



Annual Performance Report for the year 2022

Department of Social Services

Expenditure Head No. - 216

Department of Social Services

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Chapter 01

Institutional profile/ Executive summary

1.1 Introduction

The Department of Social Service was established on 1st of February, 1948 in accordance with the recommendations made by the Sir Ivor Jennings-headed Social Service Commission appointed in 1944, and currently, the Department of Social Services performs its functions under the Ministry of Women, Child affairs and Social Empowerment to which the subject of social services is currently assigned.

The Department of Social Services carries out its distinctive tasks with a view to creating a more congenial environment for the marginalized and disadvantaged communities of the country. In 2022, pursuing the mission of the Department, a variety of programmes identified in line with the allocations received for the year have been implemented in a planned manner from grassroots level to the national level. This report presents all details related to the activities thus carried out by the Department of Social Services in the year 2022.

Especially, many programmes are implemented for the persons with disabilities community with a view to ensuring their socio-economic well-being and making them partners of the development of the country. The vocational training centers, one such programme of the Department, render an unmatched service by providing vocational training for the youth with disabilities. Particularly, the Department has achieved a significant progress in the welfare programmes implemented for the youth with disabilities.

With the objective of catering for the needs of the persons with disabilities community, the Community Based Rehabilitation (CBR) programme operates at divisional and district levels in a systematic manner, adopting appropriate methods. As one of the feature of this programme, special projects are implemented at district and divisional level.

This Department performs a specific function towards the welfare of the children with disabilities, through the Child Guidance Center at Nawinna which is operated by the Department to make early intervention in the early childhood itself to minimize physical and mental problems suffered by children and provide necessary services and facilities.

Pre-preparation of children with disabilities for vocational training is another project initiated by the Department in the year 2022, and through this project, the skills required to receive vocational training will be developed.

Rehabilitation of drug addicts is one of the major programmes implemented by the Department of Social Services. Carrying out residential rehabilitation as well as socialization of drug addicts and drug-prevention programmes at local level under the programme, the Department makes an enormous contribution towards rehabilitation of the child and the youth communities towards ensuring the well-being of the future generation of the country.

Several programmes are also implemented for the economic, social as well as cultural enhancement of the target community. Sith Ru national arts festival, “Swabhimani” Awards Ceremony for appreciation of the Self Help Organizations of Persons with Disabilities, Swashakthi Abhimani national programme, national amateur sports festival of the persons with disabilities, International White Cane Safety Day celebration, and Bakmaha Ulela of the children with disabilities are prominent among them. It is expected through these programmes to improve abilities and skills of the community of persons with disabilities living throughout the country and enhance mutual cordiality, understanding and reliability among the vocational trainees and their parents, the staff and other members.

Further, with a view to achieving the success of all development programmes in line the mission of the Department, all field officers attached to the divisional and district secretariats, officers attached to hospitals, officers attached to the institutions under the Department and the officers of the headquarters are directed to local and foreign workshops, seminars and training courses for the purpose of improvement of efficiency, motivation for service and productivity of them.

It was possible to achieve high performance through all welfare programs and projects implemented during the year 2022, and this report contains information related to such programmes and overall financial performance under the expenditure Head No. 216.

1.2 Vision, Mission and Objectives of the Institution

Vision

To be the forerunner of creating a secured Sri Lanka where the rights and equality of marginalized and disadvantaged community is fully safeguarded, by 2030”

Mission

“To achieve the expected results by conducting research, formulating policies and implementing programmes in an efficient, expeditious and effective manner, adopting innovative approaches through inter-institutional co-ordination and professional intervention, for integrating the target community into society through protection of their rights and empowerment of them”

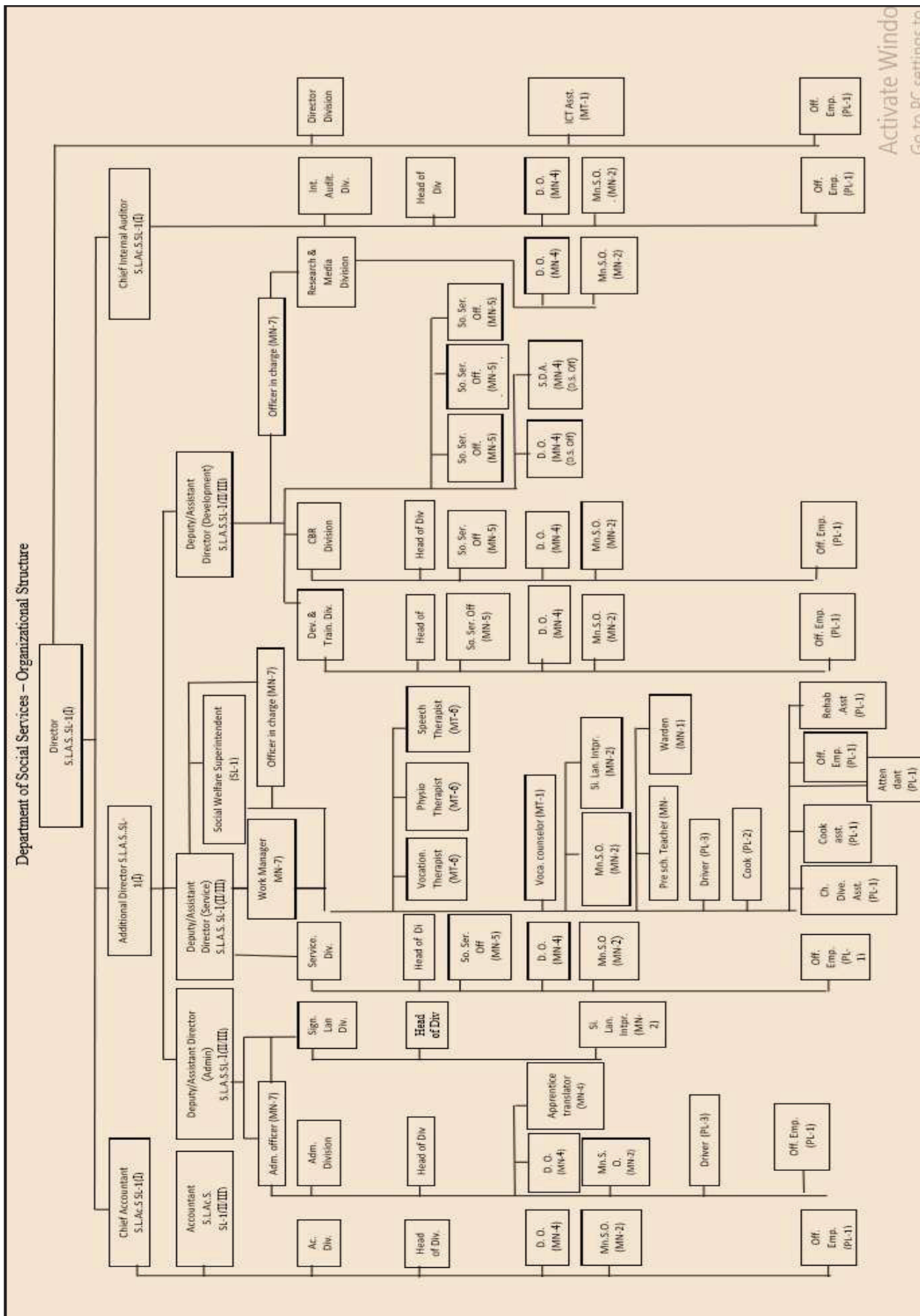
Objectives

- Empowerment of vocational activities and extra-vocational activities of the youth with disabilities aged between 16 - 35 years.
- Providing residential care for children with intellectual disabilities who have lost their guardians.
- Early intervention to mitigate the disability in children with various disabilities aged between 06 months - 16 years.
- Intervention and empowerment for minimizing various problems faced by the disabled community in their day-to-day life.
- Promotion of sign language
- Empowering voluntary organizations that provide services to persons with disabilities.
- Residential rehabilitation of drug addicts, providing vocational training and socialization of them.
- Providing proper guidance to the people who have been affected by various social problems.
- Issuance of special identity cards for hearing impaired persons.
- Enhancing skills and attitudes of the officers attached to the Department.

1.3 Key Functions

- Providing vocational training for the disabled male and female youth, providing assistive devices for them, trade tools for self-employment and grooming them for open employments.
- Identifying and broadening the job market for persons with disabilities.
- Conducting research to identify the current needs and trends of the persons with disabilities.
- Referring children with special needs for inclusive education through early intervention.
- Issuing special identity cards for persons with impaired hearing and providing sign language interpreter services to facilitate the routine work of the persons with hearing impairment.
- Lifetime protection for mentally retarded boy children who do not have guardians.
- Providing financial assistance to voluntary organizations being operated for the welfare of persons with disabilities. .
- Providing medical assistance and eye lenses, assistance for sports, educational and cultural activities, infrastructure facilities for institutions and other welfare facilities to the persons with visual impairment who are aged below 60 years.
- Providing the required services to persons with disabilities under the Community Based Inclusive Development Programme.
- Establishing & empowering the Swashakthi Organizations (self – reliance organizations) of the persons with disabilities, at divisional level.
- Residential rehabilitation of drug addicts and raising their awareness.
- Directing the service providing officers to take part in local and foreign training programmes, seminars and workshops for the purpose of enhancing their knowledge, skills and attitudes.

1.4 Organizational structure



1.5 Main Divisions and Institutions under the Department

Department of Social Services

Institutions operating under the Department

- Vocational training institutes
 - Ketawala Vocational Training Institute
 - Wattegama Vocational Training Institute
 - Amunukumbura Vocational Training Institute
 - Madampe Vocational Training Institute
 - Seeduwa Vocational Training Institute
 - Kalawana Vocational Training Institute
 - Thelambuyaya Vocational Training Institute
 - Ragama Vocational Training Institute
 - Batticaloa Vocational Training Institute
 - Killinochchi Vocational Training Institute
 - Tholangamuwa affiliated Vocational Training Institute
- Jayawiru Sevana Care Center
- Jayawiru Samadhi Rehabilitation Institution
- Child Guidance Centers
 - Nawinna Child Guidance Center
 - Sithijaya Child Guidance Center
- Kottawa pre-vocational skills development center

Divisions of the Department of Social Services

- Administration Division
- Sign Language Division
- Service Division
- Community Based REhabilitation Division (CBR)
- Development Division
- Finance and Accounts Division
- Internal Audit Division
- Research and Media Division

1.5.1 Divisions of the Department

1.5.1.1 Administration Division

The key function of the Administrative Division is providing the assistance and services required for efficient and productive fulfillment of the objectives which are expected to be achieved through the mission of the Department.

In that connection, management of human and physical resources, establishment and administrative functions, implementation of policy decisions, providing supporting services for all divisions of the Department are carried out through the Administrative Division.

- General administrative functions of the Department of Social Services and all functions related to the mail.
- All functions related to personal files such as recruitment and promotion of officers, conducting efficiency bar examinations, payment of salary increments, carrying out transfers and retirement of the staff of the Department.
- Duties such as having approved new posts on service requirements, formulation of schemes of recruitment, updating staff information and preparation of Cabinet Memoranda.
- Functions related to leave, railway warrants, overtime and granting distress loans of the staff.
- Duties related to Agrahara insurance
- Duties related to recovering house rents,
- Issuing office directives, Department circulars and instructions for the Department. Acquisition of circulars issued by other public institutions, updating and maintaining circular files, and implementing the instructions in such circulars.
- Maintenance of Attendance Register, Register for going out, Short Leave Register, Leave Register and Fingerprint Notes Summary Register.
- Duties related to leave out of the island, overseas scholarships and overseas training

- Duties related to disciplinary of the officers of the department head office and institutions.
- Transport related functions of the departmental head office and related institutions.
- Identification of officers entitled to uniform allowance and duties related to identification and payment of uniform allowance to them.
- Appointment of officers of the institutions under the Department for acting and duty covering duties and submission of such appointments for approval and related duties.
- Recruitment and appointment of officers on contract/secondment basis for the institutions under the department.
- Implementation of the provisions of the Right to Information Act No. 12 of 2016.
- Payment of electricity, telephone, internet, security service, cleaning service, newspaper expenses bills of the Department and work related to repair of machines and equipment.

1.5.1.2 Sign Language Division

Sign Language is the communication means that facilitates provision of educational, social, cultural services as well as medical, health and legal facilities to the hearing- impaired and partially hearing- impaired persons. The Cabinet of Ministers has taken a decision in principal, on 05.09.2010, to recognize this sign language as a standard language.

Currently 06 sign language officers who are attached to the Department are in service to provide sign language interpretation service, and three of them serve at vocational training institutions and the other three officers serve at the Sign Language Division of the headquarters.

The Division provides necessary assistance for the public institutions with the communication with hearing- impaired persons (Eg. Police stations, courts, hospitals, other government institutions) and provides the service of the sign language interpreters for the evening main news telecast at 12 noon and 6.55 p.m. of the Rupavahini national television channel, and for 7.00 p.m. news telecast of the Sirasa television channel.

1.5.1.3 Community Based Rehabilitation Division (CBR).

Community Based Rehabilitation (CBR) or rehabilitation of the persons with disabilities within the community is a strategy for improvement of service delivery for the persons with disabilities, provision of more equal opportunities, safeguarding their human rights and empowerment of them.

Community Based Rehabilitation programme was established in 1994 under the Ministry to which the subject of social services is attached, as a national programme for rehabilitation of the persons with disabilities, and currently this programme is implemented by the Community Based Rehabilitation unit of the Department of Social Services.

