



புள்ளியியல் இலாபத்திற்கு கிராமிய டெபார்ட்மென்ட்டுவ  
ஆட்களை பதிவு செய்யும் திணைக்களம்  
Department for Registration of Persons



## கார்ட்டு சாட்டு வார்ட்டு-2012 செயல் மதிப்பீட்டு அறிக்கை-2012 PERFORMANCE REPORT-2012



ஊ-45, கர்த்தேரிபுல பார, காலூ 05.  
கி-45, கெப்பெட்டிபுல மாவத்தை, காமூம்-05.  
C-45, Keppetipola Road, Colombo 05.

**PERFORMANCE REPORT**  
**2012**

## **Content**

<b>1. Introduction</b>	<b>1</b>
<b>Vision</b>	<b>1</b>
<b>Mission</b>	<b>1</b>
<b>Objective</b>	<b>1</b>
<b>Role</b>	<b>2</b>
<b>2.Issuing Identity Cards</b>	<b>3</b>
<b>3. Accelerated Program of Issuing NIC</b>	<b>6</b>
<b>4. Applying Information Technology for the Process of Issuing NICs</b>	<b>7</b>
<b>5.Mobile Service</b>	<b>8</b>
<b>6.Training programs</b>	<b>8</b>
<b>7.Incentive, Allowances</b>	<b>9</b>
<b>8.Legal Affairs</b>	<b>9</b>
<b>9.Physical Resource management</b>	<b>10</b>
<b>10.Financial progress</b>	<b>11</b>
<b>11.Details of the Staff</b>	<b>12</b>
<b>12.e-NIC Project</b>	<b>13</b>

# **Department for Registration of Persons Performance Report -2012**

## **1. Introduction**

Registration of legal residents of Sri Lanka who are of the age of 18 years and above and issuance of NICs for them was commenced in year 1972 by the Department of Registration of Persons in terms of the provisions of the Registration of Persons Act . No.32 of 1968 and in accordance with an amendment made to the Act, the age of registration of persons was revised as 16 years with effective from year 1981.

### **Vision**

To be the people friendly service provider that confirms the identity of citizens in a credible manner.

### **Mission**

Registration of Sri Lankan citizens who have attained 16 years of age in an efficient and secure manner and issue of identity cards to them in terms of the Registration of Persons Act No:32 of 1968.

### **Objective**

This Department which has its main objective as the registration of persons and issuance of identity cards to them in terms of act No 32 of 1968 amended by Acts No 28 of 1971 and No 11 of 1981, While issuing the NICs which is the main document that certifies the identity of persons is expected to create the necessary environment for governance of the country helping to maintain law and order in the Democratic Socialist Republic of Sri Lanka facing the challenges of the 21<sup>st</sup> century and fulfilling that task through a proper management.

## **Role**

- Registration and issue of identity cards to persons who are legally resident in Sri Lanka and attained 16 years of age
- Issue of corrected identity cards in place of ones that have already been issued by the Department when such corrections are required
- Issue of duplicate identity cards to replace lost identity cards
- Providing the aforesaid service in a day by “one day service”
- Taking necessary legal action regarding various malpractices that are being committed during the issue of NICs
- Creating awareness program for institutions regarding the NIC and the process of Issuance of NIC
- Confirmation of the genuineness of NIC at the request of various government departments
- Issuing information for police clearance reports

