Outstanding building rental due for the ministry as at 01.01.2020 was Rs. 249,374,541.09 out of which Rs. 24,577,519.28 has been recovered.

Measures have been taken to recover 6.23% of the total amount due from the official quarters belonging to this Ministry.

About 80% of the board of survey activities for the year 2020 has been completed

8.4 Information Technology Division

The Information and Communication Technology Division was initiated in 80s, with the aim of providing information technology services in order to improve the human resource management and the productivity of the policy making in the Ministry of Public Services, Provincial Councils and Local Government of which the objective is to open up the path of an exemplary public service based on the vision of “An Excellent Public Service to the Nation”.

The IT unit, which is responsible for website of the Ministry of Public Services, Provincial Councils and Local Government, Computer Network System within the Ministry, Ceylon Government Network, Public Administration Circular Database, IT Database, Computer Hardware and Software Management, Information and Communication Technology Procurement Including Information and Communication Technology cost infrastructure, is involved in reform-oriented information and communication technology management projects.

8.4.1 Outstanding Performance in the Division in 2020

Arrangements have been made to conduct training programs for 116 non-management officers to enhance their IT knowledge while performing their daily duties. The training was conducted under three topics, namely Microsoft Word Processing (MS Word), Microsoft Spreadsheets (MS Excel) and Everyday Information Technology Application. The objective of the Information Technology Division in launching this program is to enhance the efficiency of the officers and the efficiency of the Ministry by imparting practical knowledge in various fields related to Information Technology.

During Training Programmes
Preliminary work has been done for the establishment of a Manageable Printing Service with the objective of reducing the printing cost and increasing the efficiency of the Ministry and it has been implemented in the Development Officer Division, Investigation Division, Recruitment Division and Administrative Services Division as a pilot project. Staff are encouraged to keep and exchange scanned copies instead of printing copies, minimizing unnecessary printing costs and improving the quality of print copies by replacing several costly small printers with one photocopier.

Maintaining and updating the Ministry website, managing the ICT infrastructure within the Ministry including internal computer network systems, Public Administration Data Circular Systems, Computer Hardware and Software Management and Communication Technology Development, and Coordination of Lanka Government Network (LGN) were some of the activities carried out during the year. Services were provided on a daily basis for various issues related to information technology in other sections of the Ministry such as issues related to computer printers and other related devices, computer network and Internet connection issues, virus protection issues, website issues, email related issues etc. In the year 2020 alone over 1000 such IT issues were resolved.

8.5 Internal Audit Division

Internal Audit Division of the Ministry of Public Service, Provincial Councils and Local Government, falls under Public Service Division, and as per FR. 133 operates under a Chief Internal Auditor who is directly accountable to the Secretary to the Ministry.

The scope of the Internal Audit Division is to carry out internal auditing activities in the Ministry of Public Services, Provincial Councils and Local Government and the institutions under the Ministry, i.e. Department of Pensions, Sri Lanka Institute of Development Administration, Public Service Mutual Provident Association, Distance Learning Center Ltd, Department of Official Languages, Official Languages Commission, National Council for Human Resource Development, National Institute of Language Education and Training, Parliamentary Affairs Division, Official Languages Division and projects carried out under the Ministry. In addition, the Division is required to carry out special investigations on requirement.

Functions of the Internal Audit Division

- Special attention is drawn to following activities as per FR 113 when internal audit functions are carried out in the institutions which are under the supervision of the Ministry.
- Internal inspection and control system implemented within the department/institution to prevent errors and frauds, to check whether the plan is successful in planning as well as in implementation.
• Ensuring that the accounting practices which are used to determine the trustworthiness of accounts and other reports provide necessary information to prepare accurate financial reports.
• Evaluate the quality of the performance of the staff of the institution in fulfilling the responsibilities assigned to them.
• Determining how far the assets of the department/institution are protected from all types of losses and damages.
• Ensuring compliance with the Government Establishments Code, Government Financial Regulations and Circulars and other supplementary instructions issued from time to time by the Ministry in charge of Public Administration and the Treasury.
• Examining the adequacy of the internal control system used to prevent and detect waste, inefficiency and unnecessary expenses.
• Examining the accounting procedure of the department and those operations which lead to any expenditure of money and checking whether the property and assets of the department are being used properly in a safe and prudent manner.
• Conducting special investigations whenever necessary.
• Systems Analysis and Performance Analysis for Effective Performance.
• Another function of this division is to act in accordance with the instructions and guidelines issued by the Management Audit Department from time to time, to hold meetings of the Audit Management Committee of the Ministry every quarter of the year and to monitor the progress of the implementation of the decisions taken at those meetings.
• Focus on corruption, fraud and irregularities related to pensions by examining pension payments and working to resolve issues in the pension payment database and pension files.

8.5.1 Performance in the Division in 2020

- Two meetings of the Audit and Management Committee have been held up to 30.09.2020
- To date, nearly 20 audits have been conducted and 13 audit queries have been issued.
- As at 30.09.2020, the Internal Audit Division has conducted 03 field inspections including the inspection of files and physical inspection of 13 holiday resorts belonging to the Ministry of Public Service and its affiliates and the inspection of files of retirees in the Divisional Secretariat

During a meeting of an audit committee of the Ministry
Introduction

Sri Lanka Institute of Development Administration (SLIDA) is the premier public sector training organization in Sri Lanka, for the development of knowledge and improvement of skills in Public Administration and Management. In addition to management training activities, the SLIDA also undertakes Management Consultancy Services and Research to develop identifiable functional areas of management as well as review and improve organizational systems.

This is a body corporate established under the Parliamentary Act No. 09 of 1982.

Vision

“To be the Centre of Excellence for Public Sector Learning and Development in Asia.”

