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Minister of Telecommunication and Information Technology

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# **Ministry of Telecommunication and Information Technology**

## Our Vision

An e-Sri Lankan Society enabled to take informed decisions, receiving a public friendly service free of corruption and waste.

## Our Mission

Provision of Information and Communication Services in a timely manner, through the development of Telecommunication and Information Technology (IT) with the use of latest technology, at costs affordable to the public with nationwide availability to promote wider accessibility while maintaining the integrity and excellence of service as well as the increase of IT literacy levels of the public and availability of Sri Lankan content.

## Duties and Functions

- i. Formulation of policies, programmes and projects in regard to the subjects of Telecommunication and Information Technology on the basis of Mahinda Chinthana - Vision for the Future and any other overall national policies that may be adopted by the Government.
- ii. Provision of all public services that come under the purview of the Ministry in an efficient and people friendly manner.
- iii. Reforming of all systems and procedures to ensure the conduct of business in an efficient manner deploying modern management techniques and technology where applicable while eliminating corruption and waste.
- iv. Implementation of computer literacy improvement programmes.
- v. Promotion of good governance in the public sector through the encouragement of utilizing the

information and communication technology.

- vi. All other subjects that come under the purview of the Information and Communication Technology Agency, Sri Lanka Telecom Ltd and the Department of Telecommunication.
- vii. Supervision of the Information and Communication Technology Agency, Sri Lanka Telecom Ltd and the Department of Telecommunication.

## What Has Been Done

- i. The Ministry of Telecommunication and Information Technology has implemented a programme to establish 100 IT laboratories in selected schools in rural areas in the Anuradhapura District parallel to the Sixth Deyata Kirula National Development Programme.



Figure 1: Computer Labs in the Anuradhapura District

- ii. Preliminary arrangements were made to set up the Information Technology Park in the city of Hambantota based on the state-of-art technology.
- iii. The necessary assistance was provided to Sri Lanka Telecom for its smooth operation in an efficient manner.
- iv. Participated in a number of seminars and conferences for development of the IT and Telecommunication sector in the country.



Figure 2: Proposed Hambantota IT Park

## Administration

The division of Administrative provides support to resolve institutional and administrative problems for performing their roles effectively in the Ministry and Institutions.

In 2011 properly planned office environment has been setup to enhance the productivity of the staff.

- A better office environment has been created for internal

communication by using modern technology for which recovery infrastructure has been put in place.

- With the aim of providing quality service and improving productivity of the workers, quality circles have been established.

