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தபால் திணைக்களம்
Department of Posts





Annual Performance Report

2022

Expenditure Head - 308



Department of Sri Lanka Post

Postal Headquarters
310, D. R. Wijewardhana Mawatha
Colombo 01000



0112325111/ 0112328301-3



0112440555



www.slpost.gov.lk



pmg@slpost.lk

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Photographers - Mr. Thilina Kaluthotage
- Mr. M. K. Priyantha Perera

Cover Page Designer - Mr. J. A. Nadun Maheshan Jayasinha



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Institutional Profile / Executive Summary

1.1 Introduction

One of the oldest government institutions in Lanka, Sri Lanka Post has a long history about 224 years. It is advancing with new goals to win the digital and technology world by providing diverse services while encountering various challenges.

Before the invention of writing, communication was a major part of human evolution. Communication techniques have gradually changed. In some instances, its remarkable and uncontrollable rapid development is difficult to manage. But always, it is also offering a fresh opportunities to postal industry. The postal business has a lot to gain from this incredible technological advancement and digitization overall.

The postal service here dates back to the Dutch rule. The "Dutch East-India Company" at that time conducted postal operations for state use only and the first five post offices were established in Colombo, Galle, Mannar, Jaffna and Trincomalee, centering on the port cities.

With the reign of the British era in 1815, the postal service was reorganized and in 1832, Asia's first horse-drawn carts were used for the transfer of postal goods between Colombo and Kandy.

The Penny Black was the world's first adhesive postage stamp used in a postal system. It was first issued in the United Kingdom on May 1st, 1840. The stamp features a profile of Queen Victoria. At the beginning, British postal rates were high, complex and anomalous. To simplify it, Sir Rowland Hill proposed an adhesive stamp to pre-paid. At the time it was normal for the recipient to pay postage on delivery, charged by the sheet and on distance traveled. By contrast, the Penny Black allowed letters of up to 1/2 ounce (14 grams) to be delivered at a flat rate of one penny, regardless of distance.

As a result, the first stamps for Ceylon were released on April 1st, 1857. Brown in tone, the stamp consists a picture of Queen Victoria. For the postage to sent a half-ounce letter from Ceylon to England, its value is 6 pence. In 1857, eight further stamps were released, all of which included a picture of Queen Victoria. The 4 pence stamp with a dark pink tint known as the "Dull Rose," one of the five stamps that were released on April 23, 1859, and is thought to be the most valuable stamp in Sri Lanka.

Other milestones in the history of Sri Lankan postal history include the introduction of the Morse signal transmission system in 1859, the start of railway mail transport in 1865, the introduction of the local money order system in 1877, the establishment of post office savings banks in 1885, the travelling post office service between Colombo and Peradeniya in 1892 may indicate the well establishment of the postal service.

Also, the "General Post Office" building, a proud landmark of the world's postal industry, was opened on August 19, 1895. To improve domestic mail transportation, the use of cars for mail transportation started in 1899. In 1921, the postal network was strengthened and expanded with Sub Post Offices. In 1928 has used air mail service for mail transportation. In 1936, the Postal Identity Card service was introduced. In parallel with the history of the country, Sri Lanka Post has a proud history, compared to the universal post.

The Universal Postal Union (UPU) that established in Switzerland in 1874, guides and supports to improve the quality of the customer service by setting rules for international post. To handle international post, Firstly in 1877 and then in 1949, after becoming an independent state Sri Lanka Post got membership of the Universal Postal Union (UPU). In 1979 became a member of the Asia Pacific Postal Union (APPU).

With the separation of Savings Bank since 1972 and Telecommunications since 1980, although income generating business activities were limited to the Department of Posts, yet nowadays,

acting as a representative of many government, semi-government and private institutions, providing multiple services to the customers.

The Postal Department staff's commitment to providing quality customer service is exceptional, with not-for-profit postage rates relative to operating costs and many free services. The social care services and environmental programs launched by the postal staff working across the country to achieve sustainable development goals in tandem with government policies are commendable. By using modern technology and marketing concepts to increase income compared to the annual expenses through a business development plan, in accordance with the standards of the Universal Postal Union and Government policies, using motivated staff and modern technology in a pleasant working environment to bring customer satisfaction, can be proudly said that the Department of Posts is currently working towards providing an innovative, efficient and reliable postal service.

Post Office Network

Category	No.
Post Offices	653*
Sub – Post Offices	3,342*
Agency Post Offices	140*

(* No. of offices in operation as at 31.12.2022)

Staff of the Department of Posts

	Approved Cadre	Existing Cadre	Vacancies / (Excess)	
Senior	126	63	63	} Permanent Staff
Tertiary	253	71	182	
Secondary	8,925	6,874	2,051	
Primary	13,279	13,141	138	
Total	22,583	20,149	2,434	
Registered substitutes	4,788	2,750	2,038	
Grand total	27,371	22,899	4,472	

Services

Major services of the Department of Posts can be categorized as follows as per their nature.

Local and Foreign mail exchange

Locals

Postal goods	Special services supplied for postal goods	Value added postal services
Letters Parcels Post cards	Registered mail Commercial parcels Bulk Mail Business Mail Insurance Post	SL POST COURIER Cash On Delivery (COD) e-telemail

International

Postal goods	Special services supplied for postal goods	Value added postal services
Normal letters Printed matter Air mail Post cards Parcels	Registered Post U-Packets Small Packets SAL Mail	EMS (International Courier Service)

Financial transactions

	Service	Institution involved
Financial transaction	Money Orders Electronic money orders (PMT) Value Payable Post (VPP)	
	Receiving foreign remittance	Western Union
Banking activities	Saving and Fixed Deposits	National Savings Bank
Fees charging	Examination fees	<ul style="list-style-type: none"> Department of Examinations – Sri Lanka Sri Lanka Institute of Development Administration (SLIDA)
	On the Spot Fine	<ul style="list-style-type: none"> Department of Motor Traffic and Department of Sri Lanka Police
	Insurance services	Sri Lanka Insurance Corporation Ceylinco General Insurance Co. Ceylinco Life Insurance Co. Co-Operative General Insurance Co. Co-Operative Life Insurance Co. Fairfirst Insurance Co. Softlogic Life Insurance Co. Softlogic Premium Insurance Co. Alliance Insurance Lanka Co. Sanasa General Insurance Co. Amana Takaful Insurance Co.
	Utility bills (electricity, water & telephone)	<ul style="list-style-type: none"> Ceylon Electricity Board Water Supply and Drainage Board SLT Mobitel
	Social security fund instalment payment	Department of Social Security
Payment activities	Payment of pensions	Department of Pensions
	Farmers' pension Fishermen's pension	Agrarian Insurance Board
	Payment of elders' allowances	Department of Social Services

	Public allowances monthly payments Elders allowances For diseased allowances (cancer / Thalassemia / kidney / leprosy / TB and other)	
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Stamps

Stamps and stamp related products	Activities of the philatelic bureau
<ul style="list-style-type: none"> • Commemoration stamps • Definitive stamps • First day covers • Souvenir sheets • Special memorial covers • Philatelic register • Philatelic posters • Picture postcards • Personalized stamps • Year packs • Booklets • Presentation pack 	<ul style="list-style-type: none"> • Issuance of stamps aiming at local and international philatelic market and stamp collectors. • Conducting philatelic exhibitions • Marketing stamps and related items through philatelic bureau counters and sub counters, as well as internet (SL Post Stamps App) • Marketing stamps and related items through fixed orders and casual orders • Forming school philatelic societies and maintaining them • Conducting awareness programmes to popularize the hobby of collecting stamps.

Other services

- Issuance of postal identity cards
- Application of examination certificates of the Department of Examinations through online system

1.2 Vision, Mission, Objectives of the Institution

1.2.1 Vision

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

1.2.2 Mission

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

1.2.3 Objectives

- Responding to the customers digital lifestyle, increasing the value of existing services and creating innovative services
- Gaining trust of local and international customers and increase the amount of long time stakeholders bound with the Department.
- Linking customers at all levels easily and hastily across the local and international postal distribution network.

- Minimizing the unfavourable pressure caused by the Department to the Treasury by promoting income
- Performing a prominent role in achieving Sustainable Development Goals through all activities that creates Departmental targets.

1.3 Key Functions

- Preparation and implementation of a strategic plan that can ensure the progress of post that is centred the new technological market.
- Well established, engage, maintenance and development of resources that the Department have to utilize them with extreme efficiency.
- Converting the post office network scattered throughout the island into commercial centres that render diverse services.
- In order to strengthen the postal distribution network that render door – to – door service and has won the trust of the consumer trust, efficiently receive, transport and distribution of postal goods by revising the rules and regulations which receive profits of competition.
- Performing appointments, promotions, transfers, disciplinary actions required for motivating the human resource and maintaining the peace in the working environment.
- Empowering, motivating and keeping the expected level of discipline in the staff by introducing a training plan and a formal performance evaluation methodology in order to develop staff knowledge, skills and attitudes.
- Formalizing the administration by strengthening audit and investigation.
- Utilizing the infrastructure facilities that speedily developing, enhancing the quality of services and efficiency and creating a favourable working environment for the staff.
- Identifying the consumer requirements and market demands through market analysis.
- Maintaining the postal fees so that every consumer of postal service is able to bear them.
- Modification of existing services and introduction as well as publicity of services to cater the ever changing market trends with the modern communication technology and consumer requirements.
- Providing revenue targets and feedback carried out according to a scientific methodology
- Presenting high quality stamps under attractive themes along with related products.
- Popularizing the hobby of collecting stamps locally and internationally that can deliver the Sri Lankan identity to the international level.
- In order to act as per the changing circumstances, implementing enhancement of guidelines for simplifying systems and re – preparation of processes.

1.4 Organizational Chart - Annexure 01

1.5 Main Divisions of the Department

Major postal activities of the Department of Posts is operated under five main divisions for the ease of administration.

- Administration
- Operations
- Development
- Finance
- Audit

Administration Division

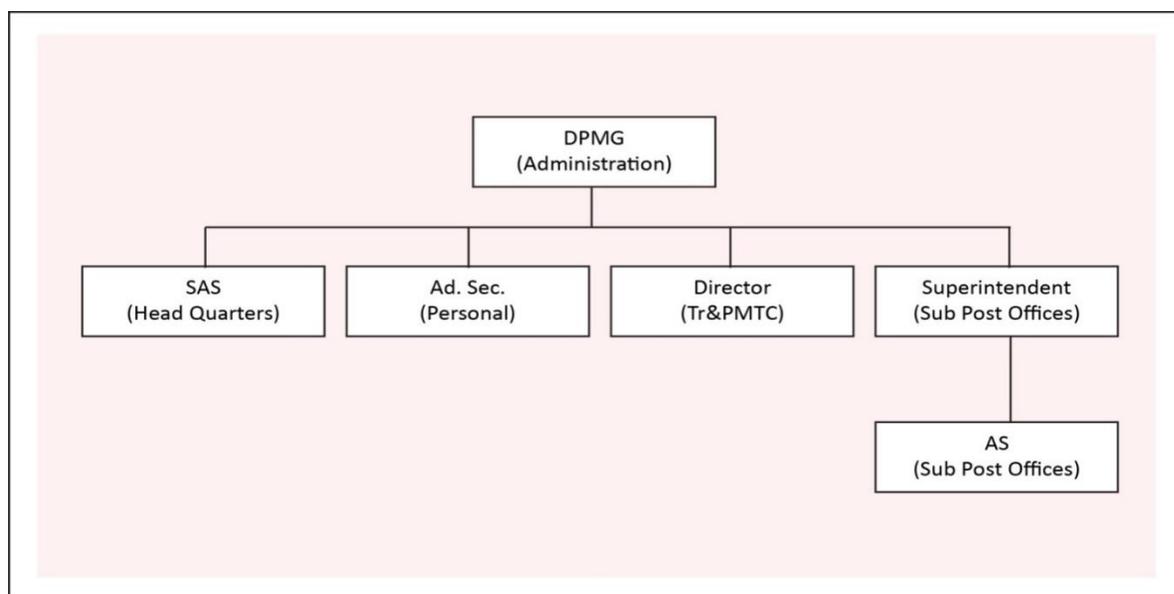


Figure 1.1: Outline of Administrative Section

Branch	Activities	Progress of the year 2022	
Cadre Division I	Establishment work of staff and executive grade officers, activities relevant to appeals of officers engaged in service in those grades and retired officers and performing activities relevant to the right to the information act. (RTI) In connection with the provincial investigations of all grade I, II, III officers, suspension, reinstatement, disciplinary transfer, issuance of	Staff and executive officers’;	
		Promotions	23
		Appointment as acting officers	68
		Transfers	07
		Activities performed relevant to appeals	12
		Provision of information for inquiries as per the right to information act	08
		Acting in regard to performance reports	94
		Investigation files;	
		Files brought forward	212
		No. of office files initiated applicable to investigations	135

	<p>irregularity/charge sheets, formal investigations, issuance of disciplinary order and finalizing the investigation files as per recommendations of provincial committees.</p> <p>Acting in regard to the appeals of all officers in grades I, II, and III and the uniform staff.</p>	<table border="1"> <tr> <td>The files completed on committee recommendations</td> <td>78</td> </tr> <tr> <td>The files finalized with disciplinary orders</td> <td>75</td> </tr> <tr> <td>Balance files at hand</td> <td>194</td> </tr> <tr> <td colspan="2">Relevant to appeals;</td> </tr> <tr> <td>Files brought forward</td> <td>06</td> </tr> <tr> <td>Initiated files</td> <td>35</td> </tr> <tr> <td>Completed files</td> <td>05</td> </tr> <tr> <td>No. of files at hand</td> <td>36</td> </tr> </table>	The files completed on committee recommendations	78	The files finalized with disciplinary orders	75	Balance files at hand	194	Relevant to appeals;		Files brought forward	06	Initiated files	35	Completed files	05	No. of files at hand	36																														
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Completed files	05																																															
No. of files at hand	36																																															
Staff II branch	<p>All administrative activities including appointments, confirmations, promotions, resigning, releases, retirement, absorptions and disciplinary actions of officers in the combined service and the uniform staff of the department and belong to all island services as well as the postal services Administrative activities of the headquarters staff.</p> <p>Updating and reporting of cadre details.</p> <p>Proceedings related to recruitment of registered substitutes and cancellation of registered substitutes.</p> <p>Obtaining ministerial approval for foreign employment leave.</p>	<table border="1"> <tr> <td colspan="2">Confirmation of probationary appointments</td> </tr> <tr> <td>Postal Services Officer (III)</td> <td>180</td> </tr> <tr> <td>Management Assistant</td> <td>22</td> </tr> <tr> <td>Development Officer</td> <td>01</td> </tr> <tr> <td>Postal Assistant</td> <td>833</td> </tr> <tr> <td colspan="2">Absorption of Postal Services Officers to grade II</td> </tr> <tr> <td>Resignations</td> <td>05</td> </tr> <tr> <td>Releasements</td> <td>02</td> </tr> <tr> <td colspan="2">Provision of retirement approval</td> </tr> <tr> <td>Staff Officers</td> <td>16</td> </tr> <tr> <td>Postal Services Officer (I)</td> <td>44</td> </tr> <tr> <td>Postal Services Officer (II)</td> <td>18</td> </tr> <tr> <td>Uniform staff</td> <td>524</td> </tr> <tr> <td colspan="2">Activities pertaining to retirement</td> </tr> <tr> <td>Under section 2-12</td> <td>03</td> </tr> <tr> <td>Under section 2-15</td> <td>06</td> </tr> <tr> <td>Compulsory retirement</td> <td>01</td> </tr> <tr> <td>Appointments and approvals of Postal Assistants</td> <td>561</td> </tr> <tr> <td>New registered substitutes recruitments</td> <td>15</td> </tr> <tr> <td>Cancellation of registered substitutes</td> <td>344</td> </tr> <tr> <td>Foreign employment leave approvals</td> <td>45</td> </tr> <tr> <td>Vacancies covering overtime approvals</td> <td>110</td> </tr> <tr> <td>Provision of driver appointments</td> <td>12</td> </tr> </table>	Confirmation of probationary appointments		Postal Services Officer (III)	180	Management Assistant	22	Development Officer	01	Postal Assistant	833	Absorption of Postal Services Officers to grade II		Resignations	05	Releasements	02	Provision of retirement approval		Staff Officers	16	Postal Services Officer (I)	44	Postal Services Officer (II)	18	Uniform staff	524	Activities pertaining to retirement		Under section 2-12	03	Under section 2-15	06	Compulsory retirement	01	Appointments and approvals of Postal Assistants	561	New registered substitutes recruitments	15	Cancellation of registered substitutes	344	Foreign employment leave approvals	45	Vacancies covering overtime approvals	110	Provision of driver appointments	12
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		At headquarters level,							
		Issuance of salary increments	76						
		Provision of distress loans	218						
		Provision of property loans	01						
		Computation of pension	12						
		Death gratuity grants	01						
Miscellaneous branch	<p>Issuance of postal identity cards and departmental identity cards</p> <p>Provision of special covering overtime approvals</p> <p>Approvals for overseas leave, study leave, accident leave, special sick leave.</p> <p>Activities pertaining to official quarters and payment of 1/20 allowance</p> <p>Sending answers to Parliamentary questions and consultancy committee questions</p> <p>Preparation of annual telephone directory</p> <p>Leave related activities, Agrahara insurance activities, railway warrants and season tickets related activities</p>	<p>Issuance of postal identity cards</p> <p>Issuance of Departmental official identity cards</p> <p>Official quarters application activities</p> <p>Approving payment of holiday allowances</p> <p>Approval of leave,</p> <p>Overseas leave</p> <p>Special sick leave</p> <p>Accident leave</p> <p>Headquarters level,</p> <p>Special and covering overtime payment approvals</p> <p>Maternity leave approvals</p> <p>Official leave approvals</p> <p>Submission of Agrahara application</p> <p>Issuance of railway warrants</p>	<p>6906</p> <p>127</p> <p>25</p> <p>138</p> <p>65</p> <p>35</p> <p>20</p> <p>118</p> <p>22</p> <p>27</p> <p>160</p> <p>50</p>						
Examination branch	<p>Conducting limited and open competitive examinations relevant to appointments, confirmation of appointments and promotions, efficiency bar examinations, practical oral tests.</p> <p>Releasing from efficiency bar examinations.</p> <p>Payment of language incentive allowances</p> <p>Issuance of Postal Departmental circulars.</p>	<p>Obtaining cabinet approval to recruit 415 candidates from the limited competitive examination to recruit to grade III of Postal Services Officers held in the year 2021</p> <p>Completion of efficiency bar requirement of SL 01 grade 1 officers in executive service category</p> <p>Conducting efficiency bar examination</p>	<table border="1"> <thead> <tr> <th>Test</th> <th>No. of participants</th> </tr> </thead> <tbody> <tr> <td>Postal Services Officer(III)E.B.E.-I</td> <td>112</td> </tr> <tr> <td>Sub Postmaster (III) - E.B.E. I</td> <td>994</td> </tr> </tbody> </table>	Test	No. of participants	Postal Services Officer(III)E.B.E.-I	112	Sub Postmaster (III) - E.B.E. I	994
Test	No. of participants								
Postal Services Officer(III)E.B.E.-I	112								
Sub Postmaster (III) - E.B.E. I	994								

		Postal Assistant (Technical II) - E.B.E. II	07
Training and Postal Management Training College	Training related to all staff working in the Department of Posts (local/foreign) to be conducted by the Postal Management Training College and Postal Training Institutes (Wellawatta, Galle, Kandy, Jaffna, Batticaloa, Polgahawela, Tambuttegama) and external training institutes, with the contribution of external resources.	Annexure - 03	
Sub Post Office Division	Carrying out all the Administration of Sub Post Masters. Annual renewal of contracts of Sanasa Agency Post Offices.	100% Completion of General 234 Histy Sheet Preparation. Regarding disciplinary proceedings,	
		Suspensions	10
		Re - instatements	16
		Issuance of Charge Sheets	42
		completed files after giving disciplinary orders	44
		Approval of 10 persons for pension entitlement from the Cabinet memorandum submitted in relation to 12 Sub Post Masters who were deprived of pension due to exceeding the age of 45 years.	
		Sub-Post Masters,	
		Promotion to Grade I	348
		Promotion to Grade II	521
		Absptions	1579

Operational Division

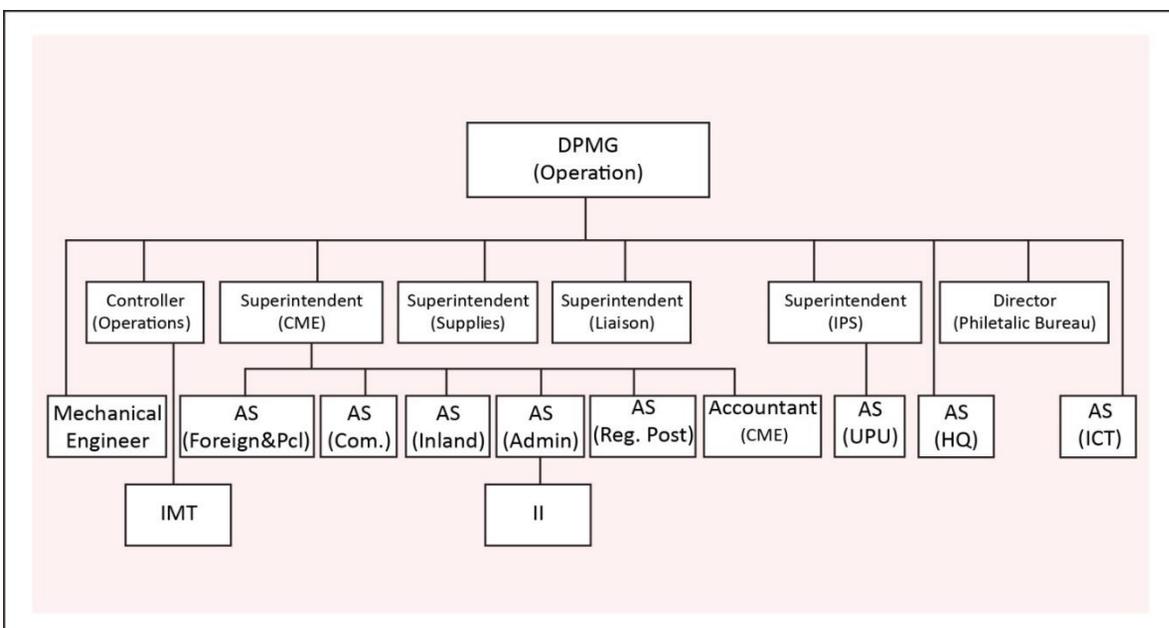


Figure 1.2: Outline of Operational Section

Division	Responsibility	Progress in 2022									
Central Mail Exchange (CME)	<p>Administrative Division - All administrative, disciplinary and maintenance of Central Post Exchange.</p>	Issuance of disciplinary orders	05								
	Finalizing investigation files	18									
	Confirming probationary appointments	79									
	Retirements(Completion)	12									
	Repair and allotment of 4th Floor Registration Section by Maintenance Section.										
	Redesign of General Post Office counter system.										
	Earning an income of Rs. 115,080/- from the sale of waste paper and polythene.										
	<p>Commercial Division - Expansion of SL POST COURIER, COD service, provision of postage facilities for Buisness Mail of major institutions in the island on postpaid basis, provision of bulk mail facilities, auctioning of unclaimed postal items at the Return Letter Office (RLO), Stamp Franking machine related activities. Carrying out activities related to free post facilities provision, handling all payments at the CME, dealing with IT issues and operation of the Post Office – CME</p>	<p>Revenue of the Commercial Division</p>									
	Business mail branch	Rs.1,808,726,810.00									
	Bulk mail branch	Rs.7,854,000.00									
	Loacl Courier branch	Rs.101,024,118.00									
	Stamp Franking machine branch	Rs.299,112,025.97									
	Income from Returned Letters Office(RLO)	Rs.3,005,038.57									
	<p>Foreign Mail and Parcel Division - Carrying out the main operational and accounting functions of the international mail exchange process. Acceptance of EMS letters/parcels, delivery of parcels detained for customs purposes. EMS delivery within Colombo greater and dispatch of other articles to local and foreign destinations.</p>	<p>Parcel</p> <table border="1"> <tr> <td>Inbound Items</td> <td>37,580</td> </tr> <tr> <td>Outbound Items</td> <td>12,960</td> </tr> </table> <p>EMS</p> <table border="1"> <tr> <td>Inbound Items</td> <td>72,935</td> </tr> <tr> <td>Outbound Items</td> <td>60,945</td> </tr> </table>		Inbound Items	37,580	Outbound Items	12,960	Inbound Items	72,935	Outbound Items	60,945
	Inbound Items	37,580									
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Inbound Items	72,935										
Outbound Items	60,945										
<p>Registration Division - Receiving domestic and foreign Registered and Insured items, receiving, checking, sorting and dispatching them to destination offices.</p>	<p>Receipts</p> <table border="1"> <tr> <td>CME acceptances</td> <td>7,925,513</td> </tr> <tr> <td>Received from outstations</td> <td>6,841,043</td> </tr> <tr> <td>Receipt of foreign Registered letters</td> <td>167,937</td> </tr> </table>		CME acceptances	7,925,513	Received from outstations	6,841,043	Receipt of foreign Registered letters	167,937			
CME acceptances	7,925,513										
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Receipt of foreign Registered letters	167,937										