Mission

Facilitate continuous improvement for an innovative, futuristic and a citizen-centric public service through learning and development, advisory services and research

Strategic Goals

- To contribute to the national development goal of creating a more vibrant and effective public service
- To play a leading role in contributing to national level policy development
- To create a positive image for SLIDA in the minds of its stakeholders, which in turn will generate a greater demand for its learning & development programmes
- To transform SLIDA to be a collaborative centre for Public Administration and Management Development in South and South East Asia.

Key Functions

- Build capacity of public sector managerial staff through portfolio of learning & developing programmes
- Develop knowledge of the public sector officials through Post Graduate Degree programmes
- Develop a repository of purpose driven research studies related to Public Policy and Management
- Conduct organizational development services to improve the effectiveness & efficiency of Public Sector Institutions and State Owned Enterprises
- Conduct Efficiency Bar and language examinations for the public sector

Special events of SLIDA in year 2020

- “Hedana Ratak Wedena Gasak” – 01st January 2020

Based on the theme of “Hedana Ratak Wedena Gasak” National Tree Planting Campaign – SLIDA Director General and staff planted several valuable trees and orchard trees in the SLIDA garden on 1st January 2020 at 9.49 a.m.
Public Lecture
The School of Postgraduate Studies(SPS) of the Sri Lanka Institute of Development Administration(SLIDA) held a Public Lecture on the “Administrative Decision Making – Human Right Perspective” at the SLIDA auditorium on the 16th of January 2020. This was the 1st lecture of a series of lectures planned to be held during the year 2020 by the SPS. The lecturer was conducted by Dr. Prathibha Mahanamahewa.

Sri Lanka Planning Service Officers receive their New Appointments
Newly recruited seventy five officers of the Sri Lanka Planning Service who completed their Induction Training Programme at SLIDA received their appointment letters from the Minister of Public Administration, Home Affairs, Provincial Councils and Local Government Hon. Janaka Bandara Thennakoon on 7th February 2020.

Webinar on Role of Public Sector Managers during Covid-19 Pandemic
The School of Postgraduate Studies(SPS) has organized a webinar on “Role of Public Sector Managers during Covid-19 Pandemic” on the 06th May 2020. This is the 3rd of the series of awareness programmes planned to be held during the year 2020 by the SPS.
Post of Director General SLIDA
Mrs. K.M.S D. Jayasekara, a Special Grade officer of Sri Lanka Administrative Service, who was the Acting Director General SLIDA has been appointed as the Secretary to the State Ministry of Women and Child Development, Pre School and Primary Education, School Infrastructure and Educational Service with effect from 25th August 2020. Then, the Additional Secretary of the Ministry of Public Service, Provincial Councils and Local Government, Mrs Pradeepa Serasinghe Special Grade Officer of Sri Lanka Administrative Service has been appointed on acting basis to the vacant post of Director General SLIDA.

SLIDA joins “Suwa Dharani” National Programme to plant Herbal Medicine Plants at SLIDA Green Garden
To coincide with the “Herbal Medicine Day” in parallel with the “Suwa Dharani” National Programme of the Ministry of Health, Nutrition & Indigenous Medicine Practices, SLIDA launched planting of herbal plants in the SLIDA green garden on 17th September 2020.

Assuming Duties as Director General SLIDA

“Suwa Dharani” National Programme
Distance Learning Center
Introduction

The DLC is a fully state owned institute under the Ministry of Public Service, Provincial councils and local government. It was established under a world bank project in 2002 with counterpart funding from government of Sri Lanka offered through a subsidiary loan agreement that was reached between the Ministry Of Finance and DLC. The establishment was initiated by the Sri Lanka Institute Of Development Administration and later it was to function as an independent entity and as a public private partnership as per the understanding reached between the World Bank and GOSL. Distance Learning Centre Ltd was incorporated under the companies act on 01st of Nov 2001 and commenced its operation on 26 March 2002.

Strategic direction with vision, mission

The planning team of the DLC carried out a series of workshops to amend existing vision and mission so that company could achieve best results. Through this, it was able to introduce new vision mission, values and strategic directions for the organization.

Vision

To be the world class center for competency development using state of the art technology

Mission

To provide; global knowledge sharing services through world-class knowledge centers, access to reliable technology based facilities and conduct demand driven capacity building programs with dedicated team of experts.

Functions

DLC is a node of the GDL Network of the World Bank Institute. It provides executives of both public and private sector the opportunity for regular interaction with peers and experts across globe on different themes. Its tie-up with global development learning network (GDLN) has been instrumental in providing global knowledge sharing experiences and some of those would have influenced the policy making process in some organizations to carry out institutional changes. Distance Learning Centre Ltd is a training (learning solutions) provider and a learning facility provider for both private sector and public sector clients. It is a limited liability company (having the flexibility in operations) and a state owned institution (having the responsibility and credibility of a government organization). It especially provides global knowledge sharing opportunities and learning opportunities. State-of-the-art video conferencing facility and the multimedia labs of DLC enable it to create virtual class rooms where the experts and participants could meet each other in a virtual environment, lively, on line or offline modes. It brings the most updated knowledge using the best mix of modes to give the optimum output within the budgets and timelines of the clients.

With its existence of sixteen years of imparting new knowledge to both public & private sector personnel, it has now become a
credible training venue for a large number of clients of the country. DLC has been able to deliver both academic and professional knowledge to the employees in government and private sector organizations to increase their productivity and efficiency. A significant number of principals and education managers in the country have acquired updated knowledge and skills in line with best practices in the education sphere at global level. Moreover, DLC has received very favorable feedback from the clients who use the facility, consistently. Higher technical support, superior infrastructure, friendly staff and flexible management processes have contributed in earning this name.

DLC offers the following services for its clients:

- **Video conferencing facility**

  30 active participants with personal microphones and 50 other observers could be accommodated.

