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தகவல் டெபார்த்மென்டுவ
தபால் தலைமையலுவலகம்
Department of Posts



Annual Performance Report

2021

Expenditure Head - 308



Department of Posts

**Postal Headquarters
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01. Institutional Profile / Executive Summary

1.1 Introduction

The Department of Posts, which has a long history going back to the British colonial period of 1798, has been implementing plans to conquer the new technological world, facing many victories and challenges over the trajectory that exceeds two centuries.

Communication has become essential to man since the earliest stages of human evolution. Literary and archaeological sources provide evidence for the then limited communication and its evolution for very simple purposes. It is important to carefully study the history of the postal department, along with the inanimate objects such as smokes and arrows, as well as the journey from the era that exchanged the messages with dove nib to the era of instant messaging throughout the universe.

In 1798, the first five Post Offices were established in Colombo, Galle, Manner, Jaffna and Trincomalee, centering on the coastal port cities. In 1832, the first horse-drawn carriage in Asia was used between Colombo and Kandy for the exchange of postal goods.

In the early 1840s Sir Roland Hill introduced the postage stamp for postage payment, simplified and streamlined the postage payment system. The stamp, valued at one penny and adorned with the bust of Queen Victoria, was considered a fee, regardless of the length, for a letter weighing up to 1/2 ounce. By 1857, the issue of postage stamps began in Sri Lanka as well.

The use of MORSE signaling, a highly accurate and efficient means of communication at the time, was introduced to the country in 1859, and in 1865, It was seen that Colombo received direct telegrams from Europe, and in the same year the postal transport was introduced by rail. Not limited to the exchange of telegrams, letters and goods, it was initiated the exchange of money with the United Kingdom in 1873 and locally in 1877, and postal banking affairs in 1885.

The opening was made on 19 August 1895 to the building of the "General Post Office", a proud monument to the postal history of the country. This building is a proud symbol of the local as well as the world postal sector.

The activities of the Department of Post have been decentralized from 1992 to the Provincial Administration. Mail transport began by air was launched in 1928.

The Post Office Ordinance, which came into force on October 20, 1908, has been amended 20 times by now and is now effective as the main law governing the activities and the functions of the Department of Posts.

As an independent member of the Universal Postal Union since 1949 and by bearing the membership of the Asian-Pacific Postal Union and since 1979, it is obtained the administration, direction and facilities of the international mail.

With the separation of the Post Office Savings Bank as the National Savings Bank on April 1, 1972 and the separation of Telecommunications affairs from the Department of Posts on 15 August 1980, the postal exchange and financial exchange remained the main function.

Accordingly, the Department of Posts is currently functioning as a representative of these institutions as well as many other government, semi-government and private institutions, by fulfilling a unique role in the exchange of goods and financial services utilizing the network of nearly 4,000 offices spread across the island.

In line with government policies, there are many social and environmental services provided through the postal staff, contributing to the realization of the Sustainable Development Goals and not limited to the roles assigned to the Department.

By maintaining the office works continuously to rehabilitate the people affected during the COVID 19 pandemic that had to be faced in 2020 as well as in 2021, it is commendable the role of Department of Posts staff who acted without delay to in providing humanitarian assistance to the affected people by doing the tasks such as the distribution of clinical medicines in hospitals, payment of pensions, social service payments, payment of pensions to farmers and fishermen.

Post Office Network

Category	Number
Post Offices	654
Sub Post Offices	3,409
Agency Post offices	130

Staff Details

	Approved cadre	Current cadre	Vacancies / (excess)	Permanent Cadre
Senior	126	66	60	
Tertiary	253	81	172	
Secondary	8,925	7,135	1,790	
Primary	13,279	13,139	140	
Sub Total	22,583	20,421	2,162	
Registered substitutes	4,788	2,962	1,826	
Total	27,371	23,383	3,988	

Services of the Department

The main services of the Postal Department, by their nature, can be classified as follows.

Local and Foreign Exchange of Goods and Letters

Product	Specialized services provided for the products	Value Added Services
Letters parcels Post cards Telemail	Registered mail Commercial packets Bulk post Business Mail	Speed Post Courier (Local Express Mail) Cash On Delivery (COD) EMS (International Express Mail) E-Telemail

Financial Transactions

	Service	Connected institute
Money Transfer	Ordinary money orders Electronic money orders (PMT) V.P.P. (Value Payable Post)	
	Payment for remittances	Western Union & NSB UTrust
Banking Activities	Normal Savings and fixed deposits and withdrawals	National Savings Bank
Charging Fees	Examination Fees	Department of Examinations, Sri Lanka Sri Lanka Institute of Development Administration (SLIDA)
	On the Spot fines	Department of Motor Traffic and Department of Police, Sri Lanka
	Insurance services	Sri Lanka Insurance Corporation Ceylinco General Insurance Company Limited Ceylinco Life Insurance Company Limited Co-operative Life Insurance Company Limited Fair First Insurance Company Limited Soft Logic Life Insurance Pvt Limited Allianz Insurance Lanka Limited Sanasa General Insurance Company Limited
	Utility bills (Electricity, water, telephone)	Ceylon Electricity Board Water Supply and Drainage Board Sri Lanka Telecom and Mobitel
	Social Security Fund installment payments	Department of Social Security

Payments	Pensions	Department of Pensions
	Farmers pension Fisheries pensions	Agrarian Insurance Board
	Elders' allowance payments Public Aid Monthly Allowances Disease allowance (cancer / leprosy / tuberculosis and others)	Department of Social Services

Stamps

Stamps productions	Stamps related activities
• Commemorative stamps • Definitive stamps • First day covers • Souvenir sheets • Personalized stamps • Year Packs	• Issuing stamps targeting the national and international stamp market and stamp collectors • Conducting stamp exhibitions • Sale of all items including stamps, souvenirs and first day covers at Post Office counters and online (SL Post Stamps App) • Issuing stamps for standing orders • Establishment and maintenance of school stamp clubs

Other Services

Issuing Postal Identity Cards

Requesting the Examination Certificate through Online Procedure of the Department of Examinations

1.2 Vision, Mission, Objectives of the Institution

1.2.1 Vision

“Become the partner of excellence in relations, by providing innovative and diverse services”

1.2.2 Mission

“To provide a highly innovative, efficient and reliable postal service utilizing motivated staff and modern technology in a pleasant work environment to maximize customer satisfaction while adhering to the standards of the Universal Postal Union, and upholding the policies of the Government of Sri Lanka”

1.2.3 Goals

- Increasing value of the existing services and creating innovation services in response to the consumer digital lifestyle
- Gaining local and international customer trust and thereby numerical growth of stakeholders

- Connecting customers of all levels easily and quickly through the local and international postal distribution network
- Reducing the adverse pressure made by the department on the treasury through revenue increasing
- Fulfilling a leading role to achieve the Sustainable Development Goals through the Department targets and all activities

1.3 Main Functions

- Formulation and implementation of a strategic development plan that enables the postal improvement and focus on new technological market
- Development, implementation, monitoring and evaluation of development programmes and projects
- Well-positioning, deploying, maintaining and development of the resources of the department to utilize them with maximum efficiency
- Transforming the island wide smart Post Office network into multipurpose service providing commercial centers
- Acceptance, transport and delivery of postal goods efficiently by compiling competitive advantage laws to strengthen the postal network that gained customer loyalty and delivers the services to the door to door on a daily basis
- Making revision of delivery zones to ensure smart postal service for all households on a daily basis
- Following appointments, promotions, transfers and disciplinary actions required to promote human resource and maintain industrial peace
- Empowering the staff and maintaining the expected discipline through introducing a continuous training plan and formal performance appraisal system to develop the knowledge, skills and attitudes of the staff
- Actively using the creative contributions of trade unions to promote the organization and create industrial peace
- Regulating the governance through strengthening of audit and investigation
- Improving the quality and efficiency of the services provided by using rapidly developing infrastructure
- Entering in to agreements on new business proposals received from the public and private sectors to support for the advancement of the department
- Identifying timely customer needs and market demand by carrying out efficient market analysis
- Providing with revenue targets in accordance with scientific method and follow-up
- Offering high quality stamps and related products under attractive themes
- Dissemination of stamp hobby locally and internationally to bring Sri Lankan identity internationally
- Maintaining postage that is affordable to every customer in the mail
- Modernizing the existing services and introducing new services to suit the changing market and consumer needs with modern communication technology
- Development and implementation of guidelines for simplifying the systems and streamlining processes to meet changing conditions

Special priorities

Introduction and implementation of methodologies required for efficient, people-centric, digital postal and related services targeting new opportunities based on new technologies. (Extraordinary Gazette Notification No. 2187/27 dated 09th August 2020)

1.4 Organization Chart - Annex 01

1.5 Main Administration Areas of the Department

Main postal functions of the Department of Posts have been divided into 05 sections for the easiness of the administrative. They are,

- Administration
- Operations
- Development
- Finance
- Internal Audit

Administrative Division

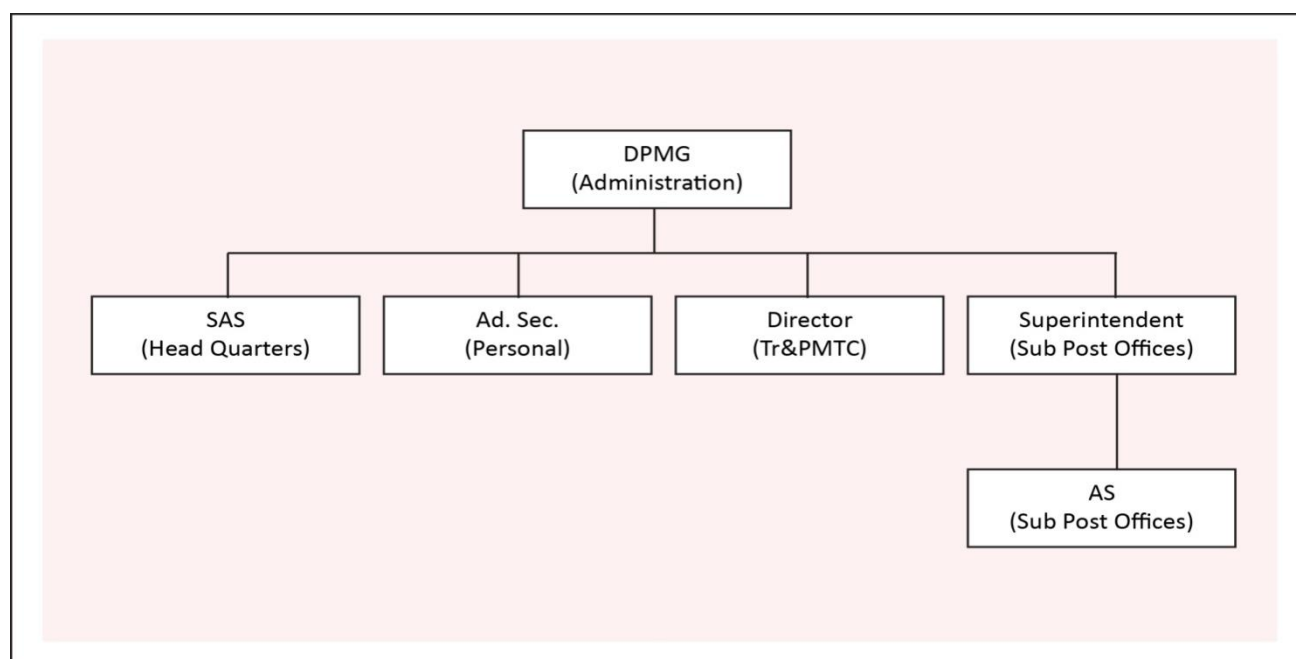


Figure 1.1: Outline of Administrative division

Sections	Tasks	Progress in the years 2021
Personnel I Section, Section II and miscellaneous Section	All administrative matters including appointments, confirmations, promotions, resignations, releases, retirements, integrations and disciplinary matters of officers and	At the Headquarters Level, Salary Loans - 204 Property Loans - 04 Issuance of Postal Identity Cards - 528 Issuing of Official Identity Cards - 424

	uniformed personnel belonging to the Postal Services and the island wide services serving in the Department. Headquarters Staff Establishments works, giving Salary Loans and Advances, Agrahara Insurance works, Railway warrants and concessionary session tickets, giving W&OP Numbers, Issuance of Service Certificates and Confidential Reports, Compensation, Issuance of order notes to the Accountant (Salary) for staff payments, and updating and reporting of staff statistics. Preparation of Postal Identity Cards and Official Identity Cards of the Department. Recruitment of Registered Substitutes and Cancellation of Registered Substitutes.	Confirmation of Probation Appointments for Postal Service Officers Level III - 40 Confirmation of Postal Assistant Appointments - 616 Retirement - 99 Attachments for Training of Graduate Trainees - 07 Recruitment of Registered Substitutes - 1095 Approval has been granted to recruit 60 Development Officers. 20 officers attached have been deployed in the departmental service. The post of Assistant Director (Planning) has been approved.
Examination Division	Calling applications/ Conducting tests / examinations and issuing results for the Postal Service Limited and open competitive examinations related to appointments, confirmations and promotions. Exemption from efficiency bar examinations Payment of language incentives Issuing circulars of postal departments	Conducting driver recruitment interviews and first and second efficiency bar examinations. Conducting the first efficiency bar examination of Postal Service Officer Grade III and Postal Assistant. Calling applications for recruitment to the post of Postal Assistant Technical and conducting the third efficiency bar examination. Conducting Limited Competitive Examination 2019 (2020) for Junior Employees and Sub Post Masters for the Grade III of the Postal Service Officer. Conducting Open / Limited Competitive Examination 2018 (2019) for the recruitment of Building Inspectors Grade III, conducting interviews for the successful candidates and selecting three candidates. Commencement of the preparation of a new service minute unique to the Department of Posts.
Trainings and Postal Management Training	Conducting training (local / foreign) for all the staff working in the Postal Department through the College of Postal Management Training and	Annexure – 3

College	Postal Training Institutes (Wellawatte, Galle, Kandy, Jaffna, Batticaloa, Polgahawela, Thambuttegama) and with the participation of external training institutes, external resource persons.	
Sub Post Office Division	Carrying out all the administrative activities of the Sub Post Masters.	Obtaining the approval of the Public Service Commission to revise the recruitment system in the recruitment procedure. Approval has been obtained for all retirements up to May 2022. The approval has been gained from the Treasury to extend The maternity leave allowance of 30day reimbursement upto 84 days. It is ready to be implemented with the provision of future budgetary provisions. Preparation of a Manual containing information related to the efficiency bar. Examining and finalizing personal files related to the absorption of Sub Postmasters Grade III, II. Obtaining the approval of the Cabinet of Ministers to add the previous period of service of the Sub Post Masters who were promoted before 12.11.1994 to the pension. Confirmation of Probation Appointment of Sub Postmasters who have passed the 2020 Efficiency Bar. Submitting Cabinet Memoranda on Sub Post Masters who have lost their pensions due to over 45 years of age Disciplinary Actions, Suspension - 11 Reinstate of Service - 07 Issuing charge sheets - 23 Files completed with disciplinary orders - 30
Record Room I/II	Refer all letters received and sent to the Postal Headquarters to the relevant sections. Maintaining up-to-date personal files of all secondary, tertiary and executive	Record Room I Receipt of Registered letters - 14,724 Receipt of letters from outside the post office (via RR) -

	officers of the Department of Posts. Preservation of completed disciplinary files and retirement files.	22,284 Mailing of Outside Postal Offices - 41,868 Record Room II Receipts of letters / personal files - 41,721 Personal files sending - 1,500
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Operational Division

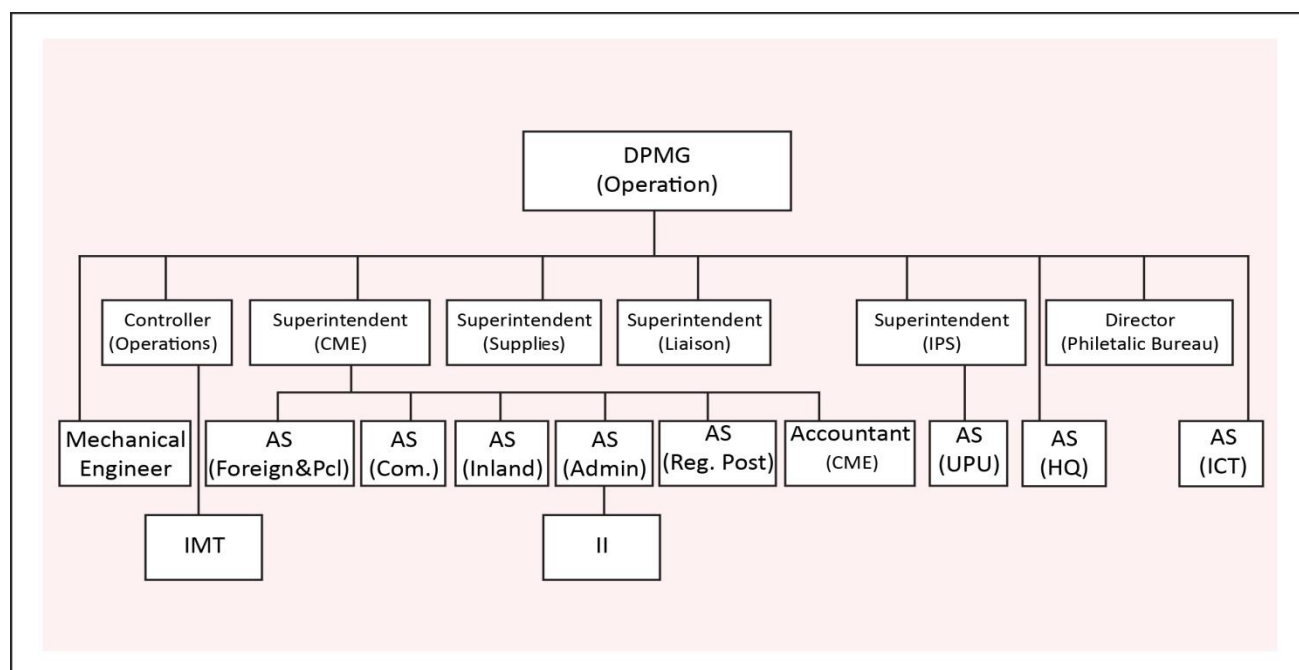


Figure 1.2: Outline of Operational division

Sections	Tasks	Progress in the years 2021
Central Mail Exchange	Administration Division - Administration of the Central Mail Exchange staff and maintenance of the premises. Commercial Division - Maintaining the Business Postal Division of the Central Mail Exchange, Bulk Postal Division, Local Express Division, Postage Stamp Division, Cashier Division, Information Technology Division, Lost Letter Office and Post Office. Provide the facilities to post of business letters of the leading institutions of the	Among the general duties of the Division the following functions are also performed. Revenue Business Mail Section – Rs. 1,208,016,004.00 Bulk Mail Section - Rs.255,592,526.00 Speed Post Section - Rs.91,961,503.00 Franking Machine Section - Rs.194,749,183.17 Return Letters Office - Rs.58,320.00 Post Office - Rs.34,194,167.50

