Annul Performance Report

2019

Educational Publications Department

Vote No :- 126-01-02-04-1501

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Educational Publications Department Performance Appraisal Report – 2019

Chapter 01 - Institutional Profile/Executive Summary

1.1. Introduction

The Educational Publications Department has been established as a super – graded department under the Ministry of Education to accomplish the national task of implementing the national policy of providing school textbooks free of charge to the children of the country to get the benefits of free education and the task of compiling supplements and learning aids connected to the above.

Background Information

The Educational Publications Department was established as a separate body of expenditure unit under the Ministry of Justice, by an extra-special gazette notification dated 27 March 1965. Later, it was assigned to the then Ministry of Education and Cultural Affairs by the extra-special gazette notification of the Government of Sri Lanka, dated 30th September 1966.

The responsibilities mentioned below have been vested in the Educational Publications Department from the aforesaid gazette notification of 1966.

- Translating, publishing, distributing and selling books and buying the copyright of books approved for the use of primary, secondary and higher education
- Production, publication, distribution and sale of the textbooks, dictionaries, glossaries and other books that are necessary for educational activities
- Production, distribution and sale of learning aids, audio-visuals and other equipment
- Encouraging the production of reading materials

The Educational Publications Department, established as a B – Grade department in the year 1965 was high-graded on 14.07.2004 and the designation of the Head of the Department was changed to Commissioner General of Educational Publications as well as it was risen up to a status similar to that of an Additional Secretary of the Ministry of Education.

The Educational Publications Department has been divided into sections as Development, Production and Distribution, Publication, Information Technology, Finance and Administration to facilitate smooth functioning and easy-supervision of basic tasks, and it has been structured to execute duties by attaching Deputy and Assistant Commissioners, Management Assistants and Development Officers, Office Assistants and drivers, etc. to each section.

1.2 Vision, Mission, Objectives of the Institution

Vision

Ensure equitable access to education through the provision of learning materials of distinctive pedagogical standards that keep abreast with international developments in education.

Mission

Enhances the quality and value of education by implementing the Free Textbook Scheme of the Government of Sri Lanka, progressively widening the range of available dictionaries, audio-visual study packs and other materials of high educational standards enabling to produce worthwhile and intelligent citizens with ability to contribute towards the development of country.

Objectives

Create knowledgeable citizens with values for the benefit of the country through the development of quality in education.

- Provision of school textbooks free of charge to students in Grade 1-11 in government schools and Pirivens
- Provision of school curriculum and additional knowledge to students through the production of supplementary reading books
- Preparation of students for public examinations by printing questions and answers books
- Provision of knowledge on syllabi to teachers by printing and distributing teacher's guides
- Provision of guidance required to the efficient learning related to the syllabi

1.3. Key Functions

The functions mentioned below have been vested in the Educational Publications Department by the extra-special gazette notification of the Government of Sri Lanka, dated 30th September 1966 bearing the number 14,715/3.

- Translating, publishing, distributing and selling books and buying the copyright of books approved for the use of primary, secondary and higher education.
- Production, publication, distribution and sale of the textbooks, dictionaries, glossaries and other books that are necessary for educational activities.
- Production, distribution and sale of learning aids, audio-visuals and other equipment.
- Encouraging the production of reading materials.

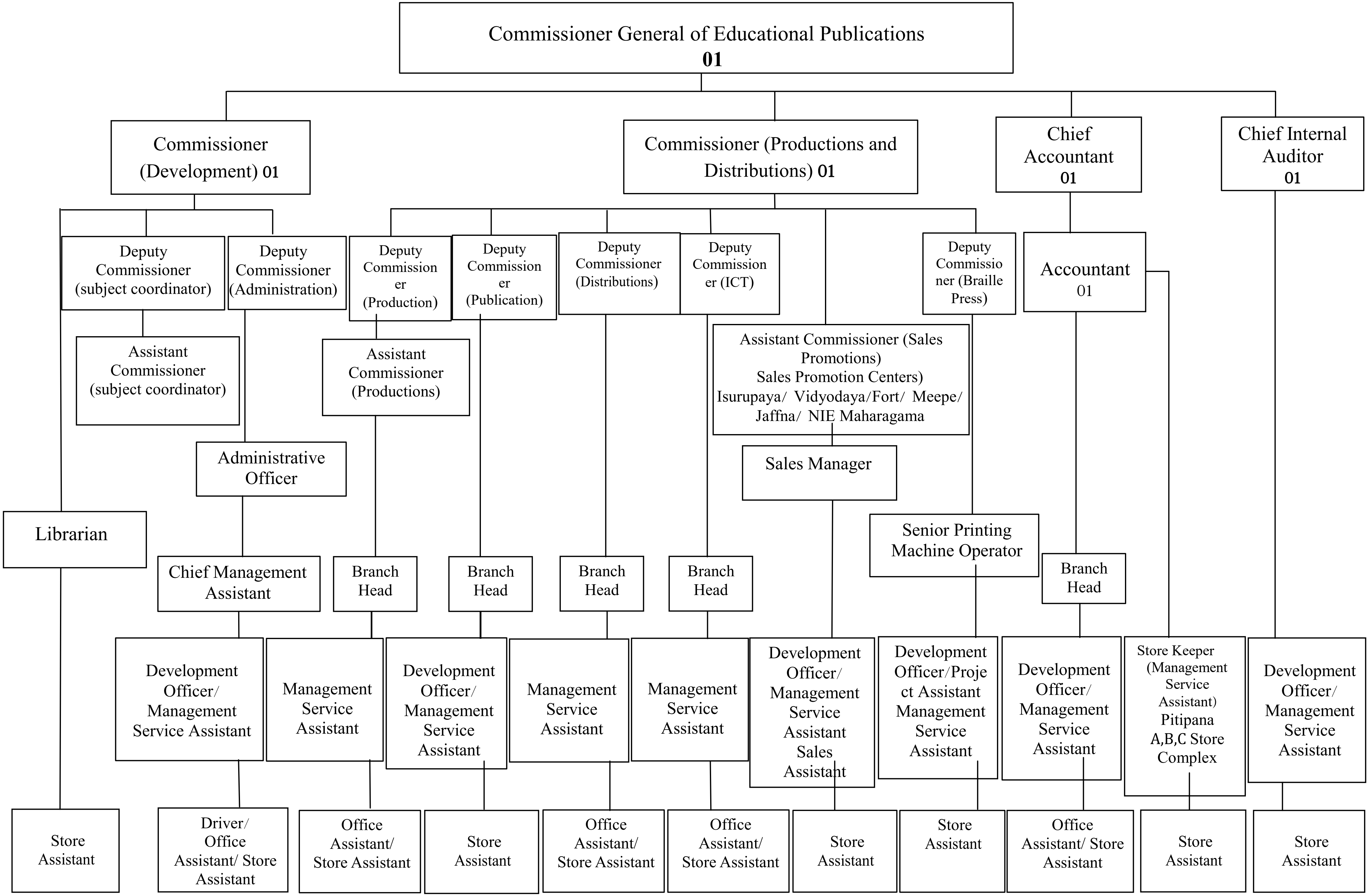
1.4. Organizational Chart & Administration

The Commissioner General of Educational Publications Department who functions as the Chief Executive is bestowed with the assistance and co-operation of two Commissioners who are Grade 1 officers of the Sri Lanka Education Administrative Service and 32 Deputy and Assistant Commissioners. In charge of the Finance Branch is a Grade I officer of Sri Lanka Accountants' Service and a Grade II officer of the Accountants' Service accomplishes the duty of other post of accountant. Also, the in - charge of the Internal Audit Branch is a Grade I officer of the Sri Lanka Accountants' Service.

The Educational Publications Department has been divided into nine branches to facilitate smooth functioning and easy-administration, as Administration Section, Development Section, Productions Section, Publications Section, Distributions Section, Finance Section, Internal Audit Section, Sales Promotion Section and Information Technology Section.

The flow chart that appears in the next page shows the organizational structure of the department.

1.4 Organizational Structure of the Educational Publications Department



1.5. Main Divisions of the Department

- Development Section
- Productions Section
- Distributions Section
- Publications Sections
- Sales Promotions Section
- Information & Communication Technology Section
- Administration Section
- Finance Section
- Internal Audit Section

Development Section

Duties & Responsibilities

- Production of textbooks distributed free of charge to grades 1-11
- Production of supplementary books for Advanced Level and other higher examinations
- Production of other supplementary books

  E.g.:-
  - translations
  - dictionaries, glossaries, past questions and answer books
- Production of e-textbooks
- Production of textbooks in Braille media for vision impaired students
- Quality check of textbooks received to stores

The Duties and Responsibilities fulfilled in 2019

1. According to the new syllabus, 13 new grade 05 textbooks were produced for 2020.

Serial Number	Subject	Medium
1	Mathematics	Sinhalese
2	Mathematics	Tamil
3	Mother Language	Sinhalese
4	Mother Language	Tamil
5	Buddhism	Sinhalese
6	Catholicism	Sinhalese
7	Catholicism	Tamil
8	Christianity	Sinhalese
9	Christianity	Tamil
10	Islam	Sinhalese
11	Islam	Tamil
12	Hinduism	Tamil
13	English (Pupil's Book & Workbook)	English

2. Preparation of textbooks from grades 1-11 (except grade 5) for reprinting.
3. Preparation of Grade 12 General English textbook for reprinting.
4. Production of supplementary books
5. The quality checking of textbooks received to the stores in 2019 was duly complete