  DLC offers the following through its Video Conferencing facility

  - Courses leading to certificates on themes such as Microfinance, Natural Resource Management and Science and Policy of Climate Change using blended learning methods
  - Video conferencing based training exposures that are provided by different resource centers around the world

- **Short seminars and presentations from renowned speakers (authority on subjects) living elsewhere in the world**

- **Global Experience Sharing Dialogues linking different countries on themes such as Korean Development Experience**

- **Tailor made training to meet customer requirements such as Web Application Security**

- **Renting of the facility for business conferences & meetings, academic chats and cross border family events, etc using VC**

- **Computer based Training & rental facility**

DLC offers the following through its facility

- **Programs for Developing Young Executives, exposing them to global trends**

- **Computer based exams for recruitment and promotions**

- **Tailor made foreign and local training programs using e-learning**

- **Computer training (Computer Essentials, International Computer Driving License, SL Computer Driving License, Advance e-Office Skills etc.)**

- **Computer based training such as Project Management, Presentation Skills, Publishing Skills, e-learning content development skills, etc**

- **Renting of the facility for business promotions, soft-ware promotions and computer based training and computer based/ internet based exams**
Face to Face Training & rental Facilities

DLC rent out its facilities also for Audio conferencing or even face-to-face events and exams (both computer based and other exams). DLC is currently conducting EDSA, EOEA & TDOT programs for Ministry of Education.

On line exam facility

DLC is a Pearson VUE Testing Center with the capacity of 90 seats. Some of the clients that DLC caters to are CIMA, ACCA, CASTLE, GATE and NEXTEC.

Public Seminars

DLC conduct public seminars on topics such as Procurement Management, Disciplinary Procedures, IT Procurement, Financial Regulations, Internal Auditing, SME Lending, Project management And Advanced Excel.

International Programs

DLC is a node of the GDLN Network of the World Bank Institute. It provides executives of both public and private sector the opportunity for regular interaction with peers and experts across globe on different themes. DLC organize study tours for senior government officers to different countries.

Targets achieved during 2020

Certificate Awarding ceremony of the courses conducted by DLC on Public Procurement, Public Disciplinary Procedure & ICT for Ministry of Home Affairs – January 2020

Commencement of ICT Certificate course for officers attached to Ministry of Home Affairs in February

DLC’s video conference session in collaboration with Global Development Learning Network (GDLN) on Covid 19
A video conference of senior health professionals of SAARC countries was held on March 26 to exchange experiences of combating the spread of COVID-19 in the region.

A series of webinars were conducted by DLC during the lock down period using interactive digital platforms.

A series of workshops were conducted by DLC for the Institute of Tourism & Hotel Management on "Effective Online Education". The principals & the lecturers attached to the institute from around the country attended the training.

Conclusion 01st batch of Certificate course in Public Sector Disciplinary Procedure conducted for public sector officers. 25 participants from 14 public sector organizations succefully completed the program.
Department of Languages
Introduction
The “Official Languages Bureau”, which operated as a special unit of the Ministry of Finance in order to facilitate the implementation of Sinhala and Tamil as native languages of Sri Lanka, was restructured as a permanent department under the same ministry from the 01st of October 1955 and henceforth known as the ‘Department of Official Languages. Following the passage of the Official Languages Act No. 33 of 1956, the primary setback faced by the government was performing administrative tasks, which were previously carried out in English, in Sinhala. As a result, from the 1st of October 1956, the duties of the Department of Official Languages were reorganized under the supervision of a special commissioner, and the responsibility of facilitating government institutions in using Sinhala as an official language of Sri Lanka was assigned to the Department of Official Languages.

The fundamental law with reference to the official languages of Sri Lanka was set out in Chapter IV of the Constitution of 1978, and the said law was further amended by the 13th Amendment to the Constitution in 1987 and the 16th Amendment to the Constitution in 1988, establishing Sinhala and Tamil as the Official and National Languages and English as the Link Language. In this background, the Department of Official Languages became the primary government institution assigned with the task of Language Planning for the effective implementation of the Official Language Policy. As at present, the Department of Official Languages carries out its programmes and projects with the objective of facilitating the effective implementation of the Official Languages Policy which aims to achieve ethnic harmony and peace.

Vision and Mission

Vision
“A sustainably developed Sri Lanka”

Mission
“To facilitate and coordinate the implementation of the Official Language Policy with the objective of achieving ethnic harmony and peace”

Objectives
❖ Promoting National and International Language Skills.
❖ Evaluating trilingual skills of public officers in order to provide an exceptional service by overcoming language barriers.
❖ Performing the duties of the Official Translator of the government.
❖ Contributing towards building mutual goodwill between ethnic groups through language programmes.

Main functions carried out for the implementation of the Official Language Policy
❖ Performing the function of the Official Translator of the government by providing translation services in Sinhala, Tamil and English languages for government and semi-government institutions.
 › Compilation of glossaries
 › Conducting academic courses for Sinhala, Tamil, English and other foreign languages
 › Conducting Language Proficiency Examinations for government officers (Conducting written and spoken examinations, awarding certificates)
 › Conducting language promotion programmes in order to create a society enriched with language skills
 › Compilation of language textbooks, supplementary books and dictionaries
 › Conducting Language Proficiency and Efficiency Bar Examinations at the request of external institutions
 › Providing practical training to students following translation courses at universities and recognized education institutions

While focusing on the ten-fold policy statement of H.E. the President, the “Vistas of Prosperity and Splendour” policy statement, and the objective of sustainable development, the aforementioned programmes and projects are being carried out by the Department of Official Languages to facilitate and coordinate the effective implementation of the Official Languages Policy which aims to achieve ethnic harmony and peace. In order to perform all the aforesaid functions, several divisions, namely; Finance, Administration, Examination, Translation, Languages Laboratory, Language Research and Publication, Glossary and Library, have been established within the Department of Official Languages.

