



කාර්ය සාධන වාර්තාව - 2015
செயல் நிறைவேற்ற அறிக்கை - 2015
PERFORMANCE REPORT - 2015

තැපැල් දෙපාර්තමේන්තුව
அஞ்சல் திணைக்களம்
DEPARTMENT OF POSTS



තැපැල් මූලස්ථානය
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கொழும்பு 01000
POSTAL HEADQUATERS
NO.310,D.R.WIJEWARDHANE MAWATHA
COLOMBO 01000

Vision

To become the most distinctive institution in Asia to provide fully productive and quality postal service based on modern technology for the delight of customers

Mission

To provide an attractive postal service locally and internationally using resources efficiently in partnership with the private sector by introducing modern technology, motivating the staff in a pleasing working environment while adhering to productivity concepts and winning the trust of customers by creating new services and improving existing services.

Our Team in 2014 including Provincial Heads

Postmaster General	Mr D.L.P. Rohan Abeyratne
Deputy Postmaster General (Administration)	Mrs H.D.C.P. Gunasekara
Deputy Postmaster General (Operations)	Mr W.A.G. Wickrmesinghe
Chief Accountant	Mr. K.P. Wasanthathilake
Chief Internal Auditor	Mrs. J.A.D.C.A. Ganepola
Accountant (Stamp Repository)	Mr. K.S.P. Perera
Deputy Postmaster General (South)	Mrs G. Gamage (S.L.A.S)
Deputy Postmaster General (North)	Mr. N. Ratnasingham
Deputy Postmaster General (Sabaragamuwa)	Mrs P.S.R.M. Vijayaraja (S.L.A.S)
Deputy Postmaster General (East)	Mr. V. Vivekanandalingam
Deputy Postmaster General (Uva)	Mr. R. Dharmasiri Piyasena (S.L.A.S)
Deputy Postmaster General (Central)	Mr. D.A.R.K. Ranasinghe
Deputy Postmaster General (Northwestern)	Mr. H.M. Premachandra
Deputy Postmaster General (Western)	S.W.M.T.L. Hulangamuwa
Deputy Postmaster General (North Central)	Mrs. G.C.I. De Silva

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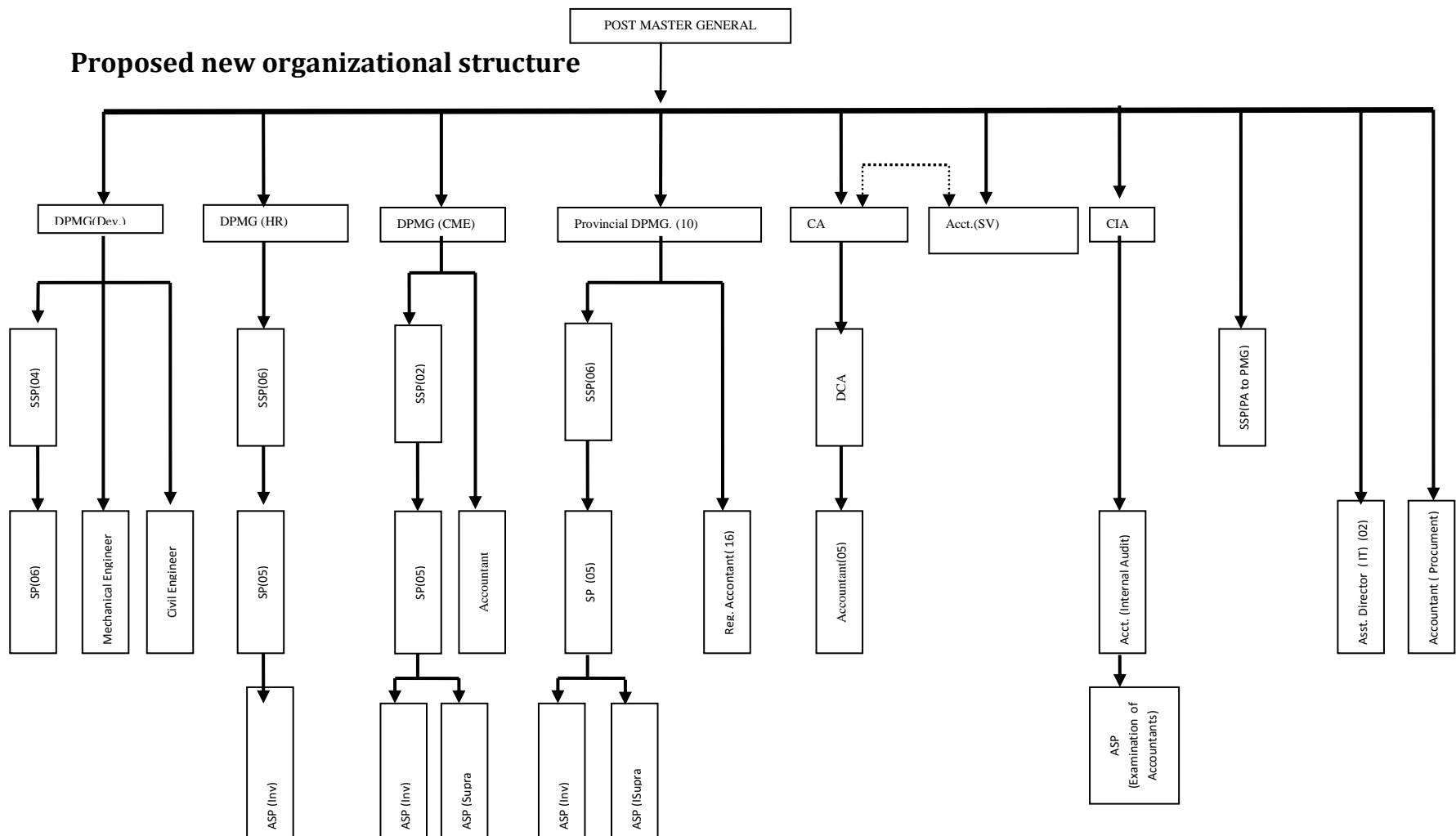
Sri Lanka Department of Posts, a wholly government owned entity is under the purview of the Ministry of Posts and Muslim Religious Affairs. Postmaster General is the head of the Department. Postal Headquarters is the administrative nerve centre of the Department and administrative, operational and accounting functions have been devolved at the regional level. Accordingly, 10 Deputy Postmaster Generals appointed for the 09 provinces and 03 Deputy Postmaster Generals for the Postal Headquarters and the Central Mail Exchange which serves as the main operating center are in charge of the administrative and operational activities.

Organizational Structure

The proposed new structure enabling formal delegation of power, geared towards facilitating the decision making process of the Department is due to be implemented in the near future. The existing old organizational structure is given as annex 1.

Details of the cadre of the Department of Posts are given as Annex 02.

Proposed new organizational structure



- DPMG - Deputy Post Master General
- CA - Chief Accountant
- Acct.(SV) - Accountant (Stamp Vault)
- SSP - Senior Superintendent Of Post
- CIA - Chief Internal Auditor
- DCA - Deputy Chief Accountant
- SP - Superintendent of Post
- ASP - Assistant Superintendent of

Office network of the Department of Posts

Post Offices	653
Sub- post offices	3410
Agency post offices	524
Rural agency post offices	101
Estate post offices	<u>04</u>
Total	<u>4692</u>

Post office network

Province	R.P.S. Division	Post offices	Sub post offices
Central	Kandy North	28	163
	Kandy South	29	182
	Nuwaraeliya	23	96
	Matale	22	91
Total		102	532
East	Ampara	10	56
	Akkaraipattu	13	52
	Batticaloa	21	66
	Trincomalee	12	48
Total		56	222
North	Jaffna	31	142
	Kilinochchi	04	37
	Mulativu	05	17
	Mannar	08	36
	Vavuniya	04	32
Total		52	264
North Central	Anuradhapura	27	183
	Polonnaruwa	12	89
Total		39	272
Sabaragamuwa	Kegalle	30	196
	Ratnapura	24	190
Total		54	386
South	Galle	41	215
	Matara	30	195
	Hambantota	20	99
Total		91	509
Uva	Badulla	30	182
	Monaragala	16	71
Total		46	253

Western	Colombo North	35	92
	Colombo South	23	87
	Gampaha North	28	100
	Gampaha South	28	134
	Kalutara	34	140
Total		148	553
Northwestern	Kurunegala North	22	153
	Kurunegala South	21	152
	Puttalam	22	114
Total		65	419
Sum Total		653	3410

Details of sub post offices

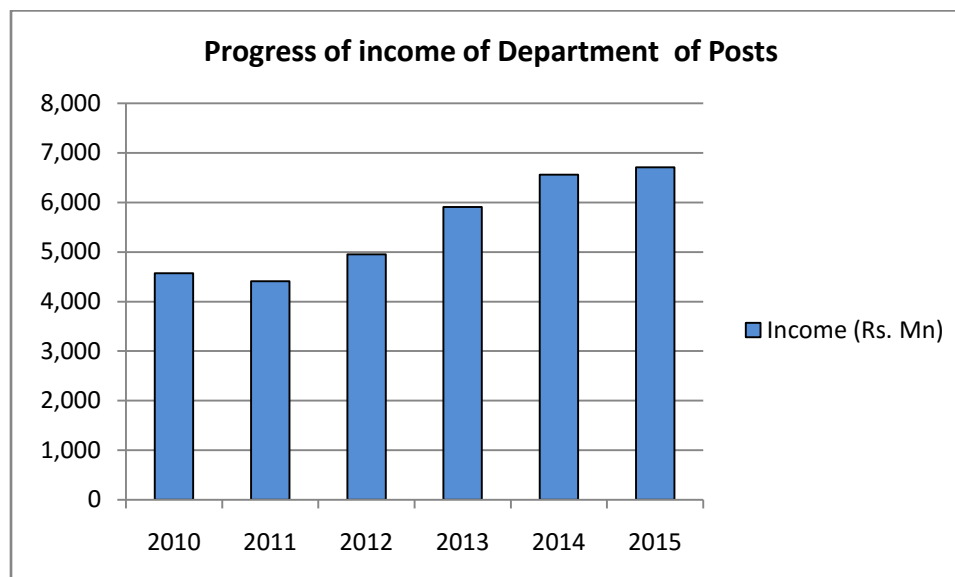
- Total number of sub post offices 3410
- Number of sub post offices remained closed at present 41
- No of sub post offices in operation 3369
- Number of sub post offices delivering letters 1523
- Number of sub post offices not delivering letters 1887
- Number of government buildings 430
- Number of privately owned buildings 2942

Postal services expansion indices 2015

Year 2015	
Number of letters received by one person annually	16
Extent of area served per post office	13
Number of persons served by a post office	4332

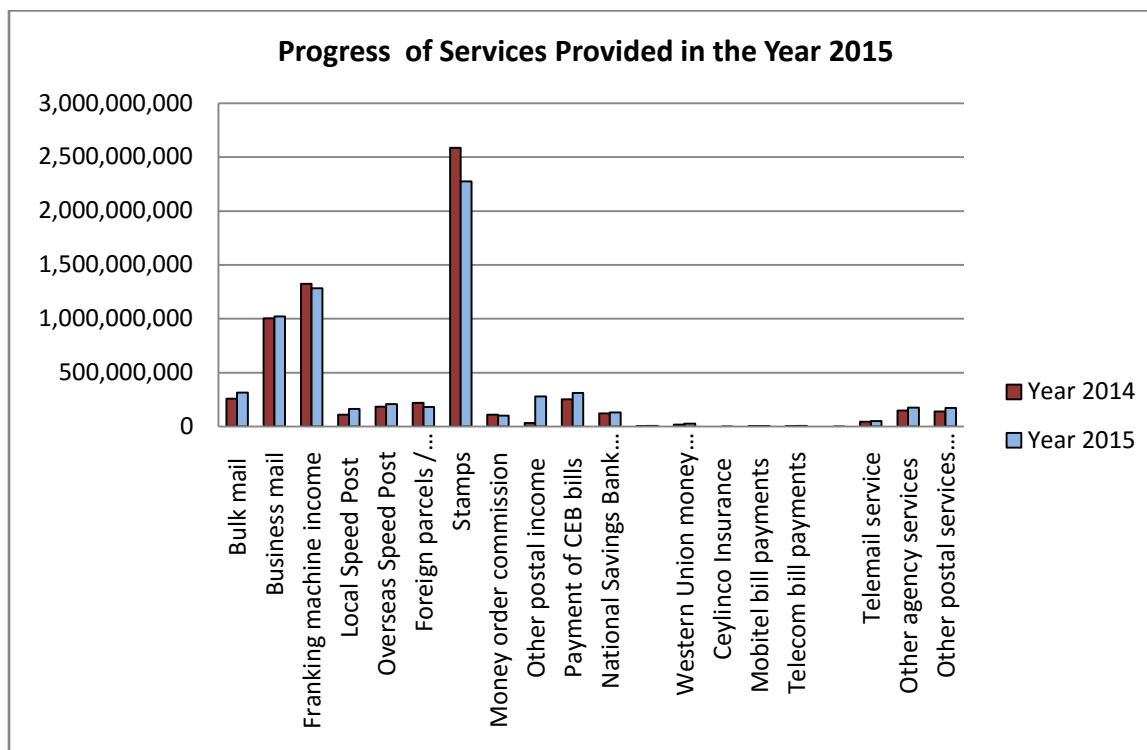
Income of the Department of Posts

Year	Income (Rs. Mn)	Income growth %
2010	4,572	-3.6%
2011	4,409	-3%
2012	4,952	12%
2013	5,907	19%
2014	6,558	11%
2015	6,711	2.3%



Progress of services offered in the year 2015

	Item	Income Rs.	
		Year 2014	Year 2015
1	Bulk mail	256,800,345	315,518,828
2	Business mail	1,002,362,830	1,021,595,556
3	Franking machine income	1,324,054,413	1,282,095,954
4	Local Speed Post	110,292,895	164,604,583
5	Overseas Speed Post	182,509,838	207,843,602
6	Foreign parcels / International mail	220,009,806	182,481,131
7	Stamps	2,587,579,875	2,274,690,043
8	Money order commission	108,644,884	102,032,372
9	Other postal income	32,175,646	279,796,047
10	Payment of CEB bills	252,695,160	311,743,713
11	National Savings Bank services	122,418,820	132,265,223
12	Sri Lanka Insurance Corporation services	3,317,670	5,207,596
13	Western Union money exchange	18,294,059	26,284,743
14	Ceylinco Insurance	-	404,472
15	Mobitel bill payments	2,455,432	2,078,654
16	Telecom bill payments	2,522,225	6,313,966
17	U GENERATION bill payments	-	242,482
18	Telemail service	44,697,262	49,343,466
19	Other agency services	147,980,097	175,036,307
20	Other postal services income	138,697,105	171,300,272
	Total	6,557,508,362	6,710,879,010.00



