PERFORMANCE REPORT
2024

Department for Registration of Persons

10TH FLOOR, "SUHURUPAYA",
SRI SUBHUTHIPURA ROAD, BATTARAMULLA.

Chapter 01
INSTITUTIONAL PROFILE

1.1 Introduction

The Department for Registration of Persons, in terms of the provisions of the Registration of Persons Act no. 32 of 1968, commenced the registration and issue of National Identity Cards to the legal residents of Sri Lanka above 18 years of age, with effect from the year 1972. Subsequently, the age of registering a person was revised to 15 years in accordance with the provisions of the Registration of Persons Act No 8 of 2016 (Amendment) with effect from 07th July 2016 and the Department continues the role of issuing Identity Cards accordingly.

1.2 Vision, Mission, Objectives of the Institution

Vision
An assured identity for every Sri Lankan citizen.

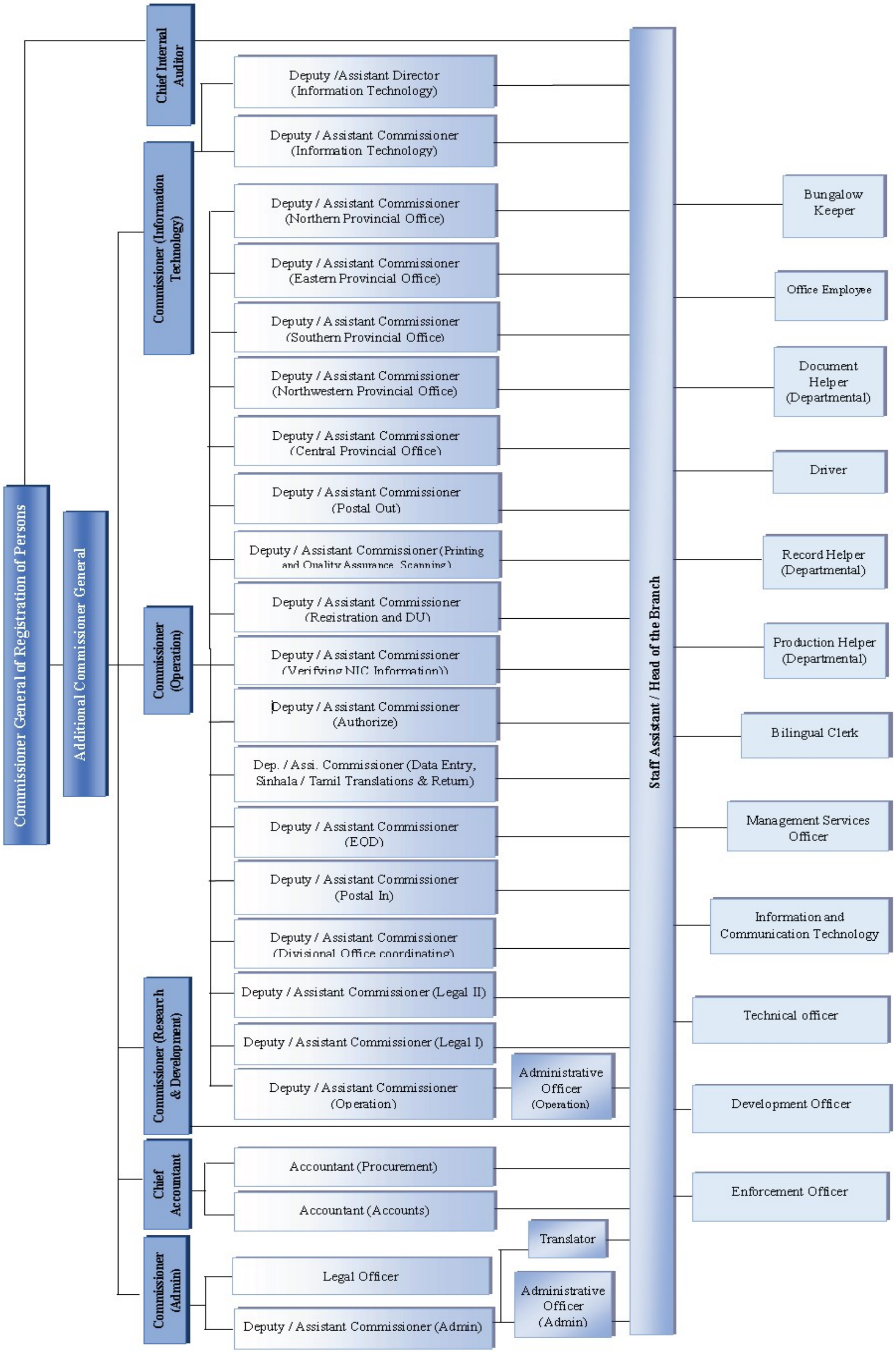
Mission
To create a database of all citizens of Sri Lanka and issue National Identity Cards recognized nationally and globally to all Sri Lankan citizens, which underline their human, social, economic, political and legal rights within the country and safety outside the country, to assist national and other agencies in establishing the identity of any citizen and to support Sri Lanka's national security and development.

Objectives
- Collect information of all Sri Lankan citizens and maintain a National Register of information.
- Register and issue National Identity Cards (NICs) to all Sri Lankan citizens who have completed the required age.
- Verify and certify information of Citizens of Sri Lanka.
- Share information with the Government and other organizations.
- Build capacity within the Department through human resource development and development of state-of-the-art technical know-how.
- Extend assistance for national security and development process of the country

1.3 Key Functions

- Collection of personal data of every Sri Lankan citizen, establish and maintain the national persons registry electronic media data system.
- Issuance of a national identity card for reliable identification of every eligible Sri Lankan citizen.
- Facilitating national security and the development process of the country, exchanging information in accordance with established legal and procedural frameworks and verification of that information.

1.4 Organization Structure



1.5 Main Divisions of the Department

Administration division
Accounts division
Operation division
Development and research division
Information technology division
Internal audit division

1.6 Sub Offices Operated Under the Department

Provincial office – Northern Province
Provincial office – Southern Province
Provincial office – North Western Province
Provincial office – Eastern Province
Provincial office – Central Province
340 provincial units established island wide, under the department

1.7 Information on the Foreign Funded Projects

Not applicable

Chapter 02
PROGRESS AND WAY FORWARD

2.1 Special Achievements, Challenges and Future Targets

Achivements -

I. The department has issued 1,159,588 national identity cards and information confirmation letters through one-day service and normal service during the period from 01st of January to 31st of December, 2024.

II. The Central Provincial Office of the Department for Registration of Persons has commenced operations from 22.04.2024.Accordingly, the process of preparing national identity cards for school application forms in Nuwara Eliya, Kandy, and Matale districts, as well as accepting applications for one-day service of the people of those districts and related basic work is carried out by the Central Provincial Office.

III. The process of enabling fee collection for the issuance of the National Identity Card and other related services through the online method has been completed to the last stage, and with the commencement of the issuance of the electronic National Identity Card, this payment option will be available to the applicants. At present, the necessary arrangements have been made to facilitate the payment of fees through the online method (Online Payment) to the studios that are registered to take photographs for the National Identity Card.