This Division carries out the following functions through coordination of the field officers serving under CBR programme with the objectives of safeguarding the rights of the persons with disabilities, empowerment and development of them to enable their independent operation through strengthening of mutual relationship among the persons with disabilities, their families and the social organizations of the communities where they live, and through organization and monitoring of its programmes:

- Planning of rehabilitation of the persons with disabilities and carrying out rehabilitation of them.
- Provision of direct funds to the persons with disabilities and carrying out follow-up activities. (providing commode, water, electricity and accessibility facilities)
- Establishment and empowerment of self-help organizations of the persons with disabilities at divisional level, and appreciation of self-help organizations and individuals through conducting an annual festival titled “Swabhimanee”
- Provision of facilities for access to services, in collaboration with the government and non-governmental organizations.
- Provision of infrastructure facilities for the skill development centers being operated for the benefit of the children with disabilities.
- Conducting district progress review meetings.
- Conducting programmes for updating of knowledge of the Social Service Officers who carry out field duties at divisional and district level in coordination with the CBR programme.

1.5.1.4 Service Division

The Services Division operates with the objective of empowering persons with disabilities across Sri Lanka under the auspices of the Government and safeguarding their rights to live as dignified citizens, and performs the following functions towards achieving the said objective :

- Empowerment of the youth with disabilities, aged between 16- 35 years through vocational training and placing them in employment.
- Development of pre-vocational skills of children with disabilities for referral to vocational training.
- Directing to employment (self-employment and in institutions) the trainees who have completed vocational training and carrying out follow-up on the said process.
- Provision of services through child guidance centers, regarding the development of children with disabilities from pre-school education to school education.
- Provision of services related to the rehabilitation and socialization of drug-addicts through the Drug Addicts Rehabilitation Center with a view to preventing the use of drugs.
- Provision of stipends for service appreciation and motivation of teachers in special education units/non-government pre-schools operating for children with disabilities.
- Provision of necessary services for the care of intellectually handicapped persons through the Care Center for the Mentally Handicapped males without parents/guardians.
- State support for the social mission carried out by the voluntary organizations operating for the disabled community by providing maintenance assistance.

1.5.1.5 Development Division

The Development Division performs a number of functions directly related to the overall operation of the Department of Social Services. The key functions of the division are preparation of the department's plans (strategic plan, action plan), preparation of progress reports, as well as training, knowledge updating, productivity development, etc., taking place concurrently with the capacity development of the officers.

Further, the Division plays a vital role relating to organization, coordination and conducting of national events, carrying out various projects and programmes, updating of information, identifying current social trends and utilizing them. In addition, the following functions related the operation of the Department also carried out by the Division in line with the objectives of the Department.

- Coordination and conducting of the national events (national sports festival, Sith Ru national arts performance, Bakmaha Ulela) annually conducted by the Department.
- Preparation of the annual action plan, performance report and progress reports.
- Organizing and conducting training programmes for the officers attached to the Department.
- Carrying out all coordination activities related to the officers involved in welfare of the hospitalized patients.
- Duties related to making necessary recommendations for granting duty relief to foreign donations received by voluntary organizations and social service organizations (charities registered under the Inland Revenue Act or non-profit organizations registered under the Registration of Voluntary Social Service Organizations) Act.
- Acquisition of lands belonging to the department and resolving the related problems and maintaining the relevant schedules.
- Provision of miscellaneous reliefs relating to disabilities, and identification of international standards, indicators, theories and modern ideologies.
- Carrying out duties related to the National Volunteering Secretariat.
- Implementation of productivity programmes.

1.5.1.6 Finance and Accounts Division

The main functions carried out by the Accounts Division are obtaining annual allocations for operations and development programmes of the Department of Social Services, management of allocations, making payments as well as putting into practice the powers vested in the Chief Accounting Officer through the Financial Regulations, by maintaining state accounts in a transparent manner, observing financial discipline.

Such functions are performed under the guidance, management, supervision and monitoring by the Chief Accountant, and the following activities are also carried out as per the powers granted through Financial Regulations, special provisions and government circulars.

- Preparation of the overall annual budget of the Department of Social Services and submission of the same to the Department of National Budget before the due date.
- Keeping accounts of all transactions in an updated and correct manner, and presenting of accounts.
- Assisting the higher management with formulation of financial policies and strengthening of the financial management.

- Monitoring of all receipts and expenses and control of expenditure.
- Presenting proposals to the higher management on expenditure review and management.
- Submission of final accounts to the General Treasury and the Auditor General's Department and carrying out coordination activities.
- Assisting with implementation of the procurement process in transparent manner in all purchases.
- Updating and management of the state assets existing under the Department of Social Services.

1.5.1.7 Internal Audit Division

In order to ensure that the responsibility of the Chief Accounting Officer is fulfilled as stated in Section 38 of the National Audit Act, this Division carries out its duties as per the appointment made in terms of Section 40 of the said Act and the powers vested in the Internal Audit Division in terms of Financial Regulations 133 and 134 and in accordance with the circulars of the Department of Management Audit.

1.5.1.8 Research and Media Division

The main objective of establishing Research and Media Division is to identify the problems and needs of the clients and provide them with a more effective service, and will play the following roles in achieving the said objective.

- Conducting research on social issues and problems that arise with social transformations taking place in the socio-economic environment.
- Conducting research to measure the quality and effectiveness of services provided by the Department of Social Services.
- Training of officials to conduct research nationally and thereby to conduct research throughout the island and prepare research reports.
- Paying attention to the Acts ordinances related to the Department of Social Services and carrying out the basic work required for the amendment of them to be line with the modern needs.
- Preparation of press releases related to various programs and national events implemented by the Department of Social Services and coordinating activities related to media coverage.
- Creating audio, visual and written media promotional tools to promote the role of the Department of Social Services, educate and attract target clients.

1.5.2 Institutions operating under the Department

1.5.2.1 Vocational Training Institutes

For the purpose of providing vocational training to the youth with disabilities, 08 vocational training institutes in Sinhala language medium, 02 vocational training institutes in Tamil language medium and 01 affiliated vocational training institute operates covering the whole island under the Department of Social Services in Gampaha, Kandy, Ratnapura, Hambantota, Puttalam, Operates in Kegalle, Batticaloa and Kilinochchi districts. These vocational training institutions operate with the objective of engaging the youth with disabilities living around the country in the development process of the country through vocational capabilities empowerment and skills development of them.

Basic information about vocational training institutes

Name of Vocational Training Institute	Province where the institution is located	District in which the institution is located	Year / date of commencement	Address	Contact number
Seeduwa	Western	Gampaha	October 01, 1956	Liyanagemulla, Seeduwa	011-2253503
Wattegama	Central	Candy	February 15, 1963	Wavinna, Wattegama	081-2476209
Ketawala			1968	Ketawala, Lewwala, Kandy	081-2219153
Thelambuyaya	Southern	Hambantota	March 28, 1981	Thelambuyaya, Angunakolapelessa	047-3489296
Ragama	Western	Gampaha	January 18, 1984	Rehabilitation Hospital, Ragama	011-2967342
Amunukumbura			Founded in 1990, and was upgraded to a vocational training institute in 1991.	Amunukumbura, Wathurugama	033-2279321
Kalawana	Sabaragamuwa	Ratnapura	March 24, 2006	Pahala Kukulegama, Meepagama, Kalawana	045-2255017
Madampe	North western	Puttalam	June 15, 2014	Devala Road, Pottuwila, Madampe	032-2248568
Tholangamuwa	Sabaragamuwa	Kegalle	November 17, 2021	Affiliated Vocational Training Institute, Tholangamuwa	081-2476209
Batticaloa	Eastern	Batticaloa	December 02, 2021	Kumburumulai, Valachchenai	065-3132223
Killinochchi	Nothern	Killinochchi	December 20, 2022	Ponnagar, Killinochchi	076-6526167

Functions

- I. Providing vocational training for male and female youth with disabilities and their personality building.
- II. Development of sports and artistic skills of youth with disabilities.
- III. Providing certificates for the trainees who successfully complete the training and socialization of them.
- IV. Providing tool kits for self-employment and introducing to them employment opportunities in the open job market.

Young people with disabilities aged between 16-35 years are selected for training courses tailored to their abilities after being interviewed under a scientific methodology. Depending on the nature of the course, the training period varies and one or two years of formal training are offered to selected trainees. The training is provided under 26 different courses and during the training period a daily allowance and free accommodation, meals and medical facilities are provided.

Courses conducted by the vocational training institutes

Course	Capacity	130	50	100	100	100	24	30	40	50	20
	Trainees enrolled	F/M	Male	F / M	F / M	F / M	F / M	Male	F / M	F / M	F / M
	Course duration	Seeduwa	Ketawala	Wattegama	Thelambuyaya	Amunukumbura	Ragama *	Kalawana	Madampe	Batticaloa	Thalangamuwa
1. Radio, Television and related equipment technology	02 yrs.										
2. Carpentry	02 yrs.										
3. Sewing	02 yrs.										
4. Computing	02 yrs.										
5. Three wheeler and motorcycle repairing	02 yrs.										
6. Motor Mechanics	02 yrs.										
7. Garden agriculture	02 yrs.										
8. Refrigerator and air condition repairing	01 yrs.										
9. Sewing machine operation(Factory-related – Juki)	01 yrs.										
10. Handcraft)Bamboo tree/Coconut)	02 yrs.										
11. Handicraft (making brooms and Ekel brooms)	01 yrs.										
12. Handicraft (using cane and coir)	01 yrs.										
13. Handicraft (making ornaments)	01 yrs.										

14. Tailoring	01 yrs.										
15. Massage therapy	01 yrs.										
16. Masonry	02 yrs.										
17. Electrical	02 yrs.										
18. Auto painting	02 yrs.										
19. Welding	02 yrs.										
20. Cement-related products making	02 yrs.										
21. Leather and Footwear manufacturing	01 yrs.										
22. Batik design	01 yrs.										
23. Bakery Products and food technology	01 yrs.										
24. Weaving	01 yrs.										
25. Beauty culture	01 yrs.										
26. Wood carving	02 yrs.										

* Course duration at Ragama Vocational Training Institute may vary from 06 months to 01 year.

1.5.2.2 Jayaviru Sevana Care Home

Jayaviru Sevana institute, established on 31st July 2001 to provide care to mentally ill boy children who have lost parental care, is located at North Ambalanwatta area of Puwakpitiya Divisional Secretariat Division of Colombo District of Western Province.

This institute operates with the mission of making the community with intellectual impairment partners of the national development by engaging them in the production process through extending love and affection to them and by giving them the opportunity to develop their talents and skills. These children, who are leading a residential life for the rest of their lives, are not isolated and lovingly cared for and directed to daily activities through this institute. During the care period, free food and medical care, including accommodation, are provided to them.

1.5.2.3 Jayaviru Samadhi Rehabilitation Institute

This institute, established on 31.07.2007 as a sub project of the Navodaya project implemented under the Department of Social Services, for rehabilitation, integration into society and enhancement of vocational skills of drug addicts, is located at North Ambalanwatta area of Puwakpitiya Divisional Secretariat Division of Colombo District of Western Province.

In appreciation of the quality of service rendered by Jayaviru Samadhi Home, which has been operating as a Private Rehabilitation Center for many years, recommendations have been made by the National Dangerous Drugs Control Board to designate the institute as a registered Rehabilitation Center under Section 2 of the Drug Dependent Persons (Treatment and

Rehabilitation) Act No. 54 of 2007 for regulating the activities of drug addiction treatments and rehabilitation centers.

Operating with the mission of reducing the drug addicts' inclination towards alcoholism and obtain the contribution of the youth who have fallen victim to alcoholism, for the national development by imparting real life philosophy and real happiness in life and honing their skills, this institute provides residential rehabilitation to drug addicts who are addicted to various drugs.

Nearly 50 drug addicts, who are directed to rehabilitation by court orders, by Divisional Secretariats and hospitals as well as who volunteer to have rehabilitation, can be rehabilitated at a time. Rehabilitation periods range from 03 months, 06 months and 01 year. The rehabilitation period of the clients referred to by the court orders is determined in accordance with the court order.

Functions

- I. Rehabilitation, integration into society and enhancement of vocational skills of drug addicts
- II. Making intervention in minimizing the problems caused by drug addiction in the family environment of the drug addicts.
- III. Reviving their past relationships with the relevant parties in order to restore their employment and education that lapsed due to addiction to drugs.
- IV. Conducting awareness programmes on drugs to raise awareness among the vulnerable groups.

1.5.2.4 Child Guidance Centers

Child guidance programme is implemented under 02 centers operating under the Department of Social Services with the objective of making early intervention and providing necessary guidance for the development of a child in case of any suspicion that there is any abnormality or delay in the development of a child from his/her birth.

The primary task carried out in meeting the needs of the parents who come to the institution in the hope of obtaining accurate guidance is to obtain the child's life information, register the child, identify the child's needs and ensure that an accurate assessment of developmental status of the child is made.

- **Nawinna Child Guidance Centre**

Established in the year 2003 in Navainna, Pathiragoda in the Maharagama Divisional Secretariat, of the Colombo District in the Western Province, services are provided annually to nearly 80 children aged 06 months to 16 years.

- **Sithijaya Child Guidance Centre**

This institution was established on 25th January 2022 at Oluwila Road, Malpettawa in the Ambalantota Divisional Secretariat Division of the Hambantota District. During the past year, this institution has provided guidance to 32 children between the ages of 06 months to 16 years.

Activities

- I. Introduction of a more effective way of early detection of disabilities and intervention.
- II. Strengthening the network of different service sectors that deliver services to the persons with disabilities under.
- III. Strengthening the early childhood education and inclusive education of the children with special needs.
- IV. Carrying out counseling services for enhancing the mental condition of the parents and the other family members.

1.5.2.5 Pre-Vocational Skill Development Centre, Kottawa

Kottawa Skill Development Center, established on 01.09.2022, is located in the Maharagama Divisional Secretariat Division of the Colombo District, with the aim of preparing the youth between the ages of 14-30 for future vocational training. Development of skills required for vocational training of young people with disabilities who are not qualified for vocational training and children with disabilities who have received basic training from child guidance centers is carried out through this institute. It is expected to develop the skills of nearly 50 children with disabilities annually and thereby direct them to vocational training.

