

# PERFORMANCE REPORT 2022



## Department for Registration of Persons

10<sup>TH</sup> 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.

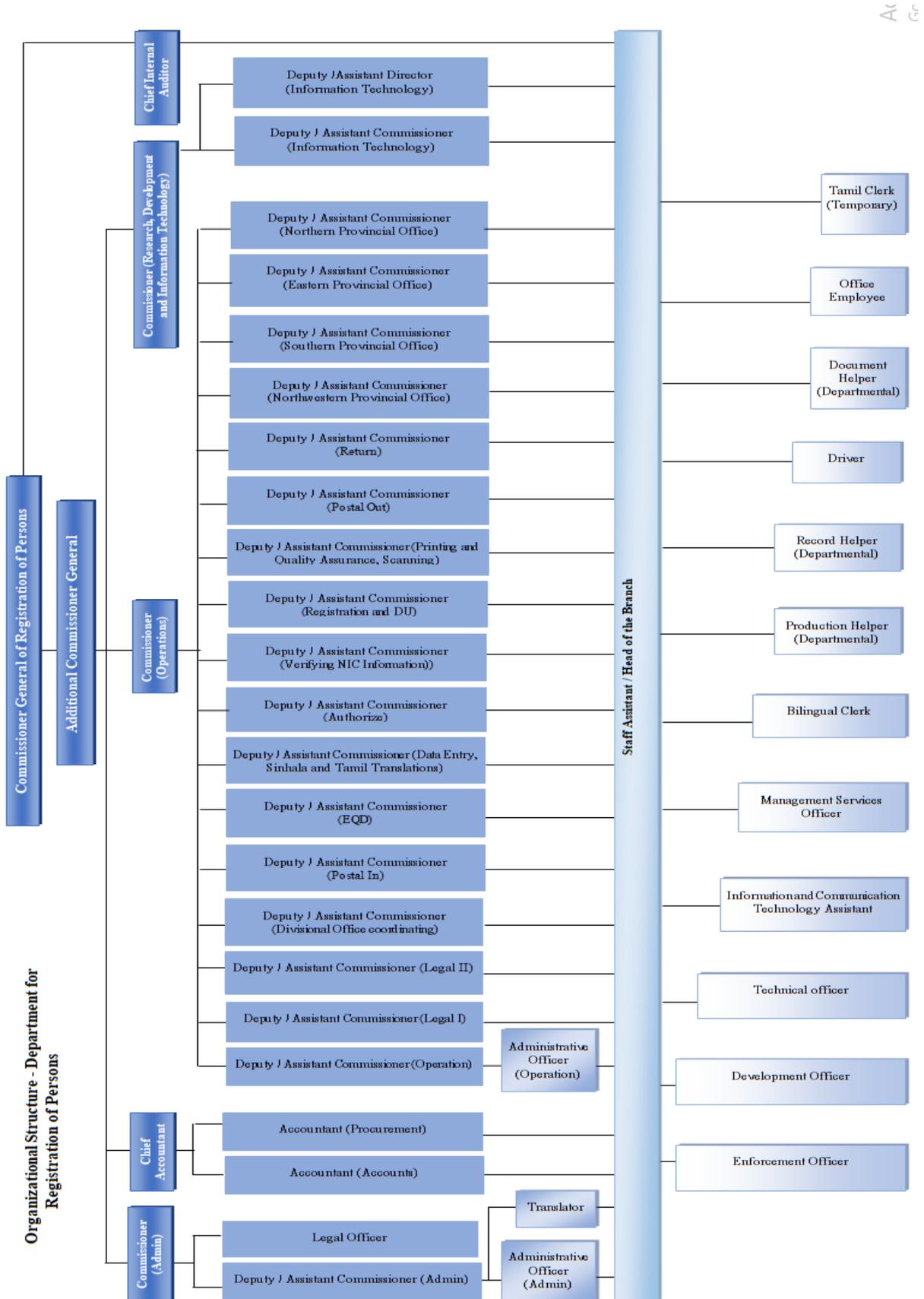
#### Objectives

- 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

- Collect information of all the Sri Lankan citizens and establish and maintain a National Register of personal information.
- Issue National Identity Cards (NICs) to eligible Sri Lankan citizens.
- Verify and certify the information and share them with national intelligence and security divisions when and where necessary.