New Supplementary Books produced for 2019

1. Fishing Gear and Vessels (Aquatic Bio Resources Industry) - Sinhala Medium
2. Advance Level Combined Mathematics Matrixes - Tamil Medium
3. Combined Mathematics II -English Medium
4. Biology I - Sinhala Medium
5. G.C.E. Advanced Level Entrepreneurship for Home Economics - Tamil Medium
6. Questions and Answers of the Grade 05 Scholarship Examination -2018 - Sinhala Medium
7. Questions and Answers of the Grade 05 Scholarship Examination - 2018 - Tamil Medium
8. Questions and Answers of G.C.E. (O/L) Examination - 2018 - Sinhala Medium
9. Questions and Answers of G.C.E. (O/L) Examination - 2018 - Tamil Medium
10. Questions and Answers of G.C.E. (O/L) Tamil as a Second Language 2016 – 2018
11. Questions and Answers of G.C.E. (O/L) Sinhalese as a Second Language 2016 – 2018
12. Questions and Answers of G.C.E. (A/L) Biology – 2018 - Tamil Medium
13. Questions and Answers of G.C.E. (A/L) Chemistry – 2018 - Tamil Medium
14. Questions and Answers of G.C.E. (A/L) Physics – 2018 - Tamil Medium
15. Questions and Answers of G.C.E. (A/L) Combined Mathematics – 2018 - Tamil Medium
16. Questions and Answers of G.C.E. (A/L) Commerce Stream – 2018 - Sinhala Medium
17. Questions and Answers of G.C.E. (A/L) Bio Science – 2018 - Sinhala Medium
18. Questions and Answers of G.C.E. (A/L) Technology (Engineering Technology) – 2018 - Sinhala Medium

19. Questions and Answers of G.C.E. (A/L) Bio Systems Technology – 2018 - Sinhala Medium

20. Questions and Answers of G.C.E. (A/L) Engineering Technology 2015 – 2017 - Sinhala Medium

21. Questions and Answers of G.C.E. (A/L) Physics – 2018 - Sinhala Medium

22. Questions and Answers of G.C.E. (A/L) Bio Systems Technology 2015 – 2017 - Sinhala Medium

23. Approach to Combined Mathematics - Sinhala Medium

24. Biology VII - Sinhala Medium

25. Advanced Level Combined Mathematics Matrixes - English Medium

26. Questions and Answers of G.C.E. (O/L) Examination - 2018 - English Medium

27. Questions and Answers of the Grade 05 Scholarship Examination -2019 - Sinhala Medium

28. Questions and Answers of the Grade 05 Scholarship Examination - 2019 - Tamil Medium

29. Selected story book (*Yalu Yalu Yaluwo*) - Sinhala Medium

30. Selected story book (*Yalu Yalu Yaluwo*) - Tamil Medium

31. Science for Technology (Physics II) - Sinhala Medium

32. Economics (Glossary- trilingual)

33. Literature (Glossary- trilingual)

Preparation of supplementary books for printing based on demand

1. Engineering Technology Part I - Sinhala Medium
2. Science for Technology Mathematics Part I - Sinhala Medium
3. Science for Technology ICT - Sinhala Medium
4. Lokopakaraya - Sinhala Medium
5. Hydrostatics
6. Japanese I Grade 12
7. Japanese II Grade 13
8. Political Science - Sinhala Medium
9. History of Sri Lanka Part III - Sinhala Medium
10. History of Sri Lanka Part IV - Sinhala Medium
11. Contemporary Prose - Sinhala Medium
12. Tamil Literature Classical Poetry - Tamil Medium
13. Combined Mathematics I - Sinhala Medium
14. Science for Technology Chemistry I - Sinhala Medium
15. Engineering Drawing I - Sinhala Medium
16. Trigonometry - Sinhala Medium
17. Pure Mathematics I - Sinhala Medium

Production Section

Introduction

The duties of the Production Section of the Educational Publications Department are performed by a Deputy Commissioner, an Assistant Commissioner, five officers from the Sri Lanka Management Assistants Service, three office assistants and one casual employee under the Commissioner who is in-charge of the productions and distributions. The main duty of this section is to get all the textbooks compiled for the students, printed via the Department of Government Printing, the State Printing Corporation and other printing presses of the private sector. In addition, printing of Teacher's Guides and syllabi compiled by the National Institute of Education is another duty that is performed by this section. Moreover, it is the duty of this section to compile and print supplementary reading books for both students and other readers and to print evaluation reports working in collaboration with the Department of Examinations.

Duties & Responsibilities

1. Gathering information to prepare specifications before giving the school textbook printing tender and getting the stock balance from the IT unit, distribution section and from the stores
2. Based on that stock balance, preparing specifications via a Specification Committee for the printing of school textbooks for the year 2020
3. Getting the Commissioner General's approval for the reports prepared by the Specification Committee and handing over those approved reports to the Finance Branch
4. Giving the press copy and the transferred copy to the relevant subject officers, getting the relevant corrections entered and getting the relevant DVD checked from the IT unit
5. Handing over the press copies and correct DVDs to the companies which have obtained the relevant tenders
6. Preparing new specifications for the textbooks of grade 5 written in parallel with the new syllabi
7. Checking all the steps and all the activities from proof stage to quality checking stage
8. Instigate the printers to obtain correct stocks of textbooks to the stores on time
9. When the corrections have to be entered in the textbooks and when the stocks have to be corrected, making the producers aware and correcting them accordingly

10. Observing printing presses when necessary; obtaining their printing plans and checking them; preparing daily reports on the progress of printing.
11. Taking necessary steps to develop the physical quality of textbooks; printing four-colour-pictures and paintings for both the cover page and the inside pages accordingly; using 220gsm, laminated art board paper for the dust jacket (book cover) and, in that way, taking steps to give students a series of attractive textbooks
12. Obtaining a lab report for each textbook to check whether it tallies with specifications
13. Printing of Teacher's Guides in association with the National Institute of Education
14. Printing of supplementary reading books
15. Printing of Questions and Answers Books of G.C.E (O/L), G.C.E (A/L) and grade 05 scholarship examination, in collaboration with the Department of Examinations

Progress Indicators

Printing of School Textbooks for 2020 in 2019

Serial No	Printing Press	No. of Types of Textbooks	No. of Copies
01	Government Press	07	1,321,000
02	State Printing Corporation	57	11,012,000
03	Private Printing Presses	379	32,391,100
Total of books printed		**443**	**44,724,100**

Printing of Teacher's Guides for 2019/20 - 2019

Serial No.	Type of Textbook	No. of Types of Textbooks
01	Grades 1-5 TG	09
02	Grades 6-11 TG	10
03	Grades 12-13 TG	45
Total of types of books printed		**64**

Printing of Questions & Answers Books and Supplementary Books - 2019

Serial No.	Type of Book	No. of Types of Books
01	Supplementary books	30
02	Questions and Answers books	18
Total of types of books		**48**

Distribution Section

Introduction

The textbook distribution section is administered under the supervision of the Commissioner of Productions and Distributions. In addition to a Deputy Commissioner and five officers of the Public Management Assistants' Service, there are 19 permanent minor staff employees and six other employees who are employed under casual basis, working in this section. Distribution of textbooks before the commencement of each school year, for over four million students from grade one to eleven in both government and government grant-in-aid schools is the duty vested in this section. Amount of books needed for each school and distribution center is decided, based on the statistics collected from schools and distribution centers. The amount of textbooks needed for the following year is decided based on these statistics.

Duties & Responsibilities

- Distribution of textbooks to all the island wide national schools, provincial schools and government approved private schools and pirivens before the beginning of each school year
- Distribution of Teacher's Guides to all the national Schools, provincial schools, government approved private schools, pirivens and zonal education offices in the island
- Making arrangements to pay textbook transport allowances to all the schools which obtain their textbooks from textbook distribution centers/divisional education offices and making arrangements to pay the allowances of in-charge and assistant in – charge officers and labourers of the distribution centers and, the divisional education offices
- Prepare paying-in vouchers for the textbook transport institutions
- Collecting, up-dating, summarizing and storing of data on the needs of textbooks
- Taking measures to complete the needs of textbooks by coordinating provincial education offices, zonal education offices, divisional education offices, textbook distribution centers and all the schools in the island.
- Preparing daily reports on receipts and issuing of textbooks during the distribution period.
- Taking measures to maintain accurate reports on receipts and issuing of stocks through the management of storeroom activities of the stores of the department.

Distribution of Textbooks

In accordance with the programme for the distribution of textbooks for 2020, textbooks are directly distributed to all the national schools in the island and to all the provincial schools whose student population is above 2000. For all the other government school textbooks were distributed via textbook distribution centers. Also, textbooks were provided to all the government approved private schools free of charge. For all the schools in the Colombo Zone and the Nugegoda Division, textbooks were distributed directly from the department. Accordingly, approximately 40 million copies of 448 kinds of textbooks were distributed to 4.2 million student population who were in 10,121 government schools, 103 government approved private schools and special schools and 747 Pirivens.

Activities relevant to Re-use of Textbooks

The textbooks which are supplied to students free of charge should be given back to the school for re-use at the end of the year. (Textbooks printed for primary section, workbooks and books given to the students who sit for the G.C.E (O/L) examination are not taken back.) Programme for the reuse of textbooks has been implemented for those who learn in classes from grade six to nine. The basic objective of this programme is to give the students a proper understanding regarding the value of using textbooks with care and to minimize the expenditure the government has to bear to supply textbooks, free of charge.