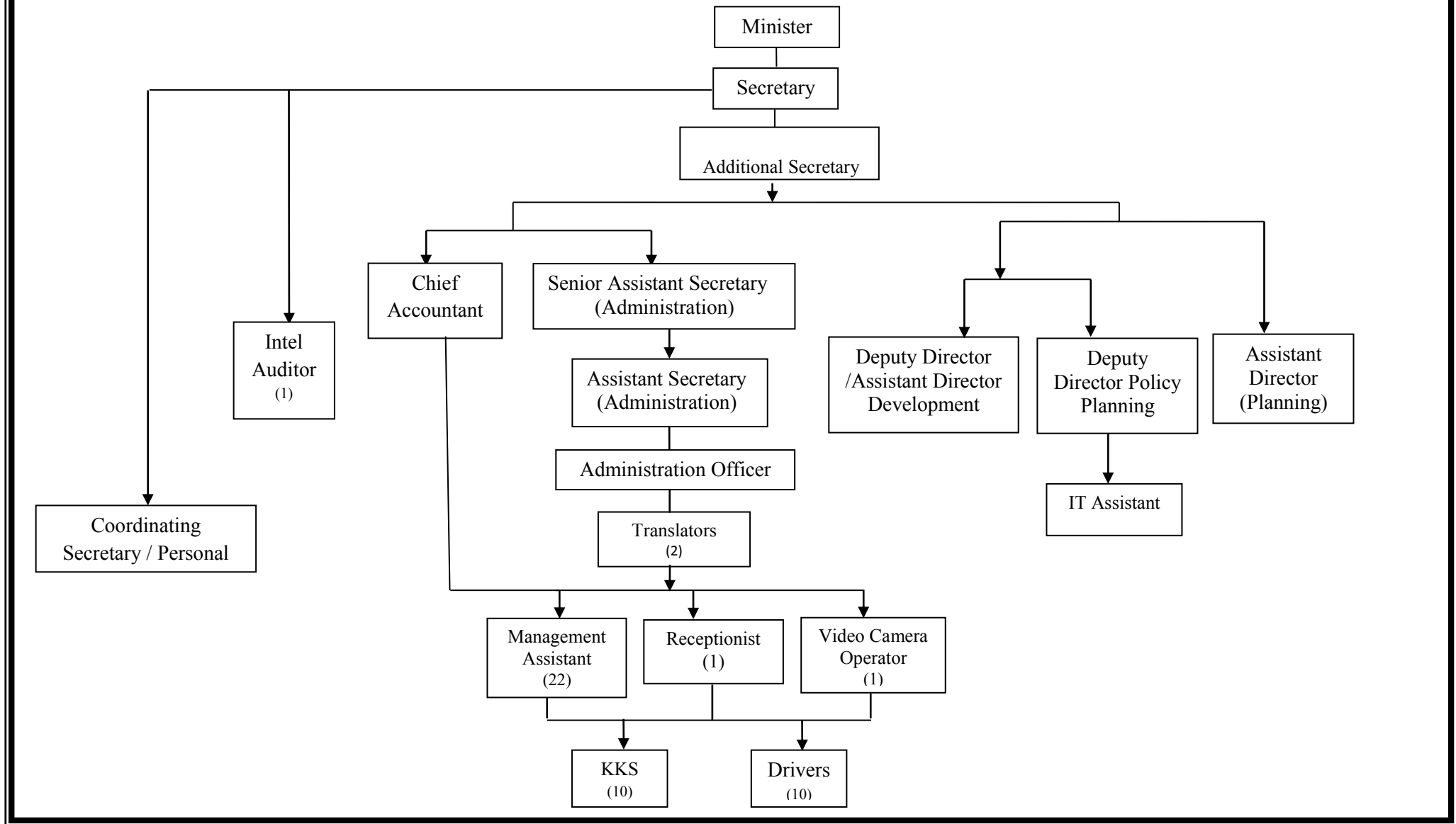
## Human Resource

Post	Cadre		
	Approved	Actual	Vacancies
Secretary	1	1	-
Addl. Secretary	1	-	1
Senior Assistant Secretary	1	-	1
Chief Accountant	1	1	-
Asst. Secretary	1	1	-
Dy. Director/Asst. Director	1	-	1
Dy. Director/Asst. Director	1	1	-
Dy. Director/Asst. Director	1	1	-
Accountant(Internal Audit)	1	-	1
Administrative Officer	1	-	1
Translator	1	-	1
Coordinating Secretary for Secretary	1	1	-
IT Assistant	1	1	-
Management Asst_	22	14	8
Video Cameraman	1	1	-
KKS	10	8	2
Driver	10	4	6
<b>Total</b>	<b>56</b>	<b>34</b>	<b>22</b>

### Officers transferred out of the Ministry in 2011

Name	Post
1. Mr. N.D. Laththuwahandi	Assistant Secretary
2. Mr. D.M.K. Niroshan	K.K.S

### Ministry of Telecommunication and Information Technology





## Human Resource Development

In the field of human resource development several successful initiatives were taken by the Ministry which are as follows.

1. An IT training program for all members of the staff to upgrade their IT literacy was conducted in collaboration with Microsoft Institute.

2. All members of the Ministry, both Staff Officers and Management Assistants, were given a Netbook computer to help them to improve their skills and output.

