PERFORMANCE REPORT 2023

Department for Registration of Persons

10TH FLOOR, “SUHURUPAYA”,
SRI SUBHUTHIPURA ROAD, BATTARAMULLA.

Chapter 01
INSTITUTIONAL PROFILE

1.1 Introduction

The Department for Registration of Persons, in terms of the provisions of the Registration of Persons Act no. 32 of 1968, commenced the registration and issue of National Identity Cards to the legal residents of Sri Lanka above 18 years of age, with effect from the year 1972. Subsequently, the age of registering a person was revised to 15 years in accordance with the provisions of the Registration of Persons Act No 8 of 2016 (Amendment) with effect from 07th July 2016 and the Department continues the role of issuing Identity Cards accordingly.

1.2 Vision, Mission, Objectives of the Institution

Vision

An assured identity for every Sri Lankan citizen.

Mission

To create a database of all citizens of Sri Lanka and issue National Identity Cards recognized nationally and globally to all Sri Lankan citizens, which underline their human, social, economic, political and legal rights within the country and safety outside the country, to assist national and other agencies in establishing the identity of any citizen and to support Sri Lanka's national security and development.

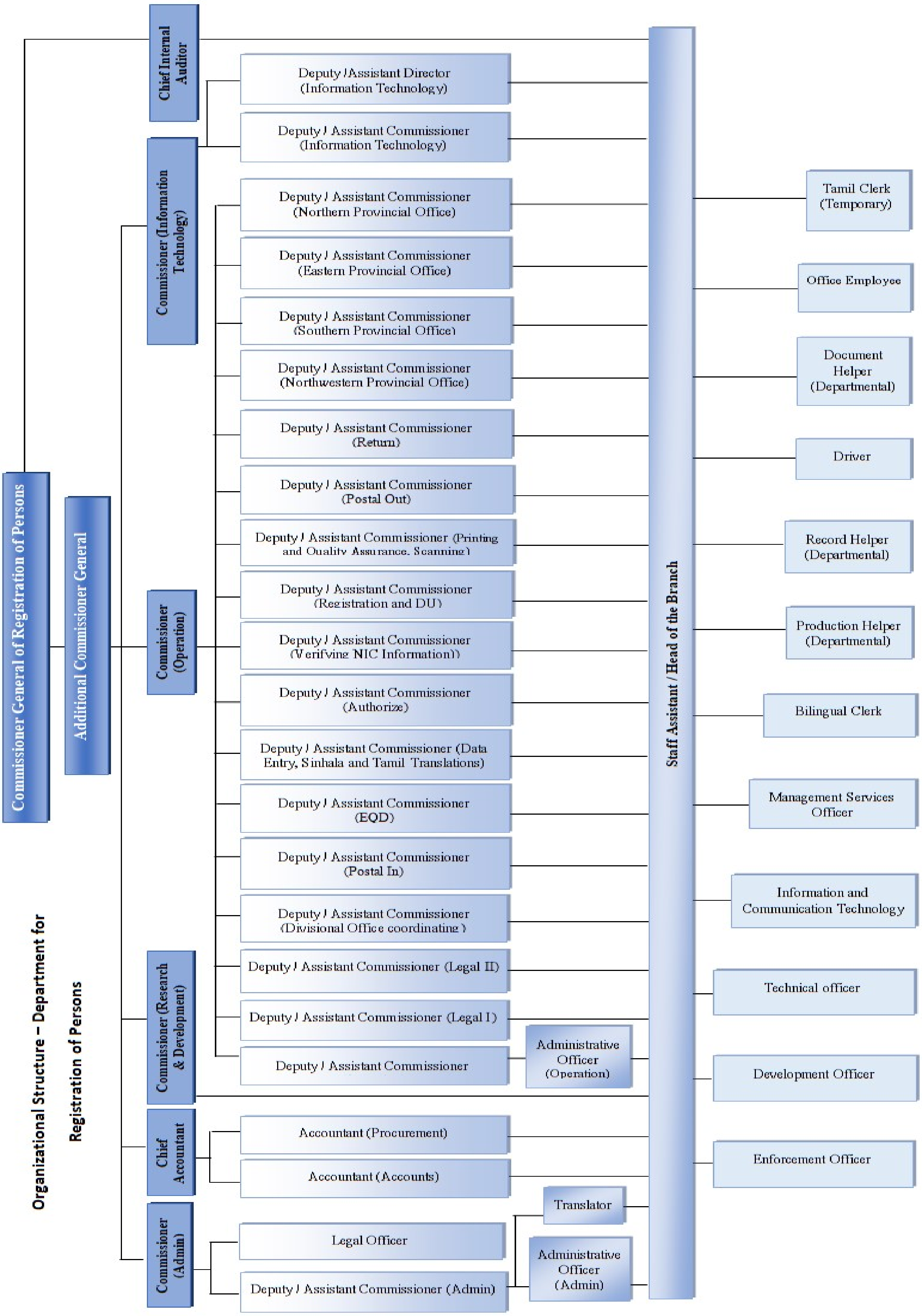
Objectives

- Collect information of all Sri Lankan citizens and maintain a National Register of information.
- Register and issue National Identity Cards (NICs) to all Sri Lankan citizens who have completed the required age.
- Verify and certify information of Citizens of Sri Lanka.
- Share information with the Government and other organizations.
- Build capacity within the Department through human resource development and development of state-of-the-art technical know-how.
- Extend assistance for national security and development process of the country

1.3 Key Functions

- Collection of personal data of every Sri Lankan citizen, establish and maintain the national persons registry electronic media data system.
- Issuance of a national identity card for reliable identification of every eligible Sri Lankan citizen.
- Facilitating national security and the development process of the country, exchanging information in accordance with established legal and procedural frameworks and verification of that information.

1.4 Organization Chart



Organizational Structure – Department for Registration of Persons

1.5 Main Divisions of the Department

Administration division
Accounts division
Operation division
Development and research division
Information technology division
Internal audit division

1.6 Sub Offices Operated Under the Department

Provincial office – Northern Province
Provincial office – Southern Province
Provincial office – North Eastern Province
Provincial office – Eastern Province
340 provincial units established island wide, under the department

1.7 Information on the Foreign Funded Projects

Not applicable

Chapter 02
PROGRESS AND WAY FORWARD

2.1 Special Achievements, Challenges and Future Targets

Achivements -

I. The department has issued 1,039,630 national identity cards and information confirmation letters through one-day service and normal service during the period from January 01st to 31st December, 2023.

II. The necessary office furniture and equipment have been provided to initiate one-day service of issuing national identity cards through the North Western Provincial Office, and the one-day service premises have been partitioned and wired, as well as setting up of the security camera system and networking. Accordingly, one-day service activities are scheduled to start in February 2024.