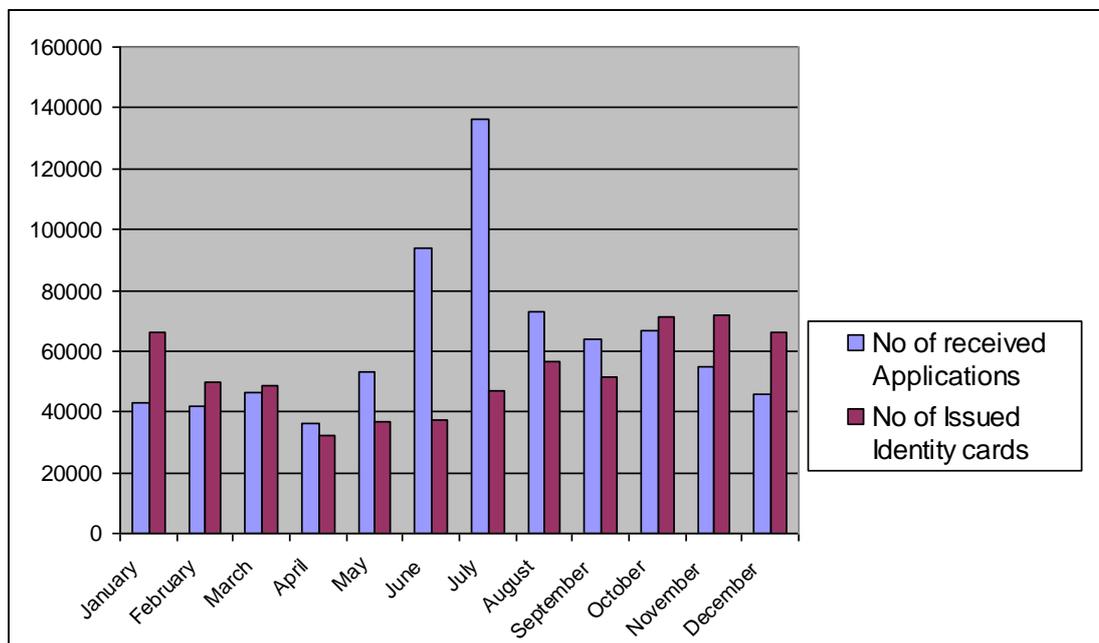
## 2. Issuing Identity Cards

- **Normal Service**

The number of NICs issued by the Department under the normal service from January 01 to December 31 in 2012 can be identified as follows.

Month	No of received Applications	No of Issued Identity cards
January	43027	66156
February	41584	49628
March	46183	48355
April	36203	32490
May	53257	36784
June	93711	37499
July	136142	47003
August	72945	56528
September	63778	51631
October	66788	71270
November	54860	71688
December	45739	66356
<b>Total</b>	<b>754217</b>	<b>635388</b>

According to the Chart , the difference between Received applications and issued identity cards is the quantity of incorrect and cancelled applications.

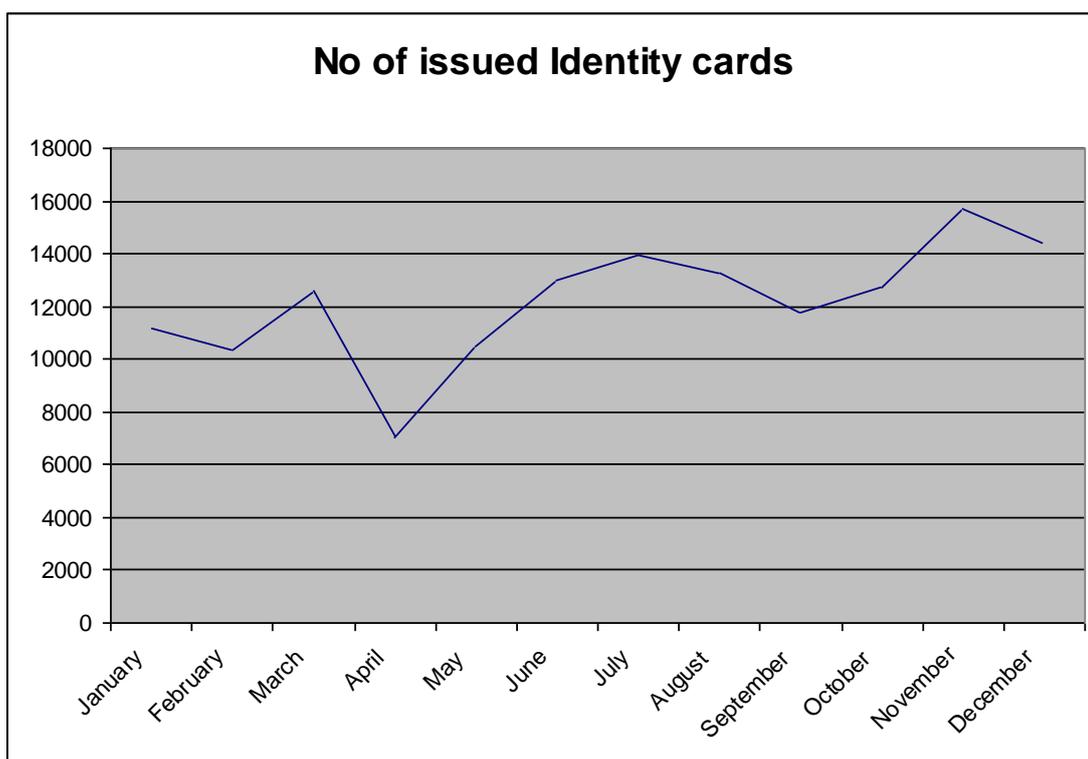


- **One Day Service**

An expedite program (one day service) has been launched for candidates who expect to obtain identity cards immediately for their urgent needs since 01.09.2003. Under this program Government approved fees of Rs 500/= has been charged for one application.

