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தரம் கணிப்பு அறிக்கை - 2016
PERFORMANCE REPORT - 2016



තැපැල් දෙපාර්තමේන්තුව
அஞ்சல் திணைக்களம்
DEPARTMENT OF POSTS

තැපැල් මූලස්ථානය,
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இல.310, டி.ஆர். விஜேவர்தன மாவத்தை,
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POSTAL HEADQUARTERS,
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.

Senior management and Provincial Heads -2016

Postmaster General	Mr D.L.P. R. 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. R.Mahakumbura
Deputy Postmaster General (Southern Province)	Mrs G. Gamage (S.L.A.S)
Deputy Postmaster General (Northern Province)	Mr. N. Ratnasingham
Deputy Postmaster General (Sabaragamuwa Province)	Mrs P.S.R.M. Vijayaraja (S.L.A.S)
Deputy Postmaster General (Eastern Province)	Mrs. J. Thiruselvam (S.L.A.S.)
Deputy Postmaster General (Uva Province)	Mr. R. Dharmasiri Piyasena (S.L.A.S)
Deputy Postmaster General (Central Province)	Mr. D.A.R.K. Ranasinghe
Deputy Post Master General (Western Province- North)	Mr. V. Vivekanandalingam
Deputy Postmaster General (Western Province –South)	Mr. S.W.M.T.L. Hulangamuwa
Deputy Postmaster General (Northwestern Province)	Mr. H.M. Premachandra
Deputy Postmaster General (North Central Province)	Mrs. G.C.I. De Silva

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Introduction

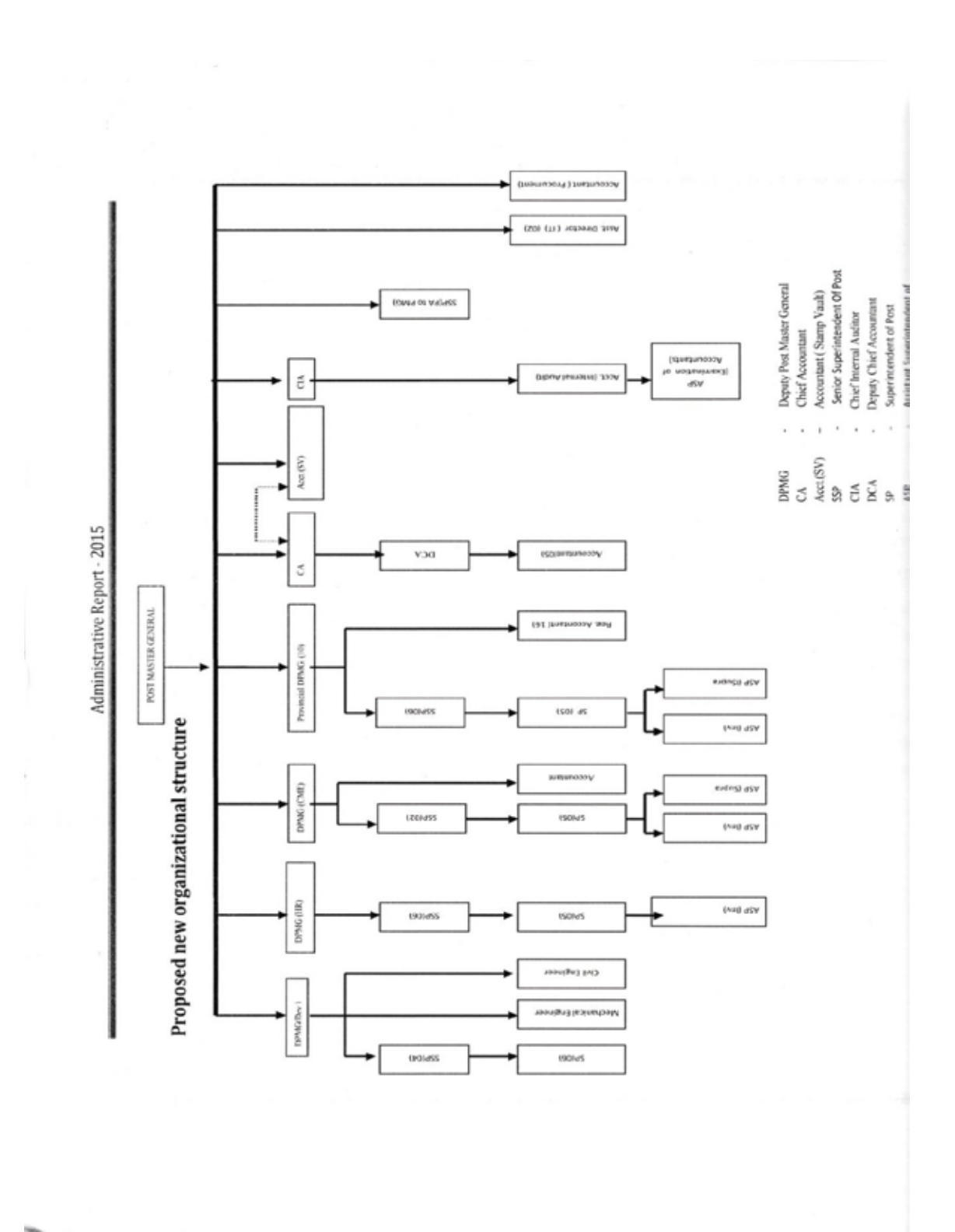
Department of Posts, a closed Department with a proud history dating back to two hundred and eighteen years is unwaveringly committed to remain as the undisputed leader in the field of communication as an entity rendering business and public services while fulfilling to the highest quality the identified and timely postal communication and financial requirements of the people of Sri Lanka and is under the purview of the Ministry of Postal Services and Muslim Religious Affairs of the Democratic Socialist Republic of Sri Lanka. The Postmaster General is the Head of the Department and the departmental administration is primarily handled by the Deputy Postmaster General (Administration), Deputy Postmaster General (Operations) and Chief Accountant.

Further, administrative activities of the 09 provinces of the island have been devolved under the three main areas of operations, administration and accounts under the Regional Postal Superintendents, District Administrative Officers and District Accountants with overall supervision being carried out by Provincial Deputy Postmaster Generals. In addition, the Central Mail Exchange located in Colombo functions as the main postal operational centre.

The post office network scattered across the country as main post offices, post offices and sub post offices functions under the purview of the Regional Postal Superintendent and is dedicated to render a qualitative service using advanced technology to consumers while identifying their diverse needs and winning their trust and the Department of Posts is considered unique as it is the only Department with such a huge network of offices.

The District Controller's Office operating under the District Controller carries out establishments activities required for the human resources management leading to the motivation of efficient and trained human resources of the Department.

In addition, District Accounting Office Network under the purview of the District Accountants is responsible for the financial management regularizing the financial flow of the Department.



- Administrative Process of the Department –

Senior management activities related to overall administration process or human resources management process of the Department are executed by the Staff I division, Staff II Division, Miscellaneous Division, Examinations Division, Investigations Division, Sup Post Office Division administered by a set of executive officers i.e. the Senior Administrative Secretary (Headquarters) Controller (Investigation) under the overall supervision of the Deputy Postmaster General (Administrative). The Administrative Division of the Central Mail Exchange and the office of the Assistant Superintendent (Supplies) also assist this process.

All establishment activities including conducting limited and open examination relevant to the recruitment of staff to the Department, conducting interviews, recruitment, conducting efficiency bar examinations, amending recruitment procedures, granting promotions, disciplinary matters and sending employees on retirement are the duties and functions of the Administrative Division.

Details of interviews conducted in the year 2016

- Conducting interviews of 1280 applicants on the basis of results of the open competitive examination conducted on 28.11.2015 for the recruitment of Postal Service Officers Grade III.
- Conducting open/limited interviews for recruitment of building inspectors.

Forwarding applications to the Department of Examinations :

Post	Number of applications forwarded
U.P.S. Grade 'B'1'B'	1,700
Sub postmaster	1,800
Postal Superintendent	25

- Operational Process of the Department –

The Central Mail Exchange, Postal Transport Division, International Postal Services Division, Mechanical Maintenance Division, Philatelic Bureau, Marketing and Coordination Division, buildings Division administered by the Controller (Operations), Superintendent (Central Mail Exchange), Superintendent (International Postal Services), Director (Philatelic Bureau), Superintendent (Marketing and Coordination), Assistant Superintendent (Buildings) Postal Transport Division contributes to the overall operational process of the Department under the supervision of the Deputy Postmaster General (Operations).

Deputy Postmaster General offices, Divisional Postal Superintendent offices, regional mail sorting centres, main post offices, post offices and sub post offices collectively make their contribution for the success of the postal operations process at the provincial level.

Not confining itself to the task of delivering a letter that has been posted, the Department of Posts has initiated measures to implement a host of innovative services catering to the divergent needs of the customer.

New agency services commenced in the year 2016

- Ceylinco Life Insurance service
- Ceylinco full insurance of motor vehicles
- E channeling service

New agency services launched in the year 2016

- Insurance premium and insurance policies of Ceylinco Insurance Company delivered to people through post office network.
- Insurance premium and insurance policies of Ceylinco Life Insurance Company delivered to people through post office network.
- Implementing UGEN prepaid postal services through the post office network.
- Paying remittances sent through National Savings Bank by Sri Lankans living abroad to beneficiaries through the post office network.
- Providing medical specialist channeling service in collaboration with E-Channeling PLC through the post office network.

- **Key services offered to consumers -**

Business Mail Service

- This service was launched 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.

- **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.

- **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.

- **Speed Post Courier Service**

This service has been in operation under the brand name of Speed Post Courier Service. Its main operation centre has been established at the Central Mail Exchange, Colombo. In addition, 10 sub-centers have been set up regionally.

- **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 issued a registration number. This enables them to post their letters by printing "Postage Paid" together with the above registration number without affixing stamps or marking with a franking machine.

- **Money Order Service**

The following money order services are in operation.