III. Construction of the central provincial office has been completed, and electricity connections, the establishment of a fire extinguishing system, the supply of office furniture and equipment, the partitioning of the office premises, the installation of a security camera system, and network activities have been done so far.

IV. At present, 92 Memoranda of Understanding (MOU) have been signed under providing the online service of verification of national identity card information (NIC lookup service) provided by the Department for Registration of Persons to banks, financial institutions, government corporations, statutory boards, institutions vested in the government, or institutions established in Sri Lanka under any written law in Sri Lanka, and the service is being provided.

V. Acceptance of applications for passports through the online system using Development Officers and equipment employed in the North Western Provincial Office and Registration of Persons Regional Offices established at 50 selected Divisional Secretariats.

Challenges -

I. <u>Shortage of pre-printed cards required for printing National Identity cards</u>

Obtaining an adequate amount of pre-printed cards required for issuing national identity cards has been delayed owing to the cancellation of procurements related to purchasing pre-printed cards due to reasons beyond the control of this department. As a result, has had to restrict issuing national identity cards for the applications received by the department, and instead of the national identity card, steps are being taken to issue an information confirmation to the students appearing for the G.C.E. (O/L) examination letter, including all the information included in the national identity card.

II. Delay in implementation of Sri Lanka Unique Digital Identity Framework

Due to incomplete work pertaining to the acquisition of hardware and networking facilities for the primary data center, the disaster recovery center, and the purchase of biometric data acquisition devices and main software development assigned to the Sri Lanka Information & Communication Technology Agency (ICTA), the goal of implementing the Sri Lanka Unique Identity Framework (SL-UDI Framework) has been delayed.

Future Goals -

I. Taking relevant steps to get the Registration of Persons Act No. 32 of 1968, as amended by the Registration of Persons (Amendment) Act No. 8 of 2016, and its corresponding Regulations amended and approved with regard to the implementation of the Sri Lanka Unique Digital Identity Framework (SL-UDI Framework).

II. Development of infrastructure facilities required for the implementation of Sri Lanka Unique Identity Framework (SL-UDI Framework) (i.e.purchasing relevant technological equipment, computer networking facilities)

III. Inception of one day service at the North Western provincial office under decentralization of one day service activities.

IV. Establishment of the central provincial office.

V. Facilitating online payment for the collection of fees related to the issuance of national identity cards and other related services.

Accounting Officer

Name :
Designation :
Date :

Chapter 03
OVERALL FINANCIAL PERFORMANCE OF THE YEAR

3.1. Statement of Financial Performance

ACA -F

Statement of Financial Performance
for the period ended 31st December 2023

Revised Budget Allocations 2023 Rs.		Note	Actual 2023 Rs.	Actual 2022 Rs.	
	Revenue Receipts				
-	Income Tax	1	-	-	ACA-1
-	Taxes on Domestic Goods & Services	2	-	-	ACA-1
-	Taxes on International Trade	3	-	-	ACA-1
800,000,000	Non Tax Revenue & Others	4	1,128,518,400	552,262,863	ACA-1
800,000,000	**Total Revenue Receipts (A)**		**1,128,518,400**	**552,262,863**	
	Non Revenue Receipts				
-	Treasury Imprests		1,580,133,000	876,660,000	ACA-3
-	Deposits		16,509,509	8,635,389	ACA-4
-	Advance Accounts		62,823,324	53,402,695	ACA-5
-	Other Main Ledger Receipts		-	-	
-	**Total Non Revenue Receipts (B)**		**1,659,465,833**	**938,698,084**	
800,000,000	**Total Revenue Receipts & Non Revenue Receipts C = (A)+(B)**		**2,787,984,233**	**1,490,960,947**	
	Remittance to the Treasury (D)		**454,175,017**	**-**	
	Net Revenue Receipts & Non Revenue Receipts E = (C)-(D)		**2,333,809,216**	**1,490,960,947**	
	Less: Expenditure				
-	**Recurrent Expenditure**				
940,500,000.00	Wages, Salaries & Other Employment Benefits	5	861,394,479	843,982,735	ACA-2(ii)
802,500,000.00	Other Goods & Services	6	680,034,850	533,648,218	ACA-2(ii)
7,000,000.00	Subsidies, Grants and Transfers	7	5,572,132	6,054,194	ACA-2(ii)
-	Interest Payments	8	-	-	ACA-2(ii)
-	Other Recurrent Expenditure	9	-	8,320	ACA-2(ii)
1,750,000,000.00	**Total Recurrent Expenditure (F)**		**1,547,001,462**	**1,383,693,466**	
	Capital Expenditure				
6,500,000.00	Rehabilitation & Improvement of Capital Assets	10	1,668,579	1,905,143	ACA-2(ii)
199,000,000.00	Acquisition of Capital Assets	11	198,319,540	3,971,122	ACA-2(ii)
-	Capital Transfers	12	-	-	ACA-2(ii)
-	Acquisition of Financial Assets	13	-	-	ACA-2(ii)
1,000,000.00	Capacity Building	14	994,895	1,180,000	ACA-2(ii)
1,063,500,000.00	Other Capital Expenditure	15	301,240,516	295,784,546	ACA-2(ii)
1,270,000,000.00	**Total Capital Expenditure (G)**		**502,223,530**	**302,840,811**	
	Deposit Payments		12,598,681	6,689,188	ACA-4
	Advance Payments		57,174,052	54,776,115	ACA-5
	Other Main Ledger Payments		-	-	
	Total Main Ledger Expenditure (H)		**69,772,733**	**61,465,302**	
	Total Expenditure I = (F+G+H)		2,118,997,724	1,747,999,579	
	Balance as at 31st December J = (E-I)		**214,811,492**	**(257,038,632)**	
	Balance as per the Imprest Adjustment Statement		214,811,492	(257,038,632)	ACA-7
	Imprest Balance as at 31st December		-	-	ACA-3
			214,811,492	**(257,038,632)**	

3.2. Statement of Financial Position

ACA-P

Statement of Financial Position
As at 31st December 2023

	Note	Actual 2023 Rs	2022 Rs
Non Financial Assets			
Property, Plant & Equipment	**ACA-6**	745,956,115	424,382,312
Financial Assets			
Advance Accounts	**ACA-5/5(a)**	134,597,044	140,246,315
Cash & Cash Equivalents	**ACA-3**	-	-
Total Assets		**880,553,159**	**564,628,628**
Net Assets / Equity			132,481,081
Net Worth to Treasury		126,664,512	136,224,612
Property, Plant & Equipment Reserve		745,956,115	424,382,312
Rent and Work Advance Reserve	**ACA-5(b)**		
Current Liabilities			
Deposits Accounts	**ACA-4**	7,932,532	4,021,703
Unsettled Imprest Balance	**ACA-3**	-	-
Total Liabilities		**880,553,159**	**564,628,628**

Detail Accounting Statements in ACA format Nos. 1 to 7 presented in pages from 8 to 26 and Annexures to accounts presented in pages from 27 to 90 form an integral part of these Financial Statements. The Financial Statements have been prepared in complying with the Generally Accepted Accounting Principles whereas most appropriate Accounting Policies are used as disclosed in the Notes to the Financial Statements and hereby certify that figures in these Finacial Statements, Notes to accounts and other relevant accounts were reconciled with the Treasury Books of Accounts and found in agreement.
We hereby certify that an effective internal control system for the financial control exists in the Reporting Entity and carried out periodic reviews to monitor the effectiveness of internal control system for the financial control and accordingly make alterations as required for such systems to be effectively carried out.