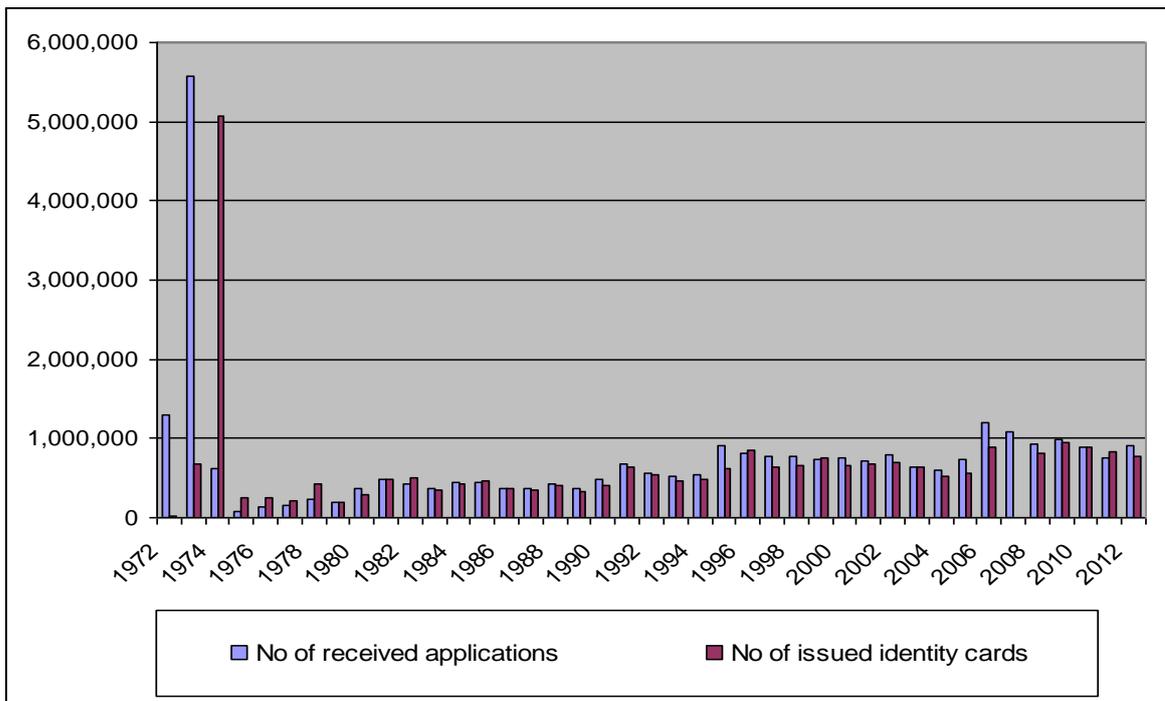
The following chart indicates the income received by the department and the issued identity cards month by month from January to December in 2012.

Month	No of issued Identity cards	Income (Rs)
January	11191	5,595,500
February	10349	5,174,500
March	12598	6,299,000
April	7058	3,529,000
May	10490	5,245,000
June	13001	6,500,500
July	13926	6,963,000
August	13275	6,637,500
September	11752	5,876,000
October	12749	6,374,500
November	15705	7,852,500
December	14440	7,220,000
<b>Total</b>	<b>146534</b>	<b>73,267,000</b>