	<p>Inland Mail Division - Opening, checking and sorting of mails received at the Central Mail Exchange, distribution within the Colombo area and dispatch of mail to destinations. Maintaining Buisness Reply Cards / envelopes service and provision of new Letter Boxes.</p> <p>Accounts Division - Conducting all financial matters: salaries, allowances, overtime, traveling expenses, granting of loans etc. Conducting procurement activities and monitoring revenue expenditure of Central Mail Exchange.</p>	<p>Sendings</p> <table border="1"> <tr> <td>Outstations - Local</td> <td>11,593,661</td> </tr> <tr> <td>Outstations - Foreign</td> <td>154,705</td> </tr> <tr> <td>Colombo Delivery (Local)</td> <td>2,908,106</td> </tr> <tr> <td>Colombo Delivery – (Foreign)</td> <td>14,743</td> </tr> <tr> <td>Sent to foreign destinations</td> <td>396,656</td> </tr> </table> <table border="1"> <tr> <td>Franking Machine income of the branch</td> <td>රු.34,864,835/-</td> </tr> <tr> <td>Buisness Reply Cards / envelopes income</td> <td>රු.94,315/-</td> </tr> </table> <p>No. of post boxes in operation at present - 673</p> <p>Progress of income and expenditure at the CME ; Annual Income – Rs.2,308,286,256.23 Annual Expenditure - Rs.1,595,957,600.51</p>	Outstations - Local	11,593,661	Outstations - Foreign	154,705	Colombo Delivery (Local)	2,908,106	Colombo Delivery – (Foreign)	14,743	Sent to foreign destinations	396,656	Franking Machine income of the branch	රු.34,864,835/-	Buisness Reply Cards / envelopes income	රු.94,315/-
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Buisness Reply Cards / envelopes income	රු.94,315/-															
Mail Transportation Division	<p>Facilitating Inland Mail transportation needs, transportation needs of executive officers, field duties and other office transportation needs. Operating mail van services connecting outstations from Central Mail Exchange on a daily basis to maintain the efficient transportation of mails. Carrying out foreign mail transport activities in Greater Colombo daily basis. To maintain and control the fuel station established in Central Mail Exchange. To meet the transportation needs of the new services being introduced.</p>	<p>Managing a limited number of mail vans for the continuous transportation and delivery of mails goods during the period when the transportation by railway and CTB was stopped even in the current economic situation of the country and carrying out mail transportation efficiently. Deployment of 216 vehicles in 2022. Fleet of Vehicles;</p> <table border="1"> <tr> <td>Vans</td> <td>115</td> </tr> <tr> <td>Lorry</td> <td>12</td> </tr> <tr> <td>Motor Bikes</td> <td>25</td> </tr> <tr> <td>Tuk tuk</td> <td>02</td> </tr> </table> <p>For executive officers;</p> <table border="1"> <tr> <td>Double cabs</td> <td>39</td> </tr> <tr> <td>Cars</td> <td>18</td> </tr> </table>	Vans	115	Lorry	12	Motor Bikes	25	Tuk tuk	02	Double cabs	39	Cars	18		
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		Jeeps	02
		Staff Requirements;	
		Buses	03
Mechanical Engineering Division	To carry out minor, medium and major vehicle repairs to maintain the postal department's fleet of vehicles. Purchase of necessary equipment to improve the productivity of the division. Carrying out minor repairs by Mini Work Shop.	No. of motor vehicle repairs	703
		No. of services	310
International Postal Services Division	Implementation and monitoring of EMS service, international parcel service, foreign Registered letter service and letter Mail service to the public through the operational process and strategic process related to international mail. Together with the Universal Postal Union (UPU), to introduce rules, standards, methods to the Sri Lanka Post and carry out the work of using the new technical tools introduced by the UPU to increase the efficiency of the mail. Eg: IPS.POST, CDS, GMS, QCS, Local IPS Carrying out all activities related to the preparation and revision of foreign postages. Dealing with compensations, postage refunds, inquiries and complaints related to the international postal service. Maintaining membership of UPU, APPU and APPC (Asian Pacific Postal College). Update of Parcel Post Compendium, Letter Post Compendium, EMS Operational Guide, Transit Compendium. Initiation and implementation of all projects related to Quality Service Fund.	Revision of foreign postages with effect from Aug. 1, 2022 and increase in the related income status. Under the provisions of the Quality Service Fund (QSF) of the Universal Postal Union, the QSF funds initiated in the year 2020 have completed the procurement of 1000 computers, Dot Metrix Printers and Barcode equipment for Post Offices, Central Mail Exchange, Regional Mail Sorting Centers and selected Sub Post Offices. Completion of procurement process started the supplying phase.	
Liaisons Division	Preparation of circulars/ circular letters related to postal services and issuance of departmental circulars and filing of circulars year by year. Registration and licensing of newspapers, periodicals, Business Reply envelopes /cards, Issuance of Stamps Selling Licences. Internal Awareness of new services. Provision of bulk mail facilities (prepaid/postpaid) for institutions, revision of local postage,	Local postage revised with effect from Aug. 15, 2022. Bulk Mail Facilities (Post Paid)	
		New registrations	44
		Registration renewal	121
		Bulk Mail Facilities (Pre Paid)	
		New registrations	07
		Registration renewal	14

	<p>New establishments, closures and upgradations of Post/Sub Post Offices, Establishment of Agency Post Offices, Providing Telephone Connectivities, Settlement of Monthly Payments for Rail Mail Transport, Redressal of Complaints related to problems in transmission of mails, Providing postal facilities under the controlled Accounts, carrying out revision of delivery beat revizing.</p> <p>Maintaining coordination with external agencies dealing with the Department of Posts.</p>	<p>Departmental new telephone connections.</p> <table border="1"> <tr> <td>Provision of new landline telephone facilities</td> <td>19</td> </tr> <tr> <td>Removal of unused telephone connections</td> <td>79</td> </tr> <tr> <td>Entries to centralized billing of telephone contacts</td> <td>17</td> </tr> <tr> <td>ctions from centralized billing of unused telephone connections</td> <td>01</td> </tr> <tr> <td>Special Dialog phone packages for staff</td> <td>137</td> </tr> <tr> <td>Number of newspapers and periodicals registered</td> <td>142</td> </tr> <tr> <td>Number of registered business reply cards / envelops</td> <td>16</td> </tr> </table> <p>Activities of the National Savings Bank,</p> <table border="1"> <tr> <td>Despatch above refund limit by Sub Post Offices</td> <td>15</td> </tr> <tr> <td>Approvals for Promotional Programs</td> <td>03</td> </tr> <tr> <td>N. S. B. Circular issues</td> <td>06</td> </tr> <tr> <td>Opening of Agency Post Offices</td> <td>06</td> </tr> <tr> <td>Agency Post Office Closures</td> <td>01</td> </tr> <tr> <td>Sub Post Office Openings</td> <td>03</td> </tr> <tr> <td>Temporary closure of Sub Post Offices</td> <td>06</td> </tr> <tr> <td>Post Office Openings</td> <td>01</td> </tr> <tr> <td>Number of examinations conducted for receipt of examination fee by e-Counter software</td> <td>59</td> </tr> <tr> <td>Provision of letter posting facilities at subsidized rates for charity institutions</td> <td>09</td> </tr> </table>	Provision of new landline telephone facilities	19	Removal of unused telephone connections	79	Entries to centralized billing of telephone contacts	17	ctions from centralized billing of unused telephone connections	01	Special Dialog phone packages for staff	137	Number of newspapers and periodicals registered	142	Number of registered business reply cards / envelops	16	Despatch above refund limit by Sub Post Offices	15	Approvals for Promotional Programs	03	N. S. B. Circular issues	06	Opening of Agency Post Offices	06	Agency Post Office Closures	01	Sub Post Office Openings	03	Temporary closure of Sub Post Offices	06	Post Office Openings	01	Number of examinations conducted for receipt of examination fee by e-Counter software	59	Provision of letter posting facilities at subsidized rates for charity institutions	09
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Supply Office	Maintain and issue stocks of all receipt	Following activities too have																																		

	<p>books, forms, money order related pads used in the Department of Posts, printed from the Government Press.</p> <p>Date stamps, brass stamps, lead stamps, Plastic Strips, Barcode Labels for postal operations and ink required for date stamps, day, month, year blocks required. Supply, stock control and issue of packaging materials including rope coils, rope balls, tin docketts, lead and envelopes.</p> <p>Manufacturing of Postal/ Sub-Postal Nameplates, Steel Lockers/ Safes Key Cutting and Repairing.</p> <p>Fixing and issuing key plates of mailboxes required for mailbox service, repairing mailboxes.</p> <p>Provision of uniforms to Supply Division Uniform Staff.</p>	<p>been performed amidst normal duties</p> <table border="1" data-bbox="951 221 1373 634"> <tr> <td>Number of date stamps issued</td> <td>227</td> </tr> <tr> <td>Number of year blocks required for date stamps</td> <td>7,140</td> </tr> <tr> <td>Issue of POC 79 and POC 04 Money Order pads</td> <td>980</td> </tr> <tr> <td>Deliveries of goods procured by the Postal Headquarters</td> <td>30</td> </tr> <tr> <td>Post Office Circular Publications</td> <td>05</td> </tr> </table> <p>Renovation and reuse of 140 mail bags.</p> <p>Launching a project to assemble old date blocks removed from offices.</p> <table border="1" data-bbox="951 846 1373 1368"> <thead> <tr> <th></th> <th>Income</th> </tr> </thead> <tbody> <tr> <td>Selling mill waste paper, recycling tin docketts</td> <td>Rs. 693,735.65</td> </tr> <tr> <td>Handing over old documents, unusable forms to National Paper Corporation for recycling</td> <td>Rs. 16,960.00</td> </tr> <tr> <td>Sale of scrap goods by calling for tenders</td> <td>Rs. 340,500.00</td> </tr> </tbody> </table>	Number of date stamps issued	227	Number of year blocks required for date stamps	7,140	Issue of POC 79 and POC 04 Money Order pads	980	Deliveries of goods procured by the Postal Headquarters	30	Post Office Circular Publications	05		Income	Selling mill waste paper, recycling tin docketts	Rs. 693,735.65	Handing over old documents, unusable forms to National Paper Corporation for recycling	Rs. 16,960.00	Sale of scrap goods by calling for tenders	Rs. 340,500.00
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Philatelic Bureau	<p>Issuance of stamps, first date covers, special commemorative covers under various themes.</p> <p>Maintaining and supervising Philatelic sub-counters throughout the island.</p> <p>Maintaining accounts for local and foreign stamp collectors and issuing annual stamps for standing orders and mailing other materials including stamp related products.</p> <p>Online purchase of stamps and related products through SL Post Stamp App.</p> <p>Personalized stamp service is provided at the Stamp Bureau Headquarters counter and Kandy, Nuwara Eliya, Negombo sub counters.</p>	<table border="1" data-bbox="951 1378 1373 1898"> <tr> <td>Number of Stamp Themes Issued</td> <td>17</td> </tr> <tr> <td>Number of stamps issued</td> <td>54</td> </tr> <tr> <td>Number of special commemorative covers issued</td> <td>31</td> </tr> <tr> <td>Online Stamp Order Quantity</td> <td>3,415</td> </tr> <tr> <td>New standing order quantity</td> <td>421</td> </tr> <tr> <td>Total standing orders</td> <td>8,215</td> </tr> <tr> <td>Annual revenue (including stamp duty)</td> <td>Rs.64,071,720.61</td> </tr> </table> <p>Sub counter income of the philatelic bureau</p>	Number of Stamp Themes Issued	17	Number of stamps issued	54	Number of special commemorative covers issued	31	Online Stamp Order Quantity	3,415	New standing order quantity	421	Total standing orders	8,215	Annual revenue (including stamp duty)	Rs.64,071,720.61				
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	<p>Conducting stamp exhibitions and conducting lectures and workshops to popularize the hobby of stamp collecting.</p>	<p>Kandy - 2,692,563/- Negambo - 1,570,821/- Nuwara Eliya - 1,620,712/- Galle - 424,323/- Matara - 527,483/- Anuradhapura - 345,813/- Kurunegala - 577,699/- Airport - 985,561/- Katunayaka</p>
<p>Information Technology Section</p>	<p>Monitoring and Promotion Unit Coordination activities with agency entities linked with departmental electronic services. Performance of the monitoring activities of the software prepared and completed by the software development branch. (promotion and render required assistance when they are implemented within the postal network) Correction of errors made in the terminal offices when operating the electric services. Publishing circulars and instruction letters in the departmental portal</p> <p>e – Buisness Technology and Management Centre Maintenance and development of e-Pay and m-ePay software. (Until all functions of e-Pay and m-ePay software are fully applied to e-Counter and m-Counter software) All technical operational functions of e-Pay back-end (Databases) and all functions related to data storage. Development, implementation and maintenance of COD (Cash on Delivery) software module. COD external user registration, notifications and provision of all consultancy and technical facilities related to such users. Maintaining the currently developed MMS (Mail Management System) software solution up to date.</p> <p>Running OSU (Osusala Medicine Delivery System). Maintaining and updating software modules related to UCA (Under</p>	<p>Establishing G-Suit, formalizing and facilitating the transactions morefully via e - mail.</p> <p>Enhancing PBX system so that the information technology branch can be easily linked to all Post Offices, Sub – Post Offices, and administrative offices.</p> <p>Maintaining all official software of the department like e-Pay, mePay, eCounter, mCounter, MORS, Form stores, Circular Portal, Security Fund etc. continuously throughout the year. Being able to lead the COD (Cash On Deliver) service to a successful situation by surpassing the expected targets. Increasing the number of large-scale clients using COD software from the outside to 100. Implementation of www.bepost.lk web based solutions and www.bepost.lk/m web based solutions for mobile phones. Publication of COD Calculator www.bepost.lk/m/cal for the convenience of COD customers</p>

	<p>Controlled Account).</p> <p>Daily terminal complaints suggestions and troubleshooting regarding e-Pay, m-ePay, COD, MMS, OSU, and UAC.</p> <p>Maintaining, innovating and updating the official website of the Department.</p> <p>Posting updates and advertisements on the Service Portal.</p> <p>Updating and maintaining the official website of the Philatelic Bureau.</p> <p>Development and update of mystamps.lk personalization and stamp related website with QR codes.</p> <p>Maintenance of server system related to e-Pay, COD and COD Track and Trace along with hardware and networking unit, other software installed in the said server center and database related.</p>	<p>For the convenience of customers using overseas post, www.bepost.lk/m/calf has published a calculator related to the calculation of fees related to foreign postal items.</p> <p>Introducing a new system called OLEMAS (Office Letter Management System) for departmental letter management.</p>						
Assistant Superintendent Headquarters Office	<p>Carrying out all administrative work related to Postal Holiday Homes. (Nuwara Eliya, Anuradhapura, Trincomalee(a) and (b), Sigiriya (a) and (b), Mihintale, Chullipuram)</p> <p>Headquarters Auditorium Administration.</p> <p>Referral for further investigation regarding customer enquiries/complaints.</p>	<p>Income of the holiday bangalows (Rs.)</p> <p>Nuwara Eliya - 1,229,150/-</p> <p>Anuradhapura - 574,200/-</p> <p>Trinco(a) - 300,400/-</p> <p>Sigiriya (a) - 80,675/-</p> <p>Sigiriya (b) - 85,400/-</p> <p>Mihintale - 111,700/-</p> <p>Chullipuram - 237,400/-</p> <p>Auditorium of the headquarters,</p> <table border="1"> <thead> <tr> <th>No. of paid programmes</th> <th>Income</th> </tr> </thead> <tbody> <tr> <td>11</td> <td>Rs. 462,849.50</td> </tr> </tbody> </table>	No. of paid programmes	Income	11	Rs. 462,849.50		
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11	Rs. 462,849.50							
Record Room (I)	Delivering letters received to HQ to HQ sections. Sending letters from HQ sections to all.	<table border="1"> <tbody> <tr> <td>Receipts of registered letters</td> <td>14,115</td> </tr> <tr> <td>Receipts of Letters administrative offices islandwide via RR mail (by RR) Archives Letters</td> <td>24,050</td> </tr> <tr> <td>Outbound Mails (By RR)</td> <td>43,524</td> </tr> </tbody> </table>	Receipts of registered letters	14,115	Receipts of Letters administrative offices islandwide via RR mail (by RR) Archives Letters	24,050	Outbound Mails (By RR)	43,524
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Receipts of Letters administrative offices islandwide via RR mail (by RR) Archives Letters	24,050							
Outbound Mails (By RR)	43,524							
Record Room (II)	<p>Maintaining up-to-date personal files of all secondary, tertiary and executive officers of the Postal Department and all other officers from all island services and combined service.</p> <p>Preservation of completed disciplinary files and retirement files.</p>	<table border="1"> <tbody> <tr> <td>Letter/ Personal Files Receipts</td> <td>41,500</td> </tr> <tr> <td>Personal file transfers</td> <td>1,500</td> </tr> </tbody> </table>	Letter/ Personal Files Receipts	41,500	Personal file transfers	1,500		
Letter/ Personal Files Receipts	41,500							
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Maintenance division	Giving information about Postal Holiday Homes to staff and external parties,	<table border="1"> <tbody> <tr> <td>Conducting Auditorium Programs at Post Headquarters.</td> <td>11</td> </tr> </tbody> </table>	Conducting Auditorium Programs at Post Headquarters.	11				
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	making special reservation (VIP), carrying out control activities related to holiday homes, activities of providing headquarters auditorium on external party rental basis, control of registered substitutes and external workers attached to postal headquarters. Dealing with works, building repairs and service contracts. Maintaining the stores at the headquarters.	Dealing with Annual Service Agreements at Postal Headquarters	07
		Maintenance and servicing of air conditioners.	85
Call centre	Dealing with 1950 short phone number and direct dialling numbers 0112045500/0112328301-03 and receiving customer complaints and forwarding those complaints to relevant sectors for necessary actions.	Number of complaints received via 1950 calls and direct telephone calls	78
		Number of complaints handled by staff assistant of the call center (SA)	960
		Directing telephone calls requested from headquarters divisions to those divisions through internal telephone lines	15,000 - 16,000
Museum	consists of many communication equipments and items used for the transmission of ancient communication methods and telecommunication services. It also has a collection of stamps depicting the inauguration and evolution of postage stamps. The museum is open on weekdays for local/foreign visitors. Charges -	Revision of museum entry fees in 2022 and implementation of promotional programs to popularize the public through new marketing concepts.	
	Local student (attending wearing uniform)	₹.10/-	
	Local student (attending with normal wearing)	₹.20/-	
	Local adult	₹.50/-	
	Foreign children	₹.100/-	
	Foreign Adult	₹.200/-	

Postal Department Auditoriums

	Location of the Auditorium		Seating capacity	A / C / Non A / C	Charges (Rs.)*	
					Weekdays	Weekends
01	Postal Headquarters (2nd Floor) Inquiries 0112325 118		160+18 (Balcony)	A / C	First 03 hours	
					24,000/-	30,000/-
					For an additional hour	
					4,000/-	4,000/-
					Multi Media - 8,000/- Cafeteria facilities - 3,750/- Refundable Deposit - 15,000/-	
02	Kegalle Postal Complex (3rd Floor) Inquiries 0352222 255		350	A / C	For 04 hours	
					10,000/-	10,000/-
					For 08 hours	
					20,000/-	20,000/-
					For an additional hour	
					2,500/-	2,500/-
					Refundable deposit - 5,000/-	
03	Ratnapura postal complex (third floor) Inquiries 0452223 255		250	Non A / C	For 04 hours	
					6,250/-	6,250/-
					For 08 hours	
					12,500/-	12,500/-
					For an additional hour	
					1,000/-	1,000/-
					Loud speaker facilities - 2,500/- Refundable deposit - 2,000/-	
04	Badulla postal complex (third floor) Inquiries 0552224 683		450+350 (Balcony)	A / C	Upto 5 hours	
					20,375/-	20,375/-
					Upto 12 hours	
					48,900/-	48,900/-
					For an additional hour	
					3,775/-	3,775/-
					(with cafeteria, loud speakers, muti media facilities) Refundable deposit - 6,000/-	

05	Anuradhapura postal complex (forth floor) Inquiries 0252222 255/56		110	Non A / C	For 08 hours	
					18,000/-	18,000/-
					For an additional hour	
					2,000/-	2,000/-
06	Galle postal complex (second floor) Inquiries 091 2222255		150	Non A / C	Per day (with seating)	
					6,750/-	6,750/-
					Per day (with seating)	
					6,000/-	6,000/-
07	Matara postal complex (second floor) Inquiries 041 2220050		150	A / C	For 04 hours	
					7,200/-	7,200/-
					For 09 hours	
					12,000/-	12,000/-
					For an additional hour	
950/-	950/-					
Refundable deposit - 2,500/-						
08	Kandy postal complex (third floor) Inquiries 0812222 452		500	Non A / C	For 03 hours	
					20,000/-	20,000/-
					For 08 hours	
					30,000/-	30,000/-
					For an additional hour	
5,000/-	5,000/-					
Refundable deposit - 5,000/-						
09	Kandy postal complex (small hall – third floor) Inquiries 0812222 452		200	Non A / C	For 04 hours	
					8,000/-	8,000/-
					For 08 hours	
					13,500/-	13,500/-
					For an additional hour	
3,000/-	3,000/-					
Refundable deposit- 5,000/-						

10	Watthegama Post Office (1 st floor) Inquiries 0812234 625		200	Non A / C	Per month	
					35,000/-	
11	Muruthalawa Post Office (1 st floor) Inquiries 0812234 625		200	Non A / C	For 04 hours	
					2,000/-	2,000/-
					For 08 hours	
					3,500/-	3,500/-
For an additional hour						
500/-		500/-				
12	Mathale main post office (1 st floor) Inquiries 0662222 250		100	A / C	Per day	
					4,500/-	4,500/-
					No auditorium facilities can be obtained on Sundays	
13	Hatton main post office (1 st floor) Inquiries 0512222 250		100	Non A / C	Per day	
					7,500/-	7,500/-
					Monthly	
					85,000/-	
Non refundable deposit						
Per day - 1,000/-						
Per month - 15,000/-						
14	Malsiripura Post Office (1 st floor) Inquiries 0372250 453/54		200	Non A / C	Per day	
					1,250/-	1,250/-
*Conditional apply.						