1.6 Funds operating under the Department

1.6.1 Visually Handclapped Trust Fund

It is with the declaration of 1981 the International Year of the Disabled that new attitudes towards the persons with disabilities started to take shape. In parallel with the same, policy decisions were taken at the national level with the support of the state to safeguard the rights of the community of persons with disabilities and to empower them. In line with the same the parliament of Democratic Socialist Republic of Sri Lanka adopted an Act by the title of Rehabilitation of the Visually Handclapped Trust Fund Act No. 09 of 1992 and published the same through a gazette notification, for establishment of a fund by the name of Visually Handicapped Trust Fund to operate with the mission of providing services required by those who become visually impaired, rehabilitation of them and providing them with relief.

The Fund is currently operated at the headquarters of the Department of Social Services, through a committee under the chairmanship of the Secretary to the ministry handling the subject of social services, implementing various services in line with the provisions of this Act for the benefit of the persons with disabilities living in Sri Lanka,

Activities

- I. Providing assistance for sports activities of the visually impaired persons and the organizations for them.
- II. Vocational training.
 - Training of visually impaired trainees by visually impaired instructors
- III. Support for educational and cultural activities.
 - Providing scholarship for visually impaired students and non-visually impaired school children of visually impaired parents.
 - Providing scholarships for visually impaired university students
 - Contributing to Braille Media “Kalaya (Time) magazine for visually impaired readers
- IV. Providing Rehabilitation Assistance
 - Psychological empowerment and socialization program for the later visually impaired persons.
 - Audio Book Program - Converting plain text books into audio books to safeguard the reading rights of visually impaired people.

- Providing self-employment assistance to persons who have given up self-employment due to the COVID epidemic or have difficulty in maintaining self-employment.
- Providing assistance to obtain electricity and drinking water for the homes of the visually impaired.
- Providing assistance appropriately as per the requests made by visually impaired persons or visually impaired persons' organizations.

V. Providing assistance for contact lenses and eye treatments.

VI. Holding the National Program on International White Cane Day.

1.7 Projects under foreign technical aid.

- a) Name of the project:- Project for Promoting Employment Support of Persons with Disabilities in Sri Lanka (ESPD)
- b) Contributing Agency:- Japan International Cooperation Agency (JICA)
- c) Estimated project cost :- Rs.360 Mn. (Japan International Cooperation Foundation (JICA) - Rs. 350 Mn., Government of Sri Lanka (Department of Social Services) - Rs. 10 Mn)
- d) Project Duration: - 4 years (November 2021 - November 2025)

Chapter 02

Progress and Future Outlook

Programmes of the Department of Social Services and progress of the projects.

2.1 Welfare and Development Program for the persons with disabilities

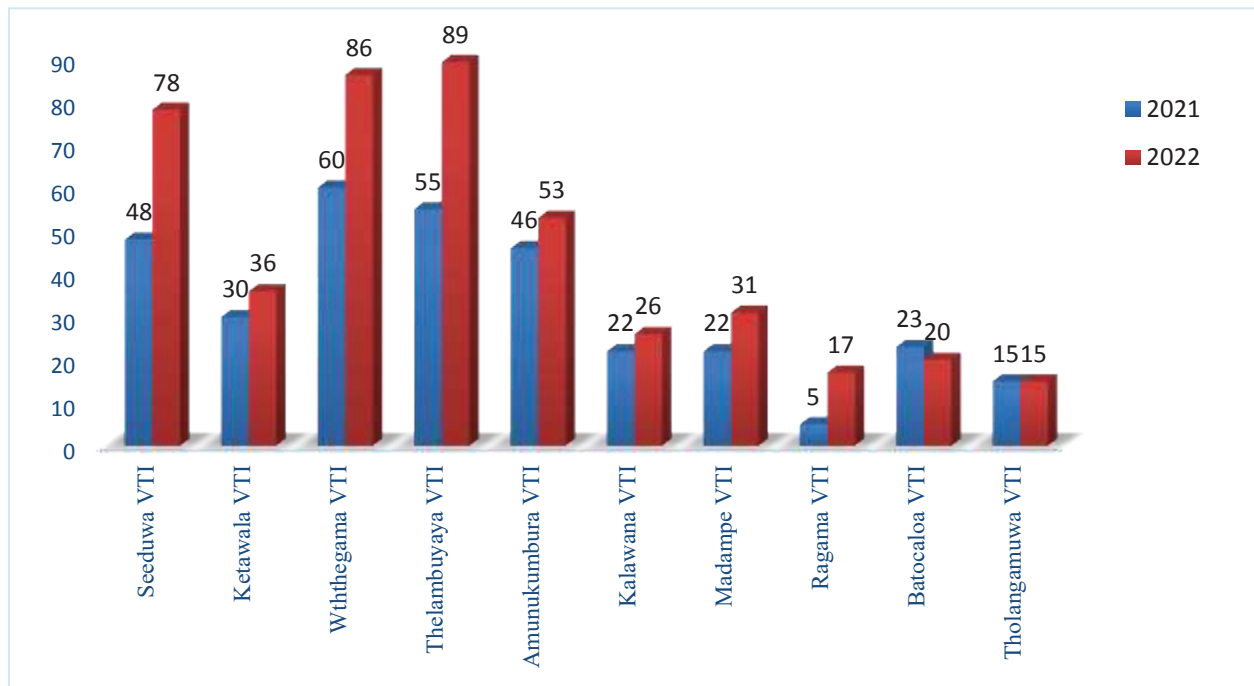
The main program implemented by the Department of Social Services is the Welfare and Development Program for the persons with disabilities. Several programs, projects and sub-projects are implemented from the regional level to the national level to realize the objectives of this programme, in line with the mission of the Department. The programmes are as follows:

- ❖ Rehabilitation of the male and the female youth with disabilities, providing them with vocational training and integration of them in to society
- ❖ Detection of disabilities at the early stage of childhood and making the relevant remedial intervention and improvement.
- ❖ Pre-Vocational Skill Development of the youth with disabilities
- ❖ Providing care for the mentally retarded boy children who have no guardians
- ❖ Promotion of the Sign Language.
- ❖ Providing grants to voluntary organizations for persons with disabilities
- ❖ National Community Based Inclusive programme for the Persons with Disabilities
- ❖ Trust Fund for Rehabilitation of the Visually Impaired.

2.1.1 Rehabilitation of the male and the female youth with disabilities, providing them with vocational training and integration of them in to society

One of the main projects implemented by the Department of Social Services is the provision of vocational training for youth with disabilities. Vocational training is provided to over 500 disabled youth annually through 10 Vocational Training Institutes island wide.

The enrollment of new trainees for the academic year 2022 and the start of the course was completed on November 11, 2021, and the one-year courses related to that academic year were completed on December 23, 2022

Number of trainees by vocational training centers

Due to the impact of the spread of the Covid-19 epidemic, there was a lack of trainee enrollment in vocational training institutions in both 2020 and 2021, but as the risk of the epidemic gradually subsided, there was an increase in the enrollment of trainees for the year 2022. Compared to the previous year, a growth in the number of trainees trained can be seen in every vocational training institute except Batticaloa, and the total of trainees of all institutes is 451.

2.1.2 Child Guidance Programme

There are 02 Child Guidance Centers operated by the Department under the Child Guidance Project.

Nearly 100 children with disabilities receive services from the Navinna Children's Guidance Center which is the first established Colombo District Child Guidance Center. In the year 2022, the total number of beneficiaries who received service from the institutions was about 106, of which 51 were registered as new service beneficiaries. About 04 of the above service seeking children have been referred to normal schools and 03 have been referred to pre-schools.

Number of new service seekers registered in the year 2022 -51 (16 males / 35 females)

Age range (Yrs)	Total No. of Children									Total No. of Children
	Autism	Cerebral Palsy	Down syndrome	Slow growth	Speech impairment	Hyper active	Hearing impairment	Mentally retarded	Others	
0 – 03	1	2	1	2	3	-	-	-	1	10
03 – 05	5	1	1	3	4	-	-	-	3	17
05 - 15	10	-	4	2	3	3	-	-	2	24
15 - 18	-	-	-	-	-	-	-	-	-	-
Over 18	-	-	-	-	-	-	-	-	-	-
total	16	3	6	7	10	3	-	-	6	51

Total number of service recipients in the year 2022 - 106 (Male 76 /Female 30)

Age range (Yrs)	Total No. of Children									Total No. of Children
	Autism	Cerebral Palsy	Down syndrome	Slow growth	Speech impairment	Hyper active	Hearing impairment	Mentally retarded	Others	
0 - 03	1	1	2	-	3	-	-	-	1	08
03 - 05	4	2	6	6	3	-	-	-	4	25
05 - 15	15	6	10	11	5	4	-	1	4	56
15 - 18	1	3	6	-	1	-	-	1	-	12
Over 18	1	1	1	-	1	-	-	1	-	05
total	22	13	25	17	13	4	-	3	9	106

Details of services provided by each division

Service delivered	No. of Children	No. of times of service delivery
Physio therapy service	75	225
Speech therapy services	66	241
Vocational therapy services	21	24
Educational services	106	3263

Under the Child Guidance Program, Hambantota District Child Guidance Center was established on January 25, 2022 as a model of Navainna Child Guidance Center under the name of "Sithijaya", and the institution has provided services to about 32 children with disabilities in the

year under review. The necessary guidance has been provided to direct 03 of these service beneficiary children to normal schools and 03 to pre-schools.

Total number of service recipients in the year 2022 - 32 (Male 22 /Female 10)

Age range (Yrs)	The nature of disability									Total No. of Children
	Autism	Cerebral Palsy	Down syndrome	Slow growth	Speech impairments	Hyper active	Hearing impairments	Mentally retarded	Others	
0 – 03	-	01	01	-	02	-	-	-	-	04
03-05	02	-	05	03	03	01	-	01	04	19
05-15	01	-	02	-	01	04	-	01	-	09
Total	03	01	08	03	06	05	-	02	04	32

2.1.3 Pre-Vocational Skill Development Programme

This program is implemented through the Kottawa Pre-Vocational Skills Development Center, which was established on October 1, 2022, with the aim of developing the basic skills necessary for youth with disabilities in the age group of 14-30 years to study vocational training and prepare them for admission to vocational training institutions. In the 4 months since its inception, 39 children with disabilities have been provided with necessary services.

Total number of service recipients in the year 2022

Age range (Yrs)	The nature of disability									Total No. of Children
	Autism	Cerebral Palsy	Down syndrome	Slow growth	Speech impairments	Hyper active	Hearing impairments	Mentally retarded	Others	
14-20	3	9	4	1	1	1	5	-	1	25
21-25	2			1	1	3	-	1	-	08
26-30	-	2	2	-	-	-	-	-	-	04
Over 30	-	2	-	-	-	-	-	-	-	02
Total	05	14	07	01	01	04	05	01	01	39

Details of services provided

Serial No.	Activities	Sub activity
01	Development of self-help skills	• Eating, dressing, cooking, using toilets, personal hygiene, behavior in a public environment
02	Environmental activities	• Agriculture (Plant Cultivation), Shramadana, Environmental Beautification, Floriculture
03	Thematic concepts	• Correct spelling, pronunciation of words, understanding of various concepts, understanding of numbers
04	Theme based activities	• Design activities related to the theme • Hands-on activities to improve gross and fine mobility skills
05	Social skills	• Development of equality, development of unity, understanding of traffic
06	Personality development	• Leadership skills, sportsmanship development, physical fitness
07	Development of aesthetic skills	• Singing, playing, dancing, drawing
08	Spiritual development	• Meditation programs, counseling programs

2.1.4 Program for providing grants for voluntary organizations

The Department of Social Services provides grants to organizations (Vocational Training Institutes, Skills Development Centers, and Special Units) selected from voluntary organizations that operate island wide providing services to persons with disabilities. Depending on the nature, need and request of the institution, the grants are given for payment of the allowances such as trainee allowances, maintenance allowances, participation allowances, teacher allowances, hospitality allowances, transport allowances and various other allowances. In the year 2022, there were 27 voluntary organizations which were provided with grants for one or more of the above allowances and the details of the grants given to each of them are given below.

Number of grants made to voluntary organizations

Seria l No.	Voluntary organization	Trainee allowance (Rs. 75/-)	Attendance allowance (Rs 100/- Rs. 750/-)	Teacher allowance (Rs. 7 10,000/-)	Entertainment allowance (Rs. 7 50/- Rs. 75/-)	Transport allowance (Rs25/-)	Resident ail allowance
01	Skills Development Center - Malamulla			02			
02	Child Guidance Center - Gettuwana		17	02	17		
03	Little Flower Special Child Development Center - Badalkumbura		18	02			
04	Special Education Center - Ibbagamuwa		14	01	14		
05	Child Skills Development Center, Akmeemana			01			
06	Disabled Persons Development Foundation, Bandarawela	08					
07	Rienzie Alagiyawanna Vocational Training Institute - Batugammana						32
08	“Sahanaya” National Mental Health Council - Colombo				12	12	
09	Ritigahayaya Maha Vidyalaya, Katuwana			01			
10	Katuwana Primary School, Katuwana			01			
11	Arunella Special School - Weeraketiya			02			
12	Skills Development Center - Rajanganaya		25	02			
13	Senehasa Child Skills Development Center, Sooriyawewa			01			
14	Child Skills Development Center, Polpithigama		15	02	15		
15	“Ape Daruwo” Skills Development Center, Kuruwita			02			
16	Special Education Unit, Deltota			02			
17	Sahana Sevana Rehabilitation Center, Seruwila			02			
18	Mental Health Unit, Haputale			02			
19	Pathum Uyana Center, Moratuwa			02			
20	Voltrim Skill Development Center Nuwara Eliya			03			
21	Bentara Sri Gunaratne Nahimi Memorial Skill Development Center – Kesbewa			02			
22	Diriya Daru Rehabilitation and Skill Development Center - Mallawapitiya			01			
23	Child Guidance Center - Kuliapitiya West			01			
24	Ratthota Saviya Skill Development Center - Kaikawala		15	01	15		
25	Tambuttegama Diriya Kusalatha Development Center - Tambuttegama			01		27	

In addition to the above grants, in the year 2022, an amount of Rs.60,000/- has been given to Natthandiya Swarnadama Institute and Rs.40,000/- to Rajagiriya National Deaf Service Board.