- **Receiving Applications and Issuing Identity Cards**

Year	No of received applications	No of issued identity cards	Year	No of Received applications	No of issued identity cards
1972	1,305,801	22,459	1993	528,628	468,494
1973	5,570,696	680,024	1994	545,121	493,093
1974	619,855	5,071,234	1995	907,560	616,915
1975	72,268	248,694	1996	816,275	853,191
1976	138,216	246,694	1997	782,988	636,187
1977	152,221	221,783	1998	771,597	655,580
1978	236,834	423,276	1999	731,079	753,560
1979	186,813	194,436	2000	758,463	651,787
1980	360,510	297,702	2001	711,295	679,250
1981	479,724	474,577	2002	794,357	700,000
1982	425,904	505,559	2003	633,168	635,046
1983	358,830	342,088	2004	607,111	524,241
1984	451,651	421,010	2005	731,310	564,872
1985	446,619	458,557	2006	1,196,276	897,674
1986	364,150	374,074	2007	1,086,236	958,445
1987	372,108	353,819	2008	933,663	818,407
1988	431,102	409,870	2009	986,670	941,537
1989	365,966	333,083	2010	899,349	890,084
1990	491,622	397,135	2011	752,399	835,548
1991	676,681	646,150	2012	900,751	781,922
1992	568,493	545,957	Total	<b>30,150,360</b>	<b>26,065,569</b>



### 3. Accelerated Program of Issuing NIC

- **Recruitment of Temporary Clerks (Tamil)**

Due to the lack of Production Assistants with Tamil Language writing skill who are specially recruited for developing NICs, the issuance of NICs written in Tamil Language has been shown a slight downfall.

According to the request made to the Ministry of Constitutional Affairs and National Integration, 16 Temporary Clerks (Tamil) who were trained under the "Equal Access to justice" project funded by UNDP, were recruited on the basis of temporary and monthly allowance of Rs. 9000/= at the 1<sup>st</sup> instance. Their services have been obtained as following table. Funds were allocated for the same under the above mentioned project.

Time period	No of officers	allowences
2009.08.07 - 2009.11.06	16	Rs.9000/- per month
2009.11.16 - 2010.03.15	16	
2010.04.15 - 2010.08.31	23	Rs.10000/- per month
2010.09.15 - 2011.02.14	07	Rs.15000/- per month
2010.10.04 - 2011.02.14	23	
2011.08.01 – 2011.12.31	07	
2012.01.04 – 2012.05.31	07	
2012.06.06 – 2012.07.31	07	
2012.08.01 – 2012.12.31	07	

- **Employment of the Officers from the Civil Security Department.**

Due to the promotions gained to the other services, the number of Production Assistance who are directly involved with developing NICs have been decreased. Therefore, 47 officers who have skill to develop NICs have been employed from the Civil Security Department. They have been employing in this department since 20.09.2011. 46 of them were utilized during the month of January 2012 and there after the number of officers were increased up to 54.

- **Recruitment of Practical Trainees**

In addition to the above officers, practical training was provided to the trainees who had trained at the Vocational Training Institutes, with the payment of Rs.500/- per day. The details are given in the following table.

Time period	No. of trainees	Vocational Training Institute
2011.08.10 – 2012.02.09	6	National Youth Services Council
2011.08.15 – 2012.02.14	4	Lalith Athulathmudali Vocational Training Center
2011.12.08 – 2012.06.07	1	Vocational Training Center Dehiwala
2012.04.02 – 2012.10.01	4	Sri Lanka Vocational Training Authority
2012.04.20 – 2012.10.19	1	Technical College Gampaha
2012.10.01 – 2013.03.31	2	Sri Lanka Korian National Technical College

#### 4. Applying Information Technology for the Process of Issuing NICs

- **Assigning Numbers Using Computers**

Assigning Numbers through computer for NICs issued for the first time has been implementing since 01 January 2007 within the department itself. The Number of NICs assigned numbers from January to December in 2012, are given in below table.

Month	IDs assigned numbers
January	16,991
February	16,790
March	20,121
April	14,587
May	19,944
June	28,360
July	39,922
August	55,301
September	56,151
October	56,951
November	53,727
December	19,393
<b>Total</b>	<b>398,238</b>

- **Issuing Index Cards through Computerization.**

Searching department records (index) for issuing duplicates for lost NICs and for amending current NICs has been formerly done manually. Currently it has been computerized and therefore being done through the system.

## **5. Mobile Service**

Conducting mobile services is expedited as the NICs are compulsory to vote in the elections. Obtaining completed applications from persons live far away by approaching them at village level in this mobile service. 28,582 applications have been received from January to December in 2012 under this program.