### 1.4 Organization Chart



## **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 eastern province  
Provincial office – Eastern 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

#### I. Special Achievements

- Although the Department limited the number of applicants in year 2021 in implementation of the one day service due to Corona epidemic, in year 2022 one day service and normal service were carried out as usual and a total of 1,014,016 National Identity cards and information verification letters have been printed by the one day service and the normal service during the period from January 01st to December 31st, 2022.
- The National Identity Card Data Verification Service offered by the Department for Registration of Persons, is for the first time provided to banks, financial institutions, public corporations, statutory boards, institutions taken over by the Government or institutions established in Sri Lanka under any written law.
- As per the Cabinet decision No. අම/21/2066/303/159 dated 14th December 2021, the Sri Lankan Identification Number (SLIN) will be entered in the birth certificates issued to the children born in this country to Sri Lankan parents and it is planned to carry out this process via an online system by way of exchanging information between the Department of Registration of Persons and Registra General's Department. Steps have been taken to implement this as a pioneer programme for the Divisional Secretariats Gampaha, Dehiwala, Hanguranketha, Kurunegala, Rathnapura and Thamankaduwa.

#### II. Challenges

- Shortage of pre-printed cards(inserts) required for printing National Identity Cards

Due to the cancellation of several procurements related to the purchase of pre-printed cards due to reasons beyond the control of the Department, acquisition of pre-printed cards for printing National Identity cards was delayed. Therefore, instead of the National Identity card, a letter of verification of information in the NIC had to be issued to the students appearing for the G.C.E. (O/L) examination.

➤ Delay in implementation of Sri Lanka Unique Digital Identity Project

The SLUDI project is a joint venture between the Department for Registration of Persons and the Sri Lanka Information and Communication Technology Agency (ICTA). It is problematic to plan the tasks assigned to the Department related to the SLUDI project due to the fact that the date of preparing the software and delivering it to the Department is not certain, among the tasks carried out by ICTA in connection to the project.

### III. Future Targets

- I. Ammending the Registration of Persons Act, No.32 of 1968 as ammended by the Registration of Persons (Ammendment) Act, No.8 of 2016 in relation to the implementation of Sri Lanka Unique Digital Identity Project and obtaining approval.
- II. Development of infrastructure related to implementation of Sri Lanka Unique Digital Identity Project. (Such as purchasing relevant technical devices, providing computer network connections).
- III. Initiation of one-day service at the Kurunegala office under decentralization of one-day service activities.
- IV. Establishment of Central Provincial office.

Accounting officer

Name:

Designation:

Date:

## Chapter 03

# OVERALL FINANCIAL PERFORMANCE OF THE YEAR

### 3.1. Statement of Financial Performance

Statement of Financial Performance for the period ended 31st December 2022					ACA-F
Budget 2022	Note	Actual			
Rs.		2022 Rs.	2021 Rs.		
-	Revenue Receipts				
-	Income Tax				
-	Taxes on Domestic Goods & Services				ACA-1
-	Taxes on International Trade				
431,000,000	Non Tax Revenue & Others	552,262,863	198,886,160		
<b>431,000,000</b>	<b>Total Revenue Receipts (A)</b>	<b>552,262,863</b>	<b>198,886,160</b>		
-	Non Revenue Receipts				
-	Treasury Imprests	876,660,000	861,967,000		ACA-3
-	Deposits	8,635,389	3,931,652		ACA-4
-	Advance Accounts	53,402,695	52,005,964		ACA-5
-	Other Main Ledger Receipts				
-	<b>Total Non Revenue Receipts (B)</b>	<b>938,698,084</b>	<b>917,904,616</b>		
431,000,000	<b>Total Revenue Receipts &amp; Non Revenue Receipts C = (A)+(B)</b>	<b>1,490,960,947</b>	<b>1,116,790,776</b>		
	Remittance to the Treasury (D)		5,023,032		
<b>431,000,000</b>	<b>Net Revenue Receipts &amp; Non Revenue Receipts E = (C)-(D)</b>	<b>1,490,960,947</b>	<b>1,111,767,744</b>		
	Less: Expenditure				
-	Recurrent Expenditure				
865,300,000	Wages, Salaries & Other Employment	843,982,735	713,352,091		
588,811,680	Other Goods & Services	533,648,218	453,023,235		ACA-2(ii)
7,000,000	Subsidies, Grants and Transfers	6,054,194	5,614,697		
-	Interest Payments				
8,320	Other Recurrent Expenditure	8,320	32,748		
<b>1,461,120,000</b>	<b>Total Recurrent Expenditure (F)</b>	<b>1,383,693,466</b>	<b>1,172,022,772</b>		
	Capital Expenditure				
3,700,000	Rehabilitation & Improvement of Capital Assets	1,905,143	4,565,787		
4,400,000	Acquisition of Capital Assets	3,971,122	22,727,672		
-	Capital Transfers				ACA-2(ii)
-	Acquisition of Financial Assets				
1,180,000	Capacity Building	1,180,000	1,052,245		
316,200,000	Other Capital Expenditure	295,784,546	61,090,823		
<b>325,480,000</b>	<b>Total Capital Expenditure (G)</b>	<b>302,840,811</b>	<b>89,436,527</b>		
	Deposit Payments	6,689,188	4,176,352		ACA-4
	Advance Payments	54,776,115	61,051,584		ACA-5
	Other Main Ledger Payments				
	<b>Total Main Ledger Expenditure (H)</b>	<b>61,465,302</b>	<b>65,227,936</b>		
	<b>Total Expenditure I = (F+G+H)</b>	<b>1,747,999,579</b>	<b>1,326,687,234</b>		
	<b>Balance as at 31st December J = (E-I)</b>	<b>(257,038,632)</b>	<b>(214,919,490)</b>		
	Balance as per the Imprest Reconciliation Statement	(257,038,632)	(214,919,490)		ACA-7
	Imprest Balance as at 31st December	-	-		ACA-3
		<b>(257,038,632)</b>	<b>(214,919,490)</b>		