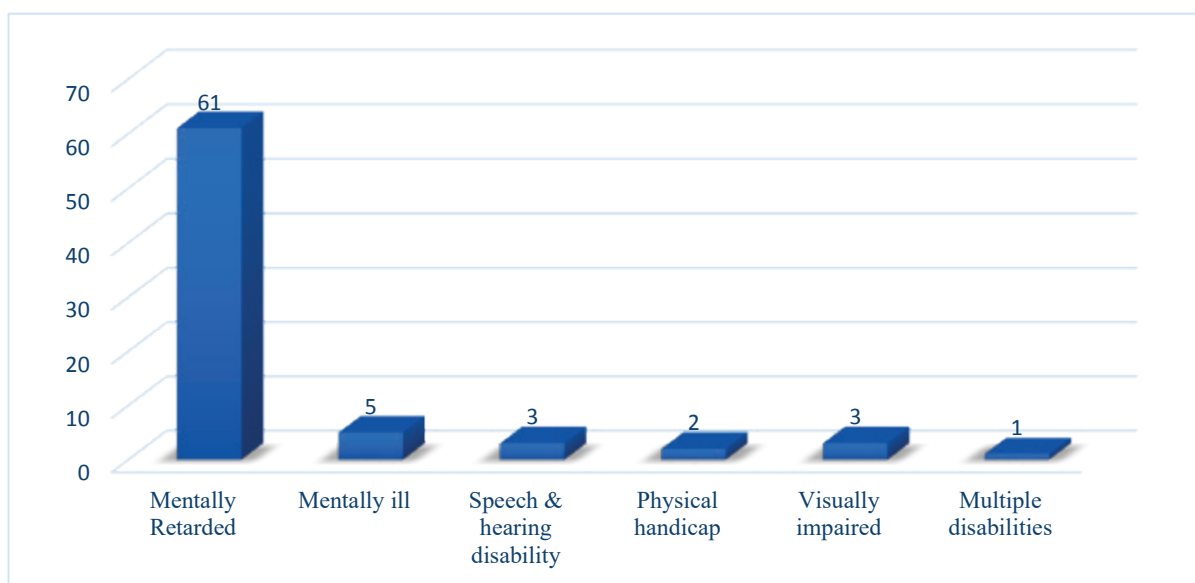
Department of Social Services

2.1.5 Programme for providing care for boy children with intellectual disabilities who are deprived of parents and guardians

Another major program implemented by the Department of Social Services is the care of boy children with intellectual disabilities of various ages who have lost their parents and guardians. Through the Puwakpitiya "Jayaviru Sewana" institute which is operating under the Department for this purpose, lifelong care is provided to more than 75 service recipients.

At the beginning of January 2022, the institution was operating providing care for 76 clients, one person left the institution in February and a new client was admitted in April, and with the death of one client at the end of December, by the end of the year the total The number of service recipients was around 75. Accordingly, in the year 2022, a total of 75 beneficiaries have been provided care by providing food, shelter, medical and sanitary facilities.

People who received shelter according to disability



According to the chart above, a high figure of 81% of the service beneficiaries who received care in the year 2022 are those with mental disorders, and the next highest number are those suffering from mental illnesses respectively. Those with hearing and speech impairments and those with visual impairments were at equal levels, while those representing other disability conditions (mobility and multiple) were minimal at 3% of total clients.

According to the age level, the majority of the people who received care at the institution are represented by the middle-aged group between the ages of 31-50. It is numerically 41. The youth

group in the age group of 18-30 years was about 18, and the least number of service beneficiaries were the people over the age of 51, which was about 16 in number.

2.1.6 Promotion of Sign Language

Another project implemented by the Department of Social Services under the Welfare and Development Program of Persons with Disabilities is providing services to the hearing impaired. Several programs have been implemented in the year 2022 with the aim of recognizing and promoting sign language as a recognized language in order to facilitate the communication of the hearing and speech impaired community and provide more effective service to them.

- Establishment of a pool of 28 sign language interpreters to expand the service of sign language interpreters island-wide.
- Holding a Sign Language Celebration Day event to coincide with International Sign Language Day and recognizing the services of Sign Language Interpreters.
- Issuance of 121 hearing impaired ID cards to verify the identity of hearing impaired persons

Physical and financial progress of the Welfare and Development Program for the Persons with Disabilities

Vote No. 216 – 02- 03 – 1- 1501 (as at 2022/12/31)

Serial N.	Activity and physical progress	Expenditure Rs.
01.	Providing services for vocational training, skill development centers and child guidance centers I. Raw materials II. Other welfare expenses III. Counseling training allowances IV. Educational tours	14,460,000.00
02.	Providing maintenance and rehabilitation assistance to the voluntary organizations which are financially sponsored under the Department. I. Deaf Service Board II. Swarnadama Foundation III. Skills Development Center - Malamulla	190,000.00

03.	Providing teacher allowances to teachers in voluntary organizations, pre-schools, child guidance centres, skill development centers and vocational training institutes providing services to children with disabilities. I. Weeraketiya Arunella Special School - 02 teachers II. H / Katuwana Ritigahayaya Pre School - 01 teachers III. Badalkumbura Little Flowers Child Skills Development Center - 02 teachers IV. Tholangamuwa Child Guidance Center - Teachers - 03 V. Ibbagamuwa Special Education Center Teachers – 01 VI. Malamulla Skills Development Center Teachers - 02 VII. Child Skills Center - Akmeemana Teachers 01 VIII. Child Guidance Center Gettuwana – Teachers 02 IX. Sahana Sevana Rehabilitation Center Seruwila – Teachers 02 X. “Samanala Piyasa” Mental Health Unit Haputale - Teachers 02 XI. Special Education Unit, Deltota Teachers 02 XII. Ape Daruwo Skills Development Center Kuruwita – Teachers 02 XIII. Voltrim Skill Development Center Nuwara Eliya- 03 teachers XIV. Pathum Uyana Center, Moratuwa - Teachers 01 XV. Senehasa Child Skills Development Center, Sooriyawewa - Teachers 01 XVI. Child Skills Development Center, Polpithigama – Teachers 02 XVII. Skills Development Center, Rajanganaya - Teachers 02 XVIII. Bentara Sri Gunawardena Nahimi Memorial Skill Development Center Kesbewa - 02 Teachers XIX. Mallawapitiya Diriya Child Rehabilitation and Skill Development Center - 01 teachers XX. Kuliapitiya West Child Guidance Center - 01 teachers XXI. Ratthota Saviya Skill Development Center Kaikawala - 01 Teachers XXII. Tambutthegama Diriya Skills Development Centre, Tambutthegama - 01 teachers XXIII. Affiliated Vocational Training Institute Tholangamuwa - 03 teachers XXIV. Sitijaya Child Guidance Center- 04 teachers	5,910,000.00
04.	Vocational Training Institute Uniforms – T-shirt, Bottoms	460,000.00
05.	Conducting contests in the Digital Poson Zone	100,000.00
Total expenditure		21,120,000.00
Allocation		25,800,000.00

Physical and financial progress of the Welfare Programme for the Persons with Disabilities Vote No. 216-02-03-13 – 1501 (as at 31.12.2022)

Serial No.	Activities	Allocation Rs.	Expenditure Rs.
01.	Payment of Trainee Allowance fo 451 Trainees with Disabilities in Vocational Training Institutes run under the Department, and for Children in Child Guidance Centers (Rs. 150/- per child)	21,000,000.00	20,720,000.00
02.	Payment of Allowances to 227 service recipients of the Voluntary Institutions financially sponsored by the Department		

**Financial progress of the Welfare Programme for the Persons with Disabilities
Vote No. 216-02-03 – 1203 (as at 31.12.2022)**

Serial No.	Activities	Allocation Rs.	Expenditure Rs.
01	Payment for food obtained for vocational training institutes and uniform allowances for wardens and caregivers	50,200,000.00	49,790,000.00

2.1.7 Cultural and artistic skills development project for the children with disabilities

The Department of Social Services, while empowering the vocational skills of the children with disabilities, plays a leading role in fostering them to become healthy and dynamic persons who have a sense of aesthetic taste. For this purpose, the Department has created the arena that helps identify the sports and artistic skills of all the youths with disabilities in the country. Sports and arts festival have been conducted every year allowing the representation of all young persons with disabilities. The winning individuals and the teams of the district level competitions are produced to the national level competitions and then the winners are awarded prizes and certificates.

The objectives of this programme are giving them the opportunity to experience our cultural values and customs first-hand, nurture their enthusiasm, dedication and capacity towards sports to the levels of the normal persons, change the conventional attitudes prevailing towards the disabled community and earn them social recognition. Three (03) national programmes are carried out under this programme.

- I. “Sith Ru” - National Arts Performance of the Children with Disabilities
- II. National Athletics Festival of the persons with disabilities.
- IV. BakmahaUlela (New Year festival) of the children with disabilities.

Due to the restrictions imposed owing to the COVID 19 pandemic, it was not possible to hold the "Sith Ru" art concert and the National Amateur Athletics Festival in 2022, which is being held with the participation of a large number of disabled children, parents and officials.

Although the department did not conduct a national level sports competition, district level competitions were held and the athletes with disabilities who won in those competitions were sent to the National Paralympic Games, where they managed to secure 09 wins, promoting the sports of the persons with disabilities to the National level

As in the previous year, the Bakmaha Festival for children with disabilities was held at the level of child guidance centers and vocational training institutes.

In parallell with Poson Festival 2022, Digital Poson Zone was held for trainees of vocational training institutes and children of child guidance centers under the theme “Religious and Cultural Enlightenment due to Poson Festival or Mahindagamana”. Here, certificates were awarded to all the children who competed in 04 categories and prizes were awarded to the winning children. In conjunction with Poson Festival 2022, Digital Poson Zone was held for trainees of vocational training institutes and children of child guidance centers under the theme “Religious and Cultural Enlightenment resulted from the Poson Festival or the Mahindaga,mana”. Certificates were awarded to all the children who competed in 04 categories and prizes were awarded to the winning children.

2.1.8 Community Based Rehabilitation National Programme (C.B.R.)

The objective of this programme is to empower the persons with disabilities in knowledge and skills in accordance with the National Policy on Persons with Disabilities in order to protect their rights and enable them to discharge their duties and responsibilities. At the same time, this project is implemented with the objective of ensuring the social and economic well-being of the family member of this community.

Community Based Rehabilitation National Programme

- Financial and physical progress

Vote No. 216 -02 -03 -5 – 2509 (as at 31.12.2022)

Project	Programme	Physical progress	Estimate Rs. Mn	Expenditure Rs. Mn
Community Based Rehabilitation Program (CBR)	Appraisal of Swashakthi (Self-reliance) organizations operating from the grassroots level to the national level.- Swabhimanee awards	24 district level competition evaluations have been conducted.	10.50	0.51
	Providing direct assistance to the disabled community	Direct Aid (139) • Commode toilets- 26 • Electric power facilities - 13 • Access road facilities - 07 • Provision of air mattresses - 20 • Providing water mats - 10 • Water facilities - 46 • Other equipment and aids -17		2.46
	Exhibition of products of Swashakti groups	Introducing and registering a logo for products		0.01
	Conducting progress reviews and awareness programs in district and divisional secretariats	National Programs-04 District – 104 Local- 1180		1.59
	Training programs for officers	Training programs 01		0.76
	Implementation of creative programs and projects for current needs.	Projects – 17		0.95
	Administrative expenses	C.B.R. Division telephone bills, stationery and other general expenses		0.25
	Total		10.50	6.54

2.1.9 Visually Handicapped Trust Fund - Financial Progress

With the objective of providing necessary services, rehabilitation and relief to the visually impaired, various programmes are carried out under this trust fund for the welfare of the visually impaired community and their families throughout the island. The programs planned under this project in the year 2022 and the physical and financial progress achieved through it are as follows.