Sub-Committees of Textbook Distribution

Several sub-committees had to be appointed for the sections for which the special attention was needed in distributing textbooks.

a) The traditional method of random sample checking of the stocks of books brought to stores from the printing presses, selecting the samples according to the subject and medium by the officers of the relevant evaluation committee members was regulated this year.
b) A programme compilation and progress control unit was added to the Distribution Section. Planning the book distribution programme and preparing issue orders for the books which were to be sent to schools, book distribution centers and divisions were the duties of this unit. Preparation of issue orders after obtaining daily reports from the stores regarding the types and

amounts of books received by the stores facilitated to reduce the number of times of transporting books for each district.

c) Three types of issue orders were printed and distributed among the Divisional Directors of Education and Principals. Because of that, the task could be performed more efficiently and accurately by minimizing the mistakes that could occur when receiving them and when distributing textbooks. Textbooks for Primary Pirivena Classes too are distributed through the Divisional Education Offices. Therefore, steps were taken to obtain the requisitions of Pirivena textbooks, by getting the data entered into the annual textbook issue orders, with the kind help of the chief incumbent of each primary Pirivena.

Preparing Paying-in Vouchers for Textbook Transportation

a) Checking and forwarding to the Finance Section the vouchers sent to the Department to be reimbursed the expenditure borne by the principals to transport books from the distribution center to their schools
b) Checking the number of kilometers and preparing the paying-in vouchers for private book transporting institutes and forwarding them for future procedures for transporting textbooks

Publication Section

The Publication Section which functions with the leadership of the commissioner (Productions and Distributions), performs its duties by one officer of the Management Assistants Service as the branch head, two officers of the Management Assistants Service, two Development officers, and two storeroom labourers under the supervision of a Chief Management Assistant. The branch has rendered the following tasks during the period from 01.01.2019 to 31.12.2019.

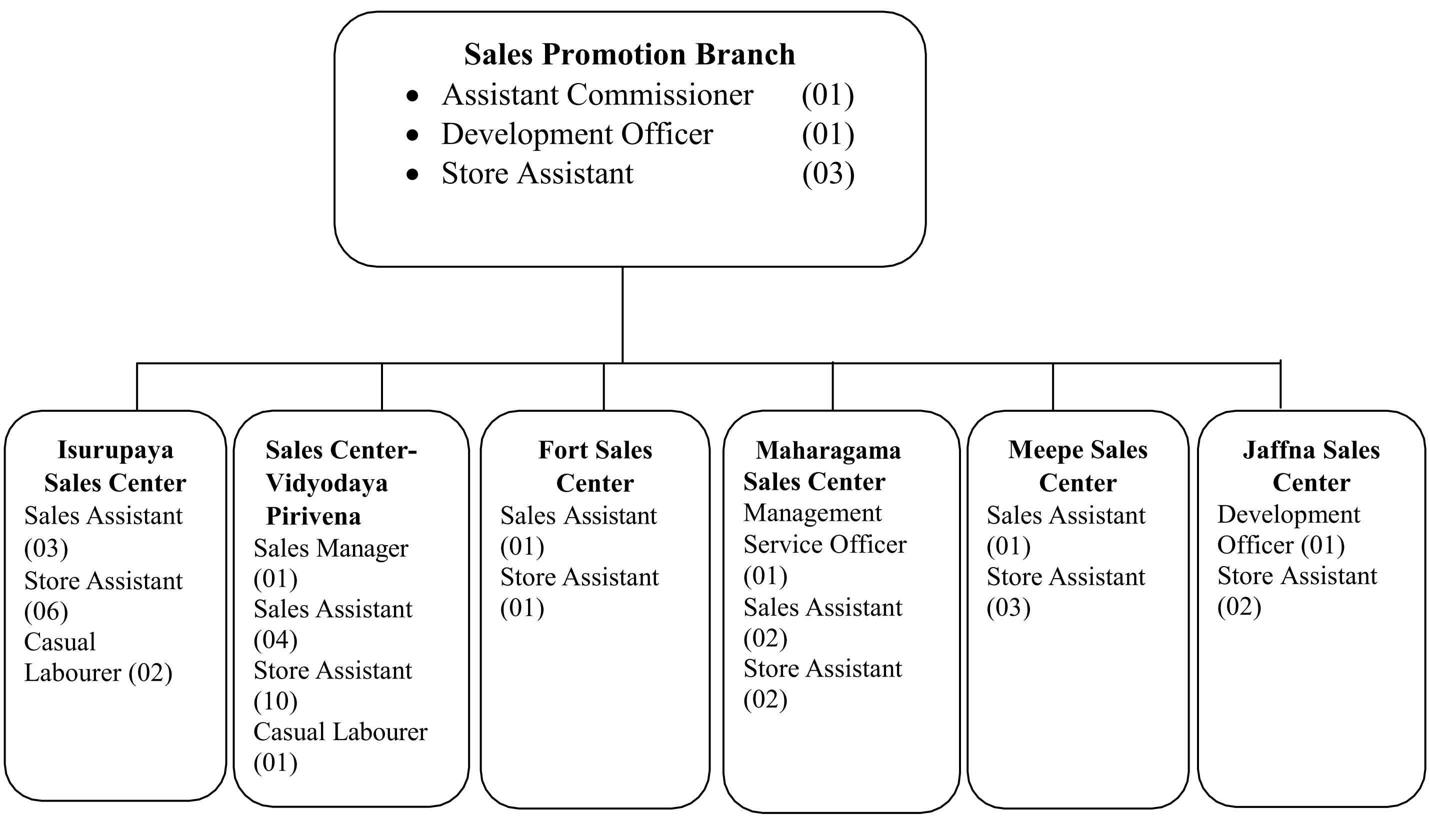
- Giving printing orders to relevant printers to get 443 textbooks, 65 Teacher's Guides and 57 supplementary materials printed
- Preparing agreements and coming to agreements with the printers to print 565 textbooks, Teacher's Guides and other supplementary reading books
- Appraising the books according to the Cabinet Decision Number 14/0467/530/015 of 03.05.2014 and Treasury Circular No 281
- Obtain advance bonds for all the textbooks which need payments of advance, prepare and forward advance vouchers accordingly
- Obtain all the stock reports, quality reports, printing approval, soft copy reports and invoices relevant to the books given for printing
- Forward the details of textbooks of which the printing is delayed and those with printing errors to the Operational Committee and make decisions regarding them
- Prepare and forward the paying-in vouchers relevant to all the textbooks
- Provide details needed to reply audit queries

Sales Promotion Branch

Opportunities are provided to purchase school textbooks, supplementary reading materials, translations, glossaries, and past questions & answers books from the sales promotion center of the Educational Publications Department.

There are six sales promotion centres of the Department located in Maradana Vidyodaya Pirivena, Colombo Fort railway station, Isurupaya, National Institute of Education, Maharagama, Teacher Training Centre, Meepe and Jaffna Central College. Publications of the department, supplementary reading books and Teacher's Guides are available in all these sales centres and school textbooks are also sold in Maradana, Isurupaya, Meepe and Jaffna.

The Sales Promotion Centre of the Educational Publications Department comprises of a staff of 46 employees. A Class III officer of the Sri Lanka Education Administrative Service, a Development Officer, an officer of the Management Service, a sales manager, 11 sales assistants and 29 permanent and casual store assistants are employed in the Sales Promotion Centre. (The following image depicts the structure of the Sales Promotions Centre.)



Tasks rendered by the Sales Promotion Section in 2019

In 2019, activities such as coordinating all the sales promotion centres, providing textbooks for international schools, providing computers and other office equipment required for the sales promotion centres and participating in the Colombo International Book Fair and other book exhibitions in the island were rendered and measures were taken as mentioned below for the development of each of the sales promotion centres.

The guard post next to the sales promotion centre was prepared as a store with the assistance of the Buildings Branch of the Ministry of Education and an additional space was obtained in the centre for selling textbooks. In addition, to store textbooks in the centre, a 40’ x 40’ container box was purchased and prepared.

The Isurupaya sales promotions centre was paint washed and given a new outlook. It was possible to provide a cashier table and other essential office equipment to the centre.

The office located on the ground floor of the Maradana Sales Promotion Centre was relocated to the first floor and the ground floor was entirely restructured in a manner suitable for book sales. The location of the cash registers was changed and the internal environment of the centre was rearranged in a manner which enables the customers to select books conveniently. Additional racks, unnecessarily accumulated old books and furniture were removed to obtain more space on the first floor and the office was relocated to the first floor. (The Buildings Branch of the Ministry of Education has advised to remove the store on the first floor due to a crack on the building in which the Maradana sales centre is located.) The steel racks that were removed from Vidyodaya centre were prepared in a manner possible to use them for mobile exhibitions and a few of them were given to the Jaffna sales centre. The facility to make purchases via bank cards was introduced to all sales promotion centres. The Bank of Ceylon provided a training for the employees regarding that.