Chief Accounting Officer	Accounting Officer	Chief Accountant
Name :	Name :	Name :
Designation :	Designation :	Date : .02.2024
Date : .02.2024	Date : .02.2024	

3.3. Statement of Cash Flows

ACA-C

Statement of Cash Flows
for the Period ended 31st December 2023

	Actual 2023 Rs.	Amended 2022 Rs.
Cash Flows from Operating Activities		
Total Tax Receipts	-	-
Fees, Fines, Penalties and Licenses	541,829,575	284,038,725
Profit	-	-
Non Revenue Receipts	-	-
Revenue Collected on behalf of Other Revenue Heads	28,646,559	26,666,180
Imprest Received	1,580,133,000	876,660,000
Recoveries from Advance	43,529,593	36,060,397
Deposit Received	16,509,509	8,635,389
Total Cash generated from Operations (A)	**2,210,648,237**	**1,232,060,691**
Less - Cash disbursed for:		
Personal Emoluments & Operating Payments	817,024,723	693,887,835
Subsidies & Transfer Payments	3,402,104	3,703,196
Expenditure incurred on behalf of Other Heads	371,620,455	177,055,093
Imprest Settlement to Treasury	454,175,017	-
Advance Payments	49,943,929	47,884,568
Deposit Payments	12,598,681	6,689,188
Total Cash disbursed for Operations (B)	**1,708,764,908**	**929,219,880**
NET CASH FLOW FROM OPERATING ACTIVITIES(C)=(A)-(B)	**501,883,328**	**302,840,811**
Cash Flows from Investing Activities		
Interest	-	-
Dividends	-	-
Divestiture Proceeds & Sale of Physical Assets	-	-
Recoveries from On Lending	-	-
Total Cash generated from Investing Activities (D)	-	-
Less - Cash disbursed for:		
Capital Expenditure	501,883,328	302,840,811
Total Cash disbursed for Investing Activities (E)	**501,883,328**	**302,840,811**
NET CASH FLOW FROM INVESTING ACTIVITIES(F)=(D)-(E)	**(501,883,328)**	**(302,840,811)**
NET CASH FLOWS FROM OPERATING & INVESTMENT ACTIVITIES (G)=(C) + (F)	-	-
Cash Flows from Fianacing Activities		
Local Borrowings	-	-
Foreign Borrowings	-	-
Grants Received	-	-
Total Cash generated from Financing Activities (H)	-	-
Less - Cash disbursed for:		
Repayment of Local Borrowings	-	-
Repayment of Foreign Borrowings	-	-
Total Cash disbursed for Financing Activities (I)	-	-
NET CASH FLOW FROM FINANCING ACTIVITIES (J)=(H)-(I)	-	-
Net Movement in Cash (K) = (G) + (J)	-	-
Opening Cash Balance as at 01st January	-	-
Closing Cash Balance as at 31st December	-	-

3.4. Notes to the Financial Statements

ACA -1

Statement of Revenue for the period ended 31st December 2023

Revenue Accounting Officer : Commissioner General of Registration of Persons **Expenditure Head No : 227**

Rs.

Revenue Code	Revenue Title	Note	Revenue Estimate (1) Original Estimate	Revenue Estimate (1) Revised Estimate	Revenue Collection (2) Collected by Ministry/ Dept.	Revenue Collection (2) Collected by Other Ministries/ Depts. (SA-21)	Revenue Collection (2) Total	Revenue Collection (3) Collection of Arrears Revenue	Refund from Revenue (4) By Cash	Refund from Revenue (4) Error Corrections	Refund from Revenue (4) Total	(5) Net Revenue For the Period 2023
			1(i)	1(ii)	2(i)	2(ii)	2(iii)=2(i)+2(ii)	(3)	4(i)	4(ii)	4(iii)=4(i)+4(ii)	5=2(iii)+(3)-4(iii)
	NON-TAX REVENUE AND OTHER	4										
2003.02.03	Fees under Registration of Persons Act No.32 of 1968		645,000,000	800,000,000	541,865,295	587,301,823	1,129,167,118	-	8,500	640,218	648,718	1,128,518,400
	Total Revenue (Note 1 - 4)		**645,000,000**	**800,000,000**	**541,865,295**	**587,301,823**	**1,129,167,118**	**-**	**8,500**	**640,218**	**648,718**	**1,128,518,400**

*Format should be amended including only the relevant revenue codes.

.02.2024
Date

Signature and Name of Chief Accountant

Signature, Name and Designation of Revenue Accounting Officer

ACA - 1(i)

Statement of Arrears of Revenue for the period ended 31st December 2023

Revenue Accounting Officer : Commissioner General of Registration of Persons **Expenditure Head No : 227**

Net Revenue collection for three preceeding years		
Year 1	(2020)	Rs. 323,945,765
Year 2	(2021)	Rs. 198,886,160
Year 3	(2022)	Rs. 552,262,863

Rs.

Period	Revenue Code	Revenue Description	Balance at the Beginning of the year (1)	Arrears of the Reporting year (2)	Recoveries (3)	Waived off Arrears of Revenue (4)	Balance at the end of the Year 5=(1)+(2)-[(3)+(4)]
(1) Arrears in respect of the reporting year	2003.02.03	Fees under Registration of Persons Act No.32 of 1968					
Sub Total				-	-	-	-
(2) Arrears in respect of the previous year	2003.02.03	Fees under Registration of Persons Act No.32 of 1968					
Sub Total			-		-	-	-
(3) Arrears before the previous years	2003.02.03	Fees under Registration of Persons Act No.32 of 1968					
Sub Total			-		-	-	-
Total			-	-	-	-	-

.02.2024
Date

Signature and Name of Chief Accountant

Signature of Revenue Accounting Officer
Name of Revenue Accounting Officer:
Designation of Revenue Accounting Officer:

ACA-2(ii)

Statement of Expenditure for the period ended 31st December 2023

Expenditure Head No : 227

Department : Department For Registration of Persons

Rs.