3. All members of the Ministry were enabled to access to the internet.

## Local Training 2011

Training Period	Training Programme	Institute	No. of Participants
14.01.2011	Awareness Programmes on Intellectual Property for Senior Public Servants	Ministry of Industries and Commerce	01
07.05.2011	Advance Linux Administration Program	Sri Lanka Institute of IT	01
13.06.2011 - 30.06.2011	Special Training on Rupavahini Camerography, Editing (non-linear)	Sri Lanka Rupavahini Training Institute	01
21.06.2011	Training Programme Conducted on Amendment of Service Minutes and Schemes of Recruitments in accordance with Public Administration Circular 6/2006, for Senior Management Assistants	Ministry of Management Reforms	02
11.07.2011 - 27.07.2011	10 days Induction Training	Public Service Training Institute	03
28.07.2011 - 29.07.2011	Participative Approaches for Productivity Enhancement	National Institute of Labour Studies	01
05.09.2011 - 10.09.2011	Government Payroll Management System	Milodha	01
05.09.2011 - 10.09.2011	Computerized Integrated Government Accounting System (CIGAS)	Milodha	01
10.09.2011 - 15.10.2011 (Every Saturday)	MS Office Computer Training	Microsoft	37
19.10.2011	Diploma in English for Professionals (DEP)	Sri Lanka Institute of Development Administration	01
24.10.2011 - 29.10.2011	Training Programme on CIGAS	Milodha	01
24.10.2011 - 25.10.2011	Public Procurement Management (English Medium)	Milodha	02
31.10.2011 - 05.11.2011	Training Programme on Government Payroll Management System	Milodha	01
21.11.2011 - 06.12.2011	10 days Induction Training	Public Service Training Institute	03
05.12.2011 - 10.12.2011	Government Payroll Management System	Milodha	01
17.12.2011	Short Course on Food & Beverage Service to Junior Staff	Sri Lanka Institute of Tourism & Hotel Management	08
26.12.2011	Advanced Certificate in English for professionals (ACEP)	Sri Lanka Institute of Development Administration	01

Methods for maximum and effective utilization of resources have been adopted using Local Area Network (LAN) of the Ministry. Training Programmes for the empowerment of ICT literacy of the staff

and introduction of productivity concepts have been conducted by innovative circle of the Ministry. In addition workshops have been organized to introduce 5 “S” concept.

## Financial Administration

Under Head No. 185 in the Budgetary Estimates provisions had been made for the Ministry for the year 2011. The details of the expenditure are as follows.

Category of expenditure	Allocations (Rs)	Actual expenditure (Rs)
<b>Recurrent Expenditure</b>	76,238,000	61,493,627
Personnel Emoluments	21,125,000	17,833,348
Other Expenditure	55,113,000	43,660,279
<b>Capital Expenditure</b>	87,006,242	32,439,699
Building & Structures	3,600,000	837,925
Plant & Machinery & Equipment	1,300,000	65,890
Vehicles	2,700,000	2,314,864
Vehicles	16,006,242	16,000,447
Furniture & Office Equipment	2,000,000	1,984,492
Plant Machinery & Equipment	6,000,000	5,983,420
Building & Structures	55,000,000	5,000,000
Training & capacity Building	400,000	252,661
<b>Total</b>	<b>163,244,242</b>	<b>93,933,326</b>

## Government Officers' Advance 'B' Account

The following table shows the details of the Government Officers' Authorized Advance 'B' Account of the Ministry for the year 2011

Particulars	Approved limit (Rs)	Actual expenditure (Rs)
Maximum limit of expenditure	1,000,000	539,325
Minimum limit of receipts	300,000	310,260
Maximum debit balance limit	2,000,000	1,876,984