Visually Handicapped Rehabilitation Trust Fund–financial progress

Vote No. 216-02-03-3-1508 (as at 31.12.2022)

Serial No.	Programme	Physical progress	Estimate Rs.	Expenditure Rs.
01	Sports assistance	schools 12	35,000.00	30,000.00
02	Vocational training	05	300,000.00	235,000.00
03	Educational and cultural assistance		5,133,540.00	5,279,586.00
	I. Providing scholarships for visually impaired school children and visually impaired university students	389		
	II. Assistance for the Kalaya Magazine (volumes)	12		
04	Rehabilitation assistance		1,373,000.00	1,000,457.50
	I. Audio books	pages 18000		
	II. Allowance for consultants	05		
	III. Student allowance for trainees	19		
	IV. Self-employment assistance	07		
05	Contact lenses and eye care	Eye lenses - 01	100,000.00	17,500.00
06	White Cane Day Celebration National Festival	01	1,070,110.00	1,070,110.00
06	Audit fee		138,000.00	138,000.00
07	Financial expenses		10,000.00	4,758.65
08	Miscellaneous expenses		24,500.00	23,869.00
09	Administration expenses		815,350.00	833,438.49

2.2 Drug Addicts Rehabilitation and Socialization Project

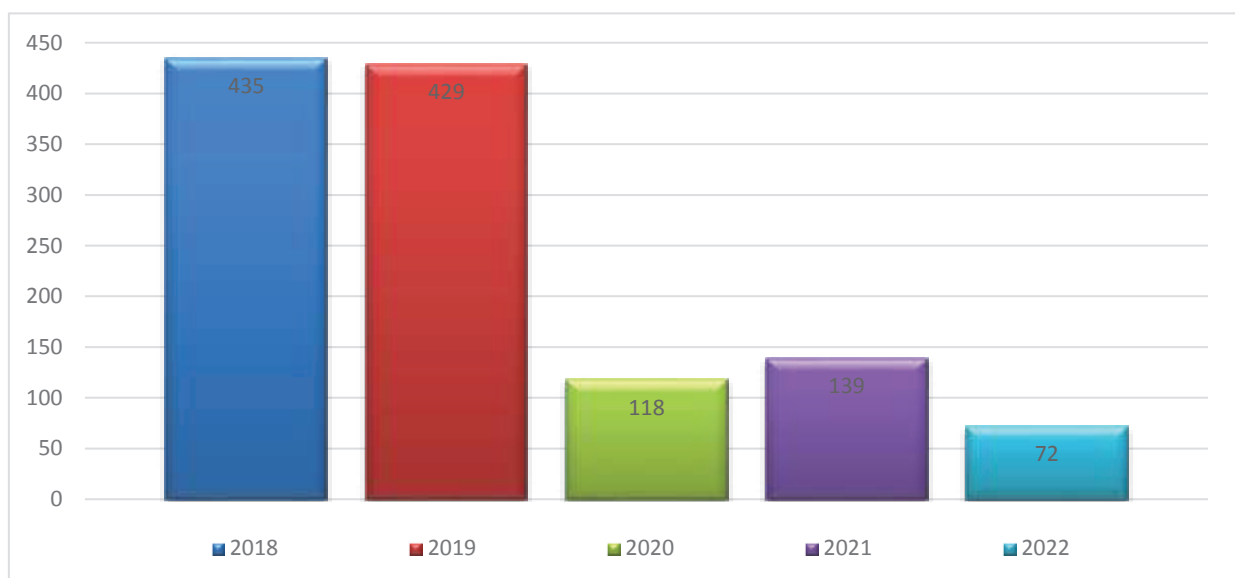
Through this project, which is being implemented with the aim of rehabilitating, socializing and improving the professional skills of drug addicts, Heroin, Cannabis, Kerala Cannabis, Alcohol, Drugs and Other Drug Addicts are institutionalized and rehabilitated.

After admission to the institution, primarily, the drug addicts are engaged in the rehabilitation process through psycho therapeutic and psychological counseling methods and medical approaches. During this period, they are involved in yoga meditation and religious programmes to stimulate spiritual development in them. The persons being rehabilitated are provided with free accommodation, food and medical facilities during the residential therapy. The residential treatment includes training aimed at vocational skills development too in order to ensure development of the livelihood means of the trainees.

At the beginning of 2022 (2021 intake), rehabilitation services were provided for 38 clients, and in 2022, about 72 people addicted to various drugs were newly institutionalized, 32 through court referrals and 40 voluntarily. Accordingly, the institute has provided rehabilitation services to a total of 110 clients during the year, of which 67 have been socialized as rehabilitated persons.

Due to the economic crisis in 2022 and the extension of the rehabilitation period of voluntary clients to 06 months with the aim of making the rehabilitation process more successful, there was a lack of enrolling of new clients compared to previous years. It is illustrated by the following graph.

Number of persons rehabilitated - 2018-2022



While institutional rehabilitation is being carried out, community drug prevention programs are also being carried out at the divisional secretariat level in selected districts of the island.

Financial and physical progress of awareness programs under the drug addicts rehabilitation and socialization program

Vote No. 216- 02-03-2-1501 – (as at 31.12.2022)

Activity	Allocation (Rs.)	Financial progress Rs)	Physical progress
Community Drug Prevention Program (District and Regional Level)	1,150.000.00	694,355.00	Conducting awareness programs for the target community in 07 district and divisional secretariats

2.3 Employment Support for Persons with Disabilities – ESPD project

Due to limited employment opportunities for people with disabilities in Sri Lanka, they have lost their important contribution to economic development. Therefore, by making people with disabilities a part of economic development, their dependency mentality can be removed and turn them into effective social activists. Accordingly, the Japan International Cooperation Agency (JICA) and the Department of Social Services jointly launched a project called "Employment Support for Persons with Disabilities - ESPD" in November 2021 with the aim of providing employment support for job seekers with disabilities in the private sector.

The primary stakeholders of this project include the Japan International Cooperation Agency (JICA), the Department of Social Services and the Department of Manpower and Employment. The National Secretariat for Persons with Disabilities, the Sri Lanka Chamber of Commerce, the Sri Lanka Employers' Federation, and the United Front of organizations of persons with disabilities can be introduced as other groups that support this project. The project objectives are :

- Developing a plan to promote the employment of the disabled community
- Strengthening the government mechanism for providing employment support to the disabled community through linkage creation.

- Increasing the contribution of the private sector to provide employment to the disabled community.

Accordingly, in order to achieve those goals and objectives, the ESPD project carried out preliminary surveys and pilot activities in Sri Lanka, and the Linkage Creation Program was started in the year 2022 as the initial stage of the implementation of the employment. Under the same, workshops were started at the district level for the social service officers and human resource development officers working in the district and region. Through those workshops, officials are being made aware of how to implement the linkage creation program at the ground level.

In 2022, the ESPD project has conducted linkage creation workshops and related progress review sessions in 08 districts (Colombo, Gampaha, Kurunegala, Kalutara, Kandy, Kegalle, Trincomalee and Batticaloa). Accordingly, in the year 2022, 17 persons with disabilities have been successfully placed in employment in various private institutions in the above districts.

2.4 Achievements.

- **Opening of Kilinochchi Vocational Training Centres.**

The Kilinochchi New Vocational Training Institute was opened on 20 December 2022 with the aim of providing vocational training through the medium of Tamil language to the youth with disabilities, and its training activities are scheduled to commence in the first quarter of 2023.

- **Establishment of Hambantota District Child Guidance Centre**

Following the example of the Navinna Child Guidance Center currently operating under the Department of Social Services for early detection of children with disabilities in early childhood and taking action to prevent disabilities, the district child guidance center in the Ambalantota Divisional Secretariat, has been modified and named “Sithijaya” for providing services for children with disabilities in early childhood in Hambantota district, and it was opened on 25 th January, 2022 , commencing its operations.

- **Commencement of Kottawa Skill Development Centre**

The Kottawa Skill Development Center which was established on October 1, 2022, with the aim of preparing the youth between the ages of 13-30 for future vocational training, was commenced on 01 October, 2022.

2.5 Challenges

- Sustainably employ trainees who have successfully completed vocational training to enable them to actively contribute to the economy.
- Developing and socializing young people with disabilities according to the individual development plan by identifying their abilities and weaknesses.
- It is being practically difficult to provide interaction opportunities for people with disabilities in the fields of general education and employment in Sri Lanka.
- Lack of sufficient resources and facilities to provide protection and care for people with disabilities (children with disabilities, women with disabilities, adults with disabilities) who need long-term care.
- Ensuring the necessary facilities and health safety for the officers engaged in hospital welfare services.

2.6 Targets

- **Establishment of the Rienzi Alagiyawanna National Center for Skills Development and Care.**

The institution which was formerly known as “Rienzi Alagiyawanna Vocational Training Institute” in Batugammana area in Balangoda Divisional Secretariat Division in Ratnapura District has been taken over by the Department of Social Services and necessary renovations have been carried out to maintain it as a care center for mentally ill women. It had been planned to launch this institution as the 'Rienzi Alagiyawanna Women's Care Center' in 2022 but due to the severe economic crisis that existed in the said year, it will be launched in February, 2023.

- **Development of a database of persons with disabilities**
The main target group of the Department of Social Services is people with disabilities. In order to provide effective service to this target group, it is aimed to conduct a survey to cover the entire island and prepare a proper data system about people with disabilities.
- Introduction of 03 guidelines namely Guidelines on Aptitude Test for Recruitment of Trainees in Vocational Training Institutions, Individual Development Guidelines for Developing Trainees in Vocational Training Institutions, Orientation Program Guidelines.
- Preparation of business plans for starting self-employment businesses for trainees who have successfully completed vocational training.

- Providing on-the-job training for trainees nearing completion of vocational training by linking up with public/private sectors.
- conduct a job market with the participation of public/private institutions/non-governmental organizations to employ the trainees who have completed the vocational training.
- Providing necessary facilities and guidance to provide employment opportunities for 100 persons with disabilities.
- Island-wide expansion of services provided to children and adults with disabilities through child guidance centers, pre-vocational skill development centers, vocational training centers and care centers under the Department of Social Services as a network of social services.

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Accounting Officer

Name:- Anoja Herath

Position:- Director of Social Services

Date :- .2023.

Chapter 03

Overall financial performance of the Year

Overall financial performance of the year ended 31st December, 2022

3.1 Financial performance statement

Financial Performance Statement for the period ended 31 December 2022

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Rs.

Budget (2021)		Note	Actual	
			2022	2021
	Revenue receipts		-	-
	Income tax	1	-	-
	Taxes on Domestic Goods & Services	2	-	-
	Taxes on International Trade	3	-	-
	Non Tax Revenue & Others	4	-	-
	Total Revenue Receipts (A)		-	-
	Non-Revenue Receipts		-	-
	Treasury Imprests		379,023,000	340,843,000
	Deposits		4,114,054	1,169,486
	Advance Accounts		21,894,336	19,227,401
	Other main ledger account receipts		-	-
	Total Non-Revenue Receipts (B)		405,031,389	361,239,887
	Total Revenue Receipts		405,031,389	361,239,887
	Non-Revenue Receipts C = (A)+(B)		405,031,389	361,239,887
	Treasury remittances (c)			
	Net income receipts and non-income receipts E= (C) -(D)		405,031,389	361,239,887
	Less- expenditure			

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	Recurrent Expenditure		-	-
544,455,000	Wages, Salaries & Other Employment Benefits	5	533,372,646	428,219,961
174,374,200	Other Goods & Services	6	166,545,814	144,272,394
67,350,000	Subsidies, Grants and transfers	7	58,909,001	51,605,679
-	Interest Payments	8	-	-
70,800	Other Recurrent expenditure	9	70,800	65,806
	Total Recurrent Expenditure (f)		758,898,260	624,163,840
	Capital Expenditure			
12,050,000	Rehabilitation & Improvement of Capital	10	5,152,296	8,134,511
1,700,000	Acquisition of Capital assets	11	4,157,722	58,498,925
-	Capital transfers	12	-	-
-	Acquisition of Financial assets	13	-	-
1,500,000	Capacity Building	14	645,201	1,238,180
10,500,000	Other Capital expenditure	15	6,538,513	9,095,352
	Total Capital Expenditure (g)		16,493,732	76,966,968
	Deposit Payments		158,125	1,219,486
	Advance payments		21,999,361	24,601,679
	Main ledger expenditure (h)		22,157,486	25,821,165
	Total Expenditure I =(F+G+H)		797,549,479	726,951,974
-	Balance as at 31' December= (J=E-I)		(392,518,089)	(365,712,087)
	Balance as per reconcillation statement		(392,518,089)	(365,712,087)
	Imprest balance as at 31 December		-	-
			(392,518,089)	(365,712,087)

3.2 Statement of Financial Position

ACA - P

As at 31 December 2022

Statement of Financial Position

	Note		Actual	
			2022 Rs..	2021 Rs. .
<u>Non-Financial Assets</u>				
Property, Plant & Equipment	ACA 6		606,881,557	486,304,191
<u>Financial Assets</u>				
Advance accounts	ACA 5		58,215,252	58,110,226
Cash & Cash Equivalents	ACA 3			
Total Assets			665,096,809	544,414,417
Net Assets / Equity				
Net Assets			54,234,323	58,085,226
Property, Plant & Equipment Reserve			606,881,557	486,304,191
<u>Current Liabilities</u>				
Deposits Accounts	ACA 4		3,980,929	25,000
Imprest Balance	ACA 3			
Total liabilities			665,096,809	544,414,417

Details of Accounting Statements in above ACA format Nos. 1 to 6 presented in pages from 40 to 42 and Notes to accounts presented in pages from 43 to 45 are 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 be in agreement.