Expenditure Code	Note	Finance Code	Provisions: Annual Budgetory Provision	Supplementary Estimate Provision	FR 66/69 Transfers	Total Net Provision	Expenditure: Expenditure as per the Cash Book	Expenditure incurred by Other Ministry/Dept. Under the FR. 208 (As per the Treasury Printouts)	Total Expenditure	Net Effect: Savings / Excess	Savings / Excess as a % of Revised Estimate	Reasons for the Variance
			(1)	(2)	(3) (-)/+	(4)=(1)+(2)+(3)	(5)	(6)	(7)= (5)+(6)	(8)=(4)-(7)	(9)=(8)/(4)*100	
Recurrent Expenditure												
Programme (1)												
Prog./Proj./Sub proj./Object code/Item												
OBJECT CODE WISE CLASSIFICATION OF WAGES, SALARIES & OTHER EMPLOYMENT BENEFITS	5											
Personal Emoluments												
1001 Salaries & Wages		11	577,000,000			577,000,000	245,643,019	306,999,516	552,642,535	24,357,465	4	
1002 Overtime & Holiday Payments		11	43,500,000			43,500,000	22,218,551	290,338	22,508,889	20,991,111	48	Curtailment of provisions as per budget circular No. 01/2023 and imposing restrictions on overtime.
1003 Other Allowances		11	320,000,000			320,000,000	149,314,863	136,928,192	286,243,055	33,756,945	11	Expenditure was not incurred as expected.
			940,500,000	**-**	**-**	**940,500,000**	**417,176,433**	**444,218,046**	**861,394,479**	**79,105,521**		
OBJECT CODE WISE CLASSIFICATION OF OTHER GOODS & SERVICES	6											
Travelling Expenditure												
1101 Domestic		11	3,000,000			3,000,000	651,168	718,854	1,370,022	1,629,978	54	Conducting discussions and meetings using online methods and curtailment of provisions in accordance with budget circular No. 01/2023.
1102 Foreign		11	1,000,000			1,000,000	-	-	-	1,000,000	100	Limitation of foreign travel as per instructions of Budget Circular No. 01/2023.
Total (a)			**4,000,000**	**-**	**-**	**4,000,000**	**651,168**	**718,854**	**1,370,022**	**2,629,978**		
Supplies												
1201 Stationery & Office Requisites		11	110,000,000			110,000,000	33,159,297	34,068,504	67,227,800	42,772,200	39	The reduction in the price of stationery compared to the prices prevailing at the time of preparation of estimates and curtailment of provisions in accordance with Budget Circular 01/2023.
1202 Fuel		11	44,000,000			44,000,000	13,212,167	96,020	13,308,187	30,691,813	70	Limitation of fuel consumption owing to issuing fuel through QR codes, conducting meetings and discussions using online methods, and curtailment of provisions as per budget circular No. 01/2023.

1203 Diets & Uniforms		11	700,000		600,000	1,300,000	1,033,014	71,610	1,104,624	195,376	15	Although the progress review meeting of the North Western Provincial Office was scheduled to be conducted, it was not conducted, and due to several meetings being held online, entertainment expenses were not incurred as expected.
1205 Other		11	1,000,000			1,000,000	350,870	-	350,870	649,130	65	Excess of provisions owing to well-managed expenditures, as per the instructions of Budget Circular 01/2023.
Total (b)			**155,700,000**	**-**	**600,000**	**156,300,000**	**47,755,348**	**34,236,134**	**81,991,482**	**74,308,518**		
Maintenance Expenditure												
1301 Vehicles		11	15,000,000			15,000,000	8,229,228	-	8,229,228	6,770,772	45	Decrease in projected maintenance costs due to restrictions on official travel imposed by fuel shortage and curtailment of provisions as per budget circular No. 01/2023.
1302 Plant and machinery		11	206,000,000		(6,500,000)	199,500,000	168,120,412	1,429,464	169,549,876	29,950,124	15	Cancellation of several procurements due to lack of substantially responsive bidders and prices falling this year compared to the prices prevailing at the time of preparation of estimates.
1303 Building and Structures		11	4,100,000			4,100,000	568,050	2,779,767	3,347,817	752,183	18	Incurring only the essential expenses of our divisions established at the Divisional Secretariats as specified by the Budget Circular No. 01/2023.
Total (c)			**225,100,000**	**-**	**(6,500,000)**	**218,600,000**	**176,917,689**	**4,209,231**	**181,126,921**	**37,473,079**		
Services												
1401 Transport		11	3,500,000			3,500,000	2,705,000	-	2,705,000	795,000	23	A post entitled with transport allowance falling vacant and an officer using an official vehicle in lieu of the estimated transport allowance.
1402 Postal & Communication		11	37,000,000		6500000	43,500,000	43,082,519	204,258	43,286,777	213,223	0	
1403 Electricity & Water		11	94,000,000			94,000,000	77,024,605	15,979,138	93,003,743	996,257	1	
1404 Rents & Local Taxes		11	240,000,000			240,000,000	15,219,525	223,621,420	238,840,946	1,159,055	0	
1408 Lease Rental for Vehicles Procured under Operational Leasing		11	4,200,000			4,200,000	2,657,032	-	2,657,032	1,542,968	37	Due to the fact that the lessor has provided the vehicle on rental basis at the same prices as the previous year, the expected increase in expenses has not occurred.
1409 Other		11	39,000,000		(600,000)	38,400,000	33,835,403	1,217,525	35,052,928	3,347,072	9	No increase in cleaning and security service rates as expected and curtailment of provisions in accordance with budget circular No. 01/2023.
Total (d)			**417,700,000**	**-**	**5,900,000**	**423,600,000**	**174,524,085**	**241,022,341**	**415,546,426**	**8,053,574**		
Total Expenditure on Other Goods & Services (a+b+c+d)			**802,500,000**	**-**	**-**	**802,500,000**	**399,848,290**	**280,186,560**	**680,034,850**	**122,465,150**		
						-			-	-		
OBJECT CODE WISE CLASSIFICATION OF TRANSFERS, GRANTS & SUBSIDIES	**7**											
Transfers												
1506 Property Loan Interest to Public Servants		11	7,000,000			7,000,000	3,402,104	2,170,028	5,572,132	1,427,868	20	Restriction on granting property loans by the banks to public servants.
Total			**7,000,000**	**-**	**-**	**7,000,000**	**3,402,104**	**2,170,028**	**5,572,132**	**1,427,868**		
Programme (1)												
Grand Total (Notes 5 to 9) Total Recurrent Expenditure			**1,750,000,000**	**-**	**-**	**1,750,000,000**	**820,426,827**	**726,574,635**	**1,547,001,462**	**202,998,538**		