Tasks expected to be completed within the year of 2020

Programmes to be completed before the 31st of December 2020

❖ Designing the TERMINOHUB website in order to provide easy access to glossaries.
❖ Publishing the book on the history and future direction of the Department of Official Languages
❖ Launching two departmental publications.
❖ Updating the Pool of Language Facilitators.
❖ Educating journalists on using glossaries and the accurate use of language.
❖ Conducting the Official Languages Proficiency Examination as per Circular No. 1/2014
❖ Celebrating the Tamil Language Day.

Long-term programmes that extend beyond the year of 2020

❖ Creating an E-library for translators.
❖ Conducting Official Languages Training Programmes and assessments (NLQ) as per the newly proposed Public Administration Circular
❖ Compiling a bilingual dictionary consisting of Sinhala-Tamil words.
- Conducting training programmes for Sinhala-Tamil-English and other foreign languages. Broadcasting the radio programme titled "රාජ්‍යභාෂාපාසල" in order to teach Sinhala-Tamil languages.

- Conducting training programmes for government translators of the Department of Official Languages and the Combined Service.

- Compiling a handbook for translators.

- Preparing a translation management plan

**Tasks completed as of date and tasks to be carried out under the “Vistas of Prosperity and Splendour” Policy Statement**

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Converting books published by the department into braille / audio books in order to improve language skills of people with visual impairment.</td>
<td>The ‘Spoken Tamil’ textbook has been converted into an audio book, into a braille book via the Navigavility software as well as a video programme. The book titled “පේළ විජයාවේ මුද්‍රාවත්කම් විස්ළී” is scheduled to be converted into braille.</td>
</tr>
<tr>
<td>Conducting language training programmes for low-income families based on the requirements of local and international markets.</td>
<td>Two (2) language training programmes have been conducted in Gampaha and Negombo districts for 800 school-leavers in Tamil and English medium. Similar programmes are scheduled he held in selected areas in the future.</td>
</tr>
<tr>
<td>Educating journalists on using glossaries and the accurate use of language.</td>
<td>Data required to conduct the programme have been collected.</td>
</tr>
<tr>
<td>Translating great literary works and academic texts published in Sinhala, Tamil and English languages into each of the aforementioned languages</td>
<td>Under discussion.</td>
</tr>
</tbody>
</table>

**Financial Progress from 01.01.2020 to 30.09.2020**

<table>
<thead>
<tr>
<th></th>
<th>Budgetary Provisions</th>
<th>Total Expenditure</th>
<th>Percentage(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recurrent</td>
<td>145,135,873.08</td>
<td>94,632,165.87</td>
<td>65.20</td>
</tr>
<tr>
<td>Capital</td>
<td>8,236,576.40</td>
<td>1,600,616.40</td>
<td>19.43</td>
</tr>
</tbody>
</table>
Official Languages Commission
Introduction

The Official Languages Commission (OLC) is a statutory institution established in compliance to the provisions contained in the Official Languages Act. No. 18 of 1991. This Commission consists with six members appointed by H.E. the President. One member out of above is nominated as the Chairman. The Commissioner of the Official Languages becomes ex-officio, the Secretary of the Commission.

The role of the Commission is regulation and supervision of the provisions contained in Chapter IV of the Constitution. The Commission has an approved staff to fulfill duly and efficiently the affairs entrusted.

Vision

To be the organization empowered to ensure implementation of the Official Languages Policy by all organizations providing services to the public.

Mission

To provide for the bilingual needs of the public through reviewing, monitoring, educating and advising on implementation of the Official Languages Policy.

Organization Structure

<table>
<thead>
<tr>
<th>S.N.</th>
<th>Designation</th>
<th>Approval Number of Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>01.</td>
<td>Director</td>
<td>01</td>
</tr>
<tr>
<td>02.</td>
<td>Assistant Director</td>
<td>01</td>
</tr>
<tr>
<td>03.</td>
<td>Language Officer</td>
<td>03</td>
</tr>
<tr>
<td>04.</td>
<td>Administrative Officer</td>
<td>01</td>
</tr>
<tr>
<td>05.</td>
<td>Finance Officer</td>
<td>01</td>
</tr>
<tr>
<td>06.</td>
<td>Chief Clerk</td>
<td>01</td>
</tr>
<tr>
<td>07.</td>
<td>Language Promotion and Investigating Officer</td>
<td>10</td>
</tr>
<tr>
<td>08.</td>
<td>Development Officer</td>
<td>04</td>
</tr>
<tr>
<td>09.</td>
<td>Management Assistant</td>
<td>10</td>
</tr>
<tr>
<td>10.</td>
<td>Translator (Tamil/English)</td>
<td>01</td>
</tr>
<tr>
<td>11.</td>
<td>Translator (Sinhala/English)</td>
<td>01</td>
</tr>
<tr>
<td>12.</td>
<td>Translator (Sinhala/Tamil)</td>
<td>01</td>
</tr>
<tr>
<td>13.</td>
<td>Driver</td>
<td>03</td>
</tr>
<tr>
<td>14.</td>
<td>Office Aids</td>
<td>04</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>42</td>
</tr>
</tbody>
</table>

Objectives

The general objectives of Commission are as follows.

(a) Recommend principles of policy, relating to the use of the Official Languages, and to monitor and supervise compliance with the provisions contained in Chapter IV of the Constitution;

(b) Take all such actions and measures as are necessary to ensure the use of the languages referred to in Article 18 of the Constitution (hereinafter referred to as “the relevant language”), in accordance with the spirit and intent of Chapter IV of the Constitution;

(c) Promote the appreciation of the Official Languages and the acceptance, maintenance, and continuance of their status, equality and right of use; and

(d) Conduct investigations, both on its own initiatives, and in response to any complaints received, and to take remedial action as provided for, by the provisions of the Act.
Key Tasks

Four key tasks are done by the Commission to fulfill above objectives.