.....
 Chief Accounting Officer
 Name: Yamuna Perera
 Designation: Secretary
 Date: 2023

.....
 Accounting Officer
 Name: Anoja Herath
 Designation: Director of
 Social Services
 Date: 2023

.....
 Name : J. R. Denawaka
 Chief Accountant
 Date : 2023

3.3 Statement of Cash Flows

ACA - C

Statement of Cash Flow for the period ending 31st December 2022

	Actual	
	2022 Rs.	2021 Rs.
Cash Flows from Operating Activities		
Total Tax Receipts	-	-
Fees, Fines, Penalties and Licenses	-	-
Profit	-	-
Non-Revenue Receipts	-	-
Revenue collected for other heads	11,491,634	10,785,902
Impress receipts	379,023,000	340,843,000
Recovery of advances	23,853,326	19,756,746
Deposit received	4,114,054	1,169,486
Total Cash generated from Operations (a)	418,482,014	372,555,134
Less - Cash disbursed for:		
Personal Emoluments & Operating Payments	349,691,266	294,472,253
Subsidies & Transfer Payments	34,422,290	39,145,670
Expenditure made on other heads	8,171,856	1,322,412
Impress Settlement to Treasury	-	-
Advance payments	21,970,230	24,143,239
Payment of deposits	158,125	1,219,486
Total Cash disbursed for Operations (b)	414,413,767	360,303,060
NET CASH FLOW FROM OPERATING ACTIVITIES(C)=(a)-(b)	4,068,247	12,252,073
<u>Cash Flows from Investing Activities</u>		
interest	-	-
Dividends	-	-
Divestiture Proceeds & Sale of Physical Assets	-	-
Recoveries from On Lending	-	-
Recovery of advances		
Total Cash generated from Investing Activities (d)		

<u>Less - Cash disbursed for:</u>		
Purchase or Construction of Physical Assets & Acquisition of Other Investment	4,068,243	12,252,073
Advance payments		
Total Cash disbursed for Investing Activities (e)	4,068,247	12,252,073
NET CASH FLOW FROM INVESTING ACTIVITIES(F)=(d)-(e)	(4,068,247)	(12,252,073)
NET CASH FLOWS FROM OPERATING & INVESTMENT ACTIVITIES (g)=(c) + (f)	(0)	(0)
<u>Cash Flows from Financing Activities</u>		
Local Borrowings	-	-
Foreign Borrowings	-	-
Grants Received	-	-
Deposits received	-	-
Total Cash generated from Financing Activities (h)	-	-
<i>Less - Cash disbursed for:</i>		
Repayment of Local Borrowings	-	-
Repayment of Foreign Borrowings	-	-
Payment of deposits	-	-
Total Cash disbursed for Financing Activities (i)	-	-
NET CASH FLOW FROM FINANCING ACTIVITIES (J)=(h)-(i)	-	-
Net Movement in Cash (k) = (g) -(j)	(0)	(0)
Opening Cash Balance as at 01" January	-	-
Closing Cash Balance as at 31st December	-	-

3.4 Notes to the Financial Statements - not applicable

3.5 Performance of the Revenue Collection – not applicable

3.6 Performance of Utilization of Allocation

Rs. ,000

Type of allocation	Allocation		Actual expenditure	Allocation utilization as a percentage (%) of final allocation
	Original allocation	Final allocation		
Recurrent	786,500	786,250	758,898	96.5%
Capital	39,000	39,250	16,494	42.0%

3.7 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 – not applicable

3.8 Performance of the Reporting of Non-Financial Assets

Rs., ,000

Assets code	Code description	Balance as per Boar 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 %
9151	Building and Structures	-	443,997	-	-
9152	Machinery and Equipment	-	146,765	-	-
9153	Land	-	16,100	-	-
9154	Intangible Assets	-	19,800	-	-
9155	Biological Assets	-	-	-	-
9160	Work in Progress	-	-	-	-
9180	Leased Assets	-	-	-	-

3.9 Auditor General's Report

Accounting officer
Department of Social Services

Head: 216 Summary Report of the Auditor General in terms of Section 11(1) of the National Audit Act No. 19 of 2018 on the financial statements of the Department of Social Services for the year ending 31 December 2022.

1. Financial Statement

1.1 Qualified Opinion

The audit of the financial statements of the Department of Social Services for the year ended 31 December 2022 comprising the Statement of Financial Position as at 31 December 2021 and the Statement of Financial Performance and Cash Flow Statement for the year then ended was carried out under my direction in pursuance of provisions in Article 154(1) of the Constitution of the Democratic Socialist Republic of Sri Lanka read in conjunction with provisions of the National Audit Act, No.19 of 2018. The financial statements containing my comments and observations on the financial statements of the Department of Social Services are issued to the Department of Social Services in terms of Section 11(1) of the National Audit Act, No.19 of 2018. The Annual Detailed Management Audit Report relevant to the Department was issued to the Accounting Officer on 09 September 2022 in terms of Section 11(2) of the National Audit Act, No.19 of 2018. This report will be tabled in Parliament in pursuance of provisions in Article 154(6) of the Constitution of the Democratic Socialist Republic of Sri Lanka to be read in conjunction with Section 10 of the National Audit Act, No.19 of 2018.

In my opinion, except for the effects of the matters described in paragraph 1.6 of this report, the financial statements give a true and fair view of the financial position of the Department of Social Services as at 31 December 2022, and its financial performance and cash flows for the year then ended in accordance with Generally Accepted Accounting Principles.

1.2 Basis for Qualified Opinion

My opinion is qualified based on the matters described in paragraph 1.6 of this report. I conducted my audit in accordance with Sri Lanka Auditing Standards (SLAuSs). My responsibility for the financial statements is further described in the Auditor's Responsibilities Section. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

1.3 Responsibilities of the Chief Accounting Officer and the Accounting Officer for the Financial Statements

The Accounting Officer is responsible for the preparation of financial statements that give a true and fair view in accordance with Generally Accepted Accounting Principles and provisions in Section 38 of the National Audit Act, No.19 of 2018 and for the determination of the internal control that is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

As per Section 16(1) of the National Audit Act, No.19 of 2018, the Department is required to maintain proper books and records of all its income, expenditure, assets and liabilities to enable the preparation of annual and periodic financial statements.

In terms of Sub-section 38(1)(c) of the National Audit Act, the Accounting Officer shall ensure that an effective internal control system for the financial control exists in the Department and carry out periodic reviews to monitor the effectiveness of such systems and accordingly make any alterations as required for such systems to be effectively carried out.

1.4 Auditor's Responsibilities for the Audit of the Financial Statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error and to issue an auditor's summary report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with Sri Lanka Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate and its materiality depends on the influence on economic decisions taken by users on the basis of these financial statements.

As part of an audit in accordance with Sri Lanka Auditing Standards, I exercise professional judgment and maintain professional skepticism throughout the audit. I also:

- Appropriate audit procedures were designed and performed to identify and assess the risk of material misstatement in financial statements whether due to fraud or errors in providing a basis for the expressed audit opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- An understanding of internal control relevant to the audit was obtained in order to design procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Ministry's / Department's / District Secretariat's internal control.
- Evaluate the structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Evaluate the overall presentation, structure and content of the financial statements including disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accounting Officer regarding, among other matters significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

1.5 Report on Other Legal Requirements

I express the following matters in terms of Section 6 (1) (d) and Section 38 of the National Audit Act, No. 19 of 2018.

- (a) The financial statements are consistent with the preceding year,
- (b) The recommendations made by me on the financial statements of the preceding year had not been implemented.

Reference to the paragraph of the report relating to the previous year	Recommendation that had not been implemented	Reference to the paragraphs of this report
-----	-----	-----
3.3 (a)	Surpluses and shortages discovered during the board of survey should be dealt with as per the Financial Regulations.	3.2 (c)
3.6 (e)	Actions should be taken to utilize the government provisions for the constructions of buildings by taking over the legal ownership of the lands.	1.6.6 (a) and (b)

1.6 Comments on Financial Statements

1.6.1 Non-financial assets

- (a) Although it has been elapsed a longer period of more than 10 years by donating 05 lands with extent of nearly 33 acres that receipt as donations to the Department for the establishment of vocational training institutes, rehabilitation centers and guidance centers, it had not been accounted as land and buildings by valuing the values of those lands and building constructed in it.
- (b) The legal ownership of the lands where 11 vocational training institutes had been established had not been taken over to the Department and the value had not been assessed and the cost of the buildings constructed in the past 10 years had not been identified and accounted as buildings and constructions of non-financial assets.

1.6.2 Non-maintenance of records and books

During the sample audits, it was observed that the following documents had not been maintained in proper and up-to-date manner by the department.

Type of document -----	Applicable regulation -----	Observations -----
Vehicle log book (General 267 form) .	F.R.1645(a)	Had not been maintained properly
Register of motor vehicles	F.R.1647(9)	Had not been maintained properly.
Register of Electric Equipment	F.R.454(2)	Had not been maintained in updated manner

2. Financial Review

2.1 Management of impress

During the period from January to December 2022, the maximum total amount of impress requested by the department on a monthly basis was Rs.477.81 million and the total amount of the impress that was given by the Treasury during the year was Rs.379.02 million, and therefore, a sum of impress amounting to Rs.98.80 million or 20.67 percent of the requested amount had not been provided to the Department.

2.2 Expenditure management

Due to a total of Rs. 41,950.000 of estimated allocations of 4 recurrent votes being insufficient, allocations amounting to Rs. 505,000 had been obtained from other votes under F.R,66/69 transfers, but provisions ranging from 47 per cent to 53 per cent of that provisions had remained unutilized. Accordingly, it was observed that the Department has not made additional provisions with proper management.

2.3 Incurring of Liabilities and Commitments

The following observations are made.

- (a) In terms of Regulation 214 of the Financial Regulations of the Democratic Socialist Republic of Sri Lanka, the authorizing and certifying officers shall regularly inspect the documents of liabilities. However, the department had taken steps to record the liabilities in the liability register at the time of payment for the related liabilities in the coming year without such inspection. Thus, the control over the liabilities had not been carried out by maintaining the liabilities register as per the provisions of the F.R.
- (b) According to the provisions of paragraph 02(d) of the Public Accounts Circular No. 255/2017 dated April 27, 2017, all debts related to a certain financial year should be settled in that year and no debt should be carried forward with the intention of settling it in the next year. However, there were liabilities amounting to Rs. 5,045,397 related to 19 votes that had not been paid and settled for a period from 01 to 04 years.

2.4 Assurances to be made by the Chief Accounting Officer/Accounting Officer

According to the provisions of Section 38 of the National Audit Act No. 19 of 2018, the Chief Accounting Officer/ Accounting Officer should have made assurances regarding the following matters, but had not acted accordingly.

- (a) The Chief Accounting Officer and the Accounting Officer shall ensure that an effective system of internal control is developed and maintained for the financial control of the Department and the effectiveness of the system should be reviewed from time to time and necessary changes should be made accordingly to make the

system effective and those reviews should be carried out in writing and a copy should be submitted to the Auditor General but statements to the effect that such reviews were carried out were not submitted to the audit.

2.5 Non-compliance with laws, Rules and Regulations

The following observations are made.

Reference to laws, Rules and Regulations	non-compliance
-----	-----
(a) As per chapter.880 and 612 of the Financial Regulations of the Democratic Socialist Republic of Sri Lanka Public Officers (Security) Ordinance	Out of the 40 officers who should give security, only 16 officers had given such security. There was a long delay in accepting the security of the remaining 24 officers.
(b) Para 2.2 of Management Audit Department Circular No. DMA/HT/2015/01 dated 10 February 2016	Annual physical survey had not been done on the vehicles of the department in the year under review and during the past 5 years.
(c) Para3.1 of Public Administration Circular No. 30/2016 dated 29 December 2016.	After the expiration of 12 months after a fuel check or after driving 25,000 km or after a major repair of the engine or etc. whichever is the first, the fuel consumption of the vehicles of the department should be checked and recorded in the log book, but the fuel consumption test had only been carried out only on one vehicle of the department.

2.6 Irregular transactions

- (a) Although in paragraph 4.1 of Public Finance Circular No. 02/2020 dated 28 August 2020, it had been instructed to reimburse the telephone bills of the approved officials subject to a maximum of Rs.1000 per month, contrary to this, at the discretion of the Director, an amount of Rs.1000 had been paid as a monthly telephone allowance to the Social Service

Officers and Development Officers of the department who are working, being attached to District Secretariats, Divisional Secretariats and Vocational Training Centers from September 2020.

Accordingly, formal authority had not been received for the payment of telephone allowances totaling Rs. 8,086,403 for 872 social service officers during the period from September 2020 to December 2022.

- (b) If a government vehicle is used as a learning aid, it should be done after disposal of and deregistration of the vehicle according to the proper procedures, but it was observed that the Nissan double cab with a registration number plate in a drivable condition was used for learning motor mechanics techniques at Katawala Vocational Training Institute. According to the information of the Commissioner of Motor Traffic, the vehicle was registered under the name of the Secretary of the Ministry of Women's Empowerment and Social Welfare and had been used as a learning aid without proper authority.

2.7 Issuance and settlement of advances

A sum of Rs. 103,420 outstanding festival and disaster loan balances due from an officer who left the service of the department had been overdue for more than 05 years, but sufficient steps had not been taken to settle it.

2.8 Operation of bank accounts

- (a) 10 checks with a total value of Rs.40,710, which had not been realized even as on 31st December 2022, had been overdue for a long period ranging from 02 months to 10 months but action had not been taken to recover the said value from the relevant parties or it had not been recorded in accounts as a receivable.
- (b) Action had not been taken to complete the activities related to identification of 07 direct deposits with a total value of Rs. 51,538 credited to the bank account within a period of 4 months from As of December 31, 2022

3. Review of operations

3.1 Performance

3.1.1 Planning

As per paragraph 03 of the Public Finance Circular No. 02/2020 dated 28 August 2020, the Annual Action Plan 2022 should be prepared before December 15 of the current year and approved by the Chief Accounting Officer, specifying how the annual budget allocations will be utilized, but the 2022 Annual Action Plan had not been prepared and approved by the due date.

3.1.2 Non-achievement of Expected Outcomes

The implementation of a training program for officers under the Community Based Rehabilitation National Program, which was started with the aim of empowering people with disabilities with knowledge and skills, had been included in the action plan. But this activity had not been included in the Human Resource Development Plan but had been included in the Community Based Rehabilitation National Program and a training program had been implemented for officers at a cost of Rs. 760,000 from its allocation. Under this program, a product sales exhibition of self-help groups had been planned, but the desired objectives had not been achieved due to only introducing a logo and registration for the products. Also, for the implementation of community-based programs, Rs. 10,500,000 had been allocated for the year under review, but only Rs. 6,540,000 had been utilized.

3.1.3 Delays in Implementation of Projects

Although the construction work of the Kottawa Skill Development Center, which was started for the pre-preparation of young men and women aged 14-30 years for the future vocational training activities, had been completed in the year 2020, its training activities had not been started in the year under review.

3.1.4 Annual Performance Report

- (a) As indicated in the department's vision, the progress towards the desired goal of establishing the rights and equality of the target community by the year 2030 had not been included in the performance report.

- (b) It had been failed to analytically include in the Annual performance Report the statistics on the nature, size and geographical distribution of the marginalized and disadvantaged communities in Sri Lanka, estimated data on new additions annually, detailed statistics, data and information about the community empowered annually by the department and other institutions.

