

*“An Excellent Public Service
to the Nation”*

2015

இணக்கக் கருவிகள்
Action Plan
வேலைத்திட்டம்

2014

குறியீடு
Progress
முன்னேற்றம்



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அரசாங்க நிர்வாக உள்நாட்டலுவல்கள் அமைச்சு
Ministry of Public Administration And Home Affairs

**Progress - 2014
And
Action Plan - 2015**

**Ministry of Public Administration
And
Home Affairs**

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Let us join with team spirit to ensure efficient public service...



This is the compilation of great achievements made by the Ministry of Public Administration and Home Affairs, *Mahagedara* of public service, in its journey to make the targeted policies of the government a reality productively facing various challenges during year 2014. Further, this is also the document which consists of the future action plan expected to achieve in the coming year. Therefore, as the Minister of Public Administration and Home Affairs, it is a great pleasure for me to add few words as my complements at this moment.

I take this opportunity to appreciate your commitment as a Ministry to provide an efficient and effective service to the community of Sri Lanka whilst being their close partner. At this moment where the public service is strengthened bringing every corner of the country together, your cooperation will definitely be a blessing to the people of the country. At present the people are enjoying the results of your toil. Therefore, we feel humble pleasure as the partners of this journey.

Winning the confidence of the people is a huge responsibility borne by us. Every public servant is bound to fulfill this responsibility. However, in this journey you will have the taste sweet as well as bitter fruits. Therefore, you should have the courage to be the unwavering tower before disgrace and humiliation and not to be arrogant when receiving complements. I purely believe that you would never hesitate to make your utmost contribution to secure the confidence of the general public.

Ministry of Public Administration and Home Affairs has shouldered the responsibility for performing a social duty to the general public from rural level up to urban level of whole Sri Lanka. Every public officer from Grama Niladhari up to the Minister should always be ready to fulfill their tasks. Therefore, we as a team should get together to fulfill our duties and responsibilities during 2015 for the benefit of the country and the people.

I take this opportunity to extend my heartfelt gratitude to the Secretary of the Ministry and the staff for the corporation and dedication extended during the last year in order to fulfill the duties and responsibilities of the public service. Further I cordially invite you to work with team spirit in 2015 also to achieve our targets and objectives. I hope that we will be able to make the theme of our Ministry “Let us dedicate for service to protect the rights of the citizens” a reality.

W.D.J. Senevirathne
(Member of Parliament)
Minister of Public Administration and Home Affairs
November 2014

Towards a People Friendly Service...



It gives me a great pleasure to write this message for the publication which witnesses the tasks performed during year 2014 and new plans made for the fulfillment of the needs of the general public in 2015 whilst reaching their doorsteps by the Ministry of Public Administration and Home Affairs, which makes a tremendous effort to ensure efficient and effective public service to the general public scattered all over the island identifying their needs and aiming to uplift their living standards.

Ministry of Public Administration and Home Affairs always makes every effort to be the friend in need of the people ensuring the service expected by the people, who are the sole expectation of the Mahinda chinthana policy manifesto. This Ministry which has a network connecting every part of the island, is dedicated as the heartiest well wisher of the people to raise the country as the wonder of Asia whilst fulfilling the necessities of the general public from their cradle to grave. Therefore, I extend my gratitude to the staff of the Ministry who were committed during year 2014 to make the vision of the Ministry “An excellent public service to the Nation” a reality understanding the responsibilities properly.

Further, I make this opportunity to invite you to join with us in our effort to establish an innovative people- friendly public service in year 2015.

D.W.W.Dahanayake
(Member of Parliament)
Deputy Minister of Public Administration and Home Affairs
November 2014

For a better tomorrow which witnesses the excellence in Public Service...



It is not just wasting of words but the real truth to introduce the Ministry of Public Administration and Home Affairs as one of the excellent and exceptional Ministry of the country. The Ministry which consists of a wide network with a proper administrative system makes a tremendous contribution to the development process of the country. In the meantime it contributes to extend the benefit of development process to the grass root level. At this juncture where the whole country is making efforts to transform the country into five great centers of progress, the role entrusted to the Ministry is highly important. Therefore I am privileged to be a partner of such great process holding the leadership in the administration of such a Ministry. I am humbly proud to be such a partner in progress.

Under such circumstance, it is a great pleasure for me to issue this message to the annual progress report of 2013 and Action Plan 2015 which is the compilation of plans expected to be achieved in 2015 and the mission performed by the Ministry during last year.

I purely believe that last year is highly important for the Ministry of Public Administration and Home Affairs. Due to progressive steps taken in respect of Public Service during last year the people of the country could be offered huge benefits. All these achievements were made with our journey in line with Mahinda Chinthana policy manifesto. Therefore, the efforts made by the Ministry of Public Administration and Home Affairs to build a humanitarian and people friendly process to satisfy the need of the public have become a success.

With much gratitude I remind at this moment that a great contribution has been made by the Ministry and most affiliated institutions in our effort. Internal Administration Division, Investigation and Operational Division, Sri Lanka Engineering Service Division, Sri Lanka Scientific, Architect and Technological Service Division, Pension and Housing Division made much commitment centering Public Administration Division.

All these partners are dedicated to a fruitful and wide public service. In the meantime Department of Pensions, Department of Registrar General and Sri Lanka Institute of Development Administration affiliated to Ministry of Public Administration and Home Affairs have proved their commitment for the service to general public. Further, District and Divisional Administration Divisions make efforts to satisfy the needs of the general public by way of bringing the service to their doorstep with fair and transparent process and applying modern information and communication technology.

Therefore, we are tabling here a most successful strategical plan for 2015 based on our progressive experience in 2014. Accordingly we expect you, the excellent contributors will extend maximum contribution to the development of the country whilst achieving our targets.

This productive and exceptional path is the result of the effort made by more other parties. We can never forget Hon. W.D.J. Senviratne, Minister of Public Administration and Home Affairs and Hon. D.W.W. Dahanayaka, Deputy Minister who provide an exceptional and invaluable leadership on our path. Therefore I express my heartfelt gratitude to them at this remarkable occasion.

We should continuously be in our forward march to achieve the targets of the Ministry of Public Administration and Home Affairs bearing our responsibilities. All our efforts are for a better tomorrow which demonstrate the excellence in Public Service.

P.B. Abeykoon

Secretary

Ministry of Public Administration and Home Affairs

2014 November

Introduction

The Ministry of Public Administration and Home Affairs as the Centre of Civil Administration facilitates and coordinates services related to the Public Administration, District Administration, Divisional Administration, Village Administration, Civil Registration and Employees' Welfare. It deals with number of functional areas such as Public Policy Making on Organizational Excellence, Human Resource Management, Institutional Development, Electronic Government and Good Governance targeting Social and Economic Development along with the National Priorities of the Government.

Vision

An Excellent Public Service to the Nation

Mission

To ensure an Excellent Public Service through Sound National and Regional Administrative System with Competent Human Resources

Objectives

- To formulate efficient public policies on Recruitment, Remuneration and other Service Conditions in Human Resource Management (HRM) of Public Service.
- To develop strategies to reorient mindset of existing Public Servants in responding to People's needs
- To formulate and implement new Management Structures and Systems to enhance Productivity and Quality in the Public Service.
- To establish and share a System of Values (Result Oriented Attitudes, Accountability, Resource Prudence, Impartiality, Transparency etc.).
- To identify Training Requirements of Public Sector to facilitate and conduct Training Programmes.
- To formulate and execute Pension and Programmes to address the issues related to Pension System.
- To improve the Public Financial Management including Assets Management in the Civil Administration system.
- To enhance efficiency and effectiveness of the Decentralized Administrative System.
- To devise framework for Institutional Development in the Public service, capable of achieving development objectives and priorities of the Government.
- To promote Application of Information and Communication Technology to improve Productivity and Quality of service delivery.
- To enhance the Competency of the Staff in the Public Service.
- To upgrade, develop and execute Guidelines for System Simplification and Process Reengineering in the Public Service to meet the changing environment.
- To facilitate and coordinate the District, Divisional and Village Administration.
- To perform functions delegated by law including Civil Registration and Document Management
- To facility, coordinate and manage Projects related to Civil Administration, e-Government etc funded by Donors as well as Government of Sri Lanka.
- To organize and coordinate State Functions and Festivals including Independence Day Ceremony

Key performance index (KPI)

- ❖ Percentage of fulfilling a human resource requirement .
- ❖ Number of annual training hours spent for training the relevant groups of officers .
- ❖ Number of instances of defining the circulars/instructions/policies relevant to public services.
- ❖ Percentage of providing solutions for complaints/requests in relation to district/divisional administration.
- ❖ Average of time taken for issuance of birth/marriage/death certificates.
- ❖ Percentage of pensioners to whom gratuity is paid at the time of retiring.

Strategies

- Prudent Policy and Regulatory Framework for an efficient Human Resource Management System in the Public Service
- Administrative Reforms towards Process Reengineering and System Development to improve productivity in the Public Service Delivery
- Competitive Recruitment and Selection Process in Public Service.
- Demand Oriented Capacity Development and Competency Matching
- Decentralized Institutional Networks to take the Service Delivery to close to the Citizens
- Decentralized Network of Civil Registration and Automated / Prudent Document Management System
- Application of Information and Communication Technology for Quality Improvement and Transparent in Service Delivery of the Public Service
- Citizens/ Clients Charter to standardize the Service Delivery towards Citizens Centric Public Service

Functions

Management

- Implementation of policies, plans and programmes pertaining to the subject of Public Administration and Home Affairs
- Management of services pertaining to Combined Services, Sri Lanka Administrative Service, Sri Lanka Engineering Service, Sri Lanka Scientific, Technological and Architectural Services
- Management, monitoring and coordination of all agencies come under the purview of the Ministry including District & Divisional Administration
- Provide financial and administrative support services to the agencies which come under the Ministry of Public Administration and Home Affairs
- Development of Human Resources in public service
- Making arrangements for capacity building of Public Service
- Assist in formulation of Administrative Reforms Policies and implement them in the Ministry and institutions under purview of the Ministry
- Testing, practice and application of new public management concepts.

Social Welfare of Public Servants

01. Formulation and implementation of social security schemes for public servants (Agrahara Insurance Scheme, Property Loan etc...)
02. Providing housing facilities for Public Servants and allocation of Government Quarters
03. Management of Holiday Bungalows, Circuit Bungalows for Public servants and management of Pensioners Holiday Resort.
04. Providing Official Transport Facilities

Organization

☐ Public Administration

- Establishments Division
- Combined Services Division
- Pensions and Housing Division
- Pensions Department
- Research and Development Division

☐ Home Affairs

- District Administration Division
- Divisional Administration Division
- Grama Niladhari Administration Division
- Registrar General's Department

☐ Internal Administration and Administrative Reforms

- Internal Administration Division
- Administrative Reforms Division
- Sri Lanka Institute of Development Administration

☐ Other Divisions

- Finance Division
- Investigation Division
- Internal Audit Division
- Media Division

☐ Services Divisions

- Sri Lanka Engineering Service
- Sri Lanka Scientific Service
- Sri Lanka Architectural Service
- Sri Lanka Technological Service

- **Establishment Division**

The Establishment Division of the Ministry of Public Administration and Home Affairs is bound by the policy matters relating to the establishment activities of the public sector. Further, it informs the relevant institutions and individuals regarding the policies and modifications that are based on cabinet or legal provisions and publishes through circulars.

- **Combined Services Division**

The combined Services Divisions of the Ministry of Public Administration and Home Affairs is responsible for management of Human Resource activities of personal in the Sri Lanka Administrative Service, the Sri Lanka Information Technology Service, the Public Management Assistant Service, the Librarian Service, the Translator Service, the Driver Service and the Office Employee Service on Process of Requirement, Confirmation, Promotion, Transfer, Retirement and Disciplinary. By end of the year 2014 this Division had administered altogether 90,000 Personal Files island wide.

Approved Cadre and Strength of Combined Services - 2014

No	Service	Approved Cadre	Present Strength
01	Sri Lanka Administrative Service	2906	2253
02	Sri Lanka ICT Service	1674	917
03	Public Management Assistant Service	29912	28911
04	Translator Service	571	228
05	Librarian Service	546	137
06	Development Officer Service	45000	41365
07	Office Employee Service	12475	11746
08	Driver Service	5831	5157

- **Pension and Housing Division**

The main responsibilities of the Pension and Housing Division are management of pension of public officers, and management of activities related to provision of housing facilities for public officers.

The Service perform in relation to the subject of pension consists of giving effects to the powers vested in the secretary in charge of the subject of public administration by the constitution relevant to the management of pensions, revision of existing policies, laws and regulations, imposing new rules and regulations. Further, taking measures to satisfy the housing needs of officers at various level and representatives of the public by 198 government quarters govern under the ministry, taking action to achieve the objective of ensuring more productive service in public sector in future by way of identification and implementation of new housing projects in addition to the implementation of the existing housing projects are also fallen within the scope of the subject of housing.

- **Department of Pensions**

The Pension Scheme of Public Service of Sri Lanka was initiated in the mid 1800s and the Department of Pensions. Which was established in 1970 is responsible for management of various Pensions Schemes. At present, the Department of pensions manages Pension Schemes that come under the Minutes of Pension, Armed Forces Pension and Gratuities Codes, Widows', Widowers' and Orphans Pension Schemes go to Officers of the public service including Provincial Public Service, Armed Forces, Judicial Service beneficiaries that come under the Widows' and Orphans' Pension Scheme And Public Service Provident Fund.

- **Research and Development Division**

Research and Development Division was established in June 2011 as the project management unit of CARE Project which was carried out with the objective of constructing administrative buildings to improve infrastructure facilities under the accelerated projects in the war affected areas, and some of the officers are working here as the project management division. Construction of 33 administrative buildings of CARE project was carried out by this division and the project activities come to an end with the opening of District Secretariat Mulativu in November 2014.

The tasks of this division are carrying out new constructions in the lands belonging to the Ministry of Public Administration, coordinating construction activities in the institutions under the Ministry, carrying out researches on construction and maintenance, and submitting proposals of minimizing cost based on the results of the researches, preparation of research proposals to make necessary changes in the physical environment related to buildings in order to provide an efficient and productive service delivery utilizing modern scientific technology and implementation of such proposals and monitoring the tasks of the midterm investment plan connected to divisional development.

