

**Name of the Institution : Ministry of Finance, Economic
Stabilization and National Policies**

Parliamentary Series : 183

**Submission of observations of Hon. Minister and steps
taken with regard to the reports tabled by the Committee
on Public Accounts in terms of Standing Order No. 119(4)**

Parliamentary Series 183

Committee on Public Accounts

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Name of the Department : Ministry of Finance, Economic Stabilization and National Policies

Parliamentary Series Number : 183

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
Fuel consumption of vehicles belonging to the Ministry / Department had not been retested in terms of the provisions of Paragraph 3.1 of the Public Administration Circular No. 30/2016 of 29.12.2016	Due to the Covid-19 epidemic situation and the fuel crisis in the country, it was practically impossible to carry out inspections on Fuel consumption of vehicles, and, since the fuel problem has been largely resolved by now, necessary activities are being carried out to check this from the year 2023.
Loan balances in arrears for over 1 year had not been settled.	Some of the loan balances have been written off and other loan balances are being collected.
Performance agreements covering the entire staff had not been drafted or entered.	At that time, only the performance agreements of staff officers had been drafted and entered and, the performance agreements for the entire staff including management service officers has been prepared by now.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Ministry of Finance, Economic Stabilization and National Policies, for Parliamentary Series No. 183.

Sgd.

Additional Director General

Ministry of Finance, Economic Stabilization and National Policies

Name of the Department : Comptroller General's Office

Parliamentary Series Number : 183

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
The amount of training opportunities given out of the planned training opportunities was less than 50%	Due to the Covid 19 pandemic, the expected training programs could not be conducted for the year 2020. In the year 2021 the expenses of the Comptroller General's office were curtailed as per the cabinet memorandum MF/NB/07/CM/2021/163 dated 28.08.2021 and accordingly the training activities carried out. In the year 2022, training programs were conducted as planned.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Comptroller General's Office, for Parliamentary Series No. 183

Sgd.

**Comptroller General
Comptroller General's Office**

Name of the Department : **Department of Legal Affairs**

Parliamentary Series Number : **183**

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
Details about the two representatives to be appointed for the coordination of sustainable development activities had not been reported to the Ministry.	The relevant details have not been forwarded due to a mistake. It will be forwarded promptly.
Citizens' / Clients' Charter had not been properly prepared and implemented. The institution had not prepared a system to monitor and evaluate the implementation of the citizen/client charter of the institution.	the Department of Legal Affairs engages in the preparation of various legal regulations and drafts related to financial management including the budget process, as well as in the preparation of financial agreements and also Engages in activities related to lawsuits and complaints related to the Ministry of Finance and the departments under it, and coordination with the Legal Draftsman Department and the Attorney General's Department regarding legal matters related to various agreements, etc and, the department has not any direct contact with general public. Therefore, it is observed that there is no practical need to prepare a citizen/client charter.
The human resource development plan that had been prepared, did not provide for at least a minimum of twelve hours' training per employee.	This department is run with a very minimal staff and no human resource development plans had been prepared at that time, but the officials had been informed to request the necessary training opportunities for the officials. According to the received requests, referrals had been made for the necessary training programs. Currently, a human resource development plan has been prepared for the year 2023, and accordingly, it is expected to deal with the provision of more extensive training opportunities.
Performance agreements covering the entire staff had not been drafted or entered	Has been prepared for the year 2023.
A senior officer of the institution had not been named for the preparation of human resource development plans and to implement capacity and skill development programmes.	By now, a senior official has been named and referred to the Ministry of Public Administration, Home Affairs, Provincial Councils and Local Government. (dated 03.04.2023)
Out of the training opportunities planned, the extent of training opportunities granted, was less than 50%.	The provision of training opportunities was limited due to the Covid epidemic situation in 2020. But for the year 2023, even in the background where there is no budget allocation for local training, non-budgeted training

	opportunities are to be provided in the maximum way.
The institution had not identified and documented a minimum of three output indicators as per the budget circular.	It is expected that a study will be conducted on this and further action will be taken soon.
The institution had not identified three main performance indicators in relation to the functions of the institution. Achievement of the identified first indicator was less than 50%. Achievement of the identified second indicator was less than 50%. Achievement of the identified third indicator was less than 50%.	It is observed that the achievement of performance indicators has been limited due to the delay in the preparation of new laws in the Parliament, due to the situation in the country,

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Legal Affairs, for Parliamentary Series No. 183.

Sgd.
Additional Director General
Department of Legal Affairs

Name of the Department : **Department of Management Audit**

Parliamentary Series Number : **183**

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
Details of the two representatives to be appointed to coordinate the sustainable development activities to be carried out as per the provisions of the Circular No MSDW/08/64 dated 27th April 2018 had not been reported to the ministry.	Following two officers have been nominated and informed to the Ministry by the Director General of the Department of Management Audit by letter No. DMA/ADM/APR/2020 and dated 03 rd November 2021 to coordinate sustainable development activities. ❖ Director –Mr.H.M.P.C.Kumarihamy ❖ Director -Mr. B.G.Thisara
Out of the training opportunities planned, the extent of training opportunities granted, was less than 50%.	In order to streamline the internal audit process of provincial councils and local government institution for the year 2021, training workshops were planned to be held for provincial internal audit directors and for the staff of provincial councils and local government institutions. However due to the Covid-19 pandemic prevailed throughout the year 2021, there were island wide lockdowns and regional lockdowns together with instructions to hold group gathering etc. therefore training workshops could not be held as expected. While organizing training workshops for provincial councils and local government institution it was planned to visit those provincial councils and call the relevant officials to the said provincial council to carry out training activities. However, this department started organizing and conducting training workshops through ZOOM technology from October 2021 as an alternative method to overcome the practical difficulties experienced in the year 2021. Accordingly, this department conducted 10 training workshops for the year 2021 and 4 of those workshops were attended by internal auditors of Provincial Councils and Local Government and the said workshops stated below. 1. Training Workshop for new Internal Auditors (23.02.2021) 2. Training Workshop on Procurement (2021.10.21/25) 3. Training workshop for new internal auditors

	(2021.11.03/05) 4. Training workshop for preparation of risk-based internal audit plan (2021.11.16) Through that process, a certain expected level could be reached despite the Covid 19 epidemic situation in the year 2021.
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I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Management Audit, for Parliamentary Series No. 183.

Sgd.
Director General
Department of Management Audit

Name of the Department : Department of Management Services

Parliamentary Series Number : 183

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
Failure to submit details of two Representatives to be appointed for coordination of sustainable development activities to be carried out in terms of provisions of the Circular No. MSDW/08/65 dated 27.04.2018	As per the provisions of Circular No.MSDW/08/65, two officers have already been nominated to coordinate sustainable development activities and informed to the Ministry by the letter No. DMS/AO/Sus.Dev. dated 15.02.2022.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Management Services, for Parliamentary Series No. 183.

Sgd.

Director General

Department of Management Services

Name of the Department : Department of Public Finance

Parliamentary Series Number : 183

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
There are no shortcomings	Not relevant.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Public Finance, for Parliamentary Series No. 183.

Sgd.
Director General
Department of Public Finance

Name of the Department : Department of Treasury Operations

Parliamentary Series Number : 183

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
There are no shortcomings	Not relevant.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Treasury Operations, for Parliamentary Series No. 183.

Sgd.
Director General
Department of Treasury Operations

Name of the Department : Department of Information Technology Management

Parliamentary Series Number : 183

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
The excesses and deficits that were disclosed through the board of survey and other relating recommendations, actions were not carried out during the period specified in the circular.	The excesses and deficits have been adjusted with books as per the recommendations of the Board of Survey
Fuel consumption of vehicles belonging to the Ministry / Department had not been re-tested in terms of the provisions of Paragraph 3.1 of the Public Administration Circular No. 30/2016 of 29.12.2016	There are no reserve vehicles for the department, there is only the vehicle reserved for the Director General. It is currently planned to carry out the fuel consumption test for the said vehicle.
Performance agreements covering the entire staff had not been drafted or entered.	Relevant officials were informed to prepare performance agreements.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Information Technology Management, for Parliamentary Series No. 183.

Sgd.