Income from the controlled accounts of the Department of Examinations in 2015

Quarter	Income (Rs.)
1 st Quarter	921,877.00
2 nd Quarter	1,971,079.04
3 rd Quarter	298,407.20
4 th Quarter	788,928.00
Total	3,980,291.24

Mail transport in super express bus under the new 'One day letter delivery service' in 2015

Post office	No of items	Amount Rs.
C.M.E.	11,768	1,049,860
Galle	3,345	294,875
Matara	1,582	128,930
Nugegoda	155	14,505
Maharagama	26	1,940
Total	16,876	1,490,110

No. of EMS items received over post office counters and postage income

Month	Year 2014		Year 2015	
	No of EMS items	Postage income	No of EMS items	Postage income
January	2,639	13,217,675.00	3,658	19,173,250.00
February	2,379	11,438,760.00	2,782	13,230,950.00
March	3,018	14,752,045.00	3,545	17,035,025.00
April	3,611	18,472,660.00	4060	21,128,375.00
May	3,043	14,853,805.00	3,296	16,287,900.00
June	2,844	13,382,270.00	3,491	16,427,175.00
July	3,082	14,731,615.00	3,614	17,541,600.00
August	2,837	13,483,210.00	3,027	15,427,475.00
September	3,123	16,167,005.00	3,454	17,422,525.00
October	3,241	16,323,325.00	3,965	19,414,150.00
November	3,355	16,825,050.00	3,705	18,127,175.00
December	3,658	19,173,250.00	4,266	21,429,200.00
Total	36,830	182,820,670.00	42,113	207,744,200.00

Income from delivering EMS postal items in the year 2015

Quarter	No of EMS items (letters)	No of EMS items (Parcels)	Income from delivering EMS letters	Income from delivering EMS parcels
1 st Quarter	6,948	21,217	5,502,816.00	25,205,796.00
2 nd Quarter	6,737	21,085	5,335,704.00	25,048,980.00
3 rd Quarter	7,027	22,213	5,565,384.00	26,389,044.00
4 th Quarter	7,005	23,570	5,547,960.00	28,001,160.00
Total			21,951,864.00	104,644,980.00

Issuing money orders

Type	Number issued		Amount issued (Rs)				Commission			
	2014	2015	2014		2015		2014		2014	
Ordinary	366,861	283,697	1,226,402,389	48	886,076,848	64	19,757,208	19	14,845,426	67
Telegram money order	34	-	101,491	17	-	-	3,284	50	-	-
VP parcel money orders	83,724	60,785	137,626,939	77	98,935,961	38	5,004,368	34	3,646,295	62
Fax money orders	03	-	3,000	00	-	-	85	00	-	-
Electronic money orders	1,008,045	966,605	5,613,857,236	11	5,622,817,323	35	84,018,763	64	83,503,305	47
Total	1,458,667	1,311,087	6,977,991,056	53	6,607,830,133	37	108,783,709	67	101,995,027	76

Payment of Money Orders

Type	Number paid		Amount paid (Rs.)	
	Year 2014	Year 2015	Year 2014	Year 2015
Ordinary	412,537	275,088	1,524,066,043	1,276,413,366
Telegram money order	59	-	1,764,948	-
VP parcel money orders	81,428	58,344	155,105,395	106,976,190
Fax money orders	16	-	37,825	-
Electronic money orders	965,228	928,103	5,600,090,625	5,849,737,604
Overseas Money orders	209	127	11,974,616	5,698,130
Britain Money Orders	427	402	2,809,448	2,304,491
Total	1,459,904	1,262,064	7,295,848,901	7,241,129,782

Minimum and maximum amounts that can be sent under each type of money order and the period of validity

Type	Minimum amount (Rs)	Maximum amount (Rs)	Period of validity
Ordinary	Cents : 0.01	25,000.00	06 months
Telegram money order	1.00	25,000.00	02 months
VP parcel money orders	1.00	5,000.00	06 months
Fax money orders	100.00	25,000.00	02 months
Electronic money orders	1.00	25,000.00	06 months

Payments made to the Sri Lanka Railways for mail transport

Quarter	Year 2014	Year 2015
1st Quarter		
January	1,760,374.56	1,670,948.49
February	1,412,934.88	1,483,503.90
March	1,868,773.76	1,846,282.98
Total	5,042,083.20	5,000,735.37
2nd Quarter		
April	1,549,214.24	1,576,158.93
May	1,670,047.68	1,775,078.70
June	1,745,385.60	2,044,374.69
Total	4,964,647.52	5,395,612.32
3rd Quarter		
July	1,769,508.16	2,115,663.33
August	1,868,773.76	2,125,494.60
September	1,792,865.76	2,121,468.63
Total	5,431,147.68	6,362,626.56

4th Quarter		
October	1,619,863.84	2,098,163.07
November	1,726,979.52	2,015,916.51
December	1,606,032.00	2,116,240.53
Total	4,952,875.36	6,230,320.11
Sum Total	20,390,753.76	22,989,294.36

Details of payments made to the Sri Lanka Transport Board for transporting mail in buses

Province	Year 2014	Year 2015
Northwestern	1,628,222.21	1,603,988.23
	1,639,725.90	1,578,519.15
	1,647,615.69	1,645,894.20
	1,603,988.23	1,646,111.47
	6,519,552.03	6,474,513.05
Northern	348,611.76	382,668.00
	336,522.96	382,668.00
	360,221.76	261,904.50
	362,890.88	456,241.50
	1,408,247.36	1,483,482.00
Southern	1,234,700.28	1,262,512.30
	1,184,027.31	1,296,176.37
	787,909.22	1,296,396.38
	1,235,342.29	1,235,342.29
	4,441,979.10	5,090,427.34
Eastern	1,642,672.25	1,627,958.82
	1,613,492.00	1,617,677.88
	1,647,984.25	1,627,466.60
	1,640,410.03	1,671,681.41
	6,544,558.53	6,544,784.71
Uva	1,289,720.35	1,271,940.61
	1,294,962.21	1,269,992.20
	1,268,251.41	1,283,028.59
	1,271,874.53	1,284,358.20
	5,124,808.50	5,109,319.60
Sabaragamuwa	2,564,996.25	2,579,309.50
	2,570,905.46	2,623,778.50
	2,647,413.25	2,627,981.50
	2,579,309.50	2,695,586.00
	10,362,624.46	10,526,655.50

Central	2,456,722.13	2,443,806.75
	2,380,424.75	2,393,281.00
	2,374,341.75	2,367,120.25
	2,429,523.25	2,383,422.25
	9,641,011.88	9,587,630.25
North Central	907,978.50	905,476.00
	907,978.50	907,978.50
	907,978.50	906,534.75
	907,208.50	895,108.50
	3,631,144.00	3,615,097.75
Western	2,120,148.25	2,104,310.97
	2,117,946.88	2,123,587.13
	2,105,921.13	2,134,232.31
	2,111,045.52	2,111,045.52
	8,455,061.78	8,473,175.93
Total	56,128,987.64	56,905,086.13

Provisions for employee training programmes of the Department

	No of participants		Amount spent Rs.	
	Year 2014	Year 2015	Year 2014	Year 2015
Local	14,258	21,130	9,852,726.17	16,884,944.31
Foreign	33	29	4,421,568.65	4,338,600.09
Total	14,291	21,159	14,274,294.82	21,223,544.40

Allocations of provisions and expenditure for provincial training programmes in the year 2015

Province	Provisions allocated for the year 2015 (Rs.)	Provisions spent in the year 2015 (Rs.)
Western	1,269,121.00	1,236,609.53
Central	862,325.00	862,322.00
Uva	1,003,661.00	1,003,660.16
Sabaragamuwa	625,000.00	619,010.15
North Central	938,000.00	937,994.50
North	631,000.00	630,067.17
Eastern	801,000.00	796,317.00
Northwestern	700,000.00	688,537.12
Southern	645,600.00	630,301.34
Postal Management Training College	9,018,293.00	9,001,087.12
Central Mail Exchange	550,000.00	479,038.00
Total	17,044,000.00	16,884,944.09

Overall financial review of the Department of Posts -2015

	Year 2011 (Rs. Million)	Year 2012 (Rs. Million)	Year 2013 (Rs. Million)	Year 2014 (Rs. Million)	Year 2015 (Rs. Million)
Income	4,409	4,952	5,907	6,558	6,711
Expenditure	7,745	8,258	8,766	9,541	11,756
(Deficit)/Surplus	(3,336)	(3,305)	(2,859)	(2,984)	(5,045)

Overall Financial Review

The income posted in the year 2015 was Rs 6,711 million as against Rs 6,558 million in the year 2014 thus recording a growth of Rs. 153 million.

Conversely, the expenditure in the year 2014 was Rs 9,541 million and it increased to Rs. 11,756 million in 2015. Accordingly, the year on year rise of the expenditure is Rs 2,215 million indicating an increase of Rs 2,062 million in the deficit.

Expenditure Review

1. Review of Recurrent Expenditure

Compared to the year 2014, the expenditure has seen an increase of Rs 2,215 million which is a growth of 18.8%. The key factor attributable to this is the increase of personal emoluments to Rs. 2,212 million, resulting from the salary hike granted by the government in the year 2015. As against the year 2014, the difference in operational expenditure in the year 2015 is Rs. 3 million. This is a decrease in comparison to previous years.

In the year 2015, the estimated recurrent expenditure was Rs. 11,759.5 million and the utilization was Rs. 11,755.6 million. As a percentage this amounted to 99.9%.

2. Review of Capital Expenditure

The provision allocated for capital expenditure from the annual estimate of the year 2014 was Rs 146.9 million and in the year 2015, the allocation was Rs 201 million. From the provision allocated in 2015, Rs. 196.3 million was spent which as a percentage was 97.6%. Though the overall capital expenditure recorded an increase in 2015 as against 2014, it contributed to the improvement of basic infrastructure facilities in post offices and the expansion of training programmes fuelling a decrease in employee disputes. Further, it supported skills development of employees in order to diversify the revenue generation.

Income review

The income generated by the Department of Posts in the year 2015 was Rs. 6,711 million compared to Rs. 6,558 million in 2014. Posting a year on year growth of 2.2%, the increase in the income in 2015 was Rs 153 million in 2015.

Though the increase in 2014 was mainly due to the increase in the number of registered letters and business letters and the upward revision of postage, a drop in the percentage of income was witnessed in 2015 owing to the decline in stamp income and the failure to provide franking machines. All other income heads recorded increased compared to the last year.

Total Income

Item	Year 2011	Year 2012	Year2013	Year2014	Year2015	Sum Total (Rs.)
Postal income	3,910,178,163	4,424,189,963	5,315,115,657	5,899,153,630	5,949,269,483	25,497,906,896
Stamp order commission	112,191,703	109,265,639	110,432,119	108,644,884	102,032,372	542,566,717
NSB service charges	112,348,118	114,762,214	122,893,409	121,418,820	132,265,223	603,687,784
Other	274,210,174	304,194,039	359,992,104	427,291,027	527,311,930	1,892,999,274
Total	4,408,928,158	4,952,411,855	5,907,433,288	6,557,508,362	6,710,879,008	28,537,160,671
Total Income						
	Year2011	Year2012	Year2013	Year2014	Year2015	Sum total
Postal income	88.69%	89.33%	89.97%	89.96%	88.65%	89.35%
Stamp order commission	2.54%	2.21%	1.87%	1.66%	1.52%	1.90%
NSB service charges	2.55%	2.32%	2.06%	1.87%	1.97%	2.12%
Other	6.22%	6.14%	6.09%	6.52%	7.86%	6.63%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total						
	Year2011	Year2012	Year2013	Year2014	Year2015	Sum total
Operational expenditure	776,170,709	848,367,516	894,887,537	1,038,131,227	1,040,518,809	4,598,075,798
Personal emoluments	6,969,255,339	7,409,332,481	7,871,113,549	8,503,357,661	10,715,168,034	41,468,227,064
Sum total	7,745,426,048	8,257,699,997	8,766,001,086	9,541,488,888	11,755,686,843	46,066,302,862
Total expenditure						
	Year2011	Year2012	Year2013	Year2014	Year2015	Sum total
Operational expenditure	10.02%	10.27%	10.21%	10.88%	8.85%	9.98%
Personal emoluments	89.98%	89.73%	89.79%	89.12%	91.15%	90.02%
Sum total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Analysis of Capital Expenditure

	Year 2011	Year2012	Year2013	Year2014	Year2015	Total expenditure (Rs.)
2001– Repairing building	49,947,584.00	60,829,179.00	53,897,284.84	56,008,208.00	59,231,521.10	279,913,776.94
2002- Machine and machinery	1,596,286.00	4,008,570.00	6,075,315.37	6,189,899.00	6,726,561.11	24,596,631.48
2003 –Vehicle repairing	4,677,203.00	6,051,094.00	5,573,991.31	3,462,958.00	5,691,869.45	25,457,115.76
2012 – Furniture & office equipment	11,944,471.00	10,291,637.00	11,695,279.65	13,920,119.00	44,999,999.91	92,851,506.56
2013 - Machine and machinery	6,936,557.00	11,448,682.00	13,634,477.38	13,480,266.00	16,861,476.66	62,361,459.04
2101 – Purchasing vehicles	17,091,963.00		78,290,000.00			95,381,963.00
2104 –new buildings	99,953,315.00	31,251,167.00	34,999,590.76	34,895,784.00	39,999,347.00	241,099,203.76
2401 –Training and skills development	4,339,464.00	5,331,826.00	8,868,148.66	9,852,726.00	16,884,944.31	45,277,108.97
2502 – Investments	4,999,874.00	455,000.00	5,800,000.00	5,986,462.00	5,952,163.61	23,193,499.61
Total expenditure	201,486,717.00	129,667,155.00	218,834,087.97	143,796,422.00	196,347,883.15	890,132,265.12

Income analysis

Year	Postal income	Money order commission	NSB service charges	Other	Sum total
2004	2,136,333,649	81,944,307	53,625,728	113,135,301	2,385,038,984
2005	2,448,017,459	40,750,155	59,005,270	96,870,153	2,644,643,036
2006	2,319,998,583	151,858,873	68,063,394	141,954,986	2,681,875,836
2007	3,610,959,879	114,920,085	79,951,286	175,909,775	3,981,741,025
2008	4,399,890,482	114,691,492	93,743,854	159,945,074	4,768,270,902
2009	4,180,214,403	125,224,934	96,946,327	143,461,593	4,545,847,257
2010	4,161,083,650	106,589,954	107,383,604	197,206,016	4,572,263,224
2011	3,910,178,163	112,191,703	112,348,118	274,210,174	4,408,928,158
2012	4,424,189,963	109,265,639	114,762,214	304,194,039	4,952,411,855
2013	5,315,115,657	110,432,119	121,893,409	359,992,104	5,907,433,288
2014	5,899,153,630	108,644,884	122,418,820	427,291,027	6,557,508,362
2015	5,812,686,888	102,032,372	80,637,043	527,297,260	6,522,653,563

- Details of income and expenditure of the Department of Posts are given in Annex 03 & 04

Details of examinations conducted in 2015

	Name of the Examination	Date conducted
01	Building inspector open/limited competitive examination	31.05.2015
02	Open competitive examination for Postal Service Officer Grade III (to fill 578 vacancies)	28.11.2015
03	Limited competitive examination conducted for junior workers and sub postmasters to be promoted to the post of the U.P.S. 'B' I Grade 'B' Postal Service Officers- Applications were called on 09.10.2015 for the examination of 2012 (2014)	Scheduled to be conducted in a future date

Details of interviews conducted in 2015

	Name of interview	Date conducted
01	Measures have been taken to conduct interviews for 11 who passed the examination conducted for the promotion to the posts of Asst. Superintendent/ Asst. Administrative Secretary and grant appointments.	19.02.2015
02	Building inspector open/limited competitive examination - 2015	11.11.2015

Investigation and audit activities in the year 2015

Investigations and audits of the Department of Posts are conducted by the office of the controller (investigation) and the internal audit division. Preliminary investigations are conducted by the Central Mail Exchange and 11 provincial offices in the nine provinces.

