



வார்டிக கார்டயசா஁ன வார்டால
வருடாந்த ஁யலாற்றுகை அறிக்கை
Annual Performance Report

2023



கமீகர்ட டேயார்டமேந்டுல
தொழில் திணைக்களம்
Department of Labour



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Chapter One

Institutional profile/ Executive Summary

Institutional profile / Executive Summary

1.1 Introduction

Guaranteeing the rights of the worker community in the private sector and semi-government sector of Sri Lanka provided for by labour legislation is the mandate of the Department of Labour. Transcending this mandate in the year 2023, the Department discharged its functions according to the priority to foster industrial peace at the institutional level through the promotion of employer-employee relationships while reinforcing employee rights with support enlisted from employers.

Further, in consonance with the policy of the government to create a more conducive environment for encouraging investments, the Department of Labour executed preliminary work for the introduction of the new labour law that will replace the decades old, complex and archaic labour laws with a view to contributing to advanced employer-employee relationship.

1.2 Vision. Mission and Objectives



Vision

“A country with a lasting industrial peace for an internationally competitive economy”



Mission

“Contribute to the socio-economic development of Sri Lanka, through the establishment of a decent work environment with secured industrial peace, while protecting labour rights.”



Objectives

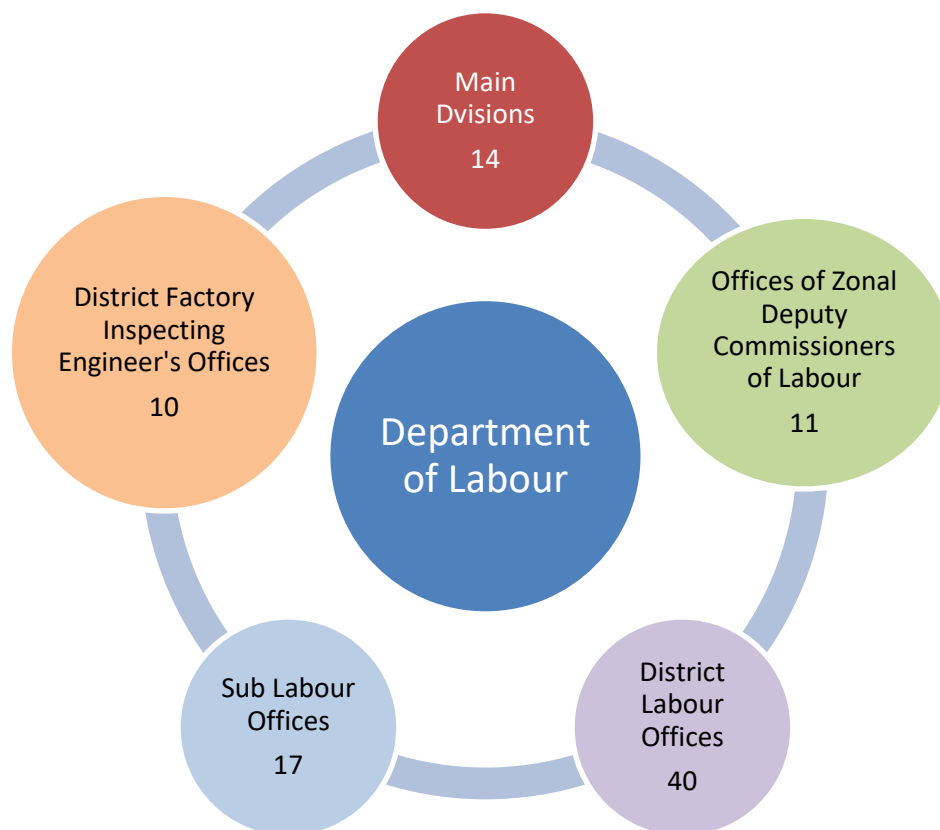
- Consolidating everlasting industrial peace in private and semi government sector workplaces.
- Improving the conditions of work for the worker by establishing a decent work environment and formulating labour standards.
- Securing social protection for the worker
- Guaranteeing employment security for women and young persons and eliminating child labour.
- Creating a work environment conducive to health of workers and free of accidents.

1.3 Key Functions

- Pursuing action to strengthen employer-employee relationships at the institutional level by promoting social dialogue.
- Protecting the rights of workers through the enforcement of labour laws.
- Settling industrial disputes by means of collective agreements and arbitration.
- Initiating action for the social security of workers through the Employees' Provident Fund.
- Dealing with the occupational safety and health of employees.
- Eliminating child labour and pursuing action for the safety of female employees.
- Taking measures to safeguard labour standards by strengthening salaries and conditions of work.

1.4 Structure, organizational chart, main divisions and overall staff of the Department

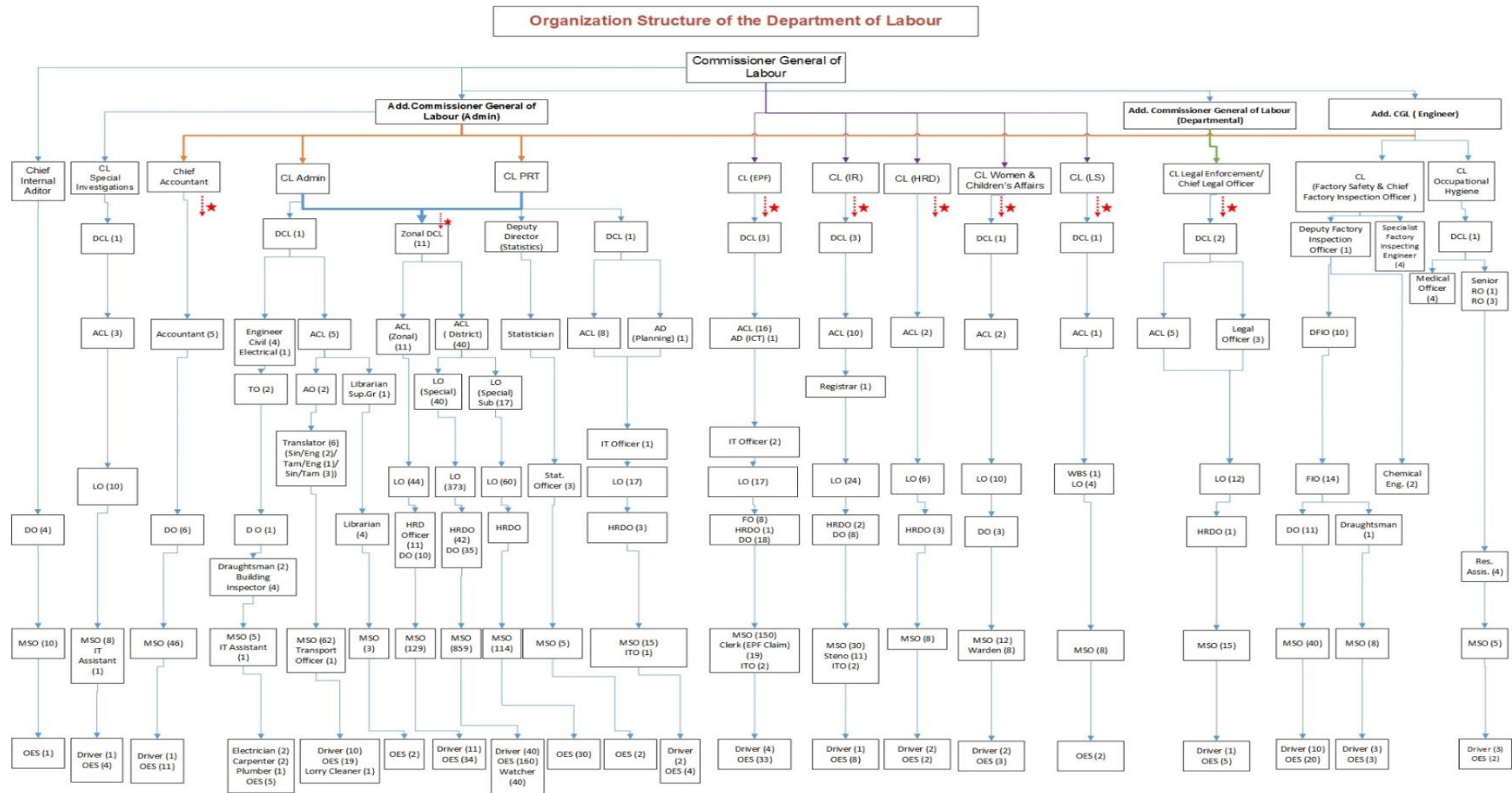
1.4.1 Structure of the Department



1.4.2 Main Divisions of the Department

✓ Industrial Relations Division	✓ Employees' Provident Fund Division
✓ Human Resources Development Division	✓ Enforcement Division
✓ Special Investigations Division	✓ Administrative Division
✓ Labour Standards Division	✓ Finance Division
✓ Industrial Safety Division	✓ Planning, Research, Training and Publications Division
✓ Occupational Hygiene Division	✓ Statistics Division
✓ Women and Children's Affairs Division	✓ Internal Audit Division

1.4.4 Organizational Structure of the Department of Labour



1.5 Divisions of the Department

The following divisions have been established under the Department and are in operation in order to operationalize the specified subject areas.

- 1.5.1 Industrial Relations Division
- 1.5.2 Human Resources Development Division
- 1.5.3 Special Investigations Division
- 1.5.4 Labour Standards Division
- 1.5.5 Industrial Safety Division
- 1.5.6 Occupational Hygiene Division
- 1.5.7 Women and Children's Affairs Division
- 1.5.8 Employees' Provident Fund Division
- 1.5.9 Enforcement Division
- 1.5.10 Administration Division
- 1.5.11 Finance Division
- 1.5.12 Planning, Research, Training & Publications Division
- 1.5.13 Statistics Division
- 1.5.14 Internal Audit Division

Further, there are 11 offices of the zonal deputy commissioner of labour, 40 district labour offices, 17 sub labour offices and 10 district factory inspecting engineer's offices have been established throughout the country under the decentralization of functions of the Department of Labour for the provision of services expected by the working community scattered throughout the country.

The role of each of the above divisions is outlined below.

1.5.1 Industrial Relations Division

The Industrial Relations Division is responsible for maintaining industrial peace in the country while safeguarding the rights of employees and also establishing a decent work environment for boosting the economic growth and development of the country. Industrial Relations Division consists of the Termination of Employment Branch and the Trade Union Branch and is also responsible for coordinating the functions of arbitration and industrial court.

Accordingly, establishing the industrial peace required for uplifting economic productivity, safeguarding terms and conditions stipulated by labour legislations, registration of collective agreements and promotion of such registration, minimizing strikes and industrial disputes and establishing a legal personality through the registration of trade unions are the main objectives of this division seeks to achieve.

The following legislations are enforced by this division.

- Industrial Disputes Act No. 43 of 1950
- Gratuity Act No. 12 of 1983
- Termination of Employment of Workers' (Special Provisions) Act No. 45 of 1971
- Trade Unions Ordinance No. 14 of 1935
- Minimum Retirement Age of Workers' Act No. 28 of 2021

1.5.2 Human Resources Development Division

For enhanced productivity and efficiency in private and semi government sector institutions established throughout the country, the Human Resources Development Division guides the process of establishing a conducive work environment that would strengthen industrial peace between the two parties. Accordingly, the division executes the following functions;

1.5.2.1 Establishment of workplace cooperation at the institutional level by introducing and implementing policies and strategies for the promotion of social dialogue.

1.5.2.2 Building industrial peace whilst functioning as a facilitator for establishing collective agreements.

1.5.2.3 Educating both employers and employees on labour laws through awareness programmes for private and semi government sector institutions aimed at creating favourable working environment.

1.5.2.4 Building tripartite relationships via regional labour offices in partnership with employers, employees, and the Department of Labour, collating data requisite for policy making, sharing knowledge and conducting zonal/district consultations and social platforms programmes for settling issues between the two parties, employers and employees as to labour laws.

1.5.2.5 Publishing journals and magazines to broaden knowledge for preventing the occurrence of industrial disputes.

1.5.3 Special Investigations Division

In cases where the Commissioner General of Labour receives a complaint and requests that are not covered by labour inspections carried out in district labour offices, the investigation related to those complaints are carried out by the Special Investigations Division.

In cases where the Commissioner General of Labour decides that any complaint hearing or investigation should be conducted by the Special Investigations Division, such complaints shall be conducted by this division.

Either the employee or the employer who is dissatisfied with the manner in which a complaint has been or is being investigated in a labour office, can submit a request to Special Investigations Division for re-examination of the complaint.

According to the order of the Commissioner General of Labour, the Special Investigations Division has the powers to conduct a labour investigation wherever there is an employer-employee relationship in Sri Lanka.

1.5.4 Labour Standards Division

Formulating policies, standards, terms and conditions of work, giving legal effect thereto and monitoring their implementation in order to ensure the welfare and job security of the workers employed by the private sector is an ongoing process of the Department. Providing relevant interpretations for the settlement of problematic issues that arise in respect of terms and conditions of service, and securing the rights of workers by monitoring the progress of the implementation of labour standards is an integral part of this process, and discharging this overall responsibility is carried out by the Labour Standards Division of the Department.

The following acts and ordinances are enforced by this division.

- Wages Boards Ordinance No. 27 1941
- Shop and Office Employees Act No. 19 of 1954
- Budgetary Relief Allowance of Workers Act No. 36 of 2005
- National Minimum Wages of Workers Act No. 03 of 2016
- Budgetary Relief Allowance of Workers Act No. 04 of 2016

1.5.5 Industrial Safety Division

The danger of physical injuries and even death exists for workers in factories due to electricity, heat, air pressure, excessive light or sound, and minimizing such accidents is one of the primary responsibilities of the Industrial Safety Division. The legislation relevant to the occupational safety, health, and welfare of workers working in factories of Sri Lanka is the Factories Ordinance No. 45 of 1942 and regulations made thereunder. It is expected to improve the efficiency of workplaces by creating a safe workforce with no fears of accidents through the establishment of a hazard-free working environment and thereby increasing the domestic production and enhancing the contribution made to the national economy.

Engineers attached to 10 District Factory Inspecting Engineer's Offices established covering the entire island inspect factories to discharge this function, and since risky situations identified during labour inspections conducted by Labour officers are reported to the District Factory Inspecting Engineer's Offices, such information are used to provide a safe environment for workers.

Basically, the following activities are carried out to ensure industrial safety:

- 1.5.5.1 Registration of new factories
- 1.5.5.2 Inspection and approval of building plans
- 1.5.5.3 Inspection of factories
- 1.5.5.4 Inquiries into accidents and dangerous situations
- 1.5.5.5 Constituting legal action
- 1.5.5.6 Regulating the inspection of high-risk machinery
- 1.5.5.7 Investigating into complaints
- 1.5.5.8 Conducting awareness workshops
- 1.5.5.9 Referring the victims of occupational accidents and diseases to the Commissioner of Workmen's Compensation and the Shrama Vasana Fund
- 1.5.5.10 Other programmes
- 1.5.5.11 Carrying out engineering works of the Department of Labour and the Ministry

1.5.6 Occupational Hygiene Division

According to the provisions of the Factories Ordinance in force, health and occupational safety of employees is a legal obligation of the employer and the right to work in a safe environment is a fundamental right of the worker.

The operational process of the Occupational Hygiene Division is to impart the knowledge required for the creation of an environment with the highest degree of physical, mental, social and spiritual wellbeing for the professionals thereby minimizing the risk of workers becoming victims of diseases while engaged in their work due to unhealthy work environment and inspect the service conditions available in workplaces.

Inspecting using scientific methods to determine whether there are conditions in the work environment that could cause health problems for workers immediately or in the long run and quantifying such probable health issues qualitatively and quantitatively under an accepted scientific method and creating awareness of measures to be adopted for the prevention of such accidents are the primary responsibilities of this division.