	island on the post payment method and accept letters under the free postal facilities. Foreign Mail and Parcel Division – Making major operations and accounting activities in the International Postal Goods Exchange process. Receipt of EMS goods and parcels, delivery of retained parcels for customs purposes. Delivery of EMS and parcels delivered to the Colombo region to local and foreign destinations. Registration Division - Acceptance of local and foreign registered and insured goods, receipt of registered luggage, comparison, distribution and dispatch to destination offices. Country Postal Division- Opening, comparing, postal bags receiving to the Central Mail Exchange, Carrying out the delivery within Colombo zone and sending transit bags to their destinations. Maintaining business reply cover service and new mailbox delivery service. Accountant Section - Carrying out all financial matters such as salaries, allowances, overtime, travel expenses, loans etc. of the Central Mail Exchange staff. Supervising revenue and expenditure of the Central Mail Exchange.	Receiving Number of small packets and letters- 4,285,467 Number of parcels - 43,572 EMS– 44,949 Sending Number of small packets and letters - 1,394,940 Number of parcels - 14,161 EMS– 54,121 Receiving Number of Accepted articles by CME - 7,702,760 From outstation - 7,159,189 Received Foreign Letters - 169,093 Sending Outside - Local - 11,307,869 Outside - Overseas – 166,622 Colombo Delivery- Local - 3,404,653 Colombo Delivery - Foreign - 17,675 Sending to Overseas - 231,643 Colombo Delivery Franking Machine Revenue - Rs.16,052,114.00 Business Reply Cover Income - Rs.98,995.00 The number of P.O.Boxes currently in operation is– 120 Newly delivered P.O.Box numbers - 7
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Postal Transport Division	Fulfilling island-wide Postal Transportation Requirements, Transportation requirements for executives, field duties, and other office transportation requirements. Investigate and maintain records of vehicle accidents and initiate preliminary investigations. Maintaining a reservoir for diesel fuel and supplying fuel to department vehicles.	Managing the limited number of Mail Vans for continuous transport of goods and dispensing of medicines during the period of cessation of Railways and SLTB Mail
Mechanical Engineering Division	Carrying out repairs and maintenance of vehicles of the Department of Posts.	Number of vehicles repaired -580 Number of vehicles maintained - 314
International Postal Service Division	Through the operation process and strategic processes related to international mail, providing the services to the public through the EMS, International Parcel Post, Foreign Registered Letter Service and implementing and monitoring the Letter mail service. Introducing rules, standards and methods to the Sri Lanka Post in collaboration with the Universal Postal Union and make use of the new technological tools introduced by the union to enhance the efficiency of the post office. Ex: IPS.POST, CDS, GMS, QCS, Local IPS Carrying out all activities related to processing and revision of foreign postage. Dealing with compensation, postage refunds, inquiries and complaints related to the International Postal Service. Maintain UPU, APPU and APPC memberships. Update Parcel Post Compendium, Letter Post Compendium, EMS Operational	Procurement of 1000 computer sets and 5 laptops for the Post Office of the Sri Lanka Postal Department through the Quality Service Fund. Steps will be taken to launch and implement the e-packet service launched by the South Asian Postal Administration with India and Thailand.

	Guide, Transit Compendium. Initiation and implementation of all projects related to the Quality Service Fund.	
Liaisons Division	Preparation of circulars/ instruction letters related to postal services and issuance of departmental circulars. Giving permission by registering to send newspapers, periodicals and business reply covers. Implementing new services and making aware the internal staff about it. Duties related to Bulk Mail under M numbers, activities related to Social Security Board payments, Carrying out proposals related to Agency services and matters relating to determination of fees, carrying out local postage revision activities. Activities related to Post Office New Installations, Closures and Upgradings and Downgradings Delevy Zone Reforms. Maintaining coordination with external agencies working with the Department of Posts.	Number of registered institutions under Bulk Mail facilities - 74 Number of Registered newspapers, periodicals - 161 Number of registered business reply covers - 13 Submission of 24 Delevy Zone Revision Reports island wide for approval COD Service, Birth / Death Certificate Issuance Service Requested from the Registrar General's Office, Goods delivery service requested through the Laksilpa website of National Crafts Council, Insurance Premium Acceptance Service of Softlogic Insurance Company and Implementation of third party motor vehicle certificate issuance services of the Fair First insurance company. Departmental Circular Issuance – 23 Revising local postage and submitting for approval under 06 categories of services.
Supplies Office	Maintaining and issuing stocks of all Receipt Books, Forms, all Money Order Pads used by the Postal Department printed by using the Procurement from the Government Press. Issuance of date stamps, brass seals, lead seals, plastic strips, barcode labels required for postal operations and Provide ink, date, month, year cubes required for date stamps. Supply of Packaging Materials including Rope Rolls, Thread Balls, Brass, Tin Dockets, Lead and Envelopes, Stock control and issuance. Producing the Post / Sub Post offices Nameplate, Cutting and Repairing Steel	Among the general duties of the Division the following functions are also performed. Number of date stamps issued - 396 Number of year cubes required for date stamp - 6,984 Number of cubes obtained - 7,708 Issuing POC 79 and POC 04 Money Order pads - 2,140 Delivery of goods in the procurement carried out by the Postal Headquarters – 412 Post Office Circular Posts – 05 Announcements under the Gazette of the Government of Sri Lanka - 01

	Cabinets / Safe Key. Fixing and Issuing key plates of bags required for the mail bag service, repairing mail bags. Giving uniforms to the uniform staff.	Rehabilitation, modernization and innovation of departmental resources through productivity promotion activities of the Superintadant - Supplies Office and Creating a comfortable, safe, convenient work environment for staff.																					
Philatelic Bureau	Issuance of stamps, first day covers, and special memorial covers under various themes. Maintaining and supervising the mini counters of philatelic bureau all over the island. Maintaining accounts for local and foreign stamp collectors and issuance of annual stamps for fixed orders and mailing of other items including stamp related products. Through SL Post Stamp App, selling stamps and related products online. Providing personalized stamp service from the main counter of the Philatelic Bureau and through the sub counters of Kandy, Nuwara Eliya and Negombo. Conducting stamp exhibitions and conducting lectures and workshops to popularize the hobby of stamp collecting	Number of stamp themes issued - 12 Number of stamps issued - 39 Number of special memorial envelopes issued - 14 Number of online stamp order - 3,901 Number of new fixed order – 170 Number of existing fixed order -7794 Annual Income - Rs. 41,796,320.00																					
Assistant Superintendent (Headquarters office)	Carrying out all administrative activities related to Postal Holiday Homes. (Nuwara Eliya, Anuradhapura, Trincomalee (a) and (b), Sigiriya (a) and (b), Mihintale, Chullipuram) Administration of Headquarters Auditorium Dealing with the 1950 short telephone number and the direct telephone numbers 0112045500 / 0112328301-03. Referral for further inquiries regarding customer inquiries / complaints	Revenue from Holiday Resorts (රු.) <table> <tr> <td>Nuwara Eliya</td> <td>-</td> <td>341,000.00</td> </tr> <tr> <td>Anuradhapura</td> <td>-</td> <td>265,160.00</td> </tr> <tr> <td>Trincomalee (a)</td> <td>-</td> <td>111,000.00</td> </tr> <tr> <td>Sigiriya (a)</td> <td>-</td> <td>58,887.50</td> </tr> <tr> <td>Sigiriya (b)</td> <td>-</td> <td>79,237.50</td> </tr> <tr> <td>Mihintale</td> <td>-</td> <td>57,700.00</td> </tr> <tr> <td>Chullipuram</td> <td>-</td> <td>29,800.00</td> </tr> </table> Revenue from Headquarters Auditorium - Rs.72,775/-	Nuwara Eliya	-	341,000.00	Anuradhapura	-	265,160.00	Trincomalee (a)	-	111,000.00	Sigiriya (a)	-	58,887.50	Sigiriya (b)	-	79,237.50	Mihintale	-	57,700.00	Chullipuram	-	29,800.00
Nuwara Eliya	-	341,000.00																					
Anuradhapura	-	265,160.00																					
Trincomalee (a)	-	111,000.00																					
Sigiriya (a)	-	58,887.50																					
Sigiriya (b)	-	79,237.50																					
Mihintale	-	57,700.00																					
Chullipuram	-	29,800.00																					

Museum	It contains a wide range of communication tools and equipment used for the evolution of ancient communication methods and telecommunications services. It also has a collection of stamps showing the origins and evolution of the postage stamp The museum is open to local / foreign visitors on weekdays. Fees – Local Student Rs. 5.00 Local elders Rs.20.00 Foreign Students Rs. 100.00 Foreign Adult Rs. 200.00	Due to the Corona situation, the Postal Museum was not opened to the public.
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Postal Holiday Homes

Table 1.1

	Holiday Home	Telephone Number	Number of Rooms	Maximum number of persons	Fee (LKR.)		
					Department	Outside	
01	Sigiriya A (Near to the Sigiriya Post Office)		0662286250	2 AC	04	1,875/-	5,000/-
02	Sigiriya B (Near to the Sigiriya Post Office)		0662286250	2 AC	04	1,875/-	5,000/-
03	Trincomalee A (Behind the Trincomalee Post Office)		0262222250 0760861279	4 AC	12	3,000/-	8,000/-

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04	Trincomalee B (Behind the Trincomalee Post Office)		0262222250 0760861279	Hall	25	7,500/-	7,500/-
05	Nuwara-Eliya (Up stair of Nuwara-Eliya Post Office)		0522222250 0718062988	3	10	3,000/-	8,000/-
06	Anuradhapura (Up stair of Anuradhapura Post Office)		0252222182 0779937040	2 AC	08	2,000/-	5,000/-
07	Mihinthalaya (Up stair of Mihinthalaya Post Office)		0252266550	2 AC	06	2,000/-	5,000/-
08	Chullipuram (Up stair of Chullipuram Post Office)		0212250184	3 AC	10	2,000/-	4,000/-

Development Division

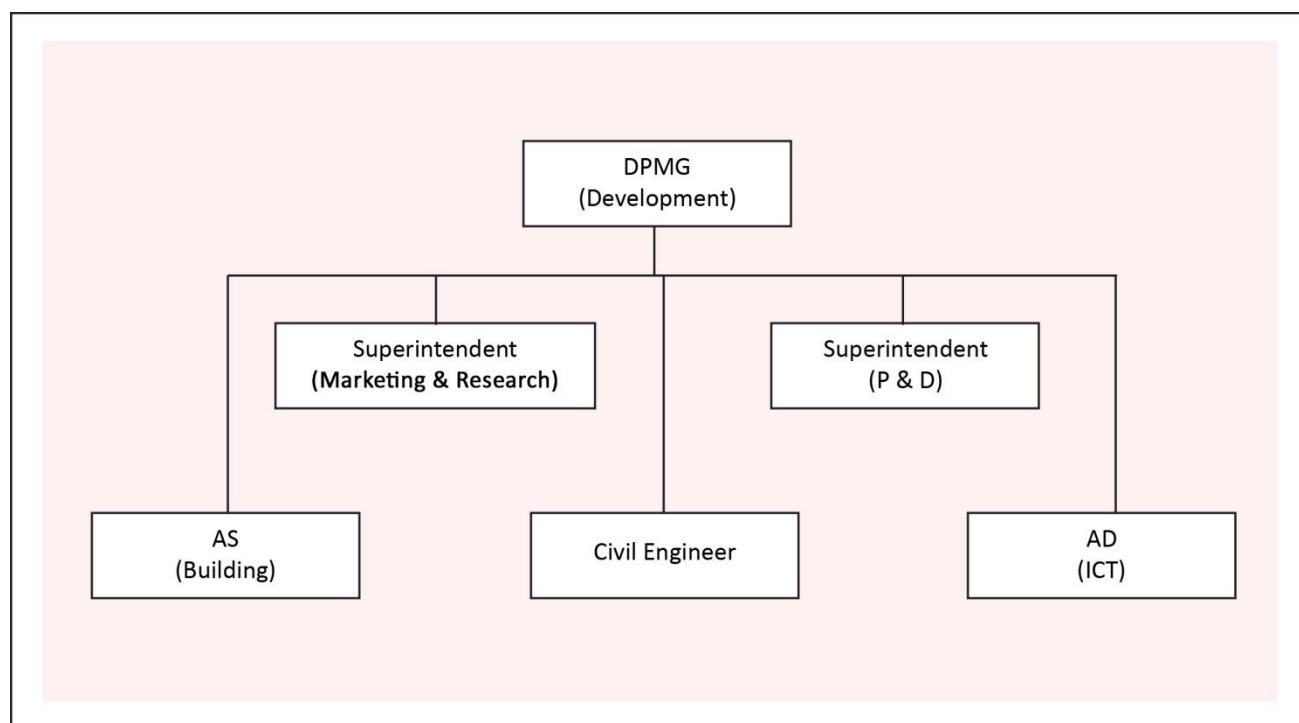


Figure 1.3: Development section's Outline

Sections	Tasks	Progress in the years 2021
Planning and Development Division	Develop strategic plans. Preparation of Annual Action Plan. Maintaining statistics related to postal activities. Progress Review. Coordinating Departmental Reporting. Dealing with new project proposals and keeping existing services up to date.	Preparation and finalizing of the revised new Postal Code Directory. Agreement with Sanasa Insurance Company to issue third party motor vehicles insurance and collect premiums. Agreement to provide courier services under postpaid facility for distribution of birth, marriage, death and land related certificates requested online from the Department of Registrar General. Entering into agreement to deliver the applied goods through Lak Shilpa e-Commerce Platform of National Crafts Council under Post Payment Facility through Local and International Courier Post. Renewal of General Insurance Agreements of Fair First Insurance

		Limited and Ceylinco General Insurance Limited Introducing the Google sheet for retrieving one-day statistics.				
Building Section	Coordinating the construction of new buildings and repair of the department and taking action to obtain provisions from the General Treasury. Carrying out land management taken over by the department Taking action in accordance with the provisions of the Land Acquisition Act for the acquisition of government lands and the acquisition of private lands for the needs of the department. Carrying out the subject matters related to the lease agreements related to the payment of rent for the post offices which are run on rent basis in government and private buildings. Payment of assessment tax for departmental buildings.	Continuation of construction work of Batticaloa Postal Complex.Physical Progress as at 31.12.2021- 72%. Commencement of the second phase of the completion of the Polonnaruwa Postal Complex Approval has been obtained to pay building rent for 47 Post Offices Acquisition of Lands for the Postal Department (as on 31.12.2021): Post Office - 84 Sub Post Office – 75 <table><tr><td>Quantity of Land acquired in 2021</td><td>Total extent of land acquired by the department</td></tr><tr><td>25</td><td>159</td></tr></table>	Quantity of Land acquired in 2021	Total extent of land acquired by the department	25	159
Quantity of Land acquired in 2021	Total extent of land acquired by the department					
25	159					
Information Technology Division	Operations and Promotion Unit Launching agency services and launching promotional programs using the departmental network. Provide necessary assistance to the department to find IT solutions, study and project development and to implement the developed software in the postal network. Software Development Unit Software development, design, data storage, protection and software updating required by the department.	Develop and actively use PBX (Private Branch Exchange) system as a solution to the difficulties encountered in calling the Information Technology help desk at Post Offices. Development of IPS (International Postal System) software and completion and implementation of its outbound component. Develop and implement CDS (Customer Declaration System) software. Initiate the development software for bulk mail acceptance and for the departmental Building division E-counter software update and initiation of the second edition.				

	Hardware and Networking Unit Provide, identify, and maintain the hardware needed to maintain the mailing network. Maintaining the official e-mail address of the Department of Posts. Dealing with the main server system. E-Business and Technology Management Unit Installation, maintenance and development of all Post Office counters management software (e-counter, m-counter, e-pay, me-pay) Develop, implement and maintain software modules required for new services (COD, OSU) Maintaining and updating the official website of the department, service portal.	Rs. 290,000/- paid by Sri Lanka Telecom for providing direct internet access to the server system was reduction up to Rs. 115,000/- Rs. 218,000/- paid by Dialog for providing direct internet access to the server system was reduction up to Rs. 150,000/- Reduction of payment for 04 servers of Virtual Server system installed by SLT at Rs. 57,380/- each up to Rs. 30,000/-. Provide track & trace facility for COD transactions and increase the number of leading corporate customers using this software to 60 and improve the external user facility by developing the facility to add inventory using Excel worksheet. Submitting a new operational proposal called PRAMUKA Post to the Department for expeditious distribution of goods and obtaining approval at the Ministry level. Inclusion of NCC (National Craft Council) and RGD (Registrar General Department) services among the services under controlled accounts.
Marketing Division	Preparation of Annual Marketing Plan, Conducting market surveys, Introducing new services and conducting publicity campaigns and organizing promotional programs. Promotion of the brand of Sri Lanka Post.	Analyze the current status of Speed Post, EMS, COD, Telemail and Admail services and make observations and recommendations. Develop a template for COD service troubleshooting. Preparation of Name Boards of 200 Sub Post Offices by a sponsoring body.

Investigation Division

This division operates under the direct supervision of the Postmaster General.