No of preliminary inquiries to be completed as at 01.01.2015	2582
No of referrals for preliminary inquiries in 2015	<u>1089</u>
	<u>3671</u>
No of investigations completed in 2015	978
Percentage of the preliminary investigations completed	26%
No of formal investigations carried forward as at 01.01.2015	50
No handed over for formal investigations during the year	15
No completed during the year	21
Percentage of the formal investigations completed	32%

Offices in which internal audits were conducted in the year 2015

Super grade post offices	11
Grade I post offices	27
Grade II post offices	51
Communication Locale	08
Other offices	06

New buildings opened in 2015

Province	R.P.S.	Post office	Date of opening
Northwestern	Puttalam	Madurannkuliya	2015.03.12
Central	Nuwaraeliya	Talawakele	2015.06.15
		Gomara Colony S.P.O.	2015.06.09
Western	Colombo North	Seetawakapura	2015.03.10
Southern	Galle	Imaduwa	2015.11.21

Provisions spent on repairing and rehabilitation of buildings in Provincial Deputy Postmaster General Divisions

	Description	Amount spent (Rest Million)
01	Southern Province- Repairing 29 offices	4.866245
02	Western Province – repairing 11 offices	6.385825
03	Central Province- Repairing 16 offices	4.266770
04	EasternProvince- Repairing 13 offices	5.302906
05	UvaProvince– Repairing 07 offices	3.735172
06	Sabaragamuwa Province- Repairing 11 offices	2.735817
07	North Central Province- Repairing 09 offices	3.282408
08	Northwestern Province -- Repairing 19 offices	3.282408
09	NorthernProvince- Repairing 11 offices	4.220353
10	Central Mail Exchange -Repairs	6.087925
11	Repairs by Postal Headquarters	11.830998
12	Repairs effected by Accounting Office, Narahenpita	2.094002
	Total Expenditure	59.231521

New buildings constructed in 2015

Province	R.P.S.	Post office	Estimate (Mn.)	Provisions allocated in Year 2015 (Mn.)	Provisions spent in Year 2015 (Mn.)	Other
North Central	Anuradhapura	Anuradhapura postal complex	155.00	12.448266	12.448266	Construction of Phase II completed
Southern	Galle	Imaduwa	9.22	1.297208	1.297208	Has been opened
	Matara	Hakmana	None	None	None	Construction is carried out through District Secretary (Matara)
Western	Colombo North	Seetawakapura	43.10	0.049600	0.049600	Has been opened
Central	Nuwaraeliya	Talawakele	16.24	0.130000	0.130000	Has been opened
Uva	Badulla	Ella	12.02	1.998661	1.998661	Construction in progress

Major Services

Departmental Services

1. Business Mail Service

This service was launched in 2003 with the objective of streamlining and regularizing the delivery of letters of business establishments to their clientele in order to retain business community as an integral part of the business plan of Sri Lanka Post.

2. International Express Mail Service (EMS)

This service prompted by the rapid advancement of communication technology which made the world a global village was initiated with the objective of delivering postal articles speedily, safely and reliably to various locations in the world.

3. Local speed post service

This service was introduced to serve the needs of local clients who expected a speedy service. It gives priority to all 03 instances of service, i.e. receiving, transmitting and delivering of items.

4. Speed Post Courier Service

This service has been in operation since 01.10.2013 under the brand name of Speed Post Courier Service. Its main operation centre has been established at the Central Mail Exchange, Colombo. In addition, several sub-centers have been set up regionally.

5. Bulk Mail Service

A refundable monthly deposit equal to the value of the monthly postage of those who post bulk mail is obtained and they are given a registered number. This enables them to post their letters by printing "Postage Paid" without affixing stamps or marking with a franking machine.

6. Money Order Service

The following money order services are in operation.

- Ordinary money orders
- Telegram money orders
- Value Paid money orders
- Fax money orders
- Electronic money orders
- British money order payments

7. E-Commerce Service

This service is for levying charges through Internet and mobile telephones for services and transactions of the Department

8. Tele Mail Service

This service introduced on 02.04.2001 was initially available only at post offices and with effect from 09.10.2002 it was expanded to all sub post offices. With the termination of the Telegram Service on 30.09.2013 which was in operation for over 150 years to transmit urgent messages of the public, the TeleMail service was further streamlined from 01.10.2013.

9. Fax Service

10. Issuing Postal Identity Cards

11. Specialized Services –Post Boxes, Mailbags, Mail books

12. Communication Locale

This service was launched for the supply of various items and support service using new marketing and communication methods to supplement the functions of the ordinary postal service. The first Communication Locale was established at the Beruwala Post Office on 27 January 2002.

Agency Services

1. National Savings Bank Transactions

2. Western Union

The facility for the payment of money sent to the country from overseas through post offices was launched 01.01.2009 using Western Union remittances.³

3. Insurance activities with Sri Lanka Insurance Corporation

4. Collecting vehicle spot fines

5. Facility for payment of electricity bills

6. Facility for payment of examination fees

7. Facility for payment of Mobitel bills

8. Payment of farmers' pension

9. Payment of Fishermen's pension

10. Payment of social security allowances

Services provided free of charge

The following services are provided free of charge by the Department of Posts for the public wellbeing on behalf of the Department of Pensions and Department of Social Services spending its own provisions.

Payment of pension

Public Subsistence Monthly Allowance

Public Assistance Allowance- Leprosy, Cancer, Tuberculosis

Payment of social security allowances

* In addition, free postage facility has been offered to Members of Parliament.

New services expected to be introduced in future of which preliminary work commenced in 2015

- 1) Making arrangements to pay money remitted through National Savings Bank by Sri Lankans living overseas to recipients through the network of the Department
- 2) Payment of water bills through post office network. (Has been assessed)
- 3) Provision of medical service facilities in collaboration with E-Channeling PLC
- 4) Implementing a money exchange programme in partnership with Sampath Bank.
- 5) Facility for paying insurance premium of SANASA Insurance through post offices.
- 6) Facility for life insurance premium of Co-operative Insurance Company through post offices
- 7) Facility for life insurance premium of Ceylinco Insurance Company through post offices
- 8) Introduction of services based on state of the art Communication Technology and Information Technology
- 9) Facility for payment of vehicle spot fines speedily.
- 10) E-pay service for examinations conducted by the Department off Examinations

Future Plans

Augmenting the agency service s income by about 20% by implementing a performance based incentive scheme.

Through the new services and new business agency services introduced by the Department of Posts, it has been able to achieve a host of favourable benefits while offering a better quality service to customers. These services were carried out with the direct involvement of postmen.

In achieving its income targets set for the year 2015, more attention was focused on the income generated through agency services. Here the support of the postman who is the only public sector employee to visit every household on a daily basis should be actively secured. Leveraging on the trust reposed on a public department, the postman has been entrusted with the responsibility of collecting payments of utility bills of consumers (electricity bills, Telecom bills, water bills) and deposits for accounts of National Savings Bank. Under this programme, the postman collects the payments for utility bills during his daily visits to households and hand over them to payment counters of the respective post office.

In order to regularize the implementation of this process, steps were taken to amend the limit of the maximum amount that can be collected by a postman from a consumer as per the service minutes in respect of minor employees of the Department of Posts and Telecommunications (Postmen service minutes -1981/ Post Office Rule 1980) from Rs. 25/= per day (this limit was introduced about 33 years earlier) to Rs. 20,000/= per day in order to suit the present day needs. With a view to minimizing the risk for public funds, an insurance cover is offered from the Sri Lanka Insurance Corporation to the value of the maximum limit that can be accepted by a postman from a customer.

It was observed that an incentive scheme based on the performance of each officer should be introduced for the entire staff of the Department of Posts with a view to boosting the efficiency of this programme by motivating postmen through an incentive scheme in obtaining their services for this revenue generation process, but implementing such a scheme for nearly 24,000 staff members of the Department at once is practically a difficult task.

Therefore it was planned to implement a performance based incentive scheme under the following three phases and the Director General Establishments has granted his approval for this

- First phase - for postmen
- Second phase - Staff of the post office including postmaster/sub postmaster
- Third phase - Controller/accounts/ postal headquarters/ Central Mail Exchange

It has been planned to implement the payment of incentives to postmen under phase 1 with the approval of the Director General Establishments and the National Salaries Commission with effect from 01.01.2015.

By paying incentives to postmen under the first phase as outlined above, it is expected to augment the agency service income by 20% within the next 05 years and in the year 2015, the Department of Posts was able to exceed the target set for the agency services fee income.

In the year 2015, agency services fee income was Rs. 659,577,153.44

Year	Agency services service fee income (Rs.)
2011	386,401,871.00
2012	418,956,246.00
2013	478,490,471.00
2014	547,161,236.00
2015	656,593,483.00

2' implementing the Postal Transformation programme aimed at reorganizing the postal service with the objective of providing local and overseas postal services in a more systematic, efficient and qualitative manner to the public and offering various value added services to the public in an optimal manner.

The following are the focus areas of this programme

- Providing agency services required by all public and financial sector organizations
 - Strengthening the Speed Post service
 - Business mail combining with international E-Commerce to offer services
 - Exchange of local and foreign money through postal network
 - Improving business mail
 - Logi Post services
 - Expanding courier service
5. Focusing greater attention and implementing a special programme on expanding the stamp as a service based on cultural, social, economic and artistic value going beyond the popular belief that stamp is only for the payment of postage.
6. Introducing a new business model for sub post offices.

Central Mail Exchange

The Central Mail Exchange is the nerve centre of the Sri Lanka Postal Service. It is also the main postal item exchange centre of the Department of Posts. In addition to the collection of letters from the public, sorting, transport and distribution all domestic and foreign postal activities are carried out at the Central Mail Exchange. The CME is administered by a superintendent under the guidance of the Deputy Postmaster General (Operations).

The Central Mail Exchange operates mainly under 05 major divisions and each division is administered by an assistant superintendent.

- Domestic Mail Division
- Foreign Mail Division
- Registration Division
- Parcel Division
- Administrative Division
- Commercial Division

Domestic Mail Division

A greater percentage of work in the Central Mail Exchange is carried out by the Domestic Mail Division. It functions under an Assistant Superintendent (Inland mail/commercial) under the supervision of a Superintendent (CME) and is divided into 15 subsections.

- Sealing Room
- Mail Room
- Senior Inspectors Section
- Postmaster (Junior Employee) Section
- Post Boxes Section
- Mailbags Clerks' Section
- Mail Redirecting Section

Logistics Officers' section
Logistics Officer (M.S.O.) Section
Senior Reconciliation Officer's section

Commercial Division

With the advancement of technology, while traditional interpersonal exchange of letters has become a thing in the past, there is an increasing propensity amongst the members of the business community to use postal services more and more as a tool to achieve their business ends. This division has been established to cater to these needs of the business community by modernizing the postal service to render a more efficient and productive service through customized products.

Accordingly, the following sections have been brought under the purview of this section.

Business mail division
Bulk mail division
Speed post division
Postal franking machine division
Lost letters division
Post office
Cashiers' division

Business mail division

This service was launched in 2003 with the objective of streamlining and regularizing the delivery of letters of business establishments to their clientele in order to retain business community as an integral part of the business plan of the postal service.

This division has made available the post paid facility for business letters to leading business entities of the island and the division accepts letters under BM or M numbers on a cash or bank guarantee to the value of monthly postage born by these businesses.

In the year 2015, this facility was provided to 13 institutions under BM number and to 22 institutions under M number. In addition, this division also receives letters from 20 public sector institutions under the free postage facility and letters from institutions using bulk mail facility for which the payments are made to the Postal Headquarters. This division contributes substantially to the income of the Department of Posts and the monthly letter capacity of this division ranges from 6 to 8 million and the gross monthly income is Rs. 100 to 120 million.