Primarily, the following functions are discharged by this division:

- 1.5.6.1 Inspecting healthcare status of workplaces
- 1.5.6.2 Providing education required for promoting health in workplaces
- 1.5.6.3 Providing decisions of medical boards
- 1.5.6.4 Giving evidence in courts regarding working conditions and the occurrence of diseases on behalf of persons claiming compensation as a result of being exposed to poor occupational hygiene
- 1.5.6.5 Assessing the status of diseases of workers who apply for funds from the Employees' Provident Fund and the Employees' Trust Fund as a result of being unable to continue employment due to poor health

1.5.7 Women and Children's Affairs Division

Increasing women's contribution within the Sri Lankan labour force and eliminating child labour is a statutory responsibility of the government of Sri Lanka and these are the two-fold functional responsibilities of the Women and Children's Affairs Division

One of the prime responsibilities of this division is to offer productive women's labour contribution to the country by enforcing labour legislation applicable to working women, and reviewing such legislation in a timely manner and recommending necessary amendments

Similarly, eliminating child labour with the contribution of all stakeholders, enforcing labour legislation applicable to children under 18 years of age and recommending amendments to existing laws that be compatible with prevailing social issues are key responsibilities of this Division.

Accordingly, the following tasks are carried out by this Division.

- 1.5.7.1 Enforcing the provisions of existing laws applicable to employed women and children and guiding the zonal, district and sub labour offices towards this end.
- 1.5.7.2 Conducting awareness programmes island-wide for women and children.
- 1.5.7.3 Submitting recommendations for the strengthening of existing laws having studied and identified weaknesses and deficiencies of laws applicable to employed women and children.
- 1.5.7.4 Making an effective contribution to child development committees held at the national, provincial, district and divisional levels.
- 1.5.7.5 Maintenance of women's hostels of the Department of Labour established at Free Trade Zones for women employees.

The following acts are enforced by this Division.

- Employment of Women, Young Persons and Children Act No. 47 of 1956
- Maternity Benefits Ordinance No.32 of 1939

1.5.8 Employees' Provident Fund Division

The Employees' Provident Fund has been established under the Employees' Provident Fund Act No. 15 of 1958, with the principal objective of ensuring a secured retired life free of economic burdens for the country's workforce in the private and semi government sectors. The fund is administered by the Department of Labour and the Monetary Board of the Central Bank is in charge of the management of its funds. The role is expected to be performed under this Act, which was subject to amendments from time to time is as follows.

- 1.5.8.1 Registration of establishments under the Employees' Provident Fund
- 1.5.8.2 Registration of employees as members under the Employees' Provident Fund
- 1.5.8.3 Recovering arrears from employers who default the contributions
- 1.5.8.4 Issuing payment orders for the payment of benefits to employees

- 1.5.8.5 Recommending requests submitted for obtaining loans for housing purposes by placing the Employees' Provident Fund deposits of the employee as a guarantee
- 1.5.8.6 Issuing clearance certificates for private security service providers enabling them to obtain security license.
- 1.5.8.7 Issuing payment orders for the payment of money up to 30% of the account balance of the member for housing purposes or seeking medical treatment.
- 1.5.8.8 Monitoring the approved provident funds

1.5.9 Enforcement Division

The Enforcement Division of the Department of Labour pursues action with the objective of establishing industrial peace by more efficient enforcement of labour laws across the island. In order to ensure compliance through the provisions of labour legislation required to be enforced by the Department of Labour throughout the island. The Enforcement Division constitutes legal action against violators of such laws, thereby safeguarding the rights of workers while fostering employer-employee cooperation.

Accordingly, the main functions of the Enforcement Division are outlined below.

- 1.5.9.1 Initiating action for the prosecution in magistrate courts in instances where statutory labour laws are violated leading to such cases.
- 1.5.9.2 Maintaining necessary coordination with the Attorney General's Department in lawsuits filed against or by the Department of Labour in the Commercial High Court, Provincial High Court, Court of Appeal or Supreme Court.
- 1.5.9.3 Supervision of court proceedings initiated by the district and sub-labour offices under the supervision of zonal offices, offering necessary instructions and reviewing the progress of such court proceedings.
- 1.5.9.4 Legal officers attached to the zonal offices offer necessary instructions in cases where judicial proceedings have to be initiated by the district/sub labour offices located in the zone and in the process of reactivating dormant cases and appear for the Department whenever necessary.

1.5.10 Administration Division

The Administrative Division consists of four branches, i.e., the administrative branch, establishment branch, building maintenance unit and the library.

Of them, the Administration Branch deals with all the services and supplies of the Department. Identifying land requirements for the construction of buildings in the Department, guiding the building construction activities, handling activities relating to rehabilitation and upgrading of buildings, procuring buildings on rent as per requirements, administering vehicles for the Department, providing infrastructure facilities required for the divisions and regional offices of the Department, managing capital goods and equipment,

approving overtime, holiday payments, Agrahara insurance and distress loans are carried out by this branch.

The Establishments Branch is responsible for identifying staff requirements for the Department, handling all activities relating to recruitment, promotion of officers, conducting efficiency bar examinations, appraisals of performance and granting salary increments, implementing transfer procedures, handling the retirement of officers, leave of officers and disciplinary matters.

The Building Maintenance Unit assists in the preparation of annual budgetary estimates and procurement plans for the construction of building and rehabilitating and upgrading existing buildings of the Department, coordinates with the Department of Buildings and other institutions, supervises activities pertaining to the rehabilitation and upgrading of buildings and deals with all maintenance activities of the head office and regional offices.

The Library of the Department of Labour is the foremost library in Sri Lanka with a large collection of legislation, books, publications and journals on the field of labour. The library offers facilities for the staff of the Department of Labour and other institutions affiliated to the Ministry of Labour as well as for external readers for the perusal of all legislation, books and publications for study and reference purposes. The Library provides services such as lending books, reference services, photocopy service, collection of newspaper articles, pagination service and inter-library loans service.

The collection in the library of the Department of Labour comprises more than 200,000 books, journals and other publications. Amongst this collection are labour legislation, publications of the International Labour Organization, publications of the United Nations and various other books covering all aspects of the field of labour including child labour.

The Department of Labour also maintains a museum for the conservation of old acts, ordinances and documents relating to the subject of labour. The museum depicts the evolution of the labour sector of Sri Lanka from its inception to date.

1.5.11 Finance Division

Physical resources as well as financial resources are vital for the successful implementation of annual activities and attainment of expected outcomes of the Department of Labour. Accordingly, the Division adopts measures for efficient, effective and economical administration of financial resources allocated to the department from the budget in compliance with state policies.

The Finance Division handles the following activities for effective and transparent management of finances of the Department.

- 1.5.11.1 Preparing and implementing the procurement plan of the Department.
- 1.5.11.2 Distributing goods and services obtained through the procurement process
- 1.5.11.3 Issuing imprest for regional offices and monitoring financial activities thereof.

- 1.5.11.3.1 Preparing monthly, biannual and annual account reports and submitting same to the relevant parties on the due date.
- 1.5.11.3.2 Handling all activities connected with receipts and payments to external parties in compliance with rules and regulations.
- 1.5.11.4 Conducting capital assets survey and disposing of assets of the department
- 1.5.11.4.1 Paying personal emoluments and advances and allowances of officials of the Department.

1.5.12 Planning, Research, Training and Publication Division

Drafting the Annual Action Plan and the Strategic Plan of the Department and coordinating activities for guiding all divisions and regional offices of the Department to attain targets thereunder, coordinating the affairs of the monthly meeting of the Commissioners of Labour held for discussing the progress of different divisions and scheduled future activities of the department, preparing the monthly progress reports for the progress review meeting convened monthly by the Ministry of Labour and coordinating such meetings, submitting reports requested by the Ministry of Labor and other ministries are the key functions of the Planning, Research, Training and Publication Division.

This division holds responsibility for steering the progress review activities of regional offices of the Department and the preparation and monitoring of the annual progress review plan of regional offices thereunder too is handled by this division. Progress review is carried out through Deputy Commissioners of Labour in charge of zones and progress is assessed through monitoring teams in each regional office.

Thus, this Division monitors the operations of all district and sub-labour offices as well as all divisions of the Department for the attainment of the vision and mission and the reaching of relevant annual targets of the Department of Labour. The supervisory function of this division is to monitor the activities of the divisions of the department and district offices and making recommendations required for sustaining the progress having analyzed the data obtained therefrom.

Provision of training required for the entire staff of the department, referring officials to training programmes conducted by external institutions, allocation of financial provisions required for degrees and postgraduate degrees followed by employees, carrying out coordination activities required for foreign training are the human resources development functions performed by this Division.

Further, this division handles printing activities such as printing legislation relating to labour laws and determinations of the Wages Boards required for the officials of the Department and printing labour inspection reports, monthly diaries and general forms required for field activities of labour officers

1.5.13 Statistics Division

Collection and analysis of data relevant to the labour sector to develop an understanding on the orientation of the labour sector of Sri Lanka, identifying the need for amending labour legislation, collecting and analyzing data on the labour sector to make projections for the future are the primary functions of the Statistics Division.

Accordingly this division compiles and publishes reports such as the Labour statistics of Sri Lanka, Survey on Working Hours and Labour Cost, Outlook on Labour Needs of Private Sector, Annual Survey of Private and Semi Government Sector Employment, Key Indicators of Labour Market either annually or as per requirements.

1.5.14 Internal Audit Division

Similar to all other public sector institutions, the Department of Labour too has to carry out its activities in conformity with the Financial Regulations, circulars issued from time to time by the government and circulars issued by the Department. To supervise whether such activities are carried out optimally using resources gainfully and with transparency, the Internal Audit Division has been established under the direct supervision of the Commissioner General of Labour.

1.6 Funds under the purview of the Department

The Employees' Provident Fund has been established under the Employees' Provident Fund Act No. 15 of 1958. The Monetary Board of the Central Bank is in charge of the management of the fund.

Chapter Two

Progress and Future Outlook

Progress and Future Outlook

2.1 Securing industrial peace for the promotion of economic development

2.1.1 Maintaining a dialogue between the two parties- the employer and the employee

Programmes for raising awareness amongst both employees and employers of the private and semi government sector institutions on labour laws aimed at creating favourable working environment as well as programmes for enhancing awareness amongst other relevant public sector institutions who should be well versed with labour laws in discharging their duties were organized and conducted by the Department.

Table 2.1 –Awareness programmes conducted from 01 st January 2023 to 31 st December 2023			
Nature of the programme	Name of the programme	No. of programmes held	No of participants/beneficiaries
Promotion of social dialogue	Social dialogue promotion programmes conducted by HRD Division	367	25,975
	Social dialogue promotion programmes conducted by district and sub labour offices	193	9274
	District Labour Office Advisory Councils	79	2245
	Zonal social platform programmes	33	Conducted through zoom technology
Promotion of Industrial safety	Awareness programmes conducted by District Factory Inspection Engineers' Offices	147	4849
Promotion of occupational health	Educational, training and awareness programmes conducted by Occupational Hygiene Division for employees and employers	429	6,078
Protection of occupational rights of women and young persons and sustained reduction in child labour in Sri Lanka	Awareness programmes for female workers of private sector on labour laws applicable to women	28	840
	Awareness programmes conducted to establish child labour free zones under the project for elimination of child labour from Sri Lanka	10	1800
Total		1286	51,061 (Approximately)

**Positive
impact
brought
about by
awareness
programmes**

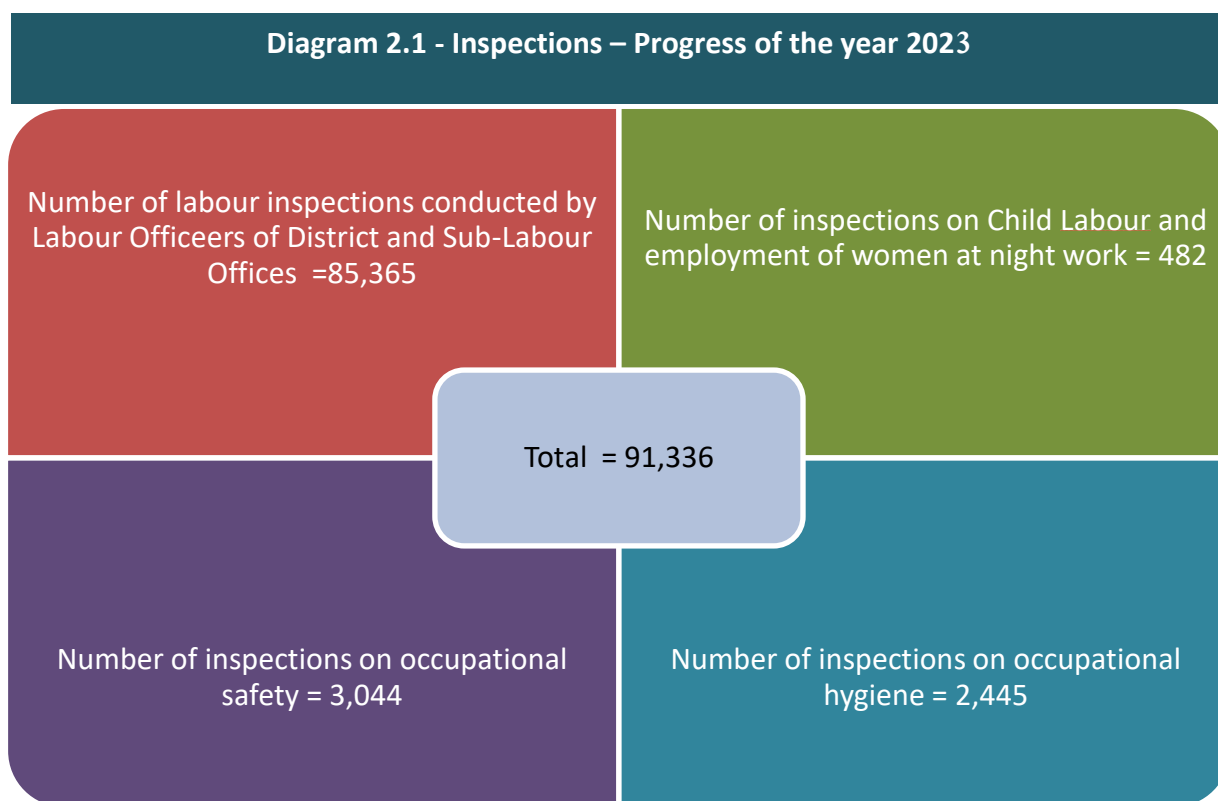
- ✓ It was possible to end strikes in two manufacturing institutes through negotiations during the year 2023 by conducting programmes at the institutional level for the promotion of social dialogue. It enabled roughly 1325 man hours which could otherwise have been lost to domestic economy to be brought back to the production process thus contributing to the growth of the national economy. Similarly, this also made it possible to settle industrial disputes in six other institutions which could have a debilitating impact on production and service provision of those said institutions. Social dialogue circles were also set up for the sustenance of dialogue between employers and employees of these institutions.
- ✓ Decline in fatal accidents in workplaces. (The number of fatal accidents in 2022 was 66 and it dropped marginally to 64 in 2023)