Capital Expenditure												
Programme (1)												
OBJECT CODE WISE CLASSIFICATION OF PUBLIC INVESTMENT												
Rehabilitation & Improvements of Capital Assets	**10**											
2001 Buildings & Structures		11	1,000,000			1,000,000	507,456	300,451	807,907	192,093	19	Provisions for provincial offices were released as per the estimates submitted, but utilization was less than the allocations released.
2002 Plant, Machinery & Equipment		11	1,000,000			1,000,000	510,671	-	510,671	489,329	49	No upgrading of capital nature was required in machinery and equipment as anticipated.
2003 Vehicles		11	4,500,000			4,500,000	350,000	-	350,000	4,150,000	92	Non-emergence of repairs of capital nature due to restriction of official travel due to fuel crisis.
Total (a)			**6,500,000**	-	-	**6,500,000**	**1,368,127**	**300,451**	**1,668,579**	**4,831,422**		
Acquisition of Capital Assets	**11**											
2102 Furniture & Office Equipment		11	1,000,000			1,000,000	943,457	-	943,457	56,543	6	Excess of provisions owing to well-managed expenditures, as per the instructions of Budget Circular 01/2023
2103 Plant, Machinery & Equipment		11	198,000,000			198,000,000	197,336,333	39,750	197,376,083	623,917	0	
Total (b)			**199,000,000**	-	-	**199,000,000**	**198,279,790**	**39,750**	**198,319,540**	**680,460**		
Capacity Building	**14**											
2401 Staff Training		11	1,000,000			1,000,000	994,895	-	994,895	5,105	1	
Total (e)			**1,000,000**	-	-	**1,000,000**	**994,895**	-	**994,895**	**5,105**		
Other Capital Expenditure	**15**											
2505 Procument Preparedness		11	1,500,000			1,500,000	1,493,043	-	1,493,043	6,957	0	
2509 Other		11	1,062,000,000			1,062,000,000	299,747,473	-	299,747,473	762,252,527	72	Cancellation of procurements executed for purchase of cards due to non-availability of substantially responsive bidders.
Total (f)			**1,063,500,000**	-	-	**1,063,500,000**	**301,240,516**	-	**301,240,516**	**762,259,484**		
Programme (1)												
Total Expenditure on Public Investments (a+b+c+d+e+f)			**1,270,000,000**	-	-	**1,270,000,000**	**501,883,328**	**340,201**	**502,223,530**	**767,776,470**	**60**	
Grand Total (Notes 5 to 15) - Total Expenditure			**3,020,000,000**	-	-	**3,020,000,000**	**1,322,310,155**	**726,914,836**	**2,049,224,991**	**970,775,009**	**32**	

* Format should be amended including only he relevant votes.

Chief Accountant
Date : .02.2024

ACA-3

Statement of Imprest Account for the year 2023

Department : Department For Registration of Persons
Expenditure Head No. : 227

Rs.

Imprest Account No.	Imprest Balance as at 1st January 2023 (1)			Imprest Received (2)			Imprest Settlement (3)			Imprest Balance as at 31st December 2023 (4)			Imprest Balance as at 31st December 2023 as per Entity Books	Imprest Balance as at 31st December 2023 as per Treasury Books
	Unsettled Sub Imprests	Unsettled Imprests (Excluding Unsettled Sub Imprests)	Total	Treasury	Other Sources	Total	Expenditure	Cash Remit to Treasury	Total	Unsettled Sub Imprest Balance	Unsettled Imprests	Total	*5	6
	1(i)	1(ii)	1(iii)	2(i)	2(ii)	2(iii)=2(i)+2(ii)	3(i)	3(ii)	3(iii)=3(i)+3(ii)	4(i)	4(ii)	4(iii)=4(i)+4(ii)	5=1(iii)+2(iii)-3(iii)	
7002-0-0-033-0-23-0	-	-	-	1,580,133,000	569,823,002	2,149,956,002	1,695,780,985	454,175,017	2,149,956,002	-	-	-	-	-
	-	-	-	1,580,133,000	569,823,002	2,149,956,002	1,695,780,985	454,175,017	2,149,956,002	-	-	-	-	-

1. Please show reasons for difference between 4 and 6 above .

(1) Remitted to the Treasury but not updated cash book balance as at 31/12/2023 -

(2) Other reasons- .... -

-

State if these balances were settled as at the date of signing the report and if not, reason for not setlling the balances.

I hereby certify that the above information is true and correct.

Chief Accountant
Date : .02.2024

* This Balance should be shown in the Statement of Financial Performance

ACA -4

Statement of Deposit Accounts as at 31st December 2023

Expenditure Head No : 227 **Department : Department For Registration of Persons**

Rs.

Name o f Deposit Accounts	Deposit Number	Balance as at 1st January 2023	Credited during the year	Debited during the year	Balance as at 31st December 2023	Balance as per Treasury Book as at 31st December 2023
Security Deposits	6000-0-0-001-0-055-0	110,000	10,000	100,000	20,000	20,000
Tender Deposits	6000-0-0-002-0-073-0				-	-
Retention Money for Construction	6000-0-0-016-0-023-0	3,856,828	4,202,342	199,242	7,859,928	7,859,928
Temporary Retention for Statutory Payments	6000-0-0-018-0-030-0	54,875	12,297,167	12,299,438	52,603	52,603
		4,021,703	**16,509,509**	**12,598,681**	**7,932,532**	**7,932,532**

* Format should be amended including only the relevent Deposit numbers

Chief Accountant
Date : .02.2024

ACA- 5

Statement of Advance Accounts as at 31st December 2023

Expenditure Head No : 227 **Department : Department For Registration of Persons**

Rs.

Name of Advance Account	Advance Account Number	Balance as at 1st January 2023 (1)	Maximum Limits of Expenditure Rs.40,000,000.00		Minimum Limits of Receipts Rs.38,000,000.00		Maximum Limits of Debit Balance Rs.170,000,000.00	Maximum Limits of Liabilities Rs……..	Balance as per Treasury Books as at 31st December 2023
			Debits during the year (2)		Credits during the year (3)		Balance as 4=(1)+(2)-(3)		
			In Cash	Through Cross Entries	In Cash	Through Cross Entries			
(1) Advance to Public Officers	227011	140,246,315	33,126,334	6,551,792	3,312,902	44,130,458	132,481,081	-	132,481,081
	227012			17,495,927		15,379,964	2,115,963	-	2,115,963
(2) Other Advances		-	-	-	-	-	-	-	-
(3) Miscellaneous Advances		-	-	-	-	-	-	-	-
		140,246,315	**33,126,334**	**24,047,719**	**3,312,902**	**59,510,422**	**134,597,044**	**-**	**134,597,044**

Chief Accountant
Date : .02.2024

ACA- 5(a)

Statement of Rent and Work Advance Accounts as at 31st December 2023

Expenditure Head No : 227 **Department : Department For Registration of Persons**

Advance Number	Project Description	Paid Date	Voucher No.	Paid Amount	Balance as at 01.01.2023 (Rs.)	Recoveries During the Year 2023		Balance as at 31.12.2023 (Rs.)
						For Previous Year	For Current Year	
(1) Rent Advance Eg. 9188-250-0-1-0-1					Not Applicable			
Total (a)								
(2) Work Advance Eg. 9188-250-0-2-0-1								
Total (b)								
Grand Total (a)+(b)								

ACA- 5(b)

Statement of Rent and Work Advance Reserve Accounts as at 31st December 2023

Expenditure Head No : 227 **Department : Department For Registration of Persons**

Advance Number	Project Description	Balance as at 01.01.2023 (Rs.)	During the Year 2023		Balance as at 31.12.2023 (Rs.)
			Recoveries (Dr.)	Paid (Cr.)	
		(1)	(2)	(3)	4=1+3-(2)
(1) Rent Advance Eg. 9189-250-0-1-0-1			Not Applicable		
Total (a)					
(2) Work Advance Eg. 9189-250-0-2-0-1					
Total (b)					
Grand Total (a)+(b)					

3.5. Performance of the Revenue Collection

Rs.