Letter capacity of Business Mail in 2015

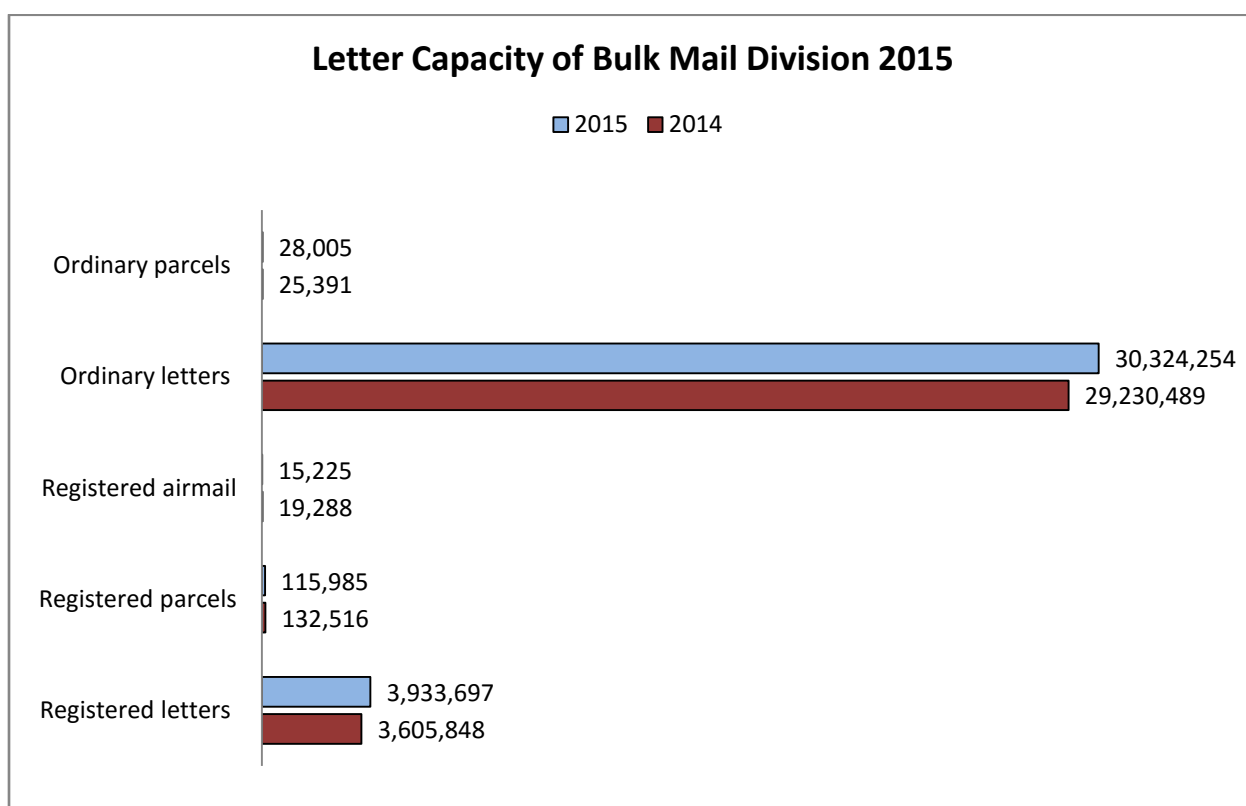
Service	No. of institutions	No. of letters
Business bulk mail	13	67,869,914
Bulk mail (pot paid)	22	11,762,815
Free postal facilities (upon provisions)	20	577,566
Postal facilities (Postage paid)		2,127,505
Total	55	82,337,800

Bulk Mail Division

The number of institutions registered with this division by paying the monthly fees prescribed by the Department of Posts is 93. Registered and ordinary mail articles of these institutions for which the postage is franked using a franking machine are collected by visiting these premises and the letters addressed to them and posted to their respective post box addresses are delivered to them by this division.

Income for the postal items received by the Bulk Mail Division in 2014 & 2015

Year	Letter capacity					Income Rs.
	Registered letters	Registered parcels	Registered airmail	Ordinary letters	Ordinary parcels	
2014	3,605,848	132,516	19,288	29,230,489	25,391	33,013,532
2015	3,933,697	115,985	15,225	30,324,254	28,005	34,417,166



Local Speed Post/Logi Post

This division has been established to cater to the needs of local consumers who want a speedy service.

The main centre of this division is established at the Central Mail Exchange, Colombo and speed post letters handed over to this division to be delivered to addresses in Colombo, Kandy, Kurunegala, Kegalle, Matara and Galle are delivered same day and speed post letters addressed to addresses in other delivery offices are delivered the following day.

The key services offered by this division are to visit the institutions registered with the division and collect their speed post articles and the provision of Logi Post facilities. As of now, 22 public and private sector institutions have registered with this division. The capacity of monthly postal items of this division is 50,000 and the monthly income exceeds Rs. 5 million.

Income of the year 2015

Service	Capacity Rs. Mn
Speed Post	337595
Logi Post	80460
Mail Management	112688
Total	530743

Postal franking machine division

Providing franking machines as per the needs of the Department of Posts, taking measures to have them repaired, issuing licenses for purchasing and using franking machines on requests made by the private sector, inserting postage for franking machines owned by the private sector, maintaining monthly and annual income reports for franking machines, informing the relevant offices and post offices about the provisions allocated annually to public sector institutions as per the budget proposals are carried by this division.

Number of franking machines being used

Government departments	1,591
Private	1,729
Belonging to Department of Posts	2,880

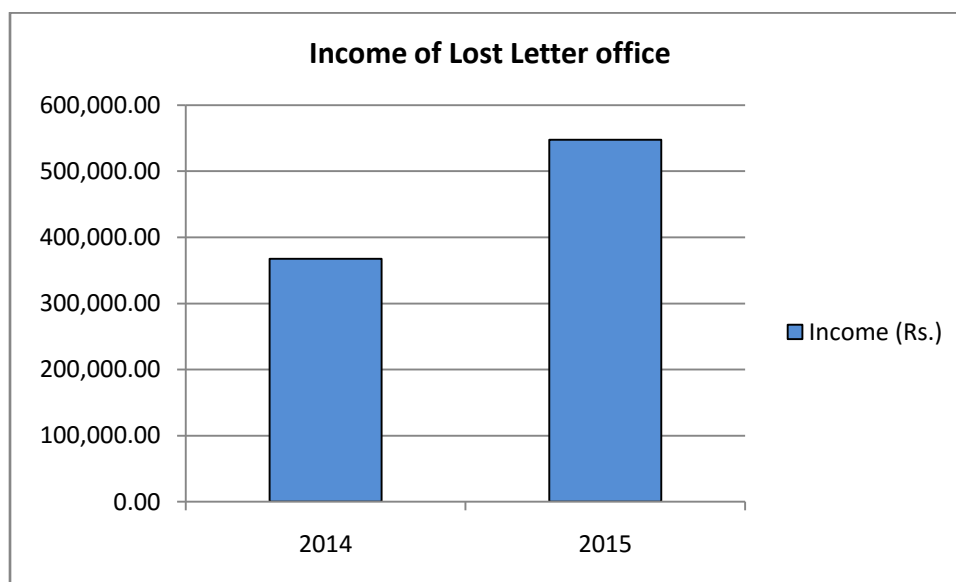
Lost letters office

Local and overseas letters that cannot be delivered due to various reasons or letters of which the addressee could not be traced are directed to this division and such postal articles are opened here and further action is taken to deliver the undelivered items. Other major functions of this office is to publicly auction

undelivered valuable items and credit the income to the accounts of the Department and letters and papers with no financial value for recycling and credit the income to the accounts of the Department.

Year	No. of items sold	Income (Rs.)
2014	104	367,705.00
2015	205	547,900.00

Income of the lost letters office



In the year 2015, the income generated from the sale of discarded paper of this division was Rs. 186,692.00.

Post Office

This is a Grade 1 office according to the grading of the Department of Posts and its administrative activities are handled by Deputy Postmaster General (Western). Operations activities are carried out by the Central Mail Exchange.

Cashiers' Division

Accounting all revenue received from the business, franking, Speed Post (Domestic), bulk mail, post boxes, EMS divisions, returned letters office of the Colombo Distribution Office and maintenance divisions and the payment of employees' salaries, substitute salaries, overtime, travelling and transport allowances and advances are carried out by this division.

Parcel Division

Inland and overseas operational activities are carried out in the Central Mail Exchange and parcels received from overseas are sent to offices of the regional foreign parcel divisions at Kandy, Galle, Katunayake, Jaffna, Trincomalee to be delivered to their owners after reconciling and customs inspection.

Receiving parcels addressed to overseas destinations and parcels received from outstations to be sent overseas either through air or sea routes are the key functions of the Foreign Parcels Division.

The inland Parcels Division accepts parcels, both ordinary and value paid, handed over by people to be delivered to destinations in Colombo and outstations. Distributing and accounting value paid parcels to be delivered within the city of Colombo are also performed at the counter of this division and the delivery of parcels in Colombo Fort, Maradana and Salve Island is carried out by five postmen deployed for that purpose. Forwarding parcels to offices in Colombo to which the distribution of parcels has been decentralized and dispatching ordinary letters to other areas in Colombo to the Postmen's Division are also the functions of the Inland Parcels Division.

Inland Parcel Capacity - 2015

		No. of receipts	No. of deliveries
Parcels received at the counter	Ordinary parcels	83923	
	Value paid.	3513	
Distribution in Colombo	Ordinary parcels		19349
	Value paid.		885
Receipts from outstations	Ordinary parcels	87467	150827
	Value paid.	43983	46543

Overseas Parcel Capacity

		No of parcels received at the counter	No received from outstations	Handing over/distribution of foreign parcels	Receipts of foreign parcels
Foreign parcels	Air parcels	117	1424	9408	
	Sea parcels	1735	2540	18169	
	Air ordinary parcels				24,778
	Sea ordinary parcels				12,618
	Customs tax packets (Ordinary)				5,032
	Parcels sent to transit offices				3124
	Customs tax packets			4726	

Customs clearance charges:

Warehouse charges	4	,216,530.00
Returning charges	1	,871,200.00
Postage for receiving foreign parcels	}	<u>82,367.68</u>
		<u>6,170,097.60</u>

Foreign parcels division

Letters 2015 statistics – Foreign mail division						
Received by the country						
	Letters	Postcards	Printed materials	Express letters	Small packets	Total
Received by the country	1,817,035	27,686	213,740	4,901	1,152,472	3,215,834
Dispatched from the country	1,575,550	1,302,590	171,385	3,725	12,496	3,065,746

• **Foreign Mail Division**

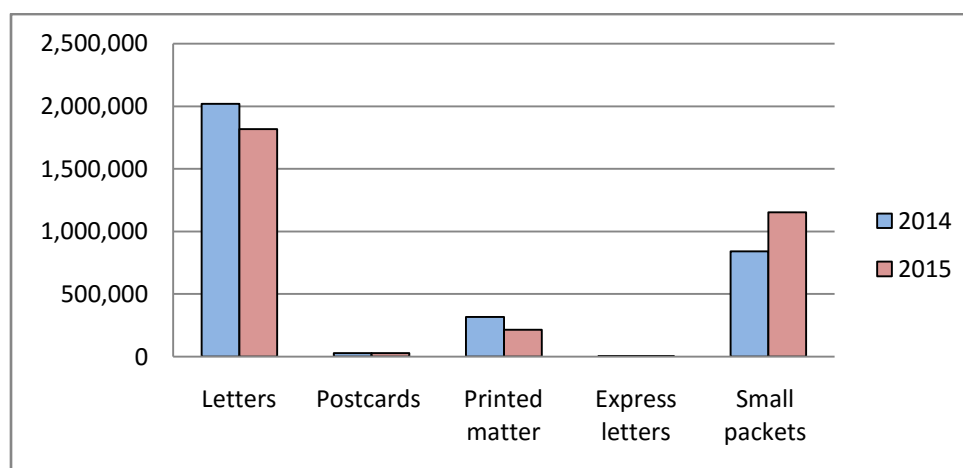
Dispatching postal items posted by people to overseas destinations to the respective countries and dispatching parcels received from overseas to be distributed within Sri Lanka to their respective destinations are carried out by the Foreign Mail Division.

Foreign mail articles are dispatched in three ways as air, sea and EMS.

Progress of Foreign Mail Division, Foreign Letters Postal Operations Division and EMS branches in 2014 and 2015

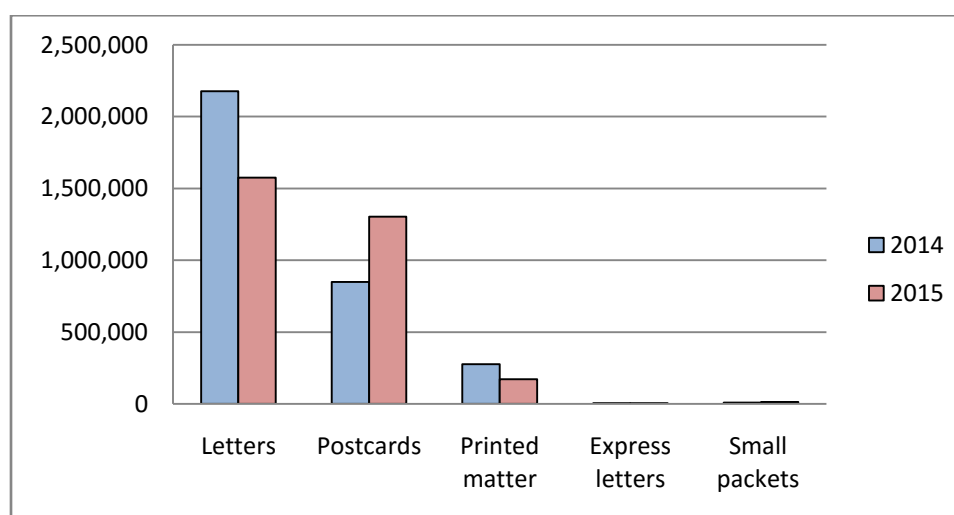
Foreign Letters Postal Operations Division						
Received by the country						
Year	Letters	Postcards	Printed matter	Express letters	Small packets	Total
2014	2,019,568	28,995	316,904	4,653	840,907	3,211,027
2015	1,817,035	27,686	213,740	4,901	1,152,472	3,215,834
Percentage difference of progress	-10%	- 4%	-38%	+5%	+31 %	+0.1%

Postal items received by the country



Foreign Letters Postal Operations Division						
Dispatched from the country						
Year	Letters	Postcards	Printed matter	Express letters	Small packets	Total
2014	2,176,325	849,713	275,575	4,317	8,988	3,314,918
2015	1,575,550	1,302,590	171,385	3,725	12,496	3,065,746
Percentage difference of progress	-32%	+42%	-46%	-14%	+32%	-7%

No of postal items dispatched from the country



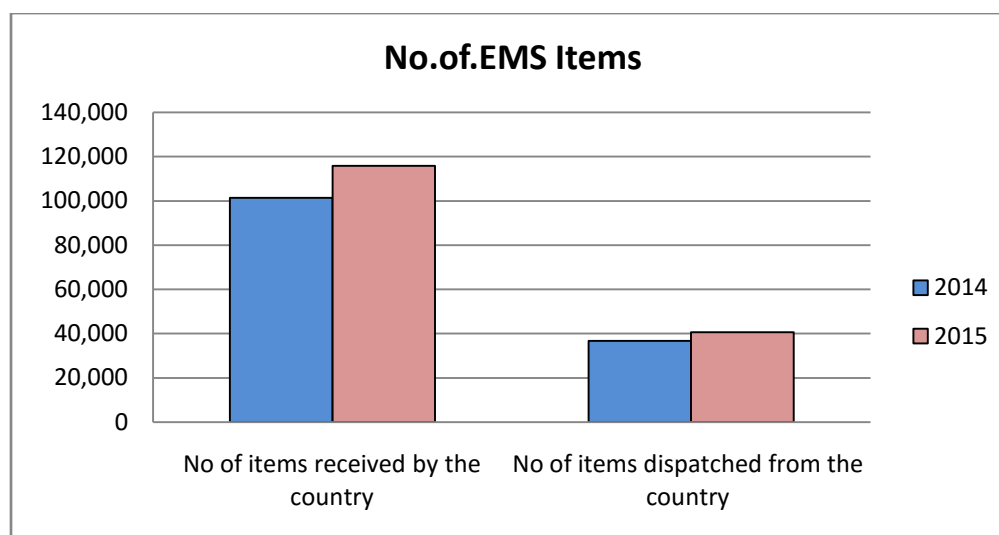
The above statistics shows a numerical increase in both the number of overseas letters received by the country and number of overseas letters dispatched from the country.