# Agencies under the Ministry

# Information and Communication Technology Agency (ICTA)

## Agencies under the Ministry

### Information and Communication Technology Agency (ICTA)

#### 1. About ICTA Brief introduction

The Information and Communication Technology Agency of Sri Lanka (ICTA) is the apex Information and Communication Technology (ICT) institution of the Government, functioning under the preview of the Ministry of Telecommunication and Information Technology. It has been established under the Act No. 27 of 2003. In terms of section 6 of the Act, ICTA is required to assist the Cabinet of Ministers in the formulation of the national policy on ICT. ICTA has been entrusted to prepare the necessary strategies and programmes on ICT to be implemented by the Government and Private sectors. Policy and procedure for ICT Usage in Government (eGovernment policy) was adopted by the Cabinet of Ministers on 16<sup>th</sup> December 2009.

#### 2. Functional sections and mandate of ICTA

The mandate of the ICTA is being achieved through the programs and strategies given below.

ICT policy, leadership and development (Common enabling environment)

- eLaws
- Information security
- Local languages initiative (LLI)
- Monitoring and evaluation (M&E)
- Strategic communication

Information infrastructure

Re-engineering Government

ICT human resources development

ICT investment and private sector development

Creating an empowered and knowledge based society (eSociety)

#### 3. Key projects implemented by ICTA

- Increased affordable access to ICT for citizens in the country through the establishment of Nanasala Centres.



Figure 3 : Nanasala at Koslanda

- Connecting Government Stage 3: The Lanka Government Network (LGN) has connected 475 Government organizations. 75 Government organizations in the Northern and Eastern provinces will be connected to LGN and provide IT Infrastructure to Jaffna, Killinochchi, Mannar, Mualtivu, Trincomalee and Batticaloa districts.
- Information on Government processes, services and applications: The Government Information Center: GIC is a centralized location for providing Government information through the website, [www.gic.gov.lk](http://www.gic.gov.lk) and 1919. GIC provides information on services offered by 290 Government organizations.

- Digitizing Birth, Marriage, and Death (BMD) certificates: To enable citizens to access birth, marriage and death certificates quickly and efficiently. Digitizing certificates in the Anuradhapura District under the “Deyata Kirula” was completed. BMD certificates in the Polonnaruwa and Puttalam districts were also digitized.
- Over 300 Unicode compliant tri-lingual websites of Government organizations were made available. A website was also created for the Court of Appeal and the Supreme Court of Sri Lanka. The web addresses in Sinhala and Tamil were made available.
- A project to improve the ICT literacy of citizens was started in October 2011. 50,000 citizens from Samurdhi families and children in school in the rural areas were selected as beneficiaries. Over 700 computer training centers have joined the project to provide training in ICT literacy.

ICTA has established four fully equipped computer training centers in the Northern, the Eastern and the North Central provinces in December 2011.

- In six hospitals in the Kegalle District, six hospitals in the Anuradhapura District, one in the Trincomalee District and one in the Kurunegala District have been selected for implementation. Implementation is being carried out in three hospitals in Anuradhapura. Implementation in the Kinniya Base Hospital in the Trincomalee District has commenced and hardware installation was completed.
- Global recognition:
  - World Summit Award: The eSociety Project “Wiki Goviya” the World Summit Award at the event held in Cairo.
  - ICTA served as a member of the Jury to select the best mobile applications from the South Asian Region. One product from Sri Lanka was amongst the winners.
- Continued work on finalizing the draft of Data Protection Framework.
- Court of Appeal (CoA): <http://www.courtofappeal.lk>:
  - The pilot project which was in operation at the Court Room No 303 had been successfully completed. This has been replicated in all other (8) Court Houses in the Court of Appeal. Short orders are being issued electronically immediately after pronouncing.
  - This second pilot project commenced in the Registry. Scanning of case files commenced.
  - Enabled Judges to dictate their judgments to their PCs using voice without the necessity to input with keyboards.