By the eBMD Project which has been implemented under the Research and Development Division the birth certificates, marriage and death certificates are computerized . Further, scanning of such documents, supplying computer hardware and procurement activities are carried out under this division.

In addition this division has been entrusted to submit plans for housing complex in Keppetipola Mawatha, Colombo 05 and the housing complex in Gothami Road, Colombo 08, to conduct investment meetings and coordinating progress review meetings.

- **Engineering Division**

The Maintenance Division which was attached to the Research and Development Division was renamed as Engineering Division and was established under the Chief engineer of the Ministry as a separate division.

Annual maintenance activities of 104 houses in Summit Houses in Keppetipola Mawatha Colombo 05, 02 houses in Kotta Road, Colombo 08, 18 houses in Jayawadanagama, 06 government bungalows, and the housing complex with 20 units at Loris Road which has been reserved for Hon. Ministers and Deputy Ministers, are carried out by this division. Further, the entire work of the buildings in the Ministry premises are also carried out by this division.

- **Home Affairs Division**

The Home Affairs Division of the Ministry of Public Administration and Home Affairs consisting of District Administration, Divisional Administration, Grama Niladhari Administration and Registrar General Department of Sri Lanka. This Division is mainly responsible for Decentralization of Service Delivery, Development of Civil Administration, Civil Registration and Monitoring of Decentralized Administration.

A summary of Administrative Divisions in Provinces

No	Province	No of District Secretariats	No of Divisional Secretariats	No of Grama Niladhari Divisions
01	Central Province	03	36	2224
02	Eastern Province	03	46	1078
03	Northern Province	05	34	912
04	North Central Province	02	29	997
05	North Western Province	02	46	2153
06	Sabaragamuwa Province	02	28	1148
07	Southern Province	03	47	2122
08	Western Province	03	40	2429
09	Uva Province	02	26	886
	Total	25	332	14022

- **Administrative Reform Division**

The Application of Information and Communication Technology, Human Resource Development and Administrative Reforms Initiatives come under the scope of the Administrative Reforms Division.

- The Human Resource Development Unit manages local and foreign training activities including maintaining a trainee database and a training provider networking.
- The Information Technology Unit is responsible for management of ICT infrastructure of the Ministry of Public Administration and Home Affairs.

- **Internal Administration Division**

The Internal Administration Division is responsible for Human Resource Management, Vehicle Fleet, Waste Management and Utility Management of the Ministry of Public Administration and Home Affairs. It also coordinates establishment aspects of Sri Lanka Institute of Development Administration.

- **Sri Lanka Institute of Development Administration (SLIDA)**

Sri Lanka Institute of Development Administration (Successor of the Collage of Administrative Studies) is the premier Managerial Training Institute of the Public Service of Sri Lanka. It has evolved as a Postgraduate Degree awarding institute in Public Management in Sri Lanka within the framework of the University Grants Commission of Sri Lanka. At present, it conducts Master of Public management Degree Programme, Diploma Programmes, Certificate Courses and Induction Programmes of the Sri Lanka Administrative Service, Sri Lanka Planning Service and Sri Lanka Accountants Service etc. It also carries out Research, Training Consultancy, Management Consultancy and Publications.

Public Service Training Institute which had been functioning for the purpose of training the officers in primary and secondary level of public Service, has been absorbed to Sri Lanka Institute of Development Administration in year 2013

- **Finance Division**

The Finance Division of the Ministry of Public Administration and Home Affairs is responsible for Financial Management, Assets Management, Store and Inventory Management of the Ministry of Public Administration and Home Affairs including 25 District Secretariats.

- **Investigation and Monitoring Division**

Investigation and Monitoring Division of the Ministry of Public Administration and Home Affairs is responsible for Investigation and Monitoring activities done by Ministry,

Pension and Register General's Department, District and Divisional Secretariat and Grama Niladhari Office . Investigation and Monitoring Division was required to ensure the fulfillment of the aims and objectives of the Ministry diligently and correctly, by all concerned. The Division carried out regular investigation and submitted their findings to the secretary of the Ministry of Public Administration and Home Affairs with suggestions and recommendations. These institutions of supervision by Ministry of Public Administration and Home Affairs.

- **Internal Audit Division**

The Internal Audit Division of the Ministry of Public Administration and Home Affairs bears the responsibility regarding the audit activities of Ministry of Public Administration and Home Affairs, Sri Lankan Institute of Development Administration, Pension Department, Department of Register General, District Secretariat regional offices.

- **Sri Lankan Engineering, Scientific, Architectural and Technological Services**

- Sri Lanka Engineering Service,
- Scientific Service ,
- Architectural Service and Technological Services

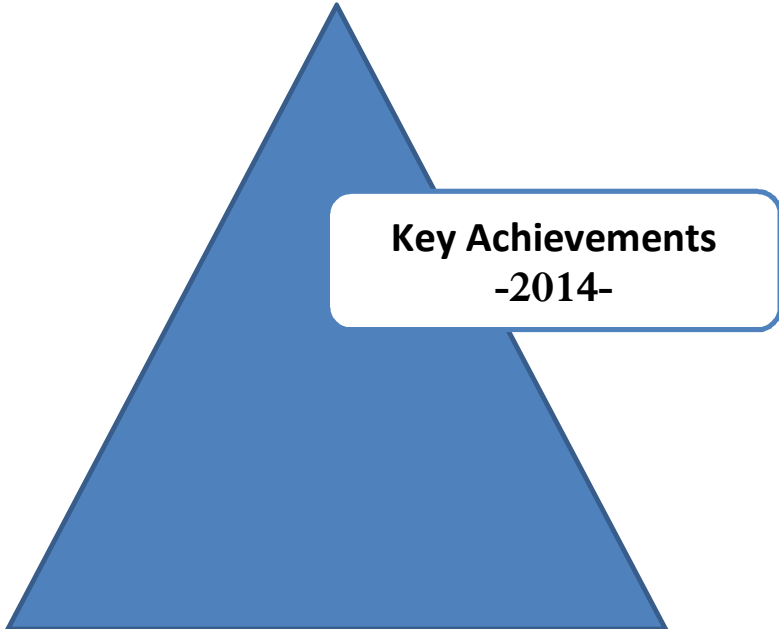
Human resource management with respect to S.L.E.S, S.L.S.S, S.L.A.S, and S.L.T.S has been assigned to the Ministry of Public Administration and Home Affairs. Although, it was a delegated function by the Public Service Commission in the absence of the Public Service Commission, recruitment, confirmation, promotion, transfer, retirement and disciplinary actions of the Sri Lankan Scientific Service and Sri Lankan Architectural Services are carried out by secretary, Ministry of Public Administration and Home Affairs. In the case of Sri Lanka Technological Service, only Human Resource Management Policy aspects are assigned to the Ministry of Administration Public

No	Service	Approved Cadre	Present Strength
01	Sri Lanka Engineering Service	1308	998
02	Scientific Service	532	350
03	Architectural Service	56	38
	Total	1896	1386



H.E. The President presenting awards to the Administrative Officers retired and serving at present at the Ministry of Public Administration and Home Affairs

**Ministry of Public Administration
And
Home Affairs**



**Key Achievements
-2014-**

1. Use of Information and Communication Technology

- **E Human Resources Management System (E-HRM)**

With the objective of performing human resources management activities of the combined Services Division of the Ministry of public Administration and Home Affairs efficiently and effectively, personal human resources information of 56050 officers who belong to Sri Lanka Administrative Service, Information and communication Technology Service, Public Management Assistants' Service, Office Employees' Service, Translators' Service and Librarians' service has been automated by October 2014 under E-Human Resources Programme, automating all internal human resources administration activities. Improvement of this system is being carried out at present.

2. Human Resources Management

Summary of recruitments made in 2014 and recruitments to be made depending on vacancies in 2014, with the objective of enriching public service with efficient and effective human recourse required, for ensuring an excellent public service.

- **Recruitments in the year 2014**

➤ Sri Lanka Administrative Service Limited	66
➤ Drivers Service	193
➤ Office Employees' service	950
➤ Architects' Service	11
➤ Scientific Service	66
➤ Sri Lanka Librarians Service	02
➤ Technical Assistant	349
➤ Technical Officer	01
➤ Grama Niladhari	4176
Total	5814

- **Recruitments to be made depending on Vacancies in 2014**

➤ Sri Lanka administrative Service	Limited	46
	Merit	12
	Open	172
➤ Information Technology Service	3 (III)	640
	2(II)	93
	1(III)	42
➤ Public Management Assistants' Service		4429
➤ Translators Service		233
➤ Sri Lanka Librarians' Service		56
Total		5723

- **Promotions of Public Officers**
 - Drivers' Service 44
 - Office Employees' Service 860
 - Sub Total 904**

3. Skills Development

- **Sri Lanka Institute of Development Administration (SLIDA)**

Sri Lanka Institute of Development Administration was able to conduct following courses

Programme	Number
1. Induction Training Courses (Staff Officers)	02
2. Knowledge and Skills development Courses (Staff Officers)	23
3. Capacity Building and Knowledge Updating Training Programmes (Staff Officers)	06
4. Communication Technology Training Courses	04
5. Performance improving Training Programmes	
6. Bilingual Training programmes	05
7. Postgraduate degree courses in Public Management	01
8. Foreign Training Courses	08
9. Knowledge and Skills development Courses (Non Staff Officers)	149
10. Induction Training Courses (Non Staff Officers)	21

- **Human Resource Development Unit**

Human Resource Development Unit succeed in providing following overseas training opportunities for officer in an efficient manner, by designing an information system on overseas training opportunities.

	Short-term	Post Graduate	Total
Number of persons nominated	103	-	103
Number of persons selected	84	07	91

Action was taken to inform the Divisional Secretariats and District Secretariats regarding the training opportunities, by using the website of the ministry and e-mail facilities. Preparatory programmes were organized for foreign trainees, in collaboration with Sri Lanka Institute of Development Administration.

Furthermore, action has been taken to provide following local training opportunities for officers. Furthermore, action has been to provide following local training opportunities for officers.

	Masters	Diplomas	Short Term	Total
Number of officers who were directed to local training courses	19	10	594	623

FORMULATION OF GOVERNMENT POLICIES - 2014

[Up to 2014.09.30]

(a) Formulation of policies on National Constitutional sectors

- Implementation of National Language policy
 - ❖ Public Administration Circular -01/2014
- Implementation of National Language policy
 - ❖ Public Administration Circular -01/2014(I)
- Public Administration Circulars issued revising provisions of Establishments Code -2013
 - ❖ Public Administration Circular -05/2014
- Definitions on provisions of Establishments Code
 - ❖ Public Administration Circular -17/2014
- Name list of Disciplinary Inquiry officers under sub section 19:5, Chapter XLVIII, volume II of Establishments Code
 - ❖ Public Administration Circular -31/2001(IX)-2014

(b) Policies formulated on remunerations of Public Servants

- Payment of salaries to officers reaching the maximum of their salary scale
 - ❖ Public Administration Circular -06/2006(XI)
- Allowances for field officers engaged in extension works
 - ❖ Public Administration Circular -06/2014
- Allowances for field officers engaged in extension works
 - ❖ Public Administration Circular -06/2014(I)
- Payment of allowances to officers participated in Deyata Kirula National exhibition on development
 - ❖ Public Administration Circular -11/2014

➤ Payment for preliminary investigations

- ❖ Public Administration Circular -14/2014

(c) Policies formulated for the welfare of Public Servants

➤ Revision of the section 12, chapter XII of the Establishments Code

- ❖ Public Administration Circular -07/2014

➤ Office hours of Public Servants

- ❖ Public Administration Circular -08/2014

➤ Revision of section 16, Chapter XII of Establishments code

- ❖ Public Administration Circular -09/2014

➤ Granting special leave for Ramalan season(Ramasan) 2014

- ❖ Public Administration Circular -15/2014

(d) Policies formulated on Human Resources Management

➤ Other educational qualifications to be included in procedures of recruitment

- ❖ Public Administration Circular -10/2014



Annual Sinhala and Tamil New Year Sports Festival



Annual Sinhala and Tamil New Year Sports Festival



Opening of Office of the Government Agent, Colombo



Opening of new Divisional Secretariat, Rathnapura



Discussing the issues related to the Information Technology in the Ministry with "Koika"



Ceremony of laying foundation stone to the new Administrative Complex, Rathnapura



Mobile Service held in Divisional Secretariat, Rathnapura



Launching of the magazine " Serisaraniya" published by the Ministry of Public Administration and Home



Opening of new Seva Piyasa at Kahangama, Ratnapura



Concert of the Administrative Officers at SLIDA



Awarding of Letters of Appointments to Grama Niladharies in Rathnapura



Opening of Seva Piyasa in Eheliyagoda

Progress - 2015

- *Public Administration*
- *Home Affairs*
- *Internal Administration & Administrative Reform*
- *Services Divisions*



**Ministry of Public Administration and Home Affairs
Progress Report -2014**

Establishment Division

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
1. Re- making and management of public management policies for public service, with simple and organized approach.	Number of Circulars/ Instructions/ Policies and Definitions relevant to public service	Amending, Updating & Publishing the establishments code	<p>1. Amending the establishments Code on timely requirements and policy decisions made by the cabinet of the ministers.</p> <p>2. Issuing a Circular including all the particulars of the Public Administration Circulars issued in year 2013 revising the Establishments Code.</p> <p>3. Obtaining views and ideas of the general public as well as public officers on amending the Establishments Code followed by identification of the areas / provisions as to be revised /amended, to the Establishments Code be line with the standards of a middle income country.</p>	Percentage decrease of the inquiries regarding the timely and policy based amendments of the Establishments Code.	60%	<ul style="list-style-type: none"> Enhancing clients satisfaction through efficient service Enhancing the credibility and positive attitudes of general public , towards public service 	-	1. The revisions made to the Establishments Code by the decisions of the Cabinet of Ministers have been published by the Public Administration Circulars - 100%
				Percentage decrease of the inquiries regarding the amendments made to the Establishments Code by the circulars issued within year 2013	60%	<ul style="list-style-type: none"> Creating a friendly administrative methodology through development of public relations. 		2. Relevant circular has been issued (circular No 05/2014 dated 28.02.2013)
				areas/ provisions as to be revised /amended	100%	<ul style="list-style-type: none"> Enhancing the contribution for development of the country, through performance improvement of their performance. 		3. The sections to be revised are being identified as per the suggestions of the public and the public officers and such revisions are being included in the Establishments Code -100%

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
2. Establishing a Public Administration Mechanism based on principles of good governance.	Percentage decrease of public complaints regarding the services rendered by the Establishment Division	Establishing a training and research unit Human resource development of the staff	Performing researches on timely issues and trends in public service followed by making appropriate recommendations.	Number of optimal recommendations made by the training and research unit.	02	1. Building a people friendly administrative mechanism through improved public relation. 2. Improvement of trust and positive attitudes of the public towards the public service.	-	1. This unit has been established including into Unit I and with three officers in the Development Service and with a post of Assistant Director. The task of revising the Establishments Code has been entrusted to this Unit and action will be taken in future to widen this unit
			2. Conducting a training programme for the staff of the Establishment Division in order to improve their knowledge on process development.	Percentage decrease of the public complaints regarding the delays in the services rendered by the Establishment division.	40%		-	2. Relevant training programme was held on 31st of July and 04th and 12th of August 2014- 100%
			3. Conducting an outbound programme for the staff of the Establishments division for employee motivation.	Percentage decrease of the public complaints regarding the delays in the services rendered by the Establishment division.	40%		-	
3. Improved public service through enhancement of internal customer satisfaction.	Percentage decrease of the public complaints regarding the employee dissatisfaction.	Welfare and benefit management of the public service.	Total renovation of Diyathalawa "B" Holiday Bungalow.	Percentage decrease of the public complaints regarding the employee dissatisfaction on facilities of the Holiday Bungalow.	80%	Improvement of trust and positive attitudes of the public towards the public service.	-	1. Actions have been taken to call for quotations for all the repairs.