The Sales Income of Textbooks of Sales Promotion Centres - 2019							
Month	**Vidyodaya Sales Centre**	**Isurupaya Sales Centre**	**Meepe Sales Centre**	**Fort Sales Centre**	**Maharagama Sales Centre**	**Jaffna Sales Centre**	**Total**
January	9,355,164.48	8,480,504.95	1,026,620.00	522,311.00	404,394.00	1,049,921.50	20,838,915.93
February	4,423,523.89	7,226,220.93	871,396.00	427,373.00	1,123,212.00	675,793.10	14,747,518.92
March	4,933,177.57	4,757,601.15	652,133.00	522,021.00	1,435,233.50	603,281.25	12,903,447.47
April	1,621,552.65	1,634,140.25	321,000.00	131,933.00	540,946.00	341,268.00	4,590,839.90
May	3,537,351.85	3,457,804.30	432,688.00	87,904.00	683,128.00	617,220.50	8,816,096.65
June	4,769,792.20	6,617,295.70	594,069.25	152,916.00	1,021,461.00	634,872.25	13,790,406.40
July	5,164,887.60	3,154,699.45	572,609.00	155,644.00	899,796.50	419,281.35	10,366,917.90
August	4,714,648.65	3,348,638.15	588,041.00	242,864.00	760,202.00	272,472.00	9,926,865.80
September	3,880,920.25	3,566,270.55	608,775.00	169,186.00	641,802.00	457,263.50	9,324,217.30
October	5,744,702.30	6,036,157.90	731,573.00	163,263.00	617,544.00	447,803.55	13,741,043.75
November	10,992,679.35	12,535,865.00	1,058,379.00	179,906.00	541,247.50	568,645.00	25,876,721.85
December	17,456,831.10	23,622,376.25	2,016,462.00	497,032.00	712,384.50	1,291,869.50	45,596,955.35
Total	**76,595,231.89**	**84,437,574.58**	**9,473,745.25**	**3,252,353.00**	**9,381,351.00**	**7,379,691.50**	**190,519,947.22**

Number	Book Exhibitions participated in 2019	Number of Days	Organizing Institution	Income
01	Mobile Book Exhibition- Hindu College, Wellawatta	05/04/2019-06/04/2019	Hindu College, Wellawatta	Rs. 547,736.84
02	Enterprise Sri Lanka – Anuradhapura	24/07/2019-27/07/2019	Ministry of Finance	Rs. 237,377.75
03	Rrajarata Poth Wasanthaya – Anuradhapura	25/07/2019-28/07/2019	Library Services Board – North Central Province	Rs. 279,901.34
04	Jaffna Book Exhibition	27/08/2019-01/09/2019	The Ceylon Book Sellers Importers and Exporters Association	Rs. 551,435.16
05	Colombo International Book Fair	20/09/2019-29/09/2019	Sri Lanka Book Publishers' Association	Rs. 5,464,028.35
06	Dehiwela Central Library Book Exhibition	06/09/2019-08/09/2019	Municipal Council Dehiwela-Mount Lavinia	Rs. 51,005.10
07	Enterprise Sri Lanka – Jaffna	07/09/2019-10/09/2019	Ministry of Education	Rs. 253,097.50
08	Banadarawela Book Exhibition	06/09/2019-08/092019	Sanran Stationer Book Shop	Rs. 370,176.65

Information Technology Unit

Responsibility of carrying out and updating of all the data of the Department and computerizing the textbooks, extra reading books and other books, and receiving and preparing the soft copies of those books so that they are suitable to print, lies with this unit.

Assistant Commissioner (Information Technology - SLEAS)

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Assistant Commissioner (Information Technology - SLEAS)

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Management Assistant (01)

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Store Assistant (10)

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Office Assistant service (01)

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Office Assistant service casual (03)

Duties and Responsibilities of the IT section

1. Computerizing textbooks and supplementary books compiled in the Development Unit, preparing soft copies and cover pages
2. Creating computer programmes which are necessary to computerize the data regarding the distribution of textbooks in the stores, and assist to carry out a database in each store
3. Provide reports to the higher management regarding printing textbooks and supplying to stores
4. Prepare labels for the Distribution Branch
5. Providing details about the amount of books distributed and their value to the Finance Branch

6. Carrying out the department website and updating it; uploading the textbooks into the website
7. Preparing and handing to print the issue orders for 2021
8. Preparing invitation cards, banners, posters etc. necessary for the ceremonies of the Educational Publications Department and the Ministry of Education
9. Maintenance of all the computers and electronic devices of the Department and provide technical advice

Braille Press

- All the textbooks are produced in Braille medium for vision impaired students.
- These Braille medium textbooks are provided to assisted special schools and government schools.
- Textbooks with enlarged fonts are also produced. (Language and Mathematics textbooks for grade 01)

Administration Branch

Introduction

A deputy commissioner (Administration), an administrative officer, a chief management assistant, nine management assistants, a development officer and three officers belonging to the office assistant service and store assistant service have been assigned to the administrative branch.

Duties and Responsibilities

- general administrative activities of the department
- maintenance and all the official activities of personal files of the staff of the Educational Publications Department
- all activities related to transport
- all activities related to loans and advances under advance “B” account for the staff of the Educational Publications Department
- official activities related to Agrahara insurance
- providing training for the staff of the Educational Publications Department
- coordination of election activities
- issuing of office circulars and office orders
- activities related to registering book sellers in the department
- recruitment of staff on casual basis and all activities related to it
- preparation of annual performance appraisal of the department
- maintenance activities of the Pitipana textbook store complex
- activities related to 20/1 allowance of the staff officers, overtime allowance, transport allowance and allowances for working on holidays

Finance Section

Introduction:

A chief accountant, an accountant, 15 employees from the Management Assistants' Service, and two development officers have been attached to the finance section.

Duties:

- Preparing estimates of annual expenditure and limits of advance accounts and activities regarding the revisions of estimations and their limits
- Preparing salaries and issuing remittance cheques for all the staff of the department
- Activities relevant to payments of overtime, transport allowances and other allowances of all the staff of the department
- Payment of loans related to Advance "B" account and reclaiming them
- Maintaining all the books, ledgers and account books necessary for payments
- Preparing monthly account synopsis (summary) deposit account reports, bank reconciliation reports through CIGAS programme
- Preparing final account reports of the annual appropriation account and the Advance Accounts, activities related to receiving and paying in general deposit account and prepare monthly reconciliation reports
- Purchasing, storing, distributing and maintaining records of the consumer goods and capital assets necessary for all the sections of the department
- Clearing bills/receipts for all the utility services relevant to the department
- Paying the officers' charges for distributing of textbooks; paying principals' allowances for transporting textbooks and paying the allowances of the in–charge officers of the textbook delivery centers
- Holding annual verifications and surveys and removal of the damaged items and other activities according to the recommendations of the boards of survey
- Documentation of sales records of the sales promotion centers
- Paying charges for the compilation, translation and editing of the textbooks
- Pricing all the textbooks which are printed

- Calling for prices, co-ordination of technical evaluation committees, reference to the procurement boards and working according to their decisions for all the purchasing goods for the departmental use; paying for the items bought
- Supervising the tasks of all the stores of the department

Internal Audit Section

The Internal Audit Section of the Department has been established for keeping and maintaining a formal administrative environment with well-planned internal working procedure in order to protect the security of assets for the fulfilment of the expected goals and aims of the Educational Publications Department and it is administered under a Chief Internal Auditor.

This section mainly accomplishes the task of checking the implementation of internal administrative methods, investigating the productivity and efficiency of the tasks planned for the fulfilment of expected goals of the Educational Publications Department, ascertaining facts on operating control, accountancy defects, performance and deals which are discordant with the laws, rules and regulations and reporting the revealed facts to the secretary to the Ministry of Education and taking correcting measures by sending audit queries and establishing a good administration by conducting post – inquisitions.

Chapter 02 - Progress and the Future Outlook

Special Achievements, Challenges and Future Goals

<u>Achievements</u>

- Receipt of Gold Award for education at E-Swabhimani Award Ceremony for e-productions at Colombo
- Ability to print on time and distribute 44,724,100 copies from 443 types of textbooks for 2020 to government schools without delays
- Ability to select a more suitable children's story book by analyzing selected children's story books by holding a series of workshops, print it in both Sinhala and Tamil media and distribute them to all the libraries in schools with primary section.

<u>Challenges</u>

<u>In the production of textbooks,</u>

- there can be errors in the softcopy of the textbook.
- there can be defects due to the dissimilarities between the software version of the department and that of the press.
- there can be difficulties in inserting the revisions as PDF form of the softcopy of the textbook printed in the previous year is handed over to the department instead of the InDesign form.
- it can take a long time to check proofs as the relevant subject officer has to check a number of proofs of textbooks as they act as the coordinating officer of many textbooks.
- there is the possibility of printing a wrong textbook as the softcopy handed to print is not the final copy with revisions.
- there can be delays in inserting revisions to the proofs at the press an in printing the ordered stock.

<u>In handing over the printed textbooks to stores and in distribution,</u>

- there can be delays as textbooks are not handed over to stores on time.
- there can be delays in unloading the textbooks when a large quantity of textbooks are received to the stores at the same time.

- there is a lack of sufficient staff to unload, load and distribute textbooks in stores.
- the lack of knowledgeable staff to travel in lorries that distribute textbooks.
- there are occasions where a responsible officer is not present to receive textbooks when lorries reach schools.
- there can be issues between the school authorities and those who take textbooks to schools.
- delays in allowances given to principals for receiving textbooks.