Revenue code	Description of Percons Act No.32 of 1968	Revenue Estimate (1)		Collected Revenue (2)	
		Original Estimate 1(i)	Final Estimate 1(ii)	Quantity (Rs.) 2(i)	as a % of Final Revenue 2(ii)
2003.02.03	Fees under Registration of Persons Act No.32 of 1968	645,000,000	800,000,000	1,128,518,400	141

3.6. Performance of the Utilization of Allocation

Rs.

Type of Allocation	Allocation		Actual Expenditure	Allocation Utilization as a % of Final
	Original Allocation	Final Allocation		
Recurrent	1,750,000,000	1,750,000,000	1,547,001,462	88.40
Capital	1,270,000,000	1,270,000,000	502,223,530	39.55

3.7. Ganted allocations for the Department interms of F.R.208 and as an agent of the Department

Serial No.	Ministry /Department which the allocation was received	Purpose of the Allocation	Allocation (Rs.)		Actual Expenditure	Allocation Utilization as a % of Final Allocation
			Original Allocation	Final Allocation		
		Not Applicable				

3.8. Performance of the Reporting of Non-Financial Assets

Assets Code	Code Description	Balance as per Bond of Survey Report as at 31.12.2023	Balance as per Financial Position Report as at 31.12.2023	Yet to be Accounted	Reporting Progress as a %
9151	Building and Structures	-	7,992,062.69	-	
9152	Equipment	-	729,564,052.54	-	
9153	Land	-	8,400,000.00	-	
9154	Intangible Assets	-	-	-	
9155	Biological Assets	-	-	-	
9160	Work in Progress	-	-	-	
9180	Leased Assets	-	-	-	

3.9. Auditor General's Report

Has been attached as Annexure -01

Chapter 04
PERFORMANCE INDICATORS

4.1. Performance Indicators of the Institute (Based on the Action Plan)

Specific Indicators	Actual as a percentage (%) of projected output				
	>100%	100% - 90%	75% - 89%	50% - 74%	50% - 0%
Operational Activities					
Total applications received under normal service		✓			
Number of national identity cards issued under normal service			✓		
Total applications received under one day service	✓				
Number of national identity cards issued under one day service	✓				
Human Resource Development					
Staff training		✓			
Internal Audit Activities					
Internal audit plan		✓			
Rehabilitation and upgrading of capital assets					
Buildings and structures			✓		
Machinery and equipment				✓	
Vehicles					✓
Acquisition of capital assets					
Furniture and office equipment		✓			
Machinery and equipment		✓			
Other capital expenditure					
Procurement pre-preparation		✓			
Other			✓		

Chapter 05
Performance in Achieving the Sustainable Development Goals (SDG)

5.1. Relevant Sustainable Development Goals Identified

Target/Goal	Goals	Achievement Indicators	Progress of achievements so far		
			0% - 49%	50% - 74%	75% - 100%
Promoting perfect peaceful social groups for sustainable development, establishing justice and protection of law for all, establishing responsibility and perfection at all levels.	Issuance of National Identity cards with name and address in all three languages Sinhala, Tamil and English.	Number if identity cards prepared in all three languages,			✓
	Issuance of National Identity cards as a more secure card, using a computerized system and a lasor technology.	Number of National Identity cards issued as a more secure card, using a computerized system and a lasor technology.			✓
	Introduction of ICAO software to take photographs in accordance with the standards of the International Civil Aviation Organization.	Number of studios registered to take photographs in accordance with the standards of International Civil Aviation Organization using the ICAO software.			✓
	Issuance of Sri Lanka Identification Number (SLIN) for newborn children implemented in collaboration with the Registrar General's Department	Number of birth certificates with Identification number (SLIN) issued in collaboration with the Registrar General's Department.			✓
	Exchange of information for national security and development process of the country and verification of the said information.	Amount of information exchanged and verified for national security and development process of the country.			✓

5.2. Briefly describe the achievements and challenges of achieving sustainable development goals

Achievements:

1. Providing necessary infrastructure facilities to implement one-day service at the Kurunegala regional office, decentralizing the services and making them convenient and fair for all, and establishing the Nuwara Eliya Provincial Office.

2. Due to verification of people's information using online system for national security and the development process of the country, the people who come to seek services can get an efficient and reliable service.

3. Being able to actively contribute to preventing desertification by reducing the use of paper and carrying out the majority of departmental tasks online.

4. In order to prevent the impact caused by the significant increase in postal charges when sending the completed applications from regional offices all over the island to the head office by post, completed applications were delivered to the head office by a departmental vehicle according to a transportation plan prepared to minimize the cost as a solution, allowing the department to realize a cost advantage of over 90%.

5. Having the opportunity to provide a more efficient public service by drafting the necessary regulations for the amendment of the Registration of Persons Act No. 32 of 1968 and, for its implementation, to introduce a very accurate and secure national identity card.

Challenges:

1. Due to reasons beyond the control of this department, non-receipt of substantial amount of pre-printed blank cards for printing national identity cards.

2. As the old and rejected identity cards returned by applicants and collected daily at the department are made of plastic and polythene, the department is constrained by the limited number of organizations with facilities to dispose of them in an environmentaklly healthy manner.

3. Unnecessary pressure is created in departmental cost management due to the huge increase in postage costs and inadequate provisions granted for the same when returning the completed applications to the head office by the regional offices.

Chapter 06
HUMAN RESOURCE PROFILE

6.1. Cadre Management

	Approved Cadre	Existing Cadre	Vacancies **
Senior	31	25	6
Tertiary	4	3	1
Secondary	1,288	1,209	79
Primary	153	106	47

6.2. ** How the shortage or excess in human resources has been affected to the performance of the institute

Several measures have been put in place to prevent the department's existing human resources shortage from having a negative impact on the performance of the institution. Those are,

- Take action to develop the computerized system used to produce National Identity Cards as to minimize manpower
- Deploy departmental officers in overtime duties

Accordingly, the existing vacancies in the department are managed by the above methods and the requests are being made constantly to the authorities concerned to fill these vacancies.