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Combined Services Division

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Ensuring the provision of efficient, productive and skilled human resource on time and establishing a public service competent with subject related and technological skills	Percentage of fulfilling the Human Resource requirements	<p>1. Maintaining a timely, competitive, transparent and predictable recruitment and placement procedure</p>	<p>1. Maintaining information of approved carder 2. Maintaining information on vacancies 3. Preparation of Human Resource Plan 4. Preparation of attachment policies</p>	<p>Maintaining the number of vacancies at the level 5%</p>	<p>10.00%</p>	<p>Ensuring the opportunities for the job seekers to be appointed on fair and competitive procedures based on their skills.</p> <p>Ensuring the provision of human resources</p>	Approval was granted to recruit only 48% of the vacancies in Public Management Assistants' Service in the year 2013. Actions were taken to recruit that number in 2014. Applications have been called for examination for recruitment at present. Once the recruitment are made the number of vacancies will be reduced up to 10%	
							1 ½ years	3 ½ years
		<p>2. Maintaining an efficient and productive disciplinary control system in Combined Services and in Sri Lanka Administrative Service</p>	<p>1. Finalizing the formal disciplinary actions of the officers in combined service within a year. 2. Finalizing the formal disciplinary actions of the officers in Sri Lanka Administrative Service within 02 years</p>	<p>1 year ¼</p>	<p>3 year</p>	<p>Make the expectations for a disciplined public service a reality</p> <p>Inculcating the feeling of a disciplined public service in the minds of the in Combined Services through timely actions</p>		

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]		
							Financial	Physical	
Ensuring the provision of efficient, productive and skilled human resource on time and establishing a public service competent with subject related and technological skills	Percentage of fulfilling the Human Resource requirements	3. Confirmation in posts, promotions and retirements to be made on Service Minutes and other guidelines	<p>1. Listing out the officers to be confirmed before 03 months (I) Obtaining all relevant documents and medical reports relevant to the appointment within 03-06 months from the date of appointment (II) Getting the result confirmed (III) Calling review reports at the end of the year (IV) Obtaining the final reports within one month from the due date</p> <p>2. Listing out the names of the officers to be promoted before 03 months of the promotion</p> <p>3. Listing out the names of the officers who are to be retired before 03 months of the retirement.</p> <p>4. Preparing guidelines for requests on promotions, efficiency Bar and Retirements</p>	<p>1. Maintaining the percentage of officers who are confirmed in service on the due date as 90%</p> <p>2. Maintaining the percentage of the officers who were promoted on the date of satisfying the qualifications as 90%</p> <p>3. Maintaining the percentage of the officers who were sent on retirement on due date as 90%</p>	50.00%	A satisfied and a motivated work force	Financial	Physical	50.00%
					60%				60%
					90%				90%

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Ensuring the provision of efficient, productive and skilled human resource on time and establishing a public service competent with subject related and technological skills	Percentage of fulfilling the Human Resource requirements	4. Maintaining an efficient, productive and updated annual and general transfer procedure for each and every service 5. Maintaining a optimum methodology for management of grievances of the officers in Combined Service	1. Introducing a Transfer Unit 2. Introducing a transfer application 3. Priority List of transfer requests 4. Publicizing transfer requests Introducing a separate unit to deal with grievances	20% of the staff being transferred annually Providing final response for 80% of the grievances	15.00% 65.00%	Establishing a balance between employee requirement and the requirements of the public service Creating a space to deliver service with a better mentality	12.00% 65.00%	
Simplifying and facilitating the public service by strengthening the use of information technology in the service delivery	Percentage of fulfilling the Human Resource requirements	Using Information and Communication Technology for an updated and transparent Human Resource Management	Carrying out establishment activities through e human resource management system	Increasing the activities carried out by using information technology (e-Human Resource Management System) Increasing the number of services delivered to service recipients by using information technology	2	Creating employee satisfaction and confidence through efficient decision making		2
Office Automation		Updating the information of relevant officers	Obtaining information and entering to the system	SLAS Open 114 Limited 94 PMAS 4083 ICTS 759 Translator 136 Librarians 26	5212.00%	Convenience in decision making and reporting, obtaining information promptly		5150.00%

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Human Resource Development	Issuing circulars related to the absorption of Management Assistants in railway into Public Management Assistants Service	Absorption of Management Assistants in Department of railway into Public Management Assistants' Service	Taking actions to make policy decisions with the Department of Railway		Commencement of absorption	Management Assistants in Department of Railway receiving the benefits of Public management Assistants' Service		A case has been filed at the court
	Implementation of new Minute of Public Management Assistants' Service	Absorption of officers in line with the minute	Issuing circular provisions		Absorption of officers in line with the minute	Creating more efficient Public Management Assistants' Service		92% has been absorbed

Housing and Pension Division

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Housing Division								
Development of public financial management of civil administration system including management of assets.		Preparation of a waiting list according to the order of receiving applications in providing official quarters facilities for public servants and paying attention their requirements.	Removal of officers from government quarters whose term has expired and allocation of quarters considering waiting list and the requests made by officers on urgent grounds.	Houses of which the possession is recovered by the ministry annually taking legal actions – as a percentage.	53%	Providing facilities to the public servants in order to ensure satisfied public service through allocation of government quarters for public servants.		40%
Contribution of residents of official quarters for cleaning activities – as a percentage.		Taking action considering it as a health care programme communicating a message to the general public on prevention of dengue.	Supervision to make sure that cleaning activities are carried out by residents of official quarters.	1. Number of cleaning sessions annually organized. 2. Persons participating in 'shramadana' Campaigns – as a percentage	50%	Ability to maintain sanitary environment and official quarters properly.		3
								50%
Pension Division								
Upliftment of well – being and welfare of public servants and pensioners		Preparation of a priority register according to the order of receiving letters related to the public officers retired under sections 12 and 15 of pension's minute and taking prompt action accordingly.	1. Calling relevant recommendations. 2. Conducting of monthly disciplinary committee. 3. Obtaining approval of the secretary for disciplinary orders. 4. Informing decisions to the relevant divisions.	Numbers of issues attended to monthly.	90%	Ensure a satisfied service to retired public servants through granting entitlement to pensions to retired public officers promptly under section 12 or 15 pension's minute.		90%

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Development, Research and Maintenance Division

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
eBMD Project								
Issuance of Birth, marriage and Death Certificates promptly with quality. Delivering an efficient and productive service to the service recipients	Percentage of the Birth, marriage and Death Certificates issued by each District Secretariat	Supply and Maintenance of equipment and training the staff	Maintaining a data base on the information related to the number of Birth, marriage and Death Certificates	Percentage of updating the data base	100.00%	Issuing Birth, marriage and Death Certificates to the service recipients promptly	Rs.603,932	4.03%
CARE Project								
Construction and reconstruction of the administrative buildings in North and East destroyed by the war	Percentage of the buildings constructed and reconstructed in relation to the project time frame	Administrative buildings identified by the Asian Development Bank and the Government of Sri Lanka as to be constructed and reconstructed	Making payments to the contractors with the allocations provided for constructed and reconstructed buildings. Submitting relevant reports to the Asian Development Bank through Ministry of Economic Development	Updating information of each and every construction and reconstruction activities	Completing construction and reconstruction activities by 100% successfully and efficiently	Re building the lives of the people in North and east by constructing and reconstructing administrative buildings destroyed by war.	25207500047.00	21.78%

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Department of Pensions

Objectives	Main KPI's	Strategies	Achieved Targets
Enhancement of welfare and well being of public officers and pensioners	Time taken to provide a better service for the service recipients	<p>Payment of pension benefits</p>	<ul style="list-style-type: none"> • New registrations for pension benefits – 15/139 Amount of pension paid – Rs. 83 Billion Registration to new ... - 47,000 Paid gratuities and payments made only once – Rs. 8.8 Billion (for 17263) Number of payments of arrears of gratuities – 28,000 Number of payment of arrears of pension -12,000 • Preparation of new methodologies for payment of pension gratuities and payment of all arrears of gratuities • Finding out the frauds and mistakes occurred during the payment of pension at the examination of accuracy of pension payments, identifying the persons responsible for such situations and strengthening the internal audit division to minimize such events. • Making Rs.130 Billion entitled for 540,000 pensioners
	Improving the awareness of the service recipients		<ul style="list-style-type: none"> • Facilitating to obtain information relevant to the registration of pensions through department web site • Preparing a wikipedia web programme making it easier to find out facts on pension • Identifying the ways of minimizing the flaws in the pension files and recreating the existing system • Celebrating National Pensions day in 2014. Introducing new welfare programmes and other tasks performed for the welfare of the pensioners
	Updating the pension files Taking actions to register all the public officers in widows' and orphans' pension		<ul style="list-style-type: none"> • Updating the pension files through conducting an all island awareness programmes under Smart Pension scheme and preparing a programme to get the officer ready for retirement before 6 months of the date of retirement. • Updating the widows and orphans' pensions files and successful completion of 04 pilot projects for the all island programme of combining the pension file and widows and orphans pension file relevant to pensioners • Carrying out around 20 all island special mobile services to solve pension issues/ Deyata Kirula/ and other mobile services

Objectives	Main KPI's	Strategies	Achieved Targets
Enhancement of welfare and well being of public officers and pensioners	Time taken to provide a better service for the service recipients	Restructuring the department and renovation of the premises	<ul style="list-style-type: none"> • Establishing 04 new divisions to provide an efficient service delivery <ul style="list-style-type: none"> ◦ Unit for checking the payments ◦ Establishment development unit ◦ District and Divisional Development Unit ◦ New branch for updating widows and orphans' pension files • Preparing new formats for registration for widows' and orphans' pension and a new registration procedure to be implemented from year 2015 • Renovating Kelaniya pensioners' holiday bungalow and reorganizing for a better service delivery • Opening of Ramboda Hoilday Bungalow and making available for pensioners • Renovation of department buildings and toilet complex of the department • Renovation of the department canteen
		Welfare facilities for pensioners	<ul style="list-style-type: none"> • Introducing new special loan schemes and easy settlement plans for telephone facilities for the pensioners coordinating with private banks, insurance companies and mobile telephone service providers
		Making the payment process of pensions logical	<ul style="list-style-type: none"> • Giving instructions to the salary officers in the Divisional Secretariats to create source documents to every change in the pension data • Introducing a uniform methodology for a formalized the process of pension payment at Divisional Secretariats and providing manuals and checklists for monitoring • Establishing a new unit to re confirm the payments and to check the payments and recreating of processes and authority • Making arrangements to obtain the W& OP and ... contributions properly • Commencing to make the payment orders made by the Divisional Secretariats paid through main banks under a centralized monitoring system and thereby minimizing the administrative cost borne by the Divisional Secretariat and Bank Networks • Providing the reports and statistics of payment of pensions to Parliament Petition committees, Compensation Committees, General Treasury, Department of Statistics and other government institutions

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Home Affairs Division

Objectives	Main KPI'S	Strategies	Actions	Sub KPI'S	Targets -2014-	Impacts	Progress of year 2014 [as at 30/09/2014]			
							Financial	Physical		
Ensuring the provision of efficient productive and skillful human resources on timely requirement and establishing a public service with subject related and technological skills and capabilities	Percentage of completion of Human Resources requirements	1.Maintenance of competitive, transparent forecasted recruitment methodology and a placing system for every service	1.Maintaining information on approved cadre	Maintaining the number of vacancies at the level of 5%	10%	Ensuring the opportunities for job seekers to get appointments in public services fair and competitive manner based on skills.	-	100%		
			2.Maintaining information on vacancies							
			3.Preparation of Human Resources Plan							
			4.Preparation of Attachment Policy							
		12.Introducing training methodologies for decentralized administration	1.Identification of training needs and subject matters, preparation of training programmes and identification of resource person, related to each service	1.Percentage of completion of relevant task	10%				50%	
			2.Improving training facilities at district and divisional level.	2.Percentage of offices where training - facilities were improved	10%					60%
			3.Strengthening training units at District and Divisional level, for conducting training programmes	Number of training units formed	3					60%