<table>
<thead>
<tr>
<th>Task</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compilation of principals of policy</td>
<td>Consultation</td>
</tr>
<tr>
<td>Whether provisions contained in the constitution with regard to use of Official Languages are properly followed up by the state mechanism</td>
<td>Monitoring</td>
</tr>
<tr>
<td>With regard to status or use of the relevant languages</td>
<td>Education</td>
</tr>
<tr>
<td>Complaints with regard to violation of the language rights contained in the Constitution</td>
<td>Investigation</td>
</tr>
</tbody>
</table>

In accordance with the key tasks above, Official Languages Commission conducts its functions. The programmes conducted annually by the Official Languages Commission are; Observation of railway announcements, investigation of public complaints, awareness creation among Government and semi-Government officers, conducting school programmes and, conducting programmes to create awareness among public.

- **Language audits**
  Language audits are conducted to monitor about the proper implementation of the Official Languages Policy in the government institutions. After auditing, areas of the non-compliances to the Official Languages Policy are identified and recommendations issued to the heads of the institutions to rectify them. Nearly 100 Nos. of language audits are conducted annually by the Official Languages Commission.

- **Observation of railway stations**
  Official Languages Commission receive public complaints stating that trilingual announcements are not made in railway situations. Taking this stations into consideration, Official Languages Commission assigns its officers to observe the railway stations. Here the railway stations where trilingual announcements are not made will be informed of that and get the necessary corrections done. Observation will be made using about 20 train travels annually.

- **Investigation of public complaints**
  This Commission is vested powers to investigate the complaints received from the public in relation to the violation of the Official Languages Policy. About 250 such complaints are annually investigated by the Commission.

- **Awareness creation among Government and Semi-Government Officers**
  The Commission conducts programmes to make Government and Semi-Government officers aware of the legal provisions of the Official Languages Policy. Nearly 12 such programmes are annually conducted.

- **Implementation of School programmes**
  As a result of the discussion held by Commission with the Ministry of Education, provisions to establish the language circles in schools have been provided by Circular No.1/2015. The Commission conducts programmes to make the school aware in
relation to the establishment of the language circles based on this circular. About 06 such programmes are annually conducted.

- **Awareness creation among the public**

  Posters and leaflets for making the general public aware of the Language rights are printed and distributed by this Commission.

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**Progress as at 31.09.2020**

<table>
<thead>
<tr>
<th>Programme</th>
<th>Target (Yearly)</th>
<th>Actual (Third Quarter)</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Activity 01: Monitoring</strong></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Language Audit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Ceylon Electricity Board-Anuradhapura</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2020.03.04</td>
<td></td>
<td></td>
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<tr>
<td>2. Police Station –Anuradhapura 2020.03.04</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Social Service Department-A’pura 2020.03.04</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Agrarian Department-Anuradhapura 2020.03.05</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Post Office –Borella 2020.09.23</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Police Station-Armour Street 2020.09.23</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Pradeshiya Sabha-Wattala 2020.09.23</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Post Office-Kothmale 2020.09.29</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Police Station –Kothmale 2020.09.29</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>10. Pradeshiya sabha-Kothmale</td>
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<td></td>
<td></td>
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<tr>
<td>Unannounced Railway Audits</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td><strong>Activity 02: Inquiring</strong></td>
<td></td>
<td></td>
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<tr>
<td>Inquiring all complaints in relation to violation of language rights</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Calling Observations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Issuing Recommendations</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>- Following steps with regard to the pending complaints</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td><strong>Activity 03: School Language Circles</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Creation and Promotion of bilingual language circles in Schools</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Awareness Programmes :</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Ratnapura District-2020.02.28</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Anuradhapura District-2020.03.05</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Follow up visits to schools</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Taluduwa Vidyalaya –Dehiowita-2020.03.10</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2. Dehiowita Vidyalaya-Dehiowita-2020.03.10</td>
<td></td>
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<td></td>
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<tr>
<td><strong>Activity 04: Awareness</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Awareness Programme for heads of Public Institutions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Maharagama DS Division</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Kohmale DS Divisions</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
<th>Copies</th>
<th>Cost 1</th>
<th>Cost 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing and delivering of a guide book containing criteria on language policy</td>
<td>2000 copies</td>
<td>0.4</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Activity 05: Creation and Promotion among general public regarding Language Rights</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printing of posters for displaying in public institutions</td>
<td>2000 copies</td>
<td>0.2</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td><strong>3.7</strong></td>
<td></td>
<td><strong>909,035</strong></td>
</tr>
</tbody>
</table>

Languages Audit - Electricity Board - Anuradhapura

Awareness Programme - Maharagama DS division
Introduction

The National Human Resources Development Council of Sri Lanka, as a national level consultative body began as a unit of the Ministry of Youth Affairs on the 05th of June 1987. Subsequently it was established as an independent statutory body under the purview of the Ministry of Science & Technology, subject to the provisions of the National Human Resources Development Council Act No. 18 of 1997. Since then, this institution was assigned to the Ministry of Technical Education and Vocational Training within a short period i.e., in the year 2000, again in the year 2001 it was assigned to the Ministry of Education & Cultural Affairs. Then, subsequent to the change of government, the institution was assigned to the Ministry of Skills Development, Vocational & Technical Training, and then to the Ministry of National Policies, Economic Affairs, Resettlement & Rehabilitation, Northern Province Development and Youth Affairs in 2015. This institution which functioned under several ministries within a short period is currently carrying out its functions under purview of the Ministry of Public Service, Provincial Councils and Local Government.

Vision

Our Workforce Future Ready

Mission

Develop, implement, promote and facilitate effective policies, and innovative strategies in relation to human resources development.