3.2 Assets management

- (a) A van owned by the department, which had not been used since 2016, had been parked at the Amunukumbura Vocational Training Institute at a period when the purchase of vehicles for government institutions was suspended as per the provisions in paragraph 04(1)(V) of the Budget Circular No. 03/2021 dated December 21, 2021 of the Secretary to the Treasury. In the year 2020, it had been repaired by spending a sum of Rs. Rs.320, 020 but it had not been put into operation even by the end of the year under review. Estimates had been called for the repair of this vehicle from a private engineering firm and while it had been decided to dispose of it as it cost nearly Rs. 12 lakhs for the repair, this vehicle was handed over to the Ministry of Transport and Highways for the purpose of giving it to that company at the request of the above private company.
- (b) It had not been submitted to the Audit as to what purpose the water bowser belonging to the department was obtained by the department. This water bowser had been identified on August 11, 2021 under vehicles not in running condition and of which repair is not economically viable and recommended for disposal on December 07, 2021. But the management of the Department did not submit to the audit the reasons for handing over this water tower to the Monaragala district secretary without carrying out the disposal activities until December 31, 2022.
- (c) Although the board of survey of 2022 had been completed by March 31, 2023, according to the provisions of F.R. 760, the activities had not been implemented as per the recommendations of the board of survey regarding the deficiencies, excesses and disposals identified in the board of survey of 2021. Furthermore. The 2022 board of survey had not been carried out as the goods registers and goods are not properly maintained in the Batugammana Vocational Training Institute.

- (d) Even though it had taken long time, it had been failed to take over the legal ownership of the lands of 14 vocational training institutes, rehabilitation centers and guidance centers that had been established within the period of from 1956 to 2021. The basic activities for acquisition such as assessing the value of these lands, surveying and preparing dimensional plans etc. had not been completed. In this connection, the attention of the department was not sufficiently focused on the guidelines introduced in the asset management circulars No. 04/2018 and 02/2019. Moreover, as indicated by the last year's audit, more than Rs. 500 million had been spent on building construction and improvement works without properly taking over the legal ownership.
- (e) The list of vehicles belonging to the department did not include information about the two tractors in Amunu Kumbura and Thelumbuya Vocational Training Institutes.

3.3 Losses and Damages

- (a) According to the initial report submitted on July 21, 2022 regarding the theft of the water pump that took place on May 22, 2022 at Madampe Vocational Training Institute, the loss had been identified as Rs. 25,300, and by December 31, 2022, about 07 months had lapsed since the occurrence of this loss. But The management had failed to submit a full report within three months from the date of the loss, identify the responsible parties and recover the loss as per the provisions of 104(4) of the Financial Regulations.
- (b) In terms of 104(4) of the Financial Regulations, a full report must be submitted within three months from the date of the loss/damage, but in respect of 4 vehicle accidents that occurred during the year under review, opportunity had been given to pay the damage assessed during the preliminary investigation directly to the garage through which the insurance company carried out the repair.

3.4 Management weaknesses

- (a) A motorcycle given to Thelambuya Vocational Training Institute remained idle since January 2021 due to not being able to put into operation for not carrying out the repairs.
- (b) In the situation where development officers were appointed for vacancies in social service officer positions, 7 development officers who were so assigned had been paid Rs. 386,750 as allowances in the year under review for attending to duties or covering the duties of social service officer positions that were further remained vacant in the department. It was observed that cost control had not been carried out effectively and effectively by appointing the excess development officers to carry out the duties of the social service officers instead of appointing them to attending to the duties or covering the duties of the social service officers when development officers have been appointed exceeding the approved cadre in the social service officer positions of the department.

4. Human Resource Management

4.1 Approved cadre, Actual staff

The approved and actual staff of the department is given under 4 categories of service and the vacancy and excess staff as on 31st December of the year under review was as follows.

Service category	Approved	Actual
-----	-----	-----
Senior	9	8
Tertiary	49 2	25 6
Secondary	562	621
Primary	1 34	99
Total	<u>1,197</u>	<u>984</u>

The following observations are made in this regard.

- (a) 196 Development Officers who were recruited in previous years for the posts of Development Officers (Social Services) which are not in the approved task force, performed their duties in the posts of Social Services Officers. While situation prevailed, 306 more development officers were recruited for the duties of Elder Rights Promotion Officer and due to the absence of those positions in the approved cadre, they were also appointed for the same duties of Social Service Officers. Due to the same, an excess of 502 employees was observed beyond the approved number of social service officers of 480. However, if development officers were recruited based on the government's policies and decisions, the approved staff should have been revised, but this had not been done.
- (b) Focusing on the effective employment of development officers who were recruited on the basis of government policies and decisions, the department had not paid due attention to the proper attachment of development officers to perform the duties of social service officers so as not to exceed the approved cadre. However, it is observed that the fulfillment of the duties of social service officers by the development officers creates questionable situations among the posts and service minutes.

M. T. I. Gamage
Senior Assistant Auditor General
For Auditor General

Chapter 04

Performance Indicators of the Institution

4.1 Performance indicators of the institution (based on the action plan)

Specific indicators	Actual output as a percentage (%) of the expected output		
	90% - 100%	75% - 89%	50% - 74%
01. Number of youth with disabilities provided with vocational training	√		
02. Coordinating employment opportunities for trainees who have completed vocational training	√		
03. Providing child guidance services for children with disabilities	√		
04. Community Based Rehabilitation Program (CBR) Number of persons with direct acquired disabilities	√		
05. Community Based Rehabilitation Program (CBR) Number of persons with disabilities who received special project assistance			√
06. Community Based Rehabilitation Program (CBR) Number of district competitions held for evaluation of self-help organizations	√		
07. Number of visually impaired persons benefited under Visually Impaired Rehabilitation Trust Fund	√		
08. Number of Disability Amateur Athletic District Competitions held	√		
09. Number of trainings conducted under Officers Capacity Development Training Programme	√		

Chapter 05

Performance of the achieving Sustainable Development Goals (SDG)

5.1 Identified sustainable development goals (SDG)

Identified sustainable development goals	Target	Achievement indicator	Percentage		
			0 – 49%	50 – 74%	75 – 100%
4.5 By 2030, eliminate gender-based disparities in education, ensure access to all levels of education and provide vocational training opportunities for persons with disabilities, indigenous peoples and vulnerable children.	To provide child guidance for children with disabilities and to provide necessary guidance for pre-school and general school education. 150	Number of children with disabilities provided child guidance -128 Number of referrals to regular pre-schools and regular schools- 10			√
	Starting 01 Child Guidance Centers	Established Child Guidance Centers - 01			√
	Establishment of 01 pre-vocational skill development centers	Number of Pre-Vocational Skill Development Centers established - 01			√
	Providing vocational training and skill development to 500 youth with disabilities aged 16-35.	Number of youth with disabilities who completed vocational training - 451			√
	Giving NVQ level certificates for vocational courses	Number of courses that were given NVQ level – 10	√		
	Preparation of individual development plans for the development of trainees in vocational training institutes	Code of Guidelines for Preparation of Individual Development Plans - 01			√
	Opening of 01 newly constructed vocational training institutes	Number of new Vocational Training Institutes opened- 01			√
	Grant of bursary for education of students under Visually Impaired Trust Fund - 360	Number of students granted bursary – 381			√

8.5 Provide effective and sustainable employment opportunities for all women and men, including persons with disabilities and youth, by 2030	Guidance and coordination of training for persons with disabilities seeking employment for self-employment or institutional employment - 25	Identification and coordination of employment opportunities for persons with disabilities- 29			√
	Conducting a workshop with private organizations to employ disabled people	Number of workshops held with private institutions - 01			√
10.2 By 2030, empower and promote the socio-economic and political integration of all, regardless of age, sex, disability, ethnicity, race, religion or economic or other circumstances.	Providing care for 80 children with intellectual disabilities who have lost their parents and guardians	Number of persons with disabilities provided with care - 75			√
	Rehabilitation and socialization of 100 drug addicts	Number of rehabilitated drug addicts - 72		√	
	Provision of rehabilitation and welfare services to visually impaired persons	Number of persons with visual impairment provided with facilities			√
	Providing services to empower the disabled community under the Community Based Rehabilitation Programme Direct Aid - 108 Special Projects – 25	Empowered Number Direct Assistance - 139 Special Projects - 17			√

5.2 Achievements and Challenges in Achieving the Sustainable Development Goals

The Department of Social Services prepares annual projects and program plans under 03 sustainable development objectives subject to its allocations. Thus, in the year 2022, the desired goals were able to achieved through many of the planned programs.

Due to the restrictions imposed owing to the COVID 19 epidemic, the institutions operating under the department had to close for a considerable period of time and had to perform their duties under a minimum staff, but it was possible to achieve significant successes even though the targeted achievement levels could not be reached.

Chapter 06

Human Resource Profile

6.1 Cadre management

Approved cadre and number of vacancies - as at 31.12.2023

	Approved cadre	Existing cadre	Vacancies / (surplus) **
Senior	09	08	01
Tertiary	492	256	51*
Secondary	562	621	(59)*
Primary	116	94	22

Contract basis

	Approved cadre	Existing cadre	Vacancies / (surplus) **
Vocational instructor	09	01	08
Rehabilitation assistant	09	04	05

* Although cadre has been approved for 480 posts of Social Service Officers, which belong to the Tertiary level, the vacancies of the said post can only be filled by appointing the Social Development Assistants of MN4 salary category to the post of Social Service Officer and on the cessation of the Development Officer posts which have been approved to be personally applicable to the holders of the post.

*Similarly, since the posts of Social Development Assistant and Development Officer of MN 4 category belonging to the secondary level have been approved to be personally applicable to the holders of the post, the vacancies being created in those posts cannot be filled. Therefore, the actual number of the vacancies of the tertiary level and the secondary level has been indicated here.

Staff of the Department of Social Services as at 31.12.2022

Position	Service	Grade	Salary level P.A.C. 03/2016	Approved cadre	Existing cadre	Vacancies
Director	S.L.A.S.	I	SL 1	1	1	0
Additional Director	S.L.A.S.	I	SL 1	1	1	0
Chief accountant	S.L.Ac.S.	I	SL 1	1	1	0
Chief Internal Auditor	S.L.Ac.S.	I	SL 1	1	1	0
Accountant	S.L.Ac.S.	II/ III	SL 1	1	1	0
Deputy Director/ Assistant Director	S.L.A.S.	II/ III	SL 1	3	2	1
Social Welfare Superintendent	Departmental	I /II/ III	SL 1	1	1	0
Being personally applicable to the present officer and subject to the said post to cease to exist subsequently.						
Administrative Officer	G.M.S.O. (Supra)	Super Grade	MN 7	1	0	1
Officer-in- charge*	Departmental	Special	MN 7	10	3	6
Work Manager	Departmental	Special	MN 7	1	0	1
Social Service Officer **	Departmental	I /II	MN 5	480	253	43
Physio therapist	Supplementary medical service	I /II/ III	MT 6	1	0	1
Vocational therapist	Supplementary medical service	I /II/ III	MT 6	1	0	1
Speech therapist	Departmental	I /II/ III	MT 6	1	0	1
Social Development Assistant ***	Associated services		MN 4	200	1	0
Development Officer (Social service) ****	D.O. Service	I /II/ III	MN 4	184	196	0
Development Officer (Elders/social service)	D.O. Service	I /II/ III	MN 4		306	
Visually Handicapped Development Officer *****	Departmental		MN 4	13	7	6
Amateur translator	Associated services		MN 4	1	0	1
Vocational Counselor	Departmental	I /II/ III	MT 1	65	46	19
Vocational Counselor	Contract basis			9	1	8
Communication and Technology Assistant	SL.I.C.T.A service	I /II/ III	MT 1	1	1	0
Public Management Assistant	Management service officer	I /II/ III	MN 2	48	42	6
Sign Language Interpreter	Departmental	I /II/ III	MN 2	26	6	20
Preschool teachers	Departmental	I /II/ III	MN 1	3	3	0

Warden	Departmental	I /II/ III	MN 1	18	13	5
Driver	Drivers' service	I /II/ III	PL 3	13	9	4
Cook	Departmental	I /II/ III/special	PL 2	9	4	5
Child Development Assistant	Departmental	I /II/ III/special	PL 1	5	5	0
Cook Assistant	Departmental	I /II/ III/special	PL 1	15	12	3
Attendant	Departmental	I /II/ III/special	PL 1	32	31	1
Office employee	Office employee service	I /II/ III/special	PL 1	42	33	9
Rehabilitation assistant	Contract basis		PL 1	9	4	5
Total				1197	984	147

* Vacancies in 01 post of Officer-in-Charge shall not be filled until the post of Social Welfare Superintendent is abolished.

** Vacancies in the post of Social Service Officer shall not be filled until the holders of the post of Social Development Assistants are recruited as Social Service Officers and the 184 posts of Development Officers are abolished.

*** Subject to non-filling of vacancies.

**** To be personally applicable to the holder of the post and subject to subsequent abolition.

***** Being absorbed into the Development Officer service minute.

6.2 How the lack/surplus of human resource has affected the performance of the institution.

There is an overall staff shortage within the approved cadre for the Department of Social Services. However, there is a surplus of Development Officer posts due to the appointment of newly appointed Development Officers by the Ministry of Public Administration to the Department of Social Services. However, although there is a surplus against approved cadre, the human resources have been effectively utilized through the duties performed by them, due to the fact that the said appointed Development Officers have been attached to the National Secretariat for the Elders to perform its duties.

Many vacancies in the entire staff have not been filled due to government spending constraints. Therefore, the existing human resource was directed to reach the desired level of performance by effectively and efficiently performing the functions of the Department by fair distribution of the same according to the service requirement.