Ordinary money order service

Telegram money order service

Value Paid money orders

Fax money orders

Electronic money orders

➤ **E-Commerce Service**

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

➤ **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.

➤ **Fax Service**

➤ **Issuing Postal Identity Cards**

➤ **Specialized Services –Post Boxes, Mailbags, Mail books**

➤ **Communication Locale**

This service was launched for the supply of various items and support services 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 in 2009 using Western Union remittances.³

3. Accepting insurance premia of 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 Assistance Monthly Allowance

Contribution for granting allowances for Leprosy, Cancer, Tuberculosis patients

Payment of social security allowances

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

Issuance of Postal Identity Cards

Posta Identity Card is a special identification documentation in operation in Sri Lanka which can be used by schoolchildren to establish their identity at examinations. This service is implemented through the island-wide post office network centered on the postal headquarters. In order to optimize this service, a same-day service is also available island-wide. The number of identity cards issued by the headquarters post office and the post office at the provincial level is tabulated below.

Issuance of postal identity cards –Postal Headquarters

Postal Headquarters	2015	2016
	10,293	11,636

Issuance of postal identity cards- At the provincial level

Province	2015	2016
Southern	19,549	18,991
Northern	13,000	14,000
Eastern	17,980	20,488
Northwestern	19,343	19,568
Sabaragamuwa	15,820	16,417
North Central	12,477	12,076
Western Province -North	14,824	14,466
Western Province-South	16,838	18,666
Uva	11,758	12,377
Central	25,802	26,128

- **Office network of the Department of Posts -**

Post Offices	652
Sub- post offices	3410
Agency post offices	524
Rural agency post offices	101
Estate post offices	04
<u>Total</u>	4691

Distribution of Post office Network across the country

Province	R.P.S. Division	Post offices	Sub post offices	Total
Central	Kandy North	28	163	
	Kandy South	29	182	
	Nuwaraeliya	23	96	
	Matale	22	91	
Total		102	532	634
Eastern	Ampara	10	56	
	Akkaraipattu	13	52	
	Batticaloa	21	66	
	Trincomalee	12	48	
Total		56	222	278
Northern	Jaffna	31	142	
	Kilinochchi	04	37	
	Mulativu	05	17	
	Mannar	08	36	
	Vavuniya	04	32	
Total		52	264	316
North Central	Anuradhapura	27	183	
	Polonnaruwa	12	89	
Total		39	272	311
Sabaragamuwa	Kegalle	30	196	
	Ratnapura	24	190	

Performance Report - 2016

Total		54	386	440
Southern	Galle	41	215	
	Matara	30	195	
	Hambantota	20	99	
Total		91	509	600
Uva	Badulla	30	182	
	Monaragala	16	71	
Total		46	253	299
Western – South	Colombo North	35	92	
	Colombo South	22	87	
	Kalutara	34	140	
Total		91	319	410
Western - North	Gampaha North	28	100	
	Gampaha South	28	134	
Total		56	234	290
Northwestern	Kurunegala North	22	153	
	Kurunegala South	21	152	
	Puttalam	22	114	
Total		65	419	484
Sum Total		652	3,410	4,062

Details of sub post offices

- Total number of sub post offices 3410
- Number of sub post offices remained closed at present 44
- No of sub post offices in operation 3366
- Number of sub post offices delivering letters 1523
- Number of sub post offices not delivering letters 1888
- Number of government buildings 430
- Number of privately owned buildings 2943

Upgraded		Reopened		Closed down		Total number of post offices closed as at 31.12.2016
2015	2016	2015	2016	2015	2016	
None	None	None	None	39	05	44

Postal services expansion indices 2016

Year 2016	
Number of letters received by one person annually	25
Extent of area served by a post office (square kilometers)	14
Number of persons served by a post office	4,311

Money exchanged for the services provided free of charge

	Service	Value – Rs.	
		2015	2016
1.	Civil Pension	10,883,729,080.49	9,309,332,341.07
2.	Adult Allowance	7,351,662,350.00	8,614,336,280.00
3.	Public Assistant	1,523,047,591.35	1,582,788,253.43
4.	Public and Medical Assistant	190,829,339.00	236,598,819.00
5.	Scholarship Payment	24,415,850.00	32,279,329.00
6.	Special Medical Assistant	2,898,000.00	3,260,000.00
7.	Displaced Person Allowance	3,542,750.00	-
	Total	19,980,124,960.84	19,778,595,022.50

- 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.

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

Performance Report - 2016

International Postal Services Division is responsible for the exchange of–

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

Programmes implemented in the year 2016

- Conducting training programmes for officers of all provinces regarding the shift from IPS Light to PS Post. Taking measures to design a new domestic software to facilitate the entry of data as per IPS Post system and entering data accordingly.
- In addition to the training programme in the Western Province, several training workshops were conducted from time to time in respect of IPS Post system for the officers of foreign mail divisions.

Income from the delivery of EMS mail items received by Sri Lanka for distribution in 2016

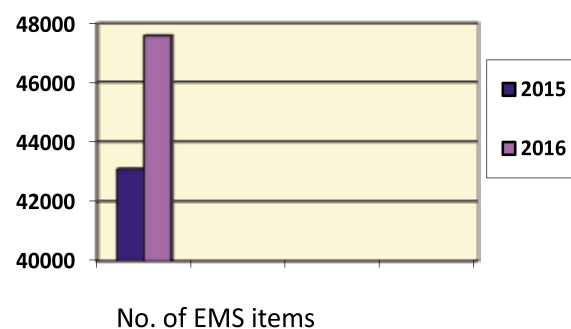
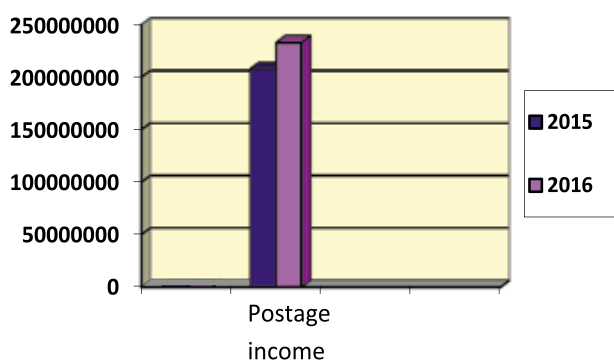
Quarter	No of EMS items (Letters)	No of EMS items (Parcels)	Income to be received from the delivery of EMS letters (Approximately)	Income receivable from the delivery of EMS parcels
1 st Quarter	7356	19,824	5,590,560.00	22,599,360.00
2 nd Quarter	6801	16,269	5,168,760.00	18,546,600.00
3 rd Quarter	7848	16,140	5,964,480.00	18,399,600.00
4 th Quarter	7463	18,277	5,671,880.00	20,835,780.00
Total	29,468	70,510	22,395,680.00	80,381,340.00

No of EMS mail items received by EMS Division and post office counters in the years 2015 and 2016 to be sent abroad and the postage income there of

Month	Year 2015		Year 2016	
	No of EMS items	Postage income		No of EMS items
January	3,908	14,302,650.00	3,413	16,425,750.00
February	2,782	13,230,950.00	3,398	16,167,775.00
March	3,545	17,035,025.00	4,114	20,161,450.00
April	4,060	21,128,375.00	4,760	24,696,225.00
May	3,296	16,287,900.00	3,698	17,216,825.00
June	3,491	16,427,175.00	3,735	17,938,625.00
July	3,614	17,541,600.00	3,584	17,518,300.00
August	3,027	15,427,475.00	3,927	19,220,975.00
September	3,454	17,422,525.00	3,900	19,823,075.00
October	3,965	19,414,150.00	4,266	21,024,400.00
November	3,705	18,127,175.00	4,486	21,617,125.00
December	4,266	21,429,200.00	4,306	21,351,425.00
Total	43,113	207,774,200.00	47,587	233,161,950.00

Postage income and No. of EMS items

(For the years 2015 & 2016)



Developing New Services

	Year				
	2012	2013	2014	2015	2016
Speed Post	7,727,606.50	6,274,291.00	45,794,830.57	163,244,599.92	82,220,827.82
Telemail Service	1,610,001.00	9,617,248.14	44,697,261.79	49,343,466.22	53,850,553.16
Total	9,337,607.50	1,5891,539.14	90,492,092.36	212,588,066.14	136,071,380.98

- Money Order Service Division -

Money order service between Sri Lanka and Britain was launched in 1873 and the internal money order service of the country was started in 1877. Subsequently, the money order service between Sri Lanka and India was introduced in 1880 together with the Telegraph Money Order Service. With the rapid advancement of technology, ordinary money order service was upgraded to fax money order service and it has been in operation from 11.10.1997 up to now.

Performance Report - 2016

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. Further, the payments for British money orders are made through post offices and a commission of 5% is levied for this service. The revenue generated through such commission in the year 2016 was Rs. 94, 255. 68.

Types of money orders and maximum and minimum amount that can be sent and periods of validity:

Type	Minimum Amount Rs	Maximum Amount Rs	Period of validity
Ordinary money orders	Cents 0.1	25,000.00	06 months
Telegraph money orders	1.00	25,000.00	02 months
Value paid 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

Issuance of Money Orders

Type	Number issued		Amount issued (Rs)		Commission (Rs)	
	2015	2016	2015	2016	2015	2016
Ordinary Money Orders	283,697	221,858	886,076,848.64	625,407,807.78	14,845,426.67	11,186,164.78
VP parcel money orders	60,785	78,730	98,935,961.38	133,273,205.32	3,646,295.62	4,759,151.50
Fax money orders	-	-	-	-	-	-
Electronic money orders	966,605	1,017,275	5,622,817,323.35	5,977,140,836.30	83,503,305.47	87,995,906.66
Total	1,311,087	1,317,863	6,607,830,133.37	6,735,821,849.40	101,995,027.76	103,941,222.94

Payment of money orders:

Type	Number paid		Amount paid (Rs)	
	2015	2016	2015	2016
Ordinary money orders	275,088	218,976	1,276,413,366.47	919,366,642.05
Value paid parcel money orders	58,344	75,400	106,976,190.46	158,372,214.53
Fax money orders	-	-	-	-
Electronic money orders	928,103	951,011	5,849,737,604.14	6,075,041,088.98
Overseas Money orders	127	-	5,698,130.42	-
Britain Money Orders	402	275	2,304,491.16	1,808,963.47
Total	1,262,064	1,245,662	7,241,129,782.65	7,154,588,909.03

- 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, updating and adding new services using the postal network developed under the postal network development project were carried out during the year.