Objectives	Main KPI'S	Strategies	Actions	Sub KPI'S	Targets -2014-	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Ensuring the provision of efficient productive and skillful human resources on timely requirement and establishing a public service with subject related and technological skills and capabilities	Percentage of completion of Human Resources requirements	13.Improvement of self-study and training facilities within the division	Identification of Programmes Providing necessary facilities for said programmes	Number of programme identified Number of hours facilities were used.	- 50		-	90% 100%
		1.Maintanance of a methodology for conducting unbiased investigations with transparency. 2.Indentification of weaknesses of Public Servants and encourage them to rectify the weaknesses 3.Formation of proposals, required for maintaining a public service which fulfills clients satisfaction.	1.Conducting investigations on complaints, and taking necessary action on observations/recommendations. 2.Perparing a methodology, to inform the progress to the complainants and to obtain their response 3.Conducting training programmes for updating knowledge of Investigation Officers 4.Observation of Divisional Secretariats on observations, recommendations	1.Percentage of solving complaints 2.Percentage of solving complaints within 30 days	60% 30%	Identification of person who do not contribute for an optimal public service, and taking actions against them Client satisfaction, through creating an efficient and people friendly public service Facilitating the general public, through preparation of a common methodology for performing the tasks of Divisional Secretariats	-	80% 15%

Objectives	Main KPI'S	Strategies	Actions	Sub KPI'S	Targets -2014-	Impacts	Progress of year -2014	
							Financial	Physical
		4.Strengthening Investigation units at the level of District	1. Obtaining F.R.71 approval for staff	1.Obtaining approval for staff as a percentage 2.Establishment of Investigation units at the level of district as a percentage	100%		-	100%
			2.Establishment of Investigation units at the level of district, by making recruitments as per aforesaid approval.	1.Completion of activities related to presentation of committee report, as a percentage 2.Completion of activities, related to obtaining approval of cabinet of ministers to the committee report, as a percentage	100%		-	100%
			1.Activities related to presentation of committee report		-		-	100%
		1.Regularizing delimitation of divisional Secretary's Divisions and Grama Niladary Divisions.	2.Activities related to obtaining approval of Cabinet of Ministers, to the committee report		-		-	80%
			3.Gazetting approved recommendations of delimitation committee Report	3.Amount gazette, as a percentage	50%		-	-
			4.Surveying and mapping relevant revisions	4.Surveying and mapping as a percentage	-		-	-

Objectives	Main KPI'S	Strategies	Actions	Sub KPI'S	Targets -2014-	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
		2.Ensuring Service facilities for public who visit the office	1. Identification of specific service facilities for the office	Percentage of offices where specific service facilities have been identified	100%			80%
			2. Taking action to provide specific service facilities for the office	Offices to which specific service facilities were provided, as a percentage	10%			801%
			1. Identification of Specific subjects	.Number of subjects identified	100%			80%
		3.Preparation of subjected related handbooks for all public service	2.Preparation of handbooks and painting	Number of books printed	10%			100%
			3.Distribution to District Secretariats Divisional Secretariats and Grama Niladari offices	Number of books distributed	10%			100%
			1.Number of Bilingual Divisional Secretariats that have been published by gazette notifications	Number of Bilingual Divisional Secretariats that have been published by gazette notifications	50%			100%
		4.Implementation of language policy in decentralized administration.	2.Recruitment and attachment of eligible officers to the divisions	Number of officers who have been recruited and attached	50%			100%

Objectives	Main KPI'S	Strategies	Actions	Sub KPI'S	Targets -2014-	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
		5.Establishment of research units within the ministry, on decentralized administration	1.Activities related to obtaining approval for staff 2.Recruitment of staff as per the approval	Number of approval obtained Number of staff recruited	10% 10%			100% 80%
Facilitating and simplifying public services, by strengthening interrelations of modern information technology		15.Networking District Administration and Divisional administration system, using information technology	1.Taking necessary action to identify and supply necessary infrastructure facilities 2.Implementation of staff training programmes	Percentage of offices to which necessary infrastructure has been provided Implementation of staff training programmes as a percentage	5% 100%			70% 30%
Improving the public finance management in civil administration system including assets management		5.Presenting strategies with regard to effective use of state resources. 6.Providing new office building facilities	1.Collecting information on vehicles and buildings which are not in use. 2.Using the building which are not in use for other productive activities	Number of districts which collected information Percentage of usage for productive activities	- 5%			100% 100%
			1.Identifying the requirement of building new Divisional secretariats 2.Preparing estimates, finding land and provisions and all the other related activities	Percentage of identification of requirements Percentage of offices built in accordance with requirement	100% 10%			100% 30%

Objectives	Main KPP'S	Strategies	Actions	Sub KPP'S	Targets -2014-	Impacts	Progress of year 2014			
							Financial	Physical		
Giving access to an efficient, effective and a result oriented public service culture	Percentage of solving public complaints from various divisions	1. Introducing the citizen's charter with a new management facet	1. Introducing clients' charter and conducting training programmes		50%			100%		
			2. Introducing a new performance appraisal methodology based on citizen's charter		-			-		
		2. Preparing a formal programme for the management of complaint from general public	1. Maintaining an updated document on public complaints		100%				100%	
			2. Performing activities related to analysis and relevant reports		100%				100%	
		3. Competition of Divisional Secretariat and Grama Niladhari Office Administration	1. Issuing instruction with regard to office management competition		Percentage of completion of issuing instructions		-			80%
			2. Supervising the competitions at the levels of Divisional Secretary's Division and Districts		Percentage of Divisional Secretariats or Grama Niladhari Office supervised		100%			60%
			3. Conducting examinations of office at the level of Ministry		Percentage of offices examined by the Ministry		100%			100%
		4. Activities related to the award ceremony of management competition		Percentage of the completion of activities related to management competition		100%				20%

Objectives	Main KPI'S	Strategies	Actions	Sub KPI'S	Targets -2014-	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
			1.Preparation and revision of criteria for supervision	Percentage of completion of activities related to preparation of criteria	100%			100%
			2.Appointing supervising teams	Percentage of completing the activities related to appointment of supervising teams	100%			80%
			3.Continuing the supervision activities with the Divisional Secretariats.	Percentage of offices in which supervision is completed	100%			40%
		4.Regularizing the activities related to the supervision of office system (e.g. circuit bungalows)	4.Motivating the offices at lower level to improve themselves to a higher level through the classification of offices in line with the marks obtained at the competition	Percentage of offices with a higher level of classification	10%			80%
			5.Identifying the improvements to be made for the offices and conducting related training programmes.	Number of training programmes conducted	1			
			6.Determining a number of offices to be examined by District and Divisional Secretariats and Motivational	Percentage of offices examined in	50%			60%

Objectives	Main KPI'S	Strategies	Actions	Sub KPI'S	Targets -2014-	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
		5.Establishing a target oriented methodology in Divisional administration	1. Training and making aware at district level of the relevant methodology 2.Obtaining annual plan of each district 3.Maintaining a continuous supervision and progress review mechanism	Number of awareness programmes at district level Number of plan obtained. Percentage to targets achieved	1 - -			80% - -
		6.Establishing a performance methodology on results targeted.	1. Identifying annual goals at the level of villages 2. Archiving annual targets through continuous appraisal mechanism	.Number of targets identified Number of targets achieved	- -			80% -
		7. Networking the development information at village level	Collecting development information of villages at the level of Divisional Secretary's Division.	Number of Divisional Secretary's Divisions from which information were obtained	50%			60%

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Registrar General's Department

Objectives	Main KPI	Strategies	Actions	Sub KPI	Targets	Impacts	Progress of Year 2014 (as at 30/09/2014)	
							Financial	Physical
Easiness and simplifying public service when rendering state service by strengthening & Using man power efficient manner	time period to Register a document	Using man power efficient manner for registration of documents	1 Registration of Documents i. Registration of legal Documents pertaining to immovable and movable Expected to be registered 1,000,000 Documents	Percentage of time period for Register a document	75%	1.Return the documents immediately after registering 2.Satisfied customer's service	6.5 M	100%
	time period to Register a document	Using man power efficient manner for registration of documents	ii. Registration of power of Attorney Expected to be registered 50,000 power of Attorney	Percentage of time period for Register a document	75%	1.Return the documents immediately after registering 2.Satisfied customer's service		
	time period to Register a document	1. Using information technology for registration of documents 2. Using man power efficient manner for registration of documents	Registration of Title Expected to be registered 100,000 land parcels	Percentage of time period for Register a document	75%	1.Return the documents immediately after registering 2.Satisfied customer's service	8 M	100%
	time period to issue of certificates copies document /Birth/Death Certificate	Using man power efficient manner for registration of documents	Civil Registration 1. Registration of Births, Marriages, and Deaths occurred in Sri Lanka & which Occur Outside Sri Lanka.	Percentage of time period for Register a document	75%	1.Return the documents immediately after registering 2.Satisfied customer's service	64.5 M	100%

Objectives	Main KPI	Strategies	Actions	Sub KPI	Targets	Impacts	Progress of Year 2014 (as at 30/09/2014)	
							Financial	Physical
Easiness and simplifying public service when rendering state service by strengthening & Using man power efficient manner	time period to register Orders relating to adoption of children and re-Registration of Births of such Children	Using information technology for registration	Registration of Judicial Orders relating to adoption of children and re-Registration of Births of such Children	Percentage of time period for Registration	75%	1.Return the documents immediately after registering 2.Satisfied customer's service	-	100%
Custody and Preservation	time period to making decisions	Using man power efficient manner for making decisions	Making decisions on requests relating to kandiyani marriages and divorces	Percentage of making decisions	75%	Satisfied customer's service	-	100%
Easiness and simplifying public service when rendering state service by strengthening & Using man power efficient manner to issue of certified copies	time period to issue of certified copies of deeds and extracts	Using man power efficient manner for preservation of records 3. Using information technology for issuing copies	Custody of Notaries duplicates, aforementioned documents and other documents Issuing of certified copies of all relevant to authorized persons - photo copying	Percentage of time period for preservation of records Percentage of time period for issue of certified copies of deeds and extracts	75%	1. Preservation of records efficient manner 2.Satisfied customer's service	0.9 M 34M	100%

Objectives	Main KPI	Strategies	Actions	Sub KPI	Targets	Impacts	Progress of Year 2014 (as at 30/09/2014)	
							Financial	Physical
Easiness and simplifying public service when rendering state service by strengthening & Using man power efficient manner	time period to issue of translations	Using man power efficient manner	Issuing of Translated copies of Birth, Marriage, & Death certificates	Percentage of time period for issue of translations	75%	1. Return the documents immediately after translating 2. Satisfied customer's service	3M	100%
Real time service of issue of data	time period to amend certificates	Using man power efficient manner	Amend birth , Birth, Marriage, and Death certificates	Percentage of no. of certificates amended	75%	Satisfied customer's service	-	100%
	time period to issue data	Using man power efficient manner and using information technology	Preparation and Declaration of estimated mid year population. Population of Birth Marriage and registration data as annual report under different criteria	Percentage of data tables issued	75%	Rendering state service	-	100%
Easiness and pleasant environment when rendering state services	time period to construction of building	Using man power efficient manner	Buildings and Structures Construction of Head office 02 nd stage	Percentage of No. of building constructed	75%	Satisfied customer's service	-	-
	time period to construction of building	Using man power efficient manner	Land Registries Buildings	Percentage of No. of building constructed	75%	Satisfied customer's service	9.5M	100%

Objectives	Main KPI	Strategies	Actions	Sub KPI	Targets	Impacts	Progress of Year 2014 (as at 30/09/2014)	
							Financial	Physical
Easiness and pleasant environment when rendering state services	No. of items procured	Follow procurement guidelines to purchase best products	Furniture and Office equipment	Percentage of No. of item purchased	75%	Satisfied customer's service	4.8M	100%
	No. of items procured	Follow procurement guidelines to purchase best products	Machinery	Percentage of No. of item purchased	75%	Satisfied customer's service	2.6M	100%
	No. of items procured	Follow procurement guidelines to purchase best products	Stationary and other needs	Percentage of No. of item purchased	75%	Satisfied customer's service	34.8M	100%

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Information Technology Division

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Simplifying the public service by strengthening the modern information communication technology	Amount of services in which information technology is used	1. Redesigning the web site of the Ministry	Preparing an e method to submit grievances and to get solutions	Amount of solutions given through the internet	65.00%	Solving issues arising with regard to the services provided by the Ministry	-	100.00%
			<ul style="list-style-type: none"> Preparing an easy method to obtain mutual transfers for the public officers 	Number of officers registered to obtain mutual transfers and number of mutual transfers obtained	100.00%	Obtaining mutual transfers	-	100.00%
			<ul style="list-style-type: none"> Preparing a method to identify and obtain the circulars issued by the Ministry easily 	Number of circulars entered and number of persons who use the circular module	100.00%		-	100.00%
			<ul style="list-style-type: none"> Publicizing the information on the services administered by the Ministry (including service minutes) through the web site 	Number of users of the pages with relevant information	65.00%	Increasing the knowledge on the services	-	100.00%
			<ul style="list-style-type: none"> Providing opportunity to discuss the issues of the Ministry on the internet 	Number of issues discussed and number of solutions obtained	20.00%		-	20.00%
			<ul style="list-style-type: none"> Publicizing the training opportunities through the web site 	Number of trainings obtained	25.00%		-	100.00%

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Simplifying the public service by strengthening the modern information communication technology	Number of officers who use the email of the Ministry	2. Extending the use of the email	<ul style="list-style-type: none"> Identifying the requirement of the officers of using email facilities for requirement Providing email facilities for requirement Carrying out maintenance activities on email 	Number of officers to whom the email facility was provided	20.00%	Making the internal services more efficient	-	100.00%
	Number of officers who use the telephone directory	3. Preparing Annual Directory	<ul style="list-style-type: none"> Preparing the telephone directory using the contact numbers and email address of the internal divisions of the Ministry and the institutions under the Ministry 	Number of office requirements fulfilled by using the telephone directory	100.00%	Making internal services more efficient	-	100.00%
	Total number of purchases	4. Providing assistance for procurement activities	<ul style="list-style-type: none"> Providing technical Specifications Contribution to Technical Evaluation Committees Preparing Technical evaluation Reports 	<ul style="list-style-type: none"> Number of specifications prepared Participated Number of committees Number of reports prepared 	35.00%	Making internal services more efficient	-	100.00%
Simplifying the public service by strengthening the modern information communication technology	Number of software developed and coordinated	5. Developing new software	<ul style="list-style-type: none"> Identifying software needs Preparing e-tappol management system Issuance of circulars and instructions which enable to implement e-tappol system Organizing training courses and train necessary officers Monitoring the implementation of e-tappol system Identifying the issues arising while implementing and to find solutions after discussing with relevant divisions Installing the software for relevant division 	<ul style="list-style-type: none"> Percentage of the use of e-tappol management system 	30.00%	Making internal services more efficient	-	25.00%