Challenges -

I. <u>Shortage of pre-printed cards required for printing National Identity cards</u>

Obtaining an adequate amount of pre-printed cards required for issuing national identity cards has been delayed owing to the cancellation of procurements related to purchasing pre-printed cards due to reasons beyond the control of this department. As a result, has had to restrict issuing national identity cards for the applications received by the department, and instead of the national identity card, steps are being taken to issue an information confirmation to the students appearing for the G.C.E. (O/L) examination letter, including all the information included in the national identity card.

II. <u>Delay in isuuance of the Electronic National Identity Card</u>

The goal of issuing electronic national identity cards has been delayed due to of the preparation of the main software, restructuring of the head office and non-completion procurement related to the purchase of some essential equipments.

III. **Inadequate number of officers**

The absence of Assistant/Deputy Commissioners at both the Central Provincial Office and Eastern Provincial Office has made it challenging to manage the operations of these offices and there is a shortage of two Assistant/Deputy Commissioners at the head office as well. Additionally, the shortage of Tamil medium officers leads to challenges in the department's daily operations.

Future Goals -

I. Taking relevant steps to get the Registration of Persons Act No. 32 of 1968, as amended by the Registration of Persons (Amendment) Act No. 8 of 2016, and its corresponding Regulations amended and approved with regard to the implementation of the Sri Lanka Unique Digital Identity Framework (SL-UDI Framework).

II. Issuance of an electronic national identity card with biometric data to all citizens of Sri Lanka.

III. At present, facilities have been provided for the payment of fees through the online method (Online Payment) to the studios that are registered to take photographs for the National Identity Card, and this facility will be extended to the issuance of National Identity Cards and other related services with the commencement of providing the electronic national identity card in the future.

Accounting Officer

Name :
Designation :
Date :

Chapter 03
OVERALL FINANCIAL PERFORMANCE OF THE YEAR

3.1. Statement of Financial Performance

ACA -F

Statement of Financial Performance
for the period ended 31st December 2024

Revised Budget Allocations 2024 Rs.		Note	Actual 2024 Rs.	Actual 2023 Rs.	
	Revenue Receipts				
-	Income Tax	1		-	
-	Taxes on Domestic Goods & Services	2		-	ACA-1
-	Taxes on International Trade	3		-	
-	Non Tax Revenue & Others	4	1,263,219,496	1,128,518,400	
-	**Total Revenue Receipts (A)**		1,263,219,496	1,128,518,400	
-	**Non Revenue Receipts**				
-	Treasury Imprests		3,110,023,000	1,580,133,000	ACA-3
-	Deposits		28,611,564	16,509,509	ACA-4
-	Advance Accounts		64,096,238	62,823,324	ACA-5
-	Other Main Ledger Receipts		-	-	
-	**Total Non Revenue Receipts (B)**		**3,202,730,802**	**1,659,465,833**	
	Total Revenue Receipts & Non Revenue Receipts C = (A)+(B)		**4,465,950,298**	**2,787,984,233**	
	Remittance to the Treasury (D)		**1,689,556,886**	**454,175,017**	
-	**Net Revenue Receipts & Non Revenue Receipts E = (C)-(D)**		**2,776,393,412**	**2,333,809,216**	
	Less: Expenditure				
	Recurrent Expenditure				
1,033,455,000.00	Wages, Salaries & Other Employment Benefits	5	1,003,105,990	861,394,479	
725,500,000.00	Other Goods & Services	6	600,013,928	680,034,850	ACA-2(ii)
7,000,000.00	Subsidies, Grants and Transfers	7	5,211,360	5,572,132	
-	Interest Payments	8	-	-	
-	Other Recurrent Expenditure	9	-	-	
1,765,955,000.00	**Total Recurrent Expenditure (F)**		**1,608,331,278**	**1,547,001,462**	
	Capital Expenditure				
9,000,000.00	Rehabilitation & Improvement of Capital Assets	10	7,667,949	1,668,579	
79,000,000.00	Acquisition of Capital Assets	11	64,703,529	198,319,540	
-	Capital Transfers	12	-	-	ACA-2(ii)
-	Acquisition of Financial Assets	13	-	-	
1,000,000.00	Capacity Building	14	996,160	994,895	
1,001,000,000.00	Other Capital Expenditure	15	306,521,786	301,240,516	
1,090,000,000.00	**Total Capital Expenditure (G)**		**379,889,424**	**502,223,530**	
	Deposit Payments		31,213,956	12,598,681	ACA-4
	Advance Payments		56,717,678	57,174,052	ACA-5
	Other Main Ledger Payments		-	-	
	Total Main Ledger Expenditure (H)		**87,931,634**	**69,772,733**	
	Total Expenditure I = (F+G+H)		2,076,152,336	2,118,997,724	
	Balance as at 31st December J = (E-I)		**700,241,076**	**2,118,997,724**	
	Balance as per the Imprest Adjustment Statement		700,241,075	214,811,492	ACA-7
	Imprest Balance as at 31st December		-	-	ACA-3
			700,241,075	**214,811,492**	

3.2. Statement of Financial Position

ACA-P

Statement of Financial Position
As at 31st December 2024

	Note	Actual 2024 Rs	2023 Rs
Non Financial Assets			
Property, Plant & Equipment	ACA-6	1,308,827,165	745,956,115
Financial Assets			
Advance Accounts	ACA-5/5(a)	127,218,484	134,597,044
Cash & Cash Equivalents	ACA-3	-	-
Total Assets		**1,436,045,649**	**880,553,159**
Net Assets / Equity			126,815,617
Net Worth to Treasury		121,888,344	126,664,512
Property, Plant & Equipment Reserve		1,308,827,165	745,956,115
Rent and Work Advance Reserve	ACA-5(b)	-	-
Current Liabilities			
Deposits Accounts	ACA-4	5,330,140	7,932,532
Unsettled Imprest Balance	ACA-3	-	-
Total Liabilities		**1,436,045,649**	**880,553,159**

Detail Accounting Statements in ACA format Nos. 1 to 7 presented in pages from 8 to 28 and Annexures to accounts presented in pages from 29 to 73 form an integral part of these Financial Statements. **The Financial Statements have been prepared in accordance with the Goverment Financial Regulations 150 & 151 and State Accounts Guidline No.06/2024, dated 16.12.2024** and hereby certify that figures in these Financial Statements, Notes to accounts and other relevent accounts were reconciled with the Treasury Books of Accounts and found in agreement.

We hereby certify that an effective internal control system for the financial control exists in the Reporting Entity and carried out periodic reviews to monitor the effectiveness of internal control system for the financial control and accordingly make alterations as required for such systems to be effectively carried out.