**Photograph 2.1 - Photographs
of several programmes
conducted in the year 2023 to
promote social dialogue**

2.1.2 Conducting Workplace Inspections

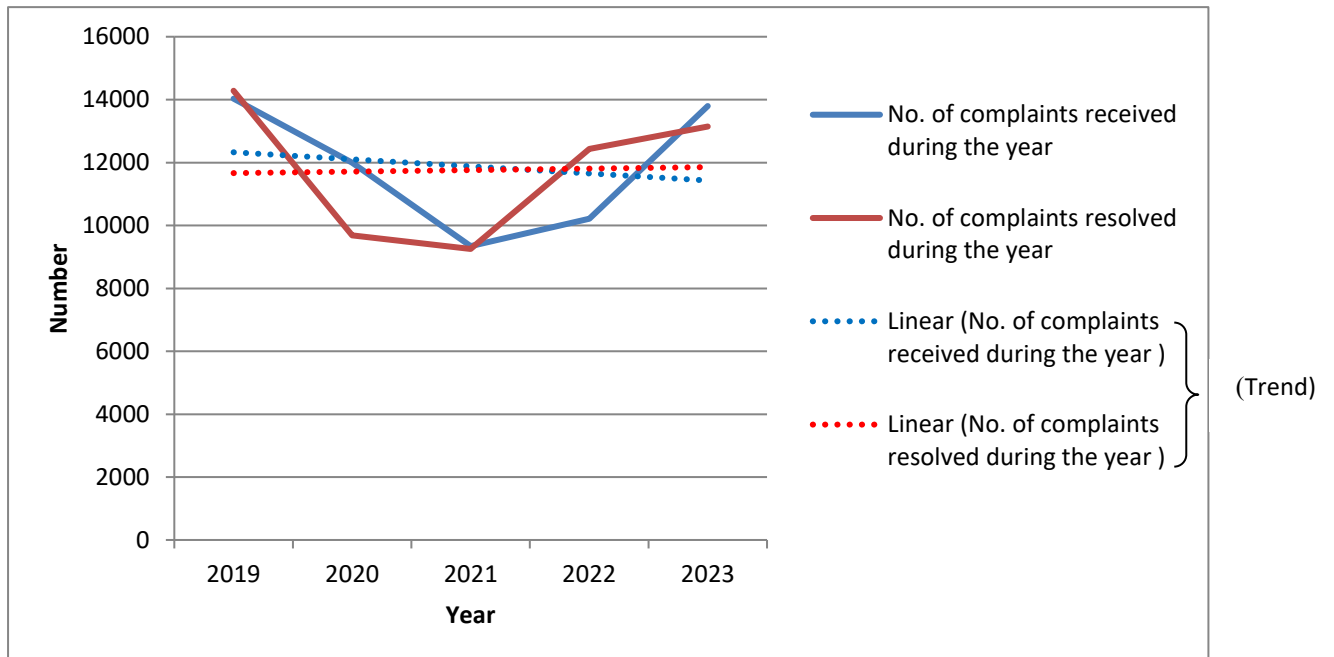
Details of workplace inspections conducted in the year 2023 to investigate whether the laws enacted for the protection of statutory rights of workers in the place of work are complied with and took necessary action to redress disputes and pave the way for the establishment of cordial relationships between employees and employers are given below.



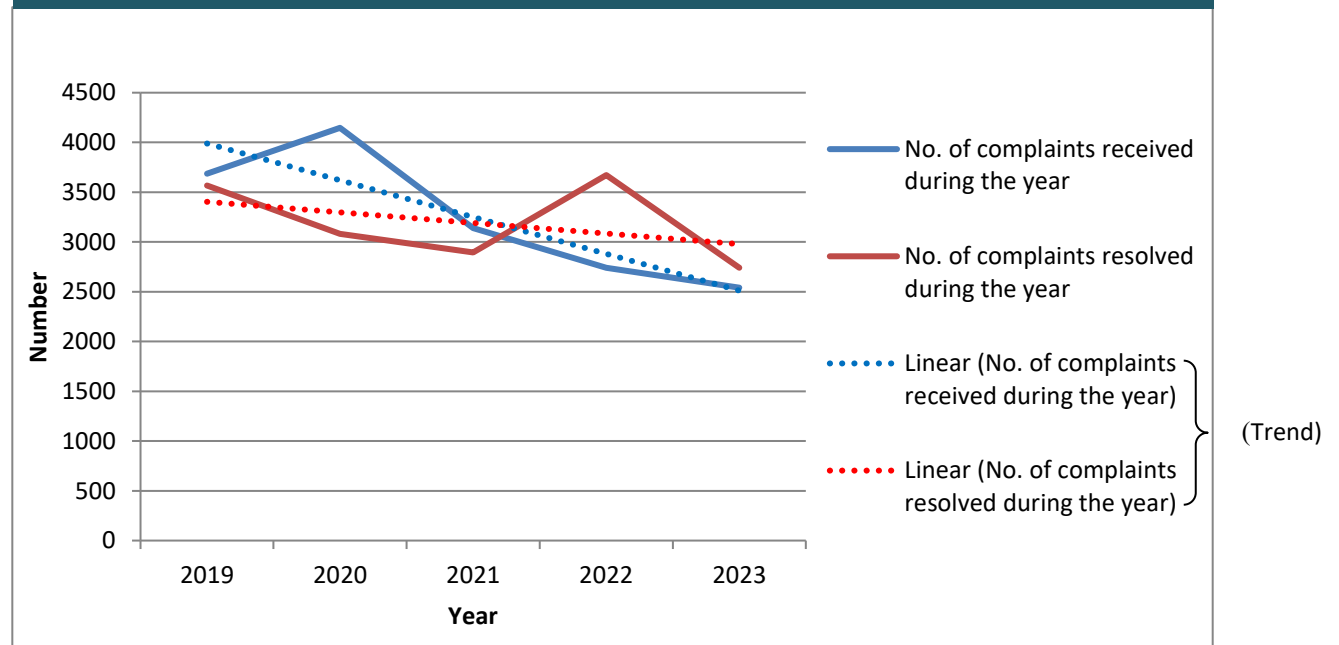
2.1.3 Resolving complaints on the violation of statutory rights and settling the industrial disputes

Action was taken to resolve complaints regarding the violation of statutory provisions and potential industrial disputes lodged with the head office, district offices and sub offices by employees or trade unions. Similarly, reinvestigations were conducted as and when necessary upon a request made for a formal inquiry to the Commissioner General of Labour by any party aggrieved by the way an investigation or an institutional inquiry was conducted into a complaint.

**Graph 2.1 – Complaints received and resolved on violation of statutory rights
– from 2019 to 31.12.2023**



**Graph 2.2 – Complaints received and settled on industrial disputes
- from 2019 to 31.12.2023**



2.1.4 Making interventions to settle strikes

No sooner a situation of an industrial dispute that could possibly lead to a strike action is noticed, the officials of the Department take action to manage the situation and if a strike is launched, necessary interventions are made to settle the dispute. Details of strikes reported from 01.01.2023 to 31.12.2023 are as follows.

Table 2.2 - Data reported on strikes - from 01.01.2023 to 31.12.2023			
Sector	Number of strikes reported	Number of employees participated	Number of man days lost
Plantations	04	842	1797
Construction	-	-	-
Manufacturing	02	101	4662
Mining	-	-	-
Lodging and food supply	-	-	-
Semi government	-	-	-
Other services	01	70	70
Total	07	1013	2329

2.1.5 Persuading employees and employers to enter into collective agreements

By entering into collective agreements as a means of settlement of industrial disputes, a more permanent solution is offered to both the employee and employer and they enable employees to secure greater privileges than the rights and privileges conferred through labour legislation. Similarly, the Department endeavors to make a greater inducement through social dialogue to move towards collective agreements. Accordingly, the total number of collective agreements in operation as at 31st December 2023, including the 31 collective agreements gazetted in the year 2023 was 225.

2.1.6 Conducting arbitration activities

Disputes which cannot be resolved with the intervention of regional labour offices or with the direct involvement of the Industrial Relations Division of the Department is referred to arbitration or to an industrial court. Action was to be taken in the year 2023 in respect of 267 disputes including 90 disputes referred to arbitration during the period from 01.01.2023 to 31.12.2023 out of which investigations into 158 were finalized during the year 2023 and 111 arbitration awards were made and the awards for the remaining 47 will be made in due

course. 18 disputes were withdrawn from the arbitration. Accordingly, the action was being pursued in regard to remaining 91 disputes as at 31.12.2023.

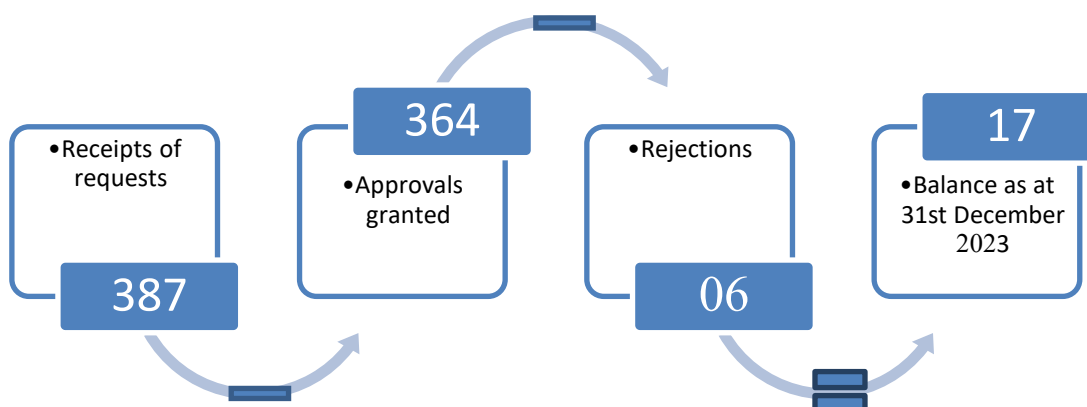
2.1.7 Registration of Trade Unions

All trade unions must register with the Registrar of Trade Unions of the Department of Labour. Accordingly, the total number of trade unions registered with the Department in the year 2023 was 128. The total number of valid trade unions as at 31st December 2023 was 2122. The number of trade unions canceled during the year was 59.

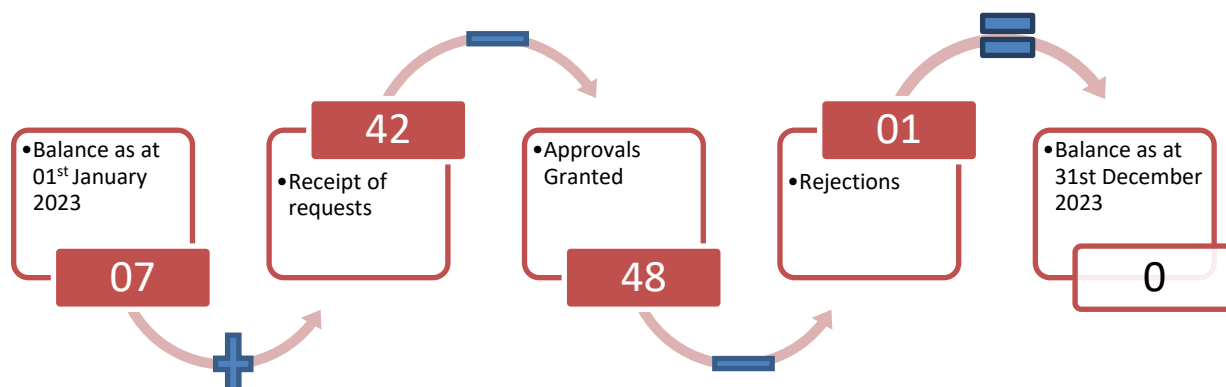
2.2. Protecting and promoting labour standards

Updating and securing salary and service conditions of employees of the private sector is a primary function of the Department. Accordingly, the following activities relating to the scope of that subject were carried out from 01.01.2023 to 31.12.2023.

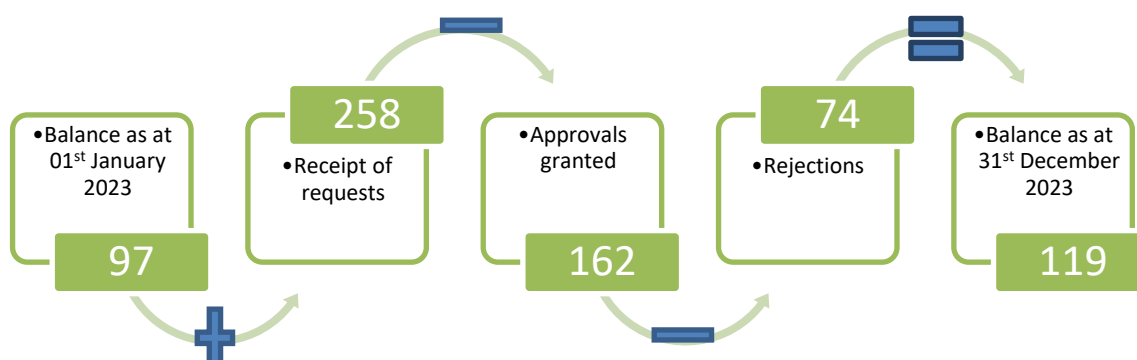
2.2.2. Granting approval for 05-day work week



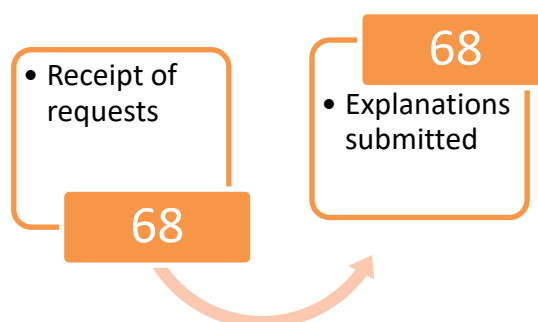
2.2.3 Examining the legal validity of collective agreements



2.2.4 Granting approval for requests made for deductions from wage / salary under the Wages Boards Ordinance and Shops and Office Employees Act



2.2.5 Submitting explanations and interpretations for inquiries made by public and various institutions about enactments



2.3 Ensuring decent work environment for occupational safety of the employee

Minimizing physical injuries and accidents that may be caused by employees working in factories is a key responsibility of the Department. The main legal instrument applicable to the occupational safety, health and welfare of workers employed by factories of Sri Lanka is the Factories Ordinance No, 45 of 1942.

The Department of Labour mainly carried out the following activities to ensure an accident free work-environment.

Diagram 2.2 - Activities conducted from 01st January 2022 to 31st December 2023

	Number of factories registered during 2023 in terms of new regulations =1170												
	Progress of checking and approval of Building Plans Balance as at 01.01.2023 = 37 Number of requests received in 2023 = 260 Number of building plans checked and approved = 259 Number of requests still processing as at 31.12.2023 = 38												
	Information on number of factories inspected <table border="1"> <thead> <tr> <th>Nature of industry</th><th>Number of Factories Inspected</th></tr> </thead> <tbody> <tr> <td>Power</td><td>2859</td></tr> <tr> <td>Non – Power</td><td>26</td></tr> <tr> <td>Construction Sites</td><td>20</td></tr> <tr> <td>Others</td><td>139</td></tr> <tr> <td>Total</td><td>3044</td></tr> </tbody> </table>	Nature of industry	Number of Factories Inspected	Power	2859	Non – Power	26	Construction Sites	20	Others	139	Total	3044
Nature of industry	Number of Factories Inspected												
Power	2859												
Non – Power	26												
Construction Sites	20												
Others	139												
Total	3044												
	Number of fatal accidents reported = 64 Number of non-fatal accidents reported = 1479												
	Number of inspections of high risk machinery = 12,212												

- **Establishing formal safety committees for improving the safety of the worker**

Making self-audits on safety take place within the factory and paving the way for a culture of safety are the main objectives of setting up safety committees. Accordingly, 435 safety committees have been established covering all industrial sectors during the period from 01.01.2023 to 31.12.2023.

2.4 Activities carried out for ensuring occupational hygiene of workers

It is the responsibility of the Department of Labour to assess using scientific methods whether there is a possibility of health issues or accidents in a workplace to ensure safety and health of workplaces and enhance awareness on the measures that can be adopted to prevent such accidents. Measures taken to address problematic situations in various institutions as regards occupational safety and health during the period from 01.01.2023 to 31.12.2023.