The increase in the number of small packets sent and received by +31% and +32% respectively is indicative of the people's trust of the security offered by the Department of Posts as well as the qualitative service provided by it at an affordable price.

The increase in the number of postcards posted by +42% may be attributed to the sharp spike in the number of tourist arrivals.

The negative trend in the letters received and sent, printed matter and express postal articles can be attributed to the increasing use of mobile phones with software for video call facility using the Internet and tools such as E Book Reader, incline in using EMS and registered letters for tracking facility and the increasing use of systems such as electronic money transfer.

EMS Division			
Year	No of items received by the country	No of items dispatched from the country	Income (Rs.)
2014	101,342	36,780	182,820,400.00
2015	115,802	40,581	207,774,200.00
Progress as a percentage	+12%	+10%	+13%



It is observed that the increase in the EMS items received by the country by 12% is due to Sri Lankan migrant workers in South Korea.

Conversely, the sharp increase in the use of E-Commerce as evidenced from the growth of small packets received by +31% has contributed to the negative growth rate -20.56% in the bulk mail division.

As indicated by the above growth percentages, E- Commerce buyers, migrant workers and their family members and foreign tourists have contributed to the positive growth in overall entire foreign mail services. Therefore serious attention should be focused on launching a marketing campaign targeting this segment of consumers for sustainable development in postal services.

Foreign mail division

Sea mail dispatch	
Year	Weight Kg.
2014	1,569.100
2015	1,559.300

Sea mail receipts	
Year	Weight Kg.
2014	4,797.350
2015	4,257.540

Airmail dispatch	
Year	Weight Kg.
2014	158,674.7
2015	165,589.8

Air mail receipts	
Year	Weight Kg.
2014	335,595.500
2015	435,386.700

• Registration Division

This Division maintains records of registered mail items handed over to the post.

Details of registered mail items in the year 2015

	To the counter	From outstations	Foreign
Receipts	7,589,067	13,216,347	414,260
Dispatch	16,208,411	5,053,076	284,004

Details of income/expenditure of Central Mail Exchange

	2014	2015
Income	1,984,187,246.05	2,012,103,971.28
Expenditure	1,027,822,859.41	1,259,553,162.04

Information and Communication Technology Division

Provision of information technology solutions enabling the attainment of targets efficaciously and productively covering all divisions of the Department of Posts is the responsibility of this Division and it operates under the direct supervision of the Postmaster General. Postal services operated by the Operations Division and agency services are being currently automated by the IT Division for the provision of electronic services. Accordingly, upgrading and adding new services using the postal network developed under the postal network development project were carried out during the year.

- Developing software required by the Department, storing data and upgrading and maintaining software
- Finding IT solutions required for the Department, conducting studies and preparing projects are carried out by the promotional operational unit and the information thus collected is handed over to the software development unit. Promoting the new software designed and extending necessary support when they are implemented in the postal network.
- Providing, identifying and maintaining hardware required for sustaining the postal network, carrying out activities pertaining to the main server and disaster recovery unit, providing internet facilities.
- Regional IT resource centres have been established in every each regional postal superintendent division in order to expand the activities of the IT division of the headquarters to regions and a group consisting of IT coordinating officers and Assistant Network Administrative Officers take action required for the maintenance of these services. Administrative and operational activities of the regional centers are carried out by the IT division of the headquarters.

Services rendered through software designed by IT Division

- Bill payment facility- electricity bills of consumers, Mobitel pre/post paid bills, Sri Lanka Telecom bills
- Inter-personal electronic money exchange, service money exchange, money exchange of Employees' Provident Fund
- Receiving examination fees of Sri Lanka Institute for Development Administration
- Tracking express mail
- Levying examinations fees and rescrutinization fees for examinations conducted by the Department of Examinations and fees for issuing copies of certificates.
- Receiving insurance premium of Ceylinco Insurance
- System for paying foreign cash of National Savings Bank through post offices
- E-Telemail service
- IPS Post service. Foreign article tracking
- M-pay service.

International Awards

Receiving a special award for the E-Pay software at m-billionth Asian Awards Ceremony in the year 2015.

New software and electronic services launched in 2015

- Under Postal Insurance Platform -
Third part insurance
Child Insurance and “Sahana” insurance
Full motor vehicle insurance
- **E telemail service**
Receiving and delivering telemail
- **IPS Post**
Foreign postal article tracking
- NSB Banking Platform
Redesigning and implementing software for cash deposits, payments, fixed deposits

Number of Electronic Services in 2015

	Electronic service	No of transactions
1.	Electricity bills	12,310,397
2.	Ceylinco third party insurance	12,593
3.	Mobitel bills	388,398
4.	Money Transfer Issues	984,033
5.	Money Transfer Payments	976,977
6.	SLIDA examination fee payments	542
7.	Telecom bills	404,363
8.	Examinations of the Department of Examinations	306,110
9.	Rescrutiny fees, Department of Examinations	154,478
10.	E-Telemail	12,156

Procurement Division

The role of the Procurement Division established on 01.01.2008 is to procure and purchase all services obtained and all items purchased by the Department of Posts as per the provisions of the Government Procurement Guidelines and the Procurement Manual. It functions under the supervision of the Chief Accountant.

Services of the Procurement Division in 2015

308-01-01-2001

Details of renovations at Postal Headquarters other buildings constructed and renovated

S. No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
01.	POST/PMD/04/60(01)/2015	Erecting the proposed call centre at the ground floor of the postal headquarters.	493,948.45
02.	POST/PMD/04/60(04)/2015	Renovating the Superintendent's Office (Supplies), Narahenpita	2,665,110.00
03.	POST/PMD/04/60(04)/2015VII	Repairing the office of the Postal and Telecommunications Officers Union	318,436.80

308 - 01- 01- 2103 Initial expenditure borne for purchasing machine and machinery

S. No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
04.	POST/PMD/05/44(08)/2015	Procuring o2 photocopiers of A3 type.	477,300.00
05.	POST/PMD/05/44(25)/2015	Procuring 250 electronic letter scales	3,500,107.50

308 - 01- 01- 1201

Expenditure for procuring stationary and office equipment.

S. No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
06.	POST/PMD/01/33(02)/ 2015	Procuring year types for the year 2016.	4,787,632.57
07.	POST/PMD/01/32(1-2) 2015	Purchasing toners and cartridges for Postal Headquarters.	498,612.00
08.	POST/PMD/02/36/2014	Procuring 1.5 million secured plastic seals.	13,819,500.00
09.	POST/PMD/02/38/2014	Procuring packaging materials	16,407,500.00
10.	POST/PMD/01/34(01)/2015	Procuring 30,000 polysack bags	1,611,054.00
11.	POST/PMD/02/36/2015	Procuring 3 million secured plastic seals.	20,046,600.00
12.	POST/PMD/01/33(04)/2015	Procuring 1000 sets of day types.	4,970,000.00
13.	POST/PMD/01/37(01)2015	Procuring one million overseas registered RF type barcode sets (03 million bar code labels).	1,970,028.00

Special activities in other recurrent heads of expenditure:

308 - 01- 01- 1405

S. No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
14	POST/PMD/01- 36(01)/2015	Finding a suitable venue for the ceremony to present permanent appointment letters of acting sub postmasters.	147,690.54
15	POST/PMD/01- 36(02)/2015	Procuring entertainment activities for the ceremony to present permanent appointment letters of acting sub postmasters.	230,500.00
16	POST/PMD/03/Mis/ 2015	Obtaining insurance cover for transit money and officers who carry them	730,282.59

308 - 01- 01- 1301 / 2003

Procuring genuine spare parts from the relevant agents in order to prevent constant repairs of the vehicles of the Department of Posts and hand them over to the mechanical engineering division.

S. No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
17.	POST/PMD/03/51-16/2014	Purchasing tyres for vehicles of the Department	1,294,921.55
18.	POST/PMD/MA/Vehi/01-iii)/2015	Insuring 08 new cabs received by the Department of Posts	311,961.36
19.	POST/PMD/03/51-03/2015	Purchasing Mitsubishi spare parts and accessories for repairing vehicles of the Department of Posts.	7,210,553.70
20.	POST/PMD/03/51-04/2015	Purchasing Nissan spare parts and accessories for repairing vehicles of the Department of Posts.	6,207,847.94
21.	POST/PMD/03/51-05/2015	Purchasing Izuzu i spare parts and accessories for repairing vehicles of the Department of Posts.	64,890.15
22.	POST/PMD/03/51-06/2015	Purchasing Tata spare parts and accessories for repairing vehicles of the Department of Posts.	24,908.40
23.	POST/PMD/03/57-02/2015	Obtaining vehicle emission certificates for vehicles of the Department of Posts for 2016.	242,090.00
24.	POST/PMD/03/57-01/2015	Obtaining insurance cover for vehicle of the Department of Posts for 2016.	5,923,716.08

308 - 01- 01- 2102

Initial expenditure for purchasing machinery:

S. No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
25	POST/PMD/05/45(07)/ 2015	Purchasing office furniture and equipment.	321,007.55
26	POST/PMD/05/44(23)/ 2015	Purchasing desktop computers, dot matrix printers, laser printers, and UPS units.	14,915,250.00
27	POST/PMD/05/44(11)/ 2015	Procuring 05 laptop computers.	545,000.00
28	POST/PMD/05/44(29)/ 2015	Procuring 28 laptop computers.	2,923,760.00

308 - 02- 01 - 2502

Functions under the stamp promotional fund of the Philatelic Bureau :

S. No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
29	POST/PMD/03/50-04/2015	Printing and procuring 3000 books from the first part of the stamp catalogue.	1,350,000.00
30	POST/PMD/03/50-14/2015	Printing and procuring 500 souvenirs.	2,697,300.00

Assets Management Division

The Assets Management Division was established in the year 2009 with the objective of upgrading and properly maintaining the fixed assets of the Department located island-wide. The key function of the division is to maintain in good order, disposal and document the goods, lands, buildings, vehicles, machinery and specifications, computers etc belonging to the Department.

- ❖ Annual board of survey activities in respect of the year 2014 were finalized in June 2015 and the reports were handed over to the Audit Superintendent together with the reports of head office administered offices including offices of all regional postal divisions.
- ❖ Valuing lands and buildings of the Department located island wide. Data pertaining to lands and buildings of the Department located island wide is collected and referred to the Department of Valuation to obtain proper valuation reports and in the year 2015 valuation reports of 170 post offices have been received.
- ❖ Arrangements have been made to sell 27 vehicles disposed by the Department by calling for tenders and preliminary activities in this regard have been finalized by valuing vehicles.

- ❖ Making arrangements from the year 2015 to collect data in respect of plants, machinery and equipment and specifications located island-wide belonging to the Department.
- ❖ Making arrangements from the year 2015 to collect data on computers and printers belonging to the Department.

Philatelic Bureau

The Philatelic Bureau which was established within the Department of Posts through an Act of Parliament passed on 01.01.1967 is responsible for printing postal stamps required by post offices and revenue stamps of the government and selling stamps for those engaged in philately as a hobby.

Today, the Philatelic Bureau is administered by an executive director. The key responsibility of the Bureau is to print and supply stamps required for charging postage from the people. Similarly, providing resources for philately which is a hobby popular all over the world, issuing colourful and thematic stamps to satisfy the needs of local stamp collectors and releasing to the market various products associated with stamps are also some of the responsibilities entrusted to the Philatelic Bureau.

In the year 2015, the revenue of the Philatelic Bureau reached record Rs 25.9 million. This increase can mainly be attributed its modernization. From the year 2002, all local stamps are printed at the Government Press. The 35 thematic stamps issued per year illustrate various profiles of the country.

The printing and distribution of stamps for 653 post offices and 3410 sub post offices is carried out by the Philatelic Bureau and the stamps repository affiliated to it.

With the establishment of a sales counter at the Philatelic Bureau for the sale of stamps and associated products for the convenience of stamp collectors, similar counters were established in 100 other post offices to cater to the needs of those engaged in philately.

Computer Division

The sales counter at the Philatelic Bureau, the Consumer Services Division and all other divisions including the head office, fixed order accounts, stamp warehouse and stamp repository have been networked. Activities of the stamp repository have been networked enabling the Director, the accountant and consumers to check the availability of stocks first hand through the computer network.

Museum Division

The Museum Division is maintained to create awareness amongst general public of the proud history of the Department of Posts.

All products produced by the Philatelic Bureau are deposited at the Museum. Similarly, old stamps and proofs associated with old stamps too are stored there.

Rs 5/= is charged from a child visiting the museum and the fee for an adult is Rs.20/=. A foreign student has to pay Rs 100/= to visit the museum and a foreign adult is charged Rs. 200/- for a visit. Fees thus levied are accounted daily and documented accordingly.

Fixed Order Issuing Division

Annual issuance of stamps for 3929 fixed orders operated by the Philatelic Bureau and issuance of stamps and other materials to on time to respective account holders of fixed accounts are carried out by the staff of the Philatelic Bureau. Fixed orders are also prepared for foreign fixed order holders.

First day covers warehouse

All first day covers are systematically stored in this division. When a first day cover is issued, affixing stamps on the first day covers to be issued and stamping them, packing first day covers and stamp associated products issued to the sales counter are the duties of this division.