### 3.2. Statement of Financial Position

					ACA-P
<b>Statement of Financial Position</b>					
<b>As at 31st December 2022</b>					
	Note	2022	Actual	2021	
		Rs		Rs	
<b><u>Non Financial Assets</u></b>					
Property, Plant & Equipment	ACA-6	424,382,312		214,517,553	
<b><u>Financial Assets</u></b>					
Advance Accounts	ACA-5/5(a)	140,246,315		138,872,894	
Cash & Cash Equivalents	ACA-3	-		-	
<b>Total Assets</b>		<b>564,628,628</b>		<b>353,390,447</b>	
<b><u>Net Assets / Equity</u></b>					
Net Worth to Treasury		136,224,612		136,797,392	
Property, Plant & Equipment Reserve		424,382,312		214,517,553	
Rent and Work Advance Reserve	ACA-5(b)				
<b><u>Current Liabilities</u></b>					
Deposits Accounts	ACA-4	4,021,703		2,075,502	
Unsettled Imprest Balance	ACA-3	-		-	
<b>Total Liabilities</b>		<b>564,628,628</b>		<b>353,390,447</b>	

Detail Accounting Statements in ACA format Nos. 1 to 7 presented in pages from 8 to 31 and Annexures to accounts presented in pages from 32 to 93 form an integral part of these Financial Statements. The Financial Statements have been prepared in complying with the Generally Accepted Accounting Principles whereas most appropriate Accounting Policies are used as disclosed in the Notes to the Financial Statements and hereby certify that figures in these Financial Statements, Notes to accounts and other relevant 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 Accountant	
Name :		Name :		Name :	
Designation :		Designation :		Designation :	
Date : .02.2023		Date : .02.2023		Date : .02.2023	

### 3.3. Statement of Cash Flows

	ACA-C	
Statement of Cash Flows		
for the Period ended 31st December 2022		
	Actual	
	2022 Rs.	2021 Rs.
<b>Cash Flows from Operating Activities</b>		
Total Tax Receipts	-	-
Fees, Fines, Penalties and Licenses	284,038,725	37,139,050
Profit	-	-
Non Revenue Receipts	-	-
Revenue Collected on behalf of Other Revenue Heads	26,666,180	22,597,329
Imprest Received	876,660,000	861,967,000
Recoveries from Advance	36,060,397	35,125,667
Deposit Received	8,635,389	3,931,652
<b>Total Cash generated from Operations (A)</b>	<b>1,232,060,691</b>	<b>960,760,698</b>
<b>Less - Cash disbursed for:</b>		
Personal Emoluments & Operating Payments	992,757,524	625,566,493
Subsidies & Transfer Payments	3,703,196	3,946,489
Expenditure incurred on behalf of Other Heads	177,055,093	245,204,179
Imprest Settlement to Treasury	-	5,023,032
Advance Payments	47,884,568	54,116,480
Deposit Payments	6,689,188	4,176,352
<b>Total Cash disbursed for Operations (B)</b>	<b>1,228,089,569</b>	<b>938,033,025</b>
<b>NET CASH FLOW FROM OPERATING ACTIVITIES(C)=(A)-(B)</b>	<b>3,971,122</b>	<b>22,727,672</b>
<b>Cash Flows from Investing Activities</b>		
Interest	-	-
Dividends	-	-
Divestiture Proceeds & Sale of Physical Assets	-	-
Recoveries from On Lending	-	-
<b>Total Cash generated from Investing Activities (D)</b>	<b>-</b>	<b>-</b>
<b>Less - Cash disbursed for:</b>		
Purchase or Construction of Physical Assets & Acquisition of Other Investment	3,971,122	22,727,672
<b>Total Cash disbursed for Investing Activities (E)</b>	<b>3,971,122</b>	<b>22,727,672</b>
<b>NET CASH FLOW FROM INVESTING ACTIVITIES(F)=(D)-(E)</b>	<b>(3,971,122)</b>	<b>(22,727,672)</b>
<b>NET CASH FLOWS FROM OPERATING &amp; INVESTMENT ACTIVITIES (G)=(C) + (F)</b>	<b>0</b>	<b>0</b>
<b>Cash Flows from Financing Activities</b>		
Local Borrowings	-	-
Foreign Borrowings	-	-
Grants Received	-	-
<b>Total Cash generated from Financing Activities (H)</b>	<b>-</b>	<b>-</b>
<b>Less - Cash disbursed for:</b>		
Repayment of Local Borrowings	-	-
Repayment of Foreign Borrowings	-	-
<b>Total Cash disbursed for Financing Activities (I)</b>	<b>-</b>	<b>-</b>
<b>NET CASH FLOW FROM FINANCING ACTIVITIES (J)=(H)-(I)</b>	<b>-</b>	<b>-</b>
<b>Net Movement in Cash (K) = (G) + (J)</b>	<b>-</b>	<b>-</b>
<b>Opening Cash Balance as at 01<sup>st</sup> January</b>	<b>-</b>	<b>-</b>
<b>Closing Cash Balance as at 31<sup>st</sup> December</b>	<b>-</b>	<b>-</b>

3.4. Notes to the Financial Statements

Statement of Revenue for the period ended 31st December 2022										ACA -1		
Revenue Accounting Officer :Commissioner General,Department for Registration of Persons										Expenditure Head No :227		
Revenue Code	Revenue Title	Note	Revenue Estimate		Revenue Collection			Refund from Revenue		Rs.		
			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
			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)
2003.02.03	Fees under Registration of Persons		352,000,000	431,000,000	284,038,725	268,570,770	552,609,495		346,632	346,632	346,632	552,262,863
	<b>Total Revenue</b>		352,000,000	431,000,000	284,038,725	268,570,770	552,609,495	-	346,632	346,632	346,632	552,262,863
*Only the relevant revenue codes should be included.												
.02.2023	Date	Signature and Name of Chief Accountant								Signature, Name and Designation of Revenue Accounting Officer		



Statement of Expenditure for the period ended 31st December 2022											ACA-2(ii)	
Department : Department for Registration of Persons											Rs.	
Expenditure Code	Note	Provisions						Expenditure			Savings / Excess as a % of Revised Estimate	Net Effect
		Annual Budgetary Provision	Supplementary Estimate Provision	FR 66/69 Transfers	Total Net Provision	Expenditure as per the Cash Book	Expenditure incurred by Other Ministry/Dept. Under the FR. 208 (As per the Treasury Printouts)	Total Expenditure	Savings / Excess			
		(1)	(2)	(3) +/-	(4)=(1)+(2)+(3)	(5)	(6)	(7)=(5)+(6)	(8)=(4)-(7)	(9)=(8)/(4)*100		
<b>Recurrent Expenditure</b>												
Programme (1)												
Prog./Proj./Sub proj./Object code./Item												
<b>OBJECT CODE WISE CLASSIFICATION OF WAGES, SALARIES &amp; OTHER EMPLOYMENT BENEFITS</b>												
<b>Personal Emoluments</b>												
11	1001 Salaries & Wages	550,000,000			550,000,000	242,176,234	299,157,322	541,333,556	8,666,444	2	Saving is less than 5%	
11	1002 Overtime & Holiday Payments	36,000,000			36,000,000	30,945,163	146,236	31,091,399	4,908,601	14	Expenditure was not incurred as expected due to roster basis.	
11	1003 Other Allowances	298,000,000		(18,700,000)	279,300,000	140,534,800	131,022,979	271,557,780	7,742,220	3	Saving is less than 5%	
	<b>Total</b>	<b>884,000,000</b>	<b>-</b>	<b>(18,700,000)</b>	<b>865,300,000</b>	<b>413,656,197</b>	<b>430,326,537</b>	<b>843,982,735</b>	<b>21,317,265</b>			
<b>OBJECT CODE WISE CLASSIFICATION OF OTHER GOODS &amp; SERVICES</b>												
<b>Travelling Expenditure</b>												
11	1101 Domestic	1,800,000			1,800,000	706,761	385,783	1,092,544	707,456	39	Expenditure was not incurred as expected due to conducting meetings online instead of physical meetings.	
11	1102 Foreign	200,000			200,000	-	-	-	200,000	100	limitation of foreign travel	
	<b>Total (e)</b>	<b>2,000,000</b>	<b>-</b>	<b>-</b>	<b>2,000,000</b>	<b>706,761</b>	<b>385,783</b>	<b>1,092,544</b>	<b>907,456</b>			
<b>Supplies</b>												
11	1201 Stationery & Office Requisites	40,000,000		18,700,000	58,700,000	27,615,927	27,595,755	55,211,683	3,488,317	6	Payment was made on next year (2023) as ordered items was received in 2023	
11	1202 Fuel	13,600,000			13,600,000	11,794,171	414,285	12,208,456	1,391,544	10	Savings was occurred due to limiting of travelling for official work.	

1203 Diets & Uniforms	11	700,000			700,000	581,168		581,168	118,833	17	Expenditure was not incurred as expected & expenditure was controlled.
1205 Other	11	500,000			500,000	496,200		496,200	3,800	1	Saving is less than 5%.
<b>Total (b)</b>		<b>54,800,000</b>	<b>-</b>	<b>18,700,000</b>	<b>73,500,000</b>	<b>40,487,466</b>	<b>28,010,040</b>	<b>68,497,506</b>	<b>5,002,494</b>		
<b>Maintenance Expenditure</b>											
1301 Vehicles	11	8,000,000			8,000,000	5,474,480	62,740	5,537,220	2,462,780	31	Repair expenditure was not incurred as expected due to limiting of fuel for travelling official work.
1302 Plant and machinery	11	138,000,000			138,000,000	120,959,935		120,959,935	17,040,065	12	None availability of Imprest.
1303 Building and Structures	11	200,000		220,000	420,000	110,180	220,000	330,180	89,820	21	Expenditure was not incurred as expected.
<b>Total (c)</b>		<b>146,200,000</b>	<b>-</b>	<b>220,000</b>	<b>146,420,000</b>	<b>126,544,595</b>	<b>282,740</b>	<b>126,827,335</b>	<b>19,592,665</b>		
<b>Services</b>											
1401 Transport	11	3,500,000		(188,320)	3,311,680	2,898,387		2,898,387	413,293	12	Official vehicle is used by one of the officer instead of Transport Allowance form January onwards & on the other hand expenditure was controlled.
1402 Postal & Communication	11	17,500,000		8,600,000	26,100,000	25,945,107	116,500	26,061,607	38,393	0	Saving is less than 5%.
1403 Electricity & Water	11	37,300,000		2,000,000	39,300,000	37,612,372	111,000	37,723,372	1,576,628	4	Saving is less than 5%.
1404 Rents & Local Taxes	11	262,000,000		(10,820,000)	251,180,000	14,399,325	223,438,188	237,837,513	13,342,487	5	There is no increment of Building rent as expected for this year. Therefore saving was occurred.
1408 Lease Rental for Vehicles Procured under Operational Leasing	11	2,000,000			2,000,000	1,824,048		1,824,048	175,952	9	Not paying for the renewal gap of the agreement after expiring the previous agreement.
1409 Other	11	45,000,000			45,000,000	29,805,256	1,080,648	30,885,904	14,114,096	31	Paid Gramaniladarea allowance only for 573,750 cards, actual submissions as against estimated amount of 1,200,000.
<b>Total (d)</b>		<b>367,300,000</b>	<b>-</b>	<b>(408,320)</b>	<b>366,891,680</b>	<b>112,484,496</b>	<b>224,746,336</b>	<b>337,230,832</b>	<b>29,660,848</b>		









ACA- 5(a)

**Statement of Rent and Work Advance Accounts as at 31st December 2022**

**Expenditure Head No :** \_\_\_\_\_ **Ministry / Department / District Secretariat :** \_\_\_\_\_

Advance Number	Project Description	Paid Date	Voucher No.	Paid Amount (Rs.)	Balance as at 01.01.2022 (Rs.)	Recoveries During the Year 2022		Balance as at 31.12.2022(Rs.)
						For Previous Year	For Current Year	
(1) Rent Advance								
Eg.								
9188-250-0-1-0-1								
.....								
<b>Total (a)</b>								
(2) Work Advance								
Eg.								
9188-250-0-2-0-1								
.....								
<b>Total (b)</b>								
<b>Grand Total (a)+(b)</b>								

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

ACA- 5(b)

**Statement of Rent and Work Advance Reserve Accounts as at 31st December 2022**

**Expenditure Head No :** \_\_\_\_\_ **Ministry / Department / District Secretariat :** \_\_\_\_\_

Advance Number	Project Description	Balance as at 01.01.2022 (Rs.)	During the Year 2022		Balance as at 31.12.2022 (Rs.)
			Recoveries (Dr.)	Paid (Cr.)	
		(1)	(2)	(3)	4=1+3-(2)
(1) Rent Advance					
Eg.					
9189-250-0-1-0-1					
.....					
<b>Total (a)</b>					
(2) Work Advance					
Eg.					
9189-250-0-2-0-1					
.....					
<b>Total (b)</b>					
<b>Grand Total (a)+(b)</b>					

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

### 3.5. Performance of the Revenue Collection

Revenue code	Description of Percons Act No.32 of 1968	Revenue Estimate		Collected Revenue	
		(1)		(2)	
		Original Estimate	Final Estimate	Quantity (Rs.)	as a % of Final Revenue
2003.02.03	Fees under Registration of Persons Act No.32 of 1968	352,000,000	431,000,000	470,345,528	109

### 3.6. Performance of the Utilization of Allocation

Type of Allocation	Allocation		Actual Expenditure	Allocation Utilization as a % of Final Allocation
	Original Allocation	Final Allocation		
Recurrent	1,461,120,000		1,383,693,466	94.70
Capital	325,480,000		302,840,811	93.04

### 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	Purpose of the Allocation	Allocation		Actual Expenditure	Allocation Utilization as a % of Final Allocation
			Original Allocation	Final Allocation		
<b>Not Applicable</b>						

### 3.8. Performance of the Reporting of Non-Financial Assets

Assets Code	Code Description	Balance as per Bond of Survey Report as at 31.12.2022	Balance as per Financial Position Report as at 31.12.2022	Yet to be Accounted	Reporting Progress as a %
9151	Building and Structures	-	5,842,062.69	-	
9152	Equipment	-	418,540,249.85	-	
9153	Land	-	-	-	
9154	Intangible Assets	-	-	-	
9155	Biological Assets	-	-	-	
9160	Work in Progress	-	-	-	
9180	Leased Assets	-	-	-	

### 3.9. Auditor General's Report

## Chapter 04

# PERFORMANCE INDICATORS

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

Specific Indicators	Actual output as a percentage (%) of the expected output			
	>100%	100% - 90%	75% - 89%	50% - 74%
<b>Total number of applications received and the number of National Identity Cards issued annually under Normal Service</b>				√
<b>Total number of applications received and the number of National Identity Cards issued annually under One Day Service</b>	√			
<b>Human resources development</b>				
<b>Staff Training</b>		√		
<b>Internal audit plan</b>		√		
<b>Rehabilitation and improvement of capital assets</b>				
Buildings & structures		√		
Machinery & equipment		√		
Vehicles				√
<b>Acquisition of capital assets</b>				
Furniture & office equipment				√
Machinery & equipment		√		
<b>Other capital expenditure</b>				
Procurement preparedness *		√		
Other *		√		

## 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.			√
	Introduction of ICAO software to take photographs in accordance with the standards of the International Civil Aviation Organization.	Number of studios registered to take photographs in accordance with the standards of International Civil Aviation Organization using the ICAO software.			√
	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. Issuance of National Identity Card with name and address in all three languages Sinhala, Tamil, and English to be fair to all.
2. Issuance of the national identity card as a more secure card having highly secured characteristics using a computerized system and laser technology to establish the Sri Lankan identity for the protection of the law.
3. Using ICAO software to take photographs in accordance with International Civil Aviation standards to ensure reliability of identity.
4. Adding a new step (print preview) to the system to minimize card damages (defects) during the process and reduce processing time.
5. Use of *helpdesk* software for office training activities and other communications.
6. Decentralization of services regionally through establishing Southern Provincial office and also implementing one day service and thereby making it convenient and fair for everyone
7. Recycling the applications submitted for obtaining identity cards, using social media networks such as WhatsApp and Viber to reduce the amount of paper used in office work and checking the accuracy of the documents through the computer screen and using share folders, E-mail facilities to make necessary changes. Thus, actively contributing to prevent the desertification which is a global crisis.
8. To be able to use the child's (SLIN) number for all activities until the child reaches the age of 15 years by initiating to provide the Sri Lanka Identification Number (SLIN) for the birth certificates in collaboration with the Registrar General's Department when preparing the birth certificates of newly born children.

9. Through verification of people's information using online systems for national security and development process of the country has enabled the people seeking the services of the Department to obtain an efficient and reliable service.
10. Being able to make an active contribution to prevent desertification by reducing the use of paper since most of the functions of the Department are carried out through online systems.
11. In order to avoid the impact on the Department due to the large increase in postal charges in sending completed applications from the regional offices all over the island to the Head Office by post, as a cost reduction measure a transport plan was designed to minimize the cost and the completed applications were delivered to the Head Office by a Department vehicle and this in turn made it possible to achieve a cost advantage of over 90% for the Department.

### **Challenges :**

1. Due to policy decisions taken at the Ministry level, Department is not getting the required number of cards for printing.
2. Due to the delay in carrying out the activities of the digital identity card project by the proposed institutions, there is a delay in development of the infrastructure of the department.
3. Inconvenienced due to the limited number of institutions equipped with facilities for disposing of rejected and old identity cards returned by the applicants collected within the Department daily in an environmentally friendly and safe manner as they are polythene and plastic associated products.
4. Unnecessary pressure in Departmental cost management due to the large increase in postal charges and insufficient allocations provided for the purpose of forwarding completed application from the regional offices to the department.

## Chapter 06

# HUMAN RESOURCE PROFILE

### 6.1. Cadre Management

	Approved Cadre	Existing Cadre	Vacancies **
Senior	30	28	2
Tertiary	4	3	1
Secondary	1,292	1,196	96
Primary	149	110	39

### 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 No	Programme Name	Number of Employees Trained`	Duration of the programme	Total Investment (Rs. 000) (Local)	Nature of the programme	Outcome / Knowledge Gained *
1.	Lecturer fees for the resource person of 150 hour secondary Tamil course conducted by the Department of Official Languages (for lectures conducted on Saturday/Sunday and weekdays) for 03 groups	138	Hours 150×3	337,500.00	Local	Minimization of issues related to Tamil language in the identity card preparation process and public relations. Knowledge required by the officers to pass the efficiency bar exam.
2.	Training Programme on identification and accuracy checking of citizenship certificates.	120	01 Day	28,490.00	Local	Knowledge in identification and accuracy checking of citizenship certificates in identity card preparation process.
3.	Training programme for attitude development of officers of the Operations Branch	100	01 Day	22,370.00	Local	Positive growth in internal and external customer care.
4.	Training programme on checking certificates related to the identity card.	131	02 Days	20,060.00	Local	Minimization of issues related to identity card preparation process.
5.	Training programme conducted (through zoom technology) for Development officers attached to regional offices.	60	08 Days	11,090.00	Local	High efficiency and minimizing issues existing at the regional level through development of knowledge required to accurately prepare the documents submitted for the preparation of the identity card.

6.	Training programme for attitude development of employees of Office Employee Service.	53	01 Day	3,600.00	Local	Positive growth in internal and external customer care.
7.	Training programme for attitude development of Production Assistant and Documentation Assistant	45	01 Day	10,890.00	Local	Positive growth in internal and external customer care.
8.	Knowledge Management one day training workshop	15	01 Day	45,000.00	Local	Bridging the gaps in knowledge management. Increase efficiency; and access to the project on minimizing defects and minimizing processing time of one day service.
9.	Certificate Course on Government Procurement Process	01	10 Days	45,000.00	Local	Manage the procurement process accurately
10.	Training Programme on Maintenance of Personal Files	04	01 Day	16,000.00	Local	Positive growth in internal customer care and high performance of concerned officers.
11.	Training courses on government officials' salary calculations and maintenance of government vehicles.	02	01 Day	10,000.00	Local	Cost control and high performance of concerned officers.
12.	Training course on leave of public officials.	02	02 Days	15,000.00	Local	Positive growth in internal customer care and high performance of concerned officers.
13.	Training programme on procurement process.	01	01 Day	7,500.00	Local	Manage the procurement process accurately.

14.	Training programme on development of skills of Development officers and Management Service Officers.	03	02 Days	30,000.00	Local	High performance of concerned officers
15.	Training programme on inspection of damages and losses F.R. 104	02	02 Days	10,000.00	Local	High performance of concerned officers
16.	Training programme on office management and financial regulations.	02	02 Days	15,000.00	Local	High performance of concerned officers
17.	Master's Degree Programme in Economics	01	01 Year	122,500.00	Local	Top Management with a higher level of knowledge
18.	Post Graduate Degree Programme in Human Resource Management	01	01 Year	200,000.00	Local	Top Management with a higher level of knowledge
19.	Master's Degree Programme in Sociology	01	01 Year	50,000.00	Local	Top Management with a higher level of knowledge
20.	Post Graduate Degree programme in Public Administration and Management	01	01 Year	180,000.00	Local	Top Management with a higher level of knowledge
21.	Induction Training – Unemployed graduates employment programme 2020	15	02 Days	-	Local	Group of new Officers who instantly adapted to the department
22.	Induction Training Programme for officers transferred in 2022	40	03 Days	-	Local	Continuous and efficient public service and a group of new Officers who instantly adapted to the department.

**\* 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
<b>1</b>	<b>The Following Financial Statements / Accounts Have Been Submitted on Due Date</b>			
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	–	–	–
<b>2</b>	<b>Maintenance of Books and Registers (FR445)</b>			
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		
<b>3</b>	<b>Delegation of Functions for Financial Control (FR 135)</b>			
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		
<b>4</b>	<b>Preparation of Annual Plans</b>			
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		
<b>5</b>	<b>Audit Queries</b>			
5.1	All the audit queries has been replied within the specified time by the Auditor General	Complied		
<b>6</b>	<b>Internal Audit</b>			

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		
<b>7</b>	<b>Audit and Management Committee</b>			
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		
<b>8</b>	<b>Asset Management</b>			
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		
<b>9</b>	<b>Vehicle Management</b>			
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		
<b>10</b>	<b>Management of Bank Accounts</b>			
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		
<b>11</b>	<b>Utilization of Provisions</b>			
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		
<b>12</b>	<b>Advances to Public Officers Account</b>			
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	The settlement of unsettled loan balances which exists from a considerable period of time.	Not complied with	Unsettled loan balances and related reasons : 1. Mr. D.M.R. Dissanayake – Office Employee – Rs. 50,083.00 – Dismissed from service. The	This is a situation beyond control.

			wife of this officer has paid an amount of Rs. 35,000,00 on 09.01.2023. (The amount paid from the loan balance is Rs. 4,670.31 and Rs. 30,329.69 has been paid as interest.) Thus, the remaining balance to be paid is Rs.45,412.69.	
<b>13</b>	<b>General Deposit Account</b>			
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		
<b>14</b>	<b>Imprest Account</b>			
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		
<b>15</b>	<b>Revenue Account</b>			
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		
<b>16</b>	<b>Human Resource Management</b>			
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		
<b>17</b>	<b>Provision of Information to the Public</b>			
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		
<b>18</b>	<b>Implementing Citizens Charter</b>			
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		
<b>19</b>	<b>Preparation of the Human Resource Plan</b>			
19.1	A human resource plan has been prepared in terms of the format in Annexure 02 of Public Administration Circular No.02/2018 dated 24.01.2018.	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	Annual performance agreements have been signed for the entire staff based on the format in Annexure 01 of the aforesaid Circular	Complied		
19.4	A senior officer was appointed and assigned the responsibility of preparing the human resource development plan, organizing capacity building programs and	Complied		

	conducting skill development programs as per paragraph No.6.5 of the aforesaid Circular			
<b>20</b>	<b>Responses Audit Paras</b>			
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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