History

The post office network was created by interconnecting all 653 post offices across the country through the Internet employing computer technology and the services commenced with the facility for payment of electricity bills through e-Post & e-Pay Automation System software designed by our own officials of the Department and implemented since the year 2010 is going from strength to strength with a string of successes.

Payment of utility bills including electricity bills, telephone bills of Sri Lanka Telecom and Sri Lanka Telecom Mobitel Top Up (Reload) payments, the facility for the payment of examination fees of examinations conducted by the Department of Examinations and Sri Lanka Institute of Development Administration as well as the accepting contributions of the Employees' Provident Fund and the Employees' Trust Fund too are carried out by the post office network through the e-Pay & e-Post Automation System software.

Composition of the Information and Communication Technology Division

The Information and Communication Technology Division is under the direct supervision of the Postmaster General and is administered by an Assistant Superintendent.

Services initiated in 2010 and maintained successfully:

01. Accepting consumer electricity bills of Electricity Board – 2000.01.15
02. Accepting Mobitel prepaid/postpaid bills – 2011.01.20
03. Accepting Sri Lanka Telecom bills – 2014.02.01
04. Inter-personal electronic money exchange – 2010.06.01
05. Service Money Transfer – 2010.06.01
06. Transfer of money of Employees' Provident Fund – 2010.06.01
07. Transfer of money of Employees' Trust Fund – 2010.06.01
08. Receiving examination fees of Sri Lanka Institute for Development Administration – 2013.12.14
09. Speed Post and Logi Post Tracking – 2013.11.07
10. Acceptance of examination fees, re – correction fees and fees for issuing copies of certificates of Sri Lanka Examination Department – 2015.06.01
11. Acceptance of vehicle insurance installment - Ceylinco Insurance Company – 2015.05.21
12. Acceptance of Life insurance installments - Ceylinco Insurance Company – 2016.12.02
13. Foreign Remittances - National Savings Bank – 2015.11.09
14. National Savings Bank transactions through the network of Dept of Posts (Cash Deposits/ Cash Withdrawals / Fixed Deposits) – 2016.03.03
15. E – Telemail Service – 2015.09.25
16. IPS.Post - Foreign mail Tracking System 2016.02.15
17. Computerizing the Pension Payment - 2016.06.10
18. M - e pay service (A process by which the above E services are facilitated by sub post offices) – 2014.06.02
19. Accepting installment of Social Security Fund – 2016.08.08
20. E – Channeling Service - 2016.10.20

Progress made in the year 2016

Software Development Unit:

- Development of software module in respect of the payment of pension within the Social Service Platform of e-Pay Automation System, commencement and maintenance of same.
- Designing and successfully maintaining software required for accepting premium payments of social security benefit system by post offices within the Social Service Platform of e-Pay Automation System. Designing, initiating and successfully maintaining software required for accepting premium payments of Ceylinco Life Insurance Limited through post offices within the Insurance Service Platform of e-Pay Automation System and commencement and maintenance of same.

Hardware and Networking Unit

- Taking action regarding maintaining the entire computer network of the Department inclusive of post offices and administrative offices, resolving defects and updating, providing equipment required for regional information technology resource centres and monitoring their functioning.

Operational and Promotional Unit

- Responding promptly for daily telephone calls, e-mail message and fax messages received by Help Desk, managing all establishments' activities of the information and communication technology division.
- Providing solutions for errors taking place at counters in using software in collaboration with the relevant institutions. (Eg: wrong entries in respect of bills of Sri Lanka Telecom and Mobitel)

Income in the year 2016

Income generated in the year 2016 by the Operations Division of the Department through software developed and maintained by the Information Technology Division.

Performance Report - 2016

<u>Service</u>	<u>Income (Rs)</u>
Electricity bills	318,974,030.53
Money orders	88,482,123.00
Ceylinco insurance premium collection	2,578,585.00
Examination fees	25,641,047.30
Examination fees for re-scrutiny of papers	3,150,055.00
Mobitel phone bills	3,003,627.12
Sri Lanka Telecom bills	10,528,466.95
SLIDA examination fees	35,637.00
e-Telemail charges	<u>16,302,170.47</u>
	<u>468,695,742.37</u>

-Planning and Development Division-

Department of Posts has embarked on a programme for making plans and development activities with the objective of providing efficient and quality service to suit the changing needs of consumers using modern technology and new marketing concepts.

Financial Services

Payment of utility bills (SLT/CEB/Mobitel/Airtel/Huch/Etisalat)

Sri Lanka Insurance Corporation/Ceylinco Insurance activities/ Department of Examinations/ SLIDA

Sampath Bank money transfer system/E-channeling service/

Payment of water bills will be implemented within the next two months.

Postal Department Services

Letter/parcel delivery service

Speed Post/EMS

LOGO post/ Telemail service/Post Fax/Sale of stamps and stamp

related productions/ post box and mailbag service/Business mail service/

Bulk mail service/ Posting certification service/ business reply covers and cards/

Postal sales outlets (photocopy/ laminating/bookbinding/sale of stationary)

/Other postal services

Money order service/ (ordinary/electronic/fax)

Levying spot fines for traffic offences

National Savings Bank services/ Paying remittances sent by Sri Lankans living abroad through National Savings Bank to beneficiaries through post office network of the Department.

Current progress of Planning and Development Division

A host of sales promotion programmes centered on major towns of the island were conducted during the year and it resulted in an increase in the demand for postal services.

Equipping 653 post offices with modern technology under the postal networking project enabled the launch of many commercial services which in turn directly boosted the income generation. Thus during the period from 2012-2015, it was possible to maintain an annual income growth rate off 14% through the implementation of a number of programmes employing innovative marketing concepts and information technology for development activities with the objective of running the institution without being a financial burden the government.

- Buildings Department –

New building of which construction activities commenced in 2016

Province	R.P.S.	Post Office	Estimate (Million)	Provisions allocated in 2015 (Million)	Provisions allocated in 2016 (Million)	Provisions spent (Million)	Other
Central	Kandy- North	Poojapitiya	51.121	15.899	7.602	23.007	Under construction .

Expenditure Report of the year 2016 (At Provincial Level)

S.No	Description	Money spent (as at 31.12.2016)
1.	Deputy Postmaster General Division - Southern Province	5,237,326.98
2.	Deputy Postmaster General Division - Western Province -North	5,982,002.84
3.	Deputy Postmaster General Division -Western Province South	4,490,963.17
4.	Deputy Postmaster General Division - Central Province	8,710,829.53

Performance Report - 2016

5.	Deputy Postmaster General Division- Eastern Province	5,003,125.97
6.	Deputy Postmaster General Division -Uva Province	1,836,642.90
7.	Deputy Postmaster General Division - North Central Province	6,461,518.29
8.	Deputy Postmaster General Division - Northwestern Province	3,919,009.14
9.	Deputy Postmaster General Division -Northern Province	6,154,000.00
10.	Central Mail Exchange	3,716,000.00
11.	Postal Headquarters	7,260,709.92
	Total	58,772,128.74

Settlement of bills and charging late fees :

Releasing money retained in respect of constructing buildings and repairing buildings, charging late fees and settling bills were carried out throughout the year efficiently and without delay.

Summary Report of Land Acquisition (As at 31.12.2016)

	State lands	Mahaweli lands	Total
Total extent of post office lands acquired formally as at 31.12.2016	26	07	33
Extent of post office lands requested to be transferred as at 31.12.22016	106		106
No. of post offices maintained in rented buildings			158
No. of post offices for which further action is required, • Only possession is transferred - 114 • Possession not formally transferred - <u>243</u> <u>357</u>			357
Total number of post offices			654

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Post office lands formally acquired in 2016

- Sigiriya post office
- Thammennawetiya sub post office
- Angunawila sub post office
- Inginiyitiya post office
- Kuruwita post office
- Kiriella post office
- Daugala sub post office
- Getmanna post office
- Bandagiriya sub post office
- Maranda sub post office

- Maintenance Division -

This division is administered by the Assistant Administrative Officer (Headquarters). Reservation of holiday resorts to the staff and external parties is a key function of this Division. The income generated by hiring the auditorium of the Headquarters to external parties on rent basis in 2016 was Rs. 1,050,000.

A significant achievement in the year 2016 was the generation of an income of Rs. 1,544,525/- from holiday resorts at Anuradhapura, Nuwaraeliya, Sigiriya, Trincomalee, Mihintale, Mannar, Karainagar and Chullipuram.

Holiday Resort	Anuradhapura	Nuwaraeliya	Sigiriya	Trincomalee	Mihintale	Mannar	Karainagar	Chullipuram	Total income Rs.
Income (Rs)	271,800	589,000	176,125	338,600	24,000	28,500	44,500	72,000	1,544,525

Other Services

- Repairing, maintaining and servicing air conditioners and electric lifts of the headquarters
- Procuring and distribution of furniture required for postal headquarters offices
- Procuring items and equipment required for holiday resorts
- Supervising activities of the headquarters calling centre
- Procuring and installing air-conditioners
- Organizing activities related to ceremonies
- Procuring and distributing uniforms of junior staff
- Activities related firefighting system of the headquarters
- Carrying out emergency repairs.