Diagram 2.3 – Activities conducted during the period from 01.01.2023 to 31.12.2023

	Number of work environment monitoring conducted = 321
	Number of Biological Monitoring / Medical Surveillances conducted = 1722
	Number of Occupational safety and health audits conducted = 402

Diagram 2.4 – Action taken to solve problematic situations that arose in various institutions as regards occupational safety and health from 01.01.2023 to 31.12.2023

No. of institutions in which interventions were made to solve problematic situations	Output of the activity
10	Having made necessary interventions for problematic situations regarding occupational safety and health in 10 institutions, action was taken to resolve such situations thereby ensuring occupational safety and health of 3437 employees.

Similarly, having selected three industrial estates in Colombo with small and medium scale factories, a project was launched in the year 2023 to upgrade the occupational safety and health of factory workers of the said industrial colonies. The following three industrial estates were selected for this purpose.

1. Panaluwa Industrial Estate, Padukka under the purview of the Industrial Development Board- (22 factories)
2. Katuwana Industrial Estate, Homagama under the purview of the Urban Development Authority (63 factories)
3. Ratmalana Industrial Estate under the purview of the Industrial Development Board- (22 factories)

Accordingly, the following activities were carried out.

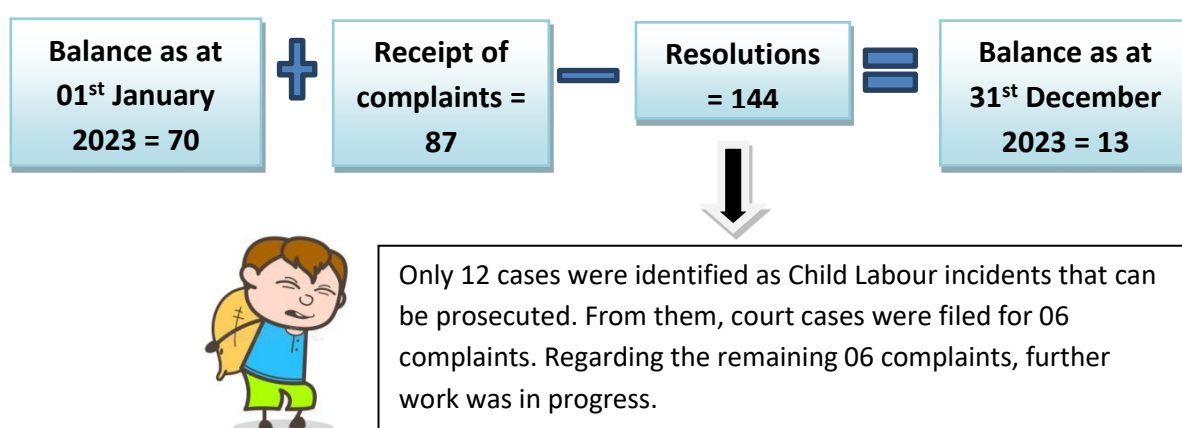
- ✓ Gathering preliminary data on the factory
- ✓ Developing and providing guidelines for improving home management
- ✓ Conducting an audit on occupational safety and health
- ✓ Carrying out environmental measurements
- ✓ Handing over the report with recommendations for improvement as per the data collated.
- ✓ Three training programs on occupational safety and health and social dialogue were conducted in the 3 industrial estates.
- ✓ Twelve employees from all three industrial estates were selected and trained on occupational safety and health, social dialogue and productivity and were appointed as leaders for creating a culture of occupational safety in their respective zones.

2.5 Eliminating child labour and safeguarding occupational rights of employed women and young persons

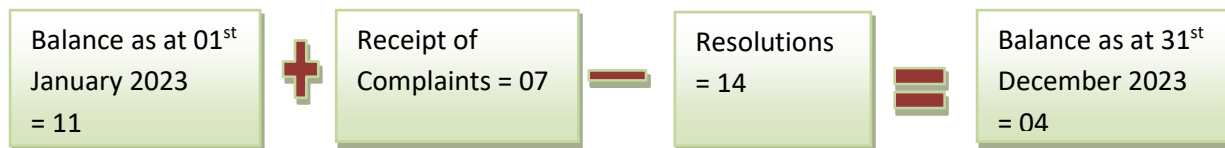
The Department of Labour carries out a host of activities for eliminating child labour from Sri Lanka, enforcing labour laws to protect the rights of employed women and making available a productive labour contribution of women to the country by reviewing such legislation periodically and recommending requisite amendments.

Accordingly, the following activities were carried out from 01st January 2023 to 31st December 2023.

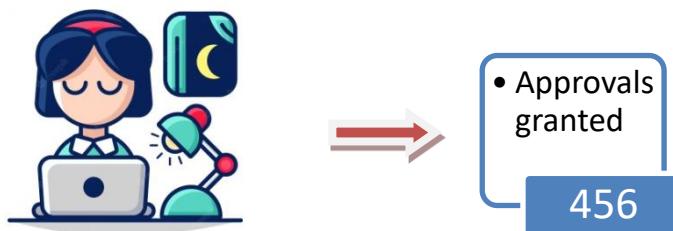
2.5.1 Conducting investigations on complaints received on Child Labour



2.5.2 Investigations into complaints regarding violation of service conditions applicable to the employment of women at night



2.5.3 Granting approval for employing women at night



2.5.4 Details of programmes conducted in 2023 to establish child labour free zones under the project for elimination of child labour from Sri Lanka

Subsequent to the identification of an area vulnerable to child labour within each of the 10 districts (Galle, Gampaha, Puttalam, Matara, Badulla, Monaragala, Nuwaraeliya, Kandy, and Trincomalee) selected for the implementation of the programme in the year 2023, programmes were initiated in a school or a children's society in the area and programmes were conducted in all the selected districts on 31.12.2023. As part of the programme, the school equipment kits were distributed amongst 409 children of low-income families whose children are at a greater vulnerability to child labour.



Photograph 2.2 - Project for the elimination of child labour (Nuwaraeliya District programme - on 21.09.2023)



Photograph 2.3 - Project for the elimination of child labour (Monaragala District programme - on 20.09.2023)

2.6 Social security of employees

The Employees' Provident Fund, established by the Employees' Provident Fund Act No. 15 of 1958 with the principal objective of ensuring a secured retirement for the country's workforce in the semi-government and private sectors is administered by the Department of Labour. The fund is managed by the Monetary Board of the Central Bank of Sri Lanka. The role expected to be performed under this Act, which was subjected to amendments from time to time is as follows.

✓ **Registration of establishments under the Employees' Provident Fund**

✓ **Registration of employees as members under the Employees' Provident Fund**

✓ **Recovering arrears from employers who default the contributions**

✓ **Issuing payment orders for the payment of benefits to employees**

✓ **Recommending requests submitted for obtaining loans for housing purposes by placing the Employees' Provident Fund deposits of the employee as a guarantee**

✓ **Issuing clearance certificates for private security service providers enabling them to obtain security license.**

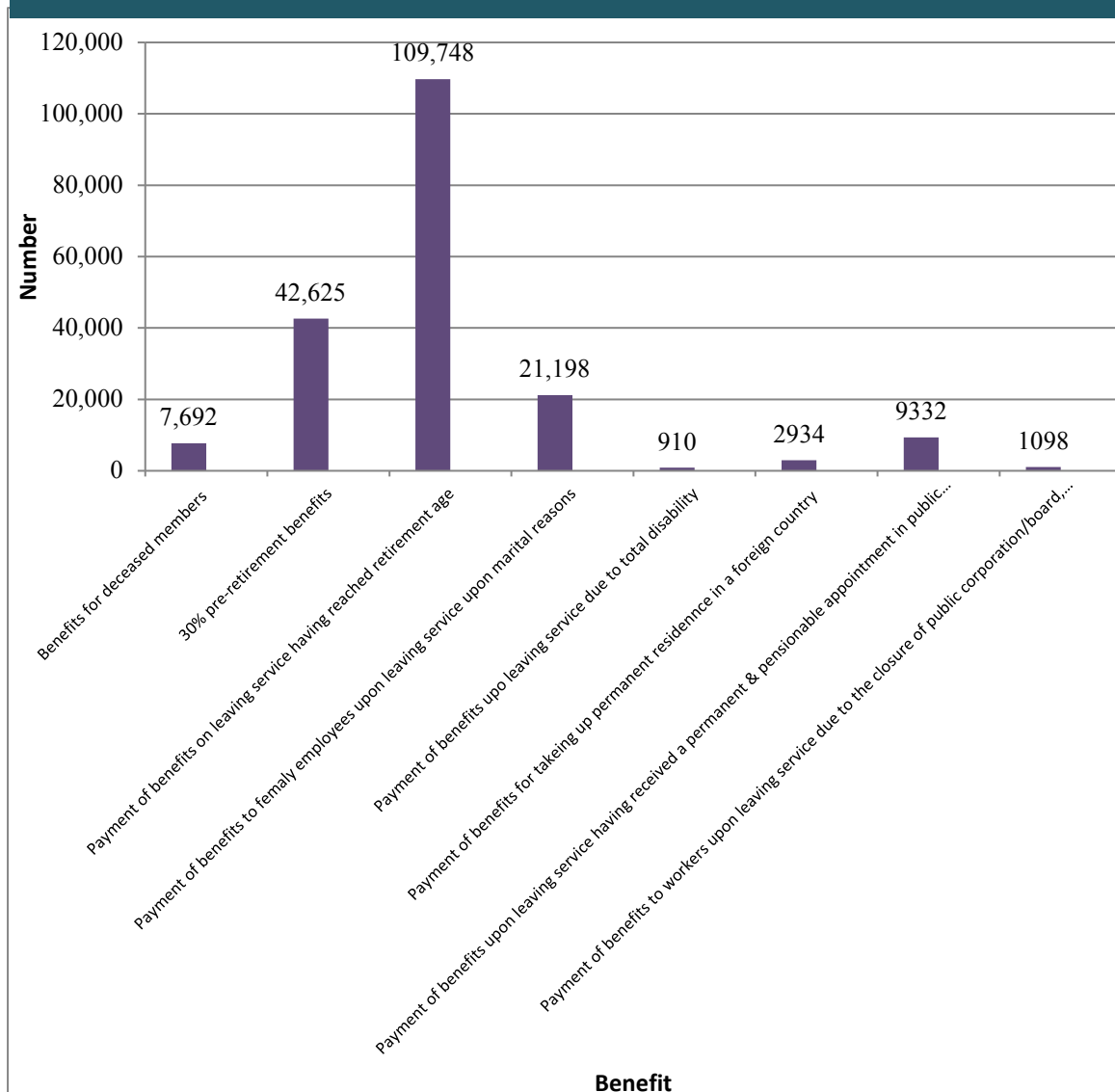
✓ **Issuing payment orders for the payment of money up to 30% of the account balance of the member for housing purposes or seeking medical treatment.**

✓ **Monitoring the approved / private provident funds.**

2.6.1 Payment of benefits of EPF

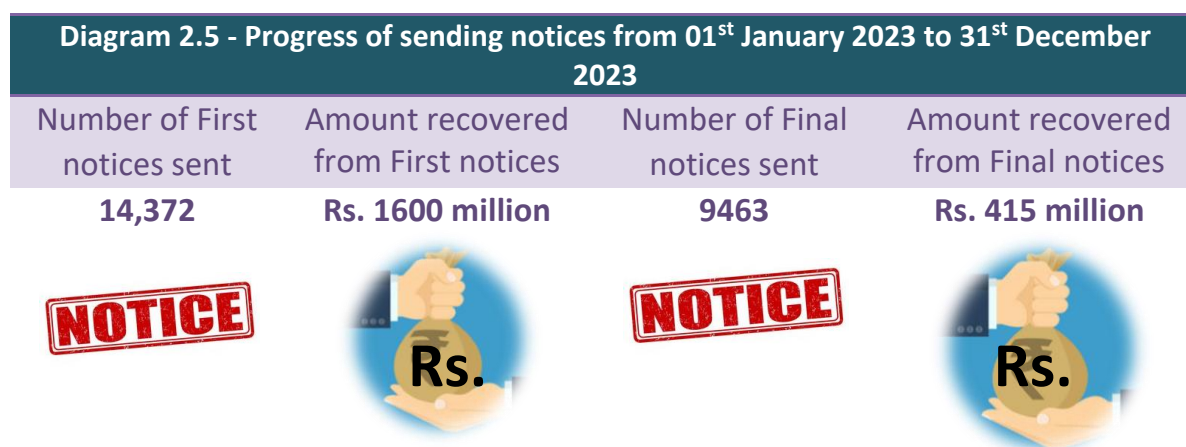
The total number of beneficiaries who received benefits of the EPF from 01st January 2023 to 31st December 2023 was 195,537 and the classification thereof is depicted in the following graph.

Graph 2.3 - Number of Letters of Determination sent from 01st January 2023 to 31st December 2023



2.6.2 Sending notices to recover contributions from employers who default contributions

First notices and red notices are issued for employers who fail to make contributions as stipulated and if such notices are not properly responded to, action was taken to proceed to legal actions and recover the arrears together with the surcharge and account them.



2.6.3 Measures adopted for the promotion of Employees' Provident Fund and boosting efficiency of service delivery to clients

- A new software was developed for the registration of employees under the Employees' Provident Fund. Accordingly, action was taken to install this new software at District Labour Offices located at the premises of the head office whereby it is expected to optimize activities relating to the registration of employees with the Employees' Provident Fund.
- The upgrading of the software systems required for the provision of services of the EPF as digital services such as the registration of employers for the Employees' Provident Fund, registration of employees under the EPF, inspection of member details (such as name, membership number etc.), submission of application for obtaining benefits, checking the current status after the submission of the application claiming benefits is in the final stage.



- Facilities were made available to beneficiaries for checking basic qualifications to obtain 30% pre-benefits of the EPF by introducing a digital format. Using this method introduced during the first quarter of the year 2023, the basic qualifications of 2076 members were checked as of 31.12.2023 and submitted to proceed with the claiming of benefits.
- Four mobile service programmes were held in collaboration with the Central Bank of Sri Lanka with a view to minimizing problems encountered due to lack of awareness about the EPF amongst members as well as edifying members and employers. These mobile service programmes offered facilities such as the registration of employees under the EPF for the EPF, correction of any errors in the name under which the member is registered and knows the balance of the member's EPF account.