Director General

Department of Information Technology Management

Name of the Department : Department of Public Enterprises

Parliamentary Series Number : 183

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
Loan balances in arrears for over 1 year had not been settled.	(i) <u>Mr S. L Somachandra – office Assistant</u> Loan balance of Mr S. L Somachandra, who has been interdicted stands as Rs 332,459.00. The breakdown of the loan balance is as follows, Cycle Loan - Rs 5,232.00 Property Loan - Rs 185,621.00 Distress Loan - Rs 140,106.00 Festival advance - Rs 1,500.00 With respect to the recovery of distress loan and festival advance further action has been taken by the Department of Attorney General based on the court order given by the Colombo High Court. With respect to the cycle loan and the property loan, documents had been filed at the Kaduwela District court on 12.06.2023 (ii) <u>Mr. W. M Amarasena- Office Assistant</u> Approval has been given by the Director General of Combined services to retire Mr W. M Amarasena from the service with effect from 25.07.2020 based on the general inefficiency. Action will be taking to recover the amount Rs 216,900.00 due to the government from his gratuity.
There was no designated officer, tasked with responsibility of furnishing information pertaining to the organization.	Ms R. J Abdeen (Director) has been appointed as the information officer at the Department of Public Enterprises.
A web site had not been created or maintained to provide in information about the institute to the public.	General Public can obtain the relevant information relevant to the Department of Public Enterprises through the web site of the Ministry of Finance, Economic Stabilization and National Policies. (https://www.treasury.gov.lk/) Information relevant to the State Owned Enterprises could be obtained via the Management Information System of the Department of Public Enterprises.
The institution had failed to identify the sustainable development goals applicable to its scope	Three goals were identified by the Department of the Public Enterprises Goal 01 Promotion of development-oriented policies that support entrepreneurship and creativity in line with productivity activities. Encourage micro,

	small and medium scale entrepreneurs to have access to financial services. (SDG.8.3) Goal 02 Encourage all companies to use sustainable development and integrate sustainable information into their reporting process. (SDG.12.5) Goal 03 Promoting sustainable public procurement practices in line with national policies and priorities. . (SDG.12.7)
Performance targets that would be enable the measurement of the level of achievement of the identified sustainable development goals had not been set.	Goal 01 Evaluating and Analyzing Business Proposals (41) Providing observations and comments on Cabinet memorandums (111) Timely monitoring of state enterprises according to the level of priority in supervision at the upper, middle and lower levels (165) Handling / Solving Problems in Public Enterprises (2750) Implementation of Budget Proposals for Public Enterprises (05) Goal 02 Monitoring the Performance of Public Enterprises (151) Monitoring Public Enterprises through Database (101) Goal 03 Facilitate action taken by the Auditor General, External Auditors on effective audit supervision on public business issues (68) Assisting the Parliamentary Committee on Public Enterprises (27) Attending the Parliamentary Committees on Public Enterprises (31) Follow-up on submission of Annual Reports to Parliament on time (140)
Specific parties to relevant for the achievement of the sustainable development goals applicable to the institution had not been identified.	Specific parties to the SDG goals are identified as below. Additional Director General (Services) Additional Director General (Agriculture) Additional Director General (Policy) Additional Director General (Industry)
The institution had not reported to the Ministry, naming two representatives who were to be appointed in order to provisions of the circular No. MSDW/08.65 dated 27.04.2018 of the Ministry of the sustainable development and wildlife.	Following officers are appointed pertaining to the coordination of the SDG goals. Mr B A T Rodrigo (Additional Director General) Ms R J Abdeen (Director)
Citizen/client charter had not been prepared or applied properly.	It is noted that the citizen/ client charter will be prepared and implemented in future.
A methodology had not been formulated to monitor and evaluate the application of	It is noted that the methodology will be formulated to monitor and evaluate applications

citizen/client charter by the institution.	of client/ citizen charter in future.
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I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Public Enterprises, for Parliamentary Series No. 183.

Sgd.

Director General

Department of Public Enterprises

Name of the Department : Department of State Accounts

Parliamentary Series Number : 183

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
Loan balances in arrears for over 1 year had not been settled.	These Loan balances have now been settled.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of State Accounts, for Parliamentary Series No. 183.

Sgd.

Director General

Department of State Accounts

Name of the Department : **Department of Trade and Investment Policy**

Parliamentary Series Number : **183**

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
Daily running charts and monthly summary reports in respect of the pool vehicles have not been submitted to the Auditor General.	Agreed with the observations. Action has been taken to submit the daily running charts and monthly summary reports to the Auditor General from 2022 onwards.
Tests related to consumption of fuel of the vehicles belonging to the Institution have not been performed in terms of the provisions stipulated in paragraph 3.1 of the Public Administration Circular No. 2016/30 dated 29.12.2016.	Agreed with the observations. Tests related to consumption of fuel of the vehicles belonging to this Department have been performed continuously from 2021 onwards. Accordingly, fuel consumptions tests were carried out in the years of 2021 and 2022 and action will be taken to do so in the future as well.
Subsequent to utilization of provisions allocated for expenditure heads in terms of F.R. 94(1), the commitments were incurred exceeding remaining allocations and the approved limits.	Not agreed with the observations. Rs. 40,103/- and Rs. 4,250/- had been incurred under the Expenditure Heads of 1002 and 1101 respectively in the year 2021 in respect of the additional overtime and travelling expenses made by the drivers in 2020. Since the said incurred expenditure was in the nature of “annually recurrent services or supplies” in terms of the F.R. 94 (2), it is informed that the payments were made utilizing the allocation of the year 2021.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Trade and Investment Policy, for Parliamentary Series No. 183.

Sgd.

Director General

Department of Trade and Investment Policy

Name of the Department : Department of External Resources

Parliamentary Series Number : 183

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
At least 02 meetings of the Audit and Management Committee had not been per year. Fuel consumption of vehicles belonging to the Ministry/ Department had not been re-tested in terms of the provisions of Paragraph 3.1 of the Public Administration Circular No.30/2016 of 29.12.2016.	In 2020, two Audit Committee meetings were conducted on 2020.02.17 and 2020.07.27. Due to the Covid-19 pandemic situation, it was unable to conduct efficiency test due to the limited number of officials at work, all the vehicles were utilized to provide the transport facilities to the employees, who reported for essential services.
The human resource development plan that had been prepared, did not provide for at least a minimum of twelve hours' training per employee.	Due to the Covid-19 pandemic situation, the calling & gathering of officers for training was prohibited. Therefore, it was not able to conduct the trainings sessions as planned.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of External Resources, for Parliamentary Series No. 183.

Sgd.

Director General

Department of External Resources

Name of the Department : Department of Fiscal Policy

Parliamentary Series Number : 183

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
Fuel consumption of vehicles belonging to the Ministry / Department had not been retested in terms of the provisions of Paragraph 3.1 of the Public Administration Circular No. 30/2016 of 29.12.2016	Relevant officials have been instructed to carry out the fuel consumption test of vehicles belonging to the Department according to the provisions mentioned in paragraph 3.1 of the Public Administration Circular No. 2016/30 dated 29.12.2016.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Fiscal Policy, for Parliamentary Series No. 183.

Sgd.

Director General

Department of Fiscal Policy

Name of the Department : Department of the Registrar of Companies

Parliamentary Series Number : 183

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
The excesses and deficits that were disclosed through the board of survey and other relating recommendations, actions were not carried out during the period specified in the circular.	The annual board of survey has not reveal any deficiencies or surpluses. The price committee has been appointed on 18.08.2021 to auction the goods recommended to be removed by the 2020 goods survey. Its recommendations have been submitted on 06.10.2021. According to F.R.747, the approval of the Secretary of the Ministry has been submitted on 14.10.2021. It has been approved on 27.10.2021. Auction of goods was held on 23.11.2021. Rs.27,140.00 of the income received from it has been credited to the income. According to the recommendations of the committee of the board of Survey 2020, the technical evaluation committee has been appointed on 14.10.2021 in relation to the sale of waste materials removed during the renovation of the ground floor. Newspaper advertisements were published on 18.10.2021 and bids were invited. The highest bid was sold to Mr. S.M Anil Palitha for Rs. 391,786.00 on 16.11.2021 and the amount was credited to income.
Loan balances in arrears for over 1 year had not been settled'	To be collected from three officers transferred out of this department Rs.120,741.00 , the account will be rectified as per the instructions of the Public Accounts Department.Necessary steps are being taken regarding the officer who transfers the department.
Daily running records and monthly summaries of the pool vehicles were not prepared and submitted to the Auditor General.	Due to the COVID 19 epidemic and the fact that the drivers of the department are nonresidents outside the western province, it was not possible to maintain the running charts and monthly summery reports properly. But so far, the driver has been informed in writing and properly maintained the driving records and monthly summaries. From the year 2022, those reports have been sent to the Auditor General.
The Annual Performance Report was not prepared and submitted to Parliament on due date.	In the year 2020 , due to the Covid – 19 epidemic, the officers were unable to come to work and the 2020 performance report was not submitted on the scheduled date and the report was handed over to the parliament on 28.06.2022. But the performance report of the following year i.e. 2021 has been handed over to the parliament