Sections	Tasks	Progress in the years 2021
Investigation Division	Providing necessary assistance to the disciplinary authority regarding the disciplinary control of the staff of the department.	The number of investigations completed in the year 2021 - 584

Finance Division

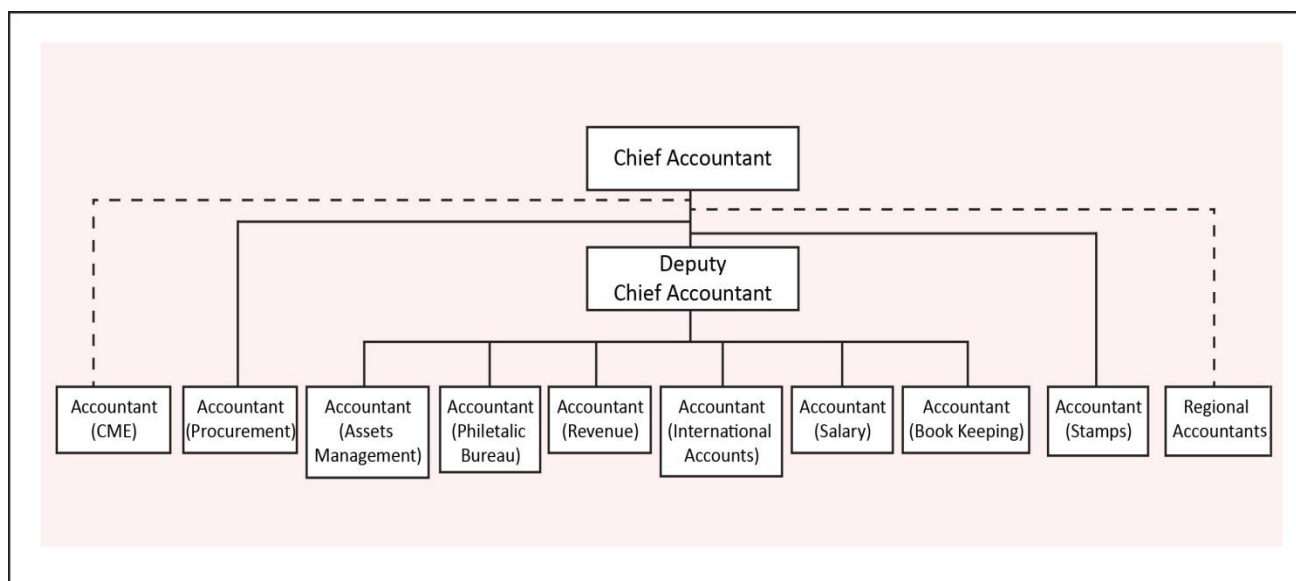


Figure 1.4: Financial Division's Outline

Sections	Tasks	Progress in the years 2021
Deputy Chief Accountant	Administration and supervision of all bank accounts in the department. Making payments to agents contracted with the department. Imprest management. Dealing with all damages and losses incurred by the department	Finalizing the payments related to the collections of all the agencies contracted with the department. Loss of Rs. 1,115,918.64 has been written off for 24 damaged post offices from the provisions under Vote 1701 for the year 2021.
Procurement Division	Procurement of services and procurement of goods in accordance with the provisions of the Government Procurement Guidelines and the Procurement Code as	Among the procurement activities carried out in the year 2021 are the following priorities. Procurement of 50 postage stamps and 4 stamp cancellation machines.

	per the Annual Procurement Plan. Coordinating, delegating and issuing advice to locally established procurement committees	Procurement of 8 Million Safe Plastic Seals and 2 Million Safe Plastic Seals of Medium Size. Providing a lighting system for the postal auditorium Purchase of 45 Dot-matrix printers, 25 UPS, 200 routers and Purchase of goods and services through other procurement activities. Procurement activities for the installation of the existing e-pay software system at Sri Lanka Telecom.
Asset Management Division	Annual board of survey, warehouse survey, disposal of required items and submission of reports. Department Land and Building Valuation activities, Departmental Assets, inventory documentation and Maintaining an updating fixed assets register related to vehicles. Registration of newly purchased departmental vehicles and Vehicles purchased under the lease scheme are released from the commercial establishments after the expiry of the lease and registered in the name of the department. Entering, updating and introducing new codes to the CIGAS program on departmental assets as per the asset codes introduced by the Department of Public Accounts.	Valuation of 73 lands where post offices are established and 74 post office buildings and inserting that information into the CIGAS program. Completion of disposal activities in 15 Divisional Postal Authority Divisions as per Annual Goods Survey Reports Issuing 22 new asset codes. Acquisition of 22 vehicles purchased under the lease scheme to the Department of Posts.
Revenue Division	Calculate the total revenue of the Department of Posts and submit plans and ideas required for revenue growth. Preparation of revenue reports to be sent to the Central Bank and the Treasury. Maintaining the Western Union Account. Dealing with receipts and payments in agencies and taking necessary action to distribute stamp revenue.	Achieving the revised revenue target in the face of the Corona situation.

Salary and Expenditure other Payments Division	Salary Division Maintaining all the bank accounts and advances "B" account belonging to the department. Preparation of common bank conciliation and submission to the Treasury. Head Office Staff Salary Processing, overtime payments activities and preparation of W.N.O.P. collections and making reports Payment of electricity and water bills at Headquarters and its affiliates Expenditure other Payments Division Making payment for all vouchers Paying centralized telephone bills. Printing and issuance of cheques books. Maintaining a general deposit account. Payment of travelling expenses and overtime at the Postal Transport Inspector office. Provide monthly summaries.	All work is done on time. All work is done on time.
International Accounts Division	Obtaining receivables due to Sri Lanka in respect of foreign mail and making payments due to foreign countries. Working with the Universal Postal Union and obtaining the contribution due to us from the Quality Service Fund. Paying the relevant companies for air and sea mail transport. Paying compensation for International reply coupons, overseas mail. Carrying out activities related to cash book and departmental dollar bank account.	Revenue for the year 2021 - Rs.726,617,600/- Revenue has increased by 13% over the year 2020. Data monitoring of IPS system detects that foreign mail receives more data than Central Mail Exchange and Implement a special program that is also needed to properly collect revenue.
Book Keeping Division	Preparation of Annual Financial Statements, Monthly Account Summaries and Expenditure Reports. Carrying out repayments, making payments on behalf of the Police Fund, carrying out National Savings Bank activities. Maintaining the Stamp Account and filing records in the Employees Provident Fund.	The role of the division has been successfully fulfilled.

	Carrying out activities related to deposit accounts maintained for collection and payment activities from agencies. Maintaining public deposit accounts and advising the District Accountants to act as per the financial maintain regulations regarding deposits exceeding two years.	
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Stamps Vault

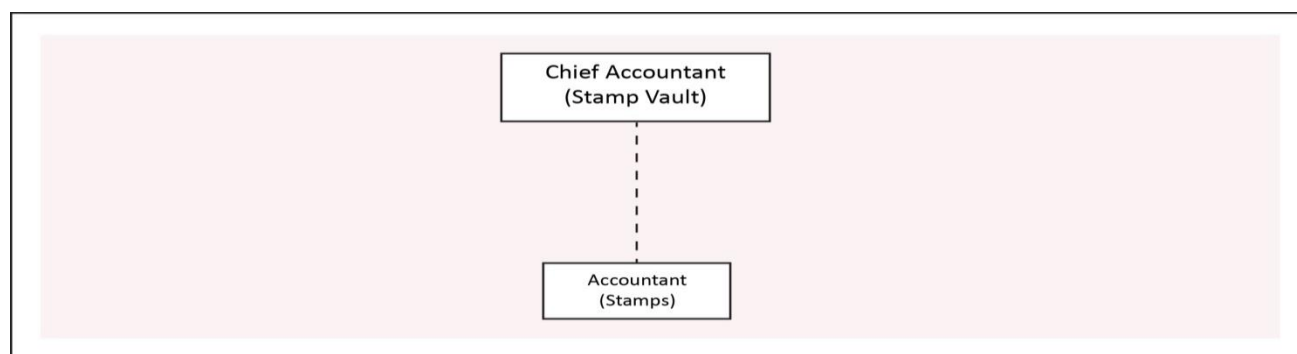


Figure 1.5: Stamp Depository's Outline

Sections	Tasks	Progress in the years 2021
Stamps Vault	Formal acceptance of stamps delivered by the Philatelic Bureau and issue of stamps requested by the Accountant (Stamps). Stamp stock management and safekeeping of old stamp stocks, Computerization of stamp stock data	Postage stamps Receipts - Rs. 73,862,500/- Issues - Rs. 75,790,000/- Miniature Sheets Receipts - Rs. 1,439,500/- Issues - Rs. 967,500/- Personalized Stamps Receipts - Rs. 380,000/- Issues - Rs. 220,000/- Revenue Stamps Issues - Rs. 750,000/- Parliamentary Stamps Receipts - Rs. 3,824,850/- Issues - Rs. 3,524,850/-

Internal Audit Division

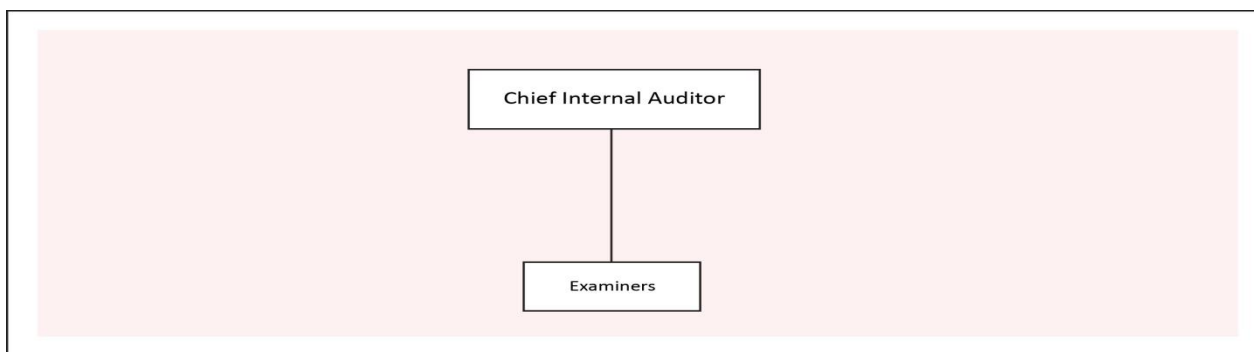


Figure 1.6: Internal Audit Outline

Sections	Tasks	Progress in the years 2021
Internal Audit Division	Carrying out the internal audit process in the Department	Number of issued audit inquiries- 97 Number of replied inquiries - 84 Number of inquiries to be answered - 13

Provincial Administration

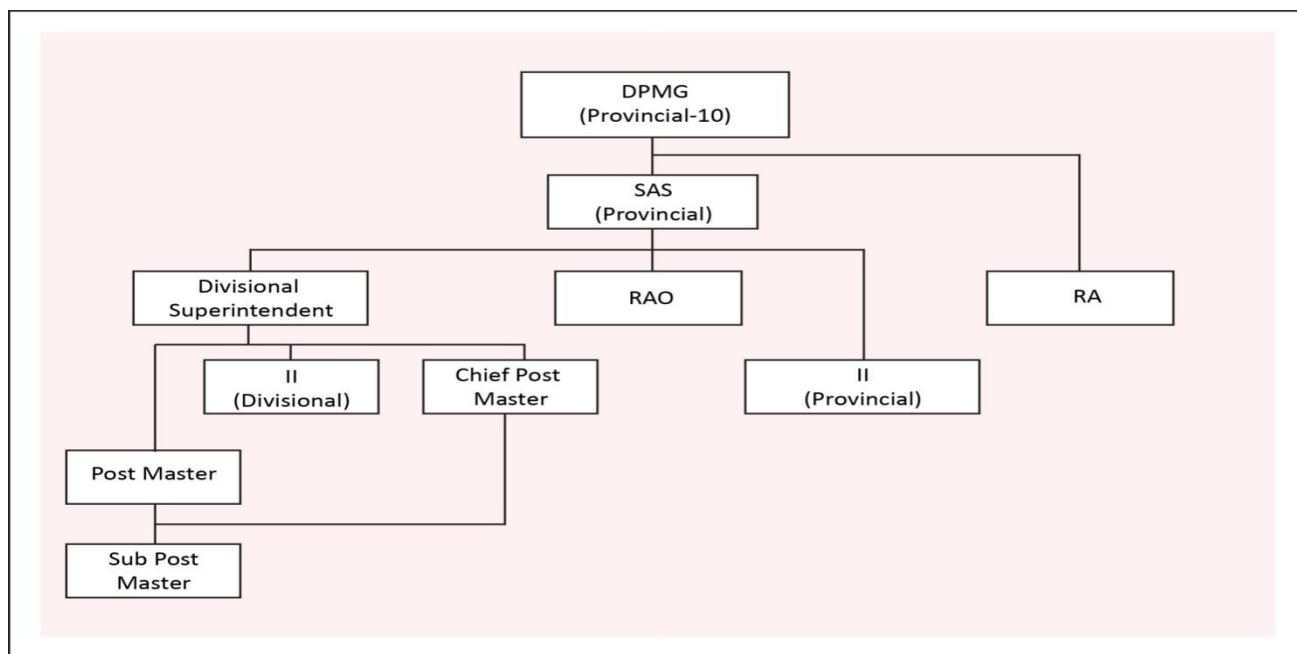


Figure 1.7 - Provincial Administration

The Provincial Administration of Sri Lanka Post has been decentralized to provide maximum service to the customers who avail postal and postal related services covering the entire island and the Provincial Post Operations and Administration is carried out under the full supervision of 10 Deputy Postmasters in 10 Deputy Postmasters' Divisions.

2. Progress and Going Forward

2.1 Progress

2.1.1 Progress in Deploying of Capital Funds of Department of Posts

Progress from January 1, 2021 to December 31, 2021

Table 2.1

Code	Object	Allocation (Rs Mn.)	Expenditure Amount (Rs Mn.)	Financial Progress %	Physical Progress %
Rehabilitation & Improvement					
308-02-01-2001	Building Repairs and rehabilitation	375.000	187.656	50.04	95
308-02-01-2002	Office Equipment Repairs	25.000	8.528	34.12	63
308-02-01-2003	Vehicles Repairs	50.000	20.560	41.12	51
Acquisition of Capital Assets					
308-02-01-2102	Purchasing of Office Equipment	150.000	34.905	23.27	93
308-02-01-2102-0/13	Purchasing of Office Equipment	0.750	0.618	82.37	82
308-02-01-2103	Purchasing of Machinery	125.000	52.526	42.02	85
308-02-01-2104	New Buildings	80.000	1.749	2.19	5
308-02-01-4-2104	New Buildings	100.000	45.892	45.89	72
308-02-01-2401	Training & Capacity Building	60.000	8.884	14.81	63
308-02-01-2509	Promotion of postal services and stamps	5.000	0.135	2.71	10

2.1.2 Building Repair and Rehabilitation (308 – 02– 01 –2001)

Progress from 1st January 2021 to 31st December 2021

Table 2.2

Project	Number of projects	Allocated Provisions (Rs.)	Financial Progress (Rs.)	Financial Progress %	Physical Progress %
Southern Province	21	28.550000	13.270523	46.48	93
Western North	21	9.640000	9.401418	97.53	100
Western -South	20	28.258091	27.475495	97.23	100
Central Province	16	41.500230	41.481431	99.95	100

Eastern Province	12	19.243033	14.958049	77.73	100
Uva Province	09	10.731500	8.348300	77.79	100
North- Central Province	09	15.000000	11.543638	76.96	77
North Western Province	15	18.498770	16.126247	87.17	100
Northern Province	11	8.226000	7.797143	94.79	74
Sabaragamuwa Province	12	16.103309	14.139957	87.81	100
Central Mail Exchange	07	6.075000	6.068088	99.89	100
Postal Headquarters	11	19.352646	17.046217	88.08	100

2.1.3 Financial Progress up to 31.12.2021

Table 2.3

2021 Annual Revenue Target (Rs. Mn.)	Revenue Collected up to 31.12.2021 (Rs. Mn.)	Progress%
7,000	7,152	102.17

	2021 Annual Estimate (Rs.)	2021 Expenditure (Rs.)	Progress %
RE-current Expenditure	14,643,500,000.00	13,961,653,135.00	95.34
Capital Expenditure	983,024,403.50	363,909,588.70	37.02
Total	15,626,524,403.50	14,325,562,723.70	91.67

It is a great achievement for the Department of Posts to achieve the revised revenue target of 102.17% despite the disruption of normal postal operations due to the global Covid pandemic in the year 2021. The progress of the capital allocation expenditure is 37.02% and recurrent expenditure is 95.34%. The Department of Posts was able to manage essential services using its limited transport facilities in the face of stagnant train and SLTB postal services during the most challenging periods.

2.1.4 Services Provided Free of Charges

Services provided free of charge by the Department on behalf of other Departments.

Table 2.4

Service	Payments in the yeas 2021 Total (Rs)
Public Aids Monthly Allowances	2,290,377,013.00
Pension Payments	7,061,282,947.32
Disease allowances	418,138,870.00
Elder's allowance payments	8,893,506,474.00
Pragna Pradeepani	56,577,850.00
Other payments	20,956,000.00
Providing services under free postal facilities	216,832,499.00

2.1.5 Value Added Services

EMS

International courier service operating according to the recommendations and criteria of the Universal Postal Union

Size -:

Minimum	- Minimum A4 size envelopes when sending stationery	
Maximum	- Diameter	= 1.5 m
	Size Length + Width + Height	= 3m
	Weight	= 30 kg (There are changing occasions as per destination country.)

Acceptance-: During office hours at all Post and Sub Post Offices over the island for the customers

Fees-: <https://slpost.gov.lk/wp-content/uploads/2017/12/New-Foreign-Postage-Rates-2018-1.pdf>

Customer services-: 011 – 2440240



Figure 2.1 EMS Centre, Central Mail Exchange

Speed Post and Logi Post service

Locally operated courier service for letter and goods delivery

Maximum weight limits -: Speed post - 10 kg
Logi post - 40 kg

Acceptance-: During office hours at all Post and Sub Post Offices over the island for the customers

Fee -: Currently operating fees apply. Fees are charged by cash
<https://slpost.gov.lk/wp-content/uploads/2016/04/speedpost.pdf>

Standards of the delivery-: Delivery will be made to the address of the letter holder.

Delivery on the same day within the receiving office and delivery on next day in other occasions
(The first successful attempt is valid for delivery standards.)

According to the Public Administration Circular No. 04/2020 (18.02.2020), it has been declared that the legal validity is entitled when using of the exchange of official letters and goods in the public service.

Cash on Delivery (COD)

This is a delivery service that collects postage upon delivery and the value of the item as the value of the item to be collected and submitted by the customer. This service was re-launched on 15.12.2020 and is now one of the most popular, fast, reliable and convenient service operating systems among Sri Lankan entrepreneurs.