……………………	………………	…………………………………..
Chief Accounting Officer	Accounting Officer	Chief Financial Officer/ Chief Accountant/ Director (Finance)/ Commissioner (Finance)
Name : Waruna Sri Dhanapala	Name : M.S.P.Sooriyapperuma	Name : D.S.Samarawickrama
Designation : Secretary	Designation : Commissioner General (Acting)	
Date : .02.2025	Date : .02.2025	Date : .02.2025

3.3. Statement of Cash Flows

ACA-C

Statement of Cash Flows
for the Period ended 31st December 2024

	Actual	
	2024 Rs.	**2023 Rs.**
Cash Flows from Operating Activities		
Total Tax Receipts	-	-
Fees, Fines, Penalties and Licenses	801,884,120	541,829,575
Profit	-	-
Non Revenue Receipts	-	-
Revenue Collected on behalf of Other Revenue Heads	57,319,610	28,646,559
Imprest Received	3,110,023,000	1,580,133,000
Recoveries from Advance	42,010,660	43,529,593
Deposit Received	28,611,564	16,509,509
Total Cash generated from Operations (A)	**4,039,848,954**	**2,210,648,237**
Less - Cash disbursed for:		
Personal Emoluments & Operating Payments	852,796,509	817,024,723
Subsidies & Transfer Payments	3,162,728	3,402,104
Expenditure incurred on behalf of Other Heads	1,037,190,642	371,620,455
Imprest Settlement to Treasury	1,689,556,886	454,175,017
Advance Payments	49,449,315	49,943,929
Deposit Payments	31,213,956	12,598,681
Total Cash disbursed for Operations (B)	**3,663,370,036**	**1,708,764,908**
NET CASH FLOW FROM OPERATING ACTIVITIES(C)=(A)-(B)	**376,478,918**	**501,883,328**
Cash Flows from Investing Activities		
Interest	-	-
Dividends	-	-
Divestiture Proceeds & Sale of Physical Assets	-	-
Recoveries from On Lending	-	-
Total Cash generated from Investing Activities (D)	-	-
Less - Cash disbursed for:		
Capital Expenditure	376,478,918	501,883,328
Total Cash disbursed for Investing Activities (E)	**376,478,918**	**501,883,328**
NET CASH FLOW FROM INVESTING ACTIVITIES(F)=(D)-(E)	**(376,478,918)**	**(501,883,328)**
NET CASH FLOWS FROM OPERATING & INVESTMENT ACTIVITIES (G)=(C) + (F)	-	-
Cash Flows from Fianacing Activities		
Local Borrowings	-	-
Foreign Borrowings	-	-
Grants Received	-	-
Total Cash generated from Financing Activities (H)	-	-
Less - Cash disbursed for:		
Repayment of Local Borrowings	-	-
Repayment of Foreign Borrowings	-	-
Total Cash disbursed for Financing Activities (I)	-	-
NET CASH FLOW FROM FINANCING ACTIVITIES (J)=(H)-(I)	-	-
Net Movement in Cash (K) = (G) + (J)	-	-
Opening Cash Balance as at 01st January	-	-
Closing Cash Balance as at 31st December	-	-

3.4. Notes to the Financial Statements

ACA -1

Statement of Revenue for the period ended 31st December 2024

Revenue Accounting Officer : Commissioner General of Registration of Persons **Expenditure Head No : 227**

Rs.

Revenue Code	Revenue Title	Note	Revenue Estimate		Revenue Collection				Refund from Revenue			
			(1)		(2)			(3)	(4)			(5)
			Original Estimate	Revised Estimate	Collected by Ministry/ Dept.	Collected by Other Ministries/ Depts. (SA-21)	Total	Collection of Arrears Revenue	By Cash	Error Corrections	Total	Net Revenue For the Period 2024
			1(i)	1(ii)	2(i)	2(ii)	2(iii)=2(i)+2(ii)	(3)	4(i)	4(ii)	4(iii)=4(i)+4(ii)	5=2(iii)+(3)-4(iii)
	NON-TAX REVENUE AND OTHER	4										
2003.02.00	**Administrative Fees & Charges**											
2003.02.03	Fees under Registration of Persons		930,000,000	-	802,107,120	462,064,728	1,264,171,848		88,155	864,197	952,352	1,263,219,496
	Total Revenue (Note 1 - 4)		**930,000,000**	**-**	**802,107,120**	**462,064,728**	**1,264,171,848**	**-**	**88,155**	**864,197**	**952,352**	**1,263,219,496**

*Format should be amended including only the relevant revenue codes.

.02.2025 ....
Date Signature and Name of Chief Financial Officer /Chief Accountant / Head of Finance Signature, Name and Designation of Revenue Accounting Officer

ACA - 1(i)

Statement of Arrears of Revenue for the period ended 31st December 2024

Revenue Accounting Officer : Commissioner General of Registration of Persons

Expenditure Head No : 227

Net Revenue collection for three preceeding years		
Year 1	(2021)	Rs. 198,886,160
Year 2	(2022)	Rs. 552,262,863
Year 3	(2023)	Rs. 1,128,518,400

Rs.

Period	Revenue Code	Revenue Description	Balance at the Beginning of the year (1)	Arrears of the Reporting year (2)	Recoveries (3)	Waived off Arrears of Revenue (4)	Balance at the end of the Year 5=(1)+(2)-[(3)+(4)]
(1) Arrears in respect of the reporting year	2003.02.03	Fees under Registration of Persons Act No.32 of 1968		-	-	-	-
Sub Total				-	-	-	-
(2) Arrears in respect of the previous year	2003.02.03	Fees under Registration of Persons Act No.32 of 1968	-		-	-	-
Sub Total			-		-	-	-
(3) Arrears before the previous years	2003.02.03	Fees under Registration of Persons Act No.32 of 1968	-		-	-	-
Sub Total			-		-	-	-
Total			-	-	-	-	-

.02.2025
Date

……………………………………………..
Signature and Name of Chief Financial Officer / Chief Accountant / Head of Finance

……………………………………………………..
Signature of Revenue Accounting Officer
Name of Revenue Accounting Officer:
Designation of Revenue Accounting Officer:

ACA-2(ii)

Statement of Expenditure for the period ended 31st December 2024

Expenditure Head No : 227 **Department : Department For Registration of Persons**

Rs.