	before the scheduled date i.e. on 28.60.2022.
The institution had not reported to the Ministry, naming two representatives who were to be appointed in order to coordinate matters pertaining to sustainable development goals, in keeping with the provisions of the circular No. MSDW/08/65 dated 27.04.2018. of the Ministry of Sustainable Development and Wildlife.	The two representatives have been reported to the Ministry of Finance to which this department belonged at that time in a letter dated 02 nd March 2022.
A methodology had not been formulated to monitor and evaluate the application of citizen/client charter by the institution.	It has been ordered that at least one officer should take action for at least 30 applications received by the officers of the department, and the review of the duties performed by this officer during the relevant period in the evaluation of the annual performance reports of the officers of the department is currently being implemented under this.
A human resource plan drafted in keeping with the provisions of public administration was not available.	Noted for future implementation.
The human resource development plan that had been prepared did not provide for at least a minimum of twelve hours' training per employee.	Due to the covid-19 epidemic in 2020, even though the meeting in groups was not approved by the health department, training opportunities have been reserved for the officers of the institute.
Performance agreement covering the entire staff had not been drafted or entered.	It was noted to implement the agreements in the future.
A senior officer of the institution had not been named for the preparation of human resource development plans and to implement capacity and skill development programs.	Notes were taken to appoint an officer in that regard in the future.
Out of the training opportunities planned, the extent of training opportunities granted, was less than 50%.	Due to the covid 19 pandemic in 2020, although the training sessions were not held in groups, the institute provided training opportunities for 58 officers in 2021, which is almost half of the entire staff.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of the Registrar of Companies, for Parliamentary Series No. 183.

Sgd.

Director General

Department of the Registrar of Companies

Name of the Department : **Department of Census and Statistics**

Parliamentary Series Number : **183**

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
A vehicle which had been condemned had not been disposed within a period less than 6 months.	Since there was no mechanical engineer in the committee appointed to dispose of the vehicles, a new committee was appointed with the inclusion of a mechanical engineer. Along with the committee report, a request has been submitted to the Ministry of Finance, Economic Stabilization and National Policies seeking the permission to dispose of the vehicles, and the Ministry has informed that actions are being taken in this regard.
Failure to maintain log books on an up-to-date basis for each vehicle	Relevant log books are updated and maintained
Failure to check the fuel consumption of vehicles owned by the institution as per the provisions mentioned in paragraph 3.1 of the Public Administrative Circular No. 2016/30 dated 29.12.2016	The availability of fuel was limited due to the global Covid pandemic in the country and the introduction of QR facility for getting fuel. Therefore, it was not possible to perform the fuel combustion test. However, presently the fuel combustion test has been done in the district offices and the relevant report has been sent to the Head Office and a committee has been appointed to check the fuel combustion test in the Head Office.
Failure to settle the balances revealed in the bank reconciliation statements that should have been adjusted, within a month in terms of financial Regulations.	According to the Bank Reconciliation Statement as on 31 st December 2020, all cheques have been realized except the cheque to the value of Rs 7,700.00, out of the cheques which were not presented to the bank for payment. Further, the period of validity of this cheque to the value of Rs. 7,700.00 was extended in the year 2020 but was not presented to the bank for remittance, so the payment has been suspended and credited to the government revenue.
Failure to prepare a time analysis of outstanding loan balances	A time analysis of the outstanding loan balances as on 31.12.2020 has been prepared and arranged to be presented along with the reconciliation statement of the advance B account of the government officials of that year.
Existence of outstanding loan balances dating back more than a year	Actions taken and current progress - Annexure 01
Citizen/client charter has not been properly prepared and implemented.	In the year 2020, a citizen charter had not been prepared for the Department, and it was discussed on several occasions that a committee consisting of suitable officers should be appointed to carry out this work. A committee was appointed by the letter

The institution has not developed a system to monitor and evaluate the implementation of a citizen/client charter in the institution.	DCS/ADG(Admin)/01 dated 16.06.2022 to prepare a citizen / client charter for the Department, and a citizen / client charter has been prepared by the said committee.
A human resources plan has not been properly prepared in terms of the Public Administration Regulations	A Human Resource Development Plan was prepared by our Department in the year of 2017 for the first time with the objective of increasing the capacity of the officers working in this Department, i.e. before the issuance of Public Administration Circular 2/2018 dated 24/01/2018. Since this plan was prepared by following a method unique to our Department, in terms of Paragraph 5 of Public Administration Circular 2/2018, a Human Resource Plan was not prepared as per the Annexure 2 of the Circular. However, measures will be taken to prepare a Human Resource Development Plan in the future in accordance with the paragraph 5 of Public Administration Circular 2/2018.
The human resource plan prepared did not specify a minimum training of at least 12 hours per year for one employee.	Compulsory training opportunities aimed at developing the capabilities of the officers working in the Department have been confirmed according to the Departmental training plan of the year 2020. However, due to the severe Covid pandemic in the country during the financial year 2020, many of the programs planned in the relevant year could not be carried out as planned.
The number of training opportunities provided was less than 50% of the planned training opportunities.	Although the government had informed through the public administrative circulars that the government should carry out the functions of the government institutions through online system, in view of the prevailing situation in the country at that time, even though the necessary work was carried out, the necessary conditions were not prepared to implement the training programs according to the proper methods. Also, since the Department of Census and Statistics is a Department of Technical Category, informing technical matters through the online system was not very successful. Due to these facts, it was not possible to provide a minimum training opportunity of 12 hours per year for one employee according to the human resource development plan prepared.
No senior officer has been nominated in the organization to implement capacity and skill development programs to prepare human resource development plans.	Senior officials were not appointed in writing as a matter of duty, but instructions were given to prepare human resource development plans and implement capacity and skill development programs under the Director of the training division.

Performance contracts involving all staff have not been prepared and not entered in to.	Performance agreements including all staff have not been prepared yet
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I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Census and Statistics, for Parliamentary Series No. 183.

Sgd.

Director General

Department of Census and Statistics

Measures taken in respect of the loan balances of the year 2020 and the current progress

	Name and designation of the officer	Type of the loan	Loan Balance	Description
Name of the officer who vacated the service				
1	G.N. Perera	Distress	Rs. 23,320.00	The approval of the Ministry to write off the loan amount was received by MFI/02/25/DCS/EST-57 on 09.02.2023, and since the relevant expenditure Vote is not in the 2023 estimate, a request has been submitted the Director General of the Department of National Budget to obtain additional allocation for the amount of Rs.23,320/= for that expenditure Vote.
2	M.A.D.G. Perera (Office Assistant)	Distress	Rs. 27,305.00	Loan balances of December 2022 have been written off
3	E.P. Ramend Silva (Clerk)	Distress	Rs. 17,500.00	Loan balances have been settled in October 2021
4	R.P.L. Susantha (Office Assistant)	Distress	Rs. 17,050.00	An amount of Rs.400.00 has been settled out of the loan balance of Rs.16,650.00. The debtor has been notified from time to time to settle the remaining amount as well.
5	W.M.J.C. Weerakoon (Statistical Officer)	Festival -3,800/= Distress - 23,280/=	Rs. 27,080.00	A letter dated 16.11.2022, and numbered DIE/IT/19/01 from the Department of Immigration on has been sent on 29.09.2022 in response to the inquiry made by our Department from the said Department. , Accordingly, it has been informed that this officer has been issued a passport bearing No. N 9199687 for National Identity Card No. 711072276V on 09.12.2021. Reminder letters have also been sent to the guarantor regarding the payment of this loan amount.
6	A.G.M.S. Kumara (Statistical Officer)	Festival -600/= Distress - 37,810/=	Rs. 38,410.00	The Attorney General's Department has informed our Department by a letter No. C/36/2020 (Sk) and dated 27.10.2022 that if the correct address of the officer cannot be found, the file will have to be closed.
7	W.A.J.S. Kumara (Data Entry Operator / Coding Clerk)	Distress	Rs. 47,150.00	Referred to Attorney General.
8	K.M.D.R. Priyadarshani (Data Entry Operator / Coding Clerk)	Distress	Rs. 78,200.00	Referred to Attorney General.