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Simplifying the public service by strengthening the modern information communication technology	Total number of internal computers	6. Computer network systems	<ul style="list-style-type: none"> Identifying computer requirements 	Number of computer devices purchased	30.00%	Making internal services more efficient	-	100.00%
			<ul style="list-style-type: none"> Maintaining computers, computer devices and network systems 					-
Simplifying the public service by strengthening the modern information communication technology	Number of officers who implement e-government policy	7. Introducing information technology policies	<ul style="list-style-type: none"> Appointing committees Implementation of e-government policy Preparing an information technology policy within the Ministry 	Percentage of the progress of the Committee meetings and the implementation of decision taken at the meetings	60.00%	Implementing e-government policy everywhere	-	50.00%
			<ul style="list-style-type: none"> Appointing an Information Technology Coordinating Committee in the Ministry Committee meetings Submitting issues of every division Discussing the solutions 					Number of solutions given for the issues related to Information Technology in the Ministry
Simplifying the public service by strengthening the modern information communication technology	Number of officers who use information technology within the ministry	8. Improving information technology activities within the Ministry	<ul style="list-style-type: none"> Appointing an Information Technology Coordinating Committee in the Ministry Committee meetings Submitting issues of every division Discussing the solutions 	Number of solutions given for the issues related to Information Technology in the Ministry	60.00%	Providing an efficient service using Information Technology	-	
			<ul style="list-style-type: none"> Appointing an Information Technology Coordinating Committee in the Ministry Committee meetings Submitting issues of every division Discussing the solutions 					Number of solutions given for the issues related to Information Technology in the Ministry

**Ministry of Public Administration and Home Affairs
Progress Report -2014**

Human Recourse Division

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
To establish a government service with subject oriented skills & abilities and also providing efficient and effective human resources on time who are equipped with necessary skills and abilities		Expanding local training opportunities Preparing a Human Resource Development plan Preparing Human Resource Development policies	1. Collected relevant details of officers' training needs 2. Analyzed above data 3. Identified training needs of each category of officers 4. Organized training programme f or SLAS officers coordinating with SDFL according to the training needs of them 5. Gathered results obtained after trainings 6. Analyzed and evaluated the those results 7. Often feedback on training needs	1. Percentage of maintaining updated training needs	100%	Establishing a government service with subject oriented skills & abilities	-	100%
				2. Percentage of fulfilling training requirements	100%		-	78%
				3. Number of training programmes organized	75		-	60
				4. Financial usage on fulfilling local training requirements	Rs. 5,500,000/-		Rs. 5,476,345/-	-

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
To establish a government service with subject oriented skills & abilities and also providing efficient and effective human resources on time who are equipped with necessary skills and abilities		Providing foreign training opportunities for public servers	<p>1.Requesting previous trainings and providing a guideline which guide towards accurate applying</p> <p>2. Disseminating of training opportunities among relevant officers.</p> <p>3.Selecting most suitable officers for training programmes.</p> <p>4.Analyzing inherent problems to each area & identifying training opportunities accordingly.</p> <p>5.Preparing project reports according to identified training needs.</p> <p>6.Submitting project reports for donor agencies.</p> <p>7.Collectd details of officers to whom foreign trainings opportunities are expected to provide.</p> <p>8. Entered those details to database.</p> <p>9.Updated details</p>	<p>1.Number of officers nominated for foreign training opportunities received by External Resources Department.</p> <p>2.Number of project reports prepared.</p>	350		-	42
					10		-	5

Ministry of Public Administration and Home Affairs
Progress Report -2014

Internal Administration Division

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2014	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Approach to a result oriented, productive and effective public service culture.	Percentage of solving the complaints by various divisions which are received from the public	Properly maintaining the Ministry complex from inside as well as outside in order to create a pleasant working environment	01. Carrying out <i>Sramadana</i> programmes to prevent epidemics such as Dengue.	Number of <i>Sramadana</i> programmes held.	4	Ensuring an efficient and productive service by creating a hygienic and pleasant working environment.	-	100%
			02. Landscaping.	The extent of land covered as a percentage.	-		-	
			03. Renovation of the drainage system.	According to the percentage of renovation done.	-		-	
			04. Installing the lift.	Installation – as a percentage.	-		-	
			05. Renovating the divisions of the Ministry.	Number of units renovated.	-		-	
			06. Disposal of debris.	Number of Board of Surveys conducted.	01		-	100%
			07. Regularizing the activities of the record room.	Time spent to find a file.	10M		-	10M
			08. Regularizing the water supply system.	regularization – as a percentage.	100%		-	-
			09. Disposal of old vehicles.	Percentage of disposed vehicles.	100%		-	100%
			10. Purchasing new vehicles.	3. Number of vehicles purchased.	4		-	100%
			11. Fixing lightning rods.	Number of lightning rods fixed.	-		-	-

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2014	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Approach to a result oriented, productive and effective public service culture.	Percentage of solving the complaints by various divisions which are received from the public	Improving the quality of the overall process of the Ministry and increasing the productivity by carrying out a proper study on the same.	12. Conducting management committee meetings monthly and making new proposals for the overall process of the Ministry, discussing the tasks to be performed and evaluating the tasks performed.	Number of meetings expected to be held.	9	Being able to bring the overall administration, operation and evaluation of the Ministry to a higher level	-	100%

**Ministry of Public Administration and Home Affairs
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Engineering Division

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets 2014	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Approach to a result oriented, productive and effective public service culture.	Percentage of solving the complaints by various divisions which are received from the public	Properly maintaining the Ministry complex from inside as well as outside in order to create a pleasant working environment	01. Renovation of the drainage system	According to the percentage of renovation done	12.50%	Ensuring an efficient and productive service by creating a hygienic and pleasant working environment	Rs.3,137,122.75	75%
			02. Renovation the divisions of the Ministry	Number of units renovated	75%		Rs.6,081,132.10	100%
			03. Installing the lift	Installaton - as a percentage	0%		-	0%
			04. Landscaping	The extent of land covered as a percentage	100%		-	100%
			05. Fixing lightning rods	Number of lightning rods fixed	100%		-	100%

Ministry of Public Administration and Home Affairs
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Sri Lanka Institute of Development Administration (SLIDA)

Objectives	Main KPI	Strategies	Actions	Sub KPI	Target 2014	Impacts	Progress of year 2014 (as at 30.09.2014)	
							Financial (Rs. Mi.)	Physical
Human Resource Development	Trainee Satisfactory level	1. Conducting Induction Programmes for newly recruited staff grade officers to the public service.	1. Develop knowledge, skills and attitudes of newly recruited officers of the public service in delivering efficient and effective service.	1. Number of Induction Training Programmes conducted.	05		0.658	02
	Number of Participants	2. Introducing Training programmes based on duties performed by public officers.(Staff Grade Level)	2. Provide the required knowledge and skills for better job performance.	2. Number of Training Programmes conducted.	30		3,988**	23
	Trainee Satisfactory level	3. Provide productive public service by enhancing the competences of SLAS officers through Capacity Building Programmes.	3. Conduct Capacity Building & knowledge updating training programmes for SLAS officers.	3. Number of Training Programmes conducted.	07		9.220	06
	Number of Trainees	4. Provide technological knowledge to public officers for enabling them to deliver efficient public services.	4. Establish a new developed system by introducing modern technological systems which are prevalent globally.	4. Number of communication technology training Programmes conducted.	08		1.978	04

Objectives	Main KPI	Strategies	Actions	Sub KPI	Target 2014	Impacts	Progress of year 2014 (as at 30.09.2014)	
							Financial (Rs. Mi.)	Physical
Human Resource Development	Number of trainees.	10 Introducing training programs for public officers (Non Staff Grade Level) based on their duties and job responsibilities.	10. Conduct training programmes to provide required knowledge and skills for better job performance.	9.2 Number of induction training programmes for newly recruited non staff grade officers.	01		1.107	21
				9.3 Amount of financial resources allocated	10		**	34

Note :- 3.988** = (2,9,1,9,3)

**Ministry of Public Administration and Home Affairs
Progress Report -2014**

Finance Division

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Improve the financial control to ensure proper management of funds	Transparency, Accuracy & Accountability of the Financial Activities	Monitoring of Accounting Activities of the Ministry, District Secretariats, and their affiliated institutions under the ministry	1. Monitoring monthly financial reports (bank reconciliations , expenditure reports, audit queries)	No of letters issued for giving instructions to rectify if any errors and mistakes in reporting	100%	1. Improve the Accuracy of Financial Activities 2. Submitting financial Reports as per the due dates 3. Reducing audit queries 4. Improve the internal control systems	-	100%
			2. Monitoring of Quarterly progress Reports	Updating Quarterly progress via online system	100%		-	100%
			3. Preparing of Annual financial Reports (Appropriation Account, Advance Account of Public Servants, revenue Account	Submission of Annual financial reports and other reports on or before due dates	100%		-	100%
			1.To build up a good Accounting system through Implementation of PAC recommendations	No of letters / circulars issue on giving instructions for improvement of Accounting system/ internal procedures	100%		-	85%
		Evaluating quarterly and make aware head of division on progress	2. Performance evaluation of annual Budget Allocations	No of awareness letters issued for concerned authorities	100%		(Recurrent – 71% ,Capital – 52%)	75%

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Improve the financial control to ensure proper management of funds	Transparency, Accuracy & Accountability of the Financial Activities	To ensure the safeguard and ownership of the Fixed Asset	1. Conducting Annual Board of Survey - 2013	Submission of Board of Survey Reports to Auditor General within relevant period	100%	5. Improve the Accuracy of Financial Activities	-	95%
			2. Implementing of Disposal process (2013)	Completing the Disposal process within reasonable time period.	100%	6. Submitting financial Reports as per the due dates	-	100%
		Exchanging financial information between Ministry, Departments, District Secretariats & Divisional Secretariats using Electronic Communication methods	Designing, Implementation, Maintaining and Development of Financial & Non financial Communication system on District and Divisional controlling activities using existing Network facilities	Percentage of Financial & Non Financial information usage in controlling network of Ministry, Departments, District & Divisional level	100%	7. Reducing audit queries Improve the internal control systems	-	100%

**Ministry of Public Administration and Home Affairs
Progress Report -2014**

Investigation and Monitoring Division

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets 2014	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Establishment of a public administration mechanism based on the good governance of public service	Percentage of the complaints which are unsolved out of the total received complaints	1. Maintaining an investigation methodology with impartiality and transparency	1. Conducting investigations and taking necessary actions for observations/ recommendations	1. Percentage of solving complaints	65%	1. Identifying those who do not contribute for an excellent public service and taking actions against them	-	70%
		2. Identifying the weaknesses of the public servants and motivating them to rectify the weaknesses	2. Informing the complainants of the status and preparing a methodology to obtain their feedback	2. Percentage of solving complaints within 30 days	40%	2. Satisfying the service recipients by creating an efficient and people friendly public service	-	30%
		3. Preparing proposals required for maintaining a public service which satisfies the service recipients	3. Conducting training programmes to update the knowledge of the investigation officers	3. Number of training programmes held in the year	Training Programmes 02	3. Common methodology of performing activities in Divisional Secretariats	-	50%

**Ministry of Public Administration and Home Affairs
Progress Report -2014**

Internal Audit Division

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 20134 [as at 30/09/2014]	
							Financial	Physical
1.The soundness, adequacy and application of accounting, financial and other relevant controls.	Submission of Audit programme before the date stipulated by the Treasury.	1.Planning	<ul style="list-style-type: none"> •Submit annual Plan •Preparation of audit programme 	-	100%	Improve the effectiveness of risk management, control & governance process.	-	100%
			<ul style="list-style-type: none"> •Assigning staff for the field visit • Direct Staff • Monitoring activities •Exercising appropriate supervision. 	-	100%		-	100%
2.The extents of compliance with established policies, plans and procedures.	Number of inspections done per month and weaknesses detected	2.Assignments		-	100%		-	90%
		3.Supervision		-	100%		-	100%
3.The extents to which the Government's assets and interests are properly accounted for safeguarded from losses of all kinds.	Number of Conference Meetings held.	4.Review	<ul style="list-style-type: none"> •Ensure that the programme are followed •Review check list & working files 	-	100%		-	80%
		5.Reporting	<ul style="list-style-type: none"> •Submit reports on each major audit undertaken •Annual report on the programme •Activities on the Internal Audit Unit 	-	100%		-	75%

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 20134 [as at 30/09/2014]	
							Financial	Physical
5. The reliability of accounting and other data developed within the organization and proper co-ordination between the departments.		6. Coordination	<ul style="list-style-type: none"> Ensuring good working relationship within the unit With the Organization With the outside bodies 	-	100%		-	95%
6. The quality of performance in carrying out assigned responsibilities being appraised at the appropriate level of management.		7. Stengthening Internal Audit Divisions	<ul style="list-style-type: none"> Prepare Training Schedule Receiving adequate funds Inform to District level Units Implementation 	-	30%	Improve the effectiveness of risk management, control & governance process.	-	20%

**Ministry of Public Administration and Home Affairs
Progress Report -2014**

Engineering Service Division

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Maintenance Of a management System which enables to enhance the professional skills of the engineers who belong to Engineering service established by a service minute, in a productive manner and taking actions to update the said service minute in line with the challenges in a dynamic environmental needs which change rapidly	Calling for the vacancies existing in the public sector in 31 st June and 31 st December in every year and recruitment of engineers to the public service on the basis of such information	01. Conducting an examination for a method of recruitment on the merit order of the merit with the aim of following competitive and transparent recruitment procedure and make the recruitments accordingly. 02. Making necessary background for the training opportunities required for the professional improvement of such officers.	1. Updating the approved cadre of SLES.	1. Updating information required for recruitment and updating all information related. 2. Finalizing All grade promotions as required.	100%	Providing engineering technology for the engineering activities in Sri Lanka.	-	95%
			2. Calling of vacancies.		100%		-	100%
			3. Recruitment (i). Professionally qualified Engineers (ii). Nonprofessionally qualified Engineers.		100%		-	100%
			4. Appointing officers to the institutions where vacancies exist.		100%		-	50%
			5 Disciplinary actions and submitting recommendations to the Public Service Commission.		100%		-	100%
			6. Confirmation in service.		75%		-	70%
			7. Promotions		100%		-	100%
			8. Conducting Efficiency Bar (Tamil Oral) Examination.		100%		-	50%
			9. Retirements.		100%		-	100%
			10. Transfers.		100%		-	100%
			11. Training facilities to obtain professional qualification.		90%		-	85%
			12. Establishmen Matters.		100%		--	85%
			13. Appeals & petitions		100%		-	100%