Development Division

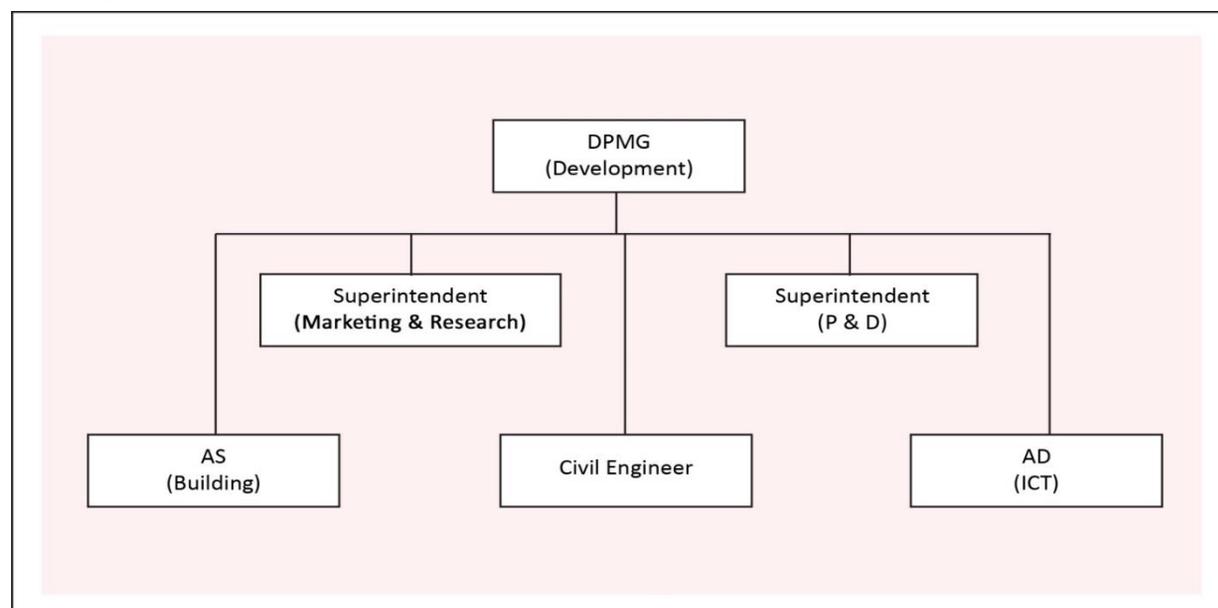


Figure 1.3: Outline of Development Section

Division	Responsibility	Progress in 2022									
Planning and Development Division	<p>Preparation and implementation of Strategic Plan.</p> <p>Preparation and implementation of Annual Action Plan.</p> <p>Maintenance of postal statistics.</p> <p>Progress review.</p> <p>Reporting related to the department.</p> <p>Dealing with new business proposals and keeping existing services up to date.</p> <p>Enhancing existing postal services & introducing new services</p>	<p>Signing of rental agreements for affixing ATM machines</p> <table border="1"> <thead> <tr> <th>Bank</th> <th>Post office complex</th> <th>Monthly rental(Rs)</th> </tr> </thead> <tbody> <tr> <td>NSB</td> <td>Postal Headquarters</td> <td>60,000/-</td> </tr> <tr> <td>Peoples' Bank</td> <td>Weligalla</td> <td>10,000/-</td> </tr> </tbody> </table> <p>Signing of MoU for acceptance of utility bills of Ceylon Electricity Board.</p> <p>Contract with Central Provincial Textile Department for distribution of online marketing textiles to consumers through local and foreign courier mails through post offices by Central Provincial Textile Department.</p> <p>Obtaining insurance for the transmission cash and COD on hand by delivery cadre.</p> <p>Tie up with Amana Takaful Insurance General Insurance Company for issuing and renewing motor third party insurance policies through post office network.</p> <p>Contracting for the delivery of goods</p>	Bank	Post office complex	Monthly rental(Rs)	NSB	Postal Headquarters	60,000/-	Peoples' Bank	Weligalla	10,000/-
Bank	Post office complex	Monthly rental(Rs)									
NSB	Postal Headquarters	60,000/-									
Peoples' Bank	Weligalla	10,000/-									

		<p>requested by customers mentioned on the daraz website and the delivery of courier services to pick up the goods returned by the customers through post offices and deliver them back to daraz. – Daraz Collection Point Operation Preparation of post code numbers for non-delivery post/sub post offices only for departmental use.</p>																																								
Land & Buildings Division	<p>Coordinating the construction and renovation of departmental new buildings and obtaining funds from the Treasury. Management of lands assigned to the department. Acquiring government land for departmental needs and acquiring Private land in accordance with the provisions of the Land Acquisition Act. Carrying out subject matters related to lease agreements related to payment of rent for Post Offices run on rental basis in government and private buildings. Payment of assessment tax on departmental buildings.</p>	<table border="1"> <thead> <tr> <th colspan="3">Post Offices</th> </tr> <tr> <th></th> <th>In 2022</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Acquired</td> <td>12</td> <td>95</td> </tr> <tr> <td>Vested in possession</td> <td>-</td> <td>122</td> </tr> <tr> <td>Started the acquisition process</td> <td>55</td> <td>290</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="3">Sub – post offices</th> </tr> <tr> <th></th> <th>In 2022</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Acquired</td> <td>06</td> <td>81</td> </tr> <tr> <td>Vested in possession</td> <td>-</td> <td>17</td> </tr> <tr> <td>Started the acquisition process</td> <td>26</td> <td>160</td> </tr> </tbody> </table> <table border="1"> <tbody> <tr> <td>Post offices operated in rented buildings</td> <td>154</td> </tr> <tr> <td>Sub Post Offices established in Government buildings</td> <td>445</td> </tr> </tbody> </table> <p>Allotment of part of Peradeniya Post Office premises for a pharmacy on rental basis. Carrying out the construction work of the Batticaloa Postal Complex. Physical progress is 90% as on 31.12.2022. Obtaining approval related to payment of building rent for 50 Post Offices maintained in government and private buildings. Allotment of departmental premises for installation of ATM machines.</p> <table border="1"> <thead> <tr> <th>Bank</th> <th>Postal Complex</th> </tr> </thead> <tbody> <tr> <td>NSB</td> <td>Postal Headquarters</td> </tr> <tr> <td>Peoples' Bank</td> <td>Weligalla</td> </tr> </tbody> </table>	Post Offices				In 2022	Total	Acquired	12	95	Vested in possession	-	122	Started the acquisition process	55	290	Sub – post offices				In 2022	Total	Acquired	06	81	Vested in possession	-	17	Started the acquisition process	26	160	Post offices operated in rented buildings	154	Sub Post Offices established in Government buildings	445	Bank	Postal Complex	NSB	Postal Headquarters	Peoples' Bank	Weligalla
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ICT Division	<p>Software Development Unit Requirement Identification, Design, Develop, Test & Implement the software solutions for the Department.</p> <p>Hardware and Networking Unit Updating the functional verification and security of e-services installed server systems maintained by the Department. Maintain the computer network and computer hardware in the headquarters building. Liaising with Regional Information Technology Resource Centers (ITRC) regarding maintenance of computers and related devices and network of Post Offices. Preparation of specifications and technical evaluation for computer hardware procurement. Maintain and update the department's</p>	<p>Addition of water bills module, Sanasa. Amana Takaful, Allianz insurance instalment receipt module to eCounter software. Inbound section of IPS software has been developed up to 50% Mechanical engineering section software has been developed by 80% Building and land administration software has been completed developing by 90%. Data of 320 offices have been included relevant to Post Offices mapping project. Signing agreements with the relevant establishment for updating the Philatelic bureau module and the stamp bureau mobile app. Creating a methodology for obtaining backup of eCounter databases. Creating and launching pilot programme for a software for including / feeding information of SLP courier goods. (SLP mail) The financial payment division of eCounter software has been 60% built. Development of a module for collection of tax, water bills, waste water bills of Kandy Municipal Council across eCounter software</p> <p>Repairing Uninterruptible Power Supply (UPS) with new batteries and entering into annual service level agreements to ensure uninterrupted power supply to the main server unit.</p> <p>Installation of power generators to provide uninterrupted power supply to the server system.</p> <p>Installation of a new e-mail server system by the officers of the hardware and networking unit themselves so that the department would not incur additional costs due to the breakdown of the existing</p>
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	official e-mail server	official e-mail server. Prepare specification for computers and other peripherals. Repair the computer hardware.
Marketing Division	<p>Preparing the annual marketing plan, conducting market surveys, conducting advertising activities and organizing promotional programs for the introduction and popularization of new services.</p> <p>Recommending changes to services based on customer feedback.</p> <p>Promotion of the Sri Lanka Post brand.</p>	<p>Establishment of Regional Marketing Committees at the Postal Authority Divisional level.</p> <p>Promotion of “Admail” service in October using regional marketing development officers.</p> <p>Enhancements Viral marketing Youtube (https://www.youtube.com/@srilankapost1)</p> <p>Facebook (https://www.facebook.com/slpostal), Twitter (https://twitter.com/srilankapost), Instagram (https://www.instagram.com/srilankapost), Linkedin (https://www.linkedin.com/company/slpost), Pinterest (https://www.pinterest.com/srilankapost), Whatsapp, Tiktok (https://www.tiktok.com/@srilankapost) about departmental services Customer awareness. Prompt response to issues/queries regarding departmental services through social media. Establishment of a Department of Posts Media Unit. To take the services of the department to the people, prepare Powerpoint presentation and give it to the Divisional Superintendents. Conduct training programs for Regional Marketing Development Officers.</p>

Investigation Division

This division is implemented under the direct supervision of the Postmaster General

Division	Responsibility	Progress of the year 2022				
			Controller (Investigations)	Provincial (10)	C. M. E.	Total
Investigation	Assisting the disciplinary authorities as necessary in regard to the disciplinary control of the Departmental staff	On hand at 01.01.2022	294	1573	112	1979
		Received during the year(+)	141	554	40	735
		Grand total	435	2127	152	2714
		Completed files due to issuance of charge sheets and put away	64	437	15	516
		Balance at 31/12/2022	371	1690	137	2198

Finance Division

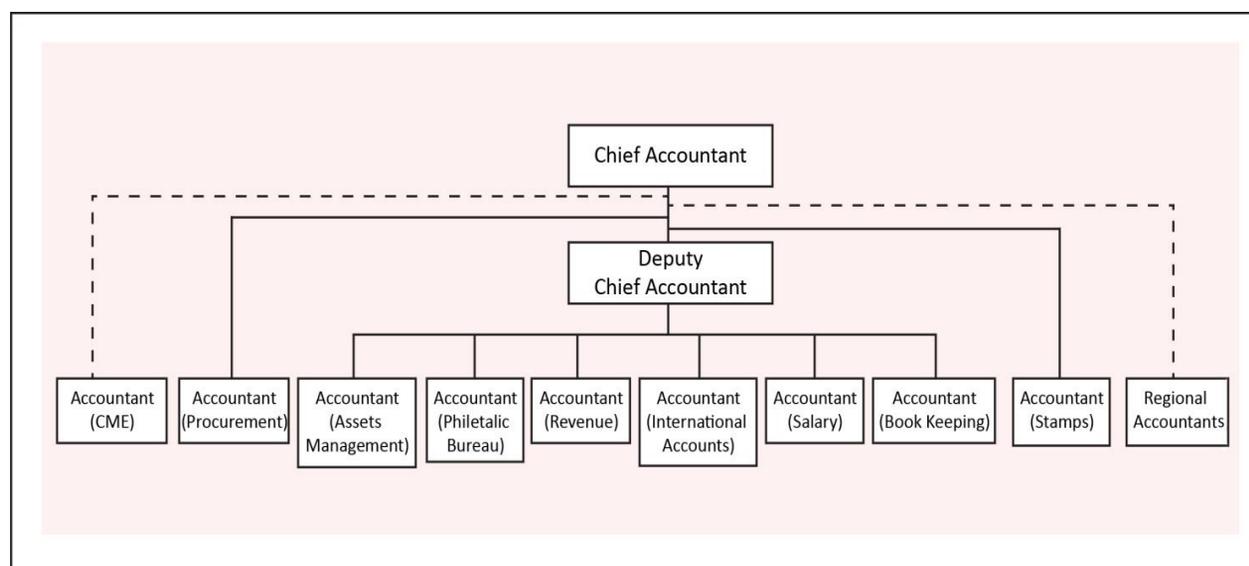


Figure 1.4: Outline of the Finance Section

Division	Responsibility	Progress in the year 2022
Deputy Chief Accountant	Administration and supervision of all bank accounts of the Department Payments to agents entered into agreements with the Department Imprest control Acting to write off all damages and losses of the Department	Responsibility of the division has successfully been carried out.
Procurement division	Adhering to the procurement guidelines and the procurement manual,	Following activities are pioneered among the

	<p>accomplishment of services and purchase of goods as per the annual procurement plan. Coordination, entrusting power and issuance of instructions to procurement committees established at regional level</p>	<p>procurement activities performed in the year 2022. Renewal of agreements for fire security system, two elevators, one service elevators, central air – conditioning system, electricity generators. Renovation of continuous power supply machines to the main server system and renovation of central air conditioning system and entering into a service agreement for 22 photocopy machines. Establishment of existing e – pay software system under Sri Lanka Telecom.</p> <table border="1" data-bbox="974 287 1393 808"> <thead> <tr> <th colspan="2">Accomplishments;</th> </tr> <tr> <th>Material</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>Stamp Franking machines</td> <td>60</td> </tr> <tr> <td>Electricity generators</td> <td>01</td> </tr> <tr> <td>laptops</td> <td>08</td> </tr> <tr> <td>Small size plastic strips</td> <td>17 million</td> </tr> <tr> <td>Normal size plastic strips</td> <td>6 million</td> </tr> <tr> <td>Ink cartridges for FM 100 model postal printing machines</td> <td>50</td> </tr> </tbody> </table>	Accomplishments;		Material	Quantity	Stamp Franking machines	60	Electricity generators	01	laptops	08	Small size plastic strips	17 million	Normal size plastic strips	6 million	Ink cartridges for FM 100 model postal printing machines	50
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Ink cartridges for FM 100 model postal printing machines	50																	
<p>Assets Management Division</p>	<p>Annual stock survey, stores stock taking survey, necessary discarding and submission of reports related to them. Valuation of departmental lands and buildings, departmental assets, registering lists and keep the fixed assets register related to vehicles. Registration of newly purchased Departmental vehicles and releasing the vehicles leased under leasing of vehicles schemes from commercial establishments and register under the Department name. Feeding data, to CIGAS programme updating and introduction of new codes on Departmental assets as per assets codes introduces by the Department of State</p>	<p>Discarding related to 25 regional postal superintendent divisions out of 30 has been finalized after stock survey. Stock survey activities related to the postal headquarters, central mail exchange, Narahenpita and regional stores were completed. Discarding of papers for the year 2021 has been finalized. Completed the discarding of goods in the postal headquarters, carried out the auction and finalized the activities within the year 2022</p>																

	Finance.	<p>itself.</p> <p>Performing activities related to goods discarding in Communication Locals both active and not active of the Department of Posts</p> <p>Performing the valuation of 21 non – evaluated vehicles of the Department of Posts and including in CIGAS programme.</p> <p>By 31.12.2022, 117 lands, buildings and post office buildings belong to the Department have been subject to valuation by the Department of Valuation and included in the CIGAS programme</p>
Revenue division	<p>Calculating the total income of the Department of Posts and forward plans and views required for revenue development.</p> <p>Preparation of income reports that should be sent to the Central Bank of Ceylon and the General Treasury.</p> <p>Handling Western Union account.</p> <p>Performing receipt and payment activities of agencies institutions and take actions to distribute the stamp income.</p>	Have performed the activities / duties of the division
Salaries and expenditure other payments division	<p>Preparation of monthly accounts.</p> <p>Preparation of a report exhibiting the recovery of loan balances in arrears.</p> <p>Preparation of quarterly report on employee loans advance.</p> <p>Advance ‘B’ account – preparation for 2022.</p> <p>Preparation of administrative accounts required to prepare Advance ‘B’ account - 2023</p> <p>Taking actions to write off loan balances in arrears that cannot be recovered further and is less than Rs. 25,000.00</p> <p>Certification of vouchers and making payments</p> <p>Preparation of stamp levy reports</p> <p>Preparation VAT reports.</p>	<p>Carrying out the divisions role up to 100% success</p> <p>Submission to the Secretary to the Ministry for writing off loan balances in arrears further and less than Rs. 25,000.00 of the Department of Posts.</p>

<p>International accounts division</p>	<p>Obtaining the recoverable receipts to the country in regard to overseas mail and make due payments to foreign countries.</p> <p>Acting with Universal Postal Union (UPU) and obtaining the receivables to us from Quality Services Fund.</p> <p>Payments to the relevant companies for air and sea mail transportation.</p> <p>Performing activities of payment for International Reply Coupons, and overseas post's compensations.</p> <p>Performing activities related to cash register and departmental Dollar bank account</p> <p>Monthly reconciliation of money order account and preparation of annual final accounts.</p>	<p>Income of the year 2022 - Rs.567,886,362/-</p> <p>Special project income ;</p> <table border="1" data-bbox="977 244 1378 804"> <thead> <tr> <th colspan="2">Income</th> </tr> </thead> <tbody> <tr> <td data-bbox="977 287 1178 542">Terminal Dues (CN61/64) Supplymentary account for China – Year 2019</td> <td data-bbox="1193 287 1378 542">Rs.184,500,000/-</td> </tr> <tr> <td data-bbox="977 553 1178 804">Terminal Dues (CN61/64) Supplementary account for China – Year 2020</td> <td data-bbox="1193 553 1378 804">Rs.46,500,000/-</td> </tr> </tbody> </table>	Income		Terminal Dues (CN61/64) Supplymentary account for China – Year 2019	Rs.184,500,000/-	Terminal Dues (CN61/64) Supplementary account for China – Year 2020	Rs.46,500,000/-
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Terminal Dues (CN61/64) Supplymentary account for China – Year 2019	Rs.184,500,000/-							
Terminal Dues (CN61/64) Supplementary account for China – Year 2020	Rs.46,500,000/-							
<p>Book Keeping division</p>	<p>Preparation of annual financial statements, monthly accounts summary and expenditure reports.</p> <p>Performing repay activities, payment for the Police fund, banking activities of the National Savings Bank from the revenue.</p> <p>Maintenance of stamp accounts and keeping filed records of employees' provident fund.</p> <p>Performing activities related to deposit accounts maintained for collecting and reconciliation of payment activities from agency institutions</p> <p>Maintenance of general deposit accounts and issuing instructions to district accounts to act as per financial regulations related to deposits exceeding two years.</p> <p>Monthly reconciliation of money order balances and preparation of money order summaries annually.</p>	<p>The responsibility of the division has been successfully performed.</p>						

Stamp Record Room

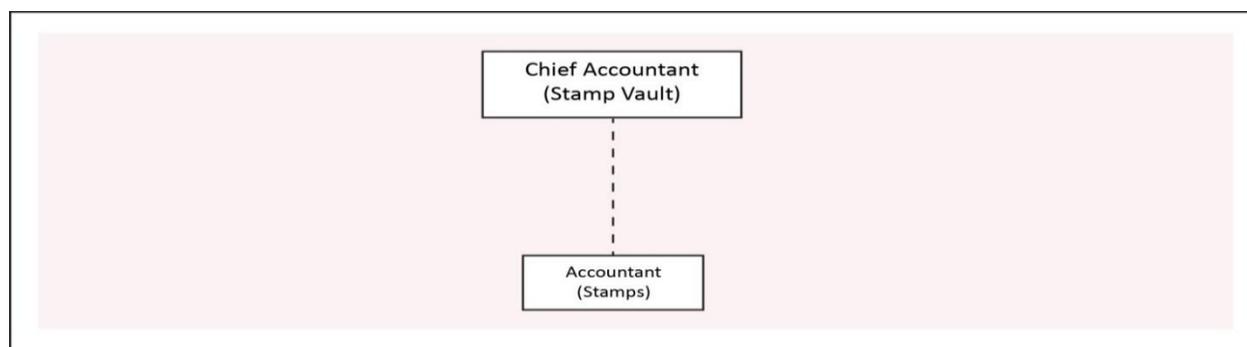


Figure 1.5: Outline of Stamo Vault

Division	Responsibility	Progress in the year 2022
Stamp Vault	Formally receiving the stamps handed over by the philatelic bureau and issue the stamps required by the Accountant (Stamps) Management of stamp stocks and maintenance of old stamp stocks securely, Computerizing the data on stamp stocks.	Postal stamps Receipts - Rs. 1,979,200,000/- Issuance - Rs. 3,020,875,000/- Souvenirs Receipts - Rs. 26,531,500/- Issuance - Rs. 23,838,000/- Revenue stamps Issuance - Rs. 555,000,000/- Parliament stamps Receipts - Rs. 36,324,750/- Issuance - Rs. 53,324,750/-

Audit Division

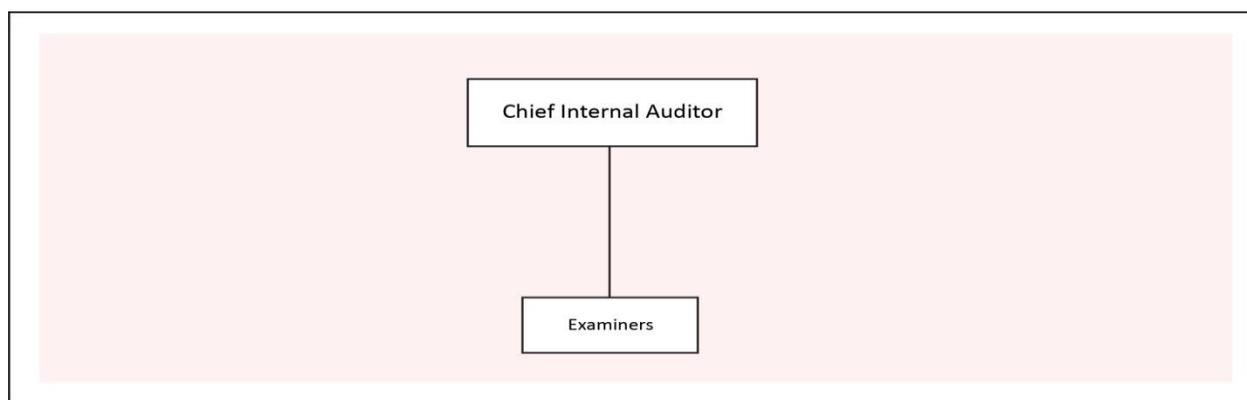


Figure 1.6: Outline of Audit Section

Division	Duty	Progress in the year 2022	
Audit division	Performing departmental internal audit process	No. of audit queries issued	81
		No. of queries replied	61
		No. of queries pending replies	20

Provincial Administration

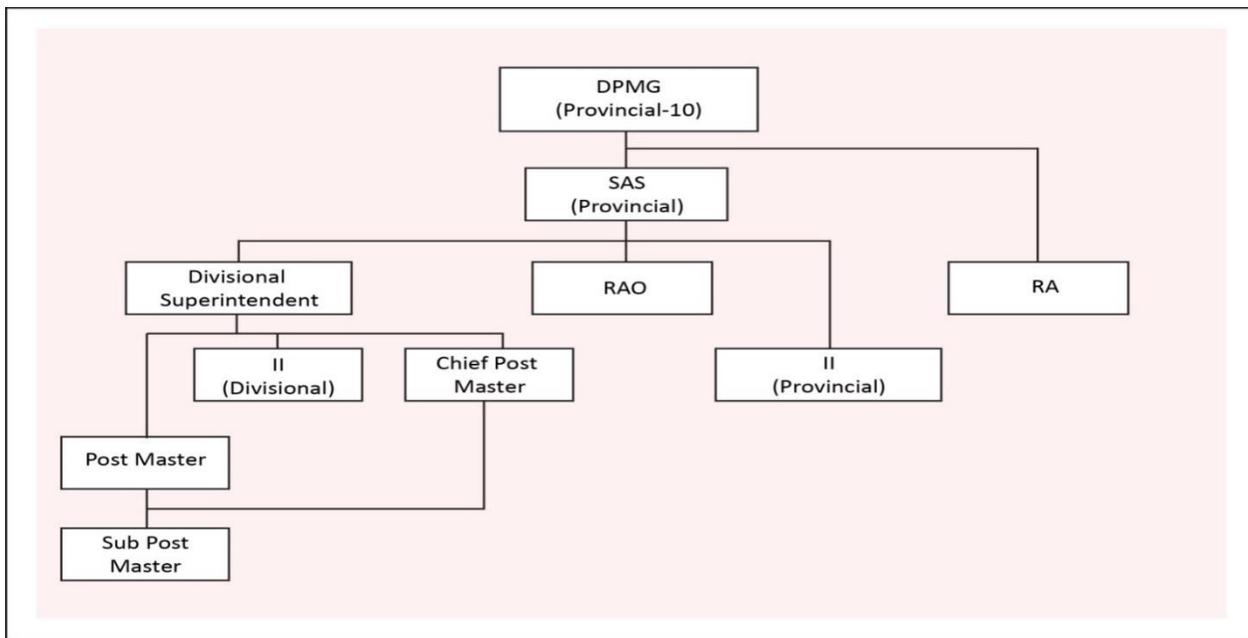


Figure 1.7 Outline of Provincial Administration

Provincial administration of Sri Lanka Post has been decentralized so that the maximum service to customers obtaining services related to post and postal related services can be rendered to the customers covering the entire island and provincial postal monitoring and administration activities are performed under the supervision of ten deputy postmaster generals in 10 Deputy Postmaster General divisions.