9	T.H. Sarath (Office Assistant)	Distress	Rs. 18,018.00	Total amount has been settled in November 2022 and finalized.
10	M.G.D.K. Priyakelum (Office Assitant)	Distress	Rs.104,250.00	A letter No. HR10/KASE/192/2 and dated 16.03.2023 has been sent to the Department of Cultural Affairs requesting to provide the necessary information for the future activities of recovering this loan amount.
11	M.B.R.J. Bandara (Statistical Assistant)	Festival- 5000/= Distress - 90,140/=	Rs. 95,140.00	Referred to Attorney General.
12	M.S.M. Safras (Office Assistant)	Distress	Rs. 59,784.00	Referred to Attorney General.
Retired Officers				
13	H.M. Daya Ranjith	Festival - 1,250.00 Distress -39,930.00	Rs. 41,180.00	Settled during April 2021
Deceased Officers				
13	R.A.M.L.H.K. Bandaranayake (Data Entry Operator / Coding Clerk)	Festival	Rs. 2,700.00	Settled in the year 2021
14	E.S.C. Dayarathne (Statistical Officer)	Festival - 2,500/= Special - 400/= Distress - 63,000/=	Rs. 65,900.00	Settled in October in 2022
15	K.Vignashwaran (Data Entry Operator / Coding Clerk)	Festival - 3,750/= Distress - 89,000/=	Rs. 92,750.00	The documents related to processing the death gratuity have been corrected and returned to the Pension Department. Settlement can be done after awarding the death gratuity.

Name of the Department : **Department of Project Management and Monitoring**

Parliamentary Series Number : **183**

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status	
The report of the Board of Survey had not been submitted to the Audit General by the due date after conducting Board of Survey in term of Public Finance Circular No.5/2016 of 31 March 2016.	Since the report of Board of Survey 2020 had been handed over to the Audit General, Department has make arrangements to handover the Board of Survey report 2021 through the Accounting officer to the Auditor General before the dead line.	
The excesses and deficits that were not carried out during the period specified in the circular.	I agree. I will work to implement it in the future.	
Daily running records and monthly summaries of the pool vehicle were not prepared and submitted to the Auditor General.	This department's staffs have not been reported to the office work properly due to the COVID – 19 pandemic situations in the years 2020 and 2021 and fuel crisis in the year 2022. Therefore, this department was unable to submit the daily running records and monthly summaries reports of the pool vehicles for the years 2020,2021 and 2022 to the Auditor General in due time. I agree. I will work to implement it in the future.	
Fuel consumption of vehicles belonging to this institution has not been re-tested in terms of the provisions of Paragraph 3.1 of the Public Administration Circular No.30/2016 of 29.12.2016.	This department has been requested to report for office work only the essential staffs due to the Covid-19 pandemic situation in the year 2020, Therefore fuel consumption of vehicles belonging to this institution has not been re-tested but in the month of March 2021, fuel consumptions were done on the pool vehicles. However, the fuel tank of the vehicles could not be filled completely due to the fuel crisis and the restrictions on fuel supply in the year 2022, so it was not possible to carry out the fuel consumption test for that year. After it is being able to get enough fuel, I will do a proper fuel consumption test.	
Liabilities exceeding the provisions that remained at the end of the year had been taken on term of F.R 94(1).	I agree. I will work to implement it in the future within approved limits of the provision.	
Loan balances in arrears for over 1 year had not been settled	Following actions takes to recover the outstanding balance of loan for more than one year	
	Date	The action taken to recover the loan
	2015.09.03	Sent a letter to Mr.M.S.P.Perera regarding outstanding loan and payment for half pay leave.

	2015.10.07	Sent a first remaind letter to Mr.M.S.P.Perera to recover the outstanding loan and payment for half pay leave.
	2015.11.03	Sent a second remaind letter to Mr.M.S.P.Perera to recover the outstanding loan and payment for half pay leave.
	2015.11.18	Sent a letter to Divisional Secretary, Kotte to confirm the value of asset owned by Mr.M.S.P.Perera.
	2016.06.09	Sent a third remind letter to Mr.M.S.P.Perera to recover the outstanding loan and payment for half pay leave.
	2016.06.09	Sent a first remind letter to Divisional Secretary, Kotte to confirm the value of asset owned by Mr.M.S.P.Perera.
	2016.10.20	This case refer to the Attorney General to take legal action against the non-payment of outstanding loan of Mr.M.S.P.Perera(Terminated officer).
	2016.12.08	Addl. Director General and Administrative officer of the DPMM had a discussion with Attorney Generals Department officials to expedite this matter.
	2018.07.23	Forward the loan agreement and account's statement to Attorney General to take legal action on 2018.07.23.
	2018.10.15	The Attorney General's Department has sent summon to the personal address of Mr.M.S.P.Perera regarding to the loan due to recover to the government of Sri Lankan within 30 days from 2018.10.15,if not paid, it will file a case against him to recover the loan along with the legal interest and legal fees without any further notice.
	2018.12.03	As per instruction given in the complaint report prepared by the Attorney General's Department on 08.11.2018, submitting the

		certified copies of the documents required to prove the complaint and check the accuracy of a complaint prepared to recover the loan due to the Government from Mr.M.S.P.Perera, it was forwarded to the Attorney General's Department.
	2019.01.09	The Attorney General's Department has issued summon to Mr.M.S.P.Perera.It was returned due to the nobody in the residence. Hence, Attorney General has requested to this Department to submit the correct address of Mr.M.S.P.Perera on 11.12.2018. Accordingly the DPMM has requested from Divisional Secretary, Kotte to confirm the address of Mr.M.S.P.Perera on 19.12.2018 and also the DPMM has requested to confirm the address of Mr.M.S.P.Perera from Election commissioner on 09.01.2019.
	2019.03.12	Divisional Secretary of Sri Jayawardenapura Kotte has informed to this Department on 05.02.2019,Mr.M.S.P.Perera had sold his house about a year ago and left the residence. Accordingly, this Department officer had discussed with Election Department to collect the address of Mr. Perera and submit to the Attorney General's Department.
	2019.06.20	The Attorney General's Department has send summon to the new personal address of Mr.M.S.P.Perera regarding to the loan due to recover to the government of Sri lanka within 30 days from 10.05.2019, if not paid, it will file a case against him to recover the loan along with the legal interest and legal fees without any further notice but the Attorney General's Department has informed that this department has not received any response till 20.06.2019.

	2019.11.27	Attorney General's Department has informed to this department that a case has been filed in the Colombo District Court due to recover the loan balance of Mr.M.S.P.Perera and also summon reports are to be called on 20.03.2020.
	2020.06.18	The Attorney General's Department has informed this department that summon reports are due to be called on 22.01.2021.
	2021.01.26	A petition was filed by Mr. M.S.P Perera with the Public Service Commission was requesting to be reinstated in service on 12.09.2020. Accordingly, The Combined Services, Director General has instructed to this department on 19.10.2020 that the relevant information and files of Mr. M.S.P Perera have to be forwarded to the Public Service Commission soon but it has difficulty to release those files due to the court case has been filed against this officer.
	2021.04.07	DPMM has forwarded the observation to the Attorney General's Department regarding to the reply for summon of Mr.Perera.
	2021.11.02	As per instruction given by the Attorney General's Department, the above officer has made a conciliation request on 11.07.2021 that it should be decided first to reinstate this officer in the public service therefore, DPMM has sent letter for seeking the Attorney General's advice to be forwarded the personal file of this officer to the Director General, Combined Services.
	2022.05.18	Letter dated 02.11.2021 was forwarded to seek the advice from the Attorney General and also reminder letter dated 25.03.2022 sent to seek the advice.

	2022.05.18	Personal file of this officer has to be forwarded to the Director General, Combined Services regarding reinstatement in public service for seeking advice from the Attorney General.
	2022.06.09	It is asked from the Director General of Combined Services, who will implement the instructions of the Attorney General's advice.
	2022.08.05	If any court cases require to be submitted the personal file by the Public Service Commission that accepted letter was forwarded by Director General of Combined Services.
	2022.09.12 2022.11.08 2022.12.19	Necessary documents related to the Mr M.S.P. Perera's reinstatement of Public service are forwarded through the Director General of Combined Services to the Public service commission.
The ad hoc sub imprests issued as per F.R 371 had not been settled within one month from the completion of the task.	Due to the COVID – 19 pandemic situation in the year 2020, it was not possible to work according to the circular but in the future I will inform the officials to act according to the circular.	
Citizen/Client Charter had not been prepared or applied properly.	This department's staffs have not been reported to the office work properly but only essential staff reporting to work due to the COVID – 19 pandemic situations. Therefore, Citizen/Client charter of this department has not been prepared in the year 2020 However currently, the Citizen/Client Charter is being prepared by this department.	
A methodology had not been formulated to monitor and evaluate the application of Citizen/Client Charter by the Institution.	At the same time, I will prepare a suitable system for monitoring and evaluating the implementation of the Citizen/ Client Charter.	
A human resource plan drafted in keeping with the provision of public administration was not available.	Human resources plan was not prepared for the year 2020 due to the Covid 19 situation in the year 2020 and based on reporting only the essential staff to work but a human resource plan has been prepared for this department for the years 2021 and 2022, and a human resource plan is currently being prepared by this department for the years 2023 and 2024.	