The date of Mobile Service Programme	Venue	Number of employees benefited
17th and 18th May 2023	Matale	The services were provided to more than 1357 employees
15th and 16th June 2023	Jaffna	
17th and 18th October 2023	Nuwaraeliya	
30th November and 01st December 2023	Kotyagala	



Photograph 2.4 - Mobile service programme, Matale 17th and 18th May 2023



Photograph 2.5 - Mobile service programme, Jaffna 15th and 16th June 2023

2.7 Legal protection for safeguarding the employment rights of workers

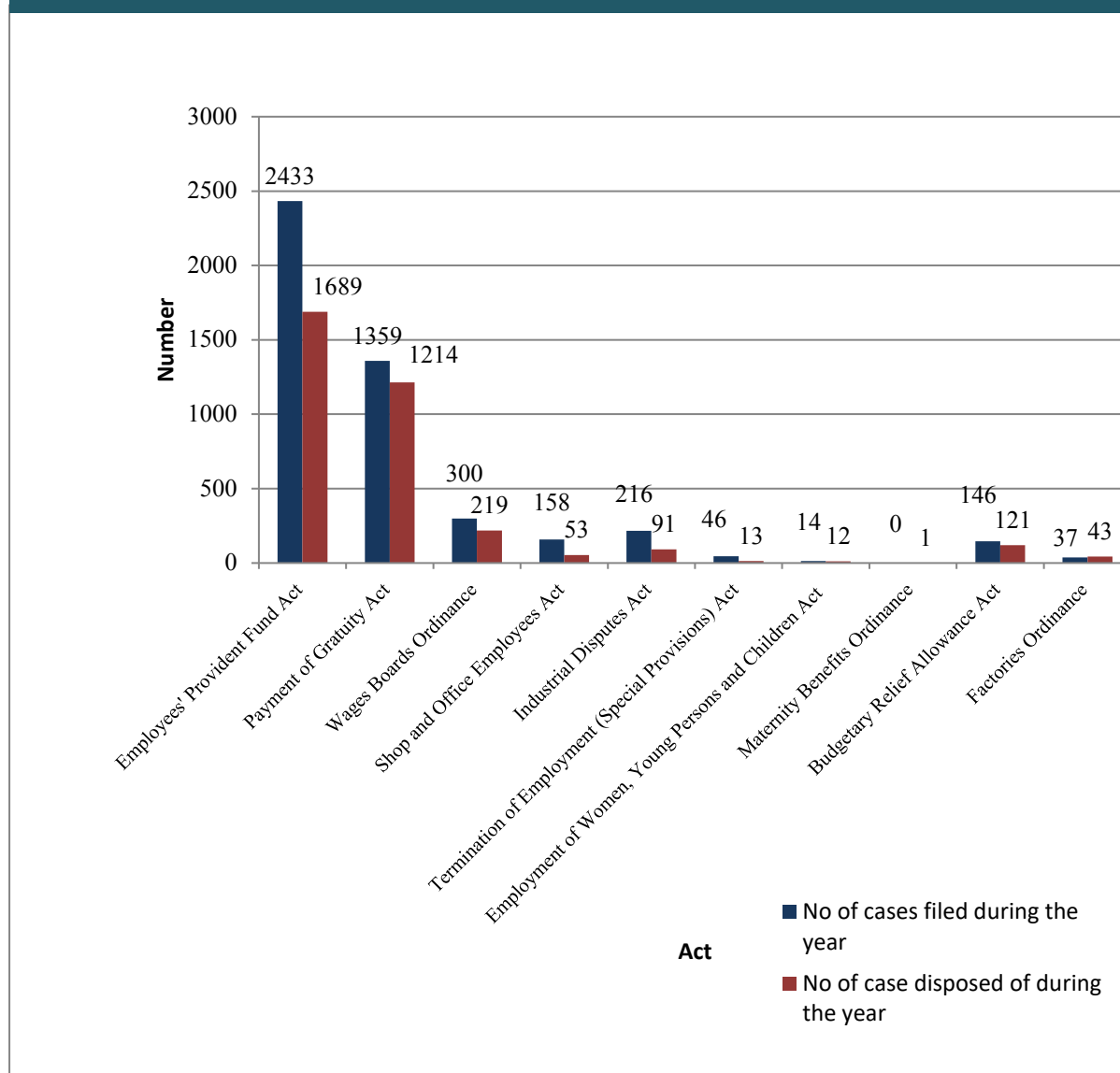
The Department enforces a host of legislation for the protection of the rights of workmen. Accordingly, action is pursued by the Department to constitute legal action against perpetrators of such violations thereby safeguarding the rights of workers.

Accordingly, the progress of legal action taken by the Department from 01st January 2023 to 31st December 2023 is tabulated below.

Table 2.3 - Performance of Court wise cases - from 01st January 2023 to 31st December 2023			
Court	Balance brought forwarded to year 2023	Number of cases filed in the year 2023	Number of cases closed in the year 31 st December 2023
Supreme Court	114	25	0
Court of Appeal	324	112	05
High Court	86	57	36
District court / Commercial High Court	217	10	04

Note: The above table presents information on legal proceedings conducted with the direct intervention of the Enforcement Division.

Graph 2.4 - Cases filed and closed in Magistrate's Courts from 01st January 2023 to 31st December 2023



Upon receiving the approval of the Cabinet of Ministers, the Ministry of Labour and Foreign Employment has initiated measures for the introduction of a new Employment Act for enacting a single piece of labour legislation designed to be more flexible, simple and oriented towards promoting the employer-employee relationship so as to be suitable for new socioeconomic trends. Accordingly, the necessary support thereto was extended by the Department of Labour and by the end of the year 2023, a committee representing the Department of Labour, the Legal Draftsman's Department and the Bar Association of Sri Lanka were engaged in discussions as to the drafting of the Bill.

Further, upon the requirement to update legislation to be more in tune with the prevailing socioeconomic conditions, the groundwork was laid for the amendment of the Employees' Provident Fund Act No. 15 of 1985.

2.8 Human resources management of the Department

The routine staff administrative functions such as the identification of staff requirements, making recruitments as per requirements, promotion of officers, conducting efficiency bar examinations, evaluation of performance, granting salary increments, transfer of officers, retirement of officers, handling leave and disciplinary issues of officers of the Department were carried out in the year 2023.

Table 2.4 Recruitment of officers - 2023					
Conducting recruitment examinations					
Post	No. of vacancies to be filled	Proposed date of the examination	Date examination was held	Date of recruitment of officers and no. of officers	
				Date	No. of officers
Assistant Commissioner of Labour of Grade III of Executive Service category of the Department of Labour (Departmental)	13	July 2022	28.01.2023	08.11.2023	11
Labour Officer - II (Limited)	60	March 2023	29.04.2023	Results not released in 2023	
Recruiting employees through interviews					
Post	No. of vacancies to be filled	Date of recruitment and no. of officers			
		Date	No. of employees		
Office Employees Service (Grade III)	41	07.06.2023	30		
		19.09.2023	08		
Combined Drivers' Service (Grade III)	10	23.10.2023	04		
		30.10.2023	01		
		01.12.2023	04		
		12.12.2023	01		

Table 2.5 - Conducting efficiency bar examinations 2023

Post	Name of efficiency bar examination	Date of examination	No. of officers/employee who sat the examination
Assistant Commissioner of Labour (Departmental)	First efficiency bar examination of the post of Asst. Commissioner of Labour	20.11.2023 and 21.11.2023	03
Research Officer	Written examination on departmental regulations relevant to the 1 st efficiency bar examination of the post of Research Officer	09.05.2023	01
Labour Officer	First efficiency bar examination of the post of Labour Officer	28.06.2023	02
Labour Officer	Second efficiency bar examination of the post of Labour Officer	29.08.2023	38
Office Employees' Service - Grade I	Third efficiency bar examination of the Office Employees' Service	28.08.2023	03
Office Employees' Service - Grade II	Second efficiency bar examination of the Office Employees' Service	28.08.2023	03
Lorry Cleaner - II	Second efficiency bar examination of the post of Lorry Cleaner	12.09.2023	01

Provision of training required for the entire staff of the department, referring officials to training programmes conducted by external institutes, allocation of financial provisions required for degrees and postgraduate degrees followed by employees, carrying out coordination activities required for foreign training are the human resources development functions performed by the Department. In organization internal training programmes, more attention was focused on conducting training programmes using zoom technology as a precautionary health measures and to conserve fuel usage.

A provision of Rs. 6,000,000.00 was received for the year 2023 for local training programmes. Of this, the expenditure as of 31st December 2023 was Rs. 4,062,418 which as a percentage was 68% of the total allocation.

Detailed information in this regard is mentioned in Chapter 06.

2.9 Infrastructure development of Department of Labour

The Department of Labour took action to develop infrastructure facilities in its head office and regional labour offices island-wide with the objective of delivering a more efficient service to the public.

Accordingly, minor repair works were carried out as per the requirement of the regional offices and interior works were carried out on the floors of the Mehewara Piyesa building and the floors of the Labour Secretariat building.

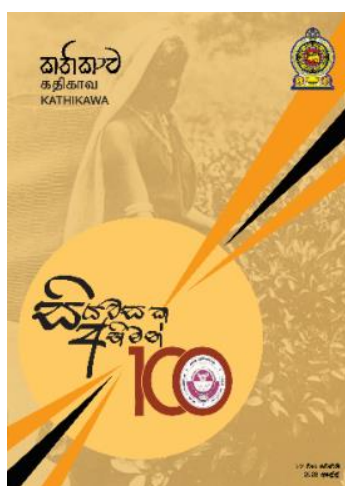
Table 2.6 - Development of infrastructure facilities 2023

Project	Physical Progress as at 31.12.2023
Mehewara Piyesa Building 8,9,10,11,12,13 and 14 Floors Interior Works	100%
Labour Secretariat Building 3,4, 5 and 6 Floors Interior Works	At the procurement process

2.10 Information Dissemination Activities

2.10.1 Publications

The following publications were published for raising people's awareness on the field of labour.



• 'Kathikawa' magazine

The objective of launching the 'Kathikawa' magazine is to contribute to minimize disputes by providing knowledge required for fostering employer-employee relationship at the institutional level. The 22nd volume of the 'Kathikawa' magazine was unveiled in April 2023.

- **Handbooks on industrial safety**



Having identified 07 hazardous industrial sectors, 05 handbooks designed on the basis of research conducted in the year 2022 under the guidance of experts in the relevant fields to ensure the safety of workers in the said industries were published in the year 2023.

- **Installing billboards for raising awareness of the general public and employers and employees on industrial safety**

The above project was conducted using financial provisions received under the decent work programme. Accordingly, 3 billboards were designed and installed at the Homagama Industrial Estate, Panaluwa Industrial Estate and Ratmalana Industrial Park.

The objectives of installing these billboards are as follows.

1. Registration of industries, registration of steam boilers and increasing approvals for factory building plans.
2. Increasing the reporting of the incidence of occupational accidents and diseases '

3. Making the general public and employers/employees on occupational safety and health at worksites.
4. Minimizing occupational accidents and occupational diseases.
5. Boosting the national economy by ensuring occupational safety and health in places of work.



- **Survey on the number of hours worked and labour cost**

By this survey, data on labour costs, the number of hours worked and general earnings are gathered for the purpose of formulating development strategies of the country. The data thus collated are used for policy planning and decision making in the public and private sectors and formulation of future plans designed for the advancement of both employers and employees. The compilation of reports relevant to the years 2022 and 2023 of the survey on the number of hours worked and labour cost were on the final stages.

- **Labour Statistics final report 2022**

This report is compiled with the objective of publishing data required for formulating and implementing policy plans relevant to the field of labour and providing data required to data users. The compilation of the final report relevant to the year 2022 was in the final stage.

2.10.2 Official social media activities of the Department

The Department maintains an official YouTube channel, a Facebook page and a Twitter account to provide updated information to the public.

	YouTube Channel	Subscribers: 1325
	Facebook Page	Followers: 1229
	Twitter	Followers: 94

2.10.3 Website of the Department



Documents such as specimen applications and forms required for public to obtain services, various Acts, Ordinances and decisions of the Wages Boards to which attention should be paid by employers and new services, press releases, invitations for bids are posted on the website of the Department

‘www.labourdept.gov.lk’ and could be downloaded as and when necessary and information posted on the website are updated regularly. The creation of a new website for the Department has reached the last phase and facilities for the provision of online services of the Department to cater to a wider range of clientele have been incorporated into the new website.

2.10.4 Library of the Department of Labour

The library of the Department of Labour is the foremost library in Sri Lanka in the field of labour with a large collection on legislations, books, publications and journals. The library offers facilities for the staff of the Department of Labour and other institutions affiliated to the Ministry of Labour as well as for external readers for the perusal of all legislations, books and publications for study and reference purposes.

Action was taken in the year 2023 to further expand the facilities of the library and accordingly, preliminary work for the installation of Library Information Management System (KOHA software) was carried out under the direction and guidance of the National Library and Documentation Services Board.

2.10.5 Conducting main commemorative days

- **Commemorative ceremony to mark the 100th anniversary of the Department of Labour**

A ceremony to launch a special commemorative stamp and a first day cover marking the 100th anniversary of the Department of Labour was held on 21.12.2023 at the Government Information Department auditorium under the aegis of the Minister of Labour and Foreign Employment, Hon. Manusha Nanayakkara.



- **International Women's Day commemorative programme 2023**

Concurrent to International Women's Day on 08.03.2023 themed "She is the pride of the nation", the commemorative event organized by the Department of Labour was held on 16.03.2023 under the patronage of the Minister of Labour and Foreign Employment, Hon. Manusha Nanayakkara. At this ceremony trophies, gifts and certificates were awarded to winners of a poster competition titled "Paintings of working women" under the theme "World being built with her labour" which focused on the appreciation of the aesthetic skills of employed women and labour laws governing women's employment.

"Labour legislation protecting working women", a handbook compiled as guidance clarifying labour laws applicable to the protection of the rights of working women in easy to understand the language was officially launched via the official website of the Department of Labour.



- **World Day against Child Labour Programme -2023**

The programme organized by the Department of Labour under the project for eradicating child labour from Sri Lanka by the year 2025, concurrent to World Day against Child Labour which fell on 12th June was held at Mandalapura Kanishta Vidyalaya, Neluwa under the patronage of the Minister of Labour and Foreign Employment, Hon. Manusha Nanayakkara. At this programme, equipment required for self-employment was gifted to 06 economically backward families whose children were vulnerable to child labour by “Nidhahase Ran Daruwo” fund.



2.11 Guiding towards targets by monitoring the functions of the Department

The Annual Action Plan of the Department for 2023 was prepared and the actions taken by divisions and regional offices of the department to achieve targets thereunder and progress made in that regard were reviewed. Accordingly, the monthly meetings of Commissioners’ of Labour were conducted every month wherein discussions were held on the progress of each division and action to be taken as to issues that arose in carrying out activities of the divisions.

Similarly, the achievement of annual targets by district and sub labour offices was monitored. Thereunder activities of district offices and 29 sub-labour offices were inspected by the Planning, Research, Training and Publications Division in the year 2023 and necessary instructions were given.

The Zonal Deputy Commissioners of Labour held progress review meetings to review the progress related to the first, second and third quarters of 2023 in the district and sub-labour offices under their regions.

2.12 Decent Work Programme



Under the decent work programme, Rs 12,083,345.00 was allocated to the Department in the year 2023 for the implementation of various programmes and projects and programmes were implemented as follows.

Table 2.7 – Progress of the Projects under the Decent Work Program - 2023			
Division that carried out the project	Provision allocated for the year 2023 (Rs)	Expenditure as at 31 st December 2023 (Rs.)	Expenditure as a percentage of provision
Human Resources Development Division	5,809,500.00	3,420,274.25	59%
Women and Children's Affairs division	3,723,845.00	2,994,967.42	80.4%
Industrial Safety Division	1,930,000.00	1,708,000.00	88.5%
Planning, Research, Training and Publications Division	620,000.00	620,000.00	100%
Total	12,083,345.00	8,743,241.67	72.4%

2.13 Financial Management

The department adopted measures for the efficient, effective and economical administration of financial resources allocated to the department from the budget of 2023 in compliance with public policies.

Accordingly, 95% of recurrent provisions and 08% of capital provisions allocated to the Department from the annual budget as at 31st December 2023 had been utilized achieving the financial management targets.

Table 2.8 - Financial Progress of the Department - 2023			
		As at 31 st December 2023	Actual expenditure as a percentage of provisions
Recurrent expenditure	Provision (Rs)	2,674,800,000.00	95%
	Expenditure (Rs)	2,535,807,744.00	
Capital expenditure	Provision (Rs)	1,514,200,000.00	08%
	Expenditure (Rs)	123,744,798.00	

2.14 Key future plans of the Department of Labour for the year 2024

- ❖ In consonance with the policy of the government to create a more conducive environment for encouraging investments, the Department of Labour executed preliminary work for the introduction of the new labour law in the year 2023 that will replace the decades old, complex and archaic labour laws with a view to contributing to advance employer-employee relationship and this process is expected to be continued.
- ❖ Activities for making all districts of Sri Lanka 'child labour free zones' by the year 2025 are scheduled to be carried out. Accordingly, a method is expected to be devised to obtain a

pledge for making formal sectors such as export processing zones under the purview of the Board of Investment of Sri Lanka, industrial estates under the purview of the Industrial Development Board and plantations under the purview of regional plantation companies 'child labour free zones'. Further, plans are afoot to conduct a series of special investigations and raids in the fisheries sector with the objective of making it a zero child labour sector.