## **6. Training programs**

A Tamil language training programme was conducted to enhance the Tamil Language skill of the Sinhala officers with the assistance of a consultant of the Department of Official Languages. In addition 4 programmes were conducted on the productivity improvement at the department premises

298 officers have been participated in the training programs conducted by the Public Service Training Institute (PSTI) in 2012. It is expected to improve the efficiency of the service through these trainings.

The details of the training of the staff is shown in following tables.

- **Training programmes conducted at the Department premises**

No.	Training Programm	No. of Participants
1.	Maintaining Better Public Relationships	100
2.	Working with Imotions	105
3.	Personality Development Programm	100
4.	Introduction to Basic Productivity Concepts	200
5.	Tamil Language Training Programm	125

- **Participation of the training programmes conducted by PSTI**

No.	Training Programm	No. of Participants
1.	Advanced Computer Training	30
2.	Induction Training	54
3.	Pension Process	8
4.	Basic Computer Training	135
5.	Office Management	14
6.	Maintaining Personal Files	9
7.	Productivity and Quality Improvement of Public Service	11
8.	Stores and Procurement Procedure	3
9.	Preparation of Recruitment Procedure	3
10.	Project Management	1
11.	Finacial Management	13
12.	Government Auditing	5
13.	Diciplinary Procedure	6
14.	The Role of PMAS Super Grade	1
15.	The Role of Office Assistance	3
16.	The Duties of Shroff	1
17.	Salary Conversion	1

## **7. Incentive Allowances**

On request of applicants, “one day service” has been initiated since 2003 to issue NICs with in the same day. An approved scheme of incentives has been implementing to motivate the staff involved with one day service delivery. This scheme of incentives has also been implemented in 2012.

## **8. Legal Affairs**

Legal related activities such as finding solutions for applications with issues, confirmation of doubtful NIC numbers, reply for inquiries of various public and private institutions, checking doubtful birth certificates and charging for violating the Act of Registration of Persons completed during 2012 are given in Annexure I.

## 9. Physical Resource Management

- **Land and Buildings**

The building situated in No 45, Kappetipola Road, Colombo 05 is possessed to the department.

Constructing a new building for one day service and renovations of the lavatory system of the department have been completed.

- **Rents**

The department has rented 12,180 square feet “Yamuna Building” situated at Nugegoda on monthly rental of Rs 532,000/= including all taxes.

- **Other Assets**

Details of vehicles currently possess by the department are given in below table.

Number	Vehicle	Purchased Date	Purchased Value (RS)
202 – 9519	Three Wheeler	1997.02.06	133465.00
NA 2147	L 300 Van	2006.05.24	4450000.00
KB 8577	Motor Car	2006.05.25	3400000.00
PA 9855	L 300 Van	2006.11.22	4250000.00
KF 6282	Motor Car	2007.12.17	1935000.00
PB 6775	L 300 Van	2008.08.26	6250000.00
KH 3686	Motor Car	2008.09.02	3750000.00
PC 3265	Cab	2011.06.28	2627353.00
KP 5832	Jeep	2011.08.18	4587528.00
WP 6059	Motor Bike	2011.06.14	104496.00
PE 1206	Cab	2012.06.12	7500000.00

## 10. Financial Progress

Expenditure estimate and the actual expenditure for the year 2012 are shown as follows.

- Estimate and the expenditure of the department**

Number	Activities	Expenditure estimate 2012 (Rs.'000)	Progress Rs.' 000		%
			Finance	Physical	
1.	Personal Emoluments	158,470	Finance	136,460	1.
			physical		
2.	Other Recurrent Expenditure	46,070	Finance	38,752	2.
			Physical		
3.	Capital Expenditure	47,050	Finance	42,521	3.
			Physical		

- Electronic Identity Card Project**

Number	Activities	Expenditure estimate 2012 (Rs.'000)	Progress Rs.' 000		%
			Finance	Physical	
1.	Capital Expenditure - NIC Project	1,250,000,	Finance	65,337	1.
			physical		

From the capital expenditure, Rs.22 million and 9.4 million has been expended for purchasing Laminating rolls and Insert Cards respectively.

While the revenue collected through "One Day Service" is Rs.73,267,000/-, the number of Identity Cards issued through the same service is 146,534 during the year.

The revenue and appropriation Account summary of the year 2012 are annexed at anneure (II).