Figure 4: ICT Training Center at Central College, Anuradhapura

- The LAN within the Court of Appeal is being implemented with Wi-Fi.
- Awareness Programs, Conference and Workshops:
  - Continued awareness program for private schools.
  - Presentation was made on cyber warfare at Internet Society (ISOC) Conference.
  - Presentation made on ‘Introduction to information security’ at the Bandaranaike Center for International Studies.
  - The eNewsletter *Cyber Guardian* was distributed through SchoolNet.
  - Awareness material on the Flame virus was circulated.
  - Presentation was made on cyber crime and the role of the media during the launch of the new media center.
- Carried out consultancies and security assessments.
  - Sri Lanka Standard, SLS 1134 : 2011: (*Sri Lanka Standard Sinhala Character Code for Information Interchange*). This third revision of the standard was approved by the Sri Lanka Standards Institution (SLSI) as a Sri Lanka Standard. This version includes encoding for Sinhala numerals. It was launched in partnership with SLSI.
  - Six new stylized Sinhala Unicode fonts, the Tamil font ‘*Sri Tamil*’ and six new stylized Tamil fonts (*Chemmozhi* series) were completed.
  - A book on how to develop Sinhala and Tamil Unicode fonts was completed. This is an output of the training program on developing Unicode local language fonts.
  - A Sinhala/Tamil keyboard driver (input method) for using Mac Operating System with the Sinhala Unicode font *Mac Bhashitha* and the Tamil Unicode font *Sri Tamil* were completed.
- Sinhala keying-in layout for mobiles: An easy to use keying-in layout and keying-in sequences for mobiles for key-based input; touch screen input and for the QWERTY keypad was developed.

## Monitoring and Evaluation (M&E)

- The reports with respect to the following evaluations were finalized:
  - Software Usage Survey; Local language Outcome Evaluation Survey; ICT Human Resource Capacity Building Outcome Evaluation Survey; ICTA Communications Survey; eSociety Development Initiative Survey.
- Reports were prepared for the Colombo District progress review meeting; and for the progress review meetings of the Ministry of Telecommunications and Information Technology.
- Field visits were made to two Nenasalas in the Kurunegala, Ratnapura and Gampaha districts in connection with the Strategic Communication Outcome Evaluation Survey; A monitoring visit was made in respect to the newly developed Hospital Health Information Management System at the Dompe Hospital.
- Deyata Kirula, National Development Program: Participated and contributed significantly in several meetings at the Ministry of Telecommunications and Information Technology; the Terms of Reference for the Deyata Kirula evaluation were prepared; participated with the Ministry of Telecommunications and Information in the Deyata Kirula exhibition to monitor the process of collecting data.

- Carried out the following activities: Regular collection of project specific data; entering and updating the PMIS of the Department of Foreign Aid and Budget Monitoring (FABM) of the Ministry of Finance and Planning; preparation of feedback forms for ICTA events and analyzing the level of adoption of the eGovernment Policy.
- 78 media programs were held:
  - Nenapiyasa – TV program (over Rupavahini) - 13
  - Nenapiyasa – Sinhala radio program (over City FM) - 19
  - Subarathi – Sinhala radio program (over National Service) - 23
  - Arivodayam - Tamil Radio program (over Thendral) - 23
- eRegistrar of Companies (eROC): to re-engineer processes, develop and implement an ICT based solution which can meet the requirements of the Department of the Registrar of Companies (DRC). The contract for software development is ready for signing. The Department is also planning to hire an Audit Consultant.
- ePresidents Fund: Software development has been completed and the project is ready to be launched.
- Dengue Information Management System: Software development (1<sup>st</sup> phase) has been completed and the project is ready to be launched.
- Web:  
*New website development*: the overall objective was to develop 30 new websites for Government organizations: out of these, 7 websites were launched during the period. (23 had been launched earlier).
- Training on ICT skills for 550 Government officers in 22 Divisional Secretariat divisions in the Anuradhapura District.

