

ආයතනයේ නම : කැපැල් දෙපාර්තමේන්තුව

පාර්ලිමේන්තුවේ රජයේ ගිණුම් පිළිබඳ කාරක සභාව විසින් සභාගත කරන ලද  
වාර්තා සම්බන්ධයෙන් ස්ථාවර නියෝග අංක 119(4) යටතේ ගරු  
අමාත්‍යවරයාගේ නිරීක්ෂණ හා ගනු ලබන පියවර පාර්ලිමේන්තුව වෙත ඉදිරිපත් කිරීම.

නிறுவනத்தின் பெயர் : தபால் திணைக்களம்  
பாராளுமன்ற அரசாங்க கணக்குக் குழுவினால் சமர்ப்பிக்கப்பட்ட அறிக்கை  
தொடர்பில் நிலையியற் கட்டளை இலக்கம் 119 (4) கீழ்  
கௌரவ அமைச்சரின் அவதானிப்பு மற்றும் எடுக்கப்பட்ட  
நடவடிக்கைகள் பாராளுமன்றத்திற்கு முன்வைத்தல்.

**Name of the Institution : Department of Post**

Submission of observations of Hon Minister and Steps Taken with Regard To the Reports  
Tabled by The Committee on Public Account in Terms of Standing Ordrer No 119(4)

**MODEL (No.01)****Parliamentary Publication Series No.183****Department of Postal**

<b>First Part : 82.00</b>		
<b>No</b>	<b>Shortcomings Recognized by the Committee</b>	<b>Actions taken by the establishment for correcting the shortcomings.</b>
01.	Has not updated the register of losses and damages	Maintains register of losses and damages
02.	No replies for internal audit queries were submitted within one month.	Compared to the year 2020, which was under question, progress in receiving replies was apparent in the year 2021.
03.	Auditor General had not been furnished with copies of internal audit reports as per FR 134 (2).	All copies of the internal audit queries are forwarded to the Superintendent of Audit (Postal)
04.	Recommendations on surplus, and shortages revealed at the annual stock - taking had not been implemented during the precise period.	<p>01. Annual stock – taking of 653 post offices, 3410 sub – post offices and 80 administrative offices under the purview of the Department of Posts are performed.</p> <p>02. In addition, surplus and shortage after annual stock survey and annual stock taking are identified.</p> <p>03. Since this department is spread throughout the island as well as there are considerable amount of vacancies existing and due to COVID pandemic daily routing work of most of the regional offices could not be accomplished resulting failure to implement recommendations of surplus and shortages in the annual stock taking within the precise time frame.</p> <p>04. Annual stock survey of 2022 has been started from January and actions have been taken to inform to provide the officers engaged in performing the survey with surplus and shortages specially. Apart from that, sending instructions to all regional offices it has been informed to perform annual stock taking and discarding activities within the relevant time frame.</p> <p>05. Accordingly, it is kindly informed that necessary actions will be taken to perform relevant activities within the precise time frame in the future.</p>
05.	Non reporting the day running charts and monthly reports for vehicles in the pool to the Auditor General.	Due to the Corona pandemic struck the nation Department of Posts also has to experience staff shortages due to constant COVID cases in the department staff as well and postal activities had to be carried out amidst drastic circumstances. Due to hardships