Receipts of Philatelic Bureau in 2015

Month	Receipts (Rs. Cts)
January	1,931,266.93
February	1,920,591.87
March	1,574,654.97
April	1,951,683.01
May	1,417,135.50
June	1,924,452.04
July	2,553,871.94
August	1,786,244.42
September	2,161,709.41
October	3,523,929.80
November	3,275,885.17
December	1,946,128.83
Total	25,967,553.89

Details of stamp publicity and sales of stamps in 2015

Colombo international Book Exhibition - Rs. 2,184,335/-
 Providing items required for philately and postal facilities once every 02 months to passenger ships arriving at Colombo Port
 Stamp exhibition at Royal College, Colombo - Rs 52,025/-

Stamp Programme -2015

Stamp notice No	Theme	Value of stamp (Rs)	Value of commemorative cover (Rs.)	Value of the first day cover (Rs)
859	Visit of His Holiness Pope Francis to Sri Lanka	10.00 75.00	85.00	105.00
860	150 th anniversary of Sri Lanka National Hospital	10.00		30.00
861	Vesak - 2015	8.00 10.00 50.00	68.00	88.00
862	State Vesak Festival	10.00		30.00
863	World anti child labour day	10.00		30.00
864	125 th anniversary of Department of Archeology	10.00		30.00
865	Ancient Sri Lanka –medieval era	10.00 15.00 35.00 40.00	100.00	120.00
866	Gems of Sri Lanka	10.00 25.00 35.00 50.00	120.00	140.00
867	World Marine Day	5.00		30.00
868	60 th anniversary of Department of Elections	10.00 15.00 25.00 35.00	85.00	105.00
869	World Postal Day	10.00		30.00
870	United Nations 70 th anniversary Sri Lanka's relationship of 60 years with United Nations	10.00		30.00
871	60 years of diplomatic relationships between Sri Lanka and Thailand	10.00 50.00	60.00, 300.00 (Sheetlet)	80.00
872	Deepawali	10.00		30.00
873	Anton Pavlov Chekhov	10.00		30.00
874	Christmas	10.00 35.00	45.00	65.00
875	150 th anniversary of Colombo Municipal Council	10.00		30.00
876	The most venerable Davuldena Gnanissara Nayaka thero	10.00		30.00

Services carried out by the Philatelic Bureau

01. Fixed order facility

This is the main mode of service provision by the Philatelic Bureau to collectors of local as well as overseas stamps.

Under this system, stamp collectors have to open a fixed order account specifically indicating the stamps/ stamp associated materials they need and a adequate sum has to be deposited for this purpose. He/she will be issued materials equal to the value so deposited and when the amount of money in the account is used up, it has to be replenished.

02. Casual order facility

The Philatelic Bureau offers this facility to collectors of local and foreign stamps and related materials who are unwilling to maintain a fixed order account. Under this facility, the subscriber will only be provided stamps and stamp related materials of their choice and they have to make total payment at once.

03. School stamp societies

Forming school stamp societies at national level commenced in 2014.

International Postal Services Division

The International Postal Services Division is administered by the Superintendent (International Postal Services). This division is responsible for liaising with Universal Postal Union which contributes to the organizing of international postal services and the promotion of international cooperation through development.

Universal Postal Union was founded in 1874 and it became the United Nations specialized agency for international postal activities in 1948.

International Postal Services Division is responsible for the delivery of –

- Registered overseas letters
- Overseas parcel post
- EMS (Foreign Express Mail)
- Small packets (CD)

Programmes implemented in the year 2015

- Inviting Laurent Muller, the project coordinator of Universal Postal Union to facilitate the shift from IPS Light system to IPS POST system in the foreign mail operational process and training 40 selected officers under his guidance.
- Conducting several regional training workshops for officers serving at counters of island-wide post offices
- Purchasing 05 lorries through QSF fund

Superintendent's Office (Supplies)

All activities related to supply of materials required to sustain the operational process of the Department are carried out by the Supplies Division which is under the purview of an assistant superintendent. This office comprises of 07 divisions

Administrative division
Stationary division
Postal forms warehouse
Postal plant
Postal factory
Packaging division
Uniform division

Administrative Division

Establishments and administrative activities of the 03 offices of Supplies Complex, accountant (stamps) and mechanical engineering are carried out by this office.

Stationary warehouse

Details on the supply of stationary in 2015

Sealing wax	23,012 kg
Lead seals	11,200 kg
Tin docket	5,074 kg
Balls of twine	11,329 kg
Jute rope pieces	10,992 kg
Safety plastic seals	2,131,000 kg
Refined tin docket	1,140
Date stamp pads	2,241
Date stamp plates	827
Date stamp ink bottles (black)	1,980
Date stamp ink bottles (red)	36
Date stamp machine cartridges	34
CR 111 books	1,046
CR 11 books	1,081
Toner for computer printers	248
Envelopes 10 x 14	42950
Envelopes 10 x 7	45100
Envelopes 9 x 4	296400
Envelopes 6 x 4	246450
Identity card covers	27000
Ball point pens	1814
File covers	955
A4 photocopy paper packets	2079
F4 photocopy paper packets	106

Form warehouse

Type of forms	Amount issued
POL 69 (electricity bill receipts)	30,000
POL 65 (electricity bill collecting documents)	6,000
POL 68(examination fee receipt books)	100
SLS 1 (Speed Post receipt books)	8500
SLS iv (Speed post Books)	7585
Speed post barcode labels	561,000
EMS 08	500
EMS 09	1,045
EMS barcode labels	150,000
TM 1 (Telemail receiving form)	375,000
TM 11 (Telemail distribution form)	2,150,000
TM 111 (Telemail receipt books)	13,580
TM IV (Telemail distribution form)	200,000
TM V (Telimail small)	100,000
TM VI (Telemail non-delivery notice)	100,000
RF barcode labels (foreign letters)	236,000
General 172 (General receipt books)	31,500
Foreign parcel barcode	3,000
Registered letter receipt books	150,000
Pink receipt books	95,000

Packaging division

Plastic seals, lead tin docket and empty mail bags used in all offices of the Department are sent daily to this office. Action is taken to sell them by inviting bids.

Income of the year 2015

Income from the sale if used plastic seals in 2015	-	Rs. 383,470.00
Income from the sale of lead	-	Rs. 129,030.00
Income from refining tin docket	-	<u>Rs 340,204.00</u>
Total income	-	<u>Rs. 852,704.00</u>

Controller's (Investigation) Office

Investigation and audit division conducts audits and investigations with a view to controlling minimizing frauds, corruption and irregularities taking place in the Department. The objective of this is to conduct a technically compatible robust and transparent investigation and audit process agreeable to all parties.

The internal audit division is under the purview of the Chief Internal Auditor and functions under the direct supervision of the Postmaster General and Investigation Division functions under the supervision of the Deputy Postmaster General (Control).

Investigations

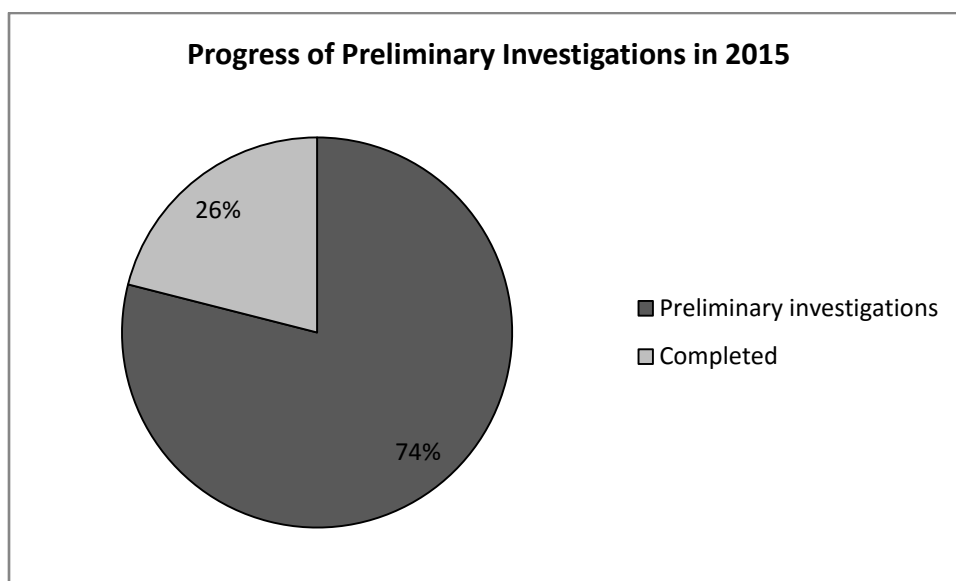
Controller's (Investigation) office conducts preliminary investigations for the Central Mail Exchange and 09 and in 11 provincial offices.

Nature of duties of Controller's Office

- Assigning complaints referred by the Postmaster General and Deputy Postmaster General (Control) for preliminary investigations to the investigation inspectors of the headquarters.
- Conducting sudden inspections at post offices
- Training new investigation inspectors
- Studying complaint files handed over to the office after conducting preliminary investigations and taking steps to initiate disciplinary action against officers who have committed irregularities i.e. preparing charge sheets and referring them to the Postmaster General.
- Taking measures to conduct formal investigations into investigation files regarding which formal disciplinary investigations should be conducted.
- Preparing reports prescribing disciplinary action
- Conveying disciplinary orders to the accused officers
- Preparing answers as per addendum 3 of Paragraph XLVIII of the Establishments Code for appeals forwarded to be referred to the Public Services Commission against the disciplinary orders.
- Preparing reports when necessary in respect of queries made by the Consultative Committee of Parliament, Ombudsman, the Ministry.
- Sending answers in respect of queries made regarding promotions, retirements, confirming appointments, taking overseas leave, obtaining property loans of the staff of the Department .

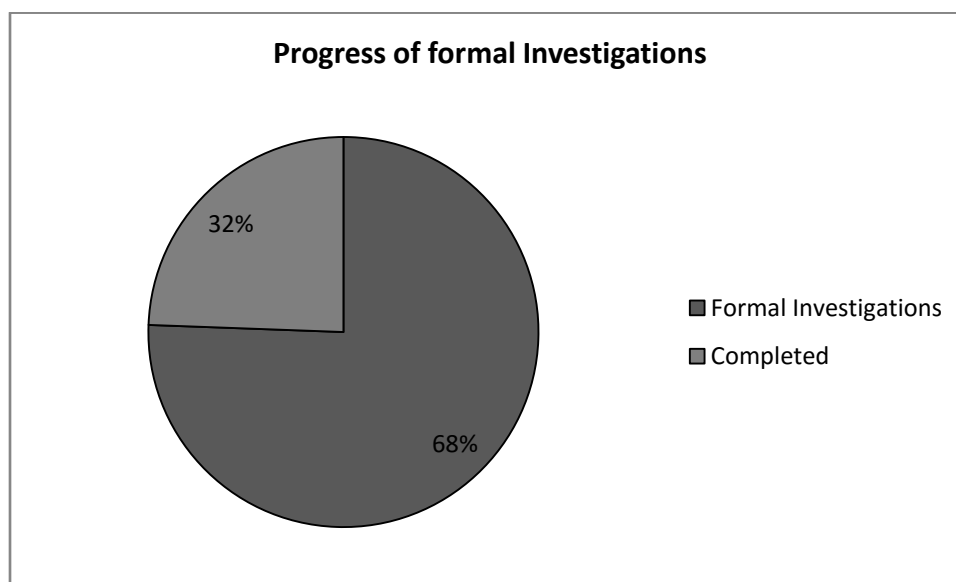
Report in preliminary investigations conducted in 2015

Year		Central	Eastern	North	North central	North western	Sabaragamuwa	South	Uva	Western	C.M.E	Controller (Investigati	Total
2015	Remaining as at 01.01.2015	169	15	19	29	93	125	193	74	1055	368	442	2582
	Received	200	63	07	61	93	16	170	32	238	114	95	1089
	Total	369	78	26	90	186	141	363	106	1293	482	537	3671
	Completed	190	12	06	26	92	74	143	81	188	108	58	978
	Remaining as at 31.12.2015	179	66	20	64	94	67	220	25	1105	374	479	2693



Summary of formal investigations conducted in the year 2015

Year		Central	Eastern	North	North central	North western	S' gamuwa	South	Uva	Western	C.M.E	Controller (Investigation)	Total
2015	Remaining as at 01.01.2015	02	03	05	04	06	01	07	04	08	-	10	50
	Received	-	02	-	-	01	-	06	-	03	-	03	15
	Total	02	05	05	04	07	01	13	04	11	-	13	65
	Completed	02	01	-	03	04	-	04	01	03	-	03	21
	Remaining as at 31.12.2015	-	04	05	01	03	01	09	03	08	-	10	44



Mechanical Engineering Division

The Department is in possession of a total of 222 vehicles for the operational and administrative activities in transporting mail throughout the island. Of these vehicles approximately 150 are repaired and maintained at the Mechanical Engineering Division at Narahenpita. Repairing outstation vehicles is also carried out by this division.

In the year 2015, a total distance of 1,771,788 kilometers has been covered for mail transport.

Details of repairs of vehicles in each month from 01.01.2015 to 31.12.2015 are tabulated below

	Month	Entries	Exits
	Vehicles of which repairs were not completed as at 31.12.2014		
1	January	57	56
2	February	58	55
3	March	93	88
4	April	59	66
5	May	77	68
6	June	62	67
7	July	70	74
8	August	86	81
9	September	78	69
10	October	67	75
11	November	68	61
12	December	47	54
		14 + 821	814

The number of vehicles of which repairs could not be completed as at 31.12.2015 was 21

Details of vehicle servicing from 01.01.2015 to 31.12.2015

	Month	Entries
1	January	35
2	February	31
3	March	36
4	April	26
5	May	43
6	June	32
7	July	34
8	August	40
9	September	36
10	October	36
11	November	38
12	December	27
		414

In addition to the main repairing division at Narahenpita, two minor repair divisions are being maintained at the Mail Transport Division and Galle post office.

Re-equipping the repair yard

Installing a two post hoist
Tyre changer
Compressor
Mechanical equipment

Money spent on vehicle repairs in 2015

Purchasing tyres	- Rs. 1,350,650.00
Purchasing spare parts	- Rs. 16,511,083.00
Outsourced repairs	
Cushioning for making seats.	-Rs.850,725.00
Repairing air conditioners	-Rs.478,004.00
Repairing radiators	-Rs. 17,800.00
Repairing silencers	-Rs. 16,500.00
Engine repairs	-Rs. 91,075.00
Auto electrical repairs	-Rs. 85,830.00
	<u>Rs. 1,539,934.00</u>
Purchasing engine oil, brake oil & power steering oil	Rs. 964,292.00
Purchasing 90 amp battery	Rs. 579,330.00
Purchasing equipment	Rs. 724,314.00
Wheel realignment	Rs. 91,000.00
	<u>Rs. 21,760,603.00</u>

Buildings Division

The following functions are executed by this division.