The human resource development plan that had been prepared did not provide for at least a minimum of 12 hours of training per employee.	According to the human resource plan prepared for the years 2021 and 2022, a minimum training of 12 hours per year was not specified for one employee, but human resource plan is currently being prepared by this department for the years 2023 and 2024 however I will arrange to provide a minimum of 12 hours of training per employee for at least one hour per month for one employee.
A Senior officer of the Institution had not been named for the preparation of human resource development plans and to implement capacity and skill development programme.	From the year 2021, Director (Admin) of this department is Mr.T.A.D.D Premaratne, who is being responsibility of preparing the human resource development plan and to implement the capacity and skill development programs.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Project Management and Monitoring, for Parliamentary Series No. 183.

Sgd.
Director General
Department of Project Management and Monitoring

Name of the Department : **Department of National Budget**

Parliamentary Series Number : **183**

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
The excesses and deficits that were disclosed through the board of survey and other relating recommendations, actions were not carried out during the period specified in the circular.	No excesses and deficits disclosed and disposal process including the auctioning of goods has duly performed.
Actions has not been taken in terms of Financial Regulations regarding balances that had been disclosed through bank reconciliation statements and for which adjustments had to be made, and had those balances been settled within one month.	The relevant officers have been instructed to update the records properly.
Loan balances in arrears for over 1 year had not been settled.	A loan amounting to Rs. 354,178.90 was recoverable from three employees of this department at the moment. Two of the said officers have died whereas one of the employees who held a position in the Office Employees' Service has vacated the post. The total loan amount of Rs. 102,498.60 out of the said loan has been recovered from the wife of one of the deceased officers on 22.09.2022 and the wife of the other deceased officer has agreed to settle the loan amount in 10 instalments whereas she has paid an instalment amounting to Rs. 10,000 on 13.10.2022. Accordingly, the total loan amount that has been recovered is Rs. 112,498.60 whereas the credit balance to be recovered further amounts to Rs. 241, 680.30. Further, in order to take legal action in terms of 03(e) in P.F. Circular No. 05/2019 regarding the loan balance of the Office Employee who has vacated the post, the relevant file has been forwarded to the Legal Affairs Department.
Action had not been taken as per F.R.571 in relation to dormant accounts.	Actions have been taken as per F.R.571, regarding lapsed deposits of General Deposit Account.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of National Budget, for Parliamentary Series No. 183.

Sgd.

Director General

Department of National Budget

Name of the Department : Department of Development Finance

Parliamentary Series Number : 183

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
There are no shortcomings	Not relevant.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Development Finance, for Parliamentary Series No. 183.

Sgd.
Director General
Department of Development Finance

Name of the Department : **Department of National Planning**

Parliamentary Series Number : **183**

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
Daily running notes and monthly summary reports for pool vehicles have not been submitted to the Auditor General.	Daily running charts and monthly summaries for pool vehicles will be prepared and submitted monthly to the Auditor General from August 2022.
According to the prepared HR plan, minimum training of 12 hours per employee per year was not completed. Performance contracts were not drawn up covering all staff.	Due to Covid-19 pandemic the whole country has been shut down periodically since March 2020, and the non-conduct of courses according to the Covid guidelines, it was not possible to implement training programs for all officers as warranted by the Human Resource Development Plan. With the introduction of online courses from first half of 2021, the officers have been directed to the training courses and completed their training requirements meanwhile the department has organized group workshops for the staff. Performance agreements have already been prepared to the entire staff.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of National Planning, for Parliamentary Series No. 183.

Sgd.

Director General

Department of National Planning

Name of the Department : **Sri Lanka Customs**

Parliamentary Series Number : **183**

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
Answers had not been sent to all the audit queries of the Auditor General within one month after receiving such audit queries.	It is observed that since the final answer is prepared by compiling all the information collected from various directorates of Sri Lanka Customs, there is a delay in providing answers to audit queries. In the future, actions will be taken to provide answers within a period of one month.
Answers had not been submitted to all the internal audit queries within one month.	Instructions were given to all the directorates to provide answers to the audit queries within a period of one month.
Condemned vehicles were not disposed of within a period of less than 6 months after condemning.	Only the vehicles that were recommended for disposal by the Committee for identifying vehicles for disposal and the Committee for assessing such vehicles have been disposed.
Fuel consumption of vehicles belonging to the Department had not been re-tested in terms of the provisions of Paragraph 3.1 of the Public Administration Circular No. 30/2016 of 29.12.2016.	Due to the prevailing Covid-19 situation in the country, it was difficult to carry out the fuel consumption tests.
Action had not been taken in terms of Financial Regulations regarding balances that had been disclosed through bank reconciliation statements and for which adjustments had to be made, and had those balances been settled within one month.	• Cheques that were not submitted for payments, unrealized receipts, and unidentified payments that were disclosed as adjustments needed to be made have already settled. • Actions are being taken to update the balances identified as those that are to be adjusted in preparing bank reconciliation statements in terms of Financial Regulations.
Liabilities exceeding the provisions that remained at the end of the year had been taken on in terms of F.R 94 (1).	As Sri Lanka Customs has a large number of sub-offices, liabilities are reported even after ending the financial year, therefore liabilities have exceeded the provisions. However, actions are being taken to keep liabilities within the limits of provisions.
Loan balances in arrears for over 1 year had not been settled.	• Loan balance of one officer out of 04 officers who were transferred for more than 05 years has been recovered, and details of the other three officers were requested from the Ministry of Home Affairs, Local Government, and Provincial Councils, and actions will be taken to recover their loan balances after receiving these details. • Since disciplinary investigations are still

	being conducted against the 15 officers who were interdicted, actions will be taken to recover their loan balances after these actions are concluded. • Informed the Pensions Department regarding 06 deceased officers and 11 retired officers and actions will be taken to recover their loan balances from their death gratuity and retirement gratuity, once these details are received. • As per the approval granted by the Chief Accounting Officer in compliance with FR 113 on 30.12.2022 to write off the loan balances less than Rs.25,000.00 that were unsettled due to various reasons for more than 05 years, Rs. 229,102.01 were written off from the books.
The ad hoc sub-imprest issued as per F.R. 371 had not been settled within one month from the completion of the task	The ad hoc sub-imprest shown in the audit quarry has been settled. The ad hoc sub-imprests provided at present will be settled within a period of one month, in terms of Financial Regulations.
The website that is maintained by the institution does not provide an opportunity for the public to lodge complaints or to give commendations.	At present this facility is being added to the website of Sri Lanka Customs.
The institution had failed to identify the sustainable development goals applicable to its scope.	The sustainable development goals have been identified. 1. Properly collecting the government revenue. 2. Facilitating international trade. 3. Empowering the Customs law and other laws and taking actions against frauds. 4. Taking actions to protect social, environment and national heritage.
Performance targets that would enable the measurement of the level of achievement of the identified sustainable development goals had not been set.	Each goal has been divided under sub-headings to achieve the identified goal and targets. These goals have been referred to the relevant directorate and each directorate had taken action to prepare the action plan for achieving these goals and performance plan based on this.
Specific parties relevant for the achievement of the sustainable development goals applicable to the institution had not been identified.	Specific parties relevant for the achievement of the sustainable development goals and set targets have been identified. Accordingly specific targets have been given to each directorate and sub division.
The institution had not reported to the Ministry, naming two representatives who were to be appointed in order to coordinate matters pertaining to sustainable development goals, in keeping with the provisions of the circular No. MSDW/08/65 dated 27.04.2018 of the Ministry of Sustainable Development and Wildlife.	The necessary actions are being taken.
Citizen/ client charter had not been prepared	Activities of Sri Lanka Customs are directly

or applied properly.	associated with the international trade and have to be delivered in compliance with the international treaties and conventions. As examples; Kyoto Protocol and the Trade Facilitation Agreement signed with the World Trade Organization (WTO-TFA). Therefore, charters on service providing should be prepared in compliance with these international agreements and conventions. Sri Lanka Customs has already identified the Standard Operation Procedure (SOP) relevant to its activities and some of it has been publicized. Further, a time release study on import service has been carried out and the time period for each activity in the import procedure as identified by this study has been published in the internet for the awareness of the public. The clients can get this information through the website of Sri Lanka Customs and special inquiry point has been established at Sri Lanka Customs to provide information on international trade as required by the general public.
A methodology had not been formulated to monitor and evaluate the application of citizen/ client charter by the institution.	Sri Lanka Customs is delivering its services in compliance with international agreements and these activities are being monitored by a group of World Bank representatives at present.
Shortcomings/ errors pointed out by the Auditor General in the paragraphs had not been rectified.	Actions are being taken to prevent such errors in the future.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Sri Lanka Customs, for Parliamentary Series No. 183.