2

Progress and the Future Outlook

2.1 Progress

2.1.1 Progress of Utilizing capital funds by the Department of Posts Progress from 01st January 2022 to 31st December 2022

Code	Object	Allocation (Rs Mn.)	Expenditure Amount (Rs Mn.)	Financial Progress%	Physical Progress %
Rehabilitation & Improvement					
308-02-01-2001	Building & Structure Building renovation and restoration	100.000	11.656	11.66	33
308-02-01-2002	Plant Machinery Office equipment repair	20.000	7.765	38.83	92
308-02-01-2003	Vehicles Vehicle Repair	20.000	19.500	97.50	100
Acquisition of Capital Assets					
308-02-01-2102	Furniture & Office Equipment Purchase of office equipment	30.000	6.056	20.26	75
308-02-01-2102 - 0/13	Furniture & Office Equipment Purchase of office equipment	0.105	0.105	100	100
308-02-01-2103	Plant Machinery Purchase of machinery	50.000	20.039	40.08	88
308-02-01-0-2104	New Building New buildings	10.000	0.072	0.72	0
308-02-01-4-2104	New Building New buildings	100.000	99.308	99.31	90
308-02-01-2401	Training & Capacity Building Trainings and capacity building	8.000	7.539	94.25	88
308-02-01-2509	Other Investments / Enhancing postal services and stamps Postal services stamp promotion	2.000	0.147	7.35	7

Table 2.1

After the adoption of the 2022 annual budget estimate, the approved budget estimate for the year 2022 for the Department of Posts has been divided into 4 quarters due to the fact that the 2022 budget has proposed to issue the warrant issued by the Minister of Finance on a quarterly basis, giving the authority to incur expenses in the year. The allocation for each quarter had to be spent within that quarter and the allocation left at the end of one quarter could not be carried over to the next quarter.

2.1.2 Building renovation and restoration (308 – 02– 01 –2001)

Progress from 01st January 2022 to 31st December 2022

Project	Nol of projects	Allocated provisions (Rs. M.)	Financial progress (Rs. M.)	Financial Progress (%)	Physical progress %
Southern province	4	1.276595	1.068659	83.71	100
Western north	-	-	-	-	-
Western south	-	-	-	-	-
Central province	1	3.500000	0.462770	13.2	100
Eastern province	1	0.180000	0.172319	95.73	100
Uva province	-	-	-	-	-
North central province	4	4.864640	4.020272	82.64	100
North western province	-	-	-	-	-
Northern province	-	-	-	-	-
Sabaragamuwa province	-	-	-	-	-
Central mail exchange	-	-	-	-	-
Postal Headquarters	2	5.752235	4.113674	71.51	100

Table 2.2

2.1.3 Financial progress up to 31.12.2022

Annual revenue target of 2022 (Rs. M.)	Collected revenue up to 31.12.2022 (Rs. M.)	Progress %
9,100	9,268	101.9

	Annual estimation 2022 – Rs.	Expenditure 2022 – Rs.	Progress %
Recurrent expenditure	16,374,000,000.00	16,100,874,778.51	98.33
Capital expenditure	352,000,000.00	174,755,376.89	49.65
Total	16,726,000,000.00	16,275,630,155.40	97.31

Table 2.3

It is a victory for the Department of Posts to achieve the revised revenue target by 101.9% in the year 2022 even in the severe economic problem situation in the country by carrying out the general postal operations using limited resources. The progress of capital provision expenditure is 49.65% and recurrent expenditure is 98.33%.

2.1.4 Services rendered free of charge

Services rendered free of charge by the Department for another Department.

Service	Total of payments for the year 2022 (Rs.)
Payment of public aids	2,171,268,077.50
Payment of pension	7,578,407,473.75
Payment of disease allowances	541,829,603.00
Payment of elderly allowances	8,455,809,977.15
Pragna Pradeepani	64,259,742.00
Other payments	29,909,200.00
Rendering postal services under free postal facilities	216,832,499.00

Table 2.4

2.1.5 Projects generating revenue to the Government utilizing resources of the Department of Posts

Service	Revenue of 2022 (Rs.)
Stationing of ATM machines	610,200.00
Holiday bangalows	2,618,925.00
Renting out lands and buildings	180,000.00
Auditoriums	3,007,708.71
Cafertarias	586,750.00

Table 2.5

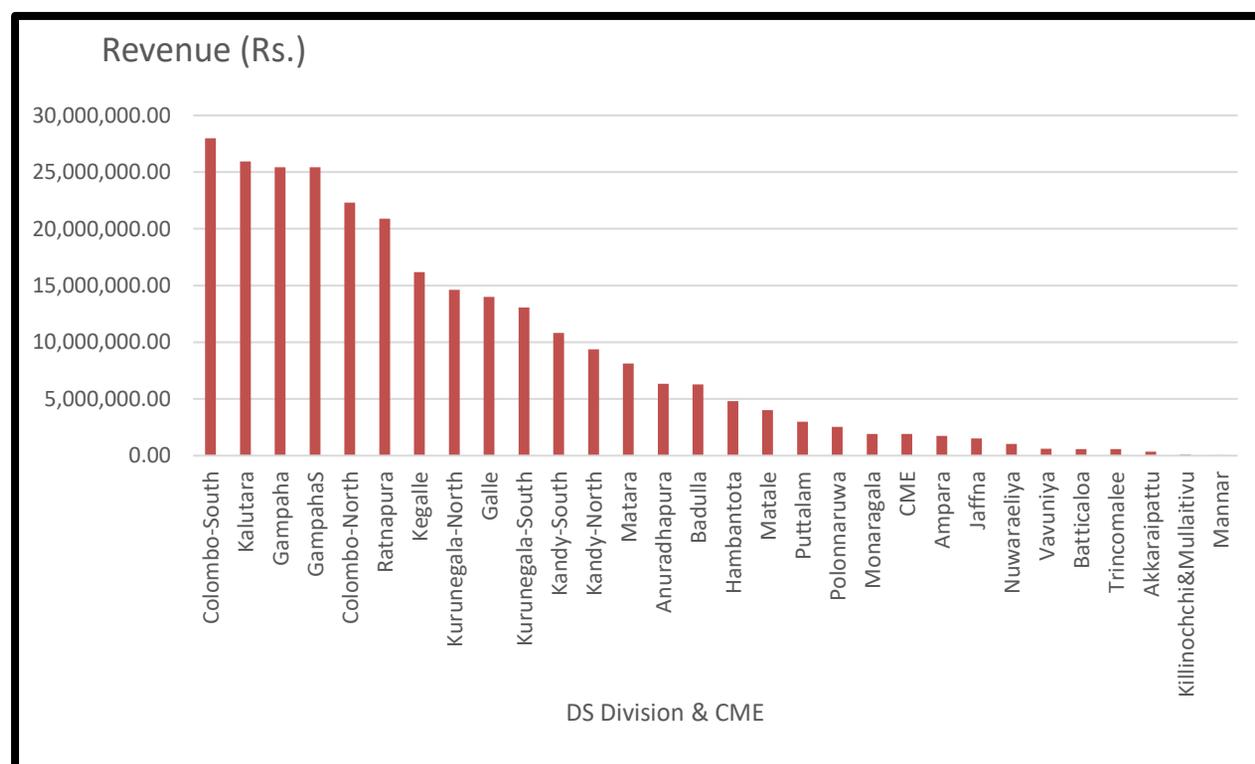
2.1.6 COD income of the year 2022

The Cash On Delivery (COD) service introduced on 15.12.2020 enabled the postal department to exceed the expected revenue target in 2022 as well.

Estimation 2022 (Rs. M.)	Annual Revenue (Rs. M.)	Progress (%)
55.000	269.474	490.0%

Table 2.6

Distribution of COD among divisions in 2022



2.1.7 Postal Services

Business Mail Service (BM Numbers)

A service implemented on agreement which is introduced to the business community to post business letters as stocks.

Registration	- From the Planning and Development Division, 4th Floor, Postal Headquarters. (Inquiries - 011-2448456)
Conditions	- A minimum of 100,000 letters should be mailed per month. An annual bank guarantee or cash deposit of at least Rs.5,000,000.00 is required for the fee for letters posted within one month. Standard envelopes of approved standard should be used. (80-100 GSM)
Standards	- Subject to regulations applicable to letter post
Services that can be obtained	- Normal letters, Registered letters, Printed Matters.
Fees	- Normal postage is applicable. https://slpost.gov.lk/wp-content/uploads/2022/08/domesticPostage_revised_2022_08_15.pdf Annual Registration fee is Rs. 5,000/-
Posting letters	- Central Mail Exchange, D. R. Wijewardhana Mawatha, Colombo 10
Customer Services	- 0112320700 / 1950

Bulk Mail Service (M Numbers)

A service introduced for bulk mailing of business letters (less than 100,000) for the business community all over the island.

- Registration - Nearest post office convenient for mailing letters or from Postal Headquarters, 5th Floor, Coordination Section (Inquiries - 0112325565)
- Conditions - Bank guarantee/ cash deposit is required for postpaid service as a fixed fee.
 Within Colombo city limits (minimum) - Rs.25,000.00
 Within outlying city limits (minimum) - Rs.10,000.00
 (The fixed fee varies depending on the number of letters mailed monthly.)
- Standards - Subject to postal regulations.
- Fees - Fee for obtaining the service for the first time – Rs. 5000.00
 Fee for annual renewal - රු.3000.00
https://slpost.gov.lk/wp-content/uploads/2022/08/domesticPostage_revised_2022_08_15.pdf

Posting of letters - Through registered post / sub post offices

Customer services - 0112325565 / 1950

e – Telemail

A service introduced for prompt delivery of urgent messages through Post and Sub-Post Offices throughout the island.

The message is delivered within a minimum period of time from the time of receipt and the sender has the facility to retrieve information about the delivery of the message.

Charges -	For the first 10 words	Rs.	50.00
	Per word exceeding the limit	Rs.	5.00
	Fixed Rate	Rs.	20.00
	Confirmation of distribution	Rs.	30.00
	Charge for obtaining a certified copy of the original sent	Rs.	100.00

Ad Mail

A service to transmit business messages to customers in a concessional manner, to send samples of business advertisements to the needs of the business community to create awareness about their products.

Here, the necessary advertisements/samples are distributed from house to house without writing addresses to people in a certain area.

- Registration - Submit one advertisement / sample to the Divisional Post Offices of the area where the advertisement leaflets / samples are intended to be advertised and obtain an ADM number.

Mailable items -print ads, brochures, promotional letters, sales surveys, customer contests, commercial samples, customer rewards

Charges -

For advertising leaflets

Maximum weight of a leaflet	For 1000 leaflets	For leaflets exceeding 1000
20g	Rs. 6,000.00	Rs. 5,000.00
40g	Rs. 7,000.00	Rs. 6,000.00
60g	Rs. 8,000.00	Rs. 7,000.00
80g	Rs. 9,000.00	Rs. 8,000.00
100g	Rs. 10,000.00	Rs. 9,000.00

For commercial samples

01g-100g	For the first 1000 or a portion of it	For every 1000 more or a portion of it
When handing over to the distribution office	Rs. 20,000.00	₹.15,000.00
When handing over to the non - distribution office	Rs. 30,000.00	₹.25,000.00

Posting - Mention the ADM number of the advertisement / sample to be published and valid time frame applicable of those publicity activities , handing over them to the registered post office

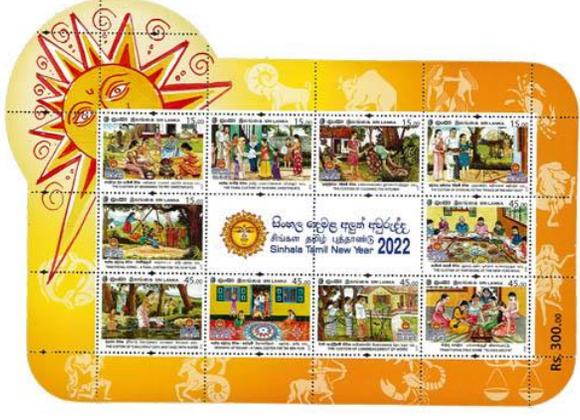
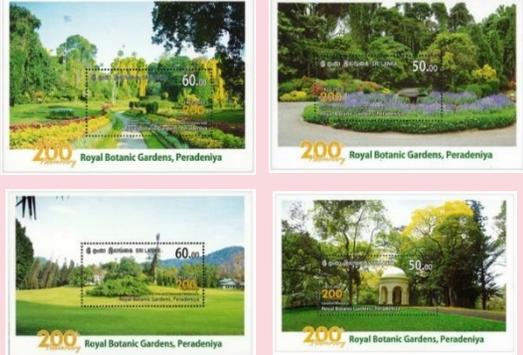
Customer services - 1950

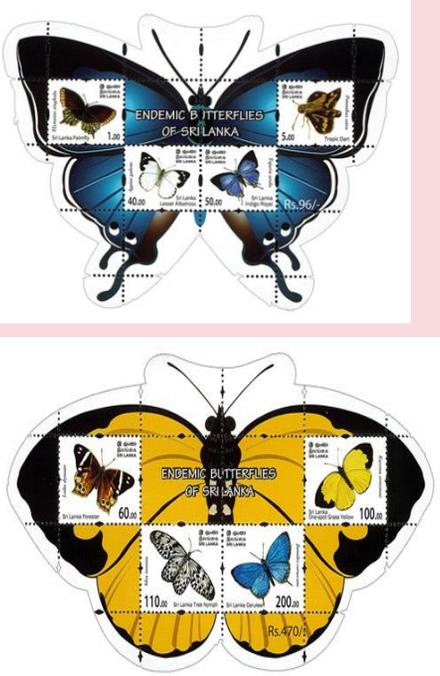


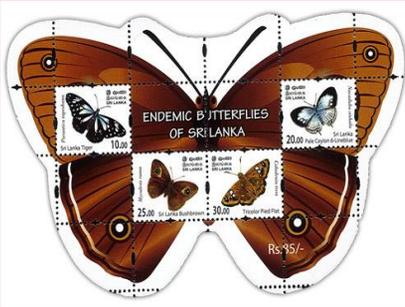
Figure 2.1: Advertising Programmes- Divisional Superintendent Division, Vavuniya

2.1.8 Stamps issued in the year 2022

	Theme	Date of Issuance	
1	Ancient Buildings of Sri Lanka <div data-bbox="149 421 669 644" style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> Prime Minister’s Residence, Nuwara-Eliya Temple Trees, Colombo Prime Minister’s Office (Sirimathipaya) , Colombo </div>	2022.01.20	
2	Handicrafts of Sri Lanka <div data-bbox="149 985 669 1368" style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> Bambo based crafts Leather based crafts Stone carvings Pottery Talipot based crafts Palmyrah based crafts Ceramics Rattan based crafts Traditional Paintings Embroiderv </div>	2022.01.25	
3	The National Savings Bank - 50th Anniversary	2022.03.16	
4	Asian Pacific Postal Union - 60th Anniversary	2022.04.01	

5	World Autism Awareness Day	2022.04.02	
6	<p>Sinhala Tamil New Year</p> <ul style="list-style-type: none"> ▪ The custom of Cleaning the Kitchen ▪ The custom of offering the “Prince of the New Year” ▪ The custom of Beginning to Fry Sweetmeats ▪ Traditional Swing ▪ The Tamil Custom of sharing Sweetmeats ▪ The custom of partaking of the New Year Meal ▪ Traditional Folk Game “Olinda Keliya” ▪ The custom of “ Denu - Ganu” with Water ▪ Designing of “Kolam” – A Tamil custom for the New Year ▪ The Custom of Commencement of Work 	2022.04.14	
7	Royal Botanic Garden Peradeniya	2022.09.12	
8	World Children’s Day	2022.10.01	
9	Sri Lanka Athletic Century	2022.10.06	
10	Sri Lanka Republic Golden Jubilee	2022.10.07	

11	World Post Day	2022.10.09	
12	National Environment Pioneer Programme	2022.10.20	
13	Vesak 2566	2022.11.25	<div data-bbox="158 778 682 923" style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> ▪ Sandagiriya Ashtapala Bodiya ▪ Budugala Rajamaha Viharaya ▪ Sankapala Rajamaha Viharaya </div> 
14	State Vesak festival	2022.11.25	<div data-bbox="158 1091 682 1155" style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> ▪ Kuragala Rajamaha Viharaya </div> 
15	Endemic Butterflies of Sri Lanka	2022.12.01	<div data-bbox="158 1374 682 1881" style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> ▪ Sri Lanka Palmfly - <i>Elymnias singhala</i> ▪ Tropic Dart - <i>Potanthus satra</i> ▪ Sri Lanka Tiger - <i>Parantica taprobana</i> ▪ Sri Lanka Pale Ceylon - <i>Nacaduba sinhala</i> 6 - Lineblue ▪ Sri Lanka Bushbrown - <i>Mycalesis rama</i> ▪ Tricolor Pied Flat - <i>Coladenia tissa</i> ▪ Sri Lanka Lesser Albatross - <i>Aplias galene</i> ▪ Sri Lanka Indigo Royal - <i>Tajuria arida</i> ▪ Sri Lanka Forester - <i>Lethe dynsate</i> ▪ Sri Lanka One-spot - <i>Eurema ormistoni</i> Grass Yellow ▪ Sri Lanka Tree Nymph - <i>Idea iasonia</i> ▪ Sri Lanka Cerulean - <i>Jamides coruscans</i> </div> 

			
16	Christmas - 2022	2022.12.06	
17	National festival of Milad Un Nabhi	2022.12.01	
<ul style="list-style-type: none"> Jamiah Naleemiah Masjid, Beruwala 			

2.1.9 Activities of the philatelic bureau

Colombo International Book Fair



Stamp Exhibition - Badulla



Stamp Exhibition - Colombo



Stamp Exhibition - Kurunagala



2.1.9 Progress of the Special Project

❖ Corporate Social Responsibility Activities (CSR)

The Sri Lanka Postal Department implements various CSR Activities almost every year through the network of over 4000 post offices and sub - post offices across the island.

Even amidst the economic crisis, members of the postal family have implemented a number of community care programs in 2022. Among them,

- Donation of essential materials for Maharagama Apeksha Hospital, IDH Hospital and Government Hospitals
- Providing dry food items to low income community
- Distribution of school supplies to children
- Conducting blood donation camps
- Tree plantation projects
- Scholarship programs etc. can be mentioned.

The staff of the Department of Posts was able to contribute nearly 550 pints of blood to the national blood bank in the year 2022, with the aim of meeting the blood needs of needy patients by avoiding the shortage of blood in the island.

Also, essential materials were donated for the patients who were helpless due to the shortage of essential medicines and the increase in the price of medicines.



Figure 2.2: Blood donation camp –Post Office, Ratmalana



Figure 2.3: Blood donation camp –Post Office, Bandarawela



Figure 2.4: Blood donation camp –Post Office, Theldeniya



Figure 2.5: Blood donation camp –Post Office, Badulla



Figure 2.6: Blood donation camp –Post Office Kethapahuwa



Figure 2.7: Provision of breakfast for pregnant ladies of IDH Hospital – Divisional Superintendent’s Office (Colombo)

Staff of the Department provides free food packages, food packets and serve tea to the elderly persons and to the low income earners arrive to obtain allowances such as public assistance, old age allowances, sickness allowances etc. in order too eradicate poverty by supporting the achievement of sustainable development goals, these services are laudable social welfare services done through self-contribution.



Figure 2.8: Distribution of dry foods – Staff of Post Office, Ganemulla



Figure 2.9: Distribution of dry foods – Staff of Central Mail Exchange



Figure 2.10: Distribution of dry foods – Staff of Post Office, Boossa



Figure 2.11: Distribution of dry Staff of Post Office, Passara



Figure 2.12: Distribution of dry foods – Staff of Post Office, Dehiwala



Figure 2.13: Distribution of dry foods – Staff of Post Office, Wennappuwa



Figure 2.14: Distribution of dry foods – Staff of Post Office, Mahiangana



Figure 2.15: Distribution of dry foods – Staff of Post Office, Chillaw



Figure 2.16: Distribution of dry foods – Staff of Post Office, Padukka

Stationaries and equipment distribution programs were conducted for education for school children in order to empower the future of the country were conducted throughout the island. Also, various programs were conducted at the post office level to provide students with knowledge about post office activities. Various programs were organized on the basis of World Children's Day.

Another unique activity is the establishment of Philatelic clubs at the school level to improve the interest of school students in collecting stamps and equip them with knowledge about important events at local and international..

Mobile postal ID issuing services were launched and distribution of postal ID cards was also done in the year 2022.