- 1) Construction of new post office buildings
- 2) Repairing all buildings of the Department of Posts
- 3) Acquiring lands for the Department of Posts
- 4) Paying lease rent of post offices
- 5) Paying rates for the buildings located within the Colombo Municipal Council limits

Out of the post offices located across the country, approximately 150 are maintained in privately owned buildings paying lease rent. Though nearly 500 post offices have been constructed in government lands, the majority of them have still not been formally transferred to the Department of Posts. Therefore, an accelerated programme is now underway to acquire these lands formally for the Department of Posts.

During the year 2015, the Buildings Division has paid Rs. 6,962,038.92 as rates

Postal Management Training Institute

PMTI is the institute that formally trains the highest number of employees of the Department and its functions under the Director (Supervision) upon the direct supervision of the Postmaster General.

Training is imperative for uplifting the standards of institutional services. Therefore, the staff of the Department of Posts is constantly referred to various programmes conducted at 09 Postal Training Institutes with the objective of providing a high quality effective service to the public.

Training is provided to the staff through Postal Training Institutes located at Wellawatta, Kandy, Galle, Tambuttegama, Batticaloa, Badulla, Polgahawela and Jaffna and also through foreign scholarships awarded by the Asia Pacific Postal Union. The objective of this is to enhance knowledge and skills of the postal staff serving island-wide.

Details of training programmes in 2015

Institute	No. of courses		No. of participants	
	2014	2015	2014	2015
Postal Management Training Institute	13	14	1127	730
Postal Training Institute –Galle	6	15	331	1199
Postal Training Institute –Wellawatta	5	6	260	284
Postal Training Institute –Thambuttegama	7	11	693	815
Postal Training Institute –Kandy	10	21	1088	1395
Postal Training Institute –Jaffna	2	6	50	124
Postal Training Institute –Batticaloa	2	2	49	23
Postal Training Institute –Badulla	14	**	351	**
Postal Training Institute –Polgahawela	7	9	178	1033
Total	66	84	4127	5603

Performance Report - Annual Progress

Institute	Description	No of courses		No of participants	
		2014	2015	2014	2015
Postal Management Training School	Internal courses	13	14	1127	730
	Training provided by external organizations	18	31	43	58
	Overseas training courses	19	17	33	29
Postal Training Institute	Galle	6	15	331	1199
	Wellawatta	5	6	260	284
	Tambuttegama	7	11	693	815

	Kandy	10	21	1088	1395
	Jaffna	2	6	50	124
	Batticaloa	2	2	49	23
	Badulla	14	**	351	**
	Polgahawela	7	9	178	1033
Provincial training programmes	Central Province	23	24	1686	1965
	Eastern Province	7	19	296	1108
	North Central Province	9	16	519	1512
	Northwestern Province	23	16	1830	1479
	Northern Province	7	13	388	732
	Southern Province	4	12	676	1211
	Sabaragamuwa Province	16	26	1789	1114
	Uva Province	10	22	337	1798
	Western Province	34	86	2275	3712
Central Mail Exchange		4	7	292	838
Total		240	373	14291	21159

Training Programme Details

Postal Training Institute	No of participants	
	Six month training course	Two week training programme
Galle	112	0
Wellawatta	131	0
Tambuttegama	32	0
Kandy	82	0
Jaffna	27	0
Batticaloa	23	0
Badulla	0	0
Polgahawela	78	0
Total	485	0

Postal Transport Division

The custody of all vehicles of the Department of Posts and the responsibility for their operations lie with the Department of Posts. It operates under the controller (operations) with the deputy Postmaster General (Operations) in charge of supervision. In mail distributing activities carried out by the post offices across the island, regional mail sorting centres and the Central Mail Exchange, vans and other vehicles of the Department are deployed for efficient and safe transport of mail. In addition, the Transport Division also

deploys motor cars and other vehicles for official duties of the Postmaster General and staff officers of various divisions of the headquarters. Deputy Postmaster Generals stationed in all provinces and Regional Postal Superintendants.

Van services are operated directly from the Central Mail Exchange in Colombo to Anuradhapura, Badulla, Puttalam, Kurunegala, Ratnapura and other major towns and there is also a van service for transporting Express Mail connecting major towns in the outstations of the island. Further, transport services are operated specifically for collecting overseas mail from the Katunayake airport and the Colombo Port to be distributed within the domestic postal network.

During the year 2015, 09 motor cars and 16 cabs were received by the Mail Transport Division for official transport needs of the staff officers and 05 lorries were purchased using the provisions allocated by the Qualitative Service Fund of the Universal Postal Union for promoting new postal services.

Details of vehicles, condemned vehicles and purchased vehicles of the Transport Division as at 31.12.2015

	Vehicles available	Condemned vehicles	Vehicles purchased	No of vehicle belonging to the Department as at 31.12.2015
Cars	17	02	09	24
Vans	108	05	-	108
Lorries	13	06	5	18
Jeeps	11	09	-	11
Cabs	35	10	16	51
Motor cycles	09	-	-	09
Buses	03	-	-	03
Total	196	32	30	224

In addition to the vans of the Department, public transport services are also used for transporting mail.

Modes of mail transport

By the vans of the Department

By trains

By buses

By runners

By boats

How mail circulation/mail exchange is taking place in the island

1. Central Mail Exchange

2. Regional Mail Sorting Centres

Badulla

Matara

Ratnapura

Batticaloa

Kandy

Kurunegala

Hatton

Anuradhapura

Jaffna

Through mobile post offices

Kandy mobile
Badulla mobile
Galle mobile
Batticaloa mobile } Currently not in operation
Jaffna mobile }

Maintenance Division

Maintenance activities of the Postal Headquarters are carried out by the Maintenance Division. It is responsible for maintaining air conditioners and electric lifts of the headquarters and also performs general cleaning activities and is also in charge of the maintaining activities of the garden of the headquarters. Further, electronic equipment purchased by the Procurement Division and items of stationary purchased by the Supplies Division are distributed amongst different sections of the Headquarters by this division. This division is administered by the Assistant Administrative Officer (Headquarters) under the supervision of the Deputy Postmaster General (Administration).

Maintenance Division also performs administrative and maintenance activities of holiday resorts of the Department of Posts at Sigiriya, Trincomalee, Nuwaraeliya, Anuradhapura, Mannar and Karainagar.

Income from holiday resorts in the year 2015	Rs. 1,288,350/
Income from the auditorium in 2015	Rs. 748,250/-

Money Order Service Division

(Deputy Postmaster General –Under the Central Province)

History and details of the Money Order Service:

Money order service between Sri Lanka and Britain was launched in 1873 and the internal money order service was started in 1877.

Money order service between Sri Lanka and India was introduced in 1880.

With the rapid advancement of technology, ordinary money order service was upgraded to fax money order service and is in operation from 11.10.1997 up to now.

With exponential growth in Communication Technology, Electronic Money Order Service was implemented with effect from 28.03.2004 for more secure, trustworthy and faster system of money orders.

Payments for British money orders are made through post offices with a commission of a 5%. The revenue generated through such commission in the year 2015 was Rs. 121, 503. 88.

Provincial Development Programmes

Southern Province

Administrative activities related to postal operations in the Southern Province are executed under the supervision of the Deputy Postmaster General (Southern) and he is assisted by District Administrative Officer (Galle/ Matara). Accounts are handled by District Accountant (Galle/Matara) and operational activities are conducted under the guidance of D.P.S. (Galle/Matara/Hambantota)

Uva Province

Administrative activities are handled by the Deputy Postmaster General (Uva) with assistance from the District Administrative Officer (Badulla). Operational activities are executed by the Postal Superintendent (Badulla) and Postal Superintendent (Monaragala). Accounting work is done by the District Accountant (Badulla).

A slew of developmental and other activities were carried out spending capital provisions in the Uva Province during 2015. In addition, a competition titled “**Uva Province Postal Services Marketing Promotional and Productivity Improvement Competition-2015**” was conducted amongst post offices and sub post offices with the objective of enhancing income and boosting productivity.

Northwestern Province

Deputy Postmaster General (Northwestern) is in charge of the administrative activities and the District Administrative Officer (Kurunegala & Chilaw) also contributes to the administrative process.

Chilaw Kurunegala North Kurunegala South	}	Divisional Postal Superintendent contributes to operational process
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District accountant (Chilaw & Kurunegala) carries out the relevant accounting functions.

Sabaragamuwa Province

Administrative process of the Sabaragamuwa Province is implemented under the aegis of the Deputy Postmaster General (Sabaragamuwa).

Sabaragamuwa province consists of two regional postal superintendent divisions headed by two postal superintendents who contribute to the operational process of the Sabaragamuwa Province.

Ratnapura

Kegalle

There are two district administrative offices that contribute to the operational process.

Ratnapura

Kegalle

Accounting process is handled by two district accounting offices.

Ratnapura

Kegalle

Central Province

Operational, administrative and accounting activities are executed by the Deputy Postmaster General (Central), District Administrative Office (Kandy), District Accountant (Kandy) and Divisional Postal Superintendent (Kandy North/ Kandy South/ Matale/ Nuwaraeliya). Similarly, the administrative activities of the Money Order Service Office are conducted by the Controller (Money Order Services) under the supervision of the Deputy Postmaster General (Central).

Eastern Province

The Deputy Postmaster General (Eastern) is in charge of the administrative functions. District Administrative Officer (Batticaloa) contributes to the administrative process and the District Accountant (Batticaloa) handles the accounting activities. Eastern province consists of four Divisional Postal Superintendent Divisions as Akkaraipattu, Trincomalee, Ampara and Batticaloa.

Northern Province

Operational activities are carried out by the Divisional Superintendent of Jaffna, Mannar, Mulataivu and Vavuniya under the supervision of the Deputy Postmaster General (Northern) and the accounting activities are handled by the District Accountant (Jaffna).

Western Province

The three districts of Colombo, Gampaha and Kalutara in the Western Province consist of five Postal Superintendents' Divisions. Two Divisional Postal Superintendents each have been deployed for the Colombo and Gampaha districts.

District Administrative Officer (Colombo South), District Administrative Officer (Colombo North), District Administrative Officer (Gampaha), District Administrative Officer (Kalutara) contribute to the administrative process.

The accounting process is handled by the District Accountant (Colombo South), District Accountant (Gampaha) and District Accountant (Kalutara).

The post office housed at the Inland Revenue Department, which was temporarily shut down was reopened on 02.02.2015.

Daigala sub post office administered by the Seetawakapura post office was closed following the retirement of the sub postmaster.

Pink and Purple agency post office was opened on 22.05.2015.

During the year 2015, 18 agency post offices were closed down.

North Central Province

The Deputy Postmaster General (North Central) executes administrative activities. The District Administrative Officer (Anuradhapura) assists in administrative matters and accounts are handled by the District Accountant (Anuradhapura).

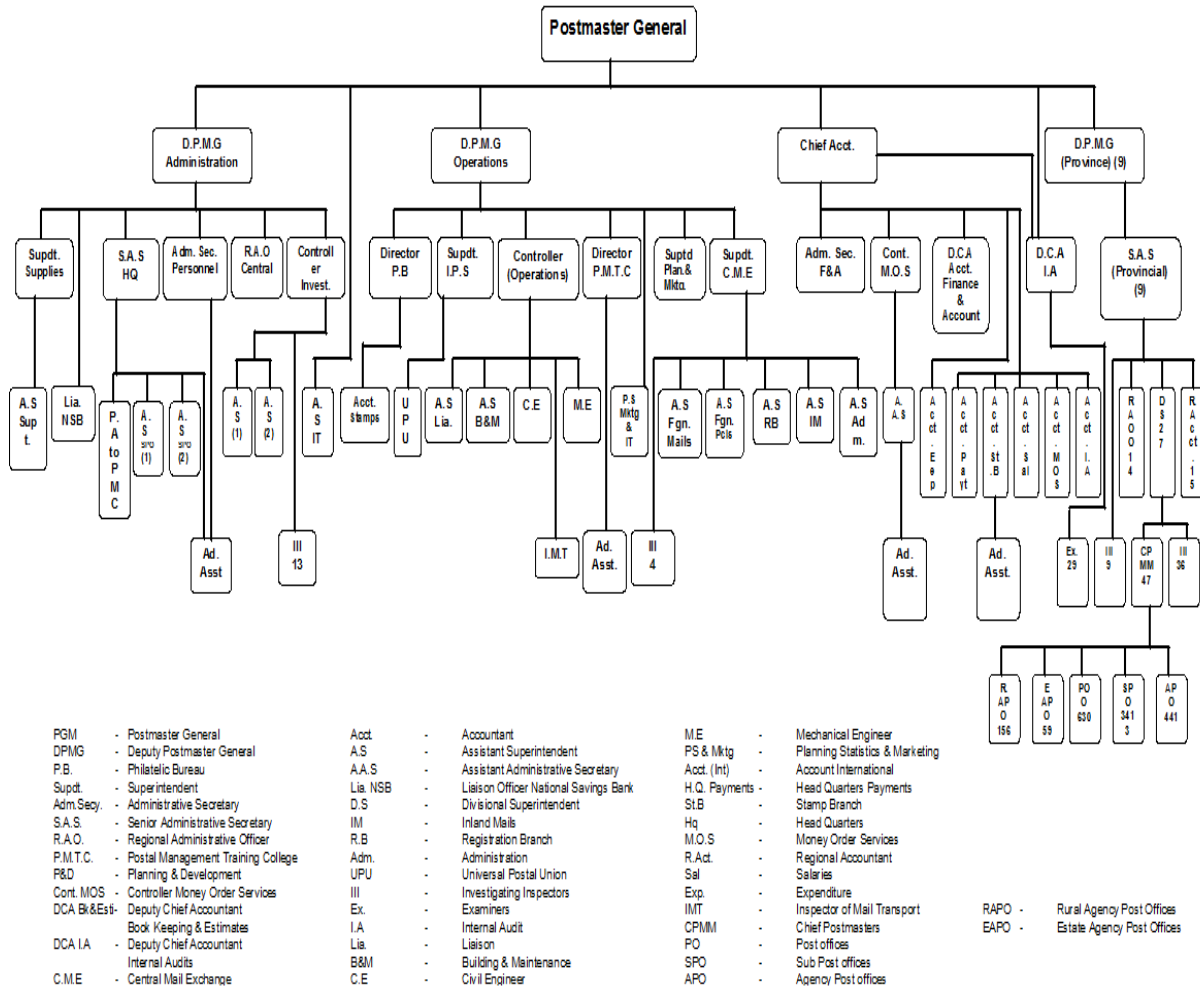
Operational activities are carried out by the Divisional Postal Superintendent (Anuradhapura) and Divisional Postal Superintendent (Polonnaruwa).