Sgd.
Director General of Customs
Sri Lanka Customs

Name of the Department : **Department of Excise**

Parliamentary Series Number : **183**

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
Fixed Assets Register had not been updated and maintained	Action has been taken to rectify
Register for cheques, money orders received had not been updated & maintained.	Register for cheques, money orders received had been updated & maintained at present.
Register of Losses had not been updated & maintained	Register of Losses had been updated & maintained at present.
Answers had not been sent for all the audit queries submitted by the Auditor General within one month	Even though there was some delay in providing answers for the audit queries received due to the lack of proper management of offices and the problems of officers arriving to work due to the Covid-19 pandemic situation and the economic crisis in the country of the past years, answers are promptly provided to the audit queries whenever possible. Currently, the method has been prepared to provide prompt answers to the audit queries received.
Answers had not been submitted to all the internal audit queries within one month	Even though there was some delay in providing answers for the audit queries received due to the lack of proper management of offices and the problems of officers arriving to work due to the Covid-19 pandemic situation and the economic crisis in the country of the past years, answers are promptly provided to the audit queries whenever possible. Currently, the method has been prepared to provide prompt answers to the audit queries received.
The copies of the internal audit reports had not been submitted to the Auditor General in terms of Financial Regulation 134(2)	Presently, all copies of internal audit reports prepared are submitted to the Auditor General.
The information about purchases of assets and disposals in the year 2018 had not been submitted to the Comptroller General's Office in terms of Paragraph 07 of the Asset Management Circular No. 01/2017 of 26 June 2017	In accordance with the Assets Management Circular No. 01/2017 and paragraph No. 07 of the circular dated 26.06.2017, it is stated that instructions on how to submit reports on assets to the Comptroller General's Office will be granted in the future and as per the instructions granted later, the relevant information will be reported to the Comptroller General's Office. Actions are taken to report Information in accordance with the instructions granted and the instructions to be granted in the future.
By appointing a suitable Liaison officer for coordinating the implementation of the provisions of the circular and the it was not notified to the Comptroller General's Office in terms of Paragraph 13 of the aforesaid circular of the Assets	Currently, a liaison officer has been appointed and Actions have been taken to provide all necessary information (land/buildings/vehicles).

Management Circular No. 01/2017 of 26 June 2017	
The relevant reports had not been submitted to the Auditor General on the due date after conducting Board of Survey in terms of Public Finance Circular No. 05/2016 of 31 March 2016. The excesses and deficits that were disclosed through the annual board of survey and other relating recommendations, actions were not carried out during the specified period.	Due to the crisis situation in the country, these activities could not be completed on the scheduled date, but at this time the activities have been completed and all the reports have been sent to the Auditor General and the Department of Public Finance.
Daily running records and monthly summaries of the pool vehicles were not prepared and submitted to the Auditor General	As per the decision granted by the Commissioner General of Excise at the meeting held on 22.02.2022 regarding the performance report of the year 2021, the delivery of running charts and monthly summaries has been started for the reserved vehicles to the Government Audit Division from 28.02.2022.
Bank reconciliation statements had not been prepared on due date. Action had not been taken in terms of Financial Regulations regarding balances that had been disclosed through bank reconciliation statements and for which adjustments had to be made, and those balances had not been settled within one month	Due to the closure of government offices because of the Covid-19 pandemic in the country, it was not in a position to prepare bank reconciliations and to settle balances on the due date in some of the months in the year 2021, but the bank reconciliations have been prepared and submitted on the due date in the year 2022.
The obligations beyond the approved limits had been made that the limit of provisions that remained had been taken in terms of F.R 94 (1) after utilization of provisions in the vote.	Steps have been taken to prevent such situations occurring in the year 2022.
Loan balances in arrears for over one year had been in the account.	At present the following steps have been taken to recover the loan balance in arrears. • Actions are taken to recover the loan from the salary of guarantors. • Documents related to grant the gratuity of death have been sent to the Pension Department to recover the balance of the loan recoverable from death gratuity. • Actions are being taken to recover the loan balances in arrears of the suspended officers and the relevant officers have been notified in writing to pay the loan and after the completion of the pending cases in the court of some officers, further actions are to be taken in accordance with the judgment.

	• Actions have been taken to recover loan balances in arrears from retirement gratuity of retired officers. • Actions are being taken to recover the loan balances of the suspended officers and it has been notified in writing to be settled them.
Action had not been taken as per F.R.571 in relation to the dormant deposit of General Deposit.	Actions have been taken to credit the dormant deposits in the General deposit account to the government revenue in terms of F.R.571.
The balance in the cash book at the end of the year under review had not been remitted to the Department of Treasury Operations on the due date as per the provisions of the circular.	In the year 2022, the year-ended cash balance has been settled to the Department of Treasury Operations on due date.
The details of two representatives had not been reported to the Ministry, to be appointed in order to coordinate matters pertaining to sustainable development goals, in line with the provisions of the circular No. MSDW/08/65 dated 27.04.2018.	The following two representatives have been appointed for the coordination of the sustainable development activities to be carried out as per the provisions of this circular. 1. Mr. A.A.A. Upul Kumar -Deputy Commissioner of Excise 2. Mr.R. Pathberiya - Chief Inspector of Excise
A methodology had not been formulated to monitor and evaluate the implementation of citizen/customer charter of the institution.	The Citizen Customer Charter has been prepared in relation to this department. Necessary arrangements have been made to display this Charter to the General public and to prepare a system for its monitoring and evaluation.
Shortcomings/ errors in the paragraphs pointed out by the Auditor General had not been rectified.	Paying attention to the matters pointed out by the Auditor General and instructions have been granted to the officials to correct them.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Excise, for Parliamentary Series No. 183.

Sgd.

Commissioner General of Excise
Department of Excise

Name of the Department : Inland Revenue Department

Parliamentary Series Number : 183

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
Register of losses had not been updated & maintained	Already, have updated and completed.
Answers had not been submitted to all the audit queries of the Auditor General within one month after receiving such audit queries	Answers are submitted to Audit Queries without delay in every possible occasions, due to the closure of the country, and officers being called on duties intermittently during the Covid-19 pandemic period had resulted in a delay in preparing & submitting answers. However, this situation could be corrected with normalcy of the country and answers had been submitted promptly.
Answers had not been submitted for internal audit within a period of one month	Answers are submitted to Audit Queries without delay in every possible occasions, due to the closure of the country, and officers being called on duties intermittently during the Covid-19 pandemic period had resulted in a delay in preparing & submitting answers. However, this situation could be corrected with normalcy of the country and answers had been submitted promptly.
The relevant reports had not been submitted to the Auditor General by the due date after conducting Board of Survey in terms of Public Finance Circular No. 05/2016.	Board of Survey to be done as at 31.12.2019 could not be completed on due date as the opening of the office was limited, imposing of travel restrictions and calling limited staff on duties in view of Covid – 19 situation prevailed in the year 2020. However, as mentioned in the Public Finance Circular No. 05/2016, of 31.03.2016, the reports of the Board of Surveys due on 31.12.2019 have been submitted for auditing in the month of August and September 2020.
Recommendations on excesses and deficits that were disclosed through Board of Survey and other recommendation had not been implemented within the period specified.	Though there was a delay in implementing recommendations related to facts (excesses/Deficits) disclosed through the Board of Survey, implementation of such recommendations has been completed within the years 2021/2022.
Non disposal of a condemned vehicle after a period of 06 months from such condemnation.	This is a unusual situation occurred only in 2020 & 2021 as a result of Covid-19 pandemic.
Vehicle logbooks had not been maintained and updated for each vehicle.	By now From January 2023) being updated correctly.
Fuel consumptions of vehicles belonging the Department had not been tested in terms of the provisions of paragraph 3.1 of the Public Administration Circular No. 30/2016	Though It had been planned to test fuel consumption from the year 2022, due to the fuel crisis and QR Code system in 2022, doing the fuel consumption tests has been practically impossible.
Liabilities exceeding the provisions that remained at the end of the year had been taken on in terms of F.R. 94(1)	Provisions were allocated at several occasions in 2020 where an interim Standard Accounts prevailed.