- ❖ Arrangements have been made for the use of a new software system for the registration of new members under the EPF at the district level. Accordingly, plans are on the drawing board to install the new software system in all district and sub labour offices and commence the registration of new members after the training of officers. Upon the installation and operationalization of the new system, the employee can visit the relevant district or sub-labour office and place his fingermark and register with the EPF at the time of recruitment itself. This system will minimize problems encountered at the time of granting benefits of the EPF to the employee as accurate data of the employee can be fed to the software system at the very beginning thus optimizing the service delivery.
- ❖ Conducting a preliminary census about small and medium scale industries in the districts of Colombo, Gampaha and Kalutarawith the objective of minimizing the incidence of occupational accidents and diseases in such industries and making recommendations required for improving occupational safety and health of such industries subsequent to the obtaining of environmental measurements on the working conditions thereof and conducting regular follow ups.
- ❖ Expediting the provision of online services by the departmental website.
- ❖ Conducting research dissertation under appropriate research topics relevant to the labour sector with the support of local universities.

H.K.K.A.Jayasundara
Commissioner General of Labour

Chapter Three

**Overall financial performance
for the year ended 31st December 2023**

3.1 Statement of Financial Performance for the year ended 31 December 2023

					ACA -F
Statement of Financial Performance for the period ended 31st December 2023					
Revised Budget Allocations 2023	Note	Actual			
Rs.		2023 Rs.	2022 Rs.		
-	Revenue Receipts	-	-		
-	Income Tax	1	-	-	
-	Taxes on Domestic Goods & Services	2	-	-	ACA-1
-	Taxes on International Trade	3	-	-	
-	Non Tax Revenue & Others	4	-	-	
-	Total Revenue Receipts (A)		-	-	
-	Non Revenue Receipts		-	-	
-	Treasury Imprests		1,405,846,000	1,431,000,000	ACA-3
-	Deposits		3,876,444,205	2,635,879,570	ACA-4
-	Advance Accounts		122,739,450	102,023,080	ACA-5
-	Other Main Ledger Receipts		-	-	
-	Total Non Revenue Receipts (B)		5,405,029,654	4,168,902,650	
	Total Revenue Receipts & Non Revenue Receipts C = (A)+(B)		5,405,029,654	4,168,902,650	
	Remittance to the Treasury (D)		83,240,565	62,802,435.92	
-	Net Revenue Receipts & Non Revenue Receipts E = (C)-(D)		5,321,789,089	4,106,100,214	
	Less: Expenditure				
-	Recurrent Expenditure				
1,739,000,000.00	Benefits	5	1,708,472,497	1,639,335,410	
917,100,000.00	Other Goods & Services	6	813,472,042	642,584,824	ACA-2(ii)
18,700,000.00	Subsidies, Grants and Transfers	7	13,863,206	15,943,222	
-	Interest Payments	8	-	-	
-	Other Recurrent Expenditure	9	-	207,484	
2,674,800,000.00	Total Recurrent Expenditure (F)		2,535,807,745	2,298,070,940	
	Capital Expenditure				
1,049,200,000	Assets	10	86,065,584	52,592,170.00	
454,000,000	Acquisition of Capital Assets	11	33,270,520	222,306,486.00	
-	Capital Transfers	12	-	-	ACA-2(ii)
-	Acquisition of Financial Assets	13	-	-	
6,000,000	Capacity Building	14	4,062,418	5,311,943.36	
5,000,000	Other Capital Expenditure	15	346,275	-	
1,514,200,000	Total Capital Expenditure (G)		123,744,798	280,210,599.36	
	Deposit Payments		3,681,525,657	2,578,419,939	ACA-4
	Advance Payments		139,905,842	97,932,971	ACA-5
	Other Main Ledger Payments		-	-	
	Total Main Ledger Expenditure (H)		3,821,431,499	2,676,352,910	
	Total Expenditure I = (F+G+H)		6,480,984,041	5,254,634,449	
	Balance as at 31st December J = (E-I)		(1,159,194,953)	(1,148,534,235)	
	Balance as per the Imprest Adjustment Statement		(1,159,194,953)	(1,148,534,235)	ACA-7
	Imprest Balance as at 31st December		-	-	ACA-3
			(1,159,194,953)	(1,148,534,235)	

3.2 Statement on Financial Status as at 31 December 2023

			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	17,824,004,744	17,712,212,860
Financial Assets			
Advance Accounts	ACA-5/5(a)	274,107,020	256,543,819
Cash & Cash Equivalents	ACA-3	-	-
Total Assets		18,098,111,763	17,968,756,679
Net Assets / Equity			
Net Worth to Treasury		(688,549,513)	(511,194,166)
Property, Plant & Equipment Reserve		17,824,004,744	17,712,212,860
Rent and Work Advance Reserve	ACA-5(b)		
Current Liabilities			
Deposits Accounts	ACA-4	962,656,533	767,737,985
Unsettled Imprest Balance	ACA-3		
Total Liabilities		18,098,111,763	17,968,756,679

Statement of Financial Position

As at 31st December 2023

Detail Accounting Statements in ACA format Nos. 10 to 53 presented in pages from 9 to 58 and Notes to accounts presented in pages from 54 to 67 form and integral parts of these Financial Statements. The Financial Statements have been prepared in complying with the Generally Accepted Accounting Principles whereas most appropriate Accounting Policies are used as disclosed in the Notes to the Financial Statements and hereby certify that figures in these Financial Statements, notes to accounts and other relevant accounts were reconciled with the Treasury Books of Accounts and found to in agreement.


.....

Chief Accounting Officer

Name : **R.P.A. Wimalawera**
Designation : **Secretary**
Ministry of Labour and Foreign Employment
7th Floor, Mahawara Piyasa
Narathana, Colombo 05.

Date : 2024.02.28


.....

Accounting Officer

Name : **H.K.K.A. Jayasundara**
Designation : **Commissioner General of Labour (Acting)**
Department of Labour
Colombo 05

Date : 2024.02.27


.....

Chief Accountant

Name :
Date : 2024.02.27

S. Parameswaran
Chief Accountant
Department of Labour
Colombo 05.

3.3 Statement of cash flows for the year ended 31 December 2023

	ACA-C	
Statement of Cash Flows for the Period ended 31st December 2023		
	Actual 2023 Rs.	2022 Rs.
Cash Flows from Operating Activities		
Total Tax Receipts	-	-
Fees, Fines, Penalties and Licenses	-	-
Profit	-	-
Non Revenue Receipts	-	-
Revenue Collected on behalf of Other Revenue Heads	1,153,377,936	1,181,152,646
Imprest Received	1,405,846,000	1,431,000,000
Recoveries from Advance	132,455,074	109,231,636
Deposit Received	3,876,444,205	2,635,879,570
Total Cash generated from Operations (A)	6,568,123,215	5,357,263,852
Less - Cash disbursed for:		
Personal Emoluments & Operating Payments	2,509,086,774	2,277,464,979
Subsidies & Transfer Payments	13,863,206	15,943,222
Expenditure incurred on behalf of Other Heads	29,565,347	114,003,608
Imprest Settlement to Treasury	83,240,565	62,802,436
Advance Payments	139,559,050	98,040,971
Deposit Payments	3,681,525,657	2,578,419,939
Total Cash disbursed for Operations (B)	6,456,840,600	5,146,675,155
NET CASH FLOW FROM OPERATING ACTIVITIES(C)=(A)-(B)	111,282,615	210,588,697
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	111,282,615	210,588,697
Total Cash disbursed for Investing Activities (E)	111,282,615	210,588,697
NET CASH FLOW FROM INVESTING ACTIVITIES(F)=(D)-(E)	(111,282,615)	(210,588,697)
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 Financial Statements

Basis of Reporting

1) Reporting Period

The reporting period for these Financial Statements is from 01st January to 31st December

2) Basis of Measurement

The Financial Statements have been prepared on historical cost modified by the revaluation of certain assets and accounted on a modified cash basis, unless otherwise specified.

The figures of the Financial Statements are presented in Sri Lankan rupees rounded to the

3) Recognition of Revenue

Exchange and non exchange revenues are recognised on the cash receipts during the accounting period irrespective of relevant revenue period.

4) Recognition and Measurement of Property, Plant and Equipment (PP&E)

An item of Property, Plant and Equipment is recognized when it is probable that future economic benefit associated with the assets will flow to the entity and the cost of the assets

PP&E are measured at a cost and revaluation model is applied when cost model is not

5) Property, Plant and Equipment Reserve

This reserve account is the corresponding account of Property Plant and Equipment.

6) Cash and Cash Equivalents

Cash & cash equivalents include local currency notes and coins in hand as at 31st December

* In cases where there are transactions which are specific to a particular reporting entity, relevant information can be entered in and revisions can be made as needed in the formats and the disclosure required for those specific transactions may be included under

* Only the accounting policies relevant to the reporting entity should be disclosed under the

3.5 Performance of the revenue collection

Revenue Code	Description of the Revenue	Revenue Estimate		Collected Revenue	
		Original Estimate	Final estimate	Amount (Rs)	As a % of Final Revenue Estimate
Not Applicable					

3.6 Performance of the utilization of allocation

Type of Allocation	Allocation		Actual Expenditure	Allocation Utilization as a % of Final Revenue Estimate
	Original	Final		
Recurrent	2,679,000,000	2,674,800,000	2,535,807,744	95%
Capital	1,510,000,000	1,514,200,000	123,744,798	8%

3.7 In terms of FR 208 grant of allocations for expenditure to this Department as an agent of the other Ministries/ Departments

S.No	Allocation received from which Department/ Ministry	Purpose of the allocation	Allocation		Actual Expenditure	Allocation utilization as a % of final revenue estimate
			Original	Final		
01	Department of Pensions	Acquisition of loan balances of retired officers	4,495,252.01	4,495,252.01	4,495,252.01	100%
02	Ministry of Home Affairs, Provincial Councils and Local Government	Payment of salaries and allowances of the induction period of the new officer recruited to Sri Lanka Information and Communication Technology Service Class 1 Grade III	21,505.00	21,505.00	21,505.00	100%
03	Ministry of Home Affairs, Provincial Councils and Local Government	Payment of allowances of graduate trainees	8,265.00	8,265.00	8,265.00	100%
04	Ministry of Labour and	Bearing expenditure for water and	5,717,658.25	5,717,658.25	5,717,658.25	100%

	Foreign Employment	electricity of the Ministry				
05	Ministry of Labour and Foreign Employment	Bearing lease rents of the Ministry	1,413,370.00	1,413,370.00	1,413,370.00	100%
06	Ministry of Labour and Foreign Employment	Facilities management fees of Mehewara Piyasa	3,745,286.15	3,745,286.15	3,745,286.15	100%
07	Ministry of Labour and Foreign Employment	Bearing expenditure for the Decent Work programme	12,088,015.00	12,088,015.00	8,743,241.67	72%
08	Ministry of Labour and Foreign Employment (Foreign Employment Division)	Bearing expenditure for water and electricity of the Ministry	1,551,362.12	1,551,362.12	1,551,362.12	100%
09	Ministry of Labour and Foreign Employment (Foreign Employment Division)	Facilities management fees of Mehewara Piyasa	576,847.05	576,847.05	576,847.05	100%
10	Multipurpose Development Task Force	Payment of allowance of Multipurpose Development Assistants	4,588,500.00	4,588,500.00	3,292,560.00	72%

3.8 Performance of the reporting of non-financial assets

Assets Code	Code Description	Balance as per the Board of Survey Report as at 31st December 2023	Balance as per Financial Position Report as at 31st December 2023	Yet to be Accounted	Reporting Progress as a %
9151	Buildings and Structures	2,270,144,732.56	2,270,144,732.56		100%
9152	Machinery and Equipment	763,473,929.17	763,473,929.17		100%
9153	Land	2,262,720,000.00	2,262,720,000.00		100%
9154	Intangible Assets	48,320,283.80	48,320,283.80		100%
9155	Biological Assets				
9160	Work in Progress	12,479,345,798.25	12,479,345,798.25		100%
9180	Lease Assets	-	-		

3.9 Report of the Auditor General

Accounting Officer
Department of Labour

Head 221 - Summary report of the Auditor General in terms of Section 11(1) of the National Audit Report Act No.19 of 2018 on the financial statements of the Department of Labour for the year ended 31 December 2023

1. Financial Statements

1.1 Qualified Opinion

Head 221- The audit of the financial statements of the Department of Labour for the year ended 31 December 2022 comprising the statement of financial position as at 31 December 2023 and the statement of financial performance and cash flow statement for the year then ended was carried out under my direction in pursuance of provisions in Article 154(1) of the Constitution of the Democratic Socialist Republic of Sri Lanka read in conjunction with provisions of the National Audit Act, No.19 of 2018. The summary report containing my comments and observations on the financial statements of the Department was issued to the Accounting Officer on 29 June 2022 in terms of Section 11(1) of the National Audit Act, No.19 of 2018. The Annual Detailed Management Audit Report was issued to the Accounting Officer on 19 August 2023 in terms of Section 11(2) of the National Audit Act, No.19 of 2018. This report of the Auditor General in pursuance of provisions in Article 154(6) of the Constitution of the Democratic Socialist Republic of Sri Lanka to be read in conjunction with Section 10 of the National Audit Act, No.19 of 2018, will be tabled in parliament in due course.

In my opinion, except for the effects of the matters described in paragraph 1.6 of this report, the financial statements give a true and fair view of the financial position of the Department of Labour as at 31 December 2023, and its financial performance and cash flows for the year then ended in accordance with Generally Accepted Accounting Principles.

1.2 Basis for Qualified Opinion

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

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

The Accounting Officer is responsible for the preparation of financial statements that give a true and fair view in accordance with Generally Accepted Accounting Principles

and provisions in Section 38 of the National Audit Act, No.19 of 2018 and for the determination of the internal control that is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

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

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

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

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

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

- Evaluate the structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Evaluate the overall presentation, structure and content of the financial statements including disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

1.5. Report on Other Legal Requirements

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

- (a) The financial statements are consistent with the preceding year,
- (b) The recommendations made by me on the financial statements of the preceding year had been implemented.

1.6 Comments on Financial Statements

1.6.1 Balance of the imprest reconciliation statement

A difference of Rs. 193,403 was observed in the debit balance made to the Advance 'B' account by other heads of the imprest reconciliation statement and the debits as per the treasury statements.

1.6.2 Non-financial assets

Assets to the value of Rs. 22,462,587 purchased under the strengthening of the information system of the Employees' Provident Fund Division were reported as the purchase of assets of the Department of the year 2023 and were reported as assets in the financial statements of the EPF of 2023.

1.6.3 Not maintaining documents and books

Though the Department had maintained a register on losses and damages, it was observed that information relating to district and regional offices had not been maintained updated in the register.

2. Financial Review

2.1 Management of Expenditure

The following were observed.

- (a) A one hundred percent of savings was observed as no expenditure has been incurred from provisions amounting to Rs. 126,000,000 in relation to two expenditure items during the year under review.
- (b) From a provision of Rs. 1,381,150,000 made in respect of 14 expenditure heads, only Rs.102,105,930 had been utilized by the end of the year under review. The percentage of savings was in the range between 48 percent to 97 percent.

2.2 Reconciliation statement on Advance to Government Officers B Account

Following matters were observed.