### Nenasala

- Establishing Nenasala centers:



Figure 5: Nenasala at Colombo Fort Railway Station

- Hardware was procured for implementing 08 Nenasalas centers. This hardware comprises a solution based on virtual computing technology. With this solution it is possible to scale down the number of workstations to six per Nenasala.
- System development has been completed on Geographic Information system (GIS) to build the relationship between data and geographical locations and to highlight the information in the area maps of the respective Divisional Secretariat Divisions. User acceptance testing and data incorporation are in progress.

Diploma Certificates were awarded in to 135 participants who successfully completed the Diploma course in November 2011 (phase 1 of the above course).

### ICT Investment and Private Sector Development

- An IT SME Exhibition was held in Kandy under the Strategy “*Micro Enterprise Capacity Building*”. IT SMEs from Kandy and other regions showcased their software products / solutions. The Ceylon Chamber of Commerce and the National Chamber of Commerce were engaged for reaching out to potential customers in the region.



- The findings of the study carried out by AT Kearney titled “*Country Competitiveness Study of IT/BPO and Knowledge Services Industries in Sri Lanka*” were presented to the stakeholders and key Government officials. This assignment is for understanding Sri Lanka’s strengths needed for better marketing and to learn about the relative weaknesses and what can be done to alleviate them. The findings and recommendations are expected to yield insight needed for addressing gaps and optimizing marketing efforts of Sri Lanka as an IT/BPO destination.

### **eSociety**

- CAP Project Sustainability Program: (for ensuring the continuation of the more successful community projects under the eSociety Development Initiative). All grants awarded have been successfully completed.

# **Sri Lanka Telecom PLC (SLT)**

## Sri Lanka Telecom Ltd.

### 1. SLT Group Profile

Sri Lanka Telecom (www.slt.lk) is one of Sri Lanka's most valuable blue chip companies and the nation's number one integrated communication service provider and the leading broadband and backbone infrastructure service provider with an annual turnover in excess of Rs. 50 Billion. The two main shareholders of Sri Lanka Telecom as at year end were the Government of Sri Lanka which held 49.5% through the Secretary to the Treasury and Global Telecommunication Holdings N.V. of Netherlands, which owned a 44.98% stake. The balance shares are publicly traded.

SLT provides facilities and services in the areas of voice, data, video and mobile to its customers. These services, which are unmatched in scope, range from domestic and international voice, advance data transmission services which include internet services on leased lines, broadband and dial up, data circuits, and frame relay solutions to IP services such as IPVPN based on IP-MPLS technology, total corporate solutions of multiple services, satellite uplink services, IP transit, IPVPN, IPLC and international voice traffic transit services to global telecom operators and corporates, NGN services, wholesale services and mobile telephony and mobile broadband through its fully owned subsidiary Mobitel.

Together with its subsidiaries, SLT offers a full gamut of telecommunication solutions.

Mobitel, branded Sri Lanka's National Mobile Service Provider, is technologically at the cutting edge and a leader in Sri Lanka's telecommunication industry. PEO TV redefined the future of tele-viewing in Sri Lanka with the launch of Internet Protocol Television (IPTV).

The SLT Group has a customer base of over five million including multinational corporations, large and small corporate, public sector, retail and domestic customers. The company has been awarded a National Long Term Rating of AAA (lka) and a BB- rating on Long term Local Currency and Foreign Currency by Fitch Ratings, followed by BB- local currency and B+ foreign currency Credit Ratings by Standard & Poor's.

### 2. SLT Company - Vision, Mission and Values

#### Vision

"All Sri Lankans seamlessly connected with world-class information, communication and entertainment services."