**Ministry of Public Administration and Home Affairs
Progress Report -2014**

Scientific Services Division

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]		
							Financial	Physical	
Ensuring the provision of efficient productive and skillful human resources on timely requirement and establishing a public service with subject related and technological skills and capabilities.	Percentage of completion of Human Resources requirement s.	1. Maintenance of competitive, transparent, forecasted recruitment methodology and a placing system for every service	<ol style="list-style-type: none"> Maintaining information on approved cadre Maintaining information on vacancies Preparation of Human Resources Plan Preparation of Attachment Policy 	Maintaining the number of vacancies at the level of 5%.	10%	<ol style="list-style-type: none"> Ensuring the opportunities for job seekers to get appointments in public service fair and competitive manner, based on skills. Ensuring provision of skillful Human Resources related to Combined Services, in order to provide service to citizens efficiently. 	-	SLACS 20%	
		<ol style="list-style-type: none"> Carry out Confirmations, Promotions and Retirement as per Minutes and other Guidelines. 	<ol style="list-style-type: none"> List out the officers due to be confirmed, 03 months prior to the confirmation. <ul style="list-style-type: none"> taking all documents, reports, medical reports related to the appointment within 03 to 06 months from the date of appointment Ensuring results and calling Review Reports at the end of the year. Obtaining the final report within one month from the due date. List out the officers due to be promoted, 03 months prior to the promotion List out the officers due to be retired, 03 months prior to the retirement. 	<ol style="list-style-type: none"> Maintaining the percentage of officers who completed the qualifications and were confirmed in service on due date, as 90%. Maintaining the percentage of officers who completed the qualifications and were promoted on due date, as 90%. 	50%	50%	Satisfied and motivated staff.	-	45%
					60%				50%

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets	Impacts	Progress of year 2014 [as at 30/09/2014]	
							Financial	Physical
Ensuring the provision of efficient and skillful human resources on timely requirement and establishing a public service with subject related and technological skills and capabilities.		3. Carry out Confirmations, Promotions and Retirement as per Minutes and other Guidelines.	4. Preparation of guidelines for submitting requests for retirements, promotions, efficiency bar examinations.	3. Maintaining the percentage of officers who were sent on retirement on due date, as 90%.	90%	Satisfied and motivated staff.	-	90%

Activity Plan - 2015

- ☐ *Public Administration*
- ☐ *Home Affairs*
- ☐ *Internal Administration & Administrative Reform*
- ☐ *Services Divisions*



Ministry of Public Administration and Home Affairs
Action plan - 2015

Establishment Division

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
1. Re- making and management of public management policies for public service, with simple and organized approach.	Number of circulars/ instructions/ policies and definitions relevant to public service	Amending, updating and publishing the Establishments Code	1. Amending the Establishments Code on timely requirements and policy decisions made by the Cabinet of the Ministers. 2. Issuing a Circular including all the particulars of the Public Administration Circulars issued within year 2013, revising the Establishments Code.	Percentage decrease of the inquiries regarding the timely and policy based amendments of the Establishments Code.	60 %	1. Enhancing clients satisfaction through efficient service 2. Enhancing the credibility and positive attitudes of the general public , towards public service 3. Creating a friendly administrative methodology by the means of developing public relations. 4. Enhancing the public officers' contribution for development of the country, through improvement of their performance.
2. Establishing a public administration mechanism based on principles of good governance.	Percentage decrease of public complaints regarding the services rendered by the Establishment s Division	Establishing a training and research unit Human resource development of the staff	3. Obtaining views and ideas of the general public as well as public officers on amending the Establishments Code followed by identification of the areas / provisions as to be revised / amended, to the Establishments Code be line with the standards of a middle income country. 1. Performing researches on timely issues and trends in public service followed by making appropriate recommendations.	Percentage decrease of the amendments made to the Establishments Code by the circulars issued within year 2013 areas / provisions as to be revised / amended	100 % 02	1. Building a people friendly administrative mechanism through improved public relation. 2. Improvement of trust and positive attitudes of the public towards the public service.

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
2. Establishing a public administration mechanism based on principles of good governance.	Percentage decrease of public complaints regarding the services rendered by the Establishment's Division	Establishing a training and research unit	2. Conducting a training programme for the staff of the Establishment Division in order to improve their knowledge on process development'	Percentage decrease of the public complaints regarding the delays in the services rendered by the Establishment division.	40 %	1. Building a people friendly administrative mechanism through improved public relation. 2. Improvement of trust and positive attitudes of the public towards the public service.
3. Improved public service through enhancement of internal customer satisfaction.	Percentage decrease of the public complaints regarding the employee dissatisfaction .	Welfare and benefit management of the public service	3. Conducting an outbound program for the staff of the Establishments division for employee motivation. 1. Total renovation of Diyathalawa "B" Holiday Bungalow	Percentage decrease of the public complaints regarding the employee dissatisfaction on facilities of the Holiday Bungalow.	40 % 80 %	1. Improvement of trust and positive attitudes of public towards the public service.

Ministry of Public Administration and Home Affairs
Action plan - 2014

Combined Services Division

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2014	Impacts
Ensuring the provision of efficient, productive and skilled human resource on time and establishing a public service competent with subject related and technological skills	Percentage of fulfilling the Human Resource requirements	1. Maintaining a timely, competitive, transparent and predictable recruitment and placement procedure	<ol style="list-style-type: none"> Maintaining information of approved carder Maintaining information on vacancies Taking actions to make recruitment to the posts in Sri Lanka Administrative Service, Public Management Assistants' Service, Information and Communication Technology Service, Translators' Service and Librarians' Service Taking actions to make promotions to Supra Grade in Public Management Assistants' Service Taking actions to confirm the casual employees 	Maintaining the number of vacancies at the level 5%	8.00%	<p>Ensuring the opportunities for the job seekers to be appointed on fair and competitive procedures based on their skills.</p> <p>Ensuring the provision of human resources relevant to combined services for an efficient service delivery to citizens</p>
		2. Maintaining an efficient and productive disciplinary control system in Combined Services and in Sri Lanka Administrative Service	Taking actions to instruct the Ministries / Departments on the disciplinary actions of the officers in Combined Service	<ol style="list-style-type: none"> Finalizing the formal disciplinary actions of the officers in combined service within a year. Finalizing the formal disciplinary actions of the officers in Sri Lanka Administrative Service within 02 years 	<p>1 year ¼</p> <p>3 year</p>	<p>Make the expectations for a disciplined public service a reality</p> <p>Inculcating the feeling of a disciplined public service in the minds of the in Combined Services through timely actions</p>

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2014	Impacts
		3. Confirmation in posts, promotions and retirements to be made on Service Minutes and other guidelines	<p>1. Listing out the officers to be confirmed before 03 months</p> <p>(I) Obtaining all relevant documents and medical reports relevant to the appointment within 03-06 months from the date of appointment</p> <p>(II) Getting the result confirmed</p> <p>(III) Calling review reports at the end of the year</p> <p>(IV) Obtaining the final reports within one month from the due date</p> <p>2. Listing out the names of the officers to be promoted before 03 months of the promotion</p> <p>3. Listing out the names of the officers who are to be retired before 03 months of the retirement.</p> <p>4. Preparing guidelines for requests on promotions, efficiency Bar and Retirements</p>	<p>I. Maintaining the percentage of officers who are confirmed in service on the due date as 90%</p> <p>2. Maintaining the percentage of the number of the officers who were promoted on the date of satisfying the qualifications as 90%</p> <p>3. Maintaining the percentage of the number of officers who were sent on retirement on due date as 90%</p>	<p>50.00%</p> <p>60%</p> <p>90%</p> <p>60%</p>	A satisfied and a motivated work force
		4. Maintaining an efficient, productive and updated annual and general transfer procedure for each and every service	<p>1 Introducing a transfer application</p> <p>2. Preparing a data base on transfer requests</p>	20% of the staff being transferred annually	15.00%	Establishing a balance between employee requirement and the requirements of the public service
		5. Maintaining a optimum methodology for management of grievances of the officers in Combined Service	Updating the activities related to management of grievances	Providing final response for 80% of the grievances	70.00%	Creating a space to deliver service with a better mentality

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2014	Impacts
Simplifying and facilitating the public service by strengthening the use of information technology in the service delivery		1. Using information and Communication Technology for a transparent and updated Human Resource Management	Carrying out establishment activities through e human resource management system	Increasing the activities carried out by using information technology (e - Human Resource management System) Increasing the number of services delivered to service recipients by using information technology and distributing the tappol among the divisions through computers	4	Creating employee satisfaction and confidence through efficient decision making
Office Automation		Updating the information of relevant officers	Obtaining information and entering to the system			Convenience in decision making and reporting, obtaining information promptly

Ministry of Public Administration and Home Affairs
Action plan - 2015

Housing and Pension Division

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
Housing Division						
Development of public financial management of civil administration system including management of assets.		Preparation of a waiting list according to the order of receiving applications in providing official quarters facilities for public servants and paying attention their requirements.	Removal of officers from government quarters whose term has expired and allocation of quarters considering waiting list and the requests made by officers on urgent grounds.	Houses of which the possession is recovered by the ministry annually taking legal actions – as a percentage.	70%	Providing facilities to the public servants in order to ensure satisfied public service through allocation of government quarters for public servants.
Contribution of residents of official quarters for cleaning activities – as a percentage.		Taking action considering it as a health care programme communicating a message to the general public on prevention of dengue.	Supervision to make sure that cleaning activities are carried out by residents of official quarters.	1. Number of cleaning sessions annually organized. 2. Persons participating in 'shramadana' Campaigns – as a percentage	75%	Ability to maintain sanitary environment and official quarters properly.
Increase the revenue from government quarters.			Legal and other actions are being continued to recovering arrears of rent	Numbers of issues attended to monthly.		Increase the total government revenue
Pension Division						
Upliftment of well – being and welfare of public servants and pensioners		Preparation of a priority register according to the order of receiving letters related to the public officers retired under sections 12 and 15 of pension 's minute and taking prompt action accordingly	1. Calling relevant recommendations. 2. Conducting of monthly disciplinary committee. 3. Obtaining approval of the secretary for disciplinary orders. 4. Informing decisions to the relevant divisions.	Numbers of issues attended to monthly.	95%	Ensure a satisfied service to retired public servants through granting entitlement to pensioners to retired public officers promptly under section 12 or 15 pension 's minute.
Provide an efficient and effective services to the pensioners			Categorizing all pensioners cases are under each district.	Numbers of issues attended to monthly		Reduced the delay with regard to the pension activities.

Ministry of Public Administration and Home Affairs
Action plan - 2015

Development, Research and Maintenance Division

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
Issuance of Birth, marriage and Death Certificates promptly with quality. Delivering an efficient and productive service to the service recipients	Percentage of the Birth, marriage and Death Certificates issued by each District Secretariat	Supply and Maintenance of equipment and training the staff	Maintaining a data base on the information related to the number of Birth, marriage and Death Certificates	Percentage of updating the data base	100.00%	Issuing Birth, marriage and Death Certificates to the service recipients promptly

**Ministry of Public Administration and Home Affairs
Action plan - 2015**

Department of Pensions

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
Awarding pension benefits and other payments to the pensioners	Payment of Pensions and W&OP without delay	Recreating the process of making entitlement to pension benefits Getting the accuracy in payment of pensions confirmed Making an interrelationship between pension and widows and orphans' pension Simplifying the process of payments made only once	Confirming accurate and efficient payment of pension benefits through a computer programme Identifying the entitlement of widows and orphans' pension at the time of making the pension benefit entitled Introducing a new methodology of registering new widows and orphans' pension and pension Updating the Pension and widows' and Orphans' Pension files accurately Establishing units to solve pension issues and to make payments logical	Registering 25,000 new pensioners Awarding Widows and Orphans Pension to 10,000 pensioners Making the payment to 30,000 pensioners, which is paid only once (pension gratuity, repayment of contributions) Awarding death gratuity for around 250 Making 600 entitlements of Rs Registering 200,000 new widows' and orphans' pensioners Making entitlement of pensions to 550,000 annually.	100.00%	Maximum satisfaction of the service recipients A transparent and trustworthy payment process Making due payments without delay

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
Regulating pension process	Making entitlement of pensions promptly and accurately	Establishing a proper and continuous coordination among the government institutions which make the pension entitled, Divisional Secretariats and Department of Pensions Simplifying the process of payments made only once Registering all the public employees in 'Widows' and Orphans' Pension System Improving the awareness of officers who are involved in the pension process	New circulars and manuals Coordinating with the government institutions connected to pension process Conducting training and awareness programmes Making proposals to relevant revision of the Acts	Revised pension formats Having no delay payments Accurate payments and less frauds Issued circulars, manuals, guides and revision of acts	100.00%	Accurate payments to correct person on time Convenient exchange of correct information and thereby the pensioner being able to setting his/her pension
Providing necessary instructions and guidelines required for a secured retirement	Introducing new welfare programmes for service recipients	Improving awareness of service recipients Identifying government and private institutions which can provide welfare facilities for pensioners	Website, hand bills, media programmes Improving the facilities in Kelaniya and Ramboda Holiday Bungalows and maintain properly Identifying government and private institutions which can provide welfare facilities for pensioners Identifying welfare programmes for pensioners which can be launched with government and private institutions Introducing new identity card with technological facilities for pensioners	Percentage of reduced number of issues of service recipients 100%	100.00%	Making the life after retirement more comfortable and happy