- (a) The receivable loan balance from officers who vacated the service or dismissed from the service was Rs. 2,202,325 by the end of the year under review of which a balance of Rs. 129,316 had exceeded more than 20 years.
- (b) The receivable loan balances from officers who had been interdicted amounted to Rs. 957,800 of which balances of Rs. 61,050 were between 1-3 years and balances of Rs. 138,040 were between 3-5 years.
- (c) Loan balances receivable from 12 retired officers had exceeded more than 3 years.
- (d) Loan balance receivable from 6 deceased officers amounted to Rs. 513,432 of which balance between 1-3 years was Rs. 379,472 and balance between 3-5 years was Rs. 133,960.

2.5 Non-compliance with laws, rules and regulations

Reference to laws, rules and regulations	Non-compliance
PA10/audit circular dated 16 th August 2013 of Commissioner General of Labour	Though there is a register on losses and damages in the Department, it was observed that it had not been updated. As per the above circular of the Commissioner General of Labour, though all district and regional offices should have reported information on damages and losses or a blank report in the absence of such damages and losses, it had not been complied with.

Financial Regulations manual of Democratic Socialist Republic of Sri Lanka F.R. 140(3)	Preliminary reports on impairment, damages and losses were not submitted to the audit.
(c) F.R. 755(1)	Though handing over and taking over of goods in instances lie transfers should be duly carried out, when the two stores of the Department of Labour and the Employees' Provident Fund were merged from January 2022, it had not been duly handed over to the storekeeper having conducted a verification of stocks as to the store of the Department of Labour.
(d) F.R. 770 (4)	Though a special board of survey should be appointed to identify unserviceable and unusable vehicles of government institutions and vehicles to be destroyed should be identified due to being non-economical or due to any other special matter despite being in running condition, it had not been so done.
(e) Procurement Guidelines 8.9.3	Though formal contracts should be signed in awarding contracts, on 9 occasions the Department of Labour had paid money for the contracts of which the pre-estimated amount of the Department of Buildings was Rs.480,719,000. The said work had been assigned to subcontractors at a value of Rs. 272,689,000 and though the difference in the costs had been indicated as service obtaining activities, even the Department of Labour had not a carried out a proper supervision of these cost activities.
(f) Chapter 3 of Procurement Guidelines	22 contracts to the value of Rs. 346,651,027 had been awarded directly to the Department of Buildings on 22 occasions in carrying out necessary constructions of regional offices of the Department of Labour.
(g) Gazette No. 2142/90 dated 27 September 2019	The registration of factories and the process of registering steam boilers in terms of the provisions of the gazette notification was at a minimal level in the absence of a programme required for its proper implementation and the required staff at the Engineers' Offices.

2.4 Levying taxes on contracts

The following were observed.

- (a) In the absence of agreements for carrying out work and timetables for the completion of work between the Department of Labour and the Department of Buildings, there was no methodology for the recovery of late fees as regards delayed contracts.

- (b) Rs. 60,005,000 had been paid on 31 March 2022 for constructing internal designs of the first floor of the Labour Secretariat building of the Department of Labour and a contract of Rs. 99,637,000 had been awarded having transferred to this project a sum of Rs. 37,632,000 from the money given for internal constructions of floors 12 and 16 of the Mehewara Piyasa building, no progress was observed in the said work up to 31 December 2023.

2.5 Deposits

The following observations were made.

- (a) The balance of the Tender Deposit account of the Department as at 31 December 2023 was Rs. 68,566,929 and it was observed that Rs.87,098,666 within the said balance was deposits that had lapsed more than 2 years. Out of the said deposit balances, it was revealed that a balance of Rs. 67,018.647 were deposits made in respect of the construction of Mehewara Piyasa building.
- (b) During the year under review, non-settled balance of Rs. 894,089,604 in general deposit accounts of the Department of Labour and district labour offices during the year under review had been retained without crediting to individual accounts. Of these balances, the balance exceeding 10 years was Rs. 71,131,941 and the balance exceeding 2 years was Rs. 177,155,982.

3. Operating Review

3.1 Performance

3.1.1 Abandoning projects without completion

The following observations are made.

- (a) Rs.72,000,000 had been paid on 30 December 2021 to the Department of Buildings for constructing internal designs of the canteen of 04th floor of Mehewara Piyasa. This work had not been done even by 31 December 2023, and Rs. 67,957,57 of this sum had been reacquired by the Department of Labour. The expected tasks of the project too had hitherto not been executed.
- (b) Though Rs. 31,000,000 had been paid upon the estimate submitted by the Department of Buildings for improving service facilities of the Labour Office of Kegalle District Labour Office, the work has still not been completed.

3.1.2 Delays in project implementation

Of 06 construction contracts amounting to Rs. 127,687,802 awarded to the Department of Buildings in 2021, four works of Rs. 48,663,802 had not been completed. internal architectural work of the 4th floor canteen of Mehewara Piyasa awarded upon a cost estimate of Rs. 72,000,000 too had not been completed and out of these provisions, Rs. 3,968,000 had been allocated for the portioning of the main operations room of Mehewara Piyasa building.

3.2 Assets Management

Following matters were observed.

- (a) The press of the Department was in possession of a printing machine purchased in December 2007 spending Rs. 21,884,083 for carrying out printing work of the Department, and there were a computer, a laptop computer, a binding machine and a paper cutter in working condition at this press located at Jawatta premises. In the absence of a permanent staff to discharge duties of the printing division of this press and raw materials, these resources remained underutilized since 2018. As a result forms not being printed, a cost of Rs. 36,236,875 had been incurred for externally procuring forms from 2019 to 2022. It had been notified that beneficiaries themselves have to find forms from the year 2023.
- (b) Though the Hambantota District Labour Office and circuit bungalow had been renovated spending a sum of Rs. 7,855,576, the circuit bungalow remained unused as the necessary furniture and equipment had not been procured.

3.3 Management Inefficiencies

Following matters were observed.

- (a) Though Rs. 405,000,000 had been allocated for 4 priority activities under capital assets rehabilitation and improvement as per the approved budgetary estimate and approved procurement plan of 2023, according to progress reports, it had been stated that 3 activities were at the stage of preparing estimates as at 31 December 2023 and were due to be carried out in the year 2024.
- (b) Though Rs. 4,000,000 had been estimated as the estimated cost of portioning work and installing networking system of the Gampaha District new labour office and a provision of Rs. 11,727,646 had been released on 27 December 2023 to the Gampaha District Secretariat, the work had not been done even by May 2024.

- (c) Though Rs. 6,000,000 had been set aside for making repairs on the toilet system of Koggala hostel in 2023, the work had not been carried out.
- (d) Though the estimated sum of Rs. 30,000,000 allocated for internal designs of the 16th floor of Mehewara Piyasa, had not been used for that purpose and instead used for internal designs of floors 8,9,10,11 and 12, the work had not been completed.
- (e) Though approved provisions of Rs. 55,000,000 were available for procuring services such as common facilities and garbage management, signage and visitors identity cards of Mehewara Piyasa, it was as the stages of preparing of estimates, negotiations and inviting quotations.

4. Good Governance

4.1 Service delivery to public

The following observations are made.

- (a) Though a citizens /clients charter had been prepared in terms of circulars 05/2008 and 05/2018(I) of the Ministry of Public Administration & Management, a method had not been formulated and executed for monitoring and evaluating its implementation in accord with paragraph 2.3 of the circular.
- (b) The task of signing annual performance agreements for the entire staff in terms of Annex 01 of Public Administration Circular 902/2018 dated 24 January 2018 had not been finalized.

H.M. De Soyza
Senior Assistant Auditor General
For the Auditor General

Chapter Four

Performance Indicators

Performance Indicators

4.1 Performance indicators of the institution (based on the Action Plan)

Specific indicators	Actual output as a percentage (%) of the expected output			
	100%-90%	75%-89%	50%-74%	Less than 50%
1. Percentage of sending Letters of Determination within 14 days			69%	
2. Percentage of targeted activities implemented out of those planned to be implemented in the year 2023 with the sustainable goal of making Sri Lanka a child labour free zone by the year 2025	100%			
3. Percentage growth of occupational safety and health committees established in institutions compared to previous year		80%		
4. Simplification of minimum 03 Work Processes to improve efficiency and effectiveness of the Department	91%			
5. The percentage of the number of staff members who received trainings out of the total staff			66%	

Chapter Five

Performance in achieving Sustainable Development Goals (SDGs)

Performance in achieving Sustainable Development Goals (SDGs)

5.1 Identified Sustainable Development Goals

Out of the Sustainable Development Goals to be achieved by Sri Lanka by the year 2030, the goal with direct relevance to the Department of Labour as per the mission of the Department is goal 8, i.e. **promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all**. Accordingly, the vision and mission of the Department of Labour is in harmony with this goal and the final outcome of all activities of the Department is the attainment of this goal. Thus, the overall progress of the Department reflects the progress in achieving Goal 8.

Aside from this, Goal 1 'End poverty in all its forms everywhere', Goal 5 'Achieve gender equality and empower all women and girls' and Goal 16 'Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels' are also relevant, albeit to a lesser degree, as per the activities of the Department.

5.2 Achievements in accomplishing SDGs

Goal/ objective		Target		Achievement indicators		Progress of achievements from 01 st January 2023 to 31 st December 2023
01	End poverty in all its forms everywhere	1.1	By 2030, eradicate extreme poverty for all people everywhere, currently measured as people living on less than \$1.25 a day.	1.1.1	Proportion of the population living below the international poverty line by sex, age, employment status and geographic location (urban/rural)	A general set of instructions was drafted by a committee on the calculation of salaries of security service industry and janitorial service industry.
05	Achieve gender equality and empower all women and girls	5.1	End all forms of discrimination against all women and girls everywhere.	5.1.1	Whether legal frameworks are in place or not to promote, enforce and monitor equality and non-discrimination on the basis of sex.	• Concurrent to International Women's Day on 08.03.2023 themed "She is the pride of the nation", the commemorative event organized by the Department of Labour was held on 16.03.2023 under the patronage of the Minister of Labour and Foreign Employment, Hon. Manusha Nanayakkara. • Conducting investigations into 14 complaints received as to the violation

		5.2	Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation	5.2.1	Proportion of ever-partnered women and girls aged 15 years and older subjected to physical, sexual or psychological violence by a current or former intimate partner in the previous 12 months, by form of violence and by age	of conditions of employing women at night was concluded during the year. • Special team investigations in institutions where women are employed at night were conducted covering 508 institutions.
		5.6 c	Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels	5.c.1	Proportion of countries with systems to track and make public allocations for gender equality and women's empowerment	
8	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	8.5	By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.	8.5.1	Average hourly earnings of employees, by sex, age, occupation and persons with disabilities	In terms of labour laws, average hourly earnings of employees of the private and semi-government sectors do not vary by sex, age, equal value of work and persons with disabilities
				8.5.2	Unemployment rate, by sex, age and persons with disabilities	
		8.7	Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment	8.7.1	Proportion and number of children aged 5–17 years engaged in child labour, by sex and age.	• Subsequent to the identification of an area susceptible to child labour within each of the 10 districts (Galle, Gampaha, Puttalam, Matara, Badulla, Monaragala, Nuwaraeliya, Kandy, and Trincomalee) selected for the implementation of the programme in the year 2023, with the sustainable development of making Sri

			and use of child soldiers, and by 2025 end child labour in all its forms			Lanka a child labour free country by the year 2025 to the fore, programmes relevant to the year 2023 were carried out. Investigations were conducted into 144 complaints received in the year 2023 regarding child labour. Out of 12 complaints where it was revealed that child labour had been used, legal action was taken in respect of 06 and action is being pursued regarding the remaining 06 complaints.
	8.8	Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.	8.8.1	Rates of fatal and non-fatal occupational injuries by sex and migrant status.		During the year 2023, sixty four (64) fatal accidents and 1,479 non-fatal accidents have been reported to the Department. By identifying the reasons for accidents consequent to investigations, awareness was created by the Department to prevent recurrence of such accidents. Accordingly, legal action was constituted during the year by the Department against 37 employers who had violated the Factories Ordinance.

				8.8.2.	Level of national compliance with labour rights (freedom of association and collective bargaining) based on International Labour Organization (ILO) textual sources and national legislation, by sex and migrant status.	Workers have been afforded the opportunity of forming and maintaining trade unions ensuring freedom of association and collective bargaining and accordingly to take action to safeguard their rights. The number of trade unions registered in the year 2023 was 128. As at 31.12.2023, the total number of registered trade unions in the country including the said trade unions was 2122.
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5.3 Challenges in fulfilling Sustainable Development Goals

In terms of circulars and instructions issued in relation to the restrictions placed on public expenditure in the year 2023 in the aftermath of the impact of socioeconomic crises, the expenditure of the Department of Labour has to be restricted. Thus it became difficult to achieve the goals of certain activities targeted to be achieved during the year.

Chapter Six

Human Resources Profile

Human Resources Profile

6.1 Cadre Management

Post	Approved No.	Actual No. as at 31 st December 2023	No. of vacancies
Senior Level	211	143	68
Tertiary Level	668	462	206
Secondary Level	1753	1786	-33
Primary Level	489	420	69
Total	3121	2811	310

6.2 How the shortage or surplus of human resources has affected the performance of the institution

- 143 posts of Labour Officers remain vacant which has had somewhat impacted on the efficiency of conducting investigations and resolving complaints.
- As a result of their being 206 vacancies in Management Service Officers posts, the efficiency of routine duties discharged by the Department as well as duties associated with the payment of EPF benefits has been negatively affected.
- As a result of the post of Legal Officer being vacant, the efficiency of legal proceedings has been affected.
- Monitoring and administrative activities have been somewhat affected due to vacancies in the Sri Lanka Engineering Service and the Sri Lanka Administrative Service

6.3 Human Resources Development

Developing professional knowledge, skills and attitudes as well as promoting productivity and efficiency in the delivery of service is the prime objective of training programmes conducted for the officials of the Department. Through the training programmes it is also expected to motivate officers to apply modern technology in their duties whilst competently managing the limited provisions and resources available with the Department, improve trilingual proficiency of officers to offer a productive service to the public and building more effective interrelations within the Department. Accordingly, these training programmes are geared towards producing a group of well-experienced, efficient and contended officers.

The participation of departmental officers in the local and foreign training programmes during the year 2023 is as follows.

Table 6.1 - Participation in local training programmes - 2023

S.No	Name of the programme	Number of officers Trained		Duration of the Programme	Total Investment Rs.		Nature of the programme	Knowledge acquired
		Post	Number		Local	Foreign		
Programmes conducted by Planning Research Training and Publication Division								
1	Orientation programme for Assistant Commissioners of Labour of the Sri Lanka Administrative Service	Assistant Commissioners of Labour	2	02.01.2023, 03.01.2023 and 04.01.2023	518,396.00		Local	Providing knowledge required for discharging duties and orientation training
2	Orientation programme for Management Service Officers	Management Service Officers	16	18.01.2023, 19.01.2023, 20.01.2023 and 23.01.2023	34,610.00		Local	Providing knowledge required for discharging duties and orientation training.
3	Residential training programme for Deputy Labour Commissioners, Assistant Labour Commissioners and senior labour officers of zones and district and sub labour officers thereunder.	Officers of Uva Zone, Western Zone III, Central Zone and North Central Zone and district and sub-offices thereunder (Deputy Commissioners of Labour, Assistant Commissioners of Labour and Senior Labour Officers)	53	27.01.2023, 28.01.2023 and 29.01.2023	406,610.00		Local	Making officers aware of the latest amendments to labour laws and updating knowledge on the use of EPF databases

4	Training programme on updating General Deposit Account.	Heads of branches of District and Sub labour offices and officers in charge of the relevant subjects	Conducted using zoom technology	20.02.2023	-		Local	Maintaining the general deposit account updated.
5	Conducting a training programme on the maintenance of case register	Heads of branches of District and Sub labour offices and officers in charge of the relevant subjects	Conducted using zoom technology	28.02.2023	-		Local	Improving knowledge on the maintenance of case register
6	Conducting a training programme on settling the Labour Commissioner's account	Heads of branches of District and Sub labour offices and officers in charge of the relevant subjects	Conducted using zoom technology	09.03.2023	-		Local	Improving knowledge on settling the Labour Commissioner's account
7	Series of training programmes for training Labour Officers -2023	Labour officers	178	10.03.2023, 17.03.2023, 24.03.2023 and 31.03.2023	544,980.00		Local	Updating knowledge on conducting labour inspections formally, method of inquiring into workers' complaints as per the standard procedure, new labour laws introduced and filing cases.
8	Training programme regarding the affairs of the EPF payment division.	New officers deployed at payment counters of the EPF payment division.	Conducted using zoom technology	04.04.2023	-		Local	Providing the services of the EPF Division to clients in a more efficient manner.