Expenditure Code	Note	Finance Code	Provisions: Annual Budgetory Provision	Provisions: Supplementary Estimate Provision	Provisions: FR 66/69 Transfers	Provisions: Total Net Provision	Expenditure: Expenditure as per the Cash Book	Expenditure: Expenditure incurred by Other Ministry/Dept. Under the FR. 208 (As per the Treasury Printouts)	Expenditure: Total Expenditure	Net Effect: Savings / Excess	Net Effect: Savings / Excess as a % of Revised Estimate	Net Effect: Reasons for the Variance
			(1)	(2)	(3) (-)/+	(4)=(1)+(2)+(3)	(5)	(6)	(7)= (5)+(6)	(8)=(4)-(7)	(9)=(8)/(4)*100	
Recurrent Expenditure												
Programme (1)												
Prog./Proj./Sub proj./Object code/Item												
CLASSIFICATION OF WAGES,	5											
Personal Emoluments												
1001 Salaries & Wages		11	581,000,000	-	(25,000,000)	556,000,000	241,965,965	301,303,519	543,269,484	12,730,516	2	
1002 Overtime & Holiday Payments		11	36,000,000	-	-	36,000,000	34,808,033	355,816	35,163,849	836,151	2	
1003 Other Allowances		11	304,000,000	112,455,000	25,000,000	441,455,000	216,064,238	208,608,420	424,672,658	16,782,342	4	
			921,000,000	**112,455,000**	**-**	**1,033,455,000**	**492,838,235**	**510,267,755**	**1,003,105,990**	**30,349,010**		
CLASSIFICATION OF OTHER	6											
Travelling Expenditure												
1101 Domestic		11	2,000,000	-	-	2,000,000	1,016,991	883,375	1,900,366	99,634	5	
1102 Foreign		11	1,000,000	-	-	1,000,000	156,708	-	156,708	843,292	84	Restriction of foreign travel
Total (a)			**3,000,000**	**-**	**-**	**3,000,000**	**1,173,699**	**883,375**	**2,057,074**	**942,926**		
Supplies												
1201 Stationery & Office Requisites		11	99,000,000	-	(4,300,000)	94,700,000	23,252,306	9,006,257	32,258,562	62,441,438	66	Expenses not occuring as
1202 Fuel		11	25,200,000	-	(7,000,000)	18,200,000	13,326,164	82,293	13,408,458	4,791,542	26	
1202-002 Fuel Allowance		11	4,500,000	-	-	4,500,000	3,873,459	-	3,873,459	626,541	14	Decrease in fuel prices and number of officers entitled for fuel allowance less than the estimate
1202-009 Fuel for Pool Vehicle		11	20,000,000	-	(7,000,000)	13,000,000	9,302,676	32,343	9,335,019	3,664,981	28	Reduction of fuel prices and limitation of of vehicles provided for
1202-010 Fuel for other Purposes		11	700,000	-	-	700,000	150,030	49,950	199,980	500,021	71	Minimum utilization of generators due to continuous electricity supply.

1203 Diets & Uniforms		11	200,000	-	(64,000)	136,000	136,000	-	136,000	-	-	
1203-002 Uniforms		11	200,000	-	(64,000)	136,000	136,000	-	136,000	-	-	
1205 Other		11	600,000	-	-	600,000	599,195	-	599,195	805	0	
Total (b)			**125,000,000**	**-**	**(11,364,000)**	**113,636,000**	**37,313,665**	**9,088,550**	**46,402,215**	**67,233,785**		
Maintenance Expenditure												
1301 Vehicles		11	7,500,000	-	1,500,000	9,000,000	8,970,779	-	8,970,779	29,221	0	
1302 Plant and machinery		11	2,500,000	-	-	2,500,000	1,393,943	1,013,296	2,407,239	92,761	4	
1303 Building and Structures		11	2,500,000	-	1,000,000	3,500,000	17,305	3,127,021	3,144,326	355,674	10	Reporting a lesser amount of expenditure related to the total allocations granted to the Divisional
1304 Software Maintenance		11	19,500,000	-	4,300,000	23,800,000	22,439,690	-	22,439,690	1,360,310	6	As certain service contracts commenced at the end of the year, the relavant payment activities are not
Total (c)			**32,000,000**	**-**	**6,800,000**	**38,800,000**	**32,821,718**	**4,140,317**	**36,962,035**	**1,837,965**		
Services												
1401 Transport		11	3,000,000	-	-	3,000,000	2,082,925	-	2,082,925	917,075	31	Variability in elegible officers for the
1402 Postal & Communication		11	30,000,000	-	-	30,000,000	25,574,152	80,000	25,654,152	4,345,848	14	Expenses not incurred as expected and use envelopes received by the department in applying for identity
1403 Electricity & Water		11	100,000,000	-	(1,000,000)	99,000,000	82,054,658	1,283,535	83,338,193	15,661,807	16	Revision of electricity and water tariffs by the government and economical use of electricity and
1404 Rents & Local Taxes		11	240,000,000	-	-	240,000,000	16,003,161	222,499,343	238,502,504	1,497,496	1	
1405 - Cleaning and Janitorial Services		11	19,000,000	-	-	19,000,000	14,964,887	1,667,907	16,632,794	2,367,207	12	Non-expenditure of allocated wages due to the number of sanitation workers engaged in duties was less
1407 - Security Services		11	14,000,000	-	(514,720)	13,485,280	7,967,100	-	7,967,100	5,518,180	41	No reason emerged to utilize the estimated security fund, in view of the
1408 Lease Rental for Vehicles Procured under Operational Leasing		11	2,500,000	-	(921,280)	1,578,720	1,578,720	-	1,578,720	-	-	
1409 Other		11	157,000,000	-	7,000,000	164,000,000	138,423,589	412,627	138,836,216	25,163,784	15	
1409-138 Machinery and Office Equipment Service Agreements		11	150,000,000	-	-	150,000,000	126,386,051	412,627	126,798,678	23,201,322	15	Non-payment in the relevant year as a result of some service contracts not
1409-139 Vehicle Insurance		11	1,000,000	-	-	1,000,000	234,050	-	234,050	765,950	77	Being able to select a company for an amount lower than the estimated
1409-140 Miscellaneous Service Expenditure		11	6,000,000	-	7,000,000	13,000,000	11,803,488	-	11,803,488	1,196,512	9	Expected expenses not coming up.
Total (d)			**565,500,000**	**-**	**4,564,000**	**570,064,000**	**288,649,193**	**225,943,412**	**514,592,605**	**55,471,395**		
Total Expenditure on Other Goods & Services (a+b+c+d)			**725,500,000**	**-**	**-**	**725,500,000**	**359,958,274**	**240,055,654**	**600,013,928**	**125,486,072**		
OBJECT CODE WISE CLASSIFICATION OF TRANSFERS, GRANTS & SUBSIDIES	7											
Transfers												
1506 Property Loan Interest to Public Servants		11	7,000,000	-	-	7,000,000	3,162,728	2,048,632	5,211,360	1,788,640	26	Restrictions imposed by banks on granting property loans to public
Total			**7,000,000**	**-**	**-**	**7,000,000**	**3,162,728**	**2,048,632**	**5,211,360**	**1,788,640**		
Programme (1)												
Grand Total (Notes 5 to 9) Total Recurrent Expenditure			**1,653,500,000**	**112,455,000**	**-**	**1,765,955,000**	**855,959,238**	**752,372,041**	**1,608,331,279**	**157,623,721**		