- Acceptance** : - During office opening hours at all Post Offices and Sub Post Offices with computer facilities
- Fees** : - Depending on the weight + Related to the value of the item+ fixed charge
Logi post fee Money Order Commissions Rs.15/-
(Minimum fee of Letter Post)
- Standards** : - Apply the related standards of Speed Post and Logi Post
- Delivery** : - Delivery to the address of the letter holder.
- Settlement** : - As soon as the delivery of goods is confirmed, the money related to the sending goods can be obtained to the sender via any post office.
- Tracking** : - Via <http://www.bepost.lk/>

Stamps and Stamp Related Products

- Order of stamp, stamp related materials via online.

Log in to Google play store and download SLpost stamp app to get this service.

<https://play.google.com/store/apps/details?id=lk.gov.slpost.stamps>

- Maintaining fixed order deposit accounts.

This service can be used to get all the stamp issues delivered to your home by becoming a member of the Philatelic Bureau.

For registration >>

<https://stamps.slpost.gov.lk/how-to-create-standing-order>

To Reload >>

<https://stamps.slpost.gov.lk/>

Or

Via electronic money order,

Receiver - Postmaster General

Paying office - Head Quarters Post Office

By bank deposit/cheques,

Bank - Peoples Bank, Mudalige Mawatha, First city branch

Receiver - Postmaster General

Account No - 046-1-001-8-9027352

Money can be deposited by cash by visiting the Philatelic Bureau or via Debit / Credit Card.



➤ Personalized stamps service



Under the 'Stamp for Your Beauty' service, it is possible to make pamphlet consisting of 20 stamps as a souvenir for special occasions.

Available at the Philatelic Bureau at the Postal Headquarters and at the Philatelic Bureau at the Kandy, Nuwara Eliya, Negombo Post Offices.

Fee - Rs. 2000/- (Value of a stamp sheet with 20 stamps)

For further details - 011-2326163 / 0114927248

National Postal Museum

This has been established on the ground floor of the Postal Headquarters for the display of historical information and items related to the evolution of local and international postage stamps.

Location - Postal Headquarters, D.R.Wijewardana Mawatha, Colombo 10

Opening time - From 8.30 to 4.15 in week's days

Fees - Local children Rs. 5/-
Local Elders Rs. 20/-
Foreign children Rs. 100/-
Foreign Elders Rs. 200/-



2.1.6 Stamps Issued in the Year - 2021

	Theme	Date of issue	
1	“Yapahuwa Lion”	March 16 October 09	 
2	Personalized Stamp with QR code	March 16	
3	Vesak - 2565	May 12	
4	Sri Lanka – Singapore diplomatic relations	July 27	

5	World coconut day	September 02	
6	World Post day - 2021	October 09	
7	Endemic Birds of Sri Lanka	October 09	
8	National Milad-Un-Nabi- 2021	October 19	

9	Gems of Sri Lanka	November 06	
10	Centenary of the Science Faculty, University of Colombo	November 24	
11	Christmas 2021	December 01	
12	State Vesak Festival - 2021	December 18	

2.1.7 Special Project Progress

❖ Community Based CSR Projects

Through the strong postal network of the Department, various community service programs have been implemented throughout the island, reaching out to more and more people. Among them, following can be mentioned as a wide range of programmes.

- Distribution of essential medicines to clinical patients in government hospitals during the corona epidemic
- Providing dry food items to the low income people
- Providing school equipment to school children
- Conducting blood donation camps
- Tree planting projects
- Shramadana programs

During the period from the severe impact of the Covid pandemic to the travel disruptions, train and bus transport disruptions from 05.06.2021 to 31.10.2021, the assistance of postal staff was sought to provide continuous supply of medicines to clinical patients in Government Hospitals. 686,558 packets of medicines were distributed free of charge during this period.



During this difficult time, it has been provided more than 3,250 bags of dry foods for the affected people by organizing locally with the financial and labor contributions of the staff without limiting to the duty to rehabilitate the lives of the people of Sri Lanka and essential health instruments including sanitary materials to Covid Treatment Centers.

Figure 2.2: Donation of essential items to Covid Treatment Centre, Lunuwila - Post Office, Lunuwila



Figure 2.3: Providing dry food bags- Post Office, Kundasale



Figure 2.4: Social Care Services –Post Office, Kolambage Ara

It was conducted regional school equipment distribution programs for school children in support of creating good citizens.

The Department of Posts organized blood donation camps as another step towards fulfilling its social mission. More than 1,400 pints of blood have been donated, enabling it to save a large number of lives.



Figure 2.5: Blood Donation Camp – Postal Complex, Kandy



Figure 2.6: Blood Donation Camp – Divisional Superintendent Office, Kaluthara

The Department of Posts has also contributed to the building of a sustainable future by securing the biosphere in 2021. Around 3,000 different plants and trees have been donated to the earth by implementing tree planting programs throughout the island.



Figure 2.7: Tree Planting – Post Office, Galaha



Figure 2.8: Tree Planting – Post Office, Kandapola



Figure 2.9: Project to plant 500 Banana plants – Post Office, Mathugama



Figure 2.10: Tree Planting – Post Office, Pannipitiya



Figure 2.11: Tree Planting – Post Office, Kanthale



Figure 2.12: Tree Planting – Post Office, Angunukolapalassa

The staff of the Postal Department, which is not limited to paying free assistance to government-subsidized low-income consumers, has been found to be better organized during the difficult times of the usual refreshments that are organized for them on a monthly basis.



Figure 2.13: Social Care Services –Post Office, Gatahaththa



Figure 2.14: Social Care Services –Post Office, Balangoda

❖ Office Modernization Projects

Throughout the year, the staff contributed with the aim of making attractive and convenient Places for Customers by utilizing the materials available under the limited Treasury Provisions. It has done a lot of renovations, painting, cleaning and beautifying office premises. The letter boxes installed all over the island have also been painted and cleaned.

In addition to the insufficient provisions, amidst inadequacies of the market goods and increasing goods prices, the required computers cannot be provided and therefore, related equipment has been repaired through programs organized provincially and locally as “IT Clinic”.



Figure 2.15: Letter Box Painting –Post Office, Baduraliya

The Deputy Postmaster General (North Central) has launched a special program called 'IT Clinic'. There, information on malfunctioning devices was obtained and repairs were made to errors and officers were made aware on usage and minor repairs. During the two-day program, 35 obsolete computers, 13 printers were repaired.



Figure 2.16: Modernization - Post Office, Katugasthota



Figure 2.17: Modernization - Post Office, Puttalam



Figure 2.18: Modernization - Post Office, Anamaduwa



Figure 2.19: Modernization - Post Office, Homagama



Figure 2.20: Modernization & Cultivation - Post Office, Oddamawadi

❖ Various Achievements

Supplies Office



In the year 2021, the Office of the Superintendent (Supplies) has implemented a special project to develop the assets of the Postal Department.



Under this project, 11 iron cupboards and 14 iron shelves have been repaired and reused, disposed of furniture has been repaired and reused, and a letter box has been made using discarded wood. Rehabilitation of all sections of the Superintendent (Supply) Office and improvement of staff sanitation facilities has been made. By this project, a cost of Rs 8.56m has been saved.

The project was able to win a Special Commendation Award at the 2019/2020 Productivity Awards.



Figure 2.21: Supplies Office Staff who contributed to the Productivity Project through Office Modernization

Post Offices have been able to hand over several more victories to the Department of Posts in the Productivity Competition organized by the National Productivity Secretariat

Post Office - Wadduwa

It has been able to win a Commendation Award at the 2019/2020 Productivity Awards Competition for the dedication of the staff including the Postmaster.



Figure 2.22: Post Office, Wadduwa Staff who contributed to the Productivity Project through Office Modernization

Post Office - Nawamedagama

It has been able to win an Commendation Award at the 2019/2020 Productivity Awards Competition for the dedication of the staff including the Postmaster.





Figure 2.23: Post Office, Nawamadagama Staff who contributed to the Productivity Project through Office Modernization

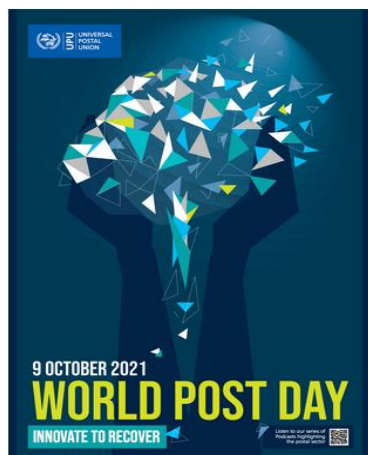
Plant Quarantine Unit

Small and medium scale entrepreneurs had to go to Katunayake, where the National Plant Quarantine Service is located, to obtain the quarantine certificate required for the export of herbal medicines and food items, minor export crops and related products by the Department of Posts. To overcome this situation, the Department of Posts and the Department of Agriculture jointly established a National Plant Quarantine Center on 09.10.2021 at the Central Mail Exchange.



Figure 2.24: Establishment of National Plant Quarantine Center

2.1.8 World Postal Day Celebration - 2021



The official celebration of the “World Postal Day-2021” was held on 09.10.2021 at the Postal Headquarters Auditorium with the limited participation. Hon. Dullas Alahapperuma, Minister of Mass Media was participated as the chief guest.

The following evaluation prizes were awarded for the years 2020/2021.

➤ Awards for National Savings Bank Performance

Post Office Level - All Island Transaction Based

Third Place	Post Office Punakari of Divisional Superintendent's division Vavuniya of Northern province
Second Place	Post Office Pesalai of Divisional Superintendent's division Mannar of Northern province
First Place	Post Office Demodara of Divisional Superintendent's division Badulla of Uva province

Sub Post Office Level - All Island Transaction Based

Third Place	Sub Post Office Mathagal of Divisional Superintendent's division Jaffna of Northern province
Second Place	Sub Post Office Illippaikadavai of Divisional Superintendent's division Mannar of Northern province
First Place	Sub Post Office Pathana of Divisional Superintendent's division Nuwara-Eliya of Central province

Rewarding staff for promoting transactions of the Sri Lanka Insurance Corporation

For the best Post Office	Mr. H.V.V.S. Indunil, Post Office Padaviya Divisional Superintendent's division Anuradhapura of North Central province
For the best Sub Post Office	Mr. T.T.C.R. Thilakasiri, Sub Post Office Padavi Sri Pura Divisional Superintendent's division Anuradhapura of North Central province

➤ Post Offices Awarded for Transaction Promotion at Western Union

Post Office Vakaneri of Divisional Superintendent's division Batticaloa of Eastern province
Post Office Chenkaladi of Divisional Superintendent's division Batticaloa of Eastern province
Post Office Madolkele of Divisional Superintendent's division Kandy-South of Central province
Post Office Valachchenai of Divisional Superintendent's division Batticaloa of Eastern province
Post Office Kurinchakerny of Divisional Superintendent's division Trincomalee of Eastern province

➤ **Post Office Staff Awarded for Transaction Promotion at Sri Lanka Mobitel**

Third Place	Mr. S.S. Porambe, Post Office Palkeleke Divisional Superintendent's division Kandy-South of Central province
Second Place	Mrs. S.M.D. Priyangani, Post Office Parliament Divisional Superintendent's division Colombo-North of Western province - South
First Place	Mr. M.A.S. Mallawaarachchi, Post Office Kalutara Branch Divisional Superintendent's division Kalutara of Western province-South

➤ **Awards for Ceylinco Life Insurance Activities**

Divisional Superintendent Office	Divisional Superintendent Division Jaffna of Northern Province
Post Office	Post Office Vavuniya of Divisional Superintendent's division Vavuniya of Northern province
Sub Post Office	Sub Post Office Vathiri of Divisional Superintendent's division Jaffna of Northern province

➤ **Post Offices Awarded for Transaction Promotion at Co-operative Insurance Company**

Divisional Superintendent Office	Divisional Superintendent Division Batticaloa of Eastern Province
Post Office	Post Office, Oddamavadi of Divisional Superintendent's division Batticaloa of Eastern province
Sub Post Office	Sub Post Office Gonagolla of Divisional Superintendent's division Ampara of Eastern province

➤ **Awards for Ceylinco Insurance Activities**

Third Place	Mr. L.B.Wijenayaka, Post Office Nikadalupotha Divisional Superintendent's division Kurunegala-North of North Western province
Second Place	Mr. S.U.G.L.Munasinha, Post Office Walikanda Divisional Superintendent's division Polonnaruwa of North Central province
First Place	Mrs. Dilani Nimanthika Karunathilaka, Post Office Nochchiyagama Divisional Superintendent's division Anuradhapura of North Central province

➤ **Post Offices Awarded for Transaction Promotion at Softlogic Life Insurance Company**

Post Office Galporuyaya of Divisional Superintendent's division Badulla of Uva province
Post Office Manipay of Divisional Superintendent's division Jaffna of Northern province
Post Office Kallar of Divisional Superintendent's division Batticaloa of Eastern province
Post Office Wathupola of Divisional Superintendent's division Kandy-North of Central province
Post Office Peellahatha of Divisional Superintendent's division Kandy-South of Central province

➤ **Post Offices Staff Awarded for Transaction Promotion at Fairfirst Insurance Company**

Third Place	Mr. S. Chamara Dileep Bandara, Post Office Kekirawa Divisional Superintendent's division Anuradhapura of North Central province
Second Place	Mrs. C.G.H.N. Subodhini, Post Office Pallama Divisional Superintendent's division Puttalam of North Western province
First Place	Mr. L.B. Wijenayaka, Post Office Nikadalupotha Divisional Superintendent's division Kurunegala-North of North Western province

➤ **Award of highest earning offices in the Department of Post Expedited Mail Service (EMS)**

Third Place	Post Office Negombo of Divisional Superintendent's division Gampaha of Western province - North	8.2 Mn.
Second Place	Post Office Gem & Jewellery of Divisional Superintendent's division Colombo-South of Western province - South	9.8 Mn.
First Place	Post Office Kandy of Divisional Superintendent's division Kandy-North of Central province	15 Mn.

Cash On Delivery (COD)

Third Place	Post Office Wellawa of Divisional Superintendent's division Kurunegala-North of North Western province	0.65 Mn.
Second Place	Post Office Mahawa of Divisional Superintendent's division Kurunegala-North of North Western province	0.75 Mn.
First Place	Post Office Polgahawela of Divisional Superintendent's division Kurunegala-North of North Western province	0.9 Mn.

Speed Post Courier Service - Post Office

Third Place	Post Office Kelaniya of Divisional Superintendent's division Gampaha-South of Western province- North	0.9 Mn.
Second Place	Post Office Gampaha of Divisional Superintendent's division Gampaha-South of Western province- North	1.5 Mn.
First Place	Post Office Kegalle of Divisional Superintendent's division Kegalle of Sabaragamuwa province	2.7 Mn.

Speed Post Courier Service - Sub Post Office

Third Place	Sub Post Office Bindunuwewa of Divisional Superintendent's division Badulla of Uva province	0.068 Mn.
Second Place	Sub Post Office Padavi Sri Pura of Divisional Superintendent's division Anuradhapura of North Central province	0.069 Mn.
First Place	Sub Post Office Panagoda Army Camp of Divisional Superintendent's division Colombo-South of Western province-South	0.079 Mn.

➤ Special Evaluation

For Speed Post	Speed Post Centre, Central Mail Exchange	44 Mn.
For EMS	EMS Centre, Central Mail Exchange	66 Mn.

2.2 Challenges**2.2.1 Staff vacancies**

Due to the suspension of the recruitment of new staff for the public expenditure management, it was unable to make the recruitment of 668 Postal Service Officers in Grade III that received the approval for recruitment under open stream on 31.12.2018. Limited competitive examination has been held by the Department of Examinations for the recruitment of 287 vacancies given for the internal recruitment out of 955 vacancies excising as at 31.12.2018.

Although the vacancies belonging to other grades are operational on an acting basis, the operating network of the Department is facing a serious crisis as there are 1543 vacancies for Postal Service Officers as at 31.12.2021 (this is about 1/3 of the approved number of posts).

2.2.2 Lack of computer hardware

Computer printers and bar code scanners required for online counter operations and postal operations have been provided only about 200 Sub-Post Offices. Adequate provision is not made annually to supply new computers to about 3000 Sub Post Offices and supply new computers for non-functioning computers to the existing Post Offices. Due to the shortage of goods and the rapid increase in prices in the market, it was unable to procure the opportunity to obtain about 1/3 of the above requirement under the provisions of the Universal Postal Union (Quality Service Fund) in 2021.

2.2.3 There is an urgent need to develop or supply computer software to meet the market competition that has emerged through advanced technologies and to satisfy the current consumer needs. This has challenged to the responsibility of Department of Posts to

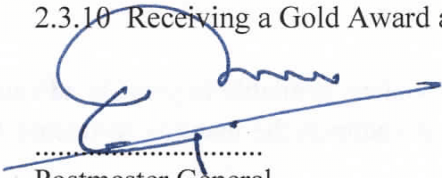
support a distribution network that encourages small scale entrepreneurs in an economic environment that empowers local products.

- 2.2.4 Procurement of Vehicles Needed for Postal Transportation - Most of the vehicles used for postal transportation are 15 years old dilapidated vehicles which are recommended for removal. Due to import restrictions, it was not possible to procure 30 vans and 06 cabs essential for postal transport in 2021. This is due to the shortage of market vehicles.
- 2.2.5 Improvement of Post Office Infrastructure - 154 out of 654 Post Offices have to be maintained in rented buildings with minimum facilities. Even though there are lands for construction of some offices, it was unable to meet the building requirements due to lack of funds for construction of new buildings.
- 2.2.6 Inadequate provision for advertising and marketing of services provided by the Department of Posts.
- 2.2.7 Staff Training – It is not sufficient the limited provisions available to provide adequate training for the nearly 22,000 permanent staff. It is common the inability to release for training due to lack of staff.
- 2.2.8 Postage - It is imperative to revise local and foreign postage to match the operating costs incurred. Current fees cover only 1/3 of operating costs
- 2.2.9 Non-considering a financial value that is commensurable to the labour incurred on free services as department revenue. – The negative gap between departmental revenue and expenditure widens due to inability to mention a nominal value or postal departmental revenue for services provided free of charge for Members of Parliament and Provincial Councils, provision of postal facilities for government institutes , payment of fees, etc.