Figure 2.17 : Mobile camp to render the service of issuing postal IDs – Divisional Superintndant’s Office, Akkareipattu



Figure 2.18 : Providing practical knowledge about the post office services –Post Office, Kollpitiya



Figure 2.19: Celebration of the International Children’s Day – Sub Post Office ,Mudungoda



Figure 2.20: Distribution of Books – Divisional Superintendants’ office Chillaw

Environmental changes caused by human activities have become a major threat to the survival of all living organisms. In order to save the biosphere by contributing to environmental conservation, the staff of the Department of Posts organized tree planting projects and charity programs across the island.

In view of the current situation of the country, necessary vegetable and fruit cultivation activities were also carried out through home garden cultivation war projects to assist in strengthening the economy,



Figure 2.21: Tree Planting – Thuru Mithuru Project –Post Office, Martugama



Figure 2.22: Tree Planting – Deputy Postmaster General Office - North Western (Kudunrgala)



Figure 2.23: Post Office, Meethirigala



Figure 2.24: Post Office, Dewalapola



Figure 2.25: Post Office , Toppur



Figure 2.26: Post Office, Ahangama



Figure 2.27: Post Office , Angunukolapalassa



Figure 2.28: Beach Cleaning –Post Office, Batticaloa



Figure 2.29: Post Office, Paalaviya



Figure 2.30: Beach Cleaning –Post Office, Trincomalee

❖ Office Renovation Projects

Due to the need to control expenditure in the face of economic crisis in the country 2022, the departmental asset development projects were carried out with limited treasury allocations and the labor contribution of the postal department staff. Under that, post office renovations, letter boxes were painted and office premises were cleaned.



Figure 2.31: Renovations –Post Office, Kurunegala



Figure 2.32: Painting –Post Office, Kallar



Figure 2.33: Renovations –Post Office, Katunayake



Figure 2.34: Renovations –Post Office, Kadugannawa



Figure 2.35: Renovations –Post Office, Boralla



Figure 2.36: Renovations –Post Office, Gampola

❖ Various Achievements

Post Office - Manipai

As a result of dedication of the Postmaster and his staff for the productivity promotion activities, an award of evaluation was won by them at the Productivity Awards Competition 2020 / 2022.



Photo 2.37: Staff of Post Office, Manipai and the renovation of the office premises contributed to the productivity project

Sub Post Office – Thalawila Church

Due to the dedication of the Postmistress and the staff for productivity promotion activities, an evaluation award could be won at the Productivity Awards – 2020 / 2022 competition





Photo 2.38: Sub - Post Office of Thalawila Church, its staff and the renovation of the office premises contributed to the productivity project

Regional Administrative Office - Chillaw

Followed by the dediction of the Regional Administrative Officer (Chillaw) and his staff for productivity promotion activities, they secured a evaluation certificate at the Productivity Awards competition 2020 / 2022.



Photo 2.39: Regional Administration office, Chillaw its staff and the renovation of the office premises contributed to the productivity project

Sports achievements

Government Services Badminton Tournament – 2022

In this tournament,

- Runner up in Group “B”.
- Mr. R.R.D. Ranathunga (Central Mail Exchange) –40 senior singles Championship
- Mr. P.A.T Ferando (Airport Post Office) – Over 50 Singles Runners up
- Mr. R.R.D. Ranathunga and Mr. P.A.T Ferando – Runners up in double tournament



Futsal Football Tournament - 2022



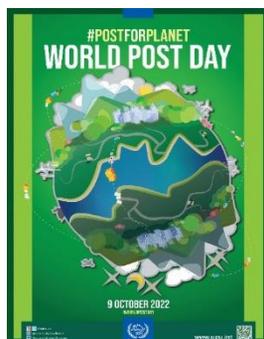
Department of Posts Football team Runners UP Futsal Football Tournament conducted by Government Service Football Federation.

Government Service Six-a-side Cricket Tournament - 2022



The Department of Posts Cricket team won the runner up title in the Government Service Six-a-side Cricket Tournament organized by the Government Service Cricket Association.

2.1.10 Commemoration of World Post Day - 2022



The official celebration of World Post Day 2022 was proudly held on 09.10.2022 at the Postal Headquarters Auditorium with the participation of Hon. Minister of Mass Media Dr. Bandula Gunawardena under the theme “A Mail to Earth”.

In relation to the years 2021/2022, the following postal evaluation gifts were awarded.

The Following postal activities relation to 2021/2022 were evaluated of the national level (based on only acceptance)

Supra Grade

<u>SL POST COURIER</u>		Item	Revenue (Rs. M.)
First place	Kegalle	36,353	5.3
Second place	Kurunegala	14,527	1.6
Third place	Horana	6,864	0.8

<u>Expedited Mail Service (EMS)</u>		Item	Revenue (Rs. M.)
First place	Kandy	3,027	24.1
Second place	Galle	1,739	11.7
Third place	Kurunegala	1,693	10

<u>COD</u>		Item	Revenue (Rs.M.)
First place	Kegalle	30,835	4.9
Second place	Balangoda	25,018	4.2
Third place	Polgahawela	23,957	1

Post Office (Grade I & II)

<u>SL Post Courier</u>		Item	Revenue (Rs.M.)
First place	Kandy Branch	5,563	0.7
Second place	Kadawatha	3,409	0.5
Third place	Rajagiriya	3,310	0.4

<u>Expedited Mail Service (EMS)</u>		Item	Revenue (Rs. M.)
First place	Gem and Jewellery	2,134	8.7
Second place	Pannipitiya	654	5.2
Third place	Katawatha	638	4.9

<u>COD</u>		Item	Revenue (Rs. M.)
First place	Devalegama	19,839	3.2
Second place	Kahawatte	13,370	2.1
Third place	Kadawatha	12,463	2.6

Sub Post Office

<u>SL Post Courier</u>		Item	Revenue (Rs. M.)
First place	Mudungoda	3,177	0.3
Second place	Narahenpita economic centre	1,750	0.2
Third place	Panagoda Army Camp	1,357	0.1

<u>Expedited Mail Service (EMS)</u>		Item	Revenue (Rs. M.)
First place	Thimbirigaskatuwa	56	0.3
Second place	Lakshapathiya	29	0.1
Third place	Kurana Bolawalana	25	0.1

<u>COD</u>		Item	Revenue (Rs. M.)
First place	Katugastota Bazar	1,185	0.2
Second place	Mudungoda	1,073	0.2
Third place	Kiriwatthuduwa	758	0.1

2.2 Challenges

2.2.1 Staff Vacancies

Due to suspension of recruitment of new staff in order to manage public expenditure, the number of vacancies in the Department of Posts has escalated – At present there are 2434 vacancies existing. 2051 of them belong to the secondary level who carry out operational work in Post Offices. With this large number of vacancies, it is a considerable challenge to keep the department running normally.

Service category	Approved	Actual	Vacancies / surplus
Senior	126	63	63
Tertiary	253	71	182
Secondary	8925	6874	2051
Primary	13279	13141	138

2.2.2 Shortage of computer hardware

A shortage of technical equipment required for operational activities is existing in the post office network of about 4,000.

At present, the department possess approximately 3,952 computers and 489 Bar Code Scanners. Most of the Sub Post Offices are functioning without computer technology. Adequate allocations are not available annually to provide such equipment.

2.2.3 There is a dire need to develop or provide software to meet the market competition that has emerged through advanced technologies and to satisfy the current consumer requirements. This has challenged the Department of Posts to fulfill its responsibility to support a distribution network that encourages small-scale entrepreneurs in an economic environment that empowers local manufacturing.

2.2.4 Supplying vehicles required for postal transportation – Most of the vehicles utilized for postal transportation are older than 15 years and recommended for discarded.

2.2.5 Enhancing infrastructure facilities in post offices – 154 out of 653 post offices have to be operated within rented premises under minimum facilities. Although there are land space for erecting some of the buildings, the building requirement could not be satisfied due to lack of provisions pumped for building constructions.

2.2.6 Inadequate provision for publicity and marketing activities related to the services provided by the Department of Posts.

2.2.7 Limited allocations for staff training are not sufficient to provide adequate training for approximately 22,000 permanent staff. Inability to release for training is also common due to lack of staff.

2.2.8 Not considering a financial value operational cost of the providing free postal facilities for members of parliament and provincial councils, in providing postal facilities for government institutions, in making payments, for services provided without charging a

nominal value or postage cannot be mentioned as income. Therefore, the gap prevails as a result of the inability to minimize the gap between departmental income and expenditure although the postal charges were amended.

2.2.9 Due to the increase in the payments made to the Railway Department and the Sri Lanka Transport Board for postal transport, fuel, water, electricity and telephone expenses the operating expenses of the department have been escalated. For this reason, reducing the revenue-expenditure gap expected by the postal charges revision has been a challenge.

2.3 Future Targets

2.3.1 100% achievement of departmental revenue target (Rs. 12,000 million) by 2023.

2.3.2 Reducing the revenue-expenditure gap by 10% in 2023.

2.3.3 Optimum utilization of the annual capital allocation received for the year 2023.

2.3.4 Provision of a digitized courier mail service with private investment on public private partnership (PPP) basis to remove barriers to progress in the face of existing private sector courier service providers.

2.3.5 Bringing the revenue and expenditure to break even point within the next 5 years.

2.3.6 Utilization of new marketing concepts and technical strategies for postal services.

2.3.7 Conducting promotions, performance appraisals / efficiency bar examinations and training requirements for human resource development.

2.3.8 Amendment of Post Office Ordinance and service Minute of Postal Service.

2.3.9 Conduct a formal work and method study related to the operations and accordingly placement the staff in a formal manner.

2.3.10 Make Recruitments and promotions to approved posts.

2.3.11 Implementation of programs to use renewable energy for energy conservation.

2.3.12 Launch of projects to achieve Sustainable Development Goals. (SDG)



Postmaster General

S.R.W.M.R.P. Sathkumara
Postmaster General



3

Total Financial Performance of the Year

3.1 Statement of Financial Performance

ACA -F

**Statement of Financial Performance
for the period ended 31st December 2022**

Budget 2022 Rs.	Note	Actual	
		2022 Rs.	2021 Rs.
- Revenue Receipts			-
- Non Tax Revenue & Others	1	9,268,542,792.00	7,152,220,923.00
- Total Revenue Receipts (A)		9,268,542,792.00	7,152,220,923.00
- Non Revenue Receipts		-	-
- Treasury Imprests		5,354,105,200.00	5,592,750,404.00
- Deposits		84,403,112.00	132,757,115.00
- Advance Accounts		732,953,217.00	766,238,475.00
Receipts from Agents		196,019,724,480.00	169,985,948,425.00
- Receipts to stamp stock account		3,308,942,537.00	2,646,902,502.00
- Total Non Revenue Receipts (B)		205,500,128,546.00	179,124,596,920.00
Total Revenue Receipts & Non Revenue Receipts C = (A)+(B)		214,768,671,338.00	186,276,817,843.00
Remittance to the Treasury (D)		14,100.00	-
Net Revenue Receipts & Non Revenue Receipts E = (C)-(D)		214,768,657,238.00	186,276,817,843.00
Less: Expenditure			
- Recurrent Expenditure			
Wages, Salaries & Other Employment Benefits	2	14,514,999,500.00	12,857,316,588.00
Other Goods & Services	3	1,494,887,076.00	1,016,667,422.00
Subsidies, Grants and Transfers	4	88,232,789.00	86,453,038.00
Other Recurrent Expenditure	5	2,755,414.00	1,216,087.00
Total Recurrent Expenditure (F)		16,100,874,779.00	13,961,653,135.00
Capital Expenditure			
Rehabilitation & Improvement of Capital Assets	6	38,922,270.00	216,745,596.00
Acquisition of Capital Assets	7	128,145,118.00	138,144,274.00
Capacity Building	8	7,539,998.00	8,884,313.00
Other Capital Expenditure	9	147,990.00	135,405.00
Total Capital Expenditure (G)		174,755,376.00	363,909,589.00
Deposit Payments		84,138,708.00	115,278,432.00
Advance Payments		783,232,032.00	763,008,667.00
Payments to Agent		195,734,495,212.00	170,471,891,004.00
Payments to stamp stock account		3,654,979,099.00	2,809,512,664.00
Total Main Ledger Expenditure (H)		200,256,845,051.00	174,159,690,766.00
Total Expenditure I = (F+G+H)		216,532,475,206.00	188,485,253,490.00
Balance as at 31st December J = (E-I)		(1,763,817,968.00)	(2,208,435,646.00)
Balance as per the Imprest Reconciliation Statement		(2,496,022,164.00)	(2,618,035,607.00)
Imprest Balance as at 31st December		732,204,196.00	409,599,961.00
		(1,763,817,968.00)	(2,208,435,646.00)

Table 3.1

3.2 Statement of Financial Position

ACA-P

**Statement of Financial Position
As at 31st December 2022**

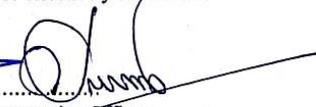
	Note	Actual	
		2022 Rs	2021 Rs
Non Financial Assets			
Property, Plant & Equipment	ACA-6	3,584,292,114.00	3,524,726,817.00
Financial Assets			
Advance Accounts	ACA-5/5(a)	1,945,407,455.00	1,895,128,639.00
Stamp Stock Account		1,847,282,488.00	1,501,245,927.00
Fixed Deposit - People's Bank		858,000.00	-
Cash & Cash Equivalents	ACA-3	732,204,196.00	409,599,961.00
Total Assets		8,110,044,253.00	7,330,701,344.00
Net Assets / Equity			
Net Worth to Treasury		2,961,913,877.00	2,850,234,173.00
Property, Plant & Equipment Reserve		3,584,292,114.00	3,524,726,817.00
Current Liabilities			
Deposits Accounts	ACA-4	89,535,972.00	89,271,568.00
Accrued Payments for Agents		742,098,094.00	456,868,825.00
Imprest Balance	ACA-3	732,204,196.00	409,599,961.00
Total Liabilities		8,110,044,253.00	7,330,701,344.00

Detail Accounting Statements in ACA format Nos. 1 to 7 presented in pages from ...7..... to...28... and Annexures to accounts presented in pages from ...29.... to69..... form an integral part of these Financial Statements. The Financial Statements have been prepared in complying with the Generally Accepted Accounting Principles whereas most appropriate Accounting Policies are used as disclosed in the Notes to the Financial Statements and hereby certify that figures in these Financial Statements, Notes to accounts and other relevant accounts were reconciled with the Treasury Books of Accounts and found in agreement.

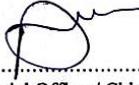
We hereby certify that an effective internal control system for the financial control exists in the Reporting Entity and carried out periodic reviews to monitor the effectiveness of internal control system for the financial control and accordingly make alterations as required for such systems to be effectively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


 Chief Accounting Officer
 Name :V.P.K Anusha Pelpita
 Designation :Secretary
 Date :17.02.2023

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


 Accounting Officer
 Name :S.R.W.M.R.P Sathkumara
 Designation :Acting Post Master General
 Date :16.02.2023

S.R.W.M.R.P. Sathkumara
 Actg. Postmaster General


 Chief Financial Officer/ Chief Accountant/
 Director (Finance)/ Commissioner (Finance)
 Name :R.V.A.L Rajapaksha
 Date :16.02.2023

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

Table 3.2

3.3 Statement of Cash Flows

ACA-C

**Statement of Cash Flows
for the Period ended 31st December 2022**

	Actual	
	2022 Rs.	2021 Rs.
<u>Cash Flows from Operating Activities</u>		
Non Revenue Receipts	6,410,597,566.00	5,057,436,232.00
Revenue Collected on behalf of Other Revenue Heads	5,004,086,360.00	4,402,049,772.00
Imprest Received	5,354,105,200.00	5,592,750,404.00
Recoveries from Advance	728,557,402.00	763,791,494.00
Deposit Received	84,403,112.00	132,757,115.00
Receipts from Agents	196,019,724,480.00	169,985,948,425.00
Receipts to stamp stock Account	3,308,942,537.00	2,646,902,502.00
Total Cash generated from Operations (A)	216,910,416,657.00	188,581,635,944.00
<u>Less - Cash disbursed for:</u>		
Personal Emoluments & Operating Payments	15,994,150,897.00	13,873,874,277.00
Subsidies & Transfer Payments	88,232,789.00	86,453,038.00
Expenditure incurred on behalf of Other Heads	78,323,087.00	60,929,269.00
Imprest Settlement to Treasury	14,100.00	-
Advance Payments	779,672,554.00	763,008,667.00
Deposit Payments	84,138,708.00	115,278,432.00
Payments to Agents	195,734,495,212.00	170,471,891,004.00
Payments to stamp stock Account	3,654,979,099.00	2,809,512,664.00
Total Cash disbursed for Operations (B)	216,414,006,446.00	188,180,947,350.00
NET CASH FLOW FROM OPERATING ACTIVITIES(C)=(A)-(B)	496,410,211.00	400,688,594.00
<u>Cash Flows from Investing Activities</u>		
Interest	-	-
Dividends	-	-
Total Cash generated from Investing Activities (D)	-	-
<u>Less - Cash disbursed for:</u>		
Purchase or Construction of Physical Assets & Acquisition of Other Investment	173,805,976.00	358,614,192.00
Total Cash disbursed for Investing Activities (E)	173,805,976.00	358,614,192.00
NET CASH FLOW FROM INVESTING ACTIVITIES(F)=(D)-(E)	(173,805,976.00)	(358,614,192.00)
NET CASH FLOWS FROM OPERATING & INVESTMENT ACTIVITIES (G)=(C) + (F)	322,604,235.00	42,074,402.00
<u>Cash Flows from Financing Activities</u>		
Local Borrowings	-	-
Foreign Borrowings	-	-
Grants Received	-	-
Total Cash generated from Financing Activities (H)	-	-
<u>Less - Cash disbursed for:</u>		
Repayment of Local Borrowings	-	-
Repayment of Foreign Borrowings	-	-
Total Cash disbursed for Financing Activities (I)	-	-
NET CASH FLOW FROM FINANCING ACTIVITIES (J)=(H)-(I)	-	-
Net Movement in Cash (K) = (G) + (J)	322,604,235.00	42,074,402.00
Opening Cash Balance as at 01st January	409,599,961.00	367,525,559.00
Closing Cash Balance as at 31st December	732,204,196.00	409,599,961.00

Table 3.3

3.4 Notes to the Financial Statements

Basis of Reporting

- **Period of Reporting**

The time frame of reporting applicable to these financial statements is from the 1st of January to 31st of December 2022

- **Basis of evaluation**

Financial statements have been prepared based on the standard of historical cost while the cost of certain assets has been enhanced depending on the value re – evaluated. If not mentioned in any other way preparation of accounts is performed on the fundamental basis enhanced.

Financial statements have been presented in Sri Lankan Rupees and to the approximate value.

- **Identification of Revenue**

Despite of the period of receipt, the exchanging and non – exchanging revenue are identified as revenue received at the time of receipt of money.

- **Identification as property, plant and equipment and measuring them.**

When there is a confirmation that the future economic profits applicable to the assets would be received, and when those assets can be measured with trust, those assets are called property, plant and equipment.

Property plant and equipment are identified as cost while re – evaluated value is utilized at the instances in which cost model is non – applicable.

- **Property plant and equipment**

This reserve account is the corresponding account of property, plant and equipment.

- **Cash and cash equivalents**

Cash and cash equivalents consist of local currency notes and coins on hand as of December 31, 2022

3.5 Performance of the Revenue Collection

Rs. 000

Revenue Code	Description of the revenue code	Revenue Estimate		Collected revenue	
		Original	Final	Amount (Rs.)	as a % of Final Revenue Estimate
2001.02.00	Revenue of the Postmaster General	9,100,000	9,100,000	9,268,542	101.9

Table 3.4

3.6 Performance of the Utilization of Allocation

Rs. 000

Type of allocations	Allocation		Actual expenditure	Allocation Utilization as a % of Final Allocation
	Original	Final		
Recurrent	16,374,000	16,374,000	16,100,874	98.33
Capital	352,000	352,000	174,755	49.65

Table 3.5

3.7 In terms of F.R.208 grant of allocations for expenditure to the Department

Rs. 000

Serial No.	Allocation Received from Which Ministry / Department	Purpose of the Allocation	Allocation		Actual Expenditure	Allocation Utilization as a % of Final Allocation
			Original	Final		
1	Ministry of Finance, Economic and Policy Development	Payment of allowances to graduate trainees				
2	Ministry of Public Services and Provincial Administration	Payment of allowances to graduate trainees	<u>1001</u> 12,092	<u>1001</u> 12,092	<u>1001</u> 10,744	88.86
			<u>1003</u> 6,026	<u>1003</u> 6,026	<u>1003</u> 5,411	89.79

Table 3.6

3.8 Performance of the reporting of non – financial assets

Asset code	Code description	Balance as per Board of Survey Report as at 31.12.2021	Balance as per Financial Position Report as at 31.12.2021	Yet to be Accounted	Reporting progress as a %
9151	Buildings and structures	489,262,600.00	489,262,600.00	-	-
9152	Machinery	1,780,054,666.51	1,780,054,666.51	-	-
9153	Lands	1,014,756,900.00	1,014,756,900.00	-	-
9154	Intangible assets	-	-	-	-
9155	Biological assets	-	-	-	-
9160	Work in progress	288,217,947.26	288,217,947.26	-	-
9180	Rented out assets	12,000,000.00	12,000,000.00	-	-

Table 3.7

3.9 Auditor General's Report - Annexure 02



4

Performance Indicators

4.1 Performance Indicators of the Department (Based on the Action Plan)

Specific indicators	Actual output as a percentage (%) of expected output		
	100% - 90%	75% - 89%	50% - 74%
1. Achieving the estimated income target by 100%	101.9		
2. Reducing recurrent expenditure by 5%	98.33* (A saving of 1.67 % is available)		
3. Capital allocations maximum utilization			49.65** (Has been utilized)

Table 4.1

* The expected target could not be achieved due to the huge increase in fuel and transport costs, increase in the price of all stationery and other office supplies.

** Expenditure restricted as per Budget Circular 03/2022-Control of Public Expenditure.



5

Performance of the Achieving Sustainable Development Goals (SDG)

5.1 Recognized Sustainable Development Goals (SDG)

Target / objective	Target	Indicators of the achievement	Progress of the achievement to date		
			0%-49%	50%-74%	75%-100%
1. Objective 08 Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead	8.4.2 Domestic material consumption, domestic material consumption per capita, and domestic material consumption per GDP			✓
	8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	8.5.1 Average hourly earnings of employees, by sex, age, occupation and persons with disabilities		✓	
	8.10 Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all	8.10.2 Proportion of adults (15 years and older) with an account at a bank or other financial institution or with a mobile-money-service provider		✓	
2. Objective 09 Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	9.4 By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and	9.4.1 CO ₂ emission per unit of value added		✓	

	environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities				
3. Objective 12 Ensure sustainable consumption and production patterns	<p>12.2 By 2030, achieve the sustainable management and efficient use of natural resources</p> <p>12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse</p> <p>12.b. Develop and implement tools to monitor sustainable development impacts for sustainable tourism that creates jobs and promotes local culture and products</p>	<p>12.2.1 Material footprint, material footprint per capita, and material footprint per GDP</p> <p>12.5.1 National recycling rate, tons of material recycled</p> <p>12.b.1 Implementation of standard accounting tools to monitor the economic and environmental aspects of tourism sustainability</p>	✓	✓	
4. Objective 15 Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	15.2 By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally	15.2.1 Progress towards sustainable forest management		✓	
5. Objective 17 Strengthen the means of implementation and revitalize the global partnership for sustainable development	17.16 Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise,	17.16.1 Number of countries reporting progress in multi-stakeholder development effectiveness monitoring frameworks that support the	✓		

	technology and financial resources, to support the achievement of the sustainable development goals in all countries, in particular developing countries	achievement of the sustainable development goals			
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Table 5.1

5.2 Achievements and Challenges of the Sustainable Development Goals (SDG)

Although the Postal Department is not directly established for achieving sustainable development goals, existing and introduced new services contributes to the achievement of sustainable development objectives.