6.3. Human Resource Development

Serial Number	Name of the programme	Number of employees trained	Duration of the programme	Total investment (Rs. 000) (Local)	Nature of the programme	Output / Knowledge gained *
1.	Training programme to enhance efficiency and effectiveness of one day service and the front office duties.	30	2 days of ½ a day each.	6,480.00	Local	Minimizing gaps in knowledge management. Reduce the time required for one-day service through increased efficiency and embark on the project to reduce defects.
2.	2023 Induction training programme newly ransferred officers 2023	40	01 day	15,400.00	Local	Instantaneous adaptation of new officers to the department and continued efficient public service
3.	Knowledge Management Training Programme held at Sectoral Level (conducted to cover all sectors)	213	2 days of ½ a day each.	25,820.00	Local	Minimizing gaps in knowledge management. Reduce the time required for one-day service through increased efficiency and embark on the project to reduce defects.
4.	Pension related programme	3	02 days	28,500.00	Local	High performance of the relevant officials.
5.	Attitude development programme for departmental officers	261	01 day	102,000.00	Local	Positive growth in internal customer care and high performance of relevant officers
6.	Office management and financial regulations	4	02 days	30,000.00	Local	High performance of the relevant officials.
7.	Resourceperson fees for the lecturer of the 150 Hours Secondary Tamil Course conducted by the Department of Official Languages through Zoom.	109	150 hrs	112,500.00	Local	Minimization of Tamil language related issued in the identity card preparation process and public relations. Knowledge required by officers to pass the efficiency bar exam.
8.	Training programme on filing	6	01 day	30,000.00	Local	High performance of the relevant officials.

9.	Training programme on accounting role and practical application	2	02 days	20,000.00	Local	High performance of the relevant officials.
10.	Training program for managing office equipment	02	02 days	15,000.00	Local	High performance of the relevant officials.
11.	Training program on maintaining a personal file	02	02 days	19,000.00	Local	High performance of the relevant officials.
12.	Training programme in graphic designing multi media communication skills	01	56 weeks	30,750.00	Local	Development of innovative knowledge and skills related to the field of information and communication technology
13.	Higher National Diploma course in public procurement and contract administration.	01	14 Months	138,000.00	Local	Top management with extensive knowledge and directiong the procurement process with precision
14.	Training programme for professional development of drivers and office employees for a qualitative work environment.	06	01 day	30,000.00	Local	Positive growth in internal and external customer care.
15.	Training programme on the Citizenship Act and associated functions, and resourceperson allowance for the lecturer who conducted the training.	220	2 days of ½ a day each.	28,910.00 3,600.00	Local	Knowledge regarding identifying and checking the accuracy of citizenship certificates in the identity card preparation process.
16.	Traning programme on procurement process and resourceperson allowance for the lecturer who conducted the training.	66	01 day	61,130.00 3,000.00	Local	Top management with extensive knowledge
17.	Training programme on points to be considered in document verification	215	01 day	38,820.00	Local	Minimization of issues in the identity card preparation process

18.	Stores Management & Purchasing Procedures	05	02 days	47,500.00	Local	Top management with extensive knowledge
19.	The training programme on birth certificates and related functions, and resourceperson allowance for the lecturer who conducted the training programme	200	01 day	26,310.00 3,200.00	Local	Minimization of issues in the identity card preparation process
20.	Induction training programme for newly appointed Management Service Officers	25	02 days	16,295.00	Local	Instantaneous adaptation of new officers to the department and continued efficient public service
21.	Training programme on the role of shroff/ cashier	02	01 day	12,000.00	Local	Ability to process payments more efficiently through in-depth subject knowledge and capacity
22.	Transport management training programme	02	02 days	12,000.00	Local	In-depth subject knowledge and efficient public service
23.	Training programme on salary revision	02	02 days	19,000.00	Local	Complete knowledge of the subject matter and efficient public service
24.	Training programme on the provisions of the Establishment Code and the application of procedural rules.	02	02 days	19,000.00	Local	Top management with extensive knowledge
25.	Training programme to improve attitudes and professional knowledge of office employees and drivers	07	02 days	66,500.00	Local	Provide guidance to create a pleasant office environment and develop knowledge, attitudes, and skills for continuous, efficient public service.
26.	Training and progress review programme conducted for Development Officers attached to regional offices	339	05 days	-	Local	High efficiency through development of the knowledge required to accurately prepare the documents submitted for the preparation of the identity card and minimizing the problems existing at the regional level
27.	Payment for Efficiency Bar Exam to be held for Garade II of the posts of Production Assistant and Documentation Assistant.	11		34,180.00	Local	

* **Importance of conducting training programmes to achieve desired performance in an organization**

To achieve the desired objectives of an organization, it is essential to implement training programmes to utilize the human resources of an organization more efficiently and effectively. Here, the employee's knowledge development (teaching) is done, and this development of knowledge in turn leads to the development of knowledge, skills, and attitudes necessary for success in the job.

Thus, development of the employee's knowledge, skills and attitudes directly leads to improvement of employee capabilities. When the ability increases, the employee's self-esteem, self-confidence, and employee satisfaction increase, thereby increasing employee motivation. Also, each of these qualities will increase the employee's productivity. Therefore, the institution creates training programmes to cater to the training needs of its employees or directs employees to institutions conducting such training programmes.

Furthermore, through continuous training programmes, it is expected that the specialized knowledge and skills in officers of the department will be transferred to others, and a more efficient and learned human resource will be created in the entire process.

Chapter 07
COMPLIANCE REPORT

No.	Applicable Requirement	Compliance Status (Complied/ Not complied)	Brief explanation for non compliance	Corrective actions proposed to avoid non-compliance in future
1	**The Following Financial Statements / Accounts Have Been Submitted on Due Date**			
1.1	Annual financial statements	Complied		
1.2	Advance to public officers account	Complied		
1.3	Trading and Manufacturing Advance Accounts (Commercial Advance Accounts)	_	_	_
1.4	Stores Advance Accounts	_	_	_
1.5	Special Advance Accounts	_	_	_
1.6	Others	_	_	_
2	**Maintenance of Books and Registers (FR445)**			
2.1	Fixed assets register has been maintained and update in terms of Public Administration Circular 267/2018	Complied		
2.2	Personal emoluments register/ Personal emoluments cards has been maintained and update	Complied		
2.3	Register of Audit queries has been maintained and update	Complied		
2.4	Register of Internal Audit reports has been maintained and update	Complied		
2.5	All the monthly account summaries (CIGAS) are prepared and submitted to the Treasury on due date	Complied		
2.6	Register for cheques and money orders has been maintained and update	Complied		
2.7	Inventory register has been maintained and update	Complied		
2.8	Stocks Register has been maintained and update	Complied		
2.9	Register of Losses has been maintained and update	Complied		