Capital Expenditure												
Programme (1)												
OBJECT CODE WISE CLASSIFICATION OF PUBLIC INVESTMENT												
Rehabilitation & Improvements of Capital Assets	**10**											
2001 Buildings & Structures		11	4,000,000	-	-	4,000,000	280,800	3,410,506	3,691,306	308,694	8	Underutilization of allocations despite release of allocations as per
2002 Plant, Machinery & Equipment		11	3,000,000	-	-	3,000,000	2,667,272	-	2,667,272	332,728	11	As anticipated, no necessity came up to make any upgrades/improvements of a capital
2003 Vehicles		11	2,000,000	-	-	2,000,000	1,309,371	-	1,309,371	690,629	35	Inability to carry out anticipated capital repairs due to problems in importing auto spare parts due to the
Total (a)			**9,000,000**	**-**	**-**	**9,000,000**	**4,257,443**	**3,410,506**	**7,667,949**	**1,332,051**		
Acquisition of Capital Assets	**11**											
2102 Furniture & Office Equipment		11	4,000,000	-	-	4,000,000	3,162,697		3,162,697	837,303	21	Inability to make payments during the relevant year as the suppliers failed to deliver the goods before the
2103 Plant, Machinery & Equipment		11	75,000,000	-	-	75,000,000	61,540,832	-	61,540,832	13,459,168	18	Inability to complete within the stipulated time due to cancellation of certain procurements and re-calling of
Total (b)			**79,000,000**	**-**	**-**	**79,000,000**	**64,703,529**	**-**	**64,703,529**	**14,296,471**		
Capacity Building	**14**											
2401 Staff Training		11	1,000,000	-	-	1,000,000	996,160	-	996,160	3,840	0	
Total (e)			**1,000,000**	**-**	**-**	**1,000,000**	**996,160**	**-**	**996,160**	**3,840**	**0**	
Other Capital Expenditure	**15**											
2505 Procument Preparedness		11	1,000,000	-	-	1,000,000	919,982		919,982	80,018	8	Expenses not coming up as expected.
2509 Other		11	1,000,000,000	-	-	1,000,000,000	305,601,804		305,601,804	694,398,196	69	The procurement of pre-printed polycarbonate card was cancelled, and payments have been done this year for the quantity of cards ordered on a
Total (f)			**1,001,000,000**	**-**	**-**	**1,001,000,000**	**306,521,786**	**-**	**306,521,786**	**694,478,214**		
Programme (1)												
Total Expenditure on Public Investments (a+b+c+d+e+f)			**1,090,000,000**	**-**	**-**	**1,090,000,000**	**376,478,918**	**3,410,506**	**379,889,424**	**710,110,576**	**65**	
Grand Total (Notes 5 to 15) - Total Expenditure			**2,743,500,000**	**112,455,000**	**-**	**2,855,955,000**	**1,232,438,156**	**755,782,547**	**1,988,220,703**	**867,734,297**	**30**	

* Format should be amended including only he relevant votes.

…………………………………………………………..
Chief Financial Officer /Chief Accountant/Director (Finance)/
Commissioner (Finance)

Date : .02.2025

ACA-3

Statement of Imprest Account for the year 2024

Department : Department For Registration of Persons
Expenditure Head No. : 227

Rs.

Imprest Account No.	Imprest Balance as at 1st January 2024 1			Imprest Received 2			Imprest Settlement 3			Imprest Balance as at 31st December 2024 4			Imprest Balance as at 31st December 2024 as per Entity Books	Imprest Balance as at 31st December 2024 as per Treasury Books
	Unsettled Sub Imprests	Unsettled Imprests (Excluding Unsettled Sub Imprests)	Total	Treasury	Other Sources	Total	Expenditure	Cash Remit to Treasury	Total	Unsettled Sub Imprest Balance	Unsettled Imprests	Total	*5	6
	1(i)	1(ii)	1(iii)	2(i)	2(ii)	2(iii)=2(i)+2(ii)	3(i)	3(ii)	3(iii)=3(i)+3(ii)	4(i)	4(ii)	4(iii)=4(i)+ 4(ii)	5=1(iii)+2(iii)-3(iii)	
7002-0-0-033-0-24-0	-	-	-	3,110,023,000	864,229,010	3,974,252,010	2,284,695,124	1,689,556,886	3,974,252,010			-	-	

1. Please show reasons for difference between 4 and 6 above .

(1) Remitted to the Treasury but not updated cash book balance as at 31/12/2024 ………………………..

(2) Other reasons- .... ………………………..

State if these balances were settled as at the date of signing the report and if not, reason for not setlling the balances.

I hereby certify that the above information is true and correct.

…………………………………………………………..
Chief Financial Officer /Chief Accountant/Director (Finance)/
Commissioner (Finance)
Date : .02.2025

* This Balance should be shown in the Statement of Financial Performance

ACA -4

Statement of Deposit Accounts as at 31st December 2024

Expenditure Head No : 227 **Department : Department For Registration of Persons**

Rs.

Name o f Deposit Accounts	Deposit Number	Balance as at 1st January 2024	Credited during the year	Debited during the year	Balance as at 31st December 2024	Balance as per Treasury Book as at 31st December 2024
Security Deposits	6000-0-0-001-0-055-0	20,000	25	10,025	10,000	10,000
Tender Deposits	6000-0-0-002-0-073-0	-			-	
Retention Money for Construction	6000-0-0-016-0-023-0	7,859,928	5,253,030	7,859,928	5,253,030	5,253,030
Temporary Retention for Statutory Payments	6000-0-0-018-0-030-0	52,603	23,358,510	23,344,003	67,110	67,110
		7,932,532	**28,611,564**	**31,213,956**	**5,330,140**	**5,330,140**

* Format should be amended including only the relevent Deposit numbers

…………………………………………………………..

Chief Financial Officer /Chief Accountant/Director (Finance)

Commissioner (Finance)

Date : .02.2025

ACA- 5

Statement of Advance Accounts as at 31st December 2024

Expenditure Head No : 227 **Department : Department For Registration of Persons**

Rs.

Name of Advance Account	Advance Account Number	Balance as at 1st January 2024 (1)	Maximum Limits of Expenditure Rs.40,000,000.00 Debits during the year (2) In Cash	Through Cross Entries	Minimum Limits of Receipts Rs.40,000,000.00 Credits during the year (3) In Cash	Through Cross Entries	Maximum Limits of Debit Balance Rs.200,000,000.00 Balance as 4=(1)+(2)-(3)	Maximum Limits of Liabilities Rs……..	Balance as per Treasury Books as at 31st December 2024
(1) Advance to Public Officers	227011	134,597,044	33,556,517	6,658,855	3,601,004	44,395,794	126,815,617	-	126,815,617
	227012		-	16,502,306	-	16,099,440	402,866	-	402,866
(2) Other Advances	-	-	-	-	-	-	-	-	-
(3) Miscellaneous Advances	-	-	-	-	-	-	-	-	-
		134,597,044	**33,556,517**	**23,161,161**	**3,601,004**	**60,495,234**	**127,218,484**	**-**	**127,218,484**

……………………………………………………………..
Chief Financial Officer /Chief Accountant/Director (Finance)/
Commissioner (Finance)
Date : .02.2025

ACA -5(a)

Statement of Rent and Work Advance Accounts as at 31st December 2024

Expenditure Head : 227 **Department : Department For Registration of Persons**

Advance Number	Project Description	Paid Date	Voucher No.	Paid Amount	Balance as at 01.01.2024 (Rs.)	Recoveries During the Year 2024		Balance as at 31.12.2024 (Rs.)
						For Previous Year	For Current Year	
(1) Rent Advance Eg. 9188-250-0-1-0-1 ……………….. ………………..					Not Applicable			
Total (a)								
(2) Work Advance Eg. 9188-250-0-2-0-1 ……………….. ………………..								
Total (b)								
Grand Total (a) + (b)								

ACA -5(b)

Statement of Rent and Work Advance Reserve Accounts as at 31st December 2024

Expenditure Head : 227 **Department : Department For Registration of Persons**

Advance Number	Project Description	Balance as at 01.01.2024 (Rs.) (1)	During the Year 2024		Balance as at 31.12.2024 (Rs.) 4=1+3-(2)
			Recoveries (Dr.) (2)	Paid (Cr.) (3)	
(1) Rent Advance Eg. 9188-250-0-1-0-1 ……………….. ………………..			Not Applicable		
Total (a)					
(2) Work Advance Eg. 9188-250-0-2-0-1 ……………….. ………………..					
Total (b)					
Grand Total (a) + (b)					

3.5. Performance of the Revenue Collection

Rs.