	The above mentioned situation prevailed as a result of the amount of provisions related to expenditure subjects numbers 246-1-1-1302 and 246-1-1-2001 were less than the requested amount by us. In year 2022, no liabilities have been made exceeding the limits of provisions.
Loan balances in arrears for over 1 year had been prevailed.	Information of officers concerned the unsettled loan arrears for over 1 year, is attached herewith.(Annex – 01)
Action had not been taken as per F.R, 371 in relation to dormant accounts	Due to Covid-19 pandemic prevailed in 2020 & 2021 smooth function of official activities had been disturbed. As such, settling these deposits had to be done with a slight delay.
The ad hoc sub imprest issued as per F.R. 371 had not been settled within one month from the completion of the task	Relevant officers have been informed to act in accordance with F.R. 371
Revenue collected had not been disposed duly within the due time frame.	Rectifying activities are in progress obtaining documents from relevant Banks for making corrections related to revenues received to Banks and entering dishonouring in systems. Also, actions are being taken to identify shortcomings by comparing revenue reports generated through systems and the accounts reports received from Banks. However, It is informed that implementing the above mentioned procedures within a limited time frame is an extremely difficult task.
The institution had failed to identify the sustainable development goals applicable to its scope.	Sustainable development goals applicable to the scope of the institution have been identified.
Performance targets that would enable the measurement of the level of the achievement of the identified sustainable development goals had not been set.	Performance targets are being prepared.
Specific parties relevant for the achievement of the sustainable development goals applicable to the instigation had not been identified.	Identifying of specific parties has been finalized.
A human resource plan drafted in keeping with the provisions of public Administration was not available.	Draft of the human resource plan in accordance with the provisions of Public Administration has been completed and the final approval is to be obtained.
The human resource plan that had been prepared did not provide for at least a minimum of twelve hours training per employee.	Has been included in the human resources development plan.
Performance agreement covering the entire staff had not been drafted or entered.	A senior officer has been appointed.
Out of the training opportunities planned, the extent of training opportunities granted was less than 50%.	Due to the deployment officers for special duties of the department and for election duties and due to the COVID – 19 pandemic situation prevailed in the country, planned training programmers could not be completed to the extent of the training plans. However, relevant training programmers have been issued by now.
Shortcomings/ errors pointed out by the Auditor	Necessary measures have been taken to rectify the

General in the paragraphs had not been rectified.	shortcomings/errors pointed out by the Auditor General in the paragraphs.
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I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Inland Revenue Department, for Parliamentary Series No. 183.

Sgd.

Commissioner General of Inland Revenue
Inland Revenue Department

Employee No	Name	Loan Balance (Rupees)	Procedures taken to recover loan balance
6979	Mrs. G.D. Gunaseeli.	191,514.00	The officer is deceased and actions are being taken towards recovering the loan balance from the funds of Agrahara Insurance scheme.
3460	Mr. E.M.J. Bandara	199,162.00	The officer has been reinstated in service on 23.01.2023. Actions are being taken to pay the salary arrears and to recover this loan balance from the salary arrears.
3594	Mr. S.R.P. Welapuraarachchi.	252,045.00	Has informed to the to the Department of Attorney General to take legal actions to recover the loan balance.
7570	Mr. W.M.I. Madhushan	148,000.00	Has informed to the to the Department of Attorney General to take legal actions to recover the loan balance.
7673	Mr. D.P.P. Milroy	120,847.44	A case has been filed in the District court to recover the loan balance.
6509	Mr. M.G.J.S. Banda	-	The loan balance pertaining to the officer is recovered in installments and the loan balance as at 31 st December 2022.is Rs. 13,180.25.
8093	Mrs. R.M.D. Sewwandi	-	The loan balance pertaining to the officer is recovered in installments.
7625	Mr. R.W. shanthasiri	4,550.00	Due to not hand overing the official residence of a previous work place that resulted in the delay of forwarding the personal file of the officer, he had not been confirmed in the service even at the time of receiving his personal file. After receiving the approval for the confirmation in service, the arrears salary increments have been granted. It is scheduled to grant the relevant Grade promotion and to send on retirement. And the loan balance is planned to recover at the time of retirement.
7433	Mr. M.G. Jinasena.	146,380.00	After passing the age limit of 45 years. becomes an officer received the appointment of daily service basis. It has been impossible to prepare the pension due to non receipt of a W & O.P. Number as a result of an issue in getting registered in the W & O.P. pension scheme. The Director General of the Combine services has been informed in this regard to receive instructions on further actions. Upon receiving such instructions, it has been planned to take steps to recover the loan arrears.

Name of the Department : **Department of Import and Export Control**

Parliamentary Series Number : **183**

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
Answer had not been sent to all the audit queries of the Auditor General within one month after receiving such audit queries.	Instructions have been given to relevant officers to reply all audit queries within the scheduled period.
Answer had not been submitted to all the internal audit queries within one month.	Instructions have been given to relevant officers to reply all audit queries within the scheduled period.
Daily running records and monthly summaries of the pool vehicles were not prepared and submitted to the Auditor General.	Arrangements have been made to send daily running notes and monthly summary reports for pool vehicles to the Auditor General.
Condemned Vehicles were not disposed of within a period of less than 6 months after condemning.	The motorcycle bearing WP MY 6615 has been formally handed over to the Ministry of Finance by letter IECD/8/1/2/3/2012, dated 28/06/2022 and the relevant vehicle has been auctioned on 16.11.2022.
Fuel consumption of vehicles belonging to the Ministry / Department had not been re-tested in terms of the provisions of Paragraph 3.1 of the Public Administration Circular No. 30/2016 of 29.12.2016.	Out of the six (06) vehicles of this department, two (02) vehicles have been tested for fuel consumption. Although the inspection was delayed due to the recent fuel crisis, for the remaining four vehicles, steps are being taken for inspection.
Loan balances in arrears for over 1 year had not been settled.	A reminder was sent to the Director General of Combined Services on 21.09.2021 inquiring about the current status of the disciplinary actions being taken by the Director General of Combined Services regarding Mr. RDM Jayawickrama. Also, the telephone calls made on several subsequent occasions were not answered successfully. The second reminder to the Director General of Combined Services is sent under ECD/8/2/15 and dated 06.06.2023. Further actions in this regard, can be taken after receiving necessary instructions from the Director General of Combined Services.
The ad-hoc sub imprests issued as per F.R. 371 had not been settled within one month from the completion of the task.	Actions have been taken to avoid such a situation in future.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Import and Export Control, for Parliamentary Series No. 183.

Sgd.

Controller General

Department of Import and Export Control

Name of the Department : **Department of Government Valuation**

Parliamentary Series Number : **183**

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
Not updating and maintaining the register for damages.	At present, the register for damages is updated and properly maintained.
Not giving the answers to the queries of the Internal Audit.	In the Provincial Offices of the Valuation Department, officers do their duties with ample vacancies. As their office duties are restricted, and they are always engaged in field duties, answering for audit-queries are delayed. At present, all the audit-queries are answered.
According to the para. 7 of the Circular for managing assets No: 1/2017 dated 2017.06.26, the information on the assets and equipment purchased in 2018 have not presented to the Office of the Comptroller General.	The information on all the assets and equipment purchased up to 2022, have been presented to the Office of the Comptroller General.
According to the para. 13 of the Circular for managing assets No: 1/2017 dated 2017.06.26, appointment of a suitable officer to implement the provisions of the Circular has not been informed to the Office of the Comptroller General.	The appointment of a suitable officer to implement the provisions of the Circular has now been informed to the Office of the Comptroller General.
No actions have been taken in due time period, on the recommendations for the excess items and shortcomings that were not included in the Annual Board of Surveys of Items.	Even there were delays in implementing the recommendations made by the Annual Board of Surveys of Items for the Head Office, 19 Provincial Offices and Two Circuit Bungalows, the actions relating to this have now been taken properly up to 2021.
The Running Charts and the Monthly Summaries of the available vehicles were not presented to the Auditor General.	Actions have been taken to send the Running Charts for 2020 to the Auditor General. Actions are taken to send the same of the consecutive years to the Auditor General.
According to the provisions given in para. 3.1 of the Public Administration Circular No: 30/2016 dated 2016.12.29, the tests for burning fuel in the vehicles of the Department were not conducted.	There are a limited number of vehicles in the Department at present and the offices were occasionally closed due to the situation of Covid 19 epidemic. Therefore, the tests tests for burning fuel were done only for a few vehicles.
According to the Financial Regulations, the adjustable balance which was revealed from the Bank Account Reconciliation Statement was not reimbursed within the stipulated month.	The adjustable balances up to now have not been indicated in the Bank Account Reconciliation Statements and all the adjustments will be made according to the Financial Regulations in future.
The balances from the loans for more than a year have been indicated.	Actions have already been taken to recover the balances, particularly the balances less than Rs 25,000/- from loans. Anyhow, there are three balances less than Rs 25,000/- and even the utmost efforts to recover them have been taken, it is not possible to do so. Therefore, an order to relinquish the same has been obtained on 2023.02.07. In order to include this into the