- Although various projects are being implemented by using the existing limited resources more efficiently and with good management, the financial allocations are not sufficient to accomplish the requirements.
- Also managing the human resources for this purpose along with focus on departmental core functions due to staff vacancies makes it difficult.
- Furthermore, the physical resources such as buildings, vehicles, etc. are not provided as necessary to modernize them in line with sustainable development objectives even the Department being an old one.

But despite various challenges, the Department of Posts is committed to achieving sustainable development goals for the Sri Lankan people through various projects including local and international courier service promotion projects, "Digitalization of Mail Management System" project, social care and environmental projects carried out voluntarily by the postal department staff.



6

Human Resource Profile

6.1 Cadre Management

	Approved Cadre	Existing Cadre	Vacancies / (Excess)
Senior	126	63	63
Territory	253	71	182
Secondary	8,925	6,874	2,051
Primary	13,279	13,141	138

Table 6.1

6.2 How to storage or Excess of Human Resources has affected the Performance of the Organization

There are currently 2,434 vacancies in the total staff of the Department of Posts, of which 1,757 are vacancies for Postal Service Officers.

Although the circulation of private letters has shown a decrease, the rapid growth in the circulation of postal items through domestic and international courier services and the lack of staff has greatly affected the postal operations due to the fact that many agencies act as an agent and provide a number of agent services to the customer.

Therefore, the possibility of directing the staff for training programs and extracurricular programs for the development of human resources is limited.

6.3 Human Resource Development – Annexure 03

The training programmes' contribution to the performance of the Department

The limited allocation of 9 million received for training activities in the year 2022 has been utilized at the maximum level.

Due to the economic instability in the country, facing many problems such as fuel and energy crises and not getting the required allocations, it was not possible to carry out the postal department training plan 100% successfully.

Also, due to the considerable number of vacancies existing in the department, it is impossible to employ officers for training activities.

However, various trainings have been conducted at the post headquarters level, postal training institutes and provincial levels to improve the performance of the department.

As a result of that, the revenue of 2022 exceeded the estimated levels. The department staff has worked very hard for that.



7

Compliance Report

No.	Applicable Requirement	Compliance Status	Brief explanation for Non Compliance	Corrective actions proposed to avoid non-compliance in future
		(Complied/Not complied)		
1	The following Financial statements / accounts have been submitted on due date			
1.1	Annual financial statements	Complied		
1.2	Advance to public officers account	Complied		
1.3	Trading and Manufacturing Advance Accounts (commercial Advance Accounts)	Not applicable		
1.4	Stores advance account	Not applicable		
1.5	Special advance account	Not applicable		
1.6	Others	Not applicable		
2	Maintenance of books and registers (FR 445)			
2.1	Fixed assets register has been maintained and update in terms of Public Administration Circular 267/2018	Complied		
2.2	Personal emoluments register / Personal emoluments cards has been maintained and updated	Complied		
2.3	Register of Audit queries has been maintained and update	Complied		
2.4	Register of Internal Audit reports has been maintained and update	Complied		
2.5	All the monthly account summaries (CIGAS) are prepared and submitted to the Treasury on due date	Complied		
2.6	Register for cheques and money orders has been maintained and update	Complied		
2.7	Inventory register has been maintained and update	Complied		
2.8	Stocks Register has been maintained and update	Complied		
2.9	Register of Losses has been maintained and update	Complied		
2.10	Commitment Register has been maintained and updated	Complied		
2.11	Register of Counterfoil Books (GA-N20) has been maintained and update	Complied		
3	Delegation of functions for financial control (FR 135)			

3.1	The financial authority has been delegated within the institute	Complied		
3.2	The delegation of financial authority has been communicated within the institute	Complied		
3.3	The authority has been delegated in such manner so as to pass each transaction through two or more officers	Complied		
3.4	The controls has been adhered to by the Accountants in terms of State Account Circular 171/2004 date 11.05.2014 in using the Government Payroll Software Package	Complied		
4	Preparation of Annual Plans			
4.1	The annual action plan has been prepared	Complied		
4.2	The annual procurement plan has been prepared	Complied		
4.3	The annual Internal Audit plan has been prepared	Complied		
4.4	The annual estimate has been prepared and submitted to the NBD on due date	Complied		
4.5	The annual cash flow has been submitted to the Treasury Operations Department on time	Complied		
5	Audit queries			
5.1	All the audit queries has been replied within the specified time by the Auditor General	Complied		
6	Internal Audit			
6.1	The internal audit plan has been prepared at the beginning of the year after consulting the Auditor General in terms of Financial Regulation 134(2) DMA/1-2019	Complied		
6.2	All the internal audit reports have been replied within one month	Complied		
6.3	Copies of all the internal audit reports has been submitted to the Management Audit Department in terms of Sub-section 40(4) of the National Audit Act No.19 of 2018	Complied		
6.4	All the copies of internal audit reports has been submitted to the Auditor General in term of Financial	Complied		

	Regulation 134(3)			
7	Audit and Management Committees			
7.1	Minimum 04 meetings of the Audit and Management committee has been held during the year as per the DMA Circular 1-2019	Complied		
8	Asset Management			
8.1	The information about purchases of assets and disposals was submitted to the Comptroller General's Office in terms of Paragraph 07 of the Asset Management Circular No.01/2017	Complied		
8.2	A suitable liaison officer was appointed to coordinate the implementation of the provisions of the circular and the details of the nominated officer was sent to the Comptroller General's office in terms of Paragraph 13 of the aforesaid circular	Complied		
8.3	The board of survey was conducted and the relevant reports submitted to the Auditor General on due date in terms of Public Finance Circular No. 05/2016	Complied		
8.4	The excesses and deficits that were disclosed through the board of survey and other relating recommendations, actions were carried out during the period specified in the circular	Complied		
8.5	The disposal of condemn articles had been carried out in terms of FR 772	Complied		
9	Vehicle Management			
9.1	The daily running charts and monthly summaries of the pool vehicles had been prepared and submitted to the Auditor General on due date	Complied		Daily running charts and monthly summary reports are prepared for the vehicles in the pool of the Postal Transport

				Division and submitted to the Departmental Audit Division on due dates.
9.2	The condemned vehicles had been disposed of within a period of less than 6 months after condemning	Complied		
9.3	The vehicle logbooks had been maintained and updated	Complied		
9.4	The action has been taken in terms of F.R. 103,104,109 and 110 with regard to every vehicle accident	Complied		Every vehicular accident in the postal transport sector is dealt with in terms of Financial Regulations 103, 104, 109 and 110.
9.5	The fuel consumption of vehicles has been re-tested in terms of in terms of the provisions of Paragraph 3.1 of the Public Administration Circular No.30/2016 of 29.12.2016	Complied with The quantity of fuel burn is inspected once in every 06 months		
9.6	The absolute ownership of the leased vehicle log books has been transferred after the lease term	Complied		
10	Management Bank Accounts			
10.1	The bank reconciliation statements had been prepared, got certified and made ready for audit by the due date	Complied		
10.2	The dormant accounts that had existed in the year under review or since previous years settled	Complied		
10.3	The action had been taken in terms of Financial Regulations regarding balances that had been disclosed through bank reconciliation statements and for which	Complied		

	adjustments had to be made, and those balances been settled within one month			
11	Utilizations of Provisions			
11.1	The provisions allocated had been spent without exceeding the limit	Complied		
11.2	The liabilities not exceeding the provisions that remained at the end of the year as per the FR 94(1)	Complied		
12	Advances to the public officers account			
12.1	The limits has been complied with	Complied		
12.2	A time analysis had been carried out on the loans in arrears	Complied		
12.3	The loan balances in arrears for over one year had been settled	Not complied	Some of the loan balances have been settled and some are being settled.	
13	General Deposit Account			
13.1	The action had been taken as per F.R. 571 in relation to disposal of lapsed deposits	Complied		
13.2	The control register for general deposits had been updated and maintained	Complied		
14	Imprest Account			
14.1	The balance in the cash book at the end of the year under review was remitted to TOD	Complied		
14.2	The ad-hoc sub imprests issued as per F.R. 371 settled within one month from the completion of the task	Complied		
14.3	The ad-hoc sub imprests had not been issued exceeding the limit approved as per F.R. 371	Complied		
14.4	The balance of the imprest account had been reconciled with the Treasury books monthly	Complied		
15	Revenue Account			
15.1	The refunds from the revenue had been made in terms of the regulations	Complied		

15.2	The revenue collection had been directly credited to the revenue account without credited to the deposit account	Complied		
15.3	Returns of arrears of revenue forward to the Auditor General in terms of FR176	Complied		
16	Human Resource Management			
16.1	The staff had been paid within the approved cadre	Not complied	As per P. A. circular No. 06/2006, when awarding the promotion of Deputy Postmaster General and Postal Service Officer, unrestricted promotions exceeding the approved limit had to be given.	No ability to control within the prevailing methodology.
16.2	All members of the staff have been issued a duty list in writing	Complied		
16.3	All reports have been submitted to MSD in terms of their circular no.04/2017 dated 20.09.2017	Complied		
17	Provision of information to the public			
17.1	An Information Officer has been appointed and a proper register of information is maintained and updated in terms of Right To Information Act and Regulation	Complied		
17.2	Information about the institution to the public have been provided by Website or alternative measures and it has been facilitated to appreciate /allegation to public against the public authority by this website or alternative measures	Complied		
17.3	Bi-Annual and Annual reports have been submitted as per section 08 and 10 of the 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	Not complied	Delays have occurred due to work study, excess of vacancies, and the responsibility of preparation of a citizens' charter respectively to accounts branches.	procurement activities are on the go to select an appropriate institution for work study.
18.2	A methodology has been devised by the Institution in order to monitor and assess the formulation and the implementation of Citizens charter/ Citizens client's charter as per paragraph 2.3 of the circular	Not complied	Due to excess of work study and vacancies, it had been still difficult to perform.	This situation can be avoided by work study and filling of vacancies
19	Preparation of the Human Resource Plan			
19.1	A human resource plan has been prepared in terms of the format in Annexure 02 of Public Administration Circular No.02/2018 dated 24.01.2018	Not complied		Actions are being taken to prepare the human resource plan joined with SLIDA
19.2	A minimum training opportunity of not less than 12 hours per year for each member of the staff has been ensured in the aforesaid Human Resource Plan	Not complied	There was no possibility of giving training to the entire staff due to Corona pandemic and the fuel crisis prevailed.	Trainings can be carried out only if allocations are available after decline of Corona pandemic situation and recovering from fuel crisis

19.3	Annual performance agreements have been signed for the entire staff based on the format in Annexure 01 of the aforesaid Circular	Complied		
19.4	A senior officer was appointed and assigned the responsibility of preparing the human resource development plan, organizing capacity building programs and conducting skill development programs as per paragraph No. 6.5 of the aforesaid Circular	Complied		
20	Responses Audit Paras			
20.1	The shortcomings pointed out in the audit paragraphs issued by the Auditor General for the previous years have been rectified	Complied		

Table 7.1



Conclusion

Like the rest of the global economy, the postal sector is facing unprecedented change as the decades-long trends of liberalization and digitalization continue to transform the world. Multilateralism is undergoing its own transformation too, as the United Nations system works towards the achievement of the 2030 Agenda and its Sustainable Development Goals (SDGs). Furthermore, all of these long-term trends have been accelerated by the COVID-19 pandemic. As the UN agency for the postal sector, the Universal Postal Union is called upon to play a role in this new environment. In order to do so, the organization needs a strategy that builds on past successes while opening a prosperous way forward. (Abidjan Postal Strategy and Business Plan 2021- 2025, UPU, 2022)

The Department of Posts is equipped with a vast network of postal operations that are dispersed throughout the island. Along with formal instructions from the Universal Postal Union dealing with international mail, the Department of Posts also includes guidance such as proper and effective techniques of high standards connected to postal operations, Post Office Ordinance, Post Office Guide, Postmaster's Manual, and Post Office Regulations. Additionally, there is a training sector for developing human resources and a fleet of vehicles for transporting mail.

Letter mail has observed to be rapidly declining, while the need for parcel and courier mail is increasing daily as a result of the significant shift in modern consumer needs through e-commerce buying and selling. Consumers anticipate convenient office hours, online services, "Point to point tracking," pick-up services, etc. in today's hectic world. Private courier companies exist in great numbers for courier delivery at this situation.

Digitization and technology are the tools that can be used to win competitively in the changed market. Further to that, special training should be given to the staff regarding the existing services, goals and providing quality customer service.

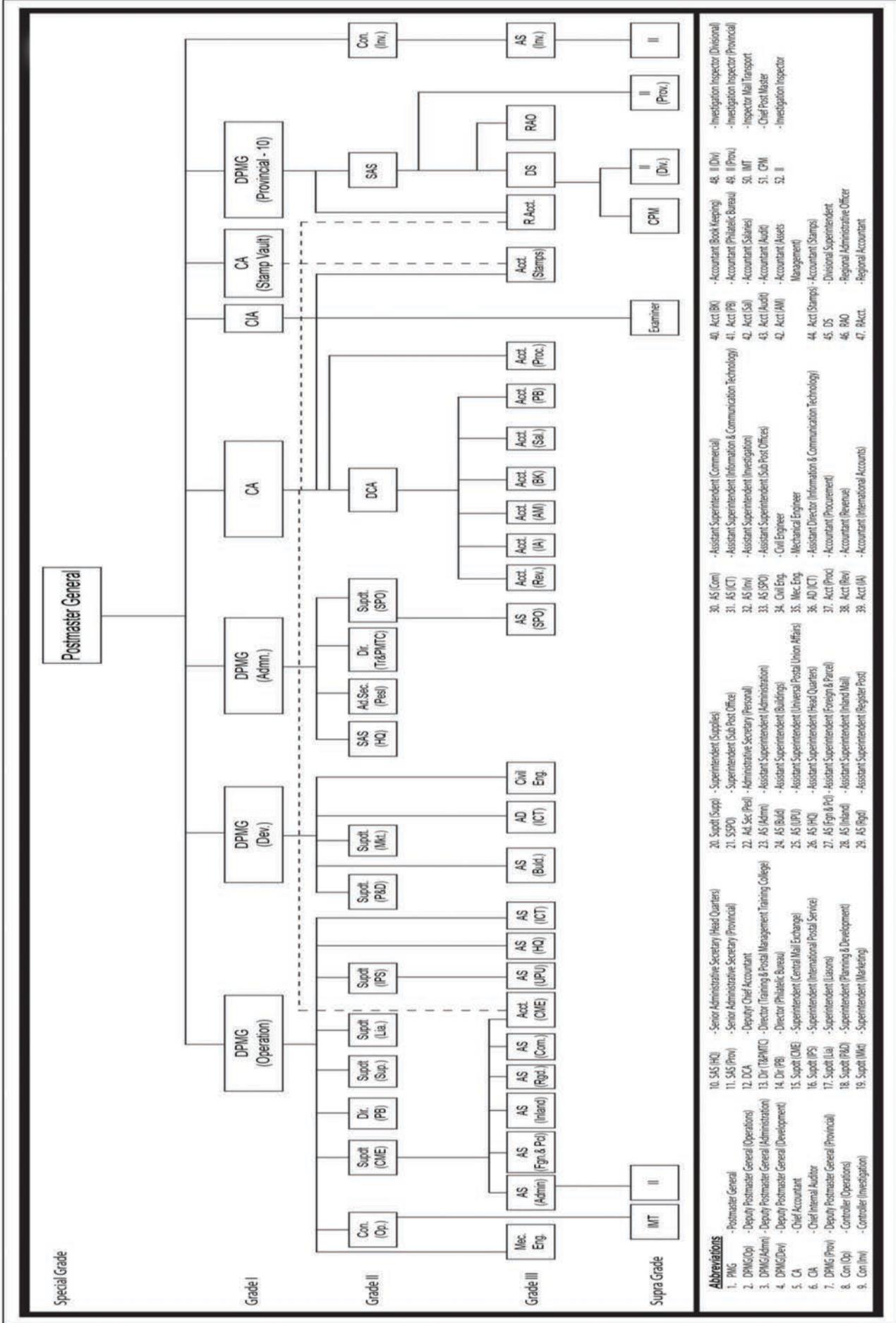
It is necessary to find alternative modes of transport for mail transportation to maintain delivery standards due to the interruptions and delays of the public transportation systems.

Also, it is necessary to create self-service, multiple service portals in Post Offices, and build pleasant office environments to customers as well as the employees. Software, Hardware

The Post Office network has been networked through computers and the Sub Post Office network has been networked through the mobile phones of the Sub Post Masters and the necessary hardware has been provided for the same about 08 years ago. Currently this hardware is not functional and requires hardware provisioning. It is also essential to provide computer facilities to Sub Post Offices, computer tools for Sub Post Offices and regional staff to facilitate online transactions. Some of the hardware is expected to be procured in 2023, funded by the Universal Postal Union's Quality Service Fund (QSF). This will provide some assistance to post office and sub post office portals and postal operations.

Furthermore, a need for advertising method to notify about the various postal services and agent services are available.

Within an environment where solutions for all the above challenges are found, it will not be a difficult goal to bring the department's income and expenses to balance.



Abbreviations

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



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தேசிய கணக்காய்வு அலுவலகம்

NATIONAL AUDIT OFFICE



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තැපැල් දෙපාර්තමේන්තුව

ශීර්ෂය 308 - තැපැල් දෙපාර්තමේන්තුවේ 2022 දෙසැම්බර් 31 දිනෙන් අවසන් වර්ෂය සඳහා වූ මූල්‍ය ප්‍රකාශන පිළිබඳව 2018 අංක 19 දරන ජාතික විගණන පනතේ 11(1) වගන්තිය ප්‍රකාරව විගණකාධිපති සම්පිණ්ඩන වාර්තාව.

1. මූල්‍ය ප්‍රකාශන

1.1 තත්ත්වගණනය කළ මතය

ශීර්ෂය 308 - තැපැල් දෙපාර්තමේන්තුවේ 2022 දෙසැම්බර් 31 දිනට මූල්‍ය තත්ත්වය පිළිබඳ ප්‍රකාශය, එදිනෙන් අවසන් වර්ෂය සඳහා වූ මූල්‍ය කාර්යසාධන ප්‍රකාශය හා මුදල් ප්‍රවාහ ප්‍රකාශවලින් සමන්විත 2022 දෙසැම්බර් 31 දිනෙන් අවසන් වර්ෂය සඳහා වූ මූල්‍ය ප්‍රකාශන 2018 අංක 19 දරන ජාතික විගණන පනතේ විධිවිධාන සමඟ සංයෝජිතව කියවිය යුතු ශ්‍රීලංකා ප්‍රජාතාන්ත්‍රික සමාජවාදී ජනරජයේ ආණ්ඩුක්‍රම ව්‍යවස්ථාවේ 154(1) ව්‍යවස්ථාවේ ඇතුළත් විධිවිධාන ප්‍රකාර මාගේ විධානය යටතේ විගණනය කරන ලදී. 2018 අංක 19 දරන ජාතික විගණන පනතේ 11(1) වගන්තිය ප්‍රකාරව තැපැල් දෙපාර්තමේන්තුව වෙත ඉදිරිපත් කරනු ලබන මෙම මූල්‍ය ප්‍රකාශන පිළිබඳව මාගේ අදහස් දැක්වීම් හා නිරීක්ෂණයන් මෙම වාර්තාවේ සඳහන් වේ. 2018 අංක 19 දරන ජාතික විගණන පනතේ 11(2) වගන්තිය ප්‍රකාරව ගණන්දීමේ නිලධාරී වෙත වාර්ෂික විස්තරාත්මක කළමනාකරණ විගණන වාර්තාව පසුව නිකුත් කරනු ලැබේ. ශ්‍රී ලංකා ප්‍රජාතාන්ත්‍රික සමාජවාදී ජනරජයේ ආණ්ඩුක්‍රම ව්‍යවස්ථාවේ 154(6) ව්‍යවස්ථාව සමඟ සංයෝජිතව කියවිය යුතු 2018 අංක 19 දරන ජාතික විගණන පනතේ 10 වගන්තිය ප්‍රකාරව ඉදිරිපත් කළ යුතු විගණකාධිපති වාර්තාව යථා කාලයේදී පාර්ලිමේන්තුව වෙත ඉදිරිපත් කරනු ලැබේ.

මෙම වාර්තාවේ 1.6 ඡේදයේ දක්වා ඇති කරුණුවලින් වන බලපෑම හැර, මූල්‍ය ප්‍රකාශනවලින් 2022 දෙසැම්බර් 31 දිනට තැපැල් දෙපාර්තමේන්තුවේ මූල්‍ය තත්ත්වය සහ එදිනෙන් අවසන් වර්ෂය සඳහා එහි මූල්‍ය කාර්යසාධනය හා මුදල් ප්‍රවාහය පොදුවේ පිළිගත් ගිණුම්කරණ මූලධර්මවලට අනුකූලව සත්‍ය හා සාධාරණ තත්ත්වයක් පිළිබිඹු කරන බව මා දරන්නා වූ මතය වේ.



1.2 තත්වගණනය කළ මතය සඳහා පදනම

ශ්‍රී ලංකා විගණන ප්‍රමිතීන්ට (ශ්‍රී.ලං.වි.ප්‍ර) අනුකූලව මා විගණනය සිදු කරන ලදී. මෙම විගණන ප්‍රමිතීන් යටතේ වූ මාගේ වගකීම, මෙම වාර්තාවේ මූල්‍ය ප්‍රකාශන විගණනය සම්බන්ධයෙන් විගණකගේ වගකීම යන කොටසේ තවදුරටත් විස්තර කර ඇත.

1.3 මූල්‍ය ප්‍රකාශන සම්බන්ධයෙන් ප්‍රධාන ගණන්දීමේ නිලධාරීගේ හා ගණන්දීමේ නිලධාරීගේ වගකීම

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

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

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

1.4 මූල්‍ය ප්‍රකාශන විගණනය පිළිබඳ විගණකගේ වගකීම

සමස්තයක් ලෙස මූල්‍ය ප්‍රකාශන, වංචා හා වැරදි හේතුවෙන් ඇතිවන ප්‍රමාණාත්මක සාවද්‍ය ප්‍රකාශනයන්ගෙන් තොර බවට සාධාරණ තහවුරුවක් ලබාදීම සහ මාගේ මතය ඇතුළත් විගණන වාර්තාව නිකුත් කිරීම මාගේ අරමුණ වේ. සාධාරණ සහතිකවීම උසස් මට්ටමේ සහතිකවීමක් වන නමුත්, ශ්‍රී ලංකා විගණන ප්‍රමිති ප්‍රකාරව විගණනය සිදු කිරීමේදී එය සැම විටම ප්‍රමාණාත්මක සාවද්‍ය ප්‍රකාශනයන් අනාවරණය කර ගන්නා බවට වන තහවුරු කිරීමක් නොවනු ඇත. වංචා සහ වැරදි තනි හෝ සාමූහික ලෙස බලපෑම නිසා ප්‍රමාණාත්මක සාවද්‍ය ප්‍රකාශනයන් ඇති විය හැකි අතර, එහි ප්‍රමාණාත්මක භාවය මෙම මූල්‍ය ප්‍රකාශන පදනම් කර ගනිමින් පරිශීලකයන් විසින් ගනු ලබන ආර්ථික තීරණ කෙරෙහි වන බලපෑම මත රඳා පවතී.