Composition of the Council

This Council is composed of a Chairman and twenty members appointed under the provisions made in National Human Resources Development Council of Sri Lanka Act No. 18 of 1997. Out of them, fifteen (15) persons are appointed ex-officio, while the remaining five (5) members are from relevant institutions. In addition to that, 5 members are appointed considering experience and skills in the relevant fields and out of them two (2) persons are from the private sector. The Minister in charge of the portfolio has been vested with the power under the Act to appoint a member among them as the Executive Chairman, and the Chairman is the Chief Executive Officer.

The Council comprised twenty members as at 30.09.2020. The Board of Directors of the Council as at 30.09.2020 is as follows:-

Appointments made under sections 3(1) (a) to (P) of the Act

- Chairman, National Human Resources Development Council of Sri Lanka
- Secretary, Ministry in charge of the subject of Plan Implementation
- Secretary, Ministry in charge of the subject of Higher Education
- Secretary, Ministry in charge of the subject of Education
- Secretary, Ministry in charge of the subject of Science and Technology
- Secretary, Ministry in charge of the subject of Labour
Secretary, Ministry in charge of the subject of Public Administration
Secretary, Ministry in charge of the subject of Health
Secretary, Ministry in charge of the subject of Industrial Development
Secretary, Ministry in charge of the subject of Agriculture
Chairman, Tertiary and Vocational Education Commission
Director General, Tertiary and Vocational Education Commission
Chairman, National Education Commission
Chairman, University Grant Commission
Chairman, National Apprenticeship and Industrial Training Authority
Secretary, Ministry in charge of the subject of Finance

Appointment made under Section 3(2) (O) of the Act

Mr. P. Ranepura, 1551/2/5, Amuetamulla Rd, Kottawa East, Pannipitiya
Mr. Mahesh kotuwella, Attorney-at-Law, No. 560, F 1, Godage Mawatha, Anuradhapura
Dr. C. T. Keppetiyagama, 90/4, Bodiyagama Rd, Kandy
Dr. Ranali Minoja Perera, 7A, Bathiya Avenue, Kalubovila, Dehiwala

Objectives

The objective of the National Human Resources Development Council of Sri Lanka is to create an institutional frame work suitable for providing policy guidelines to the government in respect of Human Resources Development. This institution is also responsible for Human Resources Development, process planning, policy review and improvement of the human resources capacity.

Duties and functions

I. To advise the Minister on national human resources policy in all its aspects, including the rationalization and co-ordination of sectoral human resources development concerning, or related to -
   a) Employment, training and education;
   b) The application of science and technology;
   c) The enhancement of quality of life;
   d) The designing of social protection for disadvantaged groups of persons; and
   e) Maintaining entitlements with economic reforms;

II. To make recommendations to the Minister, on plans and programmes on human resources development, in accordance with the national policy, for submission to the Government;

III. To review and examine, periodically, the national human resources development policy, plans and programmes in operation and where necessary, to recommend to the Minister, changes in such policy, plans and programmes;

IV. To monitor the implementation of human resources development plans and programmes approved by the Government; and
V. To implement any project related to any subject referred to in the Schedule to this Act, provided that, where such project relates to a subject which has been assigned to any other Minister, implementation shall be with the concurrence of that other Minister; and

VI. To do all such other acts which in the opinion of the Council are necessary for, or conducive or incidental to, human resources development in accordance with the national objectives.

**Targets Achieved During the year 2020**

- Done a Google Survey to find out the Impact of COVID 19 for the employees in the selected sectors in Sri Lanka and completed the report.
- Published the Statistical Bulletin on education
- Conducted Webinar session on motivational leadership by Dr. Ranil Sugathadasa on 28th May 2020
- Entrepreneurship Training program on Solid Waste Management - 20 participants are being trained. Course work completed.
- Review and update the existing HR & E Policy aligning to the present government vision of “Vistas of Prosperity and Splendour” - Obtained the services from two experts to formulate the HRD policy. Council and Ministry approval received.
- Follow up Skills Decade: The situation report completed.

**Targets to be achieved during the year 2020**

Review and update the existing HR & E Policy aligning to the present government vision of “Visas of Prosperity and Splendour” Formulate an urgent HR strategy for Public Sector

1. Establish HR Expert Pool
2. Study Government approved special HRD programs
3. Study HRD needs of Government priority sectors of local industries
4. Undertake HRD research, studies and surveys
14 National Institute of Language Education and Training
Introduction

The National Institute of Language Education and Training was formally established by Act No. 26 of 2007 with the objective of the proper implementation of the Official Languages Policy by promoting inter-ethnic reconciliation for a better mechanism in the Democratic Socialist Republic of Sri Lanka.

Vision

Developing the bilingual / trilingual skills of the staff of public institutions for the provision of an efficient service to the community.

Mission

- Provide quality training to teach Sinhala, Tamil, and English.
- Conduct research and studies related to language training.
- Establish a repository of information relating to languages.
- Generate competent Translators and Interpreters.
- Conduct language courses for special categories.

Organizational Structure

1. Director General 01
2. Director 02
3. Assistant Director 03
4. Accountant 01
5. Academic and Research Officer 05
6. Administrative Officer 01
7. Internal Auditor 01
8. Coordinating Assistant Officer 08
9. Librarian 01
10. Management Assistant 08
11. Electrician and Pomp Operator 01
12. Driver 05
13. Office Assistant 04

Objectives

To generate:
- competent teachers to teach Sinhala, Tamil and English to those who are desirous of acquiring such knowledge;
- competent translators and interpreters in the Sinhala, Tamil and English language who shall constitute the National Translators Service and the National Interpreters Service to be established by written law.
- qualified trainers to train language teachers, translators and interpreters in the Sinhala, Tamil and English languages;
- trained persons with trilingual capabilities for the efficient provision of services to the Public.