Revenue code	Description of Percons Act No.32 of 1968	Revenue Estimate (1)		Collected Revenue (2)	
		Original Estimate 1(i)	Final Estimate 1(ii)	Quantity (Rs.) 2(i)	as a % of Final Revenue 2(ii)
2003.02.03	Fees under Registration of Persons Act No.32 of 1968	930,000,000.00	1,263,219,496.00	1,263,219,496.00	100%

3.6. Performance of the Utilization of Allocation

Rs.

Type of Allocation	Allocation		Actual Expenditure	Allocation Utilization as a % of Final Allocation
	Original Allocation	Final Allocation		
Recurrent	1,653,500,000.00	1,759,455,000.00	1,608,331,278.97	91.41
Capital	1,090,000,000.00	1,090,000,000.00	379,889,424.07	34.85

3.7. Ganted allocations for the Department interms of F.R.208 and as an agent of the Department

Serial No.	Ministry /Department which the allocation was received	Purpose of the Allocation	Allocation (Rs.)		Actual Expenditure	Allocation Utilization as a % of Final Allocation
			Original Allocation	Final Allocation		
		Not Applicable				

3.8. Performance of the Reporting of Non-Financial Assets

Assets Code	Code Description	Balance as per Bond of Survey Report as at 31.12.2024	Balance as per Financial Position Report as at 31.12.2024	Yet to be Accounted	Reporting Progress as a %
9151	Building and Structures	-	154,456,562.69	-	
9152	Equipment	-	1,085,130,602.61	-	
9153	Land	-	69,240,000.00	-	
9154	Intangible Assets	-	-	-	
9155	Biological Assets	-	-	-	
9160	Work in Progress	-	-	-	
9180	Leased Assets	-	-	-	

3.9. Auditor General's Report

Has been attached as Annexure -01

Chapter 04
PERFORMANCE INDICATORS

4.1. Performance Indicators of the Institute (Based on the Action Plan)

Specific Indicators	Actual as a percentage (%) of projected output				
	>100%	100% - 90%	75% - 89%	50% - 74%	50% - 0%
Operational Activities					
Total applications received under normal service		✓			
Number of national identity cards issued under normal service			✓		
Total applications received under one day service		✓			
Number of national identity cards issued under one day service	✓				
Human Resource Development					
Staff training		✓			
Internal Audit Activities					
Internal audit plan		✓			
Rehabilitation and upgrading of capital assets					
Buildings and structures				✓	
Machinery and equipment			✓		
Vehicles				✓	
Acquisition of capital assets					
Furniture and office equipment		✓			
Machinery and equipment		✓			
Other capital expenditure					
Procurement pre-preparation		✓			
Pre-printed cards and related activities		✓			

Chapter 05
Performance in Achieving the Sustainable Development Goals (SDG)

5.1. Relevant Sustainable Development Goals Identified

Target/Goal	Goals	Achievement Indicators	Progress of achievements so far		
			0% - 49%	50% - 74%	75% - 100%
Promoting perfect peaceful social groups for sustainable development, establishing justice and protection of law for all, establishing responsibility and perfection at all levels.	Issuance of National Identity cards with name and address in all three languages Sinhala, Tamil and English.	Number if identity cards prepared in all three languages,			✓
	Issuance of National Identity cards as a more secure card, using a computerized system and a lasor technology.	Number of National Identity cards issued as a more secure card, using a computerized system and a lasor technology.			✓
	Use of a photograph taken as per International Civil Aviation Organization (ICAO) standards for the identity card.	Number of studios registered for taking photos in accordance with ICAO standards			✓
	Issuance of Sri Lanka Identification Number (SLIN) for newborn children implemented in collaboration with the Registrar General's Department	Number of birth certificates with Identification number (SLIN) issued in collaboration with the Registrar General's Department.			✓
	Exchange of information for national security and development process of the country and verification of the said information.	Amount of information exchanged and verified for national security and development process of the country.			✓

5.2. Briefly describe the achievements and challenges of achieving sustainable development goals

Achievements:

1. Implementation of one day service at the Nuwara Eliya Provincial Office by decentralizing the services to ensure convenience and fairness for all in the area.

2. Facilities have been provided to facilitate the exchange of verified data and information of individuals with government bodies and recognized private institutions. By enabling the verification of individuals' information through API and LOOKUP service options, this has created the opportunity to offer a more efficient and trustworthy service to both businesses and customers. Currently, 98 organizations have contracted to provide LOOKUP services and 10 organizations have contracted to provide API services. This outlines the fundamental background f Sri Lanka's progress toward a digital economy.

3. Due to verification of people's information using online system for national security and the development process of the country, the people who come to seek services can get an efficient and reliable service.

4. Being able to actively contribute to preventing desertification by reducing the use of paper and carrying out the majority of departmental tasks online.

5. In order to prevent the impact caused by the significant increase in postal charges when sending the completed applications from regional offices all over the island to the head office by post, completed applications were delivered to the head office by a departmental vehicle according to a transportation plan prepared to minimize the cost as a solution, allowing the department to realize a cost advantage of over 90%.

6. Having the opportunity to provide a more efficient public service by drafting the necessary regulations for the amendment of the Registration of Persons Act No. 32 of 1968 and, for its implementation, to introduce a very accurate and secure national identity card.

Challenges:

1. As the old and rejected identity cards returned by applicants and collected daily at the department are made of plastic and polythene, the department is constrained by the limited number of organizations with facilities to dispose of them in an environmentaklly healthy manner.

2. Unnecessary pressure is created in departmental cost management due to the huge increase in postage costs and inadequate provisions granted for the same when returning the completed applications to the head office by the regional offices.

Chapter 06
HUMAN RESOURCE PROFILE

6.1. Cadre Management

	Approved Cadre	Existing Cadre	Vacancies **
Senior	31	23	8
Tertiary	4	3	1
Secondary	1,288	1,192	96
Primary	149	103	46

6.2. ** How the shortage or excess in human resources has been affected to the performance of the institute

Several measures have been put in place to prevent the department's existing human resources shortage from having a negative impact on the performance of the institution. Those are,

- Take action to develop the computerized system used to produce National Identity Cards as to minimize manpower
- Deploy departmental officers in overtime duties

Accordingly, the existing vacancies in the department are managed by the above methods and the requests are being made constantly to the authorities concerned to fill these vacancies.