		<p>experienced with the lack of staff, daily running charts and monthly reports could not be furnished to the Auditor General.</p> <p>It is kindly informed that day running charts and quarterly reports from the year 2021 have been timely furnished.</p>
06.	A vehicle discarded and had not been disposed within less than 06 months.	Only one vehicle is available at the Department by now for discarding. In order to discard the special conditions included in its registration certificate should be cancelled and instruction from the Department of Trade and Investment Policies have been sought in regard to discarding these special conditions for the purpose.
07.	Inactive bank accounts brought forwarded during the reviewed year or years before that remained unsettled.	Specimen forms were prepared once again and handed over to the Treasury Monitoring Department on 01.12.2021 to close this account. It is informed that inquiries made from the Treasury Department were replied as indicating that actions will be taken to close the account immediately.
08.	No settlement has been performed within one month as per the financial regulations in regard to balances that had been revealed by bank reconciliation statements and would have adjusted	Relevant balances have been recognized and adjusted to correct by now.
09.	Existence of loan balances in arrears continued for more than one year.	Actions have been taken to recover Rs. 2,275,444.80 from the Rs. 38,336,519.80 existed more than one year as at 31.12.2022 by now. Further, measures have been taken to write off further non – recoverable amounts of loan arrears balances of less than Rs. 25,000.00 out of Rs. 1,358,906.31 on 23.12.2022 as per PA circular No. 01/2020. Various actions have been taken to recover loan arrears balances further existing. Recognized officers from suspended and vacated their posts have been informed to settle loan balances. Some officers had not responded while a few of officers are already paying in instalments. Letters have been sent to the guarantors by obtaining their details from the Administrative Secretary (Staff) in regard to the debtors who have not responded even after receiving letters. When not responded to those letters actions are being taken to deduct loan balances monthly from the salary of the guarantors who are already engaged in service in the Department of Posts itself. Also actions are being taken to obtain a confirmation of assets of those debtors from the Divisional Secretariats. Also, legal assistance has been sought in regard to certain loan balances.
10	Staff had been enrolled exceeding the approved limit.	Approved number of deputy postmaster general posts in the Department of Posts are 13 and 04 posts out of them are filled with posts of Sri Lanka Administrative Service.

	<p>Therefore, number of departmental posts are 09. Promotions from the Department to the Deputy Postmaster Generals are awarded only after completing qualifications in grade II of executive grade. As per the recruitment procedure prepared under PA circular 6/2006, two (02) officers had been qualified for the post of Deputy Postmaster General. Since no qualified officer in SLAS had applied for the vacant 02 posts, qualified officers from the Department service had been recruited. Accordingly, it is mentioned that the number of posts has become 11.</p> <p>Approved cadre of the Postal Services Officer grade I is 876. In accordance with the recruitment procedure prepared as per the PA circular 6/2006, promotions have been awarded exceeding the approved cadre since promotions to all officers qualified for grade I should be awarded promotions.</p>
--	---

## Second Part : 55.00

No	Shortcomings Recognized by the Committee	Actions taken by the establishment for correcting the shortcomings.
01.	The website maintained for the institution has not given opportunity for noting down complaints or commendations for public	The action plan 2023 is consisted of creating a new website with all these facilities.
02.	<p>Citizens' charter had not been prepared and implemented.</p> <p>No methodology had been prepared by the institution to supervise and evaluate the citizens' charter.</p>	<p>Preparation of the citizens' charter has been included in the action plan of 2023. Each service shift caters to an immense workload applicable to the 03 divisions namely monitoring offices, accounting offices and administrative offices. Therefore, respective citizens' charters should be prepared for each respective division covering all the divisions. The practical issue is that it is problematic to complete relevant workload on time even if the citizens' charter was prepared since the vacancies in the work force. However, preparing a citizens' charter has been inaugurated. But, it can be published and implemented only when the workforce scarcity is filled. Otherwise, it will lead to dissatisfaction of commuters. Supervision and monitoring can be done once this is implemented after accomplishing the staff.</p>

x



03.	A well prepared human resource plan had not been made as per PA provisions.	No formal human resource plan has been prepared by now. However, recruitments, promotions, training and development, work supervision and other human resource management activities are performed by different divisions applicable to the human resource plan under the responsibility of the divisional heads. These activities are performed by administration division, training division, examinations division etc, of the Department. Therefore, actions are being taken to prepare a human resource plan as per a scientific methodology by lining the activities applicable to these divisions. Assistance from the Ministry of Public Administration has also been sought for the purpose.
04.	No performance agreement including the entire staff has been prepared and agreed upon.	Although agreement at head office level had been prepared and agreed upon, it has been observed that it is not functioned precisely. Although relevant agreement sheets have been sent to regional offices, signing them has been further dragged due to the ambiguity and complexity in some of the facts expected from them. Therefore, it has been recognized that a proper training should be given to provide required knowledge to the staff to complete the agreements accurately through a special training programme. Preliminary actions have already been taken joined with the Sri Lanka Institute of Development Administration in this connection.
05.	Training opportunities given through planned training opportunities were at a low rate as 50%.	Due to COVID – 19 pandemic prevailed during 2020, the training programmes could not be conducted as planned. Actions have been taken to gradually increase the number of training programmes conducted once the risk of COVID declined. Accordingly, now the training programmes are being held at a normal rate as per the plans.