-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 in a transparent manner subject to the provisions of the Government Procurement Guidelines and the Procurement Manual. There are 12 minor procurement committees at different locations of the island for optimizing the provincial level procurement activities and the transfer of procurement powers, coordination and issuing instructions in respect of them is performed by this division. In addition to the normal procurement activities carried out in the year 2016 to maintain services and maintenance activities, the following procurements too have been done.

308-02-01-1201

Expenditure for procuring stationary and office equipment

S.No	Item	Total amount (inclusive of all taxes) (Rs)
01	Procuring year types for the year 2017.	4,099,130.00
02	Procuring 1000 sets of blank day types.	2,561,880.00
03	Procuring packaging materials for covering mail bags - 2016	27,852,500.00
04	Printing forms required for the implementing the performance-based incentive scheme of postmen.	5,060,460.00
05	Procuring 3 million secured plastic seals.	20,527,500.00
06	Procuring 3100 satchel bags for postmen.	4,138,500.00

308-02-01-1301/2003

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	Item	Total amount (inclusive of all taxes) (Rs)
07	Purchasing Mitsubishi spare parts and accessories for repairing vehicles of the Department	8,738,095.80
08	Purchasing Nissan spare parts and accessories for repairing vehicles of the Department	8,358,150.48
09	Obtaining insurance cover for vehicle of the Department of Posts for 2017.	4,967,521.46

308-02-01-1303

Following are the activities carried out under maintenance of buildings

S. No	Item	Total amount (inclusive of all taxes) (Rs)
10	Repairing the kit containing postal log fixed at the Postal Headquarters building.	147,680.70

308-02-01-1405

S. No	Item	Total amount (inclusive of all taxes) (Rs)
11	Obtaining insurance cover after increasing the amount that can be carried by a postman from Rs. 25.00 to Rs.25,000.00	710,385.87
12	Granting permanent appointment letters to postal service officers at Sri Lanka Foundation Institute	441,000.00
13	Obtaining insurance cover for money in transit and officers who carry them.	756,247.00

308-02-01-2001

Details of renovations at Postal Headquarters other buildings constructed and renovated

S. No	Item	Total amount (inclusive of all taxes) (Rs)
14	Renovating old postal headquarters building at Colombo Fort.	350,243.85
15	Separating washroom at the 03 rd floor of the postal headquarters into two parts (Excluding VAT)	295,650.00

308-02-01- 2101

Expenditure for the purchase of vehicles

S. No	Item	Total amount (inclusive of all taxes) (Rs)
16	Procuring 10 scooters for the Local Speed Post.	2,247,000.00
17	Reordering and procuring 03 scooters for the Local Speed Post.	674,100.00

308-02-01-2102

Expenditure for purchasing machinery

S. No	Item	Total amount (inclusive of all taxes) (Rs)
18	Ordering and procuring 75 computers, 75 UPS units for the Department of Posts.	5,821,125.00
19	Installing internal telephone network of postal headquarters.	2,716,785.30
20	Procuring furniture required for setting up the office of the Deputy Postmaster General (Western Province- North)	397,381.22
21	Procuring 75 iron safes for post offices and sub post offices.	4,112,799.75

Performance Report - 2016

22	Procuring 55 cash counting machines for post offices.	2,846,250.00
23	Procuring 25 desktop computers required for the Department of Posts.	2,315,625.00

308-02-01-2103

Initial expenditure for the purchase of machinery

S. No	Item	Total amount (inclusive of all taxes) (Rs)
24	Ordering and procuring 06 laptop computers. (2016)	631,800.00
25	Procuring 03 duplicator machines for the use of Department of Posts	1,245,420.00

308-02-01-2502

Functions under the stamp promotional fund of the Philatelic Bureau:

S. No	Item	Total amount (inclusive of all taxes) (Rs)
26	Procuring a fuel pump.	300,000.00
27	Selecting a consultant or a consultancy agency for upgrading the stamp module.	985,000.00
28	Establishing a display stall of Philatelic Bureau at the exit terminal of the Bandaranaike International Airport - Excluding VAT	2,981,450.00

- Stamp Repository -

The stamp repository of the Department of Posts is responsible for managing stocks by ensuring that stocks are available in the store without any shortage maintaining strict control over receipts and issuance of stocks.

The Stamp Repository discharges all duties associated with the entry of data on stocks, safe networking of information and preparation of stock registers. This function is carried out under the supervision of a chief accountant and the support of the staff.

Summary of receipt and issuance of stamps from 01.01.2016 to 31.12.2016:

Rs. Cts	Receipts		Issuances	
	No. of stamps	Value	No. of stamps	Value
0.50	-	-	-	-
1.00	1,950,000	1,950,000.00	2,600,000	2,600,000.00
2.00	1,000,000	2,000,000.00	2,950,000	5,900,000.00
3.00	1,100,000	3,300,000.00	1,200,000	3,600,000.00
4.00	-	-	600,000	2,400,000.00
5.00	10,380,000	51,900,000.00	11,780,000	58,900,000.00
7.00	3,950,000	27,650,000.00	3,500,000	24,500,000.00
8.00	2,000,000	16,000,000.00	780,000	6,240,000.00
10.00	37,540,000	375,400,000.00	30,150,000	301,500,000.00
12.00	-	-	5,000,000	60,000,000.00
15.00	19,690,000	295,350,000.00	23,290,000	349,350,000.00
20.00	2,950,000	59,000,000.00	3,400,000	68,000,000.00
25.00	6,230,000	155,750,000.00	11,030,000	275,750,000.00
30.00	825,000	24,750,000.00	2,350,000	70,500,000.00
35.00	7,300,000	255,500,000.00	7,300,000	255,500,000.00

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40.00	9,550,000	382,000,000.00	7,350,000	294,000,000.00
45.00	-	-	-	-
50.00	7,070,000	353,500,000.00	6,820,000	341,000,000.00
55.00	-	-	-	-
75.00	-	-	-	-
100.00	-	-	2,100,000	210,000,000.00
500.00	-	-	50,000	25,000,000.00
1000.00	-	-	50,000	50,000,000.00
2000.00	-	-	50,000	100,000,000.00
Income:				
100.00	-	-	150,000	15,000,000.00
200.00	-	-	-	-
500.00	-	-	200,000	100,000,000.00
1000.00	-	-	500,000	500,000,000.00
Total	111,535,000	2,004,050,000.00	123,200,000	3,119,740,000.00

	Rs. Cts	Receipts		Issuances	
		No. of stamps	Value	No. of stamps	Value
Individual	5.00	-	-	27,000	135,000.00
Parliamentary stamps	10.00	2,625,000	26,250,000.00	3,015,000	30,150,000.00
Total		2,625,000	26,250,000.00	3,042,000	30,285,000.00

- Philatelic Bureau -

Philatelic Bureau has been established to print stamps required for the post offices of the Department of Posts and to contribute to world renowned hobby at the departmental level. At present, the Philatelic Bureau functions under the aegis of the Postmaster General, Deputy Postmaster General (Operations) and a director.

The key responsibility of the Bureau is to print and supply stamps required for levying postage from 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 philatelists and releasing to the market various philatelic products are also some of the responsibilities entrusted to the Philatelic Bureau.

Philately which was just a hobby in the past has today become a business in addition to being a hobby which brings economic benefits to philatelists.

Approximately 300 million stamps have to be printed and procured for letters posted annually for local and foreign destinations. Of them, 240 million are allocated for permanent category stamps used day to day in post offices and 60 million are set aside for commemorative category stamps. Printing and distribution of stamps for post offices and sub post offices of the island is done by the Philatelic Bureau and the stamp repository affiliated to it.

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

Museum Division

Postal museum consists of a collection of permanent tools that helped people to communicate in olden days and chronicles the historical evolution of Sri Lanka Posts. It also has many communication tools utilized during the expansion of telecommunication services on close collaboration with the post. Also on display at the postal museum is a collection of stamps that documents the introduction and evolution of the stamp.

Postal Museum whose objective is to preserve the legacy of the Sri Lanka Post using systems inherent to Sri Lanka as well as international models and present it for researches, education and enjoyment of the public serves as a tool that help those seeking excellence through knowledge and understanding.

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.

Customer Care Division

A Consumer Care Division has been established to ensure that people seeking services of the Department are better served and two officials have been attached to this division. This division opens standing orders for those who have newly taken up philately and deposits money of philatelists already registered for standing orders. Staff has also been deployed to account money deposits of Philatelic Bureau and prepare vouchers.

Philatelic Counter

Three officials one of whom is proficient in Tamil have been deployed to man the activities of this Division. It caters to the needs of local and foreign philatelists who visit the counter daily to purchase stamps. Stamps issued over the past three years can be purchased at the counter and in addition to the stamps other philatelic products such as First Day Covers, Miniature Sheets, Special Covers, Picture Post Cards, Greeting Cards, Maximum Cards, Year Packs, Stamp Catalogues, I,II & III Beginners Packs, Stamp Booklets, Sheetlets, Folders, Stamp Year Book, Pen Holders, Exhibition Display Cards, Cellophane Bags, Presentation Packs, Miniature Sheet Books are sold at the counter.

Overall income of Philatelic Bureau in 2016

Month	Total Income
January	1,969,101.17
February	2,745,226.52
March	1,733,385.14
April	1,587,570.90
May	2,355,386.96
June	1,728,911.54
July	1,952,449.96
August	2,775,034.93
September	1,771,649.77
October	6,120,320.25
November	2,555,374.39
December	3,969,162.34
Total	31,263,573.87

(2016 stamp programmed is given under Annex 03)

- Postal Management Training Institute (PMTI) -

Training is essential to uplift the quality of service of any institution. Accordingly, the PMTI is the primary training institute of the Department that provides formal training to the highest number of employees. Officers of the Department of Posts are referred to the PMTI for relevant training programmes with the objective of improving the quality of service. The Department of Posts has 08 regional postal training institutes. The Institute is under the direct supervision of the Postmaster General and administered by Director (Training).