## **11.Details of the Staff**

### **Retirements**

- 10 officers belong to the Management Assistant Service
- 03 officers belong to the Office Employment Service

### **Resignations**

- 01 Officer of the Management Assistant Service Grade 111 has been resigned

### **Transfers**

- 03 Officers of the Sri Lanka Administrative Service
- 07 Enforcement Officers
- 15 Officers of the Management Assistant Service
- 01 Data Entry Operator
- 05 Officers of the Office Employment Service
- 01 officer of the Drivers' Service

### **Release**

- 01 Enforcement Officers
- 05 Officers of the Management Assistant Service

### **Promotions**

- 01 Officer of the Management Assistant Service Grade II has been promoted to Grade I
- 01 Officer of the Management Assistant Service Grade III has been promoted to Grade II

Details of the staff are annexed at anneure (III).

## 12. e-NIC Project

### 1. Introduction:

The project commenced activities in establishing secured and centralized Electronic storage of citizen registration along with integrated Electronic Identity Card issuance and verification system based on the Cabinet approval given on 17<sup>th</sup> August 2011. Lanka Logistic & Technologies Ltd.( LLTL), had assumed duties in preparing the documents of Request For Proposal (RFP) for selecting of a Solution Provider for the need based on the responsibilities entrusted to them as the Project Manager by the President Steering Committee. Up to now, LLTL has been engaging with the task of preparing RFPs for selection of Solution Providers in establishing NPR ( National Persons Registry) system and digitizing of manually collected citizens' data.

Based on the Cabinet decision had on 17<sup>th</sup> August 2011, Project Coordinating Unit was established in mid July 2012, for implementing of project activities at the Department for Registration of Persons (DRP) with a Project Director and few staff members who were temporally released from the Department. According to the initial carder approved to the project, four Enforcement Officers and four Management Assistants were supposed to get release from DRP. It took long time and the process was completed in mid Nov.2012.

In the project progress review meeting held on 14<sup>th</sup> September 2012, it was decided to change the role of LLTL *as the Project Consultant* instead of the project manager and to change the role of Project Coordinating Unit, *as the Project Management Unit* with the amendment to the Cabinet Decision on 17<sup>th</sup> August 2011, in order to expedite the implementation of the project activities.

Based on the acceleration of the project implementation, plan is to go for two separate contracts for digitizing of manually collected citizens' data and for NPR system as decided at the PSC meeting held on 10<sup>th</sup> Dec.2012.

## 2. Progress of the Project:

### 2.1. Recruitment of the Staffs:

Based on the approval got from the Dept. of Management Service for initial cadre of the project, staffs were recruited in second Six months of 2012 and status of recruitment as at 31<sup>st</sup> DEC.2013 is as follows.

Approved Position	Approved number	Date of recruitment	Remarks
Project Director	01	10-07-2012	
IT system administrator	01	Not filled	Covering up by Asst.Director(IT) –Dept.
Project Accountant	01	15-7-2012	Chief Accountant of Dept. working on Part time basis. Project Accountant would be recruited in March,2013.
Procurement Specialist	01	Not filled	No suitable applicant came to the interview. Up to end of Dec.2012, services for this purpose received from the Chief Engineer - Western Province. A Procurement Specialist with Civil Engineering back ground would be recruited by end of March,2013.
Monitoring & Reporting Officer	01	Not filled	The applicant selected for the position has not yet reported.
Technical Officer	02	In Oct.2012 and In Jan.2013	One reported in Oct.2012 and other one reported in 1 <sup>st</sup> Jan.2013.
Project Assistant	04	In August and Sep.2012	Selected four Enforcement Officers were temporally placed in August and September,2012 and properly released them in Nov.2012.
Management Assistant	04	1 <sup>st</sup> Nov.2012	Out of 3 selected Management Assistants from the Dep., 2 officers assumed duties.
Office Assistant	02	Nov.2012	
Driver	03	Nov.2012	

For the implementation of the project activities and continuation of the NPR system, selection of 800 Graduate Trainees for the Head Office of the Dept. and Remote Units of the Dept. through the interviews would be held at district levels and recruitment of them would be completed by end of February,2013 with the approval of Department of Management Service.

## **2.2. Head Office site preparation:**

In line with implementation of e. NIC Project, site preparation with relevant furniture and equipments at the Head Office was completed within the second half of the year 2012 as follows.