2.3 Future Goals

- 2.3.1 Achieving 100% of the Departmental Revenue Target by 2022.
- 2.3.2 Reduction of estimated recurrent expenditure by 5% in the year 2022.
- 2.3.3 Development of departmental fixed assets by making maximum use of the capital provisions received for the year 2022.
- 2.3.4 Procure computer software and hardware to strengthen the postal delivery network, primarily targeting local and foreign courier mail, and strengthen the mail transport network. Implementation of the Digitalization of Mail Management System project, designed to facilitate marketing and targeted training, with Cabinet approval and public-private partnership funding.

- 2.3.5 Filling the vacancies of the staff of the department - Conducting staff efficiency bar examinations, confirming appointments, giving promotions and motivating the staff by conducting training activities.
- 2.3.6 Maintaining an efficient delivery network at affordable rates for local entrepreneurship which will further strengthen the local economy through the development of Value Added Services.
- 2.3.7 Implementation of Productivity Programmes. Evaluating at least one office from each division of Divisional Superintendent of Posts in the Productivity Evaluation Competition conducted by the National Productivity Secretariat.
- 2.3.8 Implementation of programs for energy conservation and use of renewable energy.
- 2.3.9 Ranking higher position up to 30th from 60th place as per the rankings of the Universal Postal Union.
- 2.3.10 Receiving a Gold Award at the Competition of Committee of Public Accounts.



.....
Postmaster General

Ranjith Ariyaratne
Postmaster General

03. Overall Financial Performance for the year ended 31.12.2021

3.1 Statement of Financial Performance

Table 3.1

ACA -F

Statement of Financial Performance for the period ended 31st December 2021

Budget 2021	Not	Actual	
Rs.	e	2021 Rs.	Restated 2020 Rs.
- Revenue Receipts			-
- Non Tax Revenue & Others	1	7,152,220,923	6,360,685,035
- Total Revenue Receipts (A)		7,152,220,923	6,360,685,035
- Non Revenue Receipts			
- Treasury Imprests		5,592,750,404	5,605,000,000
- Deposits		132,757,115	198,898,551
- Advance Accounts		766,238,475	574,788,769
Receipts from Agents		169,985,948,425	153,494,419,698
Receipts to stamp stock account		2,646,902,502	2,763,666,763
- Total Non Revenue Receipts (B)		179,124,596,920	162,636,773,781
Total Revenue Receipts & Non Revenue Receipts C = (A)+(B)		186,276,817,843	168,997,458,816
Remittance to the Treasury (D)			-
Net Revenue Receipts & Non Revenue Receipts E = (C)-(D)		186,276,817,843	168,997,458,816
Less: Expenditure			
- Recurrent Expenditure			
Wages, Salaries & Other Employment Benefits	2	12,857,316,588	13,060,906,999
1,199,000,000 Other Goods & Services	3	1,016,667,422	865,702,663
90,000,000 Subsidies, Grants and Transfers	4	86,453,038	92,338,628
4,500,000 Other Recurrent Expenditure	5	1,216,087	2,101,906
14,643,500,000 Total Recurrent Expenditure (F)		13,961,653,135	14,021,050,196
Capital Expenditure			
Rehabilitation & Improvement of Capital Assets	6	216,745,596	122,109,430
467,274,000 Acquisition of Capital Assets	7	138,144,274	115,663,584
60,000,000 Capacity Building	8	8,884,313	7,765,028
5,000,000 Other Capital Expenditure	9	135,405	427,500
982,274,000 Total Capital Expenditure (G)		363,909,589	245,965,542
Deposit Payments		115,278,432	156,400,698
Advance Payments		763,008,667	514,778,922
Payments to Agents		170,471,891,004	153,384,375,561
Payments to stamp stock account		2,809,512,664	2,648,801,741
Total Main Ledger Expenditure (H)		174,159,690,766	156,704,356,922
Total Expenditure I = (F+G+H)		188,485,253,490	170,971,372,660
Balance as at 31st December J = (E-I)		(2,208,435,646)	(1,973,913,844)
Balance as per the Imprest Reconciliation Statement		(2,618,035,607)	(2,341,439,403)
Imprest Balance as at 31st December		409,599,961	367,525,559
		(2,208,435,646)	(1,973,913,844)

3.2 Statement of Financial Position

Table 3.2

ACA-P

Statement of Financial Position
As at 31st December 2021

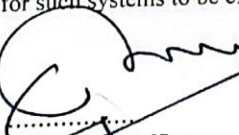
	Note	2021 Rs	Actual 2020 Rs
<u>Non Financial Assets</u>			
Property, Plant & Equipment	ACA-6	3,524,726,817	3,043,872,601
<u>Financial Assets</u>			
Advance Accounts	ACA-5	1,895,128,639	1,898,358,447
Stamp Stock Accounts		1,501,245,927	1,338,635,765
Cash & Cash Equivalents	ACA-3	409,599,961	367,525,559
Total Assets		7,330,701,344	6,648,392,372
<u>Net Assets / Equity</u>			
Net Worth to Treasury		2,850,234,173	2,222,389,924
Property, Plant & Equipment Reserve		3,524,726,817	3,043,872,601
<u>Current Liabilities</u>			
Deposits Accounts	ACA-4	89,271,568	71,792,885
Accrued Payments for Agents		456,868,825	942,811,403
Imprest Balance	ACA-3	409,599,961	367,525,559
Total Liabilities		7,330,701,344	6,648,392,372

Detail Accounting Statements in ACA format Nos. 1 to 7 presented in pages from ...7..... to ...28... and Notes to accounts presented in pages from ...29... to ...67..... 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.

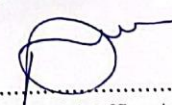
We hereby certify that an effective internal control system for the financial control exists in the Reporting Entity and carried out periodic reviews to monitor the effectiveness of internal control system for the financial control and accordingly make alterations as required for such systems to be effectively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


 Chief Accounting Officer
 Name :
 Designation :
 Date :

V.P.K. Anusha Palpita
 Secretary
 Ministry of Mass Media
 163, "Asidisi Medura", Kirulapona Mawatha,
 Polhengoda, Colombo-05.


 Accounting Officer
 Name :

Designation :
 Date : 2021/02/15
Ranjith Ariyaratne
 Postmaster General


 Chief Financial Officer/ Chief Accountant/
 Director (Finance)/ Commissioner (Finance)
 Name :
 Date : 2022.02.14

R. V. A. L. Rajapaksha
 Chief Accountant
 Department of Posts
 Colombo 10

3.3 Statement of Cash Flow

Table 3.3

ACA-C

**Statement of Cash Flows
for the Period ended 31st December 2021**

	Actual	
	2021 Rs.	Restated 2020 Rs.
<u>Cash Flows from Operating Activities</u>		
Non Revenue Receipts	5,057,436,232	4,487,401,478
Revenue Collected on behalf of Other Revenue Heads	4,402,049,772	4,405,898,260
Imprest Received	5,592,750,404	5,605,000,000
Recoveries from Advance	763,791,494	575,668,449
Deposit Received	132,757,115	198,868,481
Receipts from Agents	169,985,948,425	153,494,419,698
Receipts to stamp stock account	2,646,902,502	2,763,666,763
Total Cash generated from Operations (A)	188,581,635,944	171,530,923,129
<u>Less - Cash disbursed for:</u>		
Personal Emoluments & Operating Payments	13,873,874,277	13,918,752,276
Subsidies & Transfer Payments	86,453,038	92,338,628
Expenditure incurred on behalf of Other Heads	60,929,269	559,052,095
Advance Payments	763,008,667	515,284,202
Deposit Payments	115,278,432	156,370,628
Payments to Agents	170,471,891,004	153,384,375,561
Payments to stamp stock account	2,809,512,664	2,648,801,741
Total Cash disbursed for Operations (B)	188,180,947,350	171,274,975,131
NET CASH FLOW FROM OPERATING ACTIVITIES(C)=(A)-(B)	400,688,594	255,947,998
<u>Cash Flows from Investing Activities</u>		
Interest	-	-
Dividends	-	-
Total Cash generated from Investing Activities (D)	-	-
<u>Less - Cash disbursed for:</u>		
Purchase or Construction of Physical Assets & Acquisition of Other Investment	358,614,192	243,218,972
Total Cash disbursed for Investing Activities (E)	358,614,192	243,218,972
NET CASH FLOW FROM INVESTING ACTIVITIES(F)=(D)-(E)	(358,614,192)	(243,218,972)
NET CASH FLOWS FROM OPERATING & INVESTMENT ACTIVITIES (G)=(C) + (F)	42,074,402	12,729,026
<u>Cash Flows from Financing Activities</u>		
Local Borrowings	-	-
Foreign Borrowings	-	-
Grants Received	-	-
Total Cash generated from Financing Activities (H)	-	-
<u>Less - Cash disbursed for:</u>		
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)	42,074,402	12,729,026
Opening Cash Balance as at 01st January	367,525,559	354,796,533
Closing Cash Balance as at 31st December	409,599,961	367,525,559

3.4 Financial Statement Notes

Basis of Reporting

- **Reporting Period**

The reporting period for these financial Statements is from 01st January to 31st December 2021.

- **Basic of Measurement**

The financial statements have been prepared on historical cost and historical cost of certain assets has been increased to be assessed value. Preparing of accounts is made on modified cash basis, unless otherwise specified.

Financial statements have been presented in Sri Lankan rupees rounded to the nearest rupee.

- **Recognition of Revenue**

Exchange and Non exchange revenues are recognized on the cash receipts during the accounting period irrespective of relevant revenue period

- **Recognition and Measurement of prosperity, Plant and equipment**

Property, Plant and equipment are recognized when it is probable that future economic benefit associated with the assets will flow to the entity and the cost of the assets can be reliably measured.

Property, Plant and equipment are measured at a cost and revaluation model is applied when cost model is not applicable.

- **Property, Plant and Equipment Reserve**

These reserves account is the corresponding account of Property, Plant and Equipment.

- **Cash & Cash equivalents**

Cash & cash equivalents include local currency notes and coins on hand as at 31st December 2021

3.5 Performance of the Revenue Collection

Table 3.4

Rs,000

	Description of the Revenue code	Revenue Estimate		Collected Revenue	
		Original Estimate	Final Estimate	Amount	As a percentage of final revenue estimate
2001.02.00	Postmaster General's revenue	9,000,000	7,000,000	7,152,220	102.17

3.6 Performance of the utilization of Allocation

Table 3.5

Rs.,000

Type of Allocation	Allocation		Actual Expenditure	Allocation Utilization as a % of Final Allocation
	Original Allocation	Final Allocation		
Recurrent	14,643,500	14,643,500	13,961,653	95.34
Capital	982,274	983,024	363,909	37.02

3.7 In terms of F.R. 208, grant of Allocations to this Department as an agent of the other Ministries/ Department

Table 3.6

Rs.000

Serial No.	Allocation Received from which Ministry/Department	Purpose of the Allocation	Allocation		Actual Expenditure	Allocation Utilization as a % of Final Allocation
			Original Allocation	Final Allocation		
1	Ministry of Finance, Economic & Policy Development	Payment of Graduate Trainees' Allowance				
2	Ministry of Public Service & Local Government	Payment of Graduate Trainees' Allowance	15,625,774,000.00	15,626,524,403.50	14,325,562,723.70	91/67

3.8 Performance of the Reporting Non Financial Assets

Table 3.7

Assets code	Code description	Balance as per Board of Survey Report as at 31.12.2021	Balance as per financial position Report as at 31.12.2021	Yet to be Accounted	Reporting Progress as a.%
9151	Buildings and Structures	403,283,300.00	403,283,300.00	-	-
9152	Machinery	2,144,229,371.20	2,144,229,371.20	-	-
9153	Lands	776,304,700.00	776,304,700.00	-	-
9154	Intangible Assets	-	-	-	-

9155	Biological Assets	-	-	-	-
9160	Work in progress	188,909,446.20	188,909,446.20	-	-
9180	Lease Assets	12,000,000.00	12,000,000.00	-	-

3.9 Auditor General's Report – Annexure 02

04. Performance Indicators

4.1 Performance indicators of the institute (Based on the Action Plan)

Table 4.1

Specific Indicators	Actual output as a percentage(%) of the expected Output		
	100% - 90%	75% - 89%	50% - 74%
1. Achieving 100% of the estimated revenue target	102.17 (Progress in achieving the revised revenue target)		
2. Reduce recurrent costs by 5%.	93.2 (savings of 4.66%)		
3. Maximum utilization of capital provisions			37.2 (It has been utilized)

05. Performance of the achieving sustainable Developing Goals (SDG)

5.1 Identified respective sustainable Development Goals

Table 5.1

Goal/objective	Targets	Indicators	Progress in winning so far		
			0%-49%	50%-74%	75%-100%
1. Goal 08 Promote Sustained, Inclusive & Sustainable Economic Growth, Full and Productive Employment and Decent Work for all.	Maintaining approved cadre	Completion of staff training requirement. Achieving revenue targets	✓		✓

2. Goal 09 Build Resilient Infrastructure, Promote Inclusive and Sustainable Industrialization and Foster Innovation.	Convenient office premises for customers and staff.	Creating a comfortable work environment for staff Development of access roads easily accessible to the disabled.			
3. Goal 12 Ensure Sustainable Consumption and Production Patterns.	Promotion of services for delivery of goods	Increasing the number of courier goods exchanged by 10%	✓		
4. Goal 15 Protect, Restore and Promote Sustainable use of Terrestrial Ecosystems, Sustainably Manage Forests, Combat Desertification, and Halt and Reverse Land Degradation and Halt Biodiversity Loss.	Tree planting on government lands handed over to the Postal Department and maintained Post Offices Sustainable consumption	Planting of 1000 saplings per year in the planting programs conducted. Reduce the use of paper. Referral for recycling.	✓ ✓		✓
5. Goal 17 Strengthen the Means of Implementation and Revitalize the Global Partnership for Sustainable Development.	Implementing programs organized by government agencies for sustainable development and the advising programs to be implemented by the Universal Postal Union.	Achieve the goals introduced in each program			✓

5.2 Challenges in Achieving the Sustainable Development Goals (SDGs)

The Department of Posts utilizes existing resources more efficiently and with better management in achieving the Sustainable Development Goals. However, the lack of adequate funding for the implementation of certain projects is a challenge.

There are obstacles in making appointments for vacancies belonging to various grades in the Department of Posts. It was unable to meet the training requirement due to insufficient staff vacancies and provisions

The physical resources of the Department (eg buildings, vehicles) are in a dilapidated condition and it is necessary the new provisions to change those as suitable to Sustainable Development Goals.

The Department does not operate for a specific Sustainable Development Goal / Objectives. But it directly or indirectly assists in achieving many of the sustainable development goals. Here, in view of the extensive and essential role assigned to the Department, there are issues of resource management in focusing on this.

However, despite the challenges, Sri Lanka Post is committed to achieving the Sustainable Development Goals for the benefit of the people of Sri Lanka by utilizing its limited resources.

06. Human Resource Profile

6.1 Cadre Management

Table 6.1

	Approved Cadre	Existing Cadre	Vacancies / (excess)**
Senior	126	66	60
Territory	253	81	172
Secondary	8,925	7,135	1,790
Primary	13,279	13,139	140

6.2 How the Shortage or Excess of Human Resources has Affected the Performance of the Organization

There are about 2,162 vacancies in various grades in the Department and that shortage has adversely affected on the efficient and quality of the operating process. Even though, there has been a decline in the circulation of personal letters by now, there has been a significant increase in the capacity of business letters, packets and parcels. The number of vacancies of the Grade II / III Officer in the Postal Operating System is about 1/3 of the approved cadre. This

has had an impact even on the operation of the operating system as well as the release of officers for training programs.

Due to population growth and urbanization, the replacement of delivery staff by a formal work study, approval of new posts, easing of delivery boundaries by providing the necessary facilities for a delivery system such as motorcycles instead of cycling and pedestrian divisions are a timely need for efficient postal delivery.

6.3 Human Resource Development - Annexure 2

How the Training Programs have Contributed to the Performance of the Organization

Although an allocation of Rs. 60 million has been made under Human Resource Development Head for the year 2021, it was difficult to implement the annual training plan by 100% due to the COVID 19 pandemic situation. Staff was also limited in their ability to participate in programs conducted in accordance with health guidelines. In addition, due to the exiting vacancies of 1/3 of the approved Posts of Grade II and III Postal Service Officers engaged in Post Office counters and postal activities, it was further restricted the release for the training programs.

However, the knowledge, skills and attitudes required by the staff were developed through online training programs and training of small groups in the field by going to the Post Offices.



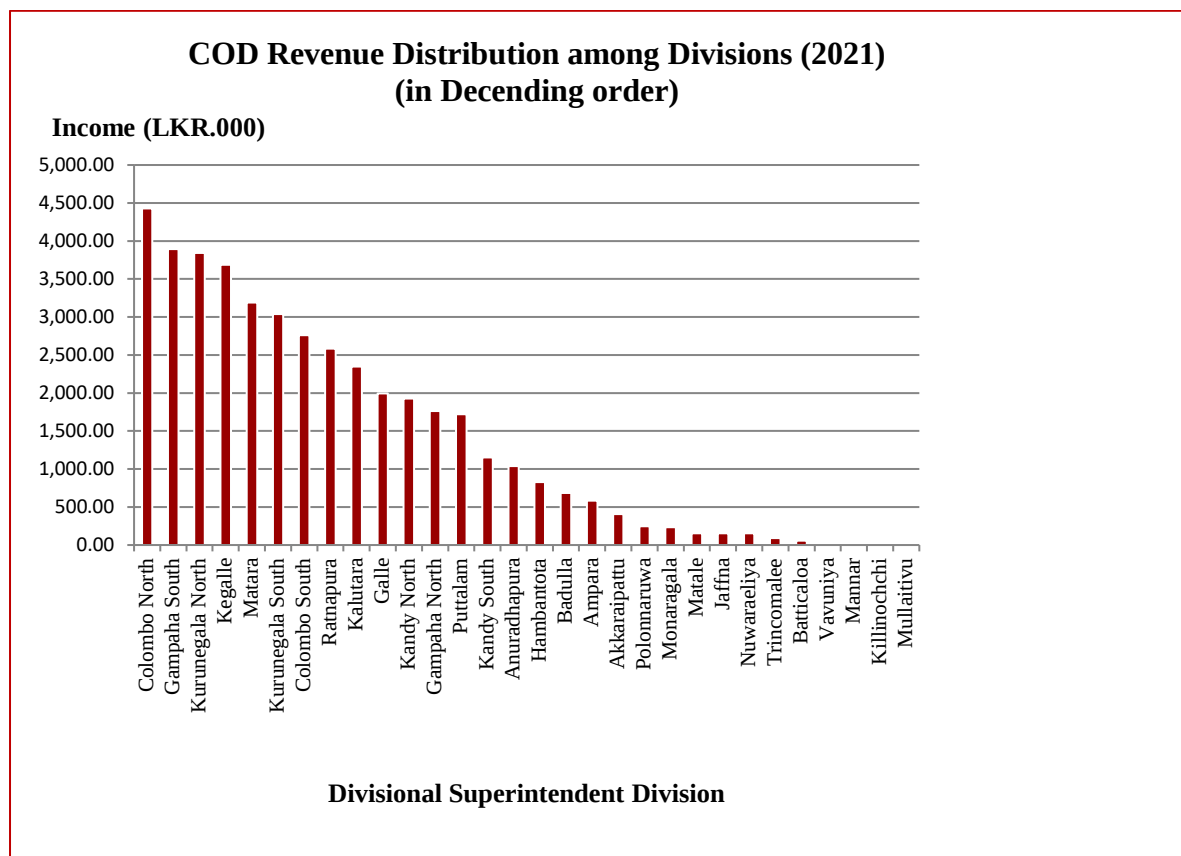
Figure 6.1: Productivity Field Training Programs - Deputy Post Master General (WP-South) Division

The Department of Posts has been able to surpass the expected revenue target of the Cash On Delivery (COD) service introduced on 15.12.2020 during this difficult period through the use of this system.