Functions

The institute shall be:
- to provide extensive training in the Sinhala, Tamil and English languages so as to make available persons competent to teach Sinhala, Tamil and English to persons who are of acquiring such knowledge;
- to conduct research and studies on issues relating to language training, with a view to utilizing the results of such research and studies for the effective functioning of the institute;
to provide training and education to suitable persons in languages and to award certificates and diplomas to successful candidates on completion of such training and education;

- to build up a body of trained personnel equipped to undertake the teaching of languages;
- to establish a repository of information matters relating to languages;
- to conduct specified language courses in Sinhala, Tamil and English languages for special categories of person such as interpreters, translators and stenographers; and
- to undertake, assist, and promote linguistic research activities in Sinhala, Tamil and English languages and foreign languages and where it appears to be necessary make recommendations to the relevant authorities on the improvements and changes to be made to the Sinhala, Tamil and English languages.

Special Achievements 2020

- Preparing curricula for Certificate Courses in 06 Foreign Languages

- Establishing the Regional Language Training Centre, Dambulla and Conducting training programmes
New Activities identified in accordance with the Vistas of the Prosperity

- Newly Identified fields and annual training targets aimed at increasing the number of annual trainees from 101,000 to 150,000

Coordinating discussions regarding further planning activities with the relevant Ministries, which are related to the above training objectives are in progress.

Progress of the income generated programmes, held from 2020.01.01 to 2020.09.30

<table>
<thead>
<tr>
<th>S/N</th>
<th>Programme</th>
<th>Number</th>
<th>Participation</th>
<th>Income (Rs.)</th>
<th>Expenditure (Rs.)</th>
<th>Profit (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>50 hrs. Tamil Language Training Programmes</td>
<td>02</td>
<td>097</td>
<td>376,550</td>
<td>90,030</td>
<td>286,520</td>
</tr>
<tr>
<td>02</td>
<td>100 hrs. Tamil Language Training Programmes</td>
<td>03</td>
<td>097</td>
<td>509,975</td>
<td>259,875</td>
<td>250,190</td>
</tr>
<tr>
<td>03</td>
<td>150 hrs. (Non-residential) Tamil Language Training Programmes</td>
<td>08</td>
<td>361</td>
<td>3,610,000</td>
<td>808,353</td>
<td>2,801,647</td>
</tr>
<tr>
<td>04</td>
<td>150 hrs. (Residential) Tamil Language Training Programmes</td>
<td>03</td>
<td>159</td>
<td>3,975,000</td>
<td>1,755,371</td>
<td>2,219,629</td>
</tr>
<tr>
<td>05</td>
<td>150 hrs. (Residential) Sinhala Language Training Programmes</td>
<td>02</td>
<td>071</td>
<td>1,775,000</td>
<td>886,977</td>
<td>888,023</td>
</tr>
<tr>
<td>06</td>
<td>Translation Diploma Courses</td>
<td>01</td>
<td>020</td>
<td>1,057,000</td>
<td>558,224</td>
<td>498,776</td>
</tr>
<tr>
<td>07</td>
<td>Certificate Course in Hindi</td>
<td>01</td>
<td>015</td>
<td>269,500</td>
<td>184,817</td>
<td>84,683</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>20</strong></td>
<td><strong>820</strong></td>
<td><strong>11,573,025</strong></td>
<td><strong>4,543,551</strong></td>
<td><strong>7,029,468</strong></td>
</tr>
</tbody>
</table>

![Income, Expenditure and Profit programme wise (Rs. M.)](image)

![Total Income, Expenditure and Profit](image)
15 Parliamentary Reforms Division
Vision
To strengthen the Hon. Members of Parliament for an efficient and effective service to the public.

Mission
Provision of reinforcements to optimize the expected services to the public by the Hon. Members of Parliament.

Objectives
- Provision of required human resources
- Provision of financial resources
- Provision of physical resources and service facilities
- Formulation of policies

Functions
- Provision of required human resources
  - Appointment of staffs of the Hon. Members of Parliament
  - Revising the staff as required
  - Conducting awareness and training programmes for the staffs of Hon. Members of Parliament and other relevant public officers.
- Provision of financial resources
  - Payment of salary for the staffs of Hon. Members of Parliament.
  - Payment of gratuity for the staffs of Hon. Members of Parliament, who terminate their term of office.
- Provision of physical resources and service facilities
  - Provision of office and communication equipment.
- Issue of duty-free vehicle import permits.
- Formulation of policies.
- Submitting necessary Cabinet Memorandums and obtaining policy decisions.
- Implementation of policy decisions.

Activities expected to be carried out in year 2020
1. Implement programmes required to improve efficiency and attitudes of the staffs of Hon. Members of Parliament.
2. Strengthen the welfare activities to motivate the staffs of Hon. Members of Parliament.

Activities expected to be carried out under the Vistas of Prosperity and Splendour
Arrangements have been made to issue a small monthly newspaper based on the objectives of educating the public about the Parliament and its services, enhancing the productivity of individuals and building a better public service.

* Due to the prevailing Corona pandemic, the planned programmes could not be implemented as expected.
National Languages Division
Introduction

The National Languages Division was established in the aim of implementation of Official Languages Policy; ensure equal opportunity for every citizen to live in national harmony through productively implementation of official Language’s Policy. The National Languages Division performs various functions in relation to the implementation of Official Languages Policy and to build up co-existence. Compilation of policy plans, coordination of relevant programmes, providing necessary services and assistance, conducting facilitating programmes are carried out successfully.

Objectives of the National Languages Division

- Planning and compilation of Official Languages policy planning.
- Build up appropriate environment to bilingualism in public sector.
- Empowerment of general public in relation to the implementation of Official Languages Policy.
- Generate positive mind-set in general public towards promoting languages.