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

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

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

1.5 වෙනත් තෛතික අවශ්‍යතා පිළිබඳ වාර්තාව

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

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



1.6 මූල්‍ය ප්‍රකාශන පිළිබඳ අදහස් දැක්වීම

1.6.1 මූල්‍ය කාර්යසාධන ප්‍රකාශනය

1.6.1.1 ආදායම් ලැබීම්

සමාලෝචිත වර්ෂයේ ජාත්‍යන්තර ගිණුම් ආදායම රු. 96,985 ක් අඩුවෙන් ගිණුම්ගත කර තිබුණි.

1.6.1.2 ආදායම් නොවන ලැබීම්

පහත සඳහන් නිරීක්ෂණ කරනු ලැබේ.

(අ) මෙහෙයුම් ක්‍රියාකාරකම් යටතේ දැක්විය යුතු රු. 7,539,998 ක් ආයෝජන ක්‍රියාකාරකම් යටතේ දක්වා තිබුණි.

(ආ) රාජ්‍ය ගිණුම් දෙපාර්තමේන්තුවේ 2022 දෙසැම්බර් 13 දිනැති රාජ්‍ය ගිණුම් මාර්ගෝපදේශ අංක 2022/05 හි 7.6 ප්‍රකාරව මුදල් ප්‍රවාහ ප්‍රකාශය පිළියෙල කිරීමේදී මුදල් හා හරස් සටහන් යන දෙකම සැලකිල්ලට ගත යුතුය. ඒ අනුව දෙපාර්තමේන්තු පොත් අනුව අත්තිකාරම් අයකර ගැනීම් රු. 732,268,400 ක් හා අත්තිකාරම් ගෙවීම් රු. 783,383,552 ක් වූ අතර දෙපාර්තමේන්තුව විසින් අත්තිකාරම් මුදලින් අයකර ගැනීම් රු. 728,557,402 ක් හා අත්තිකාරම් මුදලින් ගෙවීම් රු. 779,672,554 ක් පමණක් මුදල් ප්‍රවාහ ප්‍රකාශයේ දක්වා තිබුණි.

1.6.1.3 මූල්‍ය නොවන වත්කම්

පහත සඳහන් නිරීක්ෂණ කරනු ලැබේ.

(අ) සමාලෝචිත වර්ෂයේ මූල්‍ය නොවන වත්කම් පිළිබඳ ප්‍රකාශයේ වාහන හා වෙනත් යන්ත්‍ර හා උපකරණ වත්කම්වල ආරම්භක ශේෂය සහ ඉකුත් වර්ෂයේ අවසාන ශේෂයන් අතර පිළිවෙලින් රු. 8,629,880 ක් හා රු. 1,233,340 ක වෙනස්කම් නිරීක්ෂණය විය. මෙම වෙනසට හේතු විගණනයට පැහැදිලි නොකෙරුණි.

(ආ) කෙරිගෙන යන වැඩ යටතේ (ගොඩනැගිලි හා සැපයුම්) දැක්විය යුතු රු. 10,268,707ක් වර්ෂයේ New Register Building යටතේ හා කෙරිගෙන යන වැඩ යටතේ ආරම්භක ශේෂය ගැලපීම් වෙනුවෙන් එම ප්‍රමාණයෙන් New Register Building වටිනාකම වැඩියෙන් දක්වා තිබුණි.



- (ඇ) සමාලෝචිත වර්ෂයේ ලී බඩු, කාර්යාල උපකරණ හා යන්ත්‍රෝපකරණ උපකරණ අත්පත් කරගැනීම් සඳහා රු. 26,201,563 ක් වැයකර තිබුණද මූල්‍ය නොවන වත්කම් පිළිබඳ ප්‍රකාශයේ රු. 25,233,504 ක් ලෙස දක්වා තිබීම හේතුවෙන් රු. 968,059 ක වත්කම් අඩුවෙන් දක්වා තිබුණි.
- (ඈ) 2022 ජනවාරි 28 දින රු. 614,000 කට මිලදීගෙන තිබුණු PBX පද්ධතිය වත්කම් අත්පත් කරගැනීම් වැය විෂයයට ගිණුම්ගත කළ යුතු වුවත් අංක 308-02-01-1402 දරන පුනරාවර්තන වැය විෂයය යටතේ දක්වා තිබුණි.

1.6.1.4 මූල්‍ය වත්කම්

පහත සඳහන් නිරීක්ෂණ කරනු ලැබේ.

- (අ) දිසා ගිණුම් කාර්යාල 03 ක කේවල ණය ශේෂ එකතුව පාලන ගිණුම්වල ශේෂයට සමාන නොවූ අතර එම රු. 2,111,326 ක සෘණ ශේෂය හඳුනාගෙන නිවැරදි කිරීම සඳහා කටයුතු කර නොතිබුණි.
- (ආ) කළුතර දිසා ගිණුම් කාර්යාලයේ 2022 දෙසැම්බර් 31 දින වන විට රු. 744,740 ක ගිණුම්කරණ දෝෂයක් පැවතුණු අතර එය හඳුනාගෙන ගිණුම්වල නිවැරදි කිරීමට කටයුතු කර නොතිබුණි.
- (ඇ) කුරුණෑගල දිසා ගිණුම් කාර්යාලයේ මිය ගිය හා විශ්‍රාම ගන්නා ලද සේවකයින් 03 කගෙන් අයවිය යුතු රු. 47,102 ක ණය ශේෂ කපා හැරීමේදී වෙනත් ණය ශේෂ යටතේ දක්වා තිබුණි. තවද රත්නපුර දිසා ගිණුම් කාර්යාලයේ සේවය හැරගිය සේවකයන්ගේ රු. 21,984 ක ණය ශේෂය දෙවරක් අත්තිකාරම් ලේඛනයේ දක්වා තිබුණි. සේවකයන්ගෙන් අයවිය යුතුරු. 13,500 ක ණය ශේෂය දෙවරක් සේවය හැරගිය සහ වැඩ තහනම් කළ ලේඛනයේ සටහන් කර තිබුණි.

1.6.1.5 තැන්පතු ගිණුම් ශේෂ

පොදු තැන්පත් ගිණුමේ රු. 4,011,400 ක තැන්පතු හඳුනා නොගත් තැන්පතු ලෙස දක්වා තිබුණි.



1.6.1.6 විගණනය සඳහා සාක්ෂි නොවීම

සමාලෝචිත වර්ෂය තුළදී මිලදී ගත් රු. 25,233,504 ක් සඳහා දිසා ගිණුම් කාර්යාල අනුව පිළියෙල කර අවිධිමත් උප ලේඛනයක් ලබාදී තිබුණද එම උප ලේඛනයෙන් මිලදී ගත් වෙනත් යන්ත්‍ර හා උපකරණ නිශ්චිතව හඳුනා ගැනීමට ප්‍රමාණවත් උප ලේඛනයක් විගණනයට ඉදිරිපත් කර නොතිබුණි.

1.6.1.7 රජයේ නිලධාරීන්ට අත්තිකාරම් ගිණුම පිළිබඳ සැසඳුම් ප්‍රකාශය

සමාලෝචිත වර්ෂය අවසානයට වැඩ තහනම් කළ සේවකයන් 231 කගෙන් රු. 14,362,616 ක්, සේවය හැරගිය සේවකයන් 248 කගෙන් රු. 11,754,485 ක් හා මියගිය සේවකයන් 75 කගෙන් රු. 6,321,689 ක් වර්ෂ 01 සිට 04 දක්වා හා වර්ෂ 05 ට වැඩි ශේෂ පිළිවෙලින් රු. 17,434,497 ක් හා රු. 19,916,860 ක් විය.

1.6.1.8 ලේඛන හා පොත්පත් පවත්වා නොතිබීම

ලේඛන වර්ගය	අදාළ රෙගුලාසිය	නිරීක්ෂණ
හානි හා පාඩු පිළිබඳ මුදල් රෙගුලාසි 110 ලේඛනය		පවත්වා නොතිබුණි.

2. මූල්‍ය සමාලෝචනය

2.1 ආදායම් කළමනාකරණය

පහත සඳහන් නිරීක්ෂණ කරනු ලැබේ.

(අ) ශ්‍රී ලංකා ප්‍රජාතාන්ත්‍රික සමාජවාදී ජනරජයේ මු.රෙ. 85(1) සහ මු.රෙ.85(2) ප්‍රකාරව ආදායම් ඇස්තමේන්තු සහ සංශෝධිත ආදායම් ඇස්තමේන්තු තාක්ෂික හා නිවැරදි ආකාරයට සකස් කළ යුතු වුවත් දෙපාර්තමේන්තුවේ ආදායම් කාණ්ඩ 31 ක හිතකර විවලතාව රු. 109,140 සිට රු. 214,474,405 ක් දක්වා වූ පරාසයක පැවති අතර ආදායම් කාණ්ඩ 17 ක අහිතකර විවලතාවය රු. 150,636 සිට රු. 399,601,545 ක් දක්වා පරාසයක පැවතුණි.



- (ආ) සමාලෝචිත වර්ෂය තුළදී ආදායම් කාණ්ඩ 02 ක් සඳහා රු. 2,587,190 ක් වූ ආදායම් රැස් කරගෙන තිබුණද එම ආදායම් කාණ්ඩ 02 සඳහා ඇස්තමේන්තු සකස් කර නොතිබුණි.
- (ඇ) සමාලෝචිත වර්ෂය හා ඉකුත් වර්ෂයේ තත්‍ය ආදායම සැසඳීමේදී ආදායම් කාණ්ඩ 06 ක් ඉකුත් වර්ෂයට සාපේක්ෂව සියයට 35 ට වැඩි ප්‍රතිශතයකින් අඩුවී තිබුණි.
- (ඈ) සමාලෝචිත වර්ෂය අවසානයට වර්ෂයකට වඩා වැඩි කාලයක සිට පැවත එන හිඟ ආදායම් ශේෂය රු. 93,411,706 ක් වූ අතර සමාලෝචිත වර්ෂය තුළදී එම ආදායම් අයකර ගැනීමට දෙපාර්තමේන්තුව අපොහොසත් වී තිබුණි. ඉන් රු. 75,243,443 ක් 2019 වර්ෂයේ හා ඊට පෙර වර්ෂයන් තුළ සිට පැවත එන හිඟ මුදල් වන අතර ඒ සඳහා කාල විශ්ලේෂණයක්ද විගණනයට ඉදිරිපත් කර නොතිබුණි.
- (ඉ) දෙපාර්තමේන්තුව විසින් විදේශ තැපැල් පරිපාලන ආයතන වෙත 2022 දෙසැම්බර් 31 දිනට හිඟ ආදායම් වාර්තා ඉදිරිපත් කර තිබුණු නමුත් එම ආයතන විසින් හිඟ ආදායම් වාර්තා අනුමත කර නොතිබීම හේතුවෙන් වර්ෂ 01 සිට වර්ෂ 09 ක් දක්වා කාල පරාසයක විහිදී තිබුණු හිඟ ආදායම රු. 485,956,641 ක් විය. එම හිඟ මුදල අය කරගැනීම සඳහා දෙපාර්තමේන්තුව විසින් ප්‍රමාණවත් බලපෑමක් සහ හිඟ ආදායම අනුමත නොකිරීමට හේතු සොයා බැලීමක්ද සිදුකර නොතිබුණි.
- (ඊ) ඒසීඒ-1 ආදායම් ප්‍රකාශයේ මුදලින් ආපසු ගෙවීම් රු. 3,347,984 ක් හා වැරදි නිවැරදි කිරීම් රු. 46,425,317 ක් ලෙස ආපසු ගෙවීම් එකතුව රු. 49,773,301 ක් දක්වා ඇති අතර එයින් නිවැරදි කිරීම් රු. 48,643,138 ක් ආපසු ගෙවීම් සඳහා අනුමැතිය ලබාදී නොතිබුණි.

2.2 වියදම් කළමනාකරණය

පහත සඳහන් නිරීක්ෂණ කරනු ලැබේ.

- (අ) සමාලෝචිත වර්ෂයේ කාර්යය මණ්ඩලය සඳහා දෙමළ භාෂා පාඨමාලා 05 ක් පැවැත්වීමට දෙපාර්තමේන්තුව විසින් රාජ්‍ය භාෂා දෙපාර්තමේන්තුව වෙත රු. 562,500 ක මුදලක් 2022 දෙසැම්බර් 31 දින ගෙවා තිබුණු අතර 2023 මාර්තු 27 දින දක්වා කිසිදු දෙමළ භාෂා පාඨමාලාවක් පැවැත්වීමට කටයුතු සිදුකර නොතිබුණි.
- (ඈ) අධි ප්‍රතිපාදන ලබාගැනීම හේතුවෙන් පුනරාවර්තන වැය විෂයයන් 07 ක හා මූලධන වැය විෂයයන් 07 ක එකතුව රු. 254,420,910 ක් ඉතිරි වී තිබුණු අතර එය සියයට 14 සිට සියයට 99 ක පරාසයක් දක්වා විහිදී තිබුණි.
- (ඈ) මුදල් රෙගුලාසි 66 යටතේ ප්‍රතිපාදන මාරුකිරීම් කරන ලද වැය විෂයයන් 02 ක රු. 21,617,958 ක ප්‍රතිපාදන ඉතිරි වී තිබුණි.



2.3 බැරකම් හා බැඳීම්වලට එළඹීම

පහත සඳහන් නිරීක්ෂණ කරනු ලැබේ.

- (අ) සමාලෝචිත වර්ෂයට අදාළ රු. 16,035,709 ක බැඳීම් හා බැරකම් මූල්‍ය ප්‍රකාශනවලට හඳුනාගෙන නොතිබුණි.
- (ආ) භාණ්ඩාගාර මුද්‍රිත SA 92 අනුව භාණ්ඩාගාරයට වාර්තා කළ රු. 1,793,186 ක බැරකම් මූල්‍ය ප්‍රකාශන සටහන III හි රු. 4,949,186 ක් ලෙස දක්වා තිබුණි.
- (ඇ) පොත් තැබීම් අංශය විසින් ඉදිරිපත් කළ ලේඛන අනුව 2021 වර්ෂයේ සිට පවතින රු. 24,608,540 ක වටිනාකමැති නොපියවූ බැරකම් පැවතියද ගිණුම්වලට ඒම තොරතුරු ඇතුළත් කර නොතිබුණි.
- (ඈ) දිසා ගිණුම් කාර්යාලවලින් ලබාගත් තොරතුරු අනුව 2022 දෙසැම්බර් 31 දිනට රු. 250,276 ක බැඳීම් හා බැරකම් මූල්‍ය ප්‍රකාශනවල දක්වා නොතිබුණි.

2.4 ගණන්දීමේ නිලධාරී විසින් සිදු කළ යුතු සහතිකවීම්

2018 අංක 19 දරන ජාතික විගණන පනතේ 38 වන වගන්තියේ විධිවිධාන අනුව ගණන්දීමේ නිලධාරී විසින් දෙපාර්තමේන්තුවේ මූල්‍ය පාලනය සඳහා සඵලදායී අභ්‍යන්තර පාලන පද්ධතියක් සකස් කර පවත්වා ගෙන යනු ලබන බවට ගණන්දීමේ නිලධාරී සහතික විය යුතු අතර එම පද්ධතියේ සඵලදායීතාවය පිළිබඳව කලින් කල සමාලෝචනය සිදු කර ඒ අනුව පද්ධති ඵලදායී ලෙස කර ගෙන යෑමට අවශ්‍ය වෙනස්කම් සිදු කරනු ලැබිය යුතු බවත්, එම සමාලෝචනයන් ලිඛිතව සිදු කර එහි පිටපතක් විගණකාධිපති වෙත ඉදිරිපත් කළ යුතුව තිබුණත්, එවැනි සමාලෝචනයන් සිදු කළ බවට ප්‍රකාශ විගණනයට ඉදිරිපත් කර නොතිබුණි.

2.5 නීති, රීති හා රෙගුලාසිවලට අනුකූල නොවීම

පහත සඳහන් නිරීක්ෂණ කරනු ලැබේ.

නීති, රීති හා රෙගුලාසිවලට යොමුව

අනුකූල නොවීම

- (අ) ශ්‍රී ලංකා ප්‍රජාතාන්ත්‍රික සමාජවාදී ජනරජයේ ආයතන සංග්‍රහය

- (i) XXIV පරිච්ඡේදයේ 4.2.5 වගන්තිය

විශ්‍රාම ගිය නිලධාරීන්ගෙන් අය විය යුතු ණය ශේෂ අය කිරීම සම්බන්ධව කටයුතු කර නොතිබුණි.



- (ii) ආයතන සංග්‍රහයේ මියගිය නිලධාරීන්ගෙන් අය විය යුතු ණය ශේෂ අය කිරීම සම්බන්ධව කටයුතු කර නොතිබුණි.
 XXIV පරිච්ඡේදයේ වගන්තිය
- (iii) ආයතන සංග්‍රහයේ රජයට අයවිය යුතු ණය මුදල් වැඩි තහනම් කළ සහ සේවය හැරගිය නිලධාරීන්ගෙන් අය කරගත නොහැකි අවස්ථාවලදී ඔවුන් සම්බන්ධයෙන් අනුගමනය කළ යුතු නියම කර ඇති ක්‍රියාමාර්ග ඇපකර සම්බන්ධයෙන් අනුගමනය කර එම මුදල් ඇපකරුවන්ගෙන් අය කරගත යුතු වුවත් එසේ අය කරගෙන නොතිබුණි.
 XXIV පරිච්ඡේදයේ වගන්තිය
- (ආ) ශ්‍රී ලංකා ප්‍රජාතාන්ත්‍රික සමාජවාදී ජනරජයේ මුදල් රෙගුලාසි සංග්‍රහය
 - (i) මු.රෙ. 94(1) වෙනත් ආකාරයකට විධිවිධාන සලසා ඇති අවස්ථාවලදී හැර වාර්ෂික ඇස්තමේන්තුවල මුදල් ප්‍රතිපාදන ඇත්නම් විනා කිසිම දෙපාර්තමේන්තුවක් විසින් වැඩක් හෝ සේවයක් හෝ සැපයුමක් සඳහා කිසිදු වියදමකට හෝ බැඳීමකට හෝ නොබැඳී සිටිය යුතු වුවද දෙපාර්තමේන්තුව විසින් අංක 308-02-01-2-1201 දරන වැය විෂයය යටතේ ඉතිරිවීම් ඉක්මවා රු. 251,212 ක බැරකම්වලට එළඹී තිබුණු බව නිරීක්ෂණය විය.
 - (ii) 2020 අගෝස්තු 28 දිනැති රාජ්‍ය ආදායමෙන් ආපසු ගෙවීමට ඇති මුදල රු. 25,000 රාජ්‍ය මුදල් වකුලේට් අංක ඉක්මවූ අවස්ථාවලදී භාණ්ඩාගාර මෙහෙයුම් 01/2020 මගින් සංශෝධිත දෙපාර්තමේන්තුවේ අධ්‍යක්ෂ ජනරාල් විසින් බලය ලබාදිය යුතු වුවත් රු. 358,651 ක් සඳහා එසේ බලය ලබා ගැනීමකින් තොරව ආපසු ගෙවීම් සිදුකර තිබුණි.
 - (iii) මු.රෙ. 756 2022 වර්ෂයේ භාණ්ඩ පිළිබඳ වාර්ෂික සමීක්ෂණයක් සිදුකර වාර්තා ඉදිරිපත් කළ යුතු වුවද දෙපාර්තමේන්තුව සතු කාර්යාල 08 ක වාර්තා ඉදිරිපත් කරනොතිබුණි.
 - (iv) මුදල් රෙගුලාසි 1645 (ආ) එක් එක් වාහනයේ රියදුරා ලවා 268 වැනි පොදු ආකෘති පත්‍රයේ දෛනික ධාවන සටහනක් තබා ගැනීමට සලස්වා පරිපාලන නිලධාරීන් ලවා නීතිපතා පරීක්ෂා කරවීම කළ යුතු වුවත් දෙපාර්තමේන්තුවේ වාහන 216 න් 73 ක සමාලෝචිත වර්ෂය තුළ ධාවන සටහන් ඉදිරිපත් කර නොතිබුණි. එසේම සමාලෝචිත වර්ෂයේ වාහන 102 ක මාස 01 න් මාස 11 න් අතර ධාවන සටහන් ඉදිරිපත් කර නොතිබුණි.



(ඇ) 1938 අංක 01 දරන තැපැල් පනතට පටහැනිව අවස්ථා කිහිපයකදී රු. 144,334 ක කාර්යාල ඇප අරමුදල් ආඥා මුදලක් ගෙවා තිබුණි.
 පනතේ 1978 සංශෝධනයට අනුව ආඥා පනතේ 6(1) සහ 6(2) වගන්ති

2.6 තැන්පතු

පහත සඳහන් නිරීක්ෂණ කරනු ලැබේ.

- (අ) පොදු තැන්පත් ගිණුමට රු. 263,500 ක් වටිනාකමැති නිෂ්කාශනය නොවූ චෙක්පත් බැරකර තිබුණි.
- (ආ) බැංකුවට සෘජුව බැරකරන ලද ලැබීම් රු. 5,651,599 ක් අදාළ ආදායම් හඳුනාගෙන ගිණුම්ගත කිරීමට කටයුතු කර නොතිබුණි.

3 මෙහෙයුම් සමාලෝචනය

3.1 කාර්යසාධනය

3.1.1 කාර්යභාරයන් ඉටු නොකිරීම

පහත සඳහන් නිරීක්ෂණ කරනු ලැබේ.

- (අ) 2022 වර්ෂයේ ක්‍රියාකාරී සැලැස්මට ඇතුළත් නොවූ ව්‍යාපෘතීන් 10 ක් 2022 වර්ෂය තුළදී සිදුකර තිබුණි.
- (ආ) මධ්‍යම ප්‍රජා සංකීර්ණය ඉදිකිරීමේ ව්‍යාපෘතිය සඳහා මූල්‍ය ප්‍රතිපාදනය ලෙස රු. මිලියන 100 ක් වෙන්කර තිබුණි. 2022 දෙසැම්බර් 31 දිනට එහි භෞතික ප්‍රගතිය සියයට 90 ක්ද, මූල්‍ය ප්‍රගතිය සියයට 99.31 ක් ලෙස දක්වා තිබුණු නමුත් ව්‍යාපෘතියට අයත් කාර්යයන් 09 ක් නිමකර නොතිබුණි.



3.1.2 ව්‍යාපෘති ඉටුකිරීමේ ප්‍රමාදයන්

පහත සඳහන් නිරීක්ෂණ කරනු ලැබේ.