6.3. Human Resource Development

Serial Number	Name of the programme	Number of employees trained	Duration of the programme	Total investment (Rs. 000) (Local)	Nature of the programme	Output / Knowledge gained *
1.	Awareness training programme for Management Service Officers on provisions of the Establishment Code and office procedures	40	01 day	31,390.00	Local	High performance of the relevant officials.
2.	Training programme for Deputy commissioners and Assistant Commissioners on number verification and awareness on role and work process of Legal Department	12	02 days	3,960.00	Local	High performance of the relevant officials.
3.	Induction training programme for officers transferred to this department under 2024 annual transfers	50	03 days	71,800.00	Local	New officers who quickly adapted to the department and continuous efficient public service
4.	Attitude development training programme on providing effective public service for Civil Security Officers engaged in security duties of this department	11	½ day	1,950.00	Local	Continuous efficient public service
5.	Training programme for officers engaged in duties related to granting approvals.	30	01 ½ days	5,670.00	Local	Approach to the project of improving efficiency and reduction of the time takrn for one-day service and minimization of errors
6.	Training programme on discipline and office etiquette for drivers and office employees	2	02 days	26,000.00	Local	High performance of concerned officers/ positive growth in internal and external customer care

7.	Training Programme on internal auditing and internal controls	1	02 days	13,000.00	Local	High performance of the concerned officers
8.	Training programme on preparation of salaries of government officers.	3	01 day	15,000.00	Local	High performance of the relevant officials.
9.	Training Programme on role of leave officer	2	01 day	10,000.00	Local	High performance of the relevant officials.
10.	The training programme held through Zoom technology for the development officers attached to the Divisional Secretariats in the tasks of checking documents, recalling deficiencies and sending applications for one-day service.	218	1 ½ days	12,950.00	Local	Minimize problems in the identity card preparation process
11.	Training programme on Financial Regulations, government procurement process, Establishment Code and Procedural Rules	150	02 days	36,340.00	Local	High performance of the relevant officials.
12.	Knowledge management training programme	46	1 ½ days	31,380.00	Local	Minimizing the gaps in knowledge management
13.	Diploma in Common Law	1	1 year	99,000.00	Local	Top management with extensive knowledge
14.	Training programme on Government Payroll System	3	03 days	63,000.00	Local	Top management with extensive knowledge
15.	Training programme on Cyber Security Awareness	90	½ day	21,540.00	Local	Development of innovative knowledge and skills related to the use of computer data systems
16.	Training Program on Risk Based Internal Auditing	3	02 days	39,000.00	Local	Top management with extensive knowledge
17.	Two Day Workshop on Desktop Database Management in MS Access	2	02 days	26,000.00	Local	Top management with extensive knowledge

18.	Training programme on the role of shroff/ cashier	1	01 day	7,000.00	Local	Ability to process payments more efficiently through in-depth subject knowledge and capacity
19.	Training Programme on office procedures and ethics for newly appointed Management Officers/Development Officers for government and government afffiliated Institutions	2	02 days	26,000.00	Local	Thorough knowledge of the subject and positive development of internal and external customer care
20.	Training programme on the role and resposibility of Administrative Officers	2	02 days	26,000.00	Local	Top management with extensive knowledge
21.	Training Programme on Basic Investigation Training	1	02 days	13,000.00	Local	Ability gain necessary knowledge regarding discipline and impovement of the human resource potential.
22.	Training Programme on Financial Regulation 104 Reporting Losses, Reparation and Accounting	7	02 days	91,000.00	Local	High performance of officials with duties related to asset management and maintenance
23.	Training programme for the second efficiency bar examination to be conducted for the posts of Production Assistant and Documentation Assistant Grade 11	11	-	34,180.00	Local	Facilitate essential resources to increase efficiency by imparting knowledge required for confirmation of service of the departmental appointed officers.
24.	Advance Certificate Training Course Office Procedures	03	12 days	108,000.00	Local	Top management with extensive knowledge
25.	Certificate Training Course in Government Procurement Process	01	10 days	40,000.00	Local	Conduct the procurement process with precision.
26.	Training programme on current office procedures and office management.	11	02 days	143,000.00	Local	Top management with extensive knowledge

* **Importance of conducting training programmes to achieve desired performance in an organization**

To achieve the desired objectives of an organization, it is essential to implement training programmes to utilize the human resources of an organization more efficiently and effectively. Here, the employee's knowledge development (teaching) is done, and this development of knowledge in turn leads to the development of knowledge, skills, and attitudes necessary for success in the job.

Thus, development of the employee's knowledge, skills and attitudes directly leads to improvement of employee capabilities. When the ability increases, the employee's self-esteem, self-confidence, and employee satisfaction increase, thereby increasing employee motivation. Also, each of these qualities will increase the employee's productivity. Therefore, the institution creates training programmes to cater to the training needs of its employees or directs employees to institutions conducting such training programmes.

Furthermore, through continuous training programmes, it is expected that the specialized knowledge and skills in officers of the department will be transferred to others, and a more efficient and learned human resource will be created in the entire process.

Chapter 07
COMPLIANCE REPORT

No.	Applicable Requirement	Compliance Status (Complied/ Not complied)	Brief explanation for non compliance	Corrective actions proposed to avoid non-compliance in future
1	**The Following Financial Statements / Accounts Have Been Submitted on Due Date**			
1.1	Annual financial statements	Complied		
1.2	Advance to public officers account	Complied		
1.3	Trading and Manufacturing Advance Accounts (Commercial Advance Accounts)	_	_	_
1.4	Stores Advance Accounts	_	_	_
1.5	Special Advance Accounts	_	_	_
1.6	Others	_	_	_
2	**Maintenance of Books and Registers (FR445)**			
2.1	Fixed assets register has been maintained and update in terms of Public Administration Circular 267/2018	Complied		
2.2	Personal emoluments register/ Personal emoluments cards has been maintained and update	Complied		
2.3	Register of Audit queries has been maintained and update	Complied		
2.4	Register of Internal Audit reports has been maintained and update	Complied		
2.5	All the monthly account summaries (CIGAS) are prepared and submitted to the Treasury on due date	Complied		
2.6	Register for cheques and money orders has been maintained and update	Complied		
2.7	Inventory register has been maintained and update	Complied		
2.8	Stocks Register has been maintained and update	Complied		
2.9	Register of Losses has been maintained and update	Complied		

2.10	Commitment Register has been maintained and update	Complied		
2.11	Register of Counterfoil Books (GA – N20) has been maintained and update	Complied		
3	**Delegation of Functions for Financial Control (FR 135)**			
3.1	The financial authority has been delegated within the institute	Complied		
3.2	The delegation of financial authority has been communicated within the institute	Complied		
3.3	The authority has been delegated in such manner so as to pass each transaction through two or more officers	Complied		
3.4	The controls has been adhered to by the Accountants in terms of State Account Circular 171/2004 dated 11.05.2014 in using the Government Payroll Software Package	Complied		
4	**Preparation of Annual Plans**			
4.1	The annual action plan has been prepared	Complied		
4.2	The annual procurement plan has been prepared	Complied		
4.3	The annual Internal Audit plan has been prepared	Complied		
4.4	The annual estimate has been prepared and submitted to the NBD on due date	Complied		
4.5	The annual cash flow has been submitted to the Treasury Operations Department on time	Complied		
5	**Audit Queries**			
5.1	All the audit queries has been replied within the specified time by the Auditor General	Complied		
6	**Internal Audit**			
6.1	The internal audit plan has been prepared at the beginning of the year after consulting the Auditor General in terms of Financial Regulation 134(2) DMA/1-2019	Complied		
6.2	All the internal audit reports has been replied within one month	Complied		