### **2.2.1. Furniture :**

For the units identified at the Head Office has been furnished at the cost of Rs. 3.3 Mn.

2.2.2. Plants, machinery and equipments ( Desktop computers with accessories, scanners, printers etc.) have been procured at the cost of Rs.12 Mn.

2.2.3. Partition and renovation of computer branch was completed at the cost of 1.6Mn.

## **2.3. Establishing Project Office with furniture and equipments:**

Project office was established at a limited space in the premises of the Department with cost of Rs.3.7 Mn.

## **2.4. Establishing Regional Office:**

In order to giving hands on supports for establishing and operations of Remote Units at Divisional Secretariats and monitoring of their functions, first Regional Office in Vavuniya and Batticaloa districts have been established and not yet commenced operations.

## **2.5. Establishing Remote Units at Divisional Secretariats:**

Establishing of Remote unit at each Divisional Secretariat for capturing citizens' data and biometrics was started by addressing specific issues of the units established 4-5 years back, completed assessment of 332 DS offices and Renovations were started with new BOQs.

## **2.6 Financial Progress**

Though the Rs 1200 Mn had been allocated for the Project in the year, total expenditure for the year was Rs 44.9 Mn. Break down of the expenditure is as follows.

Capital expenditure – 41,022,493

Recurrent expenditure – 3,887,025

Main reason for less expenditure was delay in selection of a supplier for ICT infrastructure development.

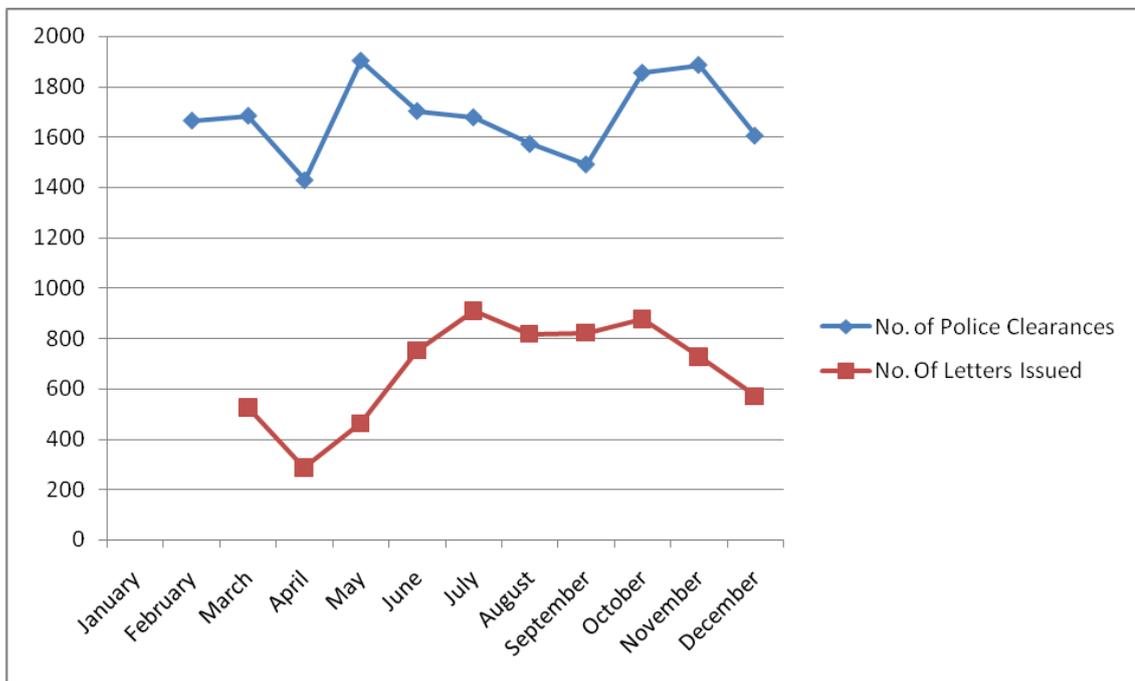
### **3. Issues :**

Issues identified in implementation of the project so far are as follows.