- | | |
|--------------|-----------------|
| ❖ Wellawatta | ❖ Polgahawela |
| ❖ Batticaloa | ❖ Galle |
| ❖ Kandy | ❖ Badulla |
| ❖ Jaffna | ❖ Thambuttegama |

In addition, employees of the Department are also trained through state sector training institutes and foreign scholarships awarded by the Asian Pacific Postal Union.

Details of Training Programmes in 2016

Institute	No of courses		No of participants	
	2015	2016	2015	2016
Postal Headquarters- Postal Management Training Institute (Internal courses)	14	8	730	380
Postal Training Institute –Galle	15	38	1,199	1,642
Postal Training Institute –Wellawatta	06	12	284	408
Postal Training Institute –Thambuttegama	11	07	815	245
Postal Training Institute –Kandy	21	18	1,395	1,400
Postal Training Institute –Jaffna	06	10	124	319
Postal Training Institute –Batticaloa	02	04	23	54
Postal Training Institute –Badulla	0	16	0	480
Postal Training Institute –Polgahawela	09	21	1,033	746
Total	84	134	5,603	5,674

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Provisions for training programmes

Training	No of participants		Amount spent	
	2015	2016	2015	2016
Local	21,130	19,949	16,884,944.31	10,856,729.10
Foreign	29	24	4,338,600.09	3,926,982.20
Total	21,159	19,973	21,223,544.40	14,783,711.30

Allocation and expenditure of provisions for provincial training programmes in 2016

Province	Provisions allocated for the year - 2016 (Rs.)	Amount of provisions spent in - 2016 (Rs)
Western	1,386,200.00	1,288,252.15
Central	823,100.00	823,072.50
Uva	525,000.00	504,511.71
Sabaragamuwa	623,875.00	623,672.00
North Central	1,023,000.00	1,021,463.20
North	438,600.00	438,521.09
Eastern	734,440.00	734,440.00
Northwestern	919,550.00	917,422.96
Southern	756,000.00	772,664.56
PMTI	3,294,600.00	3,263,220.43
Central Mail Exchange	475,000.00	469,488.50
Total	10,999,365.00	10,856,729.10

Details of Training Programmers:

Institute	Description	No of courses		No of participants	
		2015	2016	2015	2016
Postal Management Training School	Internal courses	14	8	730	380
	External courses	31	20	58	108
	Postgraduate Degrees		13		13
	Oversees training courses	17	17	29	24
Postal Training Institute	Galle	15	38	1,199	1,642
	Wellawatta	6	12	284	408
	Tambuttegama	11	7	815	245
	Kandy	21	18	1,395	1,400
	Jaffna	6	10	124	319
	Batticaloa	2	4	23	54
	Badulla	*	16	*	480
	Polgahawela	9	21	1,033	746
Provincial training programmes	Central	24	26	1,965	2,513
	Eastern	19	34	1,108	1,531

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	North Central	16	13	1,512	843
	Northwestern	16	17	1,479	1,273
	Northern	13	13	732	557
	Southern	12	7	1,211	708
	Sabaragamuwa	26	9	1,114	863
	Uva	22	4	1,798	712
	Western - North	86	6	3,712	902
	Western - South		35		2,172
Central Mail Exchange		7	15	838	2,080
Total		373	363	21,159	19,973

Details of training programmes:

Number of attendees to the Six month Training and Two Weeks Orientation training at postal Training Institutes in 2016 was 685

- Central Mail Exchange -

The Central Mail Exchange is the nerve centre of the Sri Lanka Postal Service. The Exchange also serves as the main postal item exchange centre of the Department of Posts. In addition to the collection of letters from the public, sorting, transport, distribution and dispatching to destinations of 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 07 major divisions and each division is administered by an assistant superintendent.

- ❖ Domestic Mail Division
- ❖ Foreign Mail Division
- ❖ Registration Division
- ❖ Parcel Division
- ❖ Commercial Division
- ❖ Administrative Division
- ❖ Accountant Division (C.M.E)

❖ Domestic Mail Division

A greater percentage of work in the Central Mail Exchange is carried out by the Domestic Mail Division. For the ease of the administration, the Domestic Mail Division is divided into 10 subdivisions, i.e.

- i. Sealing Room
- ii. Mail Room
- iii. Senior Inspectors Section

- | | |
|--|--|
| iv. Postmaster (Junior Employee) Section | viii. Logistics Officers' section |
| v. Post Boxes Section | ix. Logistics Officer (M.S.O.) Section |
| vi. Mailbags Clerks' Section | x. Senior Reconciliation Officer's section |
| vii. Mail Redirecting Section | |

Sealing Office

Invalidating stamps of letters posted through the Central Main Exchange and letters posted to letter boxes established within the city by franking them is carried out by this office. Facing the letters, lining them up and franking for the purpose of invalidation are done manually as well as electricity –powered machines.

Mail Room

This can be called the linchpin of the postal operations of the country. Sorting ordinary letters received from the Business Mail Division, Bulk Mail Division and Colombo Delivery Division and forwarding them to the relevant offices is done by this division. In addition, comparison of letters received from outstations and forwarding postal items received from mobile post offices of Badulla, Kandy, Jaffna and Galle to destination offices is also taking place in this room. The office receives 740 mail bags on average daily for comparison and of them approximately 640 are closed and dispatched to outstation offices.

Senior Inspectors Section

The main function of this section is the distribution of letters to deliver letters to institutions and residents in the 15 urban zones of Colombo. The decentralization of letters has been assigned to 05 post offices at Salve Island, Wellawatta, Havelock Town, Borella and Kotahena. The distribution of letters in the remaining 08 divisions is carried out by the Central Mail Exchange. 159 postmen have been deployed for the delivery of letters and 124 bicycles have been provided for their convenience.

Postmaster (junior employees)

This section handles all affairs relating to peons, porters, registered substitutes, external labourers deployed for duties at the Central Mail Exchange.

Mail Box Section

Levying fees for mail boxes obtained by residents of Colombo urban zones and issuing new mail boxes is handled by this section. In the year 2013, this division has been given 13 mail boxes. Accordingly, the total mail boxes currently in operation are 804.

Mailbag Clerk's Section

This section is responsible for the supply of mailbags required for the Central Mail Exchange and post offices and sub post offices located island-wide.

Mail Redirecting Section

The function of this office is to redirect letters on requests made by residents and institutions of Colombo urban zones in the event of change in their addresses. In addition,

- orders for change in addresses,
- letters received for wrong post box numbers,
- letters with inadequate addresses,
- letters directed to Lost Letters Office,
- letters addressed to outstations with incomplete addresses are corrected and forwarded by this section.

Logistics Officers' Section (M.S.O.)

Administrative requirements and listing of duty rosters of all Mail Sorting Officers serving in the post are handled by this section.

Senior Reconciliation Section

This section serves as the record room of the postal sector of the country and retaining the relevant documents until the specified period of time and providing information if and when necessary is the responsibility of this section. On average 2,150,000 letters have been delivered per month in 2016 within the Colombo urban zone and approximately 8,600,000 ordinary letters have been sorted and dispatched to outstations per month. In the year 2016, 2,350,000 ordinary letters have been delivered monthly.

❖ 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 has been launched 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.

This division contributes substantially to the income of the Department of Posts and the monthly letter capacity of this division ranges from 7 to 8 million and the gross monthly income is Rs. 109 to 120 million.

Letter capacity of Business Mail in 2016

Service	No of institutions		No of letters	
	2015	2016	2015	2016
Business bulk mail (BM No.)	13	13	67,869,914	69,526,901
Bulk mail (post paid) (M.No)	22	26	11,275,103	10,396,941
Free postal facilities)upon provisions (CME NO.)	20	20	2,702,775	3,053,417
Postal facilities to Headquarters -Postage paid	-	-	487,712	559,302
Total	55	59	82,335,504	83,536,561

Bulk Mail Division

The number of institutions registered with this division by paying the monthly fees prescribed by the Department of Posts is 96. This represents an increase of 3 institutions over the previous year. 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 2015 & 2016

	Letter Capacity					
Year	Registered letters	Registered parcels	Registered airmail	Ordinary letters	Ordinary parcels	Income Rs.
2015	3,933,697	115,985	15,225	30,324,254	28,005	34,417,166.00
2016	4,164,071	85,647	12,839	23,616,972	21,010	27,900,539.00

Local Speed 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. This service is currently being expanded island-wide and as of now, 22 public and private sector institutions have registered with this division.

Letter Capacity of 2015&:2016

Service	Letter Capacity	
	2015	2016
Speed Post	337,595	603,977
Logi Post	80,460	143,770
Mail Management	112,688	442,385
Total	530,743	1,190,132

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 belonging to the private sector, maintaining monthly and annual income reports on the money inserted to 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

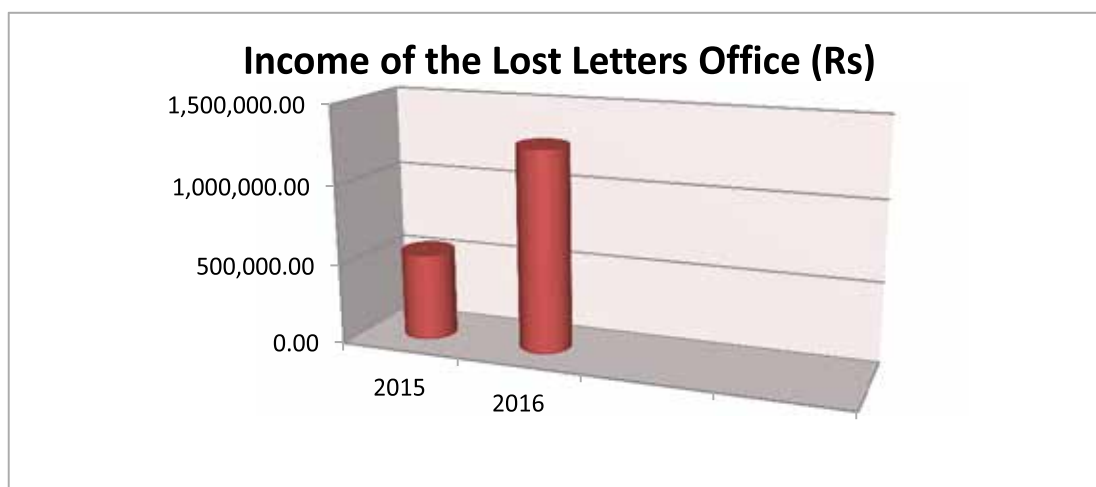
Government departments	1,448
Private	1,478
Belonging to Department of Posts	260
Total	3,186

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 opened at this office and undelivered valuable items are auctioned publicly and the income is credited to the accounts of the Department.