	accounting system, the budget code should be made and with regard to this, a request has been sent to National Budget Department. After the transfer of provisions, relinquishment will be done in accounts system. Legal Actions have been started through the Legal Officer of the Department to recover loan balances from three officers.
The incomes collected were not sent to the proper places in due time period by the proper ways.	There were delays in taking into consideration of incomes by the offices, as delays were prevailed in obtaining the recoveries and the deposits made directly to the bank account by the Service Recipients. Through the constant feedback, this situation is now under control.
The Performance Agreement was not prepared for the whole staff and not maintained.	Based on the Circular No: 02/2018 on the Development of Human Resources, a performance agreement was prepared suitable for the Department, and it was sent to the Assistant Secretary to the Human Resource Division of the Ministry of Public Administration, Home Affairs and Local Government for approval, on 2023.01.04, in order to implement the same from 2023. Anyhow, the initial stage for implementing the performance agreement has been taken from 2023.02.01.
The training activities are only 50% of the already planned activities.	As the Office activities were limited due to the situation of Covid 19 epidemic and subsequently the allocations were controlled, the expected training programmes were not carried out. However, the scholarships given in the previous years have been continuously carried out. The possible training programmes will be carried out by managing the available allocation of funds.
The shortcomings/mistakes which were pointed out in the audit paragraphs by the Auditor General were not corrected.	The utmost efforts have been taken in such a way that the shortcomings/mistakes pointed out by the Auditor General are not to happen in the Departmental Activities, in future.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Government Valuation, for Parliamentary Series No. 183.

Sgd.
Chief Valluer
Department of Government Valuation

Name of the Department : **Department of Samurdhi Development**

Parliamentary Series Number : **183**

Submission of observations and steps taken with regard to the reports presented to the Parliament by the Committee on Public Accounts in terms of the Standing Order No.119 (4)

Shortcomings identified by the committee mentioned in the report	Actions taken by the institution to rectify the shortcomings /current status
The first, second and third pass words relevant to the computer software for the preparation of government salaries had not been changed every three months, in accordance with Public Accounts circular no 171/2004 of 11.05.2004	The first, second and third pass words relevant to the computer software for the preparation of government salaries have been changed every three months, in accordance with Public Accounts circular no 171/2004 of 11.05.2004, and the necessary internal instructions have been prepared to change the first, second and third pass words in every three months.
Failure to submit replies within a month to all audit queries raised by the Auditor General	Even though action has been taken to reply audit queries within the prescribed period, there had been delays in certain instances. The staff has been notified and necessary action has been taken to manage the above situation and within 07 or 14 days.
Failure to reply internal audit queries within a month	Even though action has been taken to reply audit queries within the prescribed period, there had been delays in certain instances. The staff has been notified and necessary action has been taken to manage the above situation and answers will be given within 07 or 14 days.
Survey of stores in accordance with Public Finance Circular no 5/2016 of 31.03.2016 had not been done and the relevant reports had not been sent to the Auditor General on the due date.	Even though the Board of Survey report for the year 2020 had been sent to the Auditor General on 08.07.2021, there had been a delay of seven days therein according to the number of days mentioned in Public Finance Circular no 5/2016 of 31.03.2016. Delays of this nature taken place due to certain complexities arising in the Head Office, the 25 District Offices and 331 Divisional Offices in respect of the board of survey process. Internal control systems have been regularized by managing such situation as far as possible, so that board of survey reports could be submitted to the Auditor General by 30 th June. An example of this proper control is the submission of the board of survey report for 2021 to the Auditor General on 09.06.2022.
Daily running charts and monthly summaries of pool vehicles had not been sent to the Auditor General	By now, action has been taken to submit daily running charts and summary reports of all vehicles for audit.
Failure to dispose a vehicle within a period of less than 06 months of its condemnation.	The Department does not have condemned vehicles. However, there are vehicles subject to mechanical faults, and preliminary action has been taken to appoint a technical committee in respect of these and repair the vehicles based on its observations.

No log books had been maintained update in respect of every vehicle.	Log books for all vehicles have been updated.
In accordance with Financial Regulations, no settlement had been made within a month in respect of balances disclosed in the bank reconciliation statements that should have been adjusted	Delays in the preparation of bank reconciliation statements during the audited period had been the cause for the non-settlement of the relevant transactions. As by now bank reconciliation statements are being prepared on the proper dates, action has been taken to settle within a month all balances that could be settled identified from the bank reconciliation statements. After further monitoring, in special circumstances only it has not become possible to settle the relevant transactions within the period of a month.
Liabilities had been incurred from provisions saved after utilization of the provisions made for an object in accordance with FR 94 (1) exceeding the approved limits	Action had been taken to properly manage for the past several years incurring of liabilities exceeding the annual estimated provisions limit, and due to the regularization of the internal control systems, it has become possible to manage that situation by the year 2022 resulting in the non-reporting of liabilities exceeding the provisions limit.
Outstanding loan balances continuing for more than a year	Identifying the causes for the presence of outstanding loan balances, outstanding loans of Rs. 1,363,399.00 out of a loan balance of 4,766,765.82 relevant to year 2020 had been settled. Accordingly, settlements are ongoing in respect of Rs.3,403,366.82 reported as the outstanding loan balance for the year 2021
No action had been taken in terms of FR 571 regarding lapsed deposits in the general deposit account.	Action has been taken to credit to government revenue under FR 571 all balances in the general deposit account exceeding two years. However, as the required money has not been received to settle the balance of Rs.2,374,500,000.00 shown for a period of eight years as the balance to be settled out of the loan agreed by the Treasury to be settled, provided by the Samurdhi Authority of Sri Lanka to the Department of the Commissioner General of Samurdhi at that time, it is shown as a balance in the deposit account. As this is a balance to be settled to the Micro Finance Division of the Department of Samurdhi Development, it has not become possible to credit this balance in the deposit account to government revenue according to FR 571.
The sub imprest issued in accordance with FR 371 had not been settled within a month of the completion of the task.	Even though there had been a delay in the settlement of ad hoc sub-imprest immediately after completion of the task, during the period of the audit, by now necessary action has been taken to settle within 14 days ad hoc sub-imprest, thereby making it possible to avoid delays in the settlement of sub-imprest.
Staff information had not been sent to the Department of Management Services within a month from the end of a quarter, in terms of Management Services circular no 4 of 2017	During the previous years, final quarter reports had been sent at the end of the year not as quarterly reports, and action is under way to prepare staff information quarterly from the year 2023 and sent

dated 20.09.2017.	to the Department of Management Services.
No website had been created and maintained to provide necessary information to the public about the institution. No opportunity had been provided for the public to complain or praise through the web site.	Under the www.samurdhi.gov.lk website the Department of Samurdhi Development maintains a web site since the year 2015. This is maintained daily. In addition to this, a hot line under 0112887722 has been introduced for the public to offer their complaints and praise. The general public have been made aware of this hotline through the posters of the Samurdhi Banks.
The Citizens/Customer Charter had not been properly prepared and implemented. The institution had not prepared a methodology to monitor and assess the implementation of the Citizens/Customer Charter of the institution.	The Citizens/Customer Charter of the Department of Samurdhi Development had been prepared and sent to the Additional Secretary of the Ministry (Research and Statistics) on 01.04.2022. Further, the report about the action taken by the institution regarding the procedure adopted to monitor and assess the implementation of the Citizens/Customer Charter has been sent to the Additional Secretary (Human Resources Development) of the Ministry of Public Service, Provincial Councils and Local Government by email on 21.03.2022.
No Human Resources Plan had been prepared properly under public administrations directives. The Human Resources Plan that had been prepared had not directed a minimum training of 12 hours annually for each employee.	The internal staff of the Department is approximately 2500, and officers are given essential training according to the Human Resources Development Plan prepared properly through the limited provisions received from the General Treasury for capacity development of officers. As sufficient provisions are not available to give a year's training to the entire staff, training is prioritized and provided through the provisions ranged.
The performance agreement including the entire staff had not been prepared and entered into. Shortcomings/faults pointed out by the Auditor General in the paragraphs had not been rectified.	Priority had to be given regarding the problems of officers that arose with the Authority being made into a Department. As such, even though there had been a delay regarding the matter mentioned in the observation, by now necessary action is under way regarding it.

I kindly submit the above information regarding the measures taken and observations regarding the reports submitted by the Committee on Public Accounts under Standing Order No. 119(4) in relation to the Department of Samurdhi Development, for Parliamentary Series No. 183.

Sgd.

Director General

Department of Samurdhi Development