Cash On Delivery Revenue

Estimate-2021 (Rs. Mn.)	Amended Estimate (Rs. Mn.)	Annual Revenue (Rs. Mn.)
1.5	34	45.43

Table 6.2



It was also a major achievement to achieve the revised departmental annual revenue target of 102.2% due to the commitment of the staff under the prevailing circumstances.

07. Compliance Report

Table 7.1

No.	Applicable Requirement	Compliance status	Brief explanation for Non Compliance	Corrective actions proposed to avoid non compliance in future
		(complied/ Not complied)		
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 Advanced Accounts (commercial Advance Accounts)	Not applicable		
1.4	Store Advance Accounts	Not applicable		
1.5	Special Advance accounts	Not applicable		
1.6	others	Not applicable		
2	Maintenance of books and registers(F.R.445)			
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 updated	Complied		
2.3	Register of Internal 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 updated	Complied		
2.11	Register of counter foil Books (GA – N20) has been maintained and update	Complied		
3	Delegation of functions for financial control (F.R.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 date 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 National Budget Department (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 have 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 have been replied within one month	Not complied	Due to the Corona situation, Office Employees aware called to the office from time to time and subject to the quarantine.	
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 have been submitted to the Auditor General in term 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	Complied		

	Comptroller General's office in terms of Paragraph 13 of the aforesaid circular			
8.3	The board 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 auditors General on due date	Not complied		Actions are being taken for the submission
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 in terms of the provisions of Paragraph 3.1 of the Public Administration Circular No.30/2016 of 29.12.2016	Not complied	There is a progress of 60%. As all these vehicles are deployed in the running over the country, It is ready to complete the relevant reports before ending of	

			first quarter of 2022	
9.6	The absolute ownership of the leased vehicle log books has been transferred after the lease term	Not complied		Relevant works are being made
10	Management Bank Accounts			
10.1	The bank reconciliation statements had been prepared, got certified and made ready for audit by the due date	Not complied		
10.2	The dormant accounts that had existed in the year under review or since previous year 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 those balances been settled within one month	Complied		
11	Utilizations 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 F.R.94(1)	Complied		
12	Advances to the public officers account			
12.1	The limit has been complied with	Complied		
12.2	A time analysis had been carried out on the loans in arrears	Complied		
12.3	The loan balances in arrears for over one year had been settled	Not complied	An amount of Rs. 4,272,003.32 has been recovered in the year 2022 and actions are being taken to recover remaining arrears balances	
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 was remitted to the Treasury Operations Department	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 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 FR176	Complied		
16	Human Resource Management			
16.1	The staff had been paid within the approved cadre	Not complied	According to the PAC circular 6/2006, it had to grant unrestricted promotions by exceeding the approved limit when giving P.S.O promotions. According to the	

			PAC circular 29/2019, it had to grant permanent appointments for primary staff on the service period of 180 days	
16.2	All members of 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 it has 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 Right To Information 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 No.05/2008 and 05/2018(1) of Ministry of Public Administration and Management	Not complied		It can be implemented as per the recommendations of the works study that is currently being prepared and after receiving solutions to the existing large vacancies in the staff.

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	Not complied		The work study of the department is in progress. Accordingly, the Citizen / Client Charter should be compiled. In addition, the need for staff training has been identified.
19	Preparation of the Human Resource Plan			
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	Not complied		It is being prepared for the year 2022.
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	Not complied	Due to the existing corona pandemic, issues have arisen for the implementation.	
19.3	Annual Performance Agreements have been signed for the entire staff based on the format in Annexure 01 of the aforesaid Circular	Not complied		Forms have been sent to the relevant District Administrative Officers (Regional Administrative Officers). It has the potential to be implemented from 2022.
19.4	A senior officer was appointed and assigned the responsibility of preparing of human resource development plan, organizing capacity building Programs and conducting skills development programs as per paragraph No. 6.5 of the aforesaid Circular.	Complied		
20	Responses to 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		

08. Conclusion

With the rapid advancement of digital technology, busy lifestyles as well as amidst the pandemic situation existing over two years, and the resultant change of the lives of Sri Lankans, the Sri Lankan people are more inclined to online transactions. The Postal Department, which earns about 90% of its annual revenue from postal services based on its monopoly on mail, has reached a turning point in the transition era where modern consumer demand changes from the letter-goods exchange. Countries that maintain postal services with the access to drone technology and robotics technology have become centers for postal acceptance, delivery, as well as financial transactions such as postal banking and postal insurance.

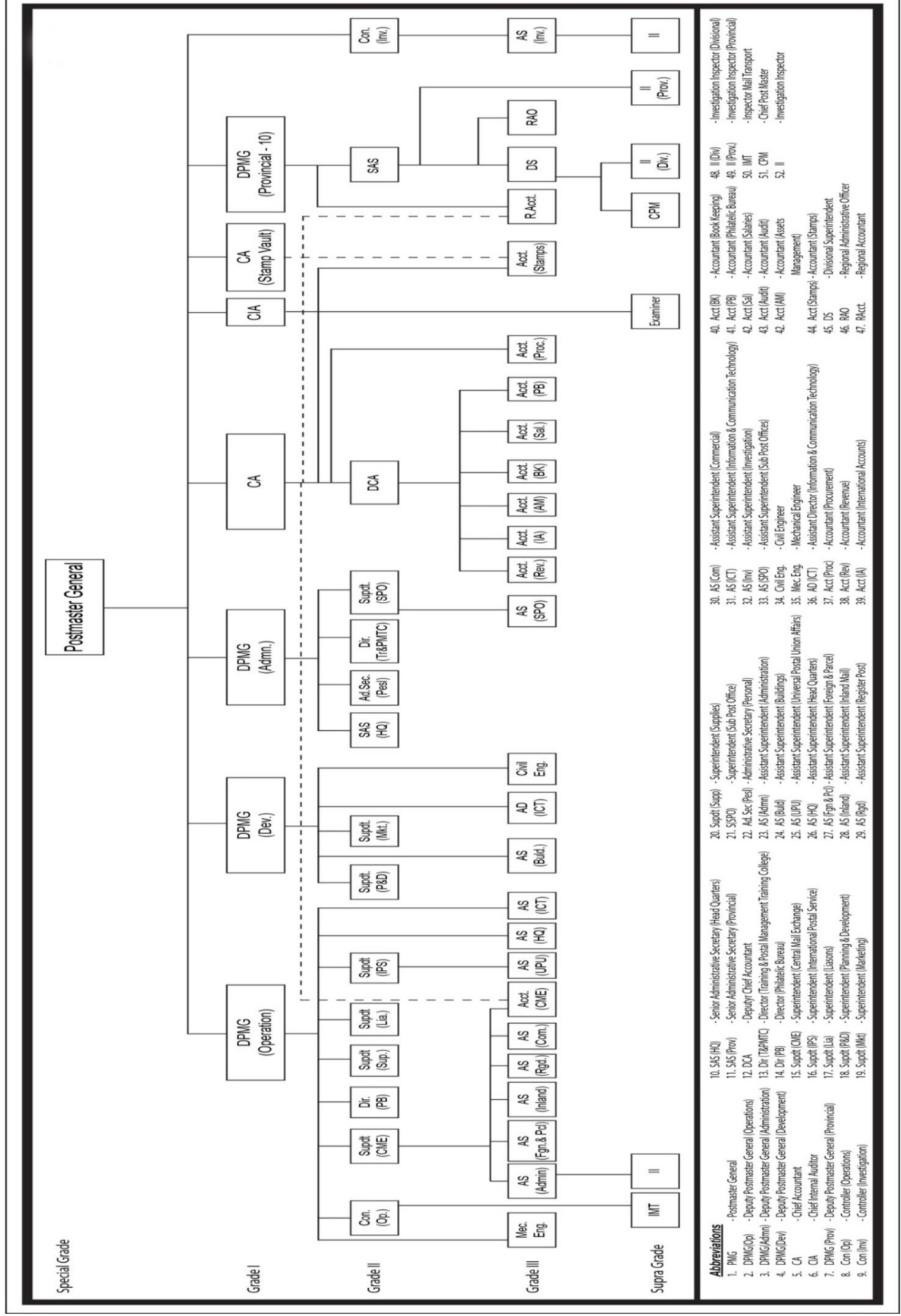
In a government economic Policy that strengthens the local economy, encourages local production in the face of the prevailing economic situation in the country, the responsibility of the Postal Department of Sri Lanka is to provide the services under affordable prices in delivery of products ranging from importing raw materials required by the local manufacturer to distribution to the consumer with efficiently and effectively and reliability. For this purpose, it is essential to make optimal use of the island wide post office network and staff of around 27,000 (including substitute staff). To accomplish this task while maintaining industrial peace, it is essential to focus the attention on managing issues and grievances of the staff as well as the staff motivation through convenient methods in a pleasant work environment.

Transport works for local and foreign Postal goods exchange have to be procured from other agencies and therefore, the standards of the postal goods exchange standards are declining due to their breakdowns, delays and delays. The Department of Posts has had to face many of these difficulties in the recent past due to the implementation of inter-provincial travel restrictions, quarantine curfews and the closure of countries. Due to this situation, the private courier service markets have increased their share. But in the operation of the Postal Department, there are limitations for their fees. The mechanism of the Postal Department plays a significant role for the general public who wish to exchange goods at convenient rates with the reliability of a government agency.

The objectives of the Department of Posts are to revitalize the prestige of the Department of Posts having before a few decades ago, strengthen the local economy, minimize the negative impact on the Treasury, and engage in the areas of barter and money transfer required to the present day customers.

Abbreviations

1 PMG	Postmaster General
2 DPMG(Op)	Deputy Postmaster General(Operations)
3 DPMG(Admn)	Deputy Postmaster General(Administration)
4 DPMG(Dev)	Deputy Postmaster General(Development)
5 CA	Chief Accountant
6 CIA	Chief Internal Auditor
8 DPMG(Prov)	Deputy Postmaster General(Provincial)
9 Con(OP)	Controller (Operations)
10 Con(Inv)	Controller (Investigations)
11 SAS(HQ)	Senior Administrative Secretary (Head Quarters)
12 SAS(prov)	Senior Administrative Secretary (Provincial)
13 DCA	Deputy Chief Accountant
14 Dir(T&PMTc)	Director(Training &Postal Management Training College)
15 Dir(PB)	Director (Philatelic Bureau)
16 Supdt(CME)	Superintendent (Central Mail Exchange)
17 Supdt(IPS)	Superintendent(International Postal Services)
18 Supdt(Lia)	Superintendent (Liasons)
19 Supdt(P&D)	Superintendent (Planning& Development)
20 Supdt(Mkt)	Superintendent (Marketing)
21 Supdt(Supp)	Superintendent (Supplies)
22 S(SPO)	Superintendent (Sub Post Offices)
23 Ad. Sec (Psl)	Administrative Secretary(Personal)
24 AS(Admn)	Assistant Superintendent (Administration)
25 AS(Buld)	Assistant Superintendent (Buildings)
26 AS (UPU)	Assistant Superintendent (Universal Postal Union Affairs)
27 AS(HQ)	Assistant Superintendent (Head Quarters)
28 AS(Fgn)	Assistant Superintendent (foreign & Parcel)
29 AS(Inland)	Assistant Superintendent (Inland Mail)
30 AS(Rgd)	Assistant Superintendent (Register Post)
31 AS(Com)	Assistant Superintendent (Commercial)
32 AS(ICT)	Assistant Superintendent (Information & Communication Technology)
33 AS(Inv)	Assistant Superintendent (Investigations)
34 AS(SPO)	Assistant Superintendent (Sub Post Offices)
35 Civil Eng	Civil Engineer
36 Mec.Eng	Mechanical Engineer
37 AD(ICT)	Assistant Director (Information & Communication Technology)
38 Acct(Proc)	Accountant (Procurement)
39 Acct (Rev)	Accountant (Revenue)
40 Acct (IA)	Accountant (International Accounts)
41 Acct (BK)	Accountant (Book Keeping)
42 Acct (PB)	Accountant (Philatelic Bureau)
43 Acct (Sal)	Accountant (Salaries)
44 Acct (Audit)	Accountant (Audit)
45 Acct (stamps)	Accountant (Stamps)
46 DS	Divisional Superintendent
47 RAO	Regional Administrative Officer
48 RAcct	Regional Accountant
49 CPM	Chief Post Master
50 II	Investigation Inspector
51 II(Div)	Investigation Inspector(Divisional)
52 II(Prov)	Investigation Inspector(Provincial)
53 IMT	Inspector Mail Transport





ජාතික විගණන කාර්යාලය

தேசிய கணக்காய்வு அலுவலகம்

NATIONAL AUDIT OFFICE



මගේ අංකය CAM/E/PD/FS/2021/07
எனது இல. }
My No.

ඔබේ අංකය
உமது இல. }
Your No.

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திகதி } 2022 මැයි 26 දින
Date

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තැපැල් දෙපාර්තමේන්තුව

තැපැල් දෙපාර්තමේන්තුවේ 2021 දෙසැම්බර් 31 දිනෙන් අවසන් වර්ෂය සඳහා වූ මූල්‍ය ප්‍රකාශන පිළිබඳව 2018 අංක 19 දරන ජාතික විගණන පනතේ 11(1) වගන්තිය ප්‍රකාරව විගණකාධිපති සම්පිණ්ඩන වාර්තාව.

1. මූල්‍ය ප්‍රකාශන

1.1 තත්ත්වගණනය කළ මතය

තැපැල් දෙපාර්තමේන්තුවේ 2021 දෙසැම්බර් 31 දිනට මූල්‍ය තත්ත්වය ප්‍රකාශය, එදිනෙන් අවසන් වර්ෂය සඳහා වූ මූල්‍ය කාර්යසාධන ප්‍රකාශය හා මුදල් ප්‍රවාහ ප්‍රකාශවලින් සමන්විත 2021 දෙසැම්බර් 31 දිනෙන් අවසන් වර්ෂය සඳහා වූ මූල්‍ය ප්‍රකාශන 2018 අංක 19 දරන ජාතික විගණන පනතේ විධිවිධාන සමඟ සංයෝජිතව කියවිය යුතු ශ්‍රී ලංකා ප්‍රජාතාන්ත්‍රික සමාජවාදී ජනරජයේ ආණ්ඩුක්‍රම ව්‍යවස්ථාවේ 154(1) ව්‍යවස්ථාවේ ඇතුළත් විධිවිධාන ප්‍රකාර මාගේ විධානය යටතේ විගණනය කරන ලදී. 2018 අංක 19 දරන ජාතික විගණන පනතේ 11(1) වගන්තිය ප්‍රකාරව තැපැල් දෙපාර්තමේන්තුව වෙත ඉදිරිපත් කරනු ලබන මෙම මූල්‍ය ප්‍රකාශන පිළිබඳව මාගේ අදහස් දැක්වීම් හා නිරීක්ෂණයන් මෙම වාර්තාවේ සඳහන් වේ. ශ්‍රී ලංකා ප්‍රජාතාන්ත්‍රික සමාජවාදී ජනරජයේ ආණ්ඩුක්‍රම ව්‍යවස්ථාවේ 154(6) ව්‍යවස්ථාව සමඟ සංයෝජිතව කියවිය යුතු 2018 අංක 19 දරන ජාතික විගණන පනතේ 10 වගන්තිය ප්‍රකාරව ඉදිරිපත් කළ යුතු විගණකාධිපති වාර්තාව යථා කාලයේදී පාර්ලිමේන්තුව වෙත ඉදිරිපත් කරනු ලැබේ.

මෙම වාර්තාවේ 1.6 ඡේදයේ දක්වා ඇති කරුණුවලින් වන බලපෑම හැර, මූල්‍ය ප්‍රකාශනවලින් 2021 දෙසැම්බර් 31 දිනට තැපැල් දෙපාර්තමේන්තුවේ මූල්‍ය තත්ත්වය සහ එදිනෙන් අවසන් වර්ෂය සඳහා එහි මූල්‍ය කාර්යසාධනය හා මුදල් ප්‍රවාහය පොදුවේ පිළිගත් ගිණුම්කරණ මූලධර්මවලට අනුකූලව සත්‍ය හා සාධාරණ තත්ත්වයක් පිළිබිඹු කරන බව මා දරන්නා වූ මතය වේ.





1.2 තත්ත්වගණනය කළ මතය සඳහා පදනම

ශ්‍රී ලංකා විගණන ප්‍රමිතීන්ට (ශ්‍රී.ලං.වි.ප්‍ර) අනුකූලව මා විගණනය සිදු කරන ලදී. මෙම විගණන ප්‍රමිති යටතේ මාගේ වගකීම, මෙම වාර්තාවේ මූල්‍ය ප්‍රකාශන විගණනය සම්බන්ධයෙන් විගණකගේ වගකීම යන කොටසේ තවදුරටත් විස්තර කර ඇත. මාගේ මතය සඳහා පදනමක් සැපයීම උදෙසා මා විසින් ලබා ගෙන ඇති විගණන සාක්ෂි ප්‍රමාණවත් සහ උචිත බව මාගේ විශ්වාසයයි.