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Home Affairs Division

Objectives	Main KPI'S	Strategies	Actions	Sub KPI'S	Targets -2015-	Impacts
1. Ensuring timely engagement of efficient, productive and skilled human resource and establishment of a subject related, technical and skilled public service. 2. Establishment of a decentralized administrative mechanism with a people friendly participatory development approach.	Percentage of fulfilling Human Resources requirements	1. Predicting and providing Human Resources requirements of District, Divisional and Grama Niladari Administration.	Preparation of sequential plan and prediction by maintaining an updated database on vacancies exists to a certain date.	Percentage of updating the database	100%	Facilitating to Public Services
			Making recruitments to relevant services according to the vacancies	Percentage of filling vacancies	100%	
3. Making the state mechanism the leader in development mechanism ensuring the participation of private and state sector in national development. 4. Establishment of a public service mechanism based on good governance policies in public service.	Percentage of Solving public complaints received by various divisions.	4. Preparation of a formal programme for management of public complaints	Making relevant transfers as per Transfer Policy	Percentage of making transfers as per Transfer Policy	100%	Facilitating to Public Services
			Estimating the requirements of the staff in all District and Divisional Secretariat Divisions.	Percentage of offices, of which requirements of the staff has been estimated.	100%	
5. Making an approach towards a result oriented, efficient and productive public service culture. 6. Simplifying the public service by strengthening the modern information communication technology when providing services.	Number of Grama Niladhari/ Divisional / District offices which are maintained at optimum level.	6. Office Supervision of Divisional Secretariats and Grama Niladari Divisions	Maintaining an updated document on public complaints	Percentage which was surveyed and mapped.	100%	Minimizing complaints made by the public and ensuring an efficient public service
			Performing relevant reporting and analyzing activities on due date.		100%	
			Issuing relevant instructions related to Office Management Competitions	Completion of activities related to issuance of instructions, as a percentage.	50%	Convenience for the public by making administrative system a proper process and the benefits. An optimum service to general public. Expediting service delivery and facilitating for management decisions. Ensuring equal opportunities for obtaining services.
			Carrying out office inspections at ministry level	Percentage of offices inspected by the ministry.	50%	

Objectives	Main KPI'S	Strategies	Actions	Sub KPI'S	Targets -2015-	Impacts
<p>1. Ensuring timely engagement of efficient, productive and skilled human resource and establishment of a subject related, technical and skilled public service.</p> <p>2. Establishment of a decentralized administrative mechanism with a people friendly participatory development approach.</p> <p>3. Making the state mechanism the leader in development mechanism ensuring the participation of private and state sector in national development.</p> <p>4. Establishment of a public service mechanism based on good governance policies in public service.</p> <p>5. Making an approach towards a result oriented, efficient and productive public service culture.</p> <p>6. Simplifying the public service by strengthening the modern information communication technology when providing services.</p>	<p>Number of Grama Niladhari/ Divisional / District offices which are maintained at optimum level.</p> <p>Number of Grama Niladhari/ Divisional / District offices which are maintained at optimum level.</p>	<p>8. Regularizing supervision activities related to Office System and Service Delivery System (ex: Circuit Bungalow)</p> <p>9. Providing specific service facilities for clients who visit the offices.</p>	Forming criteria for supervision and revising.	Completion of activities related to forming criteria, as a percentage	100%	<p>Productive service delivery through awareness.</p> <p>An efficient public service delivery</p> <p>Ensuring equal opportunities for public.</p>
			Appointing groups for supervision	Completion of appointment of groups for supervision, as a percentage.	100%	
			Carrying out supervision of Divisional Secretariats/ Grama Niladhari Offices continuously.	Percentage of offices, of which supervision activities have been completed.	100%	
			By categorizing the offices based on the marks obtained at the supervision, motivation of the offices which are at lower level to achieve a higher level.	Percentage of offices which have achieved Highest level of categorization.	10%	
			Identification of situations, where the condition of offices should be improved and implementing training programmes for that.	Number of training programmes carried out.	10%	
			Prescribing the number of offices which should be inspected by District Secretaries, Divisional Secretaries and Ministry during a certain time period.	Percentage of offices inspected during a certain time period.	50%	
			Identification of specific service facilities for offices.	Percentage of offices identified to provide specific service facilities.	-	
			Take action to provide specific service facilities for offices.	Percentage of offices to which specific service facilities were provided.	100%	

Objectives	Main KPI'S	Strategies	Actions	Sub KPI'S	Targets -2015-	Impacts
. Ensuring timely engagement of efficient, productive and skilled human resource and establishment of a subject related, technical and skilled public service. 2. Establishment of a decentralized administrative mechanism with a people friendly participatory development approach. 3. Making the state mechanism the leader in development mechanism ensuring the participation of private and state sector in national development. 4. Establishment of a public service mechanism based on good governance policies in public service. 5. Making an approach towards a result oriented, efficient and productive public service culture. 6. Simplifying the public service by strengthening the modern information communication technology when providing services.	Percentage of officers who have completed specific training period annually.	13. Introducing training methodologies for decentralized administration.	Identification of training requirements and subject matters relevant to each service, Preparation of Training Programmes and Identification of Resource Persons. Improvement of training facilities at District and Divisional level.	Completion of respective task, as a percentage. Percentage of offices of which training facilities were improved.	10% 10%	Strengthening financial productivity of training. Ensuring qualitative service to general public. Skill development within public servants.
	Percentage of officers who completed specific training period annually.	14. Improvement of self-studying and training facilities within the division.	Identification of Programmes. Provide necessary facilities for it.	Number of programmes identified. Number of hours which provided facilities were utilized	10% 50%	Strengthening financial productivity of training. Ensuring qualitative service to general public. Skill development within public servants.
	Percentage of achievement of development goals within decentralized administration.	15. Forming a targeted planning methodology within divisional administration.	Awareness and training regarding relevant methodology, at district level. Obtaining Annual Plan of each district. Maintenance of continuous supervision and progress review mechanism.	Number of awareness programmes held at District level. Number of plans obtained. Percentage of targets achieved.	10% 10% 100%	Strengthening financial productivity of training. Ensuring qualitative service to general public. Skill development within public servants.

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Registrar General's Department

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
Easiness and simplifying public service when rendering state service by strengthening & Using man power efficient manner	time period to Register a document	Using man power efficient manner for registration of documents	<p>i. Registration of Documents Registration of legal Documents pertaining to immovable and movable Expected to be registered 1,000,000 Documents</p> <p>ii. Registration of power of Attorney Expected to be registered 50,000 power of Attorney</p>	Percentage of time period for Register a document	100%	1. Return the documents immediately after registering 2. Satisfied customer's service
	time period to Register a document	<p>1. Using information technology for registration of documents</p> <p>2. Using man power efficient manner for registration of documents</p>	Registration of Title Expected to be registered 100,000 land parcels	Percentage of time period for Register a document	100%	
Easiness and simplifying public service when rendering state service by strengthening Using innovative information technology	time period to issue of certificates copies document /Birth/Death Certificate	Using man power efficient manner for registration of documents	Civil Registration i. Registration of Births, Marriages, and Deaths occurred in Sri Lanka & which Occur Outside Sri Lanka.	Percentage of time period for Register a document	100%	1. Facilitating to obtain marriage/Birth and Death certificates form any divisional secretary office in the island 2. Satisfied customer's service
	time period to issue of certificates copies document /Birth/Death Certificate	Using information technology for issuing Marriage/Birth and Death certificates	<p>i. Scanning and entering data of Marriage/Birth and Death Certificates</p> <p>ii. Establishing centralized data bases on District level</p> <p>iii . Establishing Central data Base</p>	Percentage of Districts where the scanning document belongs to	-- --	
Custody and Preservation	time period to preservation of records	Using man power efficient manner for preservation of records	Custody of Notaries duplicates, aforementioned documents and other documents	Percentage of time period for preservation of records	100%	1. Preservation of records efficient manner 2. Satisfied customer's service

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
Easiness and simplifying public service when rendering state service by strengthening & Using man power efficient manner to issue of certified copies	time period to issue of certified copies of deeds and extracts	3. . Using information technology for issuing copies	Issuing of certified copies of all relevant to authorized persons - photo copying	Percentage of time period for issue of certified copies of deeds and extracts	100%	Satisfied customer's service
Easiness and simplifying public service when rendering state service by strengthening & Using man power efficient manner	time period to issue of translations	Using man power efficient manner	Issuing of Translated copies of Birth, Marriage, & Death certificates	Percentage of time period for issue of translations	100%	1. Return the documents immediately after translating 2.Satisfied customer's service
Easiness and pleasant environment when rendering state services	time period to construction of building	Using man power efficient manner	Buildings and Structures Construction of Head office 02 nd stage	Percentage of No. of building constructed	100%	Satisfied customer's service
	time period to construction of building	Using man power efficient manner	Land Registries Buildings	Percentage of No. of building constructed	100%	
	No. of items procured	Follow procurement guidelines to purchase best products	Furniture and Office equipment	Percentage of No. of item purchased	100%	
Easiness and pleasant environment when rendering state services	No. of items procured	Follow procurement guidelines to purchase best products	Machinery	Percentage of No. of item purchased	100%	Satisfied customer's service
	No. of items procured	Follow procurement guidelines to purchase best products	Stationary and other needs	Percentage of No. of item purchased	100%	

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Information Technology Division

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts	
Simplifying the public service by strengthening the modern information communication technology	Amount of services in which information technology is used	1. Redesigning the web site of the Ministry	Monitoring the method to submit grievances and to get solutions	Amount of solutions given through the internet	40.00%	Solving issues arising with regard to the services provided by the Ministry	
			<ul style="list-style-type: none"> Monitoring the easy method to obtain mutual transfers for the public officers 	Number of officers registered to obtain mutual transfers and number of mutual transfers obtained	100.00%	Obtaining mutual transfers	
			<ul style="list-style-type: none"> Preparing and monitoring a method to identify and obtain the circulars issued by the Ministry easily 	Number of circulars entered and number of persons who use the circular module	100.00%		
			Publicizing the information on the services administered by the Ministry (including service minutes) through the web site and monitoring	Number of users of the pages with relevant information	40.00%	Increasing the knowledge on the services	
	Number of officers who use the email of the Ministry	2. Extending the use of the email	<ul style="list-style-type: none"> Providing opportunity to discuss the issues of the Ministry on the internet Publicizing the training opportunities through the web site 	Number of issues discussed and number of solutions obtained	40.00%		
			<ul style="list-style-type: none"> Identifying the requirement of the officers of using email Providing email facilities for requirement Carrying out maintenance activities on email 	Number of trainings obtained	25.00%		Making the internal services more efficient
			<ul style="list-style-type: none"> Preparing the telephone directory using the contact numbers and email address of the internal divisions of the Ministry and the institutions under the Ministry 	Number of office requirements fulfilled by using the telephone directory	100.00%	Making internal services more efficient	

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts	
Simplifying the public service by strengthening the modern information communication technology	Total number of purchases	4. Providing assistance for procurement activities	<ul style="list-style-type: none"> • Providing technical Specifications 	Number of specifications prepared	35.00%	Making internal services more efficient	
	Number of software developed and coordinated	5. Developing new software	<ul style="list-style-type: none"> • Identifying software needs • Preparing e-tappol management system <ol style="list-style-type: none"> 1. Issuance of circulars and instructions which enable to implement e-tappol system 2. Organizing training courses and train necessary officers 3. Monitoring the implementation of e-tappol system 4. Identifying the issues arising while implementing and to find solutions after discussing with relevant divisions 5. Installing the software for relevant division 	Percentage of the use of e-tappol management system	3000.00%	Making internal services more efficient	
	Total number of internal computers	6. Computer network systems	<ul style="list-style-type: none"> • Identifying computer requirements 	Number of computer devices purchased	30.00%	Making internal services more efficient	
	Number of officers who implement e-government policy	7. Introducing information technology policies	<ul style="list-style-type: none"> • Appointing committees • Implementation of e-government policy • Preparing an information technology policy within the Ministry 	Percentage of the progress of the Committee meetings and the implementation of decision taken at the meetings	60.00%	Implementing e-government policy everywhere	
	Number of officers who use information technology within the ministry	8. Improving information technology activities within the Ministry	<ul style="list-style-type: none"> • Appointing an Information Technology Coordinating Committee in the Ministry • Committee meetings • Submitting issues of every division • Discussing the solutions 	Number of solutions given for the issues related to Information Technology in the Ministry	60.00%	Providing an efficient service using Information Technology	
	Improving the efficiency of the computer system in the Ministry	9. Improving and formalizing the efficiency of the computer system in the Ministry	<ul style="list-style-type: none"> • Provision of an efficient service in the Ministry by using computer systems 	Number of solutions given for the issues related to the Computer system in the Ministry	70.00%	An efficient service through the use of computer system	
	Renovation of Computer system	10. Maintaining a high level of service obtained through the web site	<ul style="list-style-type: none"> • Improving the tendency to obtain services through the web site of the Ministry 	Number of users of the web pages with information	40.00%	Making internal services more efficient	
	Reorganizing the web site of the Ministry						

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Human Resource Division

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
<p>To establish a government service with subject oriented skills & abilities and also providing efficient and effective human resources on time who are equipped with necessary skills and abilities</p>		<p>Expanding local training opportunities</p> <p>Preparing a Human Resource Development plan</p> <p>Preparing Human Resource Development policies</p> <p>Providing foreign training opportunities for public servants under purview of the ministry.</p>	<ol style="list-style-type: none"> 1. Collecting relevant details of officers' training needs 2. Analyzing above data 3. Identifying training needs of each category of officers 4. Organizing outbound & inhouse training programmes for SLAS officers according to the training needs of them 5. Organizing special seminars for PMAS & DO targeting their EB exams. 6. Gathering results obtained after trainings 7. Analyzing and evaluating the those results 8. Getting Often feedback on training needs <ol style="list-style-type: none"> 1. Requesting previous qualifications related to trainings and providing a guideline which guide towards accurate applying 2. Disseminating of training opportunities among relevant officers. 3. Nominating most suitable officers for training programmes. 4. Analyzing inherent problems in each area & identifying training opportunities accordingly to overcome those problems 5. Preparing project/concept reports according to identified training needs. 6. Submitting the prepared project reports for donor agencies. 7. Collecting details of officers to whom foreign trainings opportunities are expected to provide. 8. Entering those details to the database. 9. Maintaining the database up to date 	<ol style="list-style-type: none"> 1. Percentage of maintaining updated training needs 2. Percentage of fulfilling training requirements 3. Number of training programmes organized & coordinated to provide training for officers 4. Financial usage on fulfilling local training requirements <ol style="list-style-type: none"> 1. Number of officers nominated for foreign training opportunities received by External Resources Department. 2. Number of project reports prepared. 3. Percentage of training programmes which nominations are sent from the received training opportunities. 4. Percentage of officers under the ministry whose details are entered in the foreign training database 	<p>100%</p> <p>100%</p> <p>80</p> <p>7,500,000</p> <p>200</p> <p>10</p> <p>100%</p> <p>100%</p>	<p>Establishing a government service with subject oriented skills & abilities</p>

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Internal Administration Division

Objective	Main KPIs	Strategies	Actions	Sub KPIs	Targets 2015	Impacts
Approach to a result oriented, productive and effective public service culture.	Properly maintaining the Ministry complex from inside as well as outside in order to create a pleasant working environment	01. Carrying out <i>Sramadana</i> programmes to prevent epidemics such as Dengue.	02. Scanning the record room files.	Number of <i>Sramadana</i> programmes held.	4	Ensuring an efficient and productive service by creating a hygienic and pleasant working environment.
				Time spent to find a document.	10s	
	Providing infrastructure facilities efficiently and productively, maintaining and developing.	03. Disposal of old vehicles.	04. Purchasing new vehicles.	Percentage of disposed vehicles.	100%	1. Providing infrastructure facilities for the employees. 2. Preventing waste and creating a safe working environment.
				Number of vehicles purchased	According to the requirements	
	Improving the quality of the overall process of the Ministry and increasing the productivity by carrying out a proper study on the same.	05. Conducting management committee meetings monthly and making new proposals for the overall process of the Ministry, discussing the tasks to be performed and evaluating the tasks performed.	Number of meetings expected to be held.	12	Being able to bring the overall administration, operation and evaluation of the Ministry to a higher level.	