6.3 Human Resource Development

Serial No.	Name of programme	No. of employees trained	Programme duration	Total investment (Rs.)	Nature of the programme (local/foreign)	Output/ Knowledge gained
1	program of Motivation through positive attitude development	53	03 hours	0.00	Local	Attitude development
2	Entertainment program for stress management	86	03 hours	100,000.00	Local	Stress management
3	Capacity Development Program Physically – 70 Online – 58	128	03 hours	0.00	Local	Counseling
4	Training in Food Technology methods	1	01 day	3,500.00	Local	Food technology
5	Training on Training of Trainers (TOT) in relief care	30	01 day	0.00	Local	Knowledge of relief care services
6	Training on the role of the officer handling the subject of leave.	1	01 day	5,000.00	Local	Knowledge related to the subject of leave
7	Training Workshop on Preparation of Individual Development Plan - 1 (Vibhavi, Wattegama, Thelambuya, Katawala) - through Online Mode	49	01 day	0.00	Local	Knowledge of Individual Development Plan
	Training Workshop on Preparation of Individual Development Plan - 2 (Seeduwa, Amunukumbura, Madampe, Ragama, Batticaloa) through online mode	43	01 day	0.00	Local	Knowledge of Individual Development Plan
8	Tamil Language Training Workshop - 150 hrs	85	150 hours	112,500.00	Local	Knowledge of Tamil language
9	Program on Course Restructuring	77	01 day	0.00	Local	Modernization of courses according to current needs
10	Program on Individual Development Plan – Workshop 3 (in physical manner with practical activities)	72	01 day	0.00	Local	Knowledge of Individual Development Plan

Serial No.	Name of programme	No. of employees trained	Programme duration	Total investment (Rs.)	Nature of the programme (local/foreign)	Output/ Knowledge gained
11	Learning Methodology Training - Vocational Counselors at Amunukumbura, Seeduwa and Vibhabi Institutions - Program 1	17	03 days	0.00	Local	Knowledge of learning methodology
	Learning Methodology Training - Vocational Counselors at Wattagama, Katawala and Thelumbuaya Institutes - Program 2	19	03 days	0.00	Local	Knowledge of learning methodology
12	Training related to preparation of Cabinet papers	39	03 hours	6,085.00	Local	knowledge on the subject
13	Sign Language Training - For Officers of Thelambuyaya Institute	23	30 hours	0.00	Local	Knowledge of sign language
	Sign Language Training - For Sithijaya Institute Officers	7	30 hours	0.00	Local	
14	Online Training Program on "Correct Writing of File Notes".	21	03 hours	0.00	Local	knowledge on the subject
15	Pension related training(Online)	13	15 hours	0.00	Local	knowledge on the subject
16	Attitude Development Training Program on 7 Habits for a Balanced Life	7	03 hours	0.00	Local	Attitude development
17	"Training Program in Office Procedures"	11	03 hours	0.00	Local	knowledge on the subject
18	Government Payroll System	1	03 days	18,000.00	Local	knowledge on the subject
19	Officers Attitude Development Training Program	45	01 day	5477.50	Local	Attitude development
20	Procurement process	31	03 days	0.00	Local	Knowledge related to procurement process
21	"Essentials in Spinal Cord Injury Care " Programme	3	01 day	3,000.00	Local	Knowledge of care services related to spinal cord injuries
22	Sign Language Training - For the officers of the pool.	23	03 days	0.00	Local	Updating knowledge of sign language

Serial No.	Name of programme	No. of employees trained	Programme duration	Total investment (Rs.)	Nature of the programme (local/foreign)	Output/ Knowledge gained
23	Training program to provide technical knowledge related to drug rehabilitation - Puwakpitiya Institute	18	01 day	2,100.00	Local	Technical knowledge related to drug addicts rehabilitation
24	Community Based Rehabilitation - Basic Group Training	55	05 days	767,350.00	Local	Knowledge of Community Based Rehabilitation
25	For Social Service Officers Efficient Bar Exam Fees	189	01 day	288,515.88	Local	Promotion of Officers
26	Master of Public Management (MPM) -(2020/2022) - SLIDA Reimbursement of Course Fees - Ms. N.G.P.G. Samarawickrama (Deputy Director/Control) - (Final Stage)			6,500.00	Local	Knowledge of public management
	Master's Degree (Sociology) - University of Kelaniya - Reimbursement of Course Fees - Mr. N.A. Noragolla (Social Service Officer) (first stage)			25,000.00	Local	Knowledge of Sociology
	Diploma in Psychological Counseling - University of Ruhunu - Reimbursement of Course Fees - Ms. J. D. A. Damayanthi (Social Worker) (Second Phase)			25,000.00	Local	Knowledge of psychological counseling
	Post Graduate in Sociology - University of Ruhuna - Reimbursement of Course Fees - Ms. M. K. M. R. Kumari (Social Service Officer) (Second Phase)			25,000.00	Local	Knowledge of Sociology
	Master's Degree in Education (Special Education) - Course Fee Reimbursement – Mr.M.D.M. Fernando (Sign Language Interpreter) (First Stage)			25,000.00	Local	Knowledge of Special Education
27	Social participation of persons with Disabilities through a community - Foreign (online) Programme	2	From 2022.01.26 to 2022.03.09	0.00	Local	Knowledge of development of persons with disabilities through community activities
28	Intellectual & Developmental Disabilities in Community Activities - Foreign (online) Programme	2	From 2022.02.15 to 2022.02.24	0.00	Local	Knowledge of the development of persons with disabilities in the community through social participation
29	Strengthening Inclusive Education System for children with Disabilities for Learning and living together - Foreign (online) Programme	2	From 2022.01.04 to 2022.02.07	0.00	Local	Knowledge of interactive education of children with disabilities

*** Contribution of the training programs towards the performance of the institution**

A large number of officers are working under the Department of Social Services at the divisional level, district level and institutional level with the aim of providing services to the disadvantaged communities scattered throughout Sri Lanka.

Fulfilling the needs of the target group more efficiently and effectively, and giving a helping hand for their socialization, is the prime objective of all the officers attached to the department. For this purpose, officers are given various training opportunities such as attitude development programs, various lectures, awareness programs, and subject knowledge updating programs to increase their job satisfaction and develop their capacities.

Although training programs were planned to cover all positions in the Human Resource Development Plan of 2022, it was not possible to conduct all the training programs planned under the circulars issued for government expenditure control. However, identifying the mandatory training needs of the officers, training programs were conducted which could be carried out at a minimum cost, and through the said training programs, it was possible to contribute to bring the performance of the institution to a higher level by developing the capacities of the officers.

Chapter 07

Compliance Report

7.1 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 financial statements/accounts have been presented by the 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 applicable		
1.4	Stores advance accounts			
1.5	Special advance accounts			
1.6	Others			
2	Issue of books and registers (F.R. 445)			
2.1	The fixed assets register has been maintained and updated in terms of Public Administration circular No. 267/2018	Not complied	Public Accounts Guidelines No. 2022/05	
2.2	Personal emoluments register/ Personal emoluments cards has been maintained and updated	Complied		
2.3	Audit Query register has been maintained and updated	Complied		
2.4	Internal Audit query register has been maintained and updated	Complied		
2.5	All the monthly account summaries (CIGAS) are prepared and submitted to the Treasury on due date	Complied		
2.6	Cheques and money order register has been maintained and updated	Complied		
2.7	Inventory register has been maintained and updated	Complied		
2.8	Stocks register has been maintained and updated	Complied		
2.9	Losses register has been maintained and updated	Complied		
2.10	Commitment register has been maintained and updated	Complied		
2.11	Counterfoil Books(GA – N20) register has been maintained and updated	Complied		

No.	Applicable Requirement	Compliance status (complied / not complied)	Brief explanation for non-compliance	Corrective actions proposed to avoid non-compliance in future
03	Delegation of functions for financial control (FR 135)			
3.1	The financial authority has been delegated within the institution	Complied		
3.2	The delegation of financial authority has been communicated within the institution	Complied		
3.3	The authority has been delegated in such a 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	Annual action plan has been prepared	Complied		
4.2	Annual procurement plan has been prepared	Complied		
4.3	Annual internal audit plan has been prepared	Complied		
4.4	The annual estimate has been prepared and submitted to the Department of National Budget	Complied		
4.5	Annual cash flow statement has been prepared and submitted to the Department of Treasury Operations on the due date	Complied		
5	Audit Quarries			
5.1	All audit quarries have been replied before the due date specified by the Auditor General	Complied		
6	Internal Audit			
6.1	In terms of financial regulation 134 (2) DMA/1 - 2019, internal audit plan has been prepared at the beginning of the year in consultation with the Auditor General	Complied		
6.2	All internal audit reports has been replied within one month	Complied		
6.3	In terms of Sub-section 40(4) of the National Audit Act No. 19 of 2018, copies of all internal audit reports have been submitted to Management Audit Department	Complied		
6.4	In terms of financial regulation No. 134(3), copies of all internal audit reports have been submitted to the Auditor General	Complied		

No.	Applicable Requirement	Compliance status (complied / not complied)	Brief explanation for non-compliance	Corrective actions proposed to avoid non-compliance in future
7	Audit and Management Committees			
7.1	As per the Department of Management Audit Circular 1/2019, a minimum of 04 Audit and Management Committee meetings have been held within the year	Complied		
8	Assets Management			
8.1	As per the Paragraph 07 of the Asset Management Circular No. 01/2017, the information of purchase of assets and disposal has been submitted to Comptroller General's Office.	Complied		
8.2	A suitable officer has been appointed to coordinate the implementation of the provisions of the circular and details of the nominated officer has been sent to the Comptroller General's Office in terms of Paragraph 13 of the aforesaid circular	Complied		
8.3	Board of Survey has been conducted and submitted relevant reports to the Auditor General on due date in terms of the Public Finance Circular No. 05/2016.	Complied		
8.4	The excesses and deficits were disclosed through the annual board of survey and other relating recommendations, actions were carried out during the period specified in the circular.	Complied		
8.5	Disposal of the condemned articles has been carried out in terms of F.R. 772.	Complied		
9	Vehicle Management			
9.1	Daily running charts and monthly summaries of the pool vehicles have been prepared and submitted to the Auditor General on due date	Complied		
9.2	The condemned vehicles have been disposed of within less than 06 months after condemning	Complied		
9.3	vehicle log books have been maintained and updated	Complied		
9.4	Action has been taken in terms of FR. 103,104,109 and 110 with regard to every vehicle accident	Complied		
9.5	Fuel consumption of the vehicles has been re-tested in terms of the provisions of the Paragraph 3.1 of the Public Administration Circular No. 2016/30 dated 29.12.2016.	Complied		
9.6	The absolute ownership of the leased vehicle had been transferred after the lease period.	Complied		

No.	Applicable Requirement	Compliance status (complied / not complied)	Brief explanation for non-compliance	Corrective actions proposed to avoid non-compliance in future
10	Management of Bank Accounts			
10.1	The bank reconciliation statements have been prepared, got certified and made ready for audit by the due date.	Complied		
10.2	The dormant bank accounts that had existed in the year under review or since the previous years have been settled	Complied		
10.3	Action has 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 adjustments been made within one month.	Complied		
11	Utilization of provisions			
11.1	The provisions allocated have been without exceeding their limit.	Complied		
11.2	The liabilities not exceeding the provisions that remained at the end of the year as per FR 94(1)	Complied		
12	Advances to the Public Officers Account			
12.1	The limits have been complied with	Complied		
12.2	A time analysis on the loans in arrears has been carried out	Complied		
12.3	The loan balances in arrears for over one year have been settled	Complied		
13	General Deposit Account			
13.1	Action has been taken in terms of FR. 571 in relation to disposal of lapsed deposits	Complied		
13.2	The control register for general deposits has been maintained and updated	Complied		
14	Imprest account			
14.1	The balance in the cash book has been remitted to the Department of Treasury Operations at the end of the year	Complied		
14.2	The ad-hoc sub imprests issued as per FR. 371 have been settled within one month from completion of the task	Complied		
14.3	Ad-hoc sub imprests have been issued not exceeding the limit approved as per FR. 371	Complied		
14.4	Imprest account balance has been reconciled with the Treasury books monthly.	Complied		

No.	Applicable Requirement	Compliance status (complied / not complied)	Brief explanation for non-compliance	Corrective actions proposed to avoid non-compliance in future
15	Revenue account			
15.1	Refunds have been made from the revenue in terms of regulations.	Not applicable		
15.2	The revenue collection has been credited to the revenue account directly without crediting to the deposit account.	Not applicable		
15.3	Returns of arrears of revenue have been submitted to the Auditor General in terms of FR. 176	Not applicable		
16	Human Resource Management			
16.1	The staff had been paid within the approved cadre.	complied		
16.2	All members of the staff had been issued duty lists in writing	Complied		
16.3	All reports had been submitted to the Department of Management Services in terms of MSD circular No. 04/2017 dated 20.09.2017	Complied		
17	Provision of information to the public			
17.1	An information officer has been appointed and a proper register of information is maintained and updated in terms of Right To Information Act and Regulation	Complied		
17.2	Information about the institution to the public have been provided by Website or alternative measures and has it been facilitated to appreciate / allegation to public against the public authority by this website or alternative measures	Complied		
17.3	Bi-Annual and Annual reports have been submitted as per section 08 and 10 of the RTI Act	Complied		
18	Implementing citizens charter			
18.1	A citizens charter/ Citizens client's charter has been formulated and implemented by the Institution in terms of the circular number 05/2008 and 05/2018(1) of Ministry of Public Administration and Management	Complied		
18.2	A methodology has been devised by the Institution in order to monitor and assess the formulation and the implementation of Citizens Charter / Citizens client's charter as per paragraph 2.3 of the circular	Complied		

No.	Applicable Requirement	Compliance status (complied / not complied)	Brief explanation for non-compliance	Corrective actions proposed to avoid non-compliance in future
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 01 of the aforesaid Circular	Not complied	Contract has been signed only in respect of the officers of the head office of the Department and the institutions.	Agreements are also expected to be signed for field officers (attached to district and divisional secretariats) in the coming year.
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	Responding Audit Paras			
2.01	The shortcomings pointed out in the audit paragraphs issued by the Auditor General for the previous years had been rectified	Complied		