Income from the public auctions in 2015 & 2016

Year	Income - Rs
2015	547,900.00
2016	1,269,400.00



In the year 2016, the income generated from the sale of discarded paper of this division was Rs. 323,932.00

Post Office

This is a Grade 1 office according to the rankings of the Department of Posts and its administrative activities are handled by Deputy Postmaster General (Western) and operational activities are carried out by the Central Mail Exchange. Delivery of Telemails forwarded by post offices and sub post offices to addresses located in Colombo zones from 01 to 15 is done by this office.

Telemail capacity of the years 2015 and 2016:

Year	No of Telemails received	No of telemails transmitted	No of telemails delivered
2015	95,725	1802	96,387
2016	109,698	6369	103,329

Cashiers' Division

Accounting all revenue received from the business, franking, Speed Post (Domestic), bulk mail, post box, EMS divisions and maintenance division of the Colombo Distribution Office 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

Performance Report - 2016

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.

Inland Parcel Capacity - 2016

	Parcels received at the counter	Outstation receipts	Delivery in Colombo	Dispatch to outstations
Ordinary parcels	62,269	99,310	21,002	139,388
Value paid parcels	3103	57,821	907	60,085

Foreign parcels capacity – 2016

Foreign parcels		Receipts of foreign parcels
	Air parcels	23,707
	Sea parcels	4,448
	Air parcels dispatched to transit offices	13,756
	Ordinary sea parcels	15,450
	Sea parcels dispatched to transit offices	4,409
	Customs tax packets	12,280
	Customs tax packets dispatched to transit offices	2,821
	M Bags	2,500
	M Bags dispatched to transit offices	446

Delivery of foreign parcels

Air parcels - 20,810
Sea parcels - 10,606
Customs duty packets - 8397
M Bags - 2003

Customs clearance charges:

Warehouse charges	1,996,880.00
Returning charges	92,493.09
Postage for receiving foreign parcels	5,048,610.00

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.

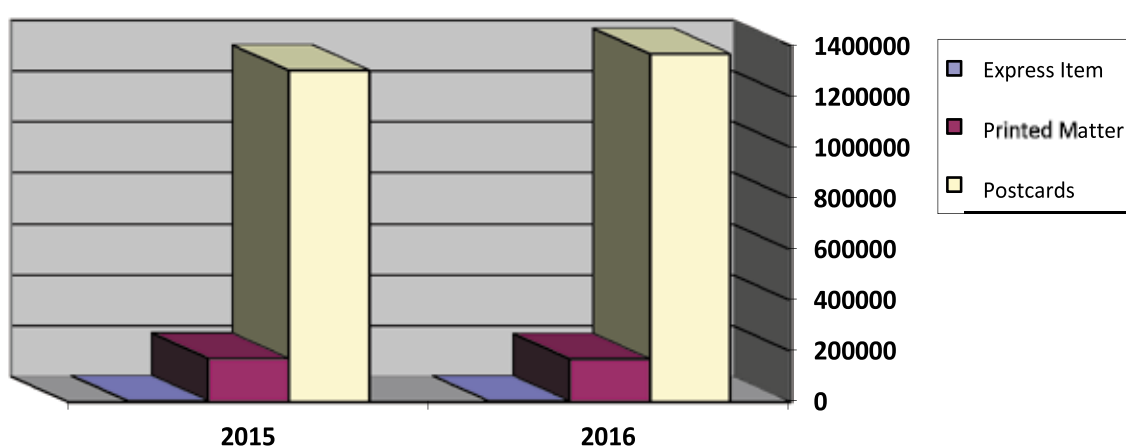
Year	Sea mail dispatches	Sea mail receipts
	Weight kgs	Weight kgs
2015	1559.300	4257.540
2016	1232.500	3044.860

Year	Airmail dispatches	Airmail receipts
	Weight kgs	Weight kgs
2015	165,589.8	435,386.700
2016	167,419.7	425,479.550

Year	Small packet dispatches	Small packet receipts
2015	12,496	1,152,472
2016	13,124	2,093,308

Progress of Foreign Mail Division in 2015 & 2016:

Year	Express items		Printed Matter		Postcards	
	Dispatch	Receipt	Dispatch	Receipt	Dispatch	Receipt
2015	3,725	4,901	171,385	213,740	1,302,590	27,686
2016	2,881	2,923	170,012	211,603	1,367,719	27,044



EMS Division

Year	No received by the country	No of items dispatched from the country	Income - Rs.
2015	115,802	40,581	207,774,200
2016	99,978	47,997	233,161,950

Compared to year 2015, an upward trend in the income was witnessed in the EMS division in the year 2016.

Details of mail items posted and delivered from the Central

Mail Exchange in the year 2016:

Posted		Delivered
Item	Number	Number
Letters	95,997,600	36,000,000
Postcards	108,000	576,000
Printed matter	86,400	124,000
Foreign letters	-	110,000

❖ Registration Division

Details of registered mail items in the year 2016

Year	No of local letters	Foreign letters dispatches	Foreign letters receipts
2015	20,803,578	568,008	414,260
2016	19,657,752	280,597	487,411

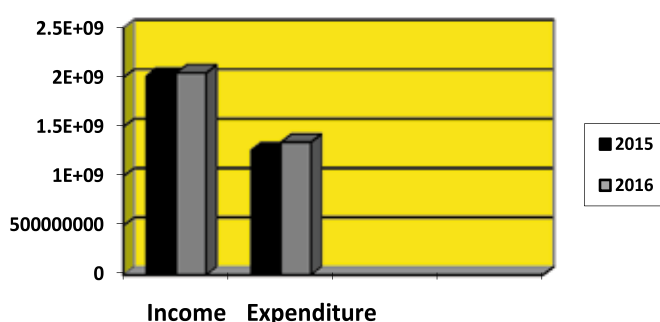
This Division maintains records of registered mail items handed over to the post. Delivery of letters and dispatching activities are being done without delay in this division.

However, compared to year 2015, the number of local letters handled by the Registration Division of the Central Mail Exchange has recorded a decline in the year 2016. Similarly, the number of letters dispatched overseas has also seen a drop. But the number of letters received from overseas has recorded a slight increase.

Income-Expenditure Summary of the Central Mail Exchange

	2015	2016
Income	2,012,103,971.28	2,042,701,694.94
Expenditure	1,259,553,162.04	1,341,370,292.18

Income- Expenditure Progress



(Progress in income & expenditure of the Central Mail Exchange is indicated under Annex 04)

- Postal Transport Division -

Catering to transport needs that arise in discharging duties of the Department of Posts is the responsibility of the Postal Transport Division. Accordingly, vehicles belonging to the Department are deployed daily by the Transport Division for mail transport activities, transport needs of executive officers and field duties and other transport needs of various offices.

During the year 2016, a total of 196 vehicles were used for transport purposes. Of them 106 vans, 12 lorries and 09 motor cycles were deployed for mail transport activities, 41 double cabs, 23 motor cars and 02 jeeps were used for transport needs of staff officers and 03 buses were assigned for duty related travels of the staff.

This division operates under the direct supervision of the Deputy Postmaster General (Operations) and the controller (operations) and all operational activities are handled by the Transport Inspector.

Postal transport network has been fortified by assigning 35 vans and a lorry for post offices located in 15 major towns across the country with the objective of maintaining an efficient

service in the outstations. In addition, 23 vans have been deployed to operate services connecting the Central Mail Exchange to several major provincial towns.

On 01.03.2016 and 21.09.2016, 01 car, 06 lorries, 09 jeeps, 10 double cabs, 02 vans were sold in public auctions after calling for tenders.

Vehicles belonging to the Postal Transport Division, condemned vehicles and purchased vehicles as at 31.12.2016

Type	Vehicles available as at 01.01.2016	Condemned vehicles	Vehicles purchased	No of vehicle belonging to the Department as at 31.12.2016
Cars	24	01	-	23
Vans	108	02	-	106
Lorries	18	06	-	12
Jeeps	11	09	-	02
Cabs	51	10	-	41
Buses	03	-	-	03
Motorcycles	09	-	-	09
	224	28	-	196

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

Mobile post offices

Kandy	
Badulla	
Galle	
Batticaloa	} Currently not in operation
Jaffna	

Payments made to the Department of Railway for transporting mail in 2016

Month	Year 2015	Year 2016
January	1,670,948.49	2,039,981.31
February	1,483,503.90	1,951,175.76
March	1,846,282.98	2,199,324.03
April	1,576,158.93	1,932,891.84
May	1,775,078.70	2,166,552.85
June	2,044,374.69	2,302,865.80
July	2,115,663.33	2,200,735.95
August	2,125,494.60	2,384,025.81
September	2,121,468.63	2,203,405.50
October	2,098,163.07	2,202,203.37
November	2,015,916.51	2,343,670.10
December	2,116,240.53	2,300,897.00
Total	22,989,294.36	26,227,729.32

Performance Report - 2016

Payments made to Sri Lanka Central Transport Board for Transporting mail in 2016:

Province	2015	2016
Northwestern	1,603,988.23	1,652,052.87
	1,578,519.15	1,723,372.76
	1,645,894.20	1,717,095.88
	1,646,111.47	1,719,952.49
	6,474,513.05	6,812,474.00
Northern	382,668.00	425,154.00
	382,668.00	420,849.00
	261,904.50	313,303.50
	456,241.50	384,700.50
	1,483,482.00	1,544,007.00
Southern	1,262,512.30	1,386,920.30
	1,296,176.37	1,385,725.12
	1,296,396.38	1,293,040.23
	1,235,342.29	1,289,627.50
	5,090,427.34	5,355,313.15
Eastern	1,627,958.82	1,719,753.72
	1,617,677.88	1,650,919.92
	1,627,466.60	1,696,671.58
	1,671,681.41	1,714,322.24
	6,544,784.71	6,781,667.46
Uva	1,271,940.61	1,166,804.26
	1,269,992.20	1,163,442.38
	1,283,028.59	1,141,678.88
	1,284,358.20	1,129,643.52
	5,109,319.60	4,601,569.04
Sabaragamuwa	2,579,309.50	2,628,528.00
	262,3778.50	2,732,728.43
	2,627,981.50	2,895,706.42
	2,695,586.00	2,705,139.74
	10,526,655.50	10,962,102.59
Central	2,443,806.75	2,270,599.68
	2,393,281.00	2,262,912.05
	2,367,120.25	2,274,414.62
	2,383,422.25	2,288,286.30
	9,587,630.25	9,096,212.65
North central	905,476.00	938,008.50
	907,978.50	929,571.50
	906,534.75	912,037.50
	895,108.50	912,697.50

Performance Report - 2016

	3,615,097.75	3,692,315.00
Western South	2,104,310.97	1,597,275.26
	2,123,587.13	1,595,381.86
	2,134,232.31	1,598,941.75
	2,111,045.52	1,605,719.13
	8,473,175.93	6,397,318.00
Western North		541,827.00
		535,904.87
		535,588.62
		534,501.00
		2,147,821.49
Total	56,905,086.13	57,390,800.38

- Coordination and Marketing Division -

Annual income from the registration of newspapers, journals - Rs. 570,000.00

Annual income from business reply cover service - Rs. 145,000.00

Total income - Rs. 715,000.00

Money charged for the year 2016 under the controlled account of the Department of Examinations

Quarter	Income -Rs
1 st Quarter	1,140,497.12
2 nd Quarter	994,593.60
3 rd Quarter	526,271.20
4 th Quarter	1,321,572.00
	3,982,933.92

- Money to be recovered for the year 2016 under the controlled account of the Department of Technical Education and Training – Rs. 1,338,240.23
- Money charged for distribution of questions papers and answer scripts of examinations of the Sri Lanka Vocational Training Authority NVQ Level 5 in ICT- 2016 - Rs. 38,500.00

Performance Report - 2016

- The amount collected for Distribution of Examination and Answer papers of Department of Muslim Religious and Cultural Affairs was Rs.46,524.80

Mail transport through express bus under one-day letter delivery service

(From January to December)

Post Office	Amount of items	Amount Rs.
Galle	2384	199,035
Matara	1652	139,030
Nugegoda	274	33,225
Maharagama	127	11,135
Total	4437	382,425

- Mechanical Engineering Division -

Repairing and maintaining the vehicle fleet of the Department used for operational and administrative purposes is carried out by the Mechanical Engineering Division. It functions under the supervision of a mechanical engineer and vehicles used for transporting mail across the island and for operational and administrative purposes are repaired and maintained at this Division . It also effects necessary repairs for vehicles belonging to outstation offices.

- Number of times vehicles were referred to this division by the Transport Division for repairs and maintenance: 1063
- No of services carried out from 01.01.2016 to 31.12.2016 : 382

Money spent on maintaining vehicles in the year 2016

- For purchasing tyres - Rs. 2,906,716.00
- For purchasing spare parts - Rs. 7,222,928.00
- For outsourced repairs - Rs. 1,163,224.00
- Servicing from agents - Rs. 572,478.00
- For purchasing engine oil– , brake oil & power steering oil - Rs. 1,310,903.00
- For purchasing batteries - Rs. 561,828.50
- For realigning tyres - Rs. 90,000.00
- Total Expenditure - **Rs.13,828,077.50**

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.

Modernization activities of Mechanical Engineering Division in 2016 :

- Procuring a jack for removing the gearbox
- Installing a two post hoist

- Supplies Office -

Administrative office, stationary store, postal forms warehouse, postal plant and factory are the components of the Supplies Complex. The Supplies Office also functions as an administrative office. Establishments and administrative activities of the accountant office (stamps) and mechanical engineering division are carried out by this office. In addition employees' leave, recovery of no-pay leave, issuing articles books, payment of water and electricity bills, forwarding overtime for approval, updating journal of entries, preparing vouchers of suppliers are handled by this office.

Postal Factory

Together with the Officer in Charge, five technicians and five postal assistants are employed in the factory.

Duties discharged:

• Repairing safes	-	25
• Painting mail bags	-	68
• Issuing head keys	-	50
• No of locks repaired	-	100
• Supplying and installing concrete doors	-	100
• Repairing trolleys	-	05
• Drawing letters on mail bags	-	1000

Income of the Supplies Division in 2016:

Income from the sale of plastic seals used in 2016 - Rs 418,521.00

Income from cleaning tin docketts - Rs. 304,471.00

Total income - Rs. 722,992.00

Issues and distributions:

<u>Types of items</u>	<u>Quantity</u>
Money bags	474
Money order services bags (small)	11
Accountants' bags	11
Pairs of shoes	43
Satchel bags (for technicians)	03

- Investigations Division of the Department -

The Investigations Division of the Department functions under a Controller (Investigations) upon the supervision of Deputy Postmaster General (Administrative). This division conducts

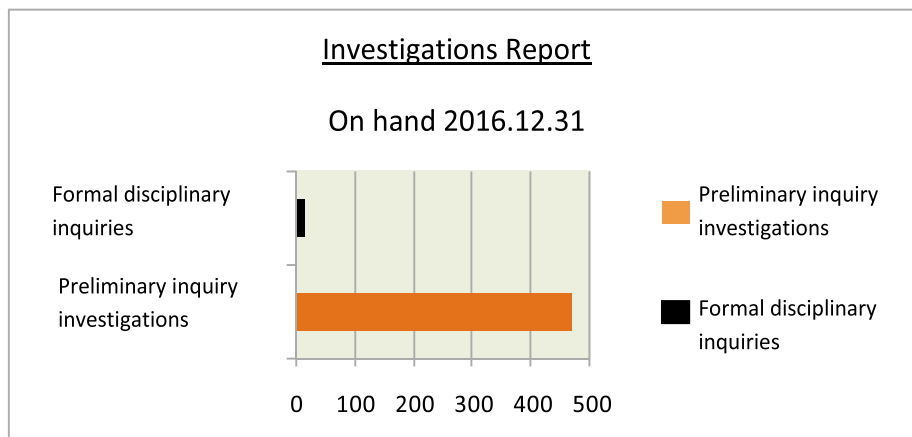
Investigations with a view to controlling frauds, corruption and irregularities taking place in the Department.

Functions of the Controller (Investigations) Division:

- Assigning complaints referred by the Postmaster General and Deputy Postmaster General (Control) for preliminary investigations to the investigation inspectors of the headquarters.
- Taking disciplinary action against officers who have committed irregularities, preparing charge sheets and referring them to the Postmaster General.
- Taking action to conducting formal disciplinary inquiries and conveying the disciplinary orders to the relevant accused officers.
- Sending answers in respect of queries made regarding promotions, retirements, confirming appointments, taking overseas leave, obtaining property loans of the staff of the Department.
- Preparing reports prescribing disciplinary action
- Conducting sudden inspections at post offices
- Training new investigation inspectors

Controller (Investigations) Division - Investigations Report

	Preliminary inquiry investigations	Formal disciplinary inquiries
Number remained to be completed as at 01.01.2016	479	10
Number received during 2016	44	13
Number completed in 2016	55	07
Number remained to be completed as at 31.12.2016	468	16



- Accounting process of the Department -

The Chief Accountant is accountable to the Postmaster General with regard to the accounting activities of the Department. Relevant information in respect of the headquarters is provided to the Chief Accountant and the Chief Internal Auditor by the chief accountant (Stamp Repository), Deputy Chief Accountant and accountants named under subjects and other information is provided by the accountants of district accounting offices, the accountant of the Central Mail Exchange and the accountant of the stamp division, Narahenpita.

The accounting system adopted by the Department of Posts differs from the traditional accounting system and cash accounts are prepared by the postmaster and submitted daily to the relevant district accountant. Such cash accounts cannot be termed as an income-expenditure account or a balance sheet. This single document contains a huge volume of information including details of money retained from the previous day, details of items with financial value retained from the previous day, details of income of the relevant day, details of expenditure spent as advances, details of other expenditure borne, details of money forwarded to the head office, details of money retained for the payments of the next day, details of serial numbers of forms with financial value. It does not analyze the income-expenditure status of the institution.

Overall Financial Review of the Department of Posts

	Year 2012	Year 2013	Year 2014	Year 2015	Year 2016
	(Rs Mn)	(Rs Mn)	(Rs Mn)	(Rs Mn)	(Rs Mn)
Income	4,952	5,907	6,557	6,711	6578
Expenditure	8,258	8,766	9,541	11,756	12,284
(Recurrent expenditure)					
(Deficit/ Surplus)	(3,305)	(2,859)	(2,984)	(5,045)	(5,706)

- Overall Financial Review -

The income posted in the year 2016 was Rs 6578 million as against the Rs 6,711 million in the year 2015. Thus the decline in the income was Rs. 133 million.

Conversely, the expenditure in the year 2015 was Rs 11,756 million and it increased to Rs. 12,284 million in 2016. Accordingly, the year on year rise of the expenditure is Rs 528 million indicating an increase of Rs 661 million in the deficit.