6.3	Copies of all the internal audit reports has been submitted to the Management Audit Department in terms of Sub-section 40(4) of the National Audit Act No. 19 of 2018	Complied		
6.4	All the copies of internal audit reports has been submitted to the Auditor General in terms of Financial Regulation 134(3)	Complied		
7	**Audit and Management Committee**			
7.1	Minimum 04 meetings of the Audit and Management Committee has been held during the year as per the DMA Circular 1-2019	Complied		
8	**Asset Management**			
8.1	The information about purchases of assets and disposals was submitted to the Comptroller General's Office in terms of Paragraph 07 of the Asset Management Circular No. 01/2017	Complied		
8.2	A suitable liaison officer was appointed to coordinate the implementation of the provisions of the circular and the details of the nominated officer was sent to the Comptroller General's Office in terms of Paragraph 13 of the aforesaid circular	Complied		
8.3	The boards of survey was conducted and the relevant reports submitted to the Auditor General on due date in terms of Public Finance Circular No. 05/2016	Complied		
8.4	The excesses and deficits that were disclosed through the board of survey and other relating recommendations, actions were carried out during the period specified in the circular	Complied		
8.5	The disposal of condemn articles had been carried out in terms of FR 772	Complied		
9	**Vehicle Management**			
9.1	The daily running charts and monthly summaries of the pool vehicles had been prepared and submitted to the Auditor General on due date	Complied		

9.2	The condemned vehicles had been disposed of within a period of less than 6 months after condemning	Complied		
9.3	The vehicle logbooks had been maintained and updated	Complied		
9.4	The action has been taken in terms of F.R. 103, 104, 109 and 110 with regard to every vehicle accident	Complied		
9.5	The fuel consumption of vehicles has been re-tested in terms of the provisions of Paragraph 3.1 of the Public Administration Circular No. 30/2016 of 29.12.2016	Complied		
9.6	The absolute ownership of the leased vehicle log books has been transferred after the lease term	Complied		
10	**Management of Bank Accounts**			
10.1	The bank reconciliation statements had been prepared, got certified and made ready for audit by the due date	Complied		
10.2	The dormant accounts that had existed in the year under review or since previous years settled	Complied		
10.3	The action had been taken in terms of Financial Regulations regarding balances that had been disclosed through bank reconciliation statements and for which adjustments had to be made, and had those balances been settled within one month	Complied		
11	**Utilization of Provisions**			
11.1	The provisions allocated had been spent without exceeding the limit	Complied		
11.2	The liabilities not exceeding the provisions that remained at the end of the year as per the FR 94(1)	Complied		
12	**Advances to Public Officers Account**			
12.1	The limits had been complied with	Complied		
12.2	A time analysis had been carried out on the loans in arrears	Complied		

12.3	Outstanding loan balances that have been in existence for more than a year have been settled.	Not complied with	<u>Unsettled loan balances and related reasons :</u> **01. Mr. D.M.R. Dissanayake-Office Employee Service – Loan Balance- Rs. 45,412.69 - Dismissed from service.** This officer has gone abroad on 03.08.2021 after being dismissed. On 09.01.2023, his wife has paid part of the loan amount and interest amounting to Rs. 35,000.00. A case has been filed through the Attorney General, as a balance of Rs. 45,412.69 has to be recovered by 31.12.2024. On 19.11.2024 for the final time, the legal officer of the deparment has appeared for this matter and it has been informed that this case will be recalled on 01.04.2025.	This situation is beyond control.
	.		**02. Mrs. P.T.A.S. De. Peiris- Office Employee Servic- Loan Balance – Rs.148,000.00 – Dismissed from service.** This officer's loan installment of Rs.2,550.00 and the interest are deducted from the salary of his guarantor, K.G.D. Upul Nishantha, who is employed at the Railway Department and rcredited to our account. Accordingly,	This situation is beyond control.

			the officer's loan instalment is being charged now.	
13	**General Deposit Account**			
13.1	The action had been taken as per F.R.571 in relation to disposal of lapsed deposits	Complied		
13.2	The control register for general deposits had been updated and maintained	Complied		
14	**Imprest Account**			
14.1	The balance in the cash book at the end of the year under review remitted to TOD	Complied		
14.2	The ad-hoc sub imprests issued as per F.R. 371 settled within one month from the completion of the task	Complied		
14.3	The ad-hoc sub imprests had not been issued exceeding the limit approved as per F.R.371	Complied		
14.4	The balance of the imprest account had been reconciled with the Treasury books monthly	Complied		
15	**Revenue Account**			
15.1	The refunds from the revenue had been made in terms of the regulations	Complied		
15.2	The revenue collection had been directly credited to the revenue account without credited to the deposit account	Complied		
15.3	Returns of arrears of revenue forward to the Auditor General in terms of F.R.176	Complied		
16	**Human Resource Management**			
16.1	The staff had been paid within the approved cadre	Complied		
16.2	All members of the staff have been issued a duty list in writing	Complied		
16.3	All reports have been submitted to MSD in terms of their circular no.04/2017 dated 20.09.2017	Complied		
17	**Provision of Information to the Public**			
17.1	An information officer has been appointed and a proper register of information is maintained and updated in terms of Right To Information Act and Regulation	Complied		

17.2	Information about the institution to the public have been provided by Website or alternative measures and has it been facilitated to appreciate / allegation to public against the public authority by this website or alternative measures	Complied		
17.3	Bi-Annual and Annual reports have been submitted as per section 08 and 10 of the RTI Act	Complied		
18	**Implementing Citizens Charter**			
18.1	A citizens charter/ Citizens client's charter has been formulated and implemented by the Institution in terms of the circular number 05/2008 and 05/2018(1) of Ministry of Public Administration and Management	Complied		
18.2	A methodology has been devised by the Institution in order to monitor and assess the formulation and the implementation of Citizens Charter / Citizens client's charter as per paragraph 2.3 of the circular	Complied		
19	**Preparation of the Human Resource Plan**			
19.1	A human resource plan has been prepared according to the guidelines of Public Administration Circulars No. 02/2018 dated 24.01.2018 and 02/2018(I) dated 30.11.2023 ((I)	Complied		
19.2	A minimum training opportunity of not less than 12 hours per year for each member of the staff has been ensured in the aforesaid Human Resource Plan	Complied		
19.3	Having signed overall performance appraisals based on the format given in the aforementioned Circular No. 01	Not complied with	As per paragraph 03 of Public Administration Circular 02/2018 (1) dated 30.11.2023.	
19.4	A senior officer was appointed and assigned the responsibility of preparing the human resource development plan, organizing capacity building programs and conducting skill development programs as per paragraph No.6.5 of the aforesaid Circular	Complied		
20	**Responses Audit Paras**			
20.1	The shortcomings pointed out in the audit paragraphs issued by the Auditor General for the previous years have been rectified	Complied		

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