- (අ) මධ්‍යම පළාත් තැපැල් සංකීර්ණය ඉදිකිරීම සඳහා එකතු කළ අගය මත බදු සහිතව රු. 343,739,916 ක මුදලක් ඇස්තමේන්තු ගතකර තිබුණු අතර එම ඉදිකිරීම ඉංජිනේරු කාර්යයන් පිළිබඳ මධ්‍යම උපදේශන කාර්යාංශය මගින් සිදුකර ගැනීමට 2019 මැයි 08 දින ගිවිසුමකට එළඹ තිබුණි. මෙම ඉදිකිරීම පිළිබඳ පරීක්ෂා කිරීමේදී පහත කරුණු නිරීක්ෂණය විය.
 - i. මෙම ඉදිකිරීමේ උපදේශන සේවා ගාස්තු සඳහා දෙපාර්තමේන්තුව විසින් ප්‍රතිපාදන වෙන් කරගෙන නොතිබුණු අතර ඉදිකිරීම් සඳහා වෙන් කළ ප්‍රතිපාදන තුළින් උපදේශන ගාස්තු රු. 8,079,172 ක් 2022 දෙසැම්බර් 31 දින වන විට ගෙවා තිබුණි.
 - ii. කොන්ත්‍රාත් ගිවිසුමේ 8.2 ප්‍රකාරව මෙම ඉදිකිරීම 2021 මාර්තු 12 දිනෙන් අවසන් කිරීමට නියමිතව තිබුණද අවස්ථා 03 කදී දින දීර්ඝ කිරීම සිදුකර තිබුණි. ඒ අනුව මෙම කොන්ත්‍රාත්තුව 2022 දෙසැම්බර් 19 දින වන විට සම්පූර්ණ කළ යුතුව තිබුණද 2023 පෙබරවාරි 15 දින දක්වා අවසන් කර නොතිබුණු අතර කොන්ත්‍රාත් කාලය දීර්ඝ කිරීමක්ද සිදුකර නොතිබුණි.
 - iii. මධ්‍යම පළාත් තැපැල් සංකීර්ණය කඩා ඉවත් කිරීමේදී ඉවත් කරන ලද ලී හා උළු ප්‍රාදේශීය ලේකම් කාර්යාලයේ තක්සේරුකරුවෙකු මගින් රු. 39,375 ක් ලෙස තක්සේරු කර 2022 ජූලි 15 දින මධ්‍යම පළාත් ප්‍රාදේශීය තැපැල් අධිකාරී කාර්යාලය වෙත ලබාදී තිබුණද 2023 පෙබරවාරි 15 දින දක්වා එම ලී සහ උළු වෙන්දේසි කර නොතිබුණි.
 - iv. මධ්‍යම උපදේශන කාර්යාංශය විසින් ව්‍යාපෘතිය සඳහා රු. 216,577,994 ක අමතර ඇස්තමේන්තුවක් යටතේ ඉදිකිරීම් කටයුතු නිම කරවා ගැනීම සඳහා අමාත්‍ය මණ්ඩලය අනුමැතිය ලබාගැනීම සඳහා 2023 ජනවාරි 13 දින ඉදිරිපත් කර තිබුණි. කෙසේ වුවත් 2023 පෙබරවාරි 15 දින දක්වා අමාත්‍ය මණ්ඩල අනුමැතිය ලැබී නොතිබුණි.

3.2 ප්‍රසම්පාදනයන්

පහත සඳහන් නිරීක්ෂණ කරනු ලැබේ.

- (අ) තැපැල් දෙපාර්තමේන්තුව වෙනුවෙන් එකක් රු. 615,915 බැගින් තැපැල් මුද්‍රණ යන්ත්‍ර 60 ක් රු. 36,954,900 කට මිලදීගැනීම පිළිබඳ පරීක්ෂාවේදී පහත කරුණු නිරීක්ෂණය විය.



- i. 2021 නොවැම්බර් 05 දින ලංසු කැඳවීම සඳහා සීමාසහිත එක්සත් ප්‍රවෘත්ති පත්‍ර සමාගමට අයත් දිනමිණ, ඩේලි නිවුස් සහ නිනකරන් පුවත්පත්වල දැන්වීම් පලකර තිබුණු අතර දිනමිණ පුවත්පතේ පලකර තිබුණු දැන්වීමේ යෝග්‍යතා උපමාන‍යන් යටතේ වූ 3(ආ) කරුණ ඩේලි නිවුස් සහ නිනකරන් පුවත්පත්වල කර තිබුණු 3(ආ) කරුණට වඩා වෙනස්ව පලකර තිබුණි.
 - ii. යන්ත්‍ර සැපයීමට අදාළ කාලය වූ 2022 ජනවාරි 31 දින සිට දින 60 ක් දක්වා වූ කාලය දින 90 ක් දක්වා දීර්ඝ කිරීමට 2021 නොවැම්බර් 23 දින පැවති ප්‍රසම්පාදන කමිටු අනුමැතිය ලැබී තිබුණද 2023 පෙබරවාරි 15 දින දක්වා වර්ෂ 01 කට වැඩි කාලයක් ගතවී තිබුණද අදාළ සැපයුම්කරු විසින් තැපැල් මුද්‍රා යන්ත්‍ර 10 ක් පමණක් දෙපාර්තමේන්තුවට සපයා තිබුණි. ඉතිරි යන්ත්‍ර 2023 අප්‍රේල් දක්වාම ලැබී නොතිබුණි.
 - iii. ගැනුම් ඇණවුම අනුව 2022 මාර්තු 01 දින වන විට පුද්ගලයන් 60 දෙනෙකුගෙන් යුත් කණ්ඩායමකට පුහුණු වැඩසටහන් සිදුකරන බව දක්වා තිබුණද විගණන දින වූ 2023 පෙබරවාරි 15 දින වන විටත් එවැනි පුහුණු වැඩසටහනක් පැවැත්වීමට කටයුතු කර නොතිබුණි.
 - iv. තැපැල් මුද්‍රා යන්ත්‍ර 2022 අප්‍රේල් 30 දින වන විට සැපයිය යුතු වුවද විගණන දින වූ 2023 පෙබරවාරි 15 දින වන විටත් යන්ත්‍ර 50 ක් සපයා නොතිබුණු අතර දෙපාර්තමේන්තුව විසින් කාර්යසාදන සුරක්ෂණය මුදල් කරගෙන නොතිබුණි.
- (ආ) දෙපාර්තමේන්තුව විසින් ජාතික තරඟකාරී මිල ක්‍රමයට ප්‍රසම්පාදන අංක POST/PMD/05-02/DESKTOP-b/2021 දරන ලිපිය යටතේ ඩෙස්ක්ටොප් පරිගණක 450 ක්ද, UPS 450 ක් සහ ලැප්ටොප් පරිගණක 08 ක් ලබාගැනීමට මිල ගණන් කැඳවා මිල ගණන් කැඳවීම සඳහා 2021 ඔක්තෝබර් 18 දින පුවත්පත් දැන්වීම දිනමිණ, නිනකරන් සහ ඩේලිනිවුස් පුවත්පත්වල පලකිරීම සඳහා රු. 151,632 ක වියදමක් දරා තිබුණි. එම දැන්වීමේ වූ “ජාත්‍යන්තරව පිළිගන්නා” යන්න ඉවත් කිරීම සඳහා 2021 නොවැම්බර් 01 දින නැවත පුවත්පත් දැන්වීමක් පලකර තිබුණි. එම දැන්වීම මගින් යථෝක්ත ප්‍රසම්පාදනයට අමතරව ඩොට් මැට්‍රික්ස් වර්ගයේ යන්ත්‍ර 200 ක් මිලදී ගැනීමට පල කළ පුවත්පත් දැන්වීමේ සඳහන් වූ “ජාත්‍යන්තරව පිළිගන්නා” යන්න ඉවත් කිරීම සඳහා එම දැන්වීම පලකර තිබුණි. නිවැරදිව පුවත්පත් දැන්වීම් පල නොකිරීම හේතුවෙන් දෙපාර්තමේන්තුවට සිදුවූ අලාභය රු. 59,413 ක් විය. රජයට සිදුවූ රු. 59,413 ක අලාභය 2023 පෙබරවාරි 28 දින දක්වා වගකිව යුතු නිලධාරීන්ගෙන් අය කරගෙන නොතිබුණි. මූලික සුදුසුකම් කීපයක් තහවුරු කරගෙන ඇතත් ප්‍රධාන කාර්යාලයේ සහ ශාඛාවන්වල ලිපිනයන් සහ දුරකථන අංක පිළිබඳ විස්තර එවූ තොරතුරුවලින් තහවුරු වී නොතිබුණි. මූලික ලංසු ලියකියවිලි ඉදිරිපත් කිරීමේදී ගෙස්ටෙට්නර් පෞද්ගලික සමාගම සහ ආර්සීඑස් 2 තාක්ෂණික පෞද්ගලික



සමාගම අතර අන්‍යෝන්‍ය අවබෝධතා ගිවිසුමක් ඇති බවට ලිපියක් ඉදිරිපත් කර තිබුණි. එම අවබෝධතා ගිවිසුම රාජ්‍ය මූල්‍ය දෙපාර්තමේන්තුව වෙතින් විමසා තිබුණද එම දෙපාර්තමේන්තුව විසින් එවූ ලිපිය ලිපිගොනුවේ නොතිබුණි. රාජ්‍ය මූල්‍ය දෙපාර්තමේන්තුව විසින් ලබාදුන් තීරණය අනුව එම ලංසුව ප්‍රතික්ෂේප කර ඇති බව තාක්ෂණික ඇගයීම් කමිටු වාර්තාවේ දක්වා තිබුණද රාජ්‍ය මුදල් දෙපාර්තමේන්තුව විසින් එවූ ලිපිය ලිපිගොනුවේ නොතිබීම හේතුවෙන් ඒ පිළිබඳව විගණනය කිරීමට නොහැකි විය.

- (ඇ) ප්‍රසම්පාදන සැලැස්මේ ඇතුළත් ප්‍රසම්පාදන කටයුතු 02 ක් 2022 දෙසැම්බර් 31 දින වන විට අවසන් කර නොතිබුණි. එසේම 2023 මාර්තු 29 දින වන විටත් තත්ත්වයේ වෙනසක් සිදුවී නොතිබුණි.

3.3 වත්කම් කළමනාකරණය

පහත සඳහන් නිරීක්ෂණ කරනු ලැබේ.

- (අ) සමාලෝචිත වර්ෂය අවසානය වන විට විධිමත්ව පවරා නොගත් තැපැල් කාර්යාල 565 ක් වූ අතර ඉඩම් නිව්යදී කාර්යාල ගොඩනැගිලි පිළියෙල කිරීමේ කටයුතු නොකර කාර්යාල 08 ක් කුලී පදනම මත පවත්වාගෙන ගොස් තිබුණි.
- (ආ) 2022 දෙසැම්බර් 31 දිනට දෙපාර්තමේන්තුව සතු තැපැල් කාර්යාල 43 ක හා නිල නිවාස 02 ක වර්ග මීටර 83,152.61 (පර්චස් 3,286.66) ක උෂන උපයෝජිත ඉඩම් පවතින බව නිරීක්ෂණය විය.
- (ඇ) 2022 දෙසැම්බර් 31 දිනට දෙපාර්තමේන්තුව විසින් පවරාගෙන ඇති නමුත් තක්සේරු කර නොමැති ඉඩම් ප්‍රමාණය 63 ක් විය. එලෙස පවරාගෙන තක්සේරු කර නොමැති වර්ෂ 02 කට වඩා වැඩි කාලයක සිට පැවත එන ඉඩම් ප්‍රමාණය 30 ක් විය. පවරාගෙන තක්සේරු කර නොමැති වර්ෂ 10 න් වර්ෂ 35 න් අතර කාල පරාසයක් තුළ පවරාගත් ඉඩම් 15 ක් සහ පවරාගෙන තක්සේරු කර නොමැති වර්ෂ 02 ක අඩු කාලයක සිට පැවත එන ඉඩම් 30 ක් විය. ඉඩම් 03 ක පවරාගත් දිනය කවදාද යන්න දෙපාර්තමේන්තුවට සොයාගත නොහැකි වී තිබුණි.
- (ඈ) සමාලෝචිත වර්ෂයේ තැපැල් හා උප තැපැල් කාර්යාල 12 ක ඉඩම් පවරාගැනීම් හා මැනීම් කටයුතු සඳහා රු. 371,940 ක් වැයකර තිබුණු නමුත් 2023 මාර්තු 28 දින දක්වා එම ඉඩම් පවරාගැනීමේ කටයුතු අවසන් වී නොතිබුණි.
- (ඉ) ප්‍රධාන කාර්යාලය විසින් පවත්වාගෙන යනු ලබන වාර්තා හා නියෝජ්‍ය තැපැල්පති කාර්යාලය විසින් පවත්වාගෙන යනු ලබන වාර්තා අනුව තැපැල් කාර්යාල ඉඩම්වල අයිතියේ වෙනස්කම් පවතින බව නිරීක්ෂණය විය.



(ඊ) තැපැල්පති නමින් ලියාපදිංචි කර ඇති වාහන සම්බන්ධයෙන් තැපැල් දෙපාර්තමේන්තුවෙන් හා මෝටර් රථ ප්‍රවාහන දෙපාර්තමේන්තුවෙන් ලබා ගත් තොරතුරු සැසඳීමේදී වාහන 42 ක් සම්බන්ධ තොරතුරු දෙපාර්තමේන්තුව සතුව නොතිබුණු අතර අංක 60 ශ්‍රී 7256 දරන බස් රථය භාවිතයෙන් ඉවත් කර තිබුණද ඒ සඳහා අවශ්‍ය ඉදිරි කටයුතු සිදු කර නොතිබුණි.

3.4 පාඩු හා හානි

පහත සඳහන් නිරීක්ෂණ කරනු ලැබේ.

(අ) 2022 දෙසැම්බර් 31 දින වන විට වර්ෂ 5-10 ක් අතර කාලයට අයත් රු. 578,171 ක සහ වර්ෂ 10 ට වැඩි කාලයකට අයත් රු. 14,671,180 ක ශේෂවල එකතු වටිනාකම වූ රු. 15,249,351 ක ශේෂය තවදුරටත් අය කරගැනීමට දෙපාර්තමේන්තුව විසින් අපොහොසත් වී තිබුණි.

(ආ) දෙපාර්තමේන්තුව විසින් පවත්වාගෙන යනු ලබන වාහන අනතුරු ලේඛනයේ අනතුරට අදාළ අලාභයේ වටිනාකම, අය කරගත් වටිනාකම හා අය කරගත් ආකාරය යන විස්තර ලේඛනයේ ඇතුළත් නොවීම හේතුවෙන් තවදුරටත් අය කරගැනීමට හෝ කපා හැරීමට හෝ අත්හැරීමට ඇති පාඩු හඳුනාගත නොහැකි වී තිබුණි.

(ඇ) දෙපාර්තමේන්තුව විසින් ඉදිරිපත් කරන ලද තොරතුරු අනුව 2022 වර්ෂය තුළ සිදු වූ රක්ෂණාවරණය යටතේ ආවරණය නොවූ අලාභයන් එකතුව රු. 104,806 ක් වූ අනතුරු 07 ක් හා අලාභය සඳහන් නොකළ වාහන අනතුරු 04 ක් සම්බන්ධ තොරතුරු පාඩු හා අත්හැරීම් පිළිබඳ ප්‍රකාශයේ සටහන් කර නොතිබුණි.

(ඈ) කළුතර, යාපනය, මහනුවර සහ හලාවත කාර්යාලවල හිඟ ණය ශේෂ කපාහැරීමේ පිළිබඳ කමිටු වාර්තා නොතිබිය දී පිලිවෙලින් රු. 17,010 ක් රු. 62,750 ක් සහ රු. 42,900 ක් සහ රු.8,460 ක් කපා හැර තිබුණි.

3.5 කළමනාකරණ දුර්වලතා

(අ) කළුතර දිසා හිණුම් කාර්යාලයේ වර්ෂ 09 කට පෙර රු. 1,295,400 ක වටිනාකමැති මූල්‍ය වංචාවක් අනාවරණය වී තිබුණු අතර 2022 දෙසැම්බර් 31 දින වන විටත් ඉන් රු. 1,145,850 ක ශේෂයක් නිරවුල් කිරීමට කටයුතු කර නොතිබුණි.

(ආ) මධ්‍යම තැපැල් හුවමාරුවේ 2021 දෙසැම්බර් 31 දිනට පවතින රු. 119,640 ක ගංවතුර ණය මුදලින් සමාලෝචිත වර්ෂයේ කිසිදු ණය මුදලක් අය කරගෙන නොතිබුණි.



(ඇ) ප්‍රධාන කාර්යාලයේ වැඩ තහනම් කළ නිලධාරීන්ගෙන් අයවිය යුතු රු.290,207 සේවය හැරගිය නිලධාරීන්ගෙන් අයවිය යුතු රු. 474,257 ක් සහ වෙනත් නිලධාරීන්ගෙන් අයවිය යුතු රු. 175,964 ක ණය ශේෂ වශයෙන් එකතුව රු.940,426 ක ණය ශේෂය විෂය ලිපිකරුවන් දෙදෙනෙකු හා ගණකාධිකාරී විසින් සකස් කළ ලේඛනයක් පාදක කරගෙන සමාලෝචිත වර්ෂයේදී කපා හැර තිබුණි.

4. මානව සම්පත් කළමනාකරණය

4.1 අනුයුක්ත කාර්ය මණ්ඩලය, තරා කාර්ය මණ්ඩලය

(අ) දෙපාර්තමේන්තුගත නියෝජ්‍ය තැපැල්පති තනතුර සඳහා භාණ්ඩාගාරය විසින් අනුමත කළ සේවක සංඛ්‍යාව 09 ක් වුවද තත්‍ය කාර්ය මණ්ඩලය 11 ක් වූයෙන් අනුමත කළ සේවක සංඛ්‍යාව ඉක්මවා නියෝජ්‍ය තැපැල්පති තනතුරු 02 ක් සඳහා බඳවාගෙන තිබුණි. භාණ්ඩාගාරයෙන් අනුමත කළ නියෝජ්‍ය තැපැල්පති තනතුර 2020 ජනවාරි 09 දින වන විට සම්පූර්ණ වී තිබියදී කිසිදු අනුමැතියක් ලබා නොගෙන 2021 දෙසැම්බර් 11 සහ 2022 අප්‍රේල් 27 දිනවල දෙපාර්තමේන්තුගත නියෝජ්‍ය තැපැල්පති තනතුරුවලට නිලධාරීන් දෙදෙනෙකු පත්කර තිබුණි.

(ආ) දෙපාර්තමේන්තුවේ 2022 දෙසැම්බර් 31 දිනට අනුමත සේවක සංඛ්‍යාව 22,583 ක් වුවද තත්‍ය සේවක සංඛ්‍යාව 20,149 ක් විය. ඒ අනුව මුළු පුරප්පාඩු සංඛ්‍යාව 2,434 ක් විය. 2022 දෙසැම්බර් 31 දිනට අනෙකුත් ශ්‍රේණි හා සේවා වල 2,371ක හා ජ්‍යෙෂ්ඨ මට්ටමේ සේවාවල 63 ක පුරප්පාඩු පැවතුණි. එම පුරප්පාඩු සම්පූර්ණ කිරීමට සමාලෝචිත වර්ෂය අවසානය දක්වා අපොහොසත් වී තිබුණි.

(ඇ) කළමනාකරණ සේවා දෙපාර්තමේන්තු අධ්‍යක්ෂ ජනරාල්වරයාගේ අංක DMS/1139/VI හා 2016 ජූලි 07 දිනැති ලිපියෙන් සහකාර තැපැල් අධිකාරී තනතුරු ප්‍රමාණය 106 කින් වැඩි කිරීමට අනුමැතිය ලබාදී තිබුණද සමාලෝචිත වර්ෂය අවසානය දක්වා එම පුරප්පාඩු සම්පූර්ණ කර ගැනීමට අපොහොසත් වී තිබුණි.


 කේ.එච්.සු.සී. සරත් කුමාර
 ජ්‍යෙෂ්ඨ සහකාර විගණකාධිපති
 විගණකාධිපති වෙනුවට

මානව සම්පත් සංවර්ධනය

වැඩසටහනේ නම	පුහුණු කරන ලද සේවක සංඛ්‍යාව	වැඩසටහනේ කාලසීමාව	සමස්ත ආයෝජනය (රු.)		වැඩසටහනේ ස්වභාවය දේශීය / විදේශීය	නිමැවුම / ලබාගත් දැනුම
			දේශීය	විදේශීය		
Foreign Travelling Vote (308-02-01-1102)						
Original Efficiency and E- Commers Development	01	06.12.2022-08.12.2022	183,863.44		Foreign Workshop	e - වාණිජ පදනම් කරගත් ක්‍රමවේද පිළිබඳ දැනුම ලබාදීම.
International Postal Service	01	07.11.2022-02.12.2022	408,068.28		Foreign Workshop	අන්තර්ජාතික නැපැල් සේවාවන් පිළිබඳව දැනුම වර්ධනය කිරීම
Operation Management Course	01	07.11.2022-02.12.2022	408,068.28		Foreign Workshop	නැපැල් මෙහෙයුම් ක්‍රියාවලිය පිළිබඳ දැනුම වර්ධනය කිරීම.
Total	03		1,000,000.00			

නැපැල් කළමනාකරණ අභ්‍යාස විද්‍යාලය මගින් පවත්වන ලද පුහුණු වැඩසටහන් (අභ්‍යන්තර පුහුණු)-10	418	දින 23			දේශීය	රාජකාරී සඳහා අදාළවන පුහුණුව ලබාගෙන තිබීම
නැපැල් කළමනාකරණ අභ්‍යාස විද්‍යාලය මගින් පවත්වන ලද පුහුණු වැඩසටහන් (බාහිර ආයතන පුහුණු)-05	06	දින 18	7,209,525.00		දේශීය	"
උසස් අධ්‍යාපන පාඨමාලා සඳහා ප්‍රතිපාදන වෙන් කර දීම-15	15	-			දේශීය	"
රාජ්‍ය භාෂා පුහුණු වැඩසටහන්-01	47	-	988,500.00		දේශීය	"
නැපැල් අභ්‍යාස ආයතන පුහුණු වැඩසටහන්						"
නැපැල් අභ්‍යාස ආයතනය වැල්ලවත්ත - 18	936	-			දේශීය	"
නැපැල් අභ්‍යාස ආයතනය මහනුවර-12	831	-			දේශීය	"
නැපැල් අභ්‍යාස ආයතනය ගාල්ල-06	286	-			දේශීය	"
නැපැල් අභ්‍යාස ආයතනය යාපනය-07	319	-			දේශීය	"
නැපැල් අභ්‍යාස ආයතනය මඩකලපුව-04	319	-			දේශීය	"
නැපැල් අභ්‍යාස ආයතනය පොල්ගොවෙල-08	533	-			දේශීය	"
නැපැල් අභ්‍යාස ආයතනය තඹුන්තේගම-09	217	-			දේශීය	"

පළාත් බදු පුහුණු වැඩසටහන්							
බස්නාහිර පළාත (දකුණ)-04	162	-	62,440.00	දේශීය	රාජකාරී සඳහා අදාලවන පුහුණුව ලබාගෙන තිබීම		
බස්නාහිර පළාත (උතුර)-03	121	-	140,950.00	දේශීය	"		
මධ්‍යම පළාත-03	143	-	125,425.00	දේශීය	"		
දකුණු පළාත-04	198	-	92,310.00	දේශීය	"		
සබරගමු පළාත-09	676	-	261,892.00	දේශීය	"		
උතුරු පළාත-03	151	-	98,340.00	දේශීය	"		
නැගෙනහිර පළාත-03	95	-	81,165.00	දේශීය	"		
වයඹ පළාත-11	342	-	122,820.00	දේශීය	"		
උතුරු මැද පළාත-11	661	-	343,202.00	දේශීය	"		
ඌව පළාත-03	66	-	68,000.00	දේශීය	"		
මධ්‍ය නැපැල් හුවමාරුව-01	42	-	335,516.41	දේශීය	"		

**Postal Headquarters
310, D. R. Wijewardhana Mawatha,
Colombo 01000**

Tele : +94 0112328301-3

Fax : +94 011 2440555

Email : info@slpost.lk/pmg@slpost.lk



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Call Center