Common problems in Sales Promotion Centers at present

- Lack of sufficient staff (Male employees are required to load and unload textbooks from lorries.)
- Lack of sufficient space in sales promotion centers
- Lack of space in sales centers to store books
- Lack of a formal strategy for the safety of the sales promotion centers
- Lack of safety in banking the income of the sales promotion centers
- Maintenance of stock books and financial details separately in each sales center (lack of a main data base)
- Lack of air-conditioners in Meepe, Jaffna and Fort centers
- Lack of internet facilities
- Lack of cash registers in Maharagama, Meepe, Jaffna and Fort centers
- Lack of a place with facilities to have lunch for the staff
- Lack of hygienic facilities

Future Plans of the Educational Publications Department

- Introduction of an online system for requisition, storing, distribution and sales of textbooks
- Introduction of a series of supplementary books made in a creative manner on contemporary topics for school students

- Establish sales promotion centers in main cities of the island
- Annex a future education and professional guidance manual necessary for students leaving school at the end of the textbook (for grade 11 and 12 textbooks)
- Introduction of an online system to order supplementary books by any person in the country

Chapter 03 - Overall Financial Performance for the Year

3.1 Statement of Financial Performance

ACA -F

Statement of Financial Performance
for the period ended 31st December 2019

Rs

Budget 2019		Note	Actual 2019	Actual 2018	
	Revenue Receipts				
-	Income Tax	1	-	-	
-	Taxes on Domestic Goods & Services	2	-	-	ACA-1
-	Taxes on International Trade	3	-	-	
-	Non Tax Revenue & Others	4	-	-	
	Total Revenue Receipts (A)		-	-	
	Non-Revenue Receipts				
0	Treasury Impersts		4,423,306,000	3,953,131,400	ACA-3
0	Deposits		37,074,323	57,664,321	ACA-4
4,656,500,000	Advance Accounts		4,782,548,286	4,374,859,970	ACA-5/5(a)
	Other Receipts		110,407,061	63,241,412	
4,656,500,000	**Total Non-Revenue Receipts (B)**		9,353,335,670	8,448,897,103	
4,656,500,000	**Total Revenue Receipts & Non Revenue Receipts C = (A)+(B)**		9,353,335,670	8,448,897,103	
	Less: Expenditure				
	Recurrent Expenditure				
42,000,000.00	Wages, Salaries & Other Employment Benefits	5	40,434,485	37,139,433	
16,400,000.00	Other Goods & Services	6	15,812,641	15,692,515	2(ii)
1,600,000.00	Subsidies, Grants and Transfers	7	1,662,861	1,594,707	
0	Interest Payments	8	0	0	
0	Other Recurrent Expenditure	9	0	20,580	
60,000,000.00	**Total Recurrent Expenditure (D)**		**57,909,987**	**54,447,235**	

	Capital Expenditure				
1,000,000.00	Rehabilitation & Improvement of Capital Assets	10	818,515	575,844	
18,000,000.00	Acquisition of Capital Assets	11	4,969,733	22,121,809	2(ii)
0	Capital Transfers	12	0	0	
0	Acquisition of Financial Assets	13	0	0	
1,000,000.00	Capacity Building	14	544,464	15,823,520	
20,000,000.00	Other Capital Expenditure	15	13,869,855	30,288,153	
40,000,000.00	**Total Capital Expenditure (E)**		**20,202,507**	**68,809,326**	
	Main Ledger Expenditure (F)		4,644,643,842	4,223,981,519	
	Deposit Payments		24,578,214	51,853,096	ACA-4
	Advance Payments		4,620,065,628	4,172,128,423	ACA-5/5(a)
	Total Expenditure G = (D+E+F)		4,722,756,336	4,347,238,080	
	Imprest Balance as at 31st December 2019 H = (C-G)		**4,630,579,334**	**4,101,659,023**	

3.3 Statement of Financial Position

ACA - P

Statement of Financial Position
as at 31st December 2019

	Note	Actual	
		2019 Rs.	**2018 Rs.**
Non-financial Assets			
Property, Plant & Equipment	ACA-6	347,517,819.00	345,322,341.00
Financial Assets			
Advance Accounts	ACA-5/5(a)	6,915,502,270.00	7,077,984,928.00
Cash & Cash Equivalents	ACA-3	0	0
Total Assets		7,263,020,089.00	7,423,307,269.00
Net Assets / Equity			
Net Worth to Treasury		6,891,566,162.00	7,067,190,709.00
Property, Plant & Equipment Reserve		347,517,819.00	345,322,341.00
Rent and Work Advance Reserve	ACA-5/5(b)	0.00	0.00
Current Liabilities			
Deposits Accounts	ACA-4	23,290,328.00	10,794,219.00
Imprest Balance	ACA-3	645,780.00	0.00
Total Liabilities		**7,263,020,089.00**	**7,423,307,269.00**

Detail Accounting Statements in above ACA format Nos. 1 to 6 presented in pages from 6 to 42 and Notes to accounts presented in pages from 43 to 50 form and integral parts 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 to in agreement.

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

3.4 Statement of Cash Flows

ACA-C

Statement of Cash Flows
for the Period ended 31st December 2019

	Actual	
	2019 Rs.	**2018 Rs.**
Cash Flows from Operating Activities		
Total Tax Receipts	0	0
Fees, Fines, Penalties and Licenses	0	0
Profit	0	0
Non-Revenue Receipts	110,407,061	4,347,238,080
Revenue collected by other departments/ministries	0	0
Imprest revenue	4,423,306,000	
Total Cash generated from Operations (a)	4,533,713,061	4,347,238,080
Less - Cash disbursed for:		
Personal Emoluments & Operating Payments	71,381,055	52,852,528
Subsidies & Transfer Payments	2,163,426	1,594,707
Finance Costs incurred for other votes	4,598,815,617	0
Imprest Settlement to Treasury	30,645,780	0
Total Cash disbursed for Operations (b)	4,703,005,878	54,447,235
Net Cash Flow from Operating Activities (C)=(A)-(B)	(169,292,817)	4,292,790,845
Cash Flows from Investing Activities		
Interest	0	0
Dividends	0	0
Divestiture Proceeds & Sale of Physical Assets	0	0
Recoveries from On Lending	0	0
Recoveries from advances	4,782,765,917	
Total Cash generated from Investing Activities (d)	4,782,765,917	-
Less - Cash disbursed for:		
Purchase or Construction of Physical Assets & Acquisition of Other Investments	4,969,733	68,809,326
Payment of advance	4,620,999,476	
Total Cash disbursed for Investing Activities (e)	4,625,969,209	68,809,326
Net Cash Flow from Investing Activities (F)=(D)-(E)	156,796,708	(68,809,326)
Net Cash Flows from Operating & Investment Activities (G)=(C) + (F)	**(12,496,109)**	**4,223,981,519**
Cash Flows from Financing Activities		
Local Borrowings	0	0

Foreign Borrowings Grants Received Deposit Received	0 0 37,074,323	0 0 0
Total Cash generated from Financing Activities (h)	**37,074,323**	**-**
<u>**Less - Cash disbursed for:**</u> Repayment of Local Borrowings Repayment of Foreign Borrowings Change in Deposit Accounts and Other Liabilities Total Cash disbursed for Financing Activities (i)	 0 0 24,578,214 24,578,214	 0 0 4,223,981,519 4,223,981,519
Net Cash Flow from Financing Activities (J)=(H)-(I)	**12,496,109**	**(4,223,981,519)**
Net Movement in Cash (k) = (g) -(j) Opening Cash Balance as at 01" January	0 0	0 0
Closing Cash Balance as at 31st December	**0**	0

3.5 Notes to the Financial Statements

3.6 Performance of the Revenue Collection

Rs. ,000

Revenue Code	Description of the Revenue Code	Revenue Estimate		Collected Revenue	
		Original	Final	Amount (Rs.)	as a % of Final Revenue Estimate
-	-	-	-	-	-

3.7 Performance of the Utilization of Allocation

Rs. ,000

Type of Allocation	Allocation		Actual Expenditure	Allocation Utilization as a % of Final Allocation
	Original	Final		
Recurrent	60,000,000.00	2,090,013.00	57,909,987	96%
Capital	40,000,000.00	19,797,493.00	20,202,507	50.6%

3.8 In terms of F.R.208 grant of allocations for expenditure to this Department/District Secretariat/Provincial Council as an agent of the other Ministries/ Departments

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	Final		
01	Ministry of Education	for the expenses of textbook printing	4,615,000,000	15,683,818	4,599,316,182	99.7%
02	Ministry of Finance, Economic and Policy Development	payment of graduate trainee allowances	100,000	1156	98,845	98.8%

3.9 Performance of the Reporting of Non-Financial Assets

Assets Code	Code Description	Balance as per Board of Survey Report as at 31.12.2019	Balance as per financial Position Report as at 31.12.2019	Yet to be Accounted	Reporting Progress as a %
9151	Building and Structures	-	198,716,863	-	-
9152	Machinery and Equipment	-	56,655,540	-	-
9153	Land	-	92,145,416	-	-
9154	Intangible Assets	-	-	-	-
9155	Biological Assets	-	-	-	-
9160	Work in Progress	-	-	-	-
9180	Lease Assets	-	-	-	-

3.10 Auditor General's Report**

** The final audit report issued by the Auditor General to be scanned and placed here while submitting to the Parliament.