- a. Delay in signing Memorandum of Understanding between Lanka Logistics & Technologies Limited and the Department by identifying scope of works of both parties with a payment scheme,
- b. Delay in selecting of Solution Providers
- c. No enough Office Space for the Project Management Unit at the existing premises of the Department
- d. Difficulties in infrastructure development of the Department at the existing building of the Department , in line with implementation time frame of the e.NIC Project, since the Department is supposed to shift into the New building constructing in Battaramulla.
- e. Allocation, Rs.470 Mn for the year would not be enough, since data capturing would be completing manually in the year.

Legal Activities - 2012

Month	No. of Police Clearances	No. Of Letters Issued
January		
February	1665	
March	1684	525
April	1428	286
May	1903	462
June	1703	751
July	1678	909
August	1572	817
September	1491	822
October	1855	876
November	1886	725
December	1605	570
<b>Total</b>	<b>18470</b>	<b>6743</b>



**Appropriation Account - 2012**

Name of Department : Department of Registrations of Persons:

Expenditure Head No. 227

Programme Number given in Annual Estimates	Title of the Programme given in Budget Estimates	(1)		(2)		(3)		(4)		(5)		(6)		Page No. (Reference to relevant DGSA 2 format)
		Provision in Budget Estimates	Rs.	Supplementary Provision and Supplementary Estimate Allocation	Rs.	Transfers in terms F.R. 66 and 69	Rs.	Total Net Provision (1+2+3)	Rs.	Total Expenditure	Rs.	Net Effect Saving/(Excess)	Rs.	
1	Recurrent Operational Activities	203,440,000		1,100,000		4750000/-4750000		204,540,000		175,212,890		29,327,110		2
	<b>Sub Total (Recurrent)</b>	<b>203,440,000</b>		<b>1,100,000</b>		<b>4750000/-4750000</b>		<b>204,540,000</b>		<b>175,212,890</b>		<b>29,327,110</b>		
1	Capital Operational Activities	32,050,000		15,000,000				47,050,000		42,520,951		4,529,049		2
	<b>Sub Total (Capital)</b>	<b>32,050,000</b>		<b>15,000,000</b>		<b>0</b>		<b>47,050,000</b>		<b>42,520,951</b>		<b>4,529,049</b>		
	Total of Recurrent	203,440,000		1,100,000		4750000/-4750000		204,540,000		175,212,890		29,327,110		
	Total of Capital	32,050,000		15,000,000		0		47,050,000		42,520,951		4,529,049		
	<b>Grand Total</b>	<b>235,490,000</b>		<b>16,100,000</b>		<b>4750000/-4750000</b>		<b>251,590,000</b>		<b>217,733,841</b>		<b>33,856,159</b>		

Detailed Accounting Statements in DGSA format Numbers 2 to 10 presented in pages from 02 to 19 and other Notes presented in pages from 20 to 23 are integral part of this Appropriation Account.

We hereby certify that the figures in this account, other detailed statements and Notes are correct and relevant accounts were reconciled with Treasury Books

Chief Accountant/Director (Finance)/Commissioner (Finance) **R. M. S. SARATHI KUMARA** Chief Accounting Officer  
 Name : **J. M. U. P. JAYAMAH** Commissioner General  
 Date : 19/03/2013 Department of Registrations of Persons  
 For Commissioner General of Department for Registrations of Persons  
 No. C-45, KEPPEL ROAD  
 01/02/2013  
 Designation :  
 Date :



## Annexure III

**Details of the Staff 31.12.2012**  
**Detail Report of the Carder**

Designation	Approved Carder	Actual Carder	Vacancies	Excess
Commissioner General) - SLAS-Special Grade)	1	1	-	-
Commissioner (SLAS -I)	2	2	-	-
Chief Accountant - SLAcS-I	1	1	-	-
Deputy/Assistant Commissioner – SLAS II/III	12	9	3	-
Assistant Director - Information & Communication Technology Service I/II	1	1 (Acting)	1	-
Accountant SLAcS II/I SLAcS II/II	1	1	-	-
Internal Auditor - SLAcS	1	-	1	-
Administrative Officer - P.M.A.S Supra	2	1	1	-
Translator	2	-	2	-
Budget Assistant (To be appointed from the Budget Department)	1	1	-	-
Enforcement Officer	75	70	5	-
Public Management Assistant	282	173	109	-
Information and Communication Technology Assistants	10	9	1	-
Drivers	8	7	1	-
Office Employment Service	51	45	6	-
Laminate Machine Operators	2	2	-	-
Production Assistant	67	65	2	-
Record Helpers	11	10	1	-