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Engineering Division

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
Approach to a result oriented, productive and effective public service culture..	Percentage of solving the complaints by various divisions which are received from the public	Properly maintaining the Ministry complex from inside as well as outside in order to create a pleasant working environment	01. Renovation of the drainage system	According to the percentage of renovation done	100%	Ensuring an efficient and productive service by creating a hygienic and pleasant working environment
			03. Canteen kitchen	According to the percentage of renovation done	100%	
			04. Gurrage	According to the percentage of renovation done	100%	
			05. 4th floor renovation	According to the percentage of renovation done	100%	
			06. Toilets	According to the percentage of renovation done	100%	

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Sri Lanka Institute of Development Administration (SLIDA)

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
Human Resource Development	Trainee Satisfactory level	1. Conducting Induction Training Programmes for newly recruited staff grade officers to the public service. 2. Introducing Training programmes based on duties performed by public officers.(Staff Grade Level)	1. Develop knowledge, skills and attitudes of newly recruited officers of the public service in delivering efficient and effective service.	1. Number of Induction Training Programmes conducted.	05	
	Number of Participants	3. Provide productive public service by enhancing the competences of SLAS officers through Capacity Building Programmes.	2. Provide the required knowledge and skills for better job performance.	2. Number of Training Programmes conducted.	30	
	Trainee Satisfactory level	4. Provide technological knowledge to public officers for enabling them to deliver efficient public services.	3. Conduct Capacity Building & knowledge updating training programmes for SLAS officers.	3. Number of Training Programmes conducted.	07	
	Number of Trainees	5. Conduct performance enhancement training programmes by identifying competency needs of public sector organizations to provide high quality services to the public.	4. Establish a new developed system by introducing modern technological systems which are prevalent globally.	4. Number of communication technology training Programmes conducted.	08	
	Number of Trainees	6. Introducing a training to enhance the bilingual competency of public officers.	5. Conduct programs enabling public sector organizations to provide well planned public services within the government development process.	5. Number of Implementations done.	07	
	Implementation of language policy in the public sector.			6. Organizing bilingual Training Programmes	6. Number of Training Programmes conducted.	05

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
Human Resource Development	Number of Programmes Completed.	7 Providing Public Servants a postgraduate degree in Public Management with a view to enhancing their knowledge, and building a better equipped public service.	7. Implementing a course of studies leading to a post graduate degree to enhance the knowledge of public officers.	7 Number of graduated candidates.	02	
		8 Conducting knowledge related exchange study programmes with foreign countries.	8. Implementing exchange programmes for public officers on foreign experiences and leadership training.	8 Number of foreign training programmes conducted.	04	
	Number of trainees.	9 Introducing training programmes for public officers (Non Staff Grade Level) based on their duties and job responsibilities.	9. Conduct training programmes to provide required knowledge and skills for better job performance.	9.1 Number of training programmes (Including on line training programmes) 9.2 Number of induction training programmes for newly recruited non staff grade officers. 9.3 Amount of financial resources allocated.	117 01 10	
Number of applied researches conducted.		10 Conducting applied researches in government institutions anticipating organizational efficiency improvements throughout the findings.	10. Provide required knowledge, skills and funds to researchers for conducting applied researches.	10 Number of persons trained for researches.	30	
	Number of lecture rooms renovated.	11 Improvement of computer training facilities in the lecture rooms in order to have modern training facilities.	11. Provide freely accessible computer facilities in every lecture room.	11 Number of officers trained.	06	

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Finance Division

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
Improve the financial control to ensure proper management of funds	Transparency, Accuracy & Accountability of the Financial Activities	Monitoring of Accounting Activities of the Ministry, District Secretariates, and affiliated institutions under the ministry Develop the financial reporting through innovative methods	1. Monitoring monthly financial reports (bank reconciliations , expenditure reports, audit queries)	No of letters issues for giving instructions to rectify if any errors and mistakes in reporting	100%	1. Improve the Accuracy of Financial Activities
			2. Monitoring of Quarterly progress Reports	Updating Quarterly progress via online system	100%	
			3. Preparing & monitoring of Annual financial Reports (Appropriation Account, Advance Account of Public Servants, revenue Account	Submission of Annual financial reports and other reports on or before due dates	100%	2. Submitting financial Reports as per the due dates 3. Reducing audit queries 4. Improve the internal control systems
			1.To build up a good Accounting system through Implementation of PAC recommendations	No of letters/ circulars issue on giving instructions for improvement of Accounting system/ internal procedures	100%	
			2. Monitoring the progress of annual Budget Allocations	No of awareness letters issued for concerned authorities	100%	
			1.Conducting Annual Board of Survey - 2014	Submission of Board of Survey Reports to Auditor General within relevant period	100%	
		To ensure the safeguard and ownership of the Fixed Asset	2. Implementing of Disposal process (2014)	Completing the Disposal process within reasonable time period.	100%	

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
Improve the financial control to ensure proper management of funds	Transparency, Accuracy & Accountability of the Financial Activities	To ensure the safeguard and ownership of the Fixed Asset	3. Get completing of the valuation process of the Ministry's Land & Building	Preparation of a Land & Building register	100%	1. Improve the Accuracy of Financial Activities 2. Submitting financial Reports as per the due dates 3. Reducing audit queries 4. Improve the internal control systems
			4. Implementing the new inventory coding system under the circular No. SA/AS/AA/Circular dated 12/07/2013 of director general of Department of State Accounts	Opening new inventory books according to new coding system	100%	
			Use of electronic media for office work and communication	Reduce paper works by 25%	100%	
			Enhancing the knowledge and skills of the Finance Staff through continuous training process.	Conducting 2 workshops for finance staff on financial activities	100%	
			Preparation of Detail procurement Plan for 2015	Carry out the procurement activities as per the plan. Revising of the Procurement Plan as necessary	100%	
			Renovation of the 4 th floor	Completing the construction activities and procurement activities on the renovation process.	100%	
			Implementation of the Accrual Basis Accounting method	Preparation of the Ministry annual Accounts on Accrual Basis and conducting awareness program for other Affiliate institutions under the Ministry	100%	

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Investigation & Monitoring Division

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
Establishment of a public administration mechanism based on the good governance of public service	Percentage of the complaints which are unsolved out of the total received complaints	1. Maintaining an investigation methodology with impartiality and transparency	1. Conducting investigations and taking necessary actions for observations/ recommendations	1. Percentage of solving complaints	75%	1. Identifying those who do not contribute for an excellent public service and taking actions against them
		2. Identifying the weaknesses of the public servants and motivating them to rectify the weaknesses	2. Informing the complainants of the status and preparing a methodology to obtain their feedback	2. Percentage of solving complaints within 30 days	60%	2. Satisfying the service recipients by creating an efficient and people friendly public service
		3. Preparing proposals required for maintaining a public service which satisfies the service recipients	3. Conducting training programmes to update the knowledge of the investigation officers	3. Number of training programmes held in the year	Training Programmes 04	3. Common methodology of performing activities in Divisional Secretariats

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Internal Audit Division

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
1. The soundness, adequacy and application of accounting, financial and other relevant controls.	Submission of Audit programme before the date stipulated by the Treasury.	1. Planning	<ul style="list-style-type: none"> • Submit annual Plan • Preparation of audit programme 	-	100%	Improve the effectiveness of risk management, control & governance process.
2. The extents of compliance with established policies, plans and procedures.	Number of inspections done per month and weaknesses detected	2. Assignments	<ul style="list-style-type: none"> • Ministry Auditing • Pension Department Auditing • Registrar General Department Auditing • Monitoring District Secretariats • Ad hoc Inspection 	-	100%	Ensure achievement of objectives of the organization.
3. The extents to which the Government's assets and interests are properly accounted for safeguarded from losses of all kinds.	Number of Conference Meetings held.	3. Supervision	<ul style="list-style-type: none"> • Exercising appropriate supervision. 	-	100%	
4. The application of proper authorization within the delegated authorities given by the various levels of management.		4. Review	<ul style="list-style-type: none"> • Ensure that the programme are followed • Review check list & working files 	-	100%	
5. The reliability of accounting and other data developed within the organization and proper co-ordination between the departments.		5. Reporting	<ul style="list-style-type: none"> • Submit reports on each major audit undertaken • Annual report on the programme • Activities on the Internal Audit Unit 	-	100%	
		6. Coordination	<ul style="list-style-type: none"> • Conducting Audit & Management Committee Meetings • Monitoring District Secretariat Audit & Management Committee Meetings 	-	100%	

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
6.The quality of performance in carrying out assigned responsibilities being appraised at the appropriate level of management.		7. Strengthening Internal Audit Divisions	<ul style="list-style-type: none"> • Preparation of Internal Audit Guideline • Training Staff 	-	20%	

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Engineering Service Division

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
<p>Maintenance Of a management System which enables to enhance the professional skills of the engineers who belong to Engineering service established by a service minute, in a productive manner and taking actions to update the said service minute in line with the challenges in a dynamic environmental needs which change rapidly</p>	<p>Calling for the vacancies existing in the public sector in 31st June and 31st December in every year and recruitment of engineers to the public service on the basis of such information.</p>	<p>01. Conducting an examination for a method of recruitment on the order of the merit with the aim of following competitive and transparent recruitment procedure and make the recruitments accordingly. 02. Making necessary background for the training opportunities required for the professional improvement of such officers.</p>	1. Updating the approved cadre of SLES.	<p>1. Updating information required for recruitment and updating all information related. 2. Finalizing all grade promotions as required.</p>	100%	<p>Providing engineering technology for the engineering activities in Sri Lanka</p>
			2. Calling of vacancies.		100%	
			3. Recruitment (i). Professionally qualified Engineers		100%	
			(ii). Non professionally qualified Engineers.		100%	
			4. Appointing officers to the institutions where vacancies exist.		100%	
			5. Disciplinary actions and submitting recommendations to the Public Service Commission.		90%	
			6. Confirmation in service.		100%	
			7. Promotions		100%	
			8. Conducting Efficiency Bar (Tamil Oral) Examination.		100%	
			9. Retirements.		100%	
			10. Transfers.		100%	
			11. Training facilities to obtain professional qualification.		100%	
			12. Establishment Matters.		100%	
13. Appeals & petitions.	100%					

Ministry of Public Administration and Home Affairs
Action plan - 2015

Scientific Services Division

Objectives	Main KPI's	Strategies	Actions	Sub KPI's	Targets 2015	Impacts
Ensuring the provision of efficient productive and skillful human resources on timely requirement and establishing a public service with subject related and technological skills and capabilities.	Percentage of completion of Human Resources requirements.	1. Maintenance of competitive, forecasted recruitment methodology and a placing system for every service.	<ol style="list-style-type: none"> Maintaining information on approved cadre Maintaining information on vacancies Preparation of Human Resources Plan Preparation of Attachment Policy 	Maintaining the number of vacancies at the level of 5%.	8%	<ol style="list-style-type: none"> Ensuring the opportunities for job seekers to get appointments in public service fair and competitive manner, based on skills Ensuring provision of Human Resources related to Combined Services, in order to provide service to citizens efficiently.
		<ol style="list-style-type: none"> Carry out Confirmations, Promotions and Retirement as per Minutes and other Guidelines. 	<ol style="list-style-type: none"> List out the officers due to be confirmed, 03 months prior to the confirmation - taking all documents, reports, medical reports related to the appointment within 03 to 06 months from the date of appointment . Ensuring results and calling Review Reports at the end of the year. Obtaining the final report within one month from the due date. List out the officers due to be promoted, 03 months prior to the promotion List out the officers due to be retired, 03 months prior to the retirement. Preparation of guidelines for submitting requests for retirements, promotions, efficiency bar examinations. 	<ol style="list-style-type: none"> Maintaining the percentage of officers who completed the qualifications and were confirmed in service on due date, as 90%. Maintaining the percentage of officers who completed the qualifications and were promoted on due date, as 90%. Maintaining the percentage of officers who were sent on retirement on due date, as 90%. 	<p>80%</p> <p>70%</p> <p>90%</p>	Satisfied and motivated staff.



Discussing the issues related to the Information Technology in the Ministry with "Koika"



Discussing the issues of the Engineers' Service with hon. Minister



Laying of foundation stone for the four storied District Secretariat Building in Mannar



Opening of new Auditorium at Divisional Secretariat, Pelmadulla



Awarding of Plaques to Hon. Minister and Deputy Minister by the Government Agent, Nuwara Eliya



"Buhuman" festival held on the Pensioners' Day