9	Training programme on the affairs of the EPF Division (Sinhala medium)	Training programme for officers on payment of 30% EPF benefits and registration of AH/D	Conducted using zoom technology	04.04.2023	-		Local	Providing the services of the EPF Division to clients in a more efficient manner.
10	Series of training programmes for training Labour Officers -2023	Labour officers	179	19.05.2023, 25.05.2023, 02.06.2023 and 09.06.2023	473,360.00		Local	Updating knowledge on conducting labour inspections formally, method of inquiring into workers' complaints as per the Standard Operating Procedure, new labour laws introduced and filing cases.
11	Awareness programme on E-ROC system	Assistant Commissioners of Labour in charge of districts and Senior Labour Officers in charge of Sub-Labour Offices and subject officers of the said offices.	Conducted using zoom technology	23.05.2023	-		Local	Developing capacity to extracting information on registered companies through E-ROC system where necessary.
12	Training programme on the implementation of Complaint Management System.	Relevant officers from EPF Division, Zonal labour offices, District labour offices and Sub-labour offices.	Conducted using zoom technology	13.06.2023	-		Local	Enhancing knowledge on the use of Complaint Management System and discussing

								solutions for problems arising practically.
13	Orientation programme for the Employees of the Office Employees' Service	Multi-functional Development Assistant Trainees absorbed as Employees of the Office Employees' Service	25	14.06.2023	19,250.00		Local	Providing knowledge required for duties and providing orientation training.
14	Training officers on the EPF Monitoring System.	Officers handling the monitoring system of EPF.	Conducted using zoom technology	18.07.2023	-		Local	Enhancing knowledge on the EPF Monitoring System.
15	Progress review programme and training programme under the patronage of the Hon. Minister for arbitrators.	Arbitrators	53	16.09.2023	73,240.00		Local	Optimizing arbitration activities.
16	Residential training programme for Deputy Labour Commissioners, Assistant Labour Commissioners and senior labour officers of zones and district and sub-labour offices thereunder. Northern & Eastern Provinces	Officers of Norther and Eastern zones and district and sub-offices thereunder (Deputy Commissioners of Labour, Assistant Commissioners of Labour and Senior Labour Officers)	37	14.10.2023 and 15.10.2023	268,625.00		Local	Making officers aware of the latest amendments to labour laws and updating knowledge on the use of EPF databases.

17	Orientation programme for Management Service Officers.	Management Service Officers	58	16.10.2023, 17.10.2023 and 18.10.2023	74,010.00		Local	Providing knowledge required for discharging duties and orientation training.
18	Training on judicial process in magistrate courts for legal officers and officers leading cases in magistrate courts of the Department of Labour.	For all officers leading cases in magistrate courts.	15	21.10.2023	38,149.00		Local	Providing training on judicial process in magistrate courts.
19	Training programme of office methods and Establishments Code for Management Service Officers and Development Officers.	Management Service Officers and Development Officers	63	07.11.2023	25,880.00		Local	Updating knowledge required for efficient discharge of routine duties.
20	Training programme on the affairs of the EPF Division (Tamil medium)	Subject officers in charge of 30% payment activities, L Division activities, registration of AH/D and EPF loans.	Conducted using zoom technology	28.11.2023	-		Local	Enhancing knowledge on the activities of the EPF Division.
21	Awareness program on implementation of official language policy in the Department of Labour	Executive grade officers	71	11.12.2023			Local	Increase awareness on official language policy

22	Training programme for officers deployed at Front Offices of the head office and regional labour offices of the Department of Labour	Officers serving at front offices.	80	20.12.2023	98,150.00		Local	Developing communication skills required for improving interrelationships with clients.
23	Joint training programme on industrial safety and occupational hygiene	Labour Officers	80	21.12.2023 and 22.12.2023	177,360.00		Local	Enhancing knowledge on industrial safety and occupational hygiene
24	Awareness programme on maintaining an updated general evidence register	Chief Management Service Officers and Heads of Branches of District Labour Offices of Western Zone I, II and III and District Officers thereunder.	28	28.12.2023	21,850.00		Local	Maintaining an updated general evidence register
25	Training programme for new Assistant Commissioners of Labour of the Department	Assistant Commissioners of Labour recruited in 2020 and 2023 (Departmental)	17	From 18.12.2023 to 05.01.2024 (10 days)	518,396.00		Local	Providing knowledge required for discharging duties and orientation programme.
26	Tamil language training programme conducted in terms of Public Administration Circular 18/2020	Executive Grade Officers, Development Officers and Management Service Officers	254	One 200-hour programme and 02 150-hour programmes	375,000		Local	Developing Tamil language knowledge required for carrying out duties

Referring officers to training programmes of external training institutions - Workshops								
1	Upgrading an e- library	Librarian	1		2,500.00		Local	Optimizing activities of the library
2	Transport management	Development Officer and Management Service Officer	2		12,000.00		Local	Optimizing transport management
3	Internal audit & internal control methods	Management Service Officers of the Internal Audit and Finance divisions	4		38,000.00		Local	Enhancing knowledge on internal audit activities.
4	Preparing procurement plans	Deputy Commissioners of Labour and Accountants	5		60,000.00		Local	Enhancing knowledge on the preparation of procurement plans
Referring to Diploma, Graduate and Postgraduate courses								
1	Post Graduate Degree in Public Administration and Management	Assistant Commissioners of Labour	4		345,000.00		Local	Enhancing knowledge of officers required for discharging duties
2	Postgraduate degree on Law	Assistant Commissioner of Labour	1		250,000.00		Local	
3	Higher National Diploma in Procurement and Contract Administration	Accountant	1		69,000.00		Local	
In addition to these training programmes 22 officers of the department participated 05 workshops, conferences and knowledge sharing programmes organized by external organizations.								

Table 6.2 - Participation in Foreign training programmes - 2023

S.No	Name of the programme	Number of officers Trained		Duration of the Programme	Total Investment Rs.
		Designation	Number		
01	Work shop on organizational Innovation Management on key standards and frame works 20-22 February 2023	Assistant Commissioner of Labour	1	From 20.02.2023. to 22.02.2023	Online Training
02	International Tripartite Meeting on Supporting Grass Roots Activities through the International Employers and Network (Cambodia)	Commissioner General of Labour	1	From 16.02.2023 to 17.02.2023	Foreign investment
03	Seminar on Implementing 2030 Agenda for Sustainable Development for Developing Countries Women and children	Deputy Commissioner of Labour	1	From 22.04.2023 to 05.05.2023	Foreign investment
04	Specialized Programme on Big Data Technologies and Machine Learning	Information Technology Officer	1	From 27.03.2023 to 09.05.2023	Foreign investment
05	South Asian Regional Training Course on Evidence Based Policy Making for Decent Work (India)	Assistant Commissioner of Labour	1	From 10.04.2023 to 13.04.2023	Foreign investment

06	Training Course on Cybersecurity Management Systems	Information Technology Officer	1	03.04.2023	Online Training
07	Training Course on Leadership in Public Sector Organizations	Deputy Commissioner of Labour and Assistant Commissioners of Labour	3	20.04.2023	Online Training
08	Terms of Reference Thailand Learning Visit : Sri Lanka From 30 th May 2 th June 2023	Commissioner General of Labour	1	From 30.05.202 to 02.06.2023	Foreign investment
09	Invitation to the Training Workshop on Public Finance Management for Social Protection, Vietnam	Additional Commissioner General of Labour (Administration)	1	From 06.06.2023 to 09.06.2023	Foreign investment
10	Occupation Safety and Health Management for Asian Countries, Malaysia	Additional Commissioner Grneral of Labour (Engineer) and District Factory Inspecting Engineer	2	From 09.10.2023 to 20.10.2023	Foreign investment
11	Womens Leadership in Public Sector Organizations for Productivity Enhancement , Indonesia	Assistant Commissioner of Labour	1	From 27.09.2023 to 28.09.2023	Foreign investment
12	5 th International Conference on Chemicals Management , Germany	Deputy Commissioner of Labour	1	From 25.09.2023 to 29.09.2023	Foreign investment
13	Tripartite Study tour to Indonesia on Social Protection	Commissioner General of Labour and Commissioner of Labour	2	From 04.09.2023 to 07.09.2023	Foreign investment

14	TVET Capacity Building program for Government Officials and Vocational Trainers in Sri Lanka	Commissioner General of Labour	1	From 31.10.2023 to 08.11.2023	Foreign investment
15	Sub – Regional High-Level Technical Meeting on Statistics of International Labour Migration in South Asia	Assistant Commissioner of Labour	1	From 28.11.2023 to 30.11.2023	Foreign investment

Chapter 07

Compliance Report

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)	Not relevant		
1.4	Stores Advance Accounts	Not relevant		
1.5	Special Advance Accounts	Not relevant		
1.6	Others	Not relevant		
2	Maintenance of books and registers (FR 445)			
2.1	Fixed assets register has been maintained and updated in terms of Public Administration Circular 267/2018.	Complied	Since a module has been developed within the CIGAS programme in terms of Treasury Circular 842 dated 19.12.1978, it is not compulsory to maintain a fixed assets register. Accordingly, a module is maintained within CIGAS programme.	
2.2	Personal emoluments register/ Personal emoluments cards has been maintained and updated.	Complied		
2.3	Register of Audit queries has been maintained and updated.	Complied		
2.4	Register of Internal Audit reports has been maintained and updated.	Complied		
2.5	All the monthly account summaries (CIGAS) are prepared and submitted to the Treasury on due date.	Complied		

2.6	Register for cheques and money orders has been maintained and update	Complied		
2.7	Inventory register has been maintained and updated.	Complied		
2.8	Stocks Register has been maintained and updated.	Complied		
2.9	Register of Losses has been maintained and updated	Complied		
2.10	Commitment Register has been maintained and updated.	Complied		
2.11	Register of Counterfoil Books (GA — N20) has been maintained and updated.	Complied		
3	Delegation of functions for financial control (FR 135)			
3.1	The financial authority has been delegated within the institution.	Complied		
3.2	The delegation of financial authority has been communicated within the institution.	Complied		
3.3	Authority has been delegated so that each transaction is signed by 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 th May 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 National Budget Department (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 time specified 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	Answers have been submitted to all internal audit reports within a period of one month.	Not Complied	More than one month is taken when receiving answers from the relevant offices.	Relevant divisions and offices have been briefed.
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		
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	Complied		
8.1	The information about purchases of assets and disposals was submitted to the Comptroller General's Office in terms of Paragraph 07 of the Asset Management Circular No. 01/2017.	Complied		
8.2	A suitable liaison officer was appointed to coordinate the implementation of the provisions of the circular and the details of the nominated officer was sent to the Comptroller General's Office in terms of Paragraph 13 of the aforesaid circular.	Complied		
8.3	The board of survey was conducted and the relevant reports submitted to the Auditor General on due date in terms of Public Finance Circular No. 05/2016.	Complied		
8.4	The excesses and deficits that were disclosed through the board of survey and other relating recommendations, actions were carried out during the period specified in the circular.	Complied		

8.5	The disposal of condemned 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 (It has been notified verbally by the Auditor General that the relevant running charts should be submitted when requested and therefore they have been listed and stored)		
9.2	The condemned vehicles had been disposed of within a period of less than 6 months after condemning.	Not complied	A committee consisting of a motor vehicle inspection officer should be appointed for disposal of vehicles and some time should be taken for the disposal process after the committee is appointed.	After identifying the disposable vehicles, take immediate actions to appoint the relevant committee and carry out the disposal
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 restricted in terms of the provisions of Paragraph 3.1 of the Public Administration Circular No. 30/2016 of 29 th December 2016.	Not complied	The fuel balancing process could not be conducted for all vehicles as problems arose in filling the fuel to the maximum capacity due	

			to the implementation of fuel quota system until August 2023 and the inadequacy of provisions for fuel during the last quarter of the year.	
9.6	The absolute ownership of the leased vehicle logbooks 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 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 Financial Regulation 94(1).	Complied		
12	Advances to Public Officers Account	Complied		
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 loan balances in arrears for over one year had been settled	Not complied	• Absence of files relevant to certain loan balances. • Inability file cases since it has been informed by the Attorney General's Department that it is	• Sending reminders to the relevant officers requesting them to settle loan balances.

			futile to initiate legal action as the cost incurred by the government in instituting legal action for the recovery of loans exceeds the amount to be recovered. • Absence of details regarding guarantors and there being no guarantors for certain loan balances. • Non-submission of the relevant documents by the inheritors required for the recovery of balances from the death gratuity of deceased officers.	• Informing officers to pay loan balances at least in installments. • Taking action to recover from guarantors. • Taking action to initiate legal proceedings • Taking action to have the addresses of officers whose addresses could not be confirmed, established through the Divisional Secretariats and the Department of Elections.
13	General Deposit Account			
13.1	The action had been taken as per Financial Regulation 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	Complied		
14.1	The balance in the cash book at the end of the year under review remitted to Treasury Operations Department.	Complied		
14.2	The ad-hoc sub imprests issued as per Financial Regulation 371 settled within one month from the completion of the task.	Complied		
14.3	The ad-hoc sub imprests had been issued without exceeding the limit approved as per Financial Regulation 371.	Complied		
14.4	The balance of the imprest account had been reconciled with the Treasury books monthly.	Complied		

15	Revenue Account	There is no revenue account for the Department		
15.1	The refunds from the revenue had been made in terms of the regulations.	Not relevant		
15.2	The revenue collection had been directly credited to the revenue account without credited to the deposit account.	Not relevant		
15.3	Returns of arrears of revenue forward to the Auditor General in terms of Financial Regulation 176.	Not relevant		
16	Human Resource Management			
16.1	The staff has been maintained within the approved cadre.	Complied		
16.2	All members of the staff have been issued a duty list in writing.	Complied (Prepared and given by the relevant divisions and labour offices)		
16.3	All reports have been submitted to MSD in terms of their circular No. 04/2017 dated 20 th September 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	Biannual and Annual reports have been submitted as per section 08 of the Right to Information (RTI) Act.	Not complied	Providing information for requests under the RTI Act is done by regional offices. Accordingly, it takes time to gather that information.	Under the RTI Act, all regional offices have been informed to send a report related to the information issued monthly to the head office.
18	Implementing citizens charter			
18.1	A Service Recipients 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 Service Recipients Charter as per paragraph 2.3 of the circular.	Not complied	A methodology has been drafted.	
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 th January 2018.	Complied		
19.2	A minimum training opportunity of not less than 12 hours per year for each member of the staff has been ensured in the aforesaid Human Resource Plan.	Complied		
19.3	Annual performance agreements have been signed for the entire staff based on the format in Annexure 01 of the aforesaid Circular.	Not complied	As at 31 st December 2023, a staff of 2811 for 70 categories of the Department are in service in the divisions of the Head Office and regional offices across the country and since it is a complicated task to prepare performance agreements of all those officers, the way it should be executed is being studied.	

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 to Audit Paragraphs			
20.1	The shortcomings pointed out in the audit paragraphs issued by the Auditor General for the previous years have been rectified	Complied		

End.