Expenditure Review:

Review of Recurrent Expenditure :

Compared to the year 2015, the expenditure has seen an increase of Rs 528 million which is a growth of 4.2%. The key factor attributable to this is the increase of personal emoluments to Rs. 519.29 million, resulting from the salary hike granted by the government in the year 2016, increase in overtime rates as well as the recruitment of 646 postal service officers. As against the year 2015, the difference in operational expenditure in the year 2016 is Rs. 9 million. This is a decrease in comparison to previous years.

In the year 2016, the estimated recurrent expenditure was Rs. 12,296.7 million and the utilization was Rs. 12,284.2 million. As a percentage this amounted to 99.9%.

Review of Capital Expenditure

The provision allocated for capital expenditure from the annual estimate of the year 2015 was Rs 196.3 million and in the year 2016, the allocation was Rs 138.0 million. From the provision allocated in 2016, Rs. 135.5 million was spent which as a percentage was 97.8%. Though the overall capital expenditure recorded a decrease in 2016 as against 2015, 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.

(Expenditure report is given in Annex 05)

Income review

The income generated by the Department of Posts in the year 2016 was Rs. 6,578 million compared to Rs. 6,711 million in 2015. Accordingly, the decline in the income was Rs. 133 million.

Similarly, the expenditure of the year 2015 was Rs. 11,756 million and in the year 2016, it was Rs. 12,284 million. Accordingly, the increase in the expenditure in comparison to year 2015 was Rs 528 million. The increase in the deficit was Rs. 661 million.

(Income report is given in Annex 06)

Performance Report - 2016

Total Expenditure

	2012	2013	2014	2015	2016
Operational Expenditure	848,367,516	894,887,537	1,038,131,227	1,040,518,809	1,049,703,984
Personnel emoluments	7,409,332,481	7,871,113,549	8,503,357,661	10,715,168,034	11,234,464,926
Total	8,257,699,997	8,766,001,086	9,541,488,888	11,755,686,843	12,284,168,910

	2012	2013	2014	2015	2016
Operational Expenditure	10.27%	10.21%	10.88%	8.85%	8.55 %
Personnel emoluments	89.73%	89.79%	89.12%	91.15%	91.45 %
Total	100%	100%	100%	100%	100%

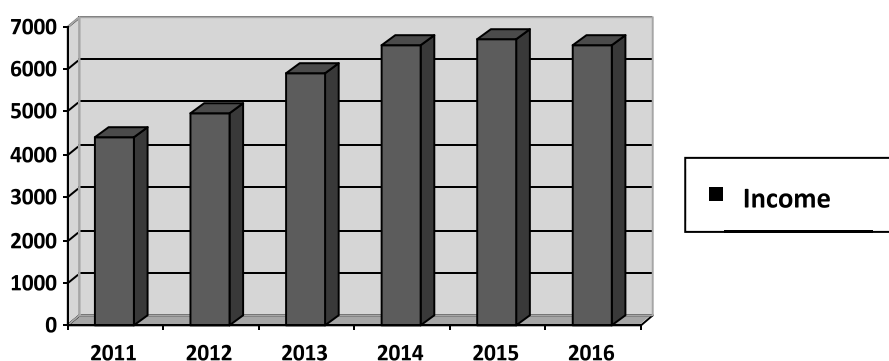
Review of Capital Expenditure

(Rs)

	2012	2013	2014	2015	2016
2001 –Building repairs	60,829,179.00	53,897,284.84	56,008,208.00	59,231,521.10	58,772,128.00
2002 – Machines & Machinery	4,008,570.00	6,075,315.37	6,189,899.00	6,726,561.11	7,823,987.00
2003- Vehicle repairs	6,051,094.00	5,573,991.31	3,462,958.00	5,691,869.45	4,159,169.00
2101 – Purchase of vehicles		78,290,000.00			2,921,100.00
2102– Furniture & Office Equipment	10,291,637.00	11,695,279.65	13,920,119.00	44,999,999.91	29,301,340.00
2103 - Machines and Machinery	11,448,682.00	13,634,477.38	13,480,266.00	16,861,476.66	7,897,292.00
2104 – New buildings	31,251,167.00	34,999,590.76	34,895,784.00	39,999,347.00	8,000,000.00
2401- Training skills development	5,331,826.00	8,868,148.66	9,852,726.00	16,884,944.31	10,856,729.00
2502- Investments	455,000.00	5,800,000.00	5,986,462.00	5,952,163.61	5,828,493.00
Total expenditure	129,667,155.00	218,834,087.97	143,796,422.00	196,347,883.15	135,560,239.00

Overall income status of the Department over the past 5 years

Year	Income – Rs (Mn.)	Income growth ratio (%)
2011	4409	-3%
2012	4952	12 %
2013	5908	19 %
2014	6557	11 %
2015	6710	2.3 %
2016	6578	-1.97 %



- Internal Audit Division -

Auditing post offices, district accounting offices, the accounts division of the head office, buildings division, administrative division, procurement division, training division, postal transport division, Philatelic Bureau and Stamp Repository and the Central Mail Exchange in order to maintain postal service identifying the customer needs and offering an attractive service locally and internationally with the optimal use of resources, motivating the staff equipped with knowledge on new technology is the main function of this division.

The Internal Audit Division is administered by the Chief Internal Auditor

Post offices and other offices audited in 2016 :

Super grade post offices	-	09
Grade I post offices	-	46
Grade II post offices	-	37
Communication Locale	-	07
Other offices	-	10

- Decentralization of departmental administration at the provincial level -

Western Province – North

Administrative, operational and accounting activities of the province are carried by a Senior Administrative Secretary together with the District Administrative Officer (Colombo South), District Administrative Officer (Kalutara), Regional Postal Superintendent (Colombo North) (Colombo North) and (Kalutara) , District Accountant (Colombo South), District Accountant (Kalutara) under the full supervision of Deputy Postmaster General (Western Province –South)

Central Province

Operational, administrative and accounting activities are executed within the province by the Senior Administrative Secretary and District Administrative Officer (Kandy) Divisional Postal Superintendent (Kandy North), (Kandy South) and (Nuwaraeliya), District Accountant (Kandy South) under the direct supervision of the Deputy Postmaster General (Central),

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

On the supervision of the Deputy Postmaster General (Eastern), the administrative, operational and accounting activities of this province are carried out by the Divisional Postal Superintendent of the 04 divisions of Akkaraipattu, Trincomalee, Ampara and Batticaloa together with the District Accountant (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).

Sbaragamuwa Province

Administrative process of the Sabaragamuwa Province is implemented by District Administrative Officer (Ratnapura), District Administrative Officer (Kegalle), District Accountant (Ratnapura), District Accountant (KEgalle) under the aegis of the Deputy Postmaster General (Eastern).

North Central Province

District Administrative Officer (Anuradhapura), Divisional Postal Superintendent Anuradhapura, Polonnaruwa and District Accountant (Anuradhapura) jointly carry out the administrative activities under the supervision of the Deputy Postmaster General (North Central).

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 Senior Administrative Secretary, District Administrative Officer (Galle), District Administrative Officer (Matara).

Northwestern Province

District Administrative Officer (Kurunegala), District Administrative Officer (Chilaw), Divisional Postal Superintendent (Kurunegala North), Divisional Postal Superintendent (Kurunegala South), Divisional Postal Superintendent (Chilaw) District Accountant (Kurunegala), District Accountant (Chilaw) carry out administrative and accounting activities of the province under the supervision of the Deputy Postmaster General (Northwestern).

Uva Province

Administrative, operational and accounting activities are handled by the District Administrative Officer (Badulla), Divisional Postal Superintendent (Badulla), (Bandarawela), (Monaragala) and District Accountant (Badulla) under the supervision of the Deputy Postmaster General (Uva).

World Post Day Celebrations 2016

To commemorate the World Post Day, Sri Lanka Post holds World Post Day Celebrations 2016 at “Ape Gama” Folk village complex, Battaramulla with the participation of Postal employees and many prestige guests on 09.10.2016. During this event the contribution of employees who provided an efficient service plus high standard customer service was recognized. In parallel, the most efficient Post Office, contribution of Postmen whom achieved given revenue targets was also recognized. Other than that many competitions were held under several categories to recognize the agency services, Essay, Art competitions for School Children. Even a smallest contribution made by everyone to make the World Post Day 2016 success was recognized and appreciated.

Parallel to World Post Day, an Island wide Sales Promotion Week was declared to enhance public awareness about Post and its services from 19 to 24th September 2016. More importantly, a new concept of “a letter from PMG”, was introduced to the public.

Achievements - 2016

International Level-

- Certificate of Quality of Service for International mail -2016 Silver Grade (B)
(An improvement and moving forward from Bronze Grade (C) certificate received for the Quality of Service for International mail -2011)

National Level (Sports) –

- Championship of State Cricket Tournament – E Sector
- Runners up of State Badminton Tournament (Male) – C Sector
- Runners up of State Badminton Tournament (Female) – C Sector

Achievements in the field of sport

- Kandy post office cricket team winning the Dalada Maligawa Media and Special Projects (K.C.T.) cricket championship 2016.
- At the state services badminton tournament- 2016, Ms Nilmini Shiroma Tennakoon of Kandy-Mahawela post office bagged the award for the best player in the women’s category.
- Organizing cricket and volleyball tournaments in Matale and Nuwaraeliya Regional Postal Superintendents Divisions concurrent to World Postal Day 2016.

A glimpse of social welfare activities conducted island-wide during the year 2016 by sub post offices, post offices, district offices and provincial post offices

- Conducting religious programmes, ‘Dansala’ and blood donation campaigns and lighting up places of worships to mark Vesak festival.
- Conducting all night pirith chantings, dhamma sermons and alms giving to invoke blessings on the country and entire population.
- Providing cooked food, clothes and essential commodities to people displaced by floods.
- Donating spectacles, dry rations and clothing for the recipients of adult allowance and subsistence allowance.

- Organizing programmes for the Temperance