ජාතික විගණන කාර්යාලය
தேசிய கணக்காய்வு அலுவலகம்
NATIONAL AUDIT OFFICE

මගේ අංකය
எனது இல.
My No. } ඊඩියු/සී/ඊපීඩී/එෆ්ඒ/1/19

ඔබේ අංකය
உமது இல.
Your No. }

දිනය
திகதி
Date } 2020 මැයි 27 දින

කොමසාරිස් ජනරාල්
අධ්‍යාපන ප්‍රකාශන දෙපාර්තමේන්තුව

අධ්‍යාපන ප්‍රකාශන දෙපාර්තමේන්තුවේ 2019 දෙසැම්බර් 31 දිනෙන් අවසන් වර්ෂය සඳහා වූ මූල්‍ය ප්‍රකාශන පිළිබඳව 2018 අංක 19 දරන ජාතික විගණන පනතේ 11 (1) වගන්තිය ප්‍රකාරව විගණකාධිපති සම්පිණ්ඩන වාර්තාව.

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1. මූල්‍ය ප්‍රකාශන

1.1 තත්ත්වාගණනය කළ මතය

අධ්‍යාපන ප්‍රකාශන දෙපාර්තමේන්තුවේ 2019 දෙසැම්බර් 31 දිනට මූල්‍ය තත්ත්වය ප්‍රකාශය, එදිනෙන් අවසන් වර්ෂය සඳහා වූ මූල්‍ය කාර්යසාධන ප්‍රකාශය හා මුදල් ප්‍රවාහ ප්‍රකාශවලින් සමන්විත 2019 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 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, 2019 දෙසැම්බර් 03 දිනැති අංක 271/2019 දරන රාජ්‍ය ගිණුම් චක්‍රලේඛයේ විධිවිධාන ප්‍රකාරව පිළියෙල කළ එම මූල්‍ය ප්‍රකාශනවලින් 2019 දෙසැම්බර් 31 දිනට 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 තත්ත්වාගණනය කළ මතය සඳහා පදනම

ශ්‍රී ලංකා විගණන ප්‍රමිතිවලට (ශ්‍රී.ලං.වි.ප්‍ර) අනුකූලව මා විගණනය සිදු කරන ලදී. මූල්‍ය ප්‍රකාශන සම්බන්ධයෙන් මාගේ වගකීම, විගණකගේ වගකීම යන වගන්තියේ තවදුරටත් විස්තර කර

අංක 306/72, පොල්දුව පාර, බත්තරමුල්ල, ශ්‍රී ලංකාව. இல. 306/72, பொல்துவ வீதி, பத்தரமுல்லை, இலங்கை. No. 306/72, Polduwa Road, Battaramulla, Sri Lanka.
+94 11 2 88 70 28 - 34 +94 11 2 88 72 23 ag@auditorgeneral.gov.lk www.auditorgeneral.gov.lk

ඇත. මාගේ මතය සඳහා පදනමක් සැපයීම උදෙසා මා විසින් ලබා ගෙන ඇති විගණන සාක්ෂි ප්‍රමාණවත් සහ උචිත බව මාගේ විශ්වාසයයි.

1.3 මූල්‍ය ප්‍රකාශය සම්බන්ධයෙන් ප්‍රධාන ගණන්දීමේ නිලධාරීගේ හා ගණන්දීමේ නිලධාරීගේ වගකීම

පොදුවේ පිළිගත් ගිණුම්කරණ මූලධර්මවලට අනුකූලව සත්‍ය හා සාධාරණ තත්ත්වයක් පිළිඹිබු කෙරෙන පරිදි 2019 දෙසැම්බර් 03 දිනැති අංක 271/2019 දරන රාජ්‍ය ගිණුම් චක්‍රලේඛයේ විධිවිධාන ප්‍රකාරව 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 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 සඵලදායි අභ්‍යන්තර පාලන පද්ධතියක් සකස් කර පවත්වා ගෙන යනු ලබන බවට ගණන්දීමේ නිලධාරී සහතික විය යුතු අතර එම පද්ධතියේ සඵලදායිත්වය පිළිබඳව කලින් කල සමාලෝචනයක් සිදු කර ඒ අනුව පද්ධතිය ඵලදායි 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 ප්‍රකාශයන්ගෙන් තොර බවට සාධාරණ තහවුරුවක් ලබාදීම සහ මාගේ මතය ඇතුළත් විගණකාධිපති වාර්තාව නිකුත් කිරීම මාගේ අරමුණ වේ. සාධාරණ සහතිකවීම උසස් මට්ටමේ සහතිකවීමක් වන නමුත්, ශ්‍රී ලංකා විගණන ප්‍රමිති ප්‍රකාරව විගණනය සිදු කිරීමේදී එය සැම විටම ප්‍රමාණාත්මක අවප්‍රකාශයන්ගෙන් තොර බවට තහවුරු කිරීමක් නොවනු ඇත. වංචා සහ වැරදි තනි හෝ සාමූහික ලෙස බලපෑම නිසා ප්‍රමාණාත්මක අවප්‍රකාශනයන් ඇති විය හැකි අතර, මෙම මූල්‍ය ප්‍රකාශන පදනම් කර ගනිමින් පරිශීලකයන් විසින් ආර්ථික තීරණ ගැනීමේදී ඒ පිළිබඳව සැලකිලිමත් විය යුතුය.

මා විසින් වෘත්තීය විනිශ්චය සහ වෘත්තීය සැකමුසුබවින් යුතුව ශ්‍රී ලංකා විගණන ප්‍රමිති ප්‍රකාරව විගණනය කරන ලදී. තවද,

- වංචා හෝ වැරදි හේතුවෙන් මූල්‍ය ප්‍රකාශනවල ඇති විය හැකි ප්‍රමාණාත්මක සාවද්‍ය ප්‍රකාශයන්ගේ අවදානම් හඳුනාගැනීමේදී හා තක්සේරු කිරීමේදී අවස්ථාවෝචිතව උචිත විගණන පටිපාටි සැලසුම් කිරීමෙන් වංචා සහ වැරදි හේතුවෙන් ඇතිවන්නා වූ අවදානම් මඟ හරවා ගැනීමට, ප්‍රමාණවත් සහ සුදුසු විගණන සාක්ෂි ලබා ගැනීම මාගේ මතයට පදනම් වේ. ප්‍රමාණාත්මක සාවද්‍ය ප්‍රකාශනයන්ගෙන් සිදුවන බලපෑමට වඩා වංචාවකින් සිදුවන්නා වූ බලපෑම ප්‍රබල වන අතර, දූස්සන්ධානය, ව්‍යාජ ලේඛන සැකසීම, චේතනාන්විත මඟහැරීම, හෝ අභ්‍යන්තර පාලනයන් මඟ හැරීම වංචාවක් ඇතිවීමට හේතුවේ.

- අවස්ථාවෝචිතව උචිත විගණන පටිපාටි සැලැසුම් කිරීම පිණිස දෙපාර්තමේන්තුවේ අභ්‍යන්තර පාලනයේ සඵලදායිත්වය පිළිබඳ මතයක් ප්‍රකාශ කිරීමට අදහස් නොකරයි.
- හෙළිදරව් කිරීම් ඇතුළත් මූල්‍ය ප්‍රකාශනවල ව්‍යුහය සහ අන්තර්ගතය සඳහා පාදක වූ ගනුදෙනු හා සිද්ධීන් උචිත හා සාධාරණ අයුරින් මූල්‍ය ප්‍රකාශනවල ඇතුළත් බව ඇගැයීම.
- සමස්ථයක් ලෙස මූල්‍ය ප්‍රකාශන ඉදිරිපත් කිරීමේදී, මූල්‍ය ප්‍රකාශනවල ව්‍යුහය හා අන්තර්ගතය සඳහා පාදක වූ ගනුදෙනු හා සිද්ධීන් උචිත හා සාධාරණව ඇතුළත් වී ඇති බව,

මාගේ විගණනයෙන් හදුනාගත් වැදගත් විගණන සොයාගැනීම්, ප්‍රධාන අභ්‍යන්තර පාලන දුර්වලතා හා අනෙකුත් කරුණු පිළිබඳව ගණන්දීමේ නිලධාරී දැනුවත් කරන ලදී.

1.5 වෙනත් නෛතික අවශ්‍යතා පිළිබඳ වාර්තාව

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

(අ) මූල්‍ය ප්‍රකාශන ඉකුත් වර්ෂය සමඟ අනුරූප වේ.

(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

ඒ.සී.ඒ - එෆ් ආකෘතිය ප්‍රකාර මූල්‍ය කාර්යසාධන ප්‍රකාශයේ ආදායම් නොවන ලැබීම් යටතේ තැන්පතු ලැබීම් සහ ප්‍රධාන ලෙජර වියදම් යටතේ තැන්පතු ගෙවීම් රු.1,725,425 ක් අඩුවෙන් දක්වා තිබුණි.

1.6.2 මූල්‍ය තත්ත්වය පිළිබඳ ප්‍රකාශය

1.6.2.1 මූල්‍ය නොවන වත්කම්

සමාලෝචිත වර්ෂයේ අවසාන දිනට දෙපාර්තමේන්තුවේ වාණිජ අත්තිකාරම් ගිණුමට අදාලව ශේෂ පත්‍රයේ දැක්වෙන පහත දැක්වෙන ස්ථාවර වත්කම්වල අගයන් සහ මූල්‍ය ප්‍රකාශනයේ දැක්වෙන අගයන් අතර වෙනස්කම් නිරීක්ෂණය විය.