Functions of the National Languages Division

- Contribute toward the preparation of language plans in government institutions.
- Conduct awareness programmes for the government officers on the implementation of Official Languages Policy.
- Implementation of relevant programmes such as national and international days.
- Facilitate the government institutions to establish trilingual sign boards.
- Assist the government institutions to translate necessary formats in all three languages and print them.
- Obtain complains against the violation of Official Languages Policy and take necessary steps.
- Planning and implementation of Foreign Aid Projects.

Targets Achieved in Official Languages Development Programme -2020

Visibility and Ambiance

Assisted 24 Government Institutions for the preparation of sign boards

Allocations for Trilingual name boards were provided for 6 District Secretariats, 15 Divisional Secretariats and 3 Schools, Rs.1.38Mn has already been spend out of Rs.1.81Mn. Trilingual sign boards are very important to provide a customer friendly environment to any citizen who visits a government institution in any time to find the relevant place without any help from any person.
Island wide workshops for efficient and effective service delivery on the implementation of Official Languages Policy

22 workshops were conducted in Hambantota, Trincomalee, Kandy and Nuwara Eliya districts. At present Rs.1.9272 Mn has been spent on these programmes. Workshops on Awareness of the Languages policy and Training of Trainers are conducted to encourage public officers who are in service in grassroots level on the implementation of the Official Languages Policy. Selected participants were Police Officers, Grama Niladhari’s and Government Officer’s of selected Government Institutions, Government Officials attached to institutions will be aware of the Languages Policy implementation and this will make them aware the General public and contribute towards the preparation of Language Plans.

Special Projects in relation to Official Languages Policy implementation in means of distribution of trilingual books to School and Public Libraries.

At present 22 projects are completed and Rs.1.0323Mn has been spent. Trilingual Library books were provided to 56 schools and 11 Public Libraries island wide. A large number of School children and general public have benefited by this project.

Languages Call Center

The Call Centre was established on 28.11.2012 to receive complaints on the violation of Official Languages Policy, also involve in trilingual translations and any other matters related to languages (languages courses, training programmes, language exams, meaning of terms, correct letters for the words etc.). Presently, 189 Translations and 140 Official Languages violation complains has been reported. The hot line 1956 and social media number 0714854734 for viber, whatsapp, facebook and Imo has been provided to send language problems to the Language Call Centre.
Language Development programmes, Northern (Kilinochchi) and Eastern Provincial Center’s (Batticaloa) has provided the opportunity to the public sector officers to learn the second language at these center’s. An amount of Rs.0.724Mn has already been spent for three 12 day courses, three 100 hours courses and five 50 hours courses for 830 Police Officers and Public Sector Officers. These Provincial Centres have played a major role in benefiting public sector officers in obtaining second language proficiency.

Progress of Action Plan of National Languages Programme until 31st August 2020

<table>
<thead>
<tr>
<th>S/n</th>
<th>Key Activities</th>
<th>No. of programmes/workshops completed</th>
<th>Actual Expenditure Rs.(M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Strengthening visibility and ambience on OLP</td>
<td>18</td>
<td>1.361</td>
</tr>
<tr>
<td>02</td>
<td>Efficient and effective service delivery on OLP</td>
<td>22</td>
<td>1.927</td>
</tr>
<tr>
<td>03</td>
<td>Special Projects in relation to OLP implementation</td>
<td>22</td>
<td>1.032</td>
</tr>
<tr>
<td>04</td>
<td>Language development programmes in respect to Provincial centres</td>
<td>11</td>
<td>0.724</td>
</tr>
<tr>
<td>05</td>
<td>Follow up initiatives</td>
<td>01</td>
<td>0.007</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td>5.051</td>
</tr>
</tbody>
</table>

Future Activities (September to December 2020)

<table>
<thead>
<tr>
<th>S/n</th>
<th>Activity</th>
<th>No. of Programmes/Institutions</th>
<th>Estimated Budget (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Establishment of Trilingual Name Boards</td>
<td>18 selected priority government institutions</td>
<td>1,350,000.00</td>
</tr>
<tr>
<td>02</td>
<td>Conversational workshops on OLP</td>
<td>06 workshops in Jaffna</td>
<td>2,250,000.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>04 workshops in Puttlam</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>05 workshops in plantation area (Kegalle)</td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>Language Planning Facilitation workshops</td>
<td>17 Police Stations</td>
<td>500,000.00</td>
</tr>
<tr>
<td>04</td>
<td>Maintain 1956</td>
<td>No. of complains, No. of remedial actions</td>
<td>150,000.00</td>
</tr>
<tr>
<td>06</td>
<td>Special Projects on OLP</td>
<td>10 projects island wide</td>
<td>500,000.00</td>
</tr>
<tr>
<td>07</td>
<td>Initiatives with provincial centres</td>
<td>No. of activities in both centres</td>
<td>400,000.00</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td>5,150,000.00</td>
</tr>
</tbody>
</table>
Progress as per the Action Plan of the Languages Programmes until August 31st, 2020

<table>
<thead>
<tr>
<th>S/n</th>
<th>Key Activities</th>
<th>No. of programmes/workshops completed</th>
<th>Total cost Rs (Mn)</th>
<th>Actual Expenditure Rs.(Mn)</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Strengthening visibility and ambience on OLP</td>
<td>18</td>
<td>1.361</td>
<td>1.361</td>
</tr>
<tr>
<td>02</td>
<td>Efficient and effective service delivery on OLP</td>
<td>22</td>
<td>8.893</td>
<td>1.927</td>
</tr>
<tr>
<td>03</td>
<td>Special Projects in relation to OLP implementation</td>
<td>22</td>
<td>3.832</td>
<td>1.032</td>
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<tr>
<td>04</td>
<td>Language development programmes in respect to Provincial centres</td>
<td>11</td>
<td>1.500</td>
<td>0.724</td>
</tr>
</tbody>
</table>

![Bar chart showing progress against the languages program activities]