#### Mission

"Your trusted and proven partner for innovative and exciting communication experiences delivered with passion, quality and commitment"

### Values

- Customer Caring -  
We put our customers at the centre of everything we do
- Trustworthy -  
We are true to our promises
- Innovative –  
We continuously invent new opportunities through creative thinking
- Responsive-  
We are ready to listen and act promptly
- Teamwork -  
We are one team with a common purpose to achieve common goals
- Excellence –  
We are committed to exceptional performance
- Results Driven –  
We are committed to enhancing shareholder value

### 3. Principal Activities

- Domestic Telephony (Fixed Wire Line & Fixed Wireless)
- International Telephony (Post-paid connections and Pre-paid cards)
- Internet services (Post-paid connections and Pre-paid cards)
- Broadband services
- Data services (domestic and international leased circuits, frame relay services, IP-VPN, ISDN and Metro Ethernet)
- Satellite up-link service
- Global business (Voice & Data - IPLC,IRU )
- Wholesales business (Network capacity to other operators)
- Training programs through SLT Training Centers

### 4. Industry Situation –Impact on SLT Business

The global and local industry trend is towards declining fixed telephony and improving broadband usage. The mobile telephony penetration in Sri Lanka is now nearing 100 percent. With the introduction of floor rates to on-net and off-net calls, a decay of price competition in the voice market is seen.

Broadband service is a fast growing area in Sri Lanka with several fixed and wireless service providers. Bandwidth and capacity demand for mobile broadband has been increased during the year, due to the increasing usage of smartphones. Usage of IPTV and other internet services over the fixed broadband lines have contributed to an increase of bandwidth and capacity usages at home and work environments.

# Department of Telecommunication

# Department of Telecommunication

## 1. Introduction

Historically, one officer of the state functioned as the Postmaster General and as well as the Director of Telecommunication who implemented the provisions of the Postal Ordinance and the Telecommunications Ordinance to provide person to person Communication services through letters and telephony respectively.

The combined functions of this official was bifurcated on 15th of August 1980 resulting in a separate official been appointed as the Director of Telecommunication and consequently the birth of the Department of Telecommunication.

With the enactment of Act No 25 of 1991, the regulatory authority of the Director of Telecommunication was transferred to the Telecommunication Regulatory Commission an operational activity was transferred to Sri Lanka Telecom Corporation.

With the same enactment other than the assets agreed upon all other assets and liabilities of the Department of Telecommunication transferred to Sri Lanka Telecom Corporation.

At present the activities are limited to winding up operations and establishment matters of former employees of the Department.

## 2. Vision and Mission

The mission of this institution is to perform the establishment activities of former employees of this Department and as well as other public service.

## 3. Relevant Enactments

To implement the provisions of the Telecommunication Ordinance and as well as that of Act No. 25 of 1991.

## 4. Activities

The employees of this department contribute towards telecommunication activities of the Ministry and do the activities given below:

Upon the enactment of Act No 25 of 1991 the establishment matter of former employees of the Department of Telecommunication were attended to.

01	Preparation of pension documents	30
02	Preparation of widowers & Orphans registration documents	10
03	Preparation of widows & Orphans registration documents	20
04	Preparation of relating to salaries anomalies	03
05	Report to the Public Service Commission	02
06	Report to the Public Petition Commission	04

Steps were taken to give new connection to Buddhist Places of worship on the recommendation of the Commissioner General of Buddhist Affairs and Christian Places of worship on the recommendation the Department of Christian Affairs.

01	Connection telephones for Buddhist Places for worship	12
02	Connection telephones for Christian Places for worship	04

Acting in accordance with the financial regulations 846 and 847 and upon the recommendation of the respective Ministries following types of application have been approval.

01	Commission of Official Residence phone to private phones	05
02	Application for phones to official [FR 846]	14
03	FR 846 (2) Application for official Residence phones	07

A multi-media network for the Ministry has been newly commissioned and its features are as follows:

1. The speed of access to the Internet is 1 mbps.
2. A separate mail server for the Ministry.
3. A trial website with the address <http://www.ictmin.gov.lk>
4. All Staff Officers and Management Assistants have been granted access to the internet and a unique email address assigned to them.