විස්තරය	වාණිජ අත්තිකාරම් ගිණුම අනුව ශේෂය	මූල්‍ය ප්‍රකාශන අනුව ශේෂය	වෙනස
			රු.
ඉඩම්	90,604,625	92,145,416	1,540,791
වාහන	26,096,080	35,391,210	9,295,130
එකතුව			10,835,921

1.6.3. මුදල් ප්‍රවාහ ප්‍රකාශය

ඒ.සී.ඒ - සී ආකෘතිය ප්‍රකාර මුදල් ප්‍රවාහ ප්‍රකාශයේ මූල්‍ය ක්‍රියාකාරකම්වලින් ජනිත වූ මුදල් ප්‍රවාහය යටතේ තැන්පතු ලැබීම් සහ මුදල් වැය කිරීම් යටතේ තැන්පතු ගෙවීම් රු.1,725,425 ක් අඩුවෙන් දක්වා තිබුණි.

2. මූල්‍ය සමාලෝචනය

2.1 වියදම් කළමනාකරණය

වාර්ෂික ඇස්තමේන්තු සකස් කිරීමේදී අවශ්‍යතාවය නිවැරදිව හඳුනාගෙන නිශ්චිත සැලැස්මක් අනුව කටයුතු නොකිරීම නිසා වැය විෂයයන් 02 කට අදාලව සියයට 21 ක සහ සියයට 57 ක රු.8,755,596 ක ප්‍රතිපාදන ඉතිරි වී තිබුණි.

2.2 රජයේ නිලධාරීන්ගේ අත්තිකාරම් ගිණුම

දෙපාර්තමේන්තුවට අදාළ විෂයය අංක 21301 යටතේ රජයේ නිලධාරීන්ට අත්තිකාරම් ගෙවීම සම්බන්ධව පහත සඳහන් නිරීක්ෂණයන් ඉදිරිපත් කෙරේ.

(අ) වැඩ තහනමට ලක් වූ නිලධාරීන්ගෙන් 2019 දෙසැම්බර් 31 දිනට අයවිය යුතු රු.9500 ක් වූ වසර 3 ක් ඉක්ම වූ ණය ශේෂය අය කර ගැනීමට අපොහොසත් වී තිබුණි.

(ආ) දෙපාර්තමේන්තුවේ සේවය හැර ගිය නිලධාරීන්ගෙන් 2019 දෙසැම්බර් 31 දිනට අයවිය යුතු රු. 524,692 ක ශේෂයක් පැවති අතර ඉන් වසර 05 ඉක්ම වූ රු.459,892 ක ශේෂයක් ද විය.

2.3 වාණිජ අත්තිකාරම් ගිණුම

විෂය අංක 21302 දරන පොත් මුද්‍රණ ප්‍රචාරණය සහ අලෙවියට අදාළ වාණිජ අත්තිකාරම් කාර්යය සම්බන්ධයෙන් වූ නිරීක්ෂණයන් පහත පරිදි විය.

(අ) ශේෂ පත්‍ර සටහන් අනුව වාහන සඳහා වාර්ෂික ක්ෂය ප්‍රතිශතය සියයට 05 ක් ලෙස දක්වා තිබුණ ද වාහන සඳහා වාර්ෂික ක්ෂය ප්‍රතිශතය සියයට 10 ක් ලෙස සලකා ගණනය කර තිබුණු අතර ඒ අනුව වාහන ක්ෂය රු.1,404,310 කින් වැඩියෙන් දක්වා තිබුණි.

(ආ) ශේෂ පත්‍ර සටහන් අනුව කාර්යාල උපකරණ හා සුළු උපකරණ ක්ෂය ප්‍රතිශතය සියයට 30 ක් ලෙස දක්වා තිබුණ ද රු.2,957,058 ක් වටිනා උපකරණ සඳහා සියයට 10 බැගින් ක්ෂය ගණනය කර තිබීම නිසා ක්ෂය වටිනාකම අඩුවෙන් දක්වා තිබුණි.

(ඇ) සමාලෝචිත වර්ෂයේදී පොත් අලෙවියෙන් ලද ආදායම තුළ රු.4,392,207 ක පොත් අපහරණයෙන් ලැබුණු මුදල් හා වෙනත් ලැබීම් ඇතුලත් වූ බැවින් විකුණුම් ආදායම එම ප්‍රමාණයෙන් වැඩියෙන් දක්වා තිබුණි.

(ඈ) ඉඩම් සහ ගොඩනැගිලි වෙන්වෙන්ව ගිණුම්ගත නොකිරීම හේතුවෙන් රු.11,709,740 ක් වටිනා ඉඩම් සඳහා රු.1,170,974 ක ක්ෂය කිරීම් සිදු කර තිබුණි.

(ඉ) සමාලෝචිත වර්ෂයේදී නිරවුල් කර තිබුණු රු.38,400,000 ක මුද්‍රණ ණය හිමි ශේෂ 2019 දෙසැම්බර් 31 දිනට ණය හිමියන් තුළ ඇතුළත් කර තිබුණි.

(ඊ) සමාලෝචිත වර්ෂයේදී නිරවුල් නොකර තවදුරටත් පවතින රු.59,884,000 ක ණය හිමි ශේෂ 2019 දෙසැම්බර් 31 දිනට ණයහිමි ශේෂයට ඇතුලත් කර නොතිබුණි.

(උ) රුපියල් 10,218,000 ක ණය හිමි ශේෂයක් රු.10,168,000 ක් ලෙස රු.50,000 ක් අඩුවෙන් ගිණුම්ගත කර තිබුණි.

(ඌ) පෞද්ගලික සමාගමක් වෙතින් 2009 වර්ෂයේ සිට මුද්‍රණ ගාස්තු වෙනුවෙන් ලැබිය යුතුව පැවති රු.7,431,012 ක ශේෂය සමාලෝචිත වර්ෂයේදී ද අයකර ගැනීමට අපොහොසත් වී තිබුණි.

(එ) පිටු අඩු වීම වෙනුවෙන් ගෙවන ලද රු.1,334,503 ක මුදල පිටු වෙනස් වීමේ ගිණුමේ අඩුවෙන් දක්වා තිබීම නිසා වර්ෂයේ ලාභය එම ප්‍රමාණයෙන් අඩුවෙන් දක්වා තිබුණි.

(ඒ) අනුමත අත්තිකාරම් ගිණුමේ ශුද්ධ ලාභය ලෙස රු.826,220,942 ක් දක්වා තිබුණ ද පාසල් සිසුන්ට සහ ගුරුවරුන්ට පෙළ පොත් හා ගුරුමාර්ගෝපදේශ නොමිලේ බෙදාහැරීම වෙනුවෙන් අධ්‍යාපන අමාත්‍යාංශය වෙන් කල ප්‍රතිපාදන වූ රු.4,598,736,566 ක් ගිණුම් වල වියදම් ලෙස හා විකුණුම් ආදායම ලෙස සටහන් කිරීමෙන් ඇති වූ ශුද්ධ ලාභයක් බව නිරීක්ෂණය විය.

2.4 නීති ,රීති හා රෙගුලාසි වලට අනුකූල නොවීම

ශ්‍රී ලංකා ප්‍රජාතාන්ත්‍රික සමාජවාදී ජනරජයේ මුදල් රෙගුලාසි සංග්‍රහයේ මුදල් රෙගුලාසි 396 (ඇ) ප්‍රකාරව නිකුත් කළ නමුත් ගෙවීමට ඉදිරිපත් නොවූ මාස 06 ක් ඉක්මවූ රු. 4,887,869 ක් වටිනා චෙක්පත් 629 ක් සම්බන්ධයෙන් මුදල් රෙගුලාසි ප්‍රකාරව කටයුතු කර නොතිබුණි.

3. මෙහෙයුම් සමාලෝචනය හා කාර්යසාධනය

ඉදිරිපත් කරනු ලබන මූල්‍ය ප්‍රකාශනවල සඳහන් ආදායම්, වියදම්, වත්කම් හා වගකීම් සම්බන්ධයෙන් මෙහෙයුම් සමාලෝචනය, තිරසාර සංවර්ධනය, යහපාලනය හා මානව සම්පත් කළමනාකරණයට අදාළ විගණන නිරීක්ෂණ ඉහත 1.1 ඡේදයේ දක්වා ඇති 2018 අංක 19 දරන ජාතික විගණන පනතේ 10 වගන්තිය ප්‍රකාරව ඉදිරිපත් කරනු ලබන වාර්තාවට ඇතුළත් කරනු ලැබේ

P. H. [signature]
එම්.අයි.පුෂ්පා හේමමාලි
සහකාර විගණකාධිපති
විගණකාධිපති වෙනුවට.

Chapter 04 – Performance Indicators

4.1 Performance Indicators of the Institution (based on the action plan)

Special Indicators	The actual product as a % of the expected product		
	100%-90%	75%-89%	50%-74%
▪ The percentage of textbooks printed and handed over to the Educational Publications Department during the due period	✓		
▪ The distribution percentage to schools and distribution centers during the due period	✓		
▪ Number of Teacher Guides printed on time	✓		
▪ Number of supplementary books and question and answer books printed on time	✓		
▪ Number of supplementary books and question and answer books sold on time	✓		
▪ Number of officers completed professional development courses during the due period	✓		

Chapter 05 – Performance Appraisal of achieving the Sustainable Development Goals