2.10	Commitment Register has been maintained and update	Complied		
2.11	Register of Counterfoil Books (GA – N20) has been maintained and update	Complied		
3	**Delegation of Functions for Financial Control (FR 135)**			
3.1	The financial authority has been delegated within the institute	Complied		
3.2	The delegation of financial authority has been communicated within the institute	Complied		
3.3	The authority has been delegated in such manner so as to pass each transaction through two or more officers	Complied		
3.4	The controls has been adhered to by the Accountants in terms of State Account Circular 171/2004 dated 11.05.2014 in using the Government Payroll Software Package	Complied		
4	**Preparation of Annual Plans**			
4.1	The annual action plan has been prepared	Complied		
4.2	The annual procurement plan has been prepared	Complied		
4.3	The annual Internal Audit plan has been prepared	Complied		
4.4	The annual estimate has been prepared and submitted to the NBD on due date	Complied		
4.5	The annual cash flow has been submitted to the Treasury Operations Department on time	Complied		
5	**Audit Queries**			
5.1	All the audit queries has been replied within the specified time by the Auditor General	Complied		
6	**Internal Audit**			
6.1	The internal audit plan has been prepared at the beginning of the year after consulting the Auditor General in terms of Financial Regulation 134(2) DMA/1-2019	Complied		
6.2	All the internal audit reports has been replied within one month	Complied		

6.3	Copies of all the internal audit reports has been submitted to the Management Audit Department in terms of Sub-section 40(4) of the National Audit Act No. 19 of 2018	Complied		
6.4	All the copies of internal audit reports has been submitted to the Auditor General in terms of Financial Regulation 134(3)	Complied		
7	**Audit and Management Committee**			
7.1	Minimum 04 meetings of the Audit and Management Committee has been held during the year as per the DMA Circular 1-2019	Complied		
8	**Asset Management**			
8.1	The information about purchases of assets and disposals was submitted to the Comptroller General's Office in terms of Paragraph 07 of the Asset Management Circular No. 01/2017	Complied		
8.2	A suitable liaison officer was appointed to coordinate the implementation of the provisions of the circular and the details of the nominated officer was sent to the Comptroller General's Office in terms of Paragraph 13 of the aforesaid circular	Complied		
8.3	The boards of survey was conducted and the relevant reports submitted to the Auditor General on due date in terms of Public Finance Circular No. 05/2016	Complied		
8.4	The excesses and deficits that were disclosed through the board of survey and other relating recommendations, actions were carried out during the period specified in the circular	Complied		
8.5	The disposal of condemn articles had been carried out in terms of FR 772	Complied		
9	**Vehicle Management**			
9.1	The daily running charts and monthly summaries of the pool vehicles had been prepared and submitted to the Auditor General on due date	Complied		

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

12.3	The settlement of unsettled loan balances which exists from a considerable period of time.	Not complied with	Unsettled loan balances and related reasons : **01. Mr. D.M.R. Dissanayake-O.E.S-Rs. 45,412.69 - Dismissed from service.** This officer has gone abroad on 03.08.2021 after being dismissed. On 09.01.2023, his wife has paid part of the loan amount and interest amounting to Rs. 35,000.00. A case has been filed with the Attorney General, as a balance of Rs. 45,412.69 has to be recovered by 31.12.2023. Letters dated 20.07.2023, 08.09.2023, and 10.11.2023 have been sent inquiring about the current status of this case, and it has been informed by the letter dated 08.12.2023, that the case will be recalled on 04.06.2024.	This is a situation beyond control.
			02. Mrs. P.T.S. De. Peiris- O.E.S.- Rs. 160,750.00 – Dismissed from service. . It was informed on 07.07.2023 that vacation of post is served with effect from 10.05.2023. Informed the Department of Railways on 22.11.2023 to recover it from the salary of their employee, Mr. K.G.D. Upul Nishantha, guarantor for the loan amount.	This is a situation beyond control.

13	**General Deposit Account**			
13.1	The action had been taken as per F.R.571 in relation to disposal of lapsed deposits	Complied		
13.2	The control register for general deposits had been updated and maintained	Complied		
14	**Imprest Account**			
14.1	The balance in the cash book at the end of the year under review remitted to TOD	Complied		
14.2	The ad-hoc sub imprests issued as per F.R. 371 settled within one month from the completion of the task	Complied		
14.3	The ad-hoc sub imprests had not been issued exceeding the limit approved as per F.R.371	Complied		
14.4	The balance of the imprest account had been reconciled with the Treasury books monthly	Complied		
15	**Revenue Account**			
15.1	The refunds from the revenue had been made in terms of the regulations	Complied		
15.2	The revenue collection had been directly credited to the revenue account without credited to the deposit account	Complied		
15.3	Returns of arrears of revenue forward to the Auditor General in terms of F.R.176	Complied		
16	**Human Resource Management**			
16.1	The staff had been paid within the approved cadre	Complied		
16.2	All members of the staff have been issued a duty list in writing	Complied		
16.3	All reports have been submitted to MSD in terms of their circular no.04/2017 dated 20.09.2017	Complied		
17	**Provision of Information to the Public**			
17.1	An information officer has been appointed and a proper register of information is maintained and updated in terms of Right To Information Act and Regulation	Complied		
17.2	Information about the institution to the public have been provided by Website or alternative measures and has it been facilitated to appreciate / allegation to public against the public authority by this website or alternative measures	Complied		

17.3	Bi-Annual and Annual reports have been submitted as per section 08 and 10 of the RTI Act	Complied		
18	**Implementing Citizens Charter**			
18.1	A citizens charter/ Citizens client's charter has been formulated and implemented by the Institution in terms of the circular number 05/2008 and 05/2018(1) of Ministry of Public Administration and Management	Complied		
18.2	A methodology has been devised by the Institution in order to monitor and assess the formulation and the implementation of Citizens Charter / Citizens client's charter as per paragraph 2.3 of the circular	Complied		
19	**Preparation of the Human Resource Plan**			
19.1	A human resource plan has been prepared in terms of the format in Annexure 02 of Public Administration Circular No.02/2018 dated 24.01.2018.	Complied		
19.2	A minimum training opportunity of not less than 12 hours per year for each member of the staff has been ensured in the aforesaid Human Resource Plan	Complied		
19.3	Annual performance agreements have been signed for the entire staff based on the format in Annexure 01 of the aforesaid Circular	Complied		
19.4	A senior officer was appointed and assigned the responsibility of preparing the human resource development plan, organizing capacity building programs and conducting skill development programs as per paragraph No.6.5 of the aforesaid Circular	Complied		
20	**Responses Audit Paras**			
20.1	The shortcomings pointed out in the audit paragraphs issued by the Auditor General for the previous years have been rectified	Complied		