Social Welfare Programmes

Social welfare activities are carried out with the contribution of wealth and effort of staff of the Post, Sub post offices and all the regional offices located islandwide and the patronage of sponsors.

- Conducted blood donation campaigns
- Held a dengue eradication programme
- Conducted a tree planting ceremony parallel to National Tree Planting Day
- Conducting ‘dansala’, Dhamma sermons and pirith chanting
- On the first and the fifteenth of every month, the dates on which the adults’ charity allowance and subsistence allowance are paid, a dhamma sermon is conducted and the recipients of allowances are offered tea (in the morning) and lunch.
- Took the recipients of charity and subsistence allowance on a pilgrimage to Dalada Maligawa
- Granting a sum of Rs 500/- and pack of dry rations to the recipients of adult allowance and subsistence allowance
- Conducted Sinhala New Year festival for Sinhala New Year. An art exhibition for children was held to commemorate Poson Poya Day and the winners were awarded certificates and gifts.
- Lunch and essential commodities were provided to the children of Maithree Child Development Centre on 09.06.2015 as part of the events organized to celebrate Vesak festival.

ORGANISATION CHART DEPARTMENT OF POST
SRI LANKA



S.No	Post	service	Salary scale	Service category	Approved cadre	Number existing as at 2014.12.31	
						Permanent	Contract
1.	Postmaster General	SLAS (Special)	SL3	Senior	01	01	
2.	Dep. Postmaster General	SLAS	SL1	„	04	03	
3.	Dep. Postmaster General	Departmentalized (Executive Grade 1)	SL1	„	09	05	
4.	Chief Accountant	SL Accountants' Service (Grade 1)	SL1	„	01	01	
5.	Chief Internal Auditor	SL Accountants' Service (Grade 1)	SL1	„	01	01	
6.	Accountant (Stamp repository)	SL Accountants' Service (Grade 1)	SL1	„	01	01	
7.	Senior Postal Superintendent	Departmentalized (Executive Grade II)	SL1	„	19	12	
8.	Postal Superintendent	Departmentalized (Executive Grade III)	SL1	„	56	39	
9.	Assistant Director	SLIT&C Service. Class I Grade II Class I Grade III	SL1	„	02	00	
10.	Civil Engineer	Sri Lanka Engineering Service SL Accountants' Service	SL1	„	01	00	
11.	Mechanical Engineer	Sri Lanka Engineering Service Grade II or III	SL1	„	01	00	
12.	Accountant	SL Accountants' Service Grade II or III	SL1	„	25	24	
13.	Asst Postal Superintendent (Investigation)	Departmentalized	MN- 7	Tertiary	51	32	04
14.	Asst Postal Superintendent (Audit inspector)	Departmentalized	MN- 7	„	40	14	04
15.	Asst Postal Superintendent (Main post offices)	Departmentalized	MN- 7	„	53	07	
16.	Chief Building Inspector	Sri Lanka Technical Service Special Grade	MN-7	„	01	01	
17.	Translator	Translators' Service	MN - 6	„	02	01	
18.	Budget Assistant	Associated Officer	MN - 4	Secondary	01	01	
19.	Development Assistant	Associated Officer	MN - 4	„	70	62	
20.	Postal Service Officer	Departmentalized	MN - 3	„	5,164	3968	21
21.	Public Management Assistant	Public Management Assistant Service (I/ II/ III)	MN - 2	„	189	119	
22.	Building Inspector	Sri Lanka Technical Service	MN - 3	„	03	00	
23.	Forman	Sri Lanka Technical Service	MN - 3	„	02	01	
24.	Sub Post Master	Departmentalized	MN - 1	„	3,410	3369	
25.	Maintenance Assistant	Departmentalized	MT - 1	„	15	09	
26.	Driver	Departmentalized	PL - 3	Primary	187	149	
27.	Postal Assistant (Technical)	Departmentalized	PL - 2	„	82	48	
28.	Postal Assistant	Departmentalized	PL- 1	„	12,602	11,742	
29.	Registered substitute	Departmentalized			4,788	4788	
Total					26,781	24399	29

Expenditure Report - 2015

Code	Object	Revised Estimate 2015	Total Expenditure from 2015/01/01 2015/12/31	%
	Recurrent Expenditure	11,759,500,000.00	11,755,686,842.62	
	Personal Emolument	10,645,000,000.00	10,643,052,444.86	
1001	Salaries and wages	4,387,000,000.00	4,386,545,275.95	99.99
1002	Overtime and holiday pay	642,000,000.00	640,983,701.79	99.84
1003	Other Allowances	5,616,000,000.00	5,615,523,467.12	99.99
	Traveling Expenses	41,333,100.00	40,871,375.11	
1101	Domestic	32,833,100.00	32,833,042.01	100.00
1102	Foreign	8,500,000.00	8,038,333.10	94.57
	Supplies	239,473,000.00	239,472,960.88	
1201	Stationery and Office Requisites	172,600,000.00	172,599,999.90	100.00
1202	Fuel	38,000,000.00	37,999,996.56	100.00
1203	Diets and Uniforms	28,873,000.00	28,872,964.42	100.00
	Maintenance Expenses	71,680,300.00	71,199,089.01	
1301	Vehicles	41,000,000.00	40,862,155.94	99.66
1302	Plant, Machinery and Equipment	16,500,000.00	16,156,712.03	97.92
1303	Building and Structure	14,180,300.00	14,180,221.04	100.00
	Services	693,713,600.00	692,866,994.08	
1401	Transport	452,000,000.00	451,916,267.23	99.98
1402	Postal and Communication	56,900,000.00	56,899,999.16	100.00
1403	Electricity and Water	80,964,500.00	80,964,469.85	100.00
1404	Rents and Local Taxes	56,000,000.00	55,237,158.37	98.64
1405	Others	47,849,100.00	47,849,099.47	100.00
	Transfers	68,300,000.00	68,223,978.68	
1505	Subscription and Contribution Fees	25,000,000.00	24,981,354.34	99.93
1506	Property Loan Interest	43,300,000.00	43,242,624.34	99.87
	Capital Expenditure	201,000,000.00	196,347,883.15	
	Rehabilitation and Improvement	76,000,000.00	71,649,951.66	
2001	Building and Structure	60,000,000.00	59,231,521.10	98.72
2002	Plant Machinery and Equipment	10,000,000.00	6,726,561.11	67.27

2003	Vehicles	6,000,000.00	5,691,869.45	94.86
	Acquisition OF Capital Assets	102,000,000.00	101,860,823.57	
2101	Vehicles			
2102	Furniture and Office Equipment	45,000,000.00	44,999,999.91	100.00
2103	Plant and Machinery	17,000,000.00	16,861,476.66	99.19
2104	Building and Structure	40,000,000.00	39,999,347.00	100.00
	Human Resources Development	17,000,000.00	16,884,944.31	
2401	Staff Training	17,000,000.00	16,884,944.31	99.32
	Enhancing Postal Services & Stamps	6,000,000.00	5,952,163.61	
	Other Investment	6,000,000.00	5,952,163.61	
2502	Other Investment	6,000,000.00	5,952,163.61	
	Total Expenditure	11,960,500,000.00	11,952,034,725.77	99.20

Income Report - 2015

Revenue Codes	Description	Revenue (Rs.)
R001	Warehouse Charges	3,574,125.73
R002	Bulk Mail Charges	315,518,828.36
R003	Business Mail Service	1,021,595,556.00
R004	Franking Machine Chargers	1,282,095,954.05
R005	Speed Post	163,244,599.92
R006	E. M. S.	207,843,602.00
R007	Foreign Parcel	20,912,847.05
R008	International Post	161,568,283.96
R009	Parcel Handling Charges	4,581,362.00
R010	Letter Collection Charges	7,308,842.00
R011	Postal Stationary Revenue	89,972,236.00
R012	Commission Of Examination	2,892,956.64
R013	Unpaid Letter Charges	599,209.00
R014	Stamp Revenue	2,274,690,043.53
R015	NSB Charge	132,265,223.23
R016	Money Order Commission	102,032,372.12
R017	C. E. B. Bill Commission	311,743,713.40
R018	Traffic Fine Commission	133,644,935.10
R019	Fisheries Pension Commission	556,605.00
R020	Farmers Pension Commission	7,753,915.00
R021	Com. On Public Assis.	849,840.00
R022	Social Security Commission	4,458,651.69
R023	Death Notice Commission	-
R024	Communication of Mobitel Card	-
R025	Commissioner of Exam Fees	14,340,712.06
R026	Commission of Insurance	5,207,596.49
R027	Lanka Bell Card Com	-
R028	Western Union	26,284,743.22
R029	SlT Commission	224,327.00
R030	LOLC Rent	8,713,785.00
R031	DFCC WARDANA BANK Com	3,986,145.09
R032	H.S.B.C. Commission	-
R033	H.S.B.C. Card Promotion	-
R034	Fax Charges	1,030,602.50
R035	Telemail Charges	49,343,466.22
R036	Email	4,793.00
R037	Mail Box Charges	10,969,333.00

R038	Mail Bag Charges	3,216,768.83
R039	Returned Charges	2,740.80
R040	Newspapers Registration	697,000.00
R041	Photocopy Charges	8,568,207.00
R042	Clearance Fees	572,828.00
R043	Post Code Books	18,879.00
R044	A.P.O. Application	52,780.00
R045	Rent Income of Auditorium	3,282,050.00
R046	Business Reply Coupon	13,828,151.78
R047	Philatelic Bureau Cash	8,347,511.47
R048	G. R. N. Copies	26,543.00
R049	Rent Income of Canteen	609,200.00
R050	Computer Typing	-
R051	Internet Com.	97,989.00
R052	Other	279,796,047.09
R053	Commission Reload	492,717.69
R054	Telephone Revenue	2,162,501.12
R055	Locale Profit	7,000,000.00
R056	Free Post	1,359,982.61
R057	Mobitel Bill Collection Com.	2,078,653.81
R058	Telegramme Revenue	-
R059	Postal Exam Revenue	50.00
R060	Circuit	1,324,025.00
R062		-
R063	Scan Grame	-
R064	SLIDA Payment	14,670.00
R065	Telecom	6,313,966.17
R066	Mail Management	82,866.00
R067	Hybrid Telemail	476,721.00
R068	Ceylinco Insurance	404,471.50
R069	U Generations	242,481.99
	Grand Total	6,710,879,008.22

Progress of Capital Expenditure of Central Mail Exchange - 2015

Annexure 05

Code	Object	Allocation	As per Vote Ledger Expenditure from 01/01/2015 to 31.12.2015	Balance Allocation from 01/01/2015 to 31.12.2015	Financial Progress
2001	Building and Structure	6,125,000.00	6,087,924.23	37,075.77	99.39%
2002	Plant and Machinery	3,541,250.00	3,293,938.90	247,311.10	93.02%
2003	Vehicles	274,940.00	201,305.00	73,635.00	73.22%
2102	Office Equipment	1,630,100.00	1,630,037.85	62.15	100.00%
2103	Plant and Machinery	1,225,000.00	1,168,183.00	56,817.00	95.36%
2401	Training and Capacity Building	490,000.00	479,038.00	10,962.00	97.76%
Total		13,286,290.00	12,860,426.98	425,863.02	96.79%

Progress of Income of Central Mail Exchange - 2015

Code	Service	2014 Revenue (Rs.)	2015 Revenue(Rs.)	Percentage
R001	Warehouse Charges	2,506,370.00	2,977,509.00	18.80%
R002	Bulk Mail Charges	175,995,901.52	173,646,631.00	-1.33%
R003	Business Mail Charges	1,002,342,830.49	1,021,520,556.00	1.91%
R004	Franking Machine Chargers	621,493,879.19	589,643,019.94	-5.12%
R005	Speed Post	21,276,763.00	113,829,318.00	434.99%
R006	E. M. S.	61,705,200.00	61,039,000.00	-1.08%
R007	Foreign Parcel	25,174,485.00	19,841,526.00	-21.18%
R009	Handling Charges	2,680.00	2,606,600.00	97,161.19%
R010	Letter Collection Charges	7,093,441.00	7,308,842.00	3.04%
R016	Money Order Commission	59,021.00	30,378.00	-48.53%
R037	Mail Box Charges	2,473,500.00	4,606,500.00	86.23%
R038	Mail Bag Charges	1,770,022.00	17,500.00	-99.01%
R046	Business Reply Coupon	6,713,497.69	13,660,823.78	103.48%
R049	Rent	40,000.00	35,000.00	-12.50%
R052	Others	392,262.59	1,257,901.56	220.68%
R056	Free Post	35,409,621.00	-	-100.00%
R061	4 Hour Express	17,402,159.57	-	-100.00%
R066	Mail Management	2,335,612.00	82,866.00	-96.45%
		1,984,187,246.05	2,012,103,971.28	1.41%

Expenditure of Central Mail Exchange -2015

Code	Service	2014 Expenditure (Rs.)	2015 Expenditure (Rs.)	Percentage
1001	Salary and Wages	483,039,575.94	438,442,036.22	-9.23%
1002	Overtime and Holiday Pay	231,512,405.75	233,598,836.89	0.90%
1003	Other Allowances	229,442,974.03	508,962,106.56	121.83%
1101	Travelling Expenses – Domestic	13,688,976.88	14,201,050.63	3.74%
1201	Stationery and Office Requisites	9,386,742.98	8,428,360.17	-10.21%
1202	Fuel	17,799,920.63	16,499,996.93	-7.30%
1203	Diets and Uniforms	3,857,749.55	1,703,741.73	-55.84%
1301	Vehicles	665,176.00	291,200.00	-56.22%
1302	Plant, Machinery and Equipment	5,533,825.03	1,798,453.89	-67.50%
1303	Building and Structure	257,057.10	1,604,360.00	524.13%
1401	Transport	-	181,650.00	-
1402	Postal and Communication	163,816.23	325,027.58	98.41%
1403	Electricity and Water	13,351,727.31	12,437,036.67	-6.85%
1405	Others	2,441,742.26	1,542,374.56	-36.83%
1506	Property Loan Interest	6,571,020.02	6,680,228.23	1.66%
2001	Building Rehabilitation & Improvement	5,003,582.74	6,087,924.23	21.67%
2002	Plant, Machinery & Equip.- Rehabilitation & Improvement	2,354,614.55	3,293,938.90	39.89%
2102	Furniture & Office Equip - Acquisition	1,354,532.51	1,827,617.85	34.93%
2103	Plant, Machinery - acquisition	1,145,676.90	1,168,183.00	1.96%
2401	Capacity Building -Training	251,743.00	479,038.00	90.29%
Total		1,027,822,859.41	1,259,553,162.04	22.55%