5.1 Achievement of identified relevant sustainable development goals and aims

Aim / Goal	Aims	Achievement Indicators	Percentage of Achievements		
			0% - 49%	50% - 74%	75% - 100%
▪ Ensuring the provision of a free and quality education equally for all students in primary and secondary levels in 2030	• Identify low income groups and ensuring the right for free education for their children	• Print and distribute textbooks free of charge to all students from grade 1-12			✓
	• Curriculum development for the quality development of the education system	• Print and distribute Teacher Guides			✓
▪ Access to and ensuring the participation in quality education by all students and youth community in 2030	• Formatting the annexes required in relation to sustainable development for the national policy on proposed general education	• Take measures to include facts in relation to sustainable development to textbooks			✓

	• Improve quality education development in rural schools by providing modern technology	• Provide opportunity to download textbooks and teacher guides in electronic media			✓
		• Print and distribute new ICT textbooks and workbooks for grade 6,7,8,9			✓

• Increase the number of people with the following skills for respected jobs and learned entrepreneurs among young and adult population by 2025 (Eg: management, technological and vocational training, active learning, critical thinking, creativity, innovations, leadership, power to make a social change, coordination, time management)	• Prepare education streams for higher grade people which can develop their own skill and capabilities and give orientation for their future jobs.	• Prepare and distribute a series of technology stream books			✓
	• Establish national counselling system which can helpful to a person in his or her secondary, post-secondary higher education and professional problems throughout his or her life.	• In clued fact related to counselling in textbooks			✓

	• Develop a result based curriculum including social emotional skills with the aim of producing successful competitors, responsible citizens, and confident adults	• Include facts related to the development of good virtues and social emotional skills in textbooks			✓
▪ Ensuring the provision of equal opportunities to all children in poor, indigenous and lower levels needed special attention in relation to education and vocational training by 2030	• Provide opportunities for the education development of students in need of special attention	• Printing textbooks in Braille media			✓

▪ Ensuring the provision of skills related to sustainable life styles, global citizen, social emotional skills, duties and values, and life skills to all learners	• Introduce duties, values, soft skills, curriculum and social emotional skills, vertical skills and life skills to the curriculum	• Introduce duties, values, soft skills, curriculum and social emotional skills, vertical skills and life skills to the textbooks			✓

5.2 Challenges

- Limited allocations to print textbooks, teacher guides, supplementary books and question and answer books
- Problems to access internet to use textbooks and teacher guides in the electronic media
- High cost to use the above materials through internet
- Students don't have most of the necessary tools to use the materials online
- In order to develop e-books, it is necessary to obtain the services of such service providers. The process to obtain these services through procurement is complex.
- The guidance for students taking up the Technological stream is not sufficient.
- Lack of experts related to subjects in the Technological stream
- It is necessary to spend a high cost for equipment in order to provide computer literacy

Chapter 06 - Human Resource Profile

6.1 Cadre Management

	Approved Cadre	Existing Cadre	Vacancies / (Excess)**
Senior	45	38	07
Tertiary	04	02	02
Secondary	120	82	38
Primary	172	162	10

6.2. Influence of the shortage or excess in human resources on the performance of the institute

- **There are 07 vacancies for senior staff officers.**

  These officers are officers in charge of different subject textbooks. The subjects of officers with vacancies are covered by the other existing subject officers. Most of the time, they are subject experts of those subjects. Often, they have studied other subjects for the degree. Therefore, there were difficulties in checking cheques and proofs related to subjects with vacant officers.

- **There are 02 vacant posts in the tertiary level.**

  These vacancies are for translator posts. When different documents of the department are to be translated to Sinhalese, Tamil and English, the translations are done by the officers in charge of Sinhalese, Tamil and English subjects or the translators of the Ministry of Education.

- **There are 38 vacancies for secondary level.**

  As there are vacancies in the posts of artist, the illustrations are done by external resource persons and there are issues in submitting files and operational activities in the branches as there are a number of vacancies in the posts of development officer and management service officer in the secondary level.

- **There are 10 vacancies in the primary level.**

  There are difficulties arising in the daily activities conducted in the Sales Promotion Unit and in the stores due to these vacancies in the post of office assistant.

6.3 Human Resource Development

Serial No.	Name of the Program	No. of staff trained	Duration of the program	Total Investment (Rs'000)		Nature of the Program (Abroad/Local)	Output/Knowledge Gained*
				Local	Foreign		
1	Procurement Auditing	2	02 days	Rs. 18400/=		Local	
2	One day workshop for drivers	3	01 day	Rs. 9750/=		Local	
3	Advance "B" Account	2	01 day	Rs. 10000/=		Local	
4	Stress Management	18	01 day	Rs. 63500/=		Local	
5	Study of local programmes for professional development	2	01 year	Rs. 126500/=		Local	
6	Tamil language 50 hour training course	34	50 hours	Rs. 102000/=		Local	
7	Store Management and Stock Control	3	05 days	Rs. 54000/=		Local	
8	Workshop on Second Efficiency Bar Examinations of the Development Officer Service	1	02 days	Rs. 7200/=		Local	
9	Leave of public officers	3	01 day	Rs. 11400/=		Local	
10	Procurement Workshop (EPD)	50	01 day	Rs. 48195/=		Local	
11	Pension and Salary Conversion Training	5	01 day	Rs. 19000/=		Local	
12	Basic strategies that have to be followed in editing and publishing books	3	02 days	Rs. 9000/=		Local	

6.3 Human Resource Development

Contribution of the Training Programmes for the Performance of the Institution

The following benefits were received by participating in the training programmes.

- Obtain opportunities for the officers to develop the knowledge in their duties
- Obtain opportunities to develop skills and productivity of officers
- Assist to minimize the flaws in performing duties
- Assist to increase the quality of the service
- Develop employee happiness and determination
- Create a cooperative office environment

Chapter 07— Compliance Report

No.	Applicable Requirement	Compliance Status (Complied/Not Complied)	Brief explanation for Non Compliance	Corrective actions proposed to avoid non-compliance in future
1	The following financial statements/accounts have been submitted on due date			
1.1	Annual financial statements	complied		
1.2	Advance to public officers account	complied		
1.3	Trading and Manufacturing Advance Accounts (Commercial Advance Accounts)	not relevant		
1.4	Stores Advance Accounts	not relevant		
1.5	Special Advance Accounts	not relevant		
1.6	Others	-		
2	Maintenance of books and registers (FR445)/			
2.1	Fixed assets register has been maintained and updated 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 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 have been maintained and update	complied		
2.7	Inventory register has been maintained and update	complied		
2.8	Stocks Register has been maintained and update	complied		

2.9	Register of Losses has been maintained and update	complied		
2.10	Commitment Register has been maintained and update	complied		
2.11	Register of Counterfoil Books (GA — N20) has been maintained and update	complied		
3	Delegation of functions for financial control (FR 135)			
3.1	The financial authority has been delegated within the institute	complied		
3.2	The delegation of financial authority has been communicated within the institute	complied		
3.3	The authority has been delegated in such manner so as to pass each transaction through two or more officers	complied		
3.4	The controls has been adhered to by the Accountants in terms of State Account Circular 171/2004 dated 11.05.2014 in using the Government Payroll Software Package	complied		
4	Preparation of Annual Plans			
4.1	The annual action plan has been prepared	complied		
4.2	The annual procurement plan has been prepared	complied		
4.3	The annual Internal Audit plan has been prepared	complied		
4.4	The annual estimate has been prepared and submitted to the NBD on due date	complied		
4.5	The annual cash flow has been submitted to the Treasury Operations Department on time	complied		
5	Audit queries			
5.1	All the audit queries has been replied within the specified time by the Auditor General	complied		
6	Internal Audit			
6.1	The internal audit plan has been prepared at the beginning of the year after consulting the Auditor General in terms of Financial Regulation 134(2)) DMA/1-2019	complied		
6.2	All the internal audit reports has been	not complied	Replying	Take

	replied within one month		different internal audit reports was delayed for 03 months	measures to reply audit reports as soon as possible and give advice
6.3	Copies of all the internal audit reports has been submitted to the Management Audit Department in terms of Sub-section 40(4) of the National Audit Act No. 19 of 2018	complied		
6.4	All the copies of internal audit reports has been submitted to the Auditor General in terms of Financial Regulation 134(3)	complied		
7	Audit and Management Committee			
7.1	Minimum 04 meetings of the Audit and Management Committee has been held during the year as per the DMA Circular 1-2019	complied		
8	Asset Management			
8.1	The information about purchases of assets and disposals was submitted to the Comptroller General's Office in terms of Paragraph 07 of the Asset Management Circular No. 01/2017	not complied		
8.2	A suitable liaison officer was appointed to coordinate the implementation of the provisions of the circular and the details of the nominated officer was sent to the Comptroller General's Office in terms of Paragraph 13 of the aforesaid circular	complied		
8.3	The boards of survey was conducted and the relevant reports submitted to the Auditor General on due date in terms of Public Finance Circular No. 05/2016	complied		
8.4	The excesses and deficits that were disclosed through the board of survey and other relating recommendations, actions were carried out during the period specified in the circular	complied		
8.5	The disposal of condemn articles had been carried out in terms of FR 772	complied		

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

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

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

20.1	The shortcomings pointed out in the audit paragraphs issued by the Auditor General for the previous years have been rectified	complied		

The End