1.3 මූල්‍ය ප්‍රකාශන සම්බන්ධයෙන් ප්‍රධාන ගණන්දීමේ නිලධාරීගේ හා ගණන්දීමේ නිලධාරීගේ වගකීම

පොදුවේ පිළිගත් ගිණුම්කරණ මූලධර්මවලට අනුකූලව හා 2018 අංක 19 දරන ජාතික විගණන පනතේ 38 වගන්තියේ සඳහන් විධිවිධානවලට අනුකූලව සත්‍ය හා සාධාරණ තත්ත්වයක් පිළිබිඹු කෙරෙන පරිදි මූල්‍ය ප්‍රකාශන පිළියෙල කිරීම හා වංචා සහ වැරදි හේතුවෙන් ඇති විය හැකි ප්‍රමාණාත්මක සාවද්‍ය ප්‍රකාශනයන්ගෙන් තොරව මූල්‍ය ප්‍රකාශන පිළියෙල කිරීමට හැකි වනු පිණිස අවශ්‍යවන අභ්‍යන්තර පාලනය තීරණය කිරීම ගණන්දීමේ නිලධාරීගේ වගකීම වේ.

2018 අංක 19 දරන ජාතික විගණන පනතේ 16(1) වගන්තිය ප්‍රකාරව තැපැල් දෙපාර්තමේන්තුව විසින් වාර්ෂික හා කාලීන මූල්‍ය ප්‍රකාශන පිළියෙල කිරීමට හැකිවන පරිදි ස්වකීය ආදායම්, වියදම්, වත්කම් හා බැරකම් පිළිබඳ නිසි පරිදි පොත්පත් හා වාර්තා පවත්වා ගෙන යා යුතුය.

ජාතික විගණන පනතේ 38(1)(ඇ) උප වගන්තිය ප්‍රකාරව දෙපාර්තමේන්තුවේ මූල්‍ය පාලනය සඳහා සඵලදායී අභ්‍යන්තර පාලන පද්ධතියක් සකස් කර පවත්වා ගෙන යනු ලබන බවට ගණන්දීමේ නිලධාරී සහතික විය යුතු අතර එම පද්ධතියේ සඵලදායීත්වය පිළිබඳව කලින් කල සමාලෝචනයක් සිදු කර ඒ අනුව පද්ධතිය ඵලදායී ලෙස කරගෙන යාමට අවශ්‍ය වෙනස්කම් සිදු කරනු ලැබිය යුතුය.

1.4 මූල්‍ය ප්‍රකාශන විගණනය පිළිබඳ විගණකගේ වගකීම

සමස්ථයක් ලෙස මූල්‍ය ප්‍රකාශන, වංචා හා වැරදි හේතුවෙන් ඇතිවන ප්‍රමාණාත්මක සාවද්‍ය ප්‍රකාශනයන්ගෙන් තොර බවට සාධාරණ තහවුරුවක් ලබාදීම සහ මාගේ මතය ඇතුළත් විගණන වාර්තාව නිකුත් කිරීම මාගේ අරමුණ වේ. සාධාරණ සහතිකවීම උසස් මට්ටමේ සහතිකවීමක් වන නමුත්, ශ්‍රී ලංකා විගණන ප්‍රමිති ප්‍රකාරව විගණනය සිදු කිරීමේදී එය සෑම විටම ප්‍රමාණාත්මක සාවද්‍ය ප්‍රකාශනයන් අනාවරණය කර ගන්නා බවට වන තහවුරු කිරීමක් නොවනු ඇත. වංචා සහ



වැරදි තනි හෝ සාමූහික ලෙස බලපෑම නිසා ප්‍රමාණාත්මක සාවද්‍ය ප්‍රකාශනයන් ඇති විය හැකි අතර, එහි ප්‍රමාණාත්මක භාවය මෙම මූල්‍ය ප්‍රකාශන පදනම් කර ගනිමින් පරිශීලකයන් විසින් ගනු ලබන ආර්ථික තීරණ කෙරෙහි වන බලපෑම මත රඳා පවතී.

ශ්‍රී ලංකා විගණන ප්‍රමිති ප්‍රකාරව විගණනයේ කොටසක් ලෙස මා විසින් විගණනයේදී වෘත්තීය විනිශ්චය සහ වෘත්තීය සැකමුසුබවින් යුතුව ක්‍රියා කරන ලදී. මා විසින් තවදුරටත්,

- ප්‍රකාශ කරන ලද විගණන මතයට පදනමක් සපයා ගැනීමේදී වංචා හෝ වැරදි හේතුවෙන් මූල්‍ය ප්‍රකාශනවල ඇති විය හැකි ප්‍රමාණාත්මක සාවද්‍ය ප්‍රකාශයන් ඇතිවීමේ අවදානම් හඳුනාගැනීම හා තක්සේරු කිරීම සඳහා අවස්ථාවෝචිතව උචිත විගණන පරිපාටි සැලසුම් කර ක්‍රියාත්මක කරන ලදී. වරදවා දැක්වීම් හේතුවෙන් සිදුවන ප්‍රමාණාත්මක සාවද්‍ය ප්‍රකාශයන්ගෙන් සිදුවන බලපෑමට වඩා වංචාවකින් සිදුවන්නා වූ බලපෑම ප්‍රබල වන්නේ ඒවා දුස්සන්ධානයෙන්, ව්‍යාජ ලේඛන සැකසීමෙන්, චේතනාන්විත මඟහැරීමෙන්, වරදවා දැක්වීමෙන් හෝ අභ්‍යන්තර පාලනයන් මඟ හැරීමෙන් වැනි හේතු නිසා වන බැවිනි.
- අභ්‍යන්තර පාලනයේ සඵලදායීත්වය පිළිබඳව මතයක් ප්‍රකාශ කිරීමේ අදහසින් නොවුවද, අවස්ථාවෝචිතව උචිත විගණන පරිපාටි සැලසුම් කිරීම පිණිස අභ්‍යන්තර පාලනය පිළිබඳව අවබෝධයක් ලබා ගන්නා ලදී.
- හෙළිදරව් කිරීම් ඇතුළත් මූල්‍ය ප්‍රකාශනවල ව්‍යුහය සහ අන්තර්ගතය සඳහා පාදක වූ ගනුදෙනු හා සිද්ධීන් උචිත හා සාධාරණ අයුරින් මූල්‍ය ප්‍රකාශනවල ඇතුළත් බව ඇගයීම.
- මූල්‍ය ප්‍රකාශනවල ව්‍යුහය හා අන්තර්ගතය සඳහා පාදක වූ ගනුදෙනු හා සිද්ධීන් උචිත හා සාධාරණව ඇතුළත් වී ඇති බව සහ හෙළිදරව් කිරීම් ඇතුළත් මූල්‍ය ප්‍රකාශනවල සමස්ථ ඉදිරිපත් කිරීම අගයන ලදී.

මාගේ විගණනය තුළදී හඳුනාගත් වැදගත් විගණන සොයාගැනීම්, ප්‍රධාන අභ්‍යන්තර පාලන දුර්වලතා හා අනෙකුත් කරුණු පිළිබඳව ගණන්දීමේ නිලධාරී දැනුවත් කරමි.

1.5 වෙනත් නෛතික අවශ්‍යතා පිළිබඳ වාර්තාව

2018 අංක 19 දරන ජාතික විගණන පනතේ 6(1)(ඇ) වගන්තිය ප්‍රකාරව පහත සඳහන් කරුණු මා ප්‍රකාශ කරමි.

- (අ) මූල්‍ය ප්‍රකාශන ඉකුත් වර්ෂය සමඟ අනුරූප වන බවට,
- (ආ) ඉකුත් වර්ෂයට අදාළ මූල්‍ය ප්‍රකාශන පිළිබඳව මා විසින් කර තිබුණු නිර්දේශ ක්‍රියාත්මක කර තිබුණි.



1.6 මූල්‍ය ප්‍රකාශන පිළිබඳ අදහස් දැක්වීම

1.6.1 මූල්‍ය කාර්යසාධන ප්‍රකාශය

1.6.1.1 ආදායම් ලැබීම

පහත සඳහන් නිරීක්ෂණයන් කරනු ලැබේ.

- (අ) ඒපීඑ - 1 ආදායම් ප්‍රකාශයෙහි මුදලින් ආපසු ගෙවීම් රු.7,192,754 ක් හා වැරදි නිවැරදි කිරීම් රු.18,512,434 ක් ලෙස ආපසු ගෙවීම් එකතුව රු.25,705,188 ක් දක්වා ඇති අතර එයින් අනුමැතිය ලබාදී ඇත්තේ මුදලින් ආපසු ගෙවීම් රු.390,885 ක් හා වැරදි නිවැරදි කිරීම් රු.18,975 ක් ලෙස එකතුව රු.409,860 ක් සඳහා පමණි. එසේම අනුමැතිය ලබාදී නොමැති ආපසු ගෙවීම් වල එකතුව වූ රු.25,295,328 කින් රු.1,319,023 ක් විනිමය අනුපාත වෙනස්වීම් මත ඇතිවූ අලාභ වන අතර රු.23,976,305 ක් අනුමැතිය ලබාදී නොමැති ආපසු ගෙවීම් විය.
- (ආ) ජාත්‍යන්තර ගිණුම් අංශයට අදාළව 2021 දෙසැම්බර් 31 දිනට පැවති හිඟ ආදායම් ශේෂයෙන් 2018 දෙසැම්බර් 31 දින දක්වා සමුච්චිත හිඟ මුදල රු.92,903,051 ක් වූ අතර ඒ සඳහා කාල විශ්ලේෂණ වාර්තාවක් පිළියෙළ කර නොතිබුණි.
- (ඇ) ගිවිසුම්ගත නියෝජිත ආයතනවලට අදාළ සේවාවන් සැපයීම වෙනුවෙන් මුදල් ලැබීම් ශේෂ පිරික්සුම අනුව රු.169,985,948,425 ක් වුවද දෙපාර්තමේන්තු පොත් අනුව එය රු.169,986,232,975 ක් වූයෙන් රු.284,550 ක් අඩුවෙන්ද ගිවිසුම්ගත නියෝජිත ආයතනවලට අදාළ සේවාවන් සඳහා මුදල් ගෙවීම ශේෂ පිරික්සුම අනුව රු.170,471,891,004 ක් වුවද දෙපාර්තමේන්තු පොත් අනුව එය රු.170,472,175,554 ක් වූයෙන් රු.284,550 ක් අඩුවෙන්ද ශේෂ පිරික්සුමෙහි දක්වා තිබුණි.

1.6.2 මූල්‍ය තත්ත්වය පිළිබඳ ප්‍රකාශය

1.6.2.1 තැන්පතු ගිණුම් ශේෂ

පහත සඳහන් නිරීක්ෂණයන් කරනු ලැබේ.

- (අ) පොදු තැන්පත් ගිණුම තුළ පවතින වසර 2 ඉක්මවා තිබූ රු. 4,001,595 ක් සම්බන්ධයෙන් මු.රෙ. 571(3) ප්‍රකාරව කටයුතු කර නොතිබුණි.



(ආ) දිසා ගිණුම් කාර්යාල 2 ක පොදු තැන්පත් ශේෂයන් පොත් තැබීම් අංශයේ ශේෂය සමඟ නොසැසඳුනු අතර රු.88,976 ක වෙනසක් පැවති බව නිරීක්ෂණය විය.

1.6.2.2 අග්‍රිම ගිණුමේ ශේෂය

2021 දෙසැම්බර් 31 දිනට පියවිය යුතු එහෙත් 2009 වර්ෂයේ සිට පවතින රු.14,000 ක අතුරු අග්‍රිම ශේෂයක් සමාලෝචිත වර්ෂය තුළදී ද පියවීමට කටයුතු කර නොතිබුණි.

2. මූල්‍ය සමාලෝචනය

2.1 ආදායම් කළමනාකරණය

පහත සඳහන් නිරීක්ෂණයන් කරනු ලැබේ.

(අ) සමාලෝචිත වර්ෂය අවසානයට වර්ෂයකට වඩා වැඩි කාලයක සිට පවතින හිඟ ආදායම් ශේෂය රු.101,393,616 ක් සමාලෝචිත වර්ෂය තුළදී ද අයකර ගැනීමට අපොහොසත් වී තිබුණි.

(ආ) තැපැල් දෙපාර්තමේන්තුවේ ආදායම් කාණ්ඩ 45 ක ඇස්තමේන්තුගත ආදායම තත්‍ය ආදායම සමඟ සැසඳීමේදී ආදායම් කාණ්ඩ 32 ක හිතකර විචලතාවය රු.105,594 සිට රු.128,064,256 ක් දක්වා වූ පරාසයක ද ආදායම් කාණ්ඩ 13 ක අහිතකර විචලතාවය රු.191,430 සිට 66,078,495 ක් දක්වා වූ පරාසයක ද පැවතුණි.

(ඇ) අංක Acct/op/epay/02a/2012 හා 2012 ජූලි 31 දිනැති තැපැල්පතීමේ ලිපිය ප්‍රකාරව විදුලි බිල්පත් තැපැල් දෙපාර්තමේන්තුව හරහා ගෙවීමට භාරගැනීමේදී සාමාන්‍ය සැපයුම්වලට අදාළ විදුලි බිල්පත් පමණක් භාරගත යුතු වුවද තැපැල් කාර්යාල විසින් 2021 දෙසැම්බර් 31 දින වන විට තොග සැපයුම්වලට අදාළව රු.37,293,337 ක් වටිනා විදුලි බිල්පත් භාර ගැනීම හේතුවෙන් රු.745,867ක් වූ කොමිස් ආදායමක් දෙපාර්තමේන්තුවට අහිමිවී තිබුණි.

(ඈ) ජාත්‍යන්තර ගනුදෙනුවලදී ලැබිය යුතු හා ගෙවිය යුතු ගාස්තු අදාළ රට විසින් තහවුරු කළ පසු එම වටිනාකම් පමණක් ලැබිය යුතු/ගෙවිය යුතු ලෙස ගිණුම්ගත කරන අතර යම් නිශ්චිත දිනකට හෝ කාලපරිච්ඡේදයකට එලෙස තහවුරු නොකරන ලද වටිනාකම් කොපමණද යන්න හඳුනා ගැනීමට හැකි ක්‍රමවේදයක් නොතිබූ බැවින් 2021 දෙසැම්බර් 31 දිනට එලෙස තහවුරු නොකරන ලද ශේෂය ලබාගත නොහැකි විය.



2.2 වියදම් කළමනාකරණය

පහත සඳහන් නිරීක්ෂණයන් කරනු ලැබේ.

- (අ) අධි ප්‍රතිපාදන ලබාගැනීම හේතුවෙන් පුනරාවර්තන වැය විෂයන් 06 ක හා ප්‍රාග්ධන වැය විෂයන් 08 ක එකතුව රු.378,886,076 ක් ඉතිරි වී තිබුණු අතර එය සියයට 25 ක සිට සියයට 97 ක පරාසයක් දක්වා විහිදී තිබුණි.
- (ආ) මු.රෙ 66 යටතේ ප්‍රතිපාදන මාරුකිරීම් කරන ලද වැය විෂයන් 02 ක රු.19,421,929 ක ප්‍රතිපාදන ඉතිරි වී තිබුණි.

2.3 ප්‍රධාන ගණන්දීමේ නිලධාරී/ගණන්දීමේ නිලධාරී විසින් සිදු කළ යුතු සහතිකවීම්

2018 අංක 19 දරන ජාතික විගණන පනතේ 38 වන වගන්තියේ විධිවිධාන අනුව ගණන්දීමේ නිලධාරී විසින් පහත සඳහන් කරුණු සම්බන්ධයෙන් සහතික වීම් කළ යුතුව තිබුණත්, ඒ අනුව කටයුතු කර නොතිබුණි.

දෙපාර්තමේන්තුවේ මූල්‍ය පාලනය සඳහා සඵලදායී අභ්‍යන්තර පාලන පද්ධතියක් සකස් කර පවත්වා ගෙන යනු ලබන බවට ප්‍රධාන ගණන්දීමේ නිලධාරී හා ගණන්දීමේ නිලධාරී සහතික විය යුතු අතර එම පද්ධතියේ සඵලදායීතාවය පිළිබඳව කලින් කල සමාලෝචනය සිදු කර ඒ අනුව පද්ධති ඵලදායී ලෙස කර ගෙන යෑමට අවශ්‍ය වෙනස්කම් සිදු කරනු ලැබිය යුතු බවත්, එම සමාලෝචනයන් ලිඛිතව සිදු කර එහි පිටපතක් විගණකාධිපති වෙත ඉදිරිපත් කළ යුතුව තිබුණත්, සමාලෝචිත වර්ෂයේදී එවැනි සමාලෝචනයන් සිදු කළ බවට ප්‍රකාශ විගණනයට ඉදිරිපත් කර නොතිබුණි.

2.4 නීති, රීති හා රෙගුලාසිවලට අනුකූල නොවීම

නීති, රීති හා රෙගුලාසිවලට යොමුව	අනුකූල නොවීම
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- (අ) 2016 දෙසැම්බර් 29 දිනැති අංක 30/2016 දරන රාජ්‍ය පරිපාලන ව්‍යුලේඛය දෙපාර්තමේන්තු සතු සියළු වාහනවල ඉන්ධන දහනයවීම පිළිබඳව පරීක්ෂාවන් සිදු කර නොතිබුණි.



(ආ) 2018 ජනවාරි 24 දිනැති අංක දෙපාර්තමේන්තුව විසින් මානව සම්පත් සැලැස්මක් 02/2018 දරන රාජ්‍ය පරිපාලන පිළියෙළ කර නොතිබුණු අතර සමස්ත කාර්ය මණ්ඩලය වක්‍රලේඛය සඳහාම වාර්ෂික කාර්යසාධන ගිවිසුම් අත්සන් කර නොතිබුණි.

3. මෙහෙයුම් සමාලෝචනය

3.1 ප්‍රසම්පාදනයන්

පහත සඳහන් නිරීක්ෂණයන් කරනු ලැබේ.

(අ) තැපැල් කාර්යාල වල ප්‍රයෝජනය සඳහා රු.1,689,750 ක් වටිනා බොට් මෙට්‍රික්ස් ප්‍රින්ටර්ස් 45 ක් මිලදී ගැනීමේදී ප්‍රසම්පාදන මාර්ගෝපදේශයවලට අනුව ප්‍රසම්පාදන කාලසටහන, ප්‍රසම්පාදන ක්‍රමය හා ලංසු ලේඛන වර්ග පිළිබඳව එකඟවීම සඳහා ප්‍රසම්පාදන කමිටුව හා තාක්ෂණික ඇගයීම් කමිටුව ඒකාබද්ධව පළමු රැස්වීම පැවැත්වීම, රහස්‍යභාවය ප්‍රකාශ කරන ආකෘති පත්‍රය සම්පූර්ණ කිරීම, ලංසු ලේඛන පරීක්ෂා කර අනුමත කිරීම හා අසාර්ථක වීම නිසා අතෘප්තියට පත් ලංසුකරුවන් දැනුවත් කිරීම සිදුකර නොතිබුණි. එසේම තාක්ෂණික ඇගයීම් කමිටුවේ මිලදී ගැනීමේ නිර්දේශය ටෙක්නෝ පෝම්ස් ආයතනයට ලබා දී තිබුණ ද තාක්ෂණික ඇගයීම් කමිටුව රැස් වූ දිනය, ඇගයීම් නිර්දේශය සිදුකළ දිනය ලිපිගොනුවේ ඇතුළත්ව නොතිබුණි.

(ආ) දෙපාර්තමේන්තුව විසින් මාසිකව රු.366,000 ක් හා වාර්ෂිකව රු.4,392,000 කට 2021 වර්ෂය සඳහා තැපැල් මූලස්ථාන පරිශ්‍රය පිරිසිදු කිරීමේ සේවාව සපයා ගැනීමට කටයුතු කර තිබූ අතර ප්‍රසම්පාදන මාර්ගෝපදේශ සංග්‍රහයේ 3.2.2(අ) ප්‍රකාරව ජාතික තරඟකාරී මිල කැඳවීමේ ක්‍රමවේදය අනුව එම දැන්වීම වෙබ් අඩවි වල පල කර නොතිබුණි.

3.2 බැඳීම් හා බැරකම්

පහත සඳහන් නිරීක්ෂණයන් කරනු ලැබේ.

(අ) භාණ්ඩාගාර මුද්‍රිත SA - 92 අනුව භාණ්ඩාගාරයට වාර්තා කරන ලද බැරකම් රු.876,991 ක වටිනාකම මූල්‍ය ප්‍රකාශන සටහන (iii) හි ඇතුළත් කර නොතිබුණි.

(ආ) 2020 වර්ෂයේ මූල්‍ය ප්‍රකාශනවල දක්වා ඇති වටිනාකම රු. 27,824,428 ක් වූ බැඳීම් හා බැරකම් 2021 දෙසැම්බර් 31 දින වන විටත් නිරවුල් කර නොතිබුණි.



(ඇ) 2021 දෙසැම්බර් 31 දිනට බැඳීම් හා බැරකම් පිළිබඳ ප්‍රකාශනයෙහි ඇතුළත් වටිනාකම රු.47,753,044 ක් වූ බැරකම් විගණිත දින වූ 2022 මාර්තු 10 දින වන විටත් නිරවුල් කර නොතිබුණි.

(ඈ) 2021 දෙසැම්බර් 31 දිනට රු.13,144,156 ක් වූ බැරකම්, බැඳීම් හා බැරකම් පිළිබඳ ප්‍රකාශනයට ඇතුළත් කර නොතිබුණි.

3.3 පාඩු හා හානි

පහත සඳහන් නිරීක්ෂණයන් කරනු ලැබේ.

(අ) පාඩු හා අත්හැරීම් ප්‍රකාශයේ 2021 දෙසැම්බර් 31 දින වන විට වසර 5 – 10 අතර හා වසර 10 ට වැඩි කාලය තුළ තවදුරටත් අයකර ගැනීමට හෝ කපාහැරීමට හෝ අත්හැරීමට ඇති වටිනාකම් මූල්‍ය ප්‍රකාශනවලට අමුණා ඇති උපලේඛන පරිදි පිළිවෙලින් රු. 578,170 ක් හා රු.15,097,188 ක් විය යුතු වුවද මූල්‍ය ප්‍රකාශනවල එය රු.790,559 ක් හා රු.14,884,799 ක් ලෙස දක්වා තිබුණි.

(ආ) 2021 වර්ෂය තුළදී සිදු වූ රු. 2,078,400 ක් වූ අනතුරු 11ක් සම්බන්ධයෙන් තොරතුරු මූල්‍ය ප්‍රකාශන සමග ඉදිරිපත් කර ඇති පාඩු හා අත්හැරීම් පිළිබඳ ප්‍රකාශනයේ ඇතුළත් කර නොතිබුණි.

3.4 කළමනාකරණ දුර්වලතා

පහත සඳහන් නිරීක්ෂණයන් කරනු ලැබේ.

(අ) තැපැල් කාර්යාල ඇප අරමුදල

(i) තැපැල් කාර්යාල ඇප අරමුදල සම්බන්ධයෙන් වූ 1938 අංක 01 දරන ඇප ආඥා පනතේ 1978 සංශෝධනයට අනුව ආඥා පනතේ 6(1) සහ (2) වගන්ති ප්‍රකාරව ඉඩ දී ඇති වියදම් වලට අමතරව 2021 වර්ෂයේදී අවස්ථා කිහිපයකදී රු.769,435 ක ගෙවීම් තැපැල් කාර්යාල ඇප අරමුදලින් සිදුකර තිබුණි.



- (ii) ඇප අරමුදලේ කටයුතු සඳහා ස්ථාපිත කර ඇති රු.350,000 වටිනාකම ඇති පරිගණක මෘදුකාංග පද්ධතිය සංවර්ධන කටයුතු සඳහා 2020 වර්ෂයේ රු.845,970 ක වියදමක් දරා ඇති අතර වර්තමානය වන විටත් එම පද්ධතිය යාවත්කාලීන වී නොතිබුණි.
 - (iii) දිසා ගිණුම් කාර්යාල 16 ක සේවකයින් 2366 ක ගේ රු.4,706,739 ක නිරවුල් නොකළ ඇප මුදල් ශේෂ වර්ෂ 08 කට අධික කාලයක සිට පැවතුණි.
 - (iv) නිලධාරීන් 30 දෙනෙකුගේ වෙනත් විස්තර රහිතව රු. 671,821 ක ඇප මුදල් සහ නිලධාරීන් 1828 දෙනෙකුගේ ඇප මුදල් පොළිය රහිතව රු.2,098,122 ක් පමණක් අක්‍රිය මුදල් ශේෂ ලේඛණයෙහි සඳහන් කර තිබුණි. එසේම අරමුදලේ අක්‍රිය ගිණුම් සම්බන්ධයෙන් වූ තොරතුරු වර්ෂ 07 කට වැඩි කාලයක් යාවත්කාලීන කර නොතිබුණි.
- (ආ) මහනුවර දිසා ගණකාධිකාරී කාර්යාලය විසින් රු.858,000 ක ස්ථාවර තැන්පතු 02 ක් සුරක්ෂිත වශයෙන් තබා තැපැල් කාර්යාල 02 වෙනුවෙන් බැංකු ඇපකර ලබා ගෙන තිබුණ ද 2020 හා 2021 වර්ෂවල මූල්‍ය ප්‍රකාශන තුළ එම වටිනාකම් ඇතුළත් කර නොතිබුණි.
- (ඇ) තැපැල්පතියේ 2015 ජූලි 16 දිනැති හා අංක 6 (i)/2015 (ගිණුම්) චක්‍රලේඛයේ විධිවිධාන ප්‍රකාරව තැපැල් කාර්යාලයක් පවත්වා ගෙන යා යුතු මුදල් ප්‍රමාණයන් සීමා කර තිබුණද 2021 දෙසැම්බර් 15 හා 16 දිනයන්වල බදුල්ල තැපැල් අධිකාරී කාර්යාලයට අයත් තැපැල් කාර්යාල අනුමත සීමාවන් ඉක්මවා අවස්ථා 15 කදී රු.7,372,946 ක මුදලක් පවත්වා ගෙන ගොස් තිබුණි.
- (ඈ) 2021 වර්ෂයේ ආරම්භයේ ඉතිරි මූලික විමර්ශන සංඛ්‍යාව 2156 ක් වූ අතර 2021 වර්ෂයට අදාළ විමර්ශන සංඛ්‍යාව 407ක් ඇතුළුව මුළු විමර්ශන වලින් සමාලෝචිත වර්ෂය තුළදී අවසන් කරන ලද හා අනවශ්‍ය ලෙස සලකා ඉවත් කරන ලද ගොනුවල එකතුව 584 ක් වූයෙන් අත ඉතිරි ගොනු සංඛ්‍යාව 1979ක් විය. සමස්ත විමර්ශන කටයුතු සම්බන්ධ යාවත්කාලීන වූ විස්තරාත්මක දත්ත ඒ සම්බන්ධයෙන් වගකිවයුතු නිලධාරියෙකු භාරයේ පවත්වාගෙන ගොස් නොතිබුණි.
- (ඉ) පළාත් නියෝජ්‍ය තැපැල්පතියේ එකඟතාවය හා දෙපාර්තමේන්තු ප්‍රාදේශීය ප්‍රසම්පාදන කමිටුව හා තැපැල්පතියේ අනුමැතිය මත රු.4,919,645 ක් වටිනා ප්‍රසම්පාදන කටයුතු 06



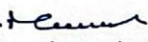
ක් ප්‍රාදේශීය ලේකම් කාර්යාලය වෙත පිරිනමා තිබුණි. එහි අධීක්ෂණය, මැනුම් පත්‍රිකා හා අවසන් බිල්පත් පරීක්ෂා කිරීම, නිර්දේශ කිරීම හා අනුමත කිරීමද ප්‍රාදේශීය ලේකම් කාර්යාල විසින්ම සිදු කර තිබූ නමුත් අදාළ කාර්යය නියමිත පරිදි ඉටු වී ඇති බව සනාථ කිරීමට දෙපාර්තමේන්තු පාර්ශවයන් කිසිදු අධීක්ෂණයක් සිදු කර නොතිබුණි. රජයේ ප්‍රසම්පාදන මාර්ගෝපදේශ සංග්‍රහයේ 5.4.10 (ආ) ප්‍රකාරව කොන්ත්‍රාත්තුවේ කාර්ය සාධනය අසාර්ථක වන විට එයින් ප්‍රසම්පාදන අස්ථිත්වය ආරක්ෂා කිරීම සඳහා කාර්ය සාධන සුරක්ෂණයක් ඉදිරිපත් කරන ලෙස ප්‍රාදේශීය ලේකම් කාර්යාලය වෙත නියම කරනු ලැබිය යුතු වුවත් සමාලෝචිත වර්ෂය තුළ සිදු කළ මෙම ක්‍රියාකාරකම් සඳහා කාර්ය සාධන සුරක්ෂණ ලබා ගෙන නොතිබුණි.

- (ඊ) රජයේ ජර්නලිසාදන මාර්ගෝපදේශ සංග්‍රහයේ 5.4.6 (අ) ප්‍රකාරව කොන්ත්‍රාත්තරුවෙකුට ගෙවිය යුතු සැම ගෙවීමකින්ම නිශ්චිත මුදලක් ප්‍රසම්පාදන අස්ථිත්වය විසින් රඳවා තබා ගත යුතු වුවත් දෙපාර්තමේන්තුව විසින් සමාලෝචිත වර්ෂය තුළ සිදු කර තිබුණු ප්‍රසම්පාදනයන් සඳහා එලෙස කටයුතු කර නොතිබුණි.

4. මානව සම්පත් කළමනාකරණය

පහත සඳහන් නිරීක්ෂණයන් කරනු ලැබේ.

- (අ) නියෝජ්‍ය තැපැල්පති තනතුර සඳහා අනුමත කාර්යය මණ්ඩලය 09 ක් වුවද තත්‍ය කාර්යය මණ්ඩලය 11 ක් වූයෙන් අනුමත කාර්යය මණ්ඩලය ඉක්මවූ බඳවා ගැනීම් සංඛ්‍යාව 02 ක් විය.
- (ආ) තැපැල් දෙපාර්තමේන්තුවේ අනෙකුත් ශ්‍රේණි හා සේවා වල 2164 ක් පුරප්පාඩු වූ අතර ජ්‍යෙෂ්ඨ මට්ටමේ පුරප්පාඩු 62 ක් ඊට ඇතුළත් වී තිබුණි. එම සේවක සංඛ්‍යාව බඳවා ගැනීමට 2021 වර්ෂය තුළදී ද අපොහොසත් වී තිබුණි.

P. H. 
 එම්. අයි. පුෂ්පා හේමමාලී
 ජ්‍යෙෂ්ඨ සහකාර විගණකාධිපති
 විගණකාධිපති වෙනුවට

රජයේ අමාත්‍යවරයාගේ දුරකථන අංකය : 011 261 21 21

මානව සම්පත් සංවර්ධනය

වැඩසටහනේ නම	පුහුණු කරන ලද සේවක සංඛ්‍යාව	වැඩසටහනේ කාලසීමාව	සමස්ත ආයෝජනය (රු.මි)		වැඩසටහනේ ස්වභාවය දේශීය / විදේශීය	නිමැවුම / ලබාගත් දැනුම
			දේශීය	විදේශීය		
Foreign Travelling Vote (308-02-01-1102)						
Strategic Marketing Management workshop	1	25.01.2021-29.01.2021			Foreign - Online Workshop	Digital Marketing and Market Potential
Leadership Management workshop	1	25.01.2021-29.01.2021			Foreign - Online Workshop	Challenges of leadership, Engagement and communication
Last Mile Delivery and Fulfillment workshop	1	08.03.2021-12.03.2021			Foreign - Online Workshop	E-commerce and the new delivery reality
Quality Management for Service Excellence workshop	1	08.03.2021-12.03.2021			Foreign - Online Workshop	Determination of a quality policy, creating and implementing quality planning and assurance
Strategy to Adapt in the "New Normal" workshop	1	15.03.2021-19.03.2021			Foreign - Online Workshop	Explore different digital technologies, Explore different digital technologies
Setting Service Standards workshop	1	15.03.2021-19.03.2021			Foreign - Online Workshop	Digitalisation and Service Delivery
Postal Business Development Course	1	24.05.2021-11.06.2021			Foreign - Online Workshop	Strategy, Branding, Sales Management
E-Commerce Solution and Supply Chain Management Course	1	24.05.2021-11.06.2021			Foreign - Online Workshop	E-Commerce Challenges and Opportunities
Driving Digital Strategy workshop	1	05.07.2021-09.07.2021			Foreign - Online Workshop	Digital Marketing
UPU 27th Congress - Ivory Coast	3	09.08.2021-27.08.2021		6,938,394.45	Congress	new World Postal Strategy
Corporate Level E-commerce Strategy workshop	1	23.08.2021-27.08.2021			Foreign - Online Workshop	E-commerce, Corporate Strategy
Leadership and Innovation Management workshop	1	23.08.2021-27.08.2021			Foreign - Online Workshop	Leadership, Training and Dealing with Conflicts
Practical E-commerce Management workshop	1	30.08.2021-03.09.2021			Foreign - Online Workshop	Managing an Online Business
Operational Management workshop	1	30.08.2021-03.09.2021			Foreign - Online Workshop	Operational Excellence, Network Pipelines
IPS/IPS, POST Workshop	1	29.11.2021-03.12.2021			Foreign - Online Workshop	Mail Exchange Terminology Global, Monitoring System
Strategic Human Resource Management Workshop	1	29.11.2021-03.12.2021			Foreign - Online Workshop	HRM Roles and Strategic HRM
Free Online Seminar on 5G and Modernization of Post, Express Delivery Services & Logistics within the Belt & Road Framework	15	29.11.2021-03.12.2022			Foreign - Online Workshop	5G Network, Development Trend and Intelligent Technology
Total	33			6,938,394.45		

තැපැල් කළමනාකරණ අභ්‍යාස වීද්‍යාලය මගින් පවත්වන ලද පුහුණු වැඩසටහන් (අභ්‍යන්තර පුහුණු)	957	දින 57	486848.31	දේශීය	රාජකාරී සඳහා අදාළවන පුහුණුව ලබාගෙන තිබීම
තැපැල් කළමනාකරණ අභ්‍යාස වීද්‍යාලය මගින් පවත්වන ලද පුහුණු වැඩසටහන් (බාහිර ආයතන පුහුණු)	18	දින 07	181700.00	දේශීය	"
උසස් අධ්‍යාපන භාග්‍යාලා සඳහා ප්‍රතිපාදන වෙන් කර දීම	11		1433170.00	දේශීය	"
රාජ්‍ය භාෂා පුහුණු වැඩසටහන්	198	පැය 250	100167.99	දේශීය	"
තැපැල් අභ්‍යාස ආයතන පුහුණු වැඩසටහන්					
තැපැල් අභ්‍යාස ආයතනය වැල්ලවත්ත	2150			දේශීය	"
තැපැල් අභ්‍යාස ආයතනය මහනුවර	2132			දේශීය	"
තැපැල් අභ්‍යාස ආයතනය ගාල්ල	783			දේශීය	"
තැපැල් අභ්‍යාස ආයතනය යාපනය	194			දේශීය	"
තැපැල් අභ්‍යාස ආයතනය මඩකලපුව	351			දේශීය	"
තැපැල් අභ්‍යාස ආයතනය පොල්ගහවෙල	2166			දේශීය	"
තැපැල් අභ්‍යාස ආයතනය තඹුන්කේගම	473			දේශීය	"
පළාත්බද පුහුණු වැඩසටහන්					
බස්නාහිර පළාත (දකුණ)	554	22	1,514,092.41	දේශීය	"
බස්නාහිර පළාත (උතුර)	289	7	320,010.00	දේශීය	"
මධ්‍යම පළාත	1027	19	1,155,647.20	දේශීය	"
දකුණු පළාත	327	17	228,175.00	දේශීය	"
සබරගමු පළාත	1199	26	1,191,264.46	දේශීය	"
උතුරු පළාත	764	23	692,975.52	දේශීය	"
නැගෙනහිර පළාත	196	5	128,229.00	දේශීය	"
වයඹ පළාත	598	32	960,120.30	දේශීය	"
උතුරු මැද පළාත	835	21	534,778.50	දේශීය	"
උතුරු පළාත	617	18	568,375.00	දේශීය	"
මධ්‍ය තැපැල් හුවමාරුව	238	4	197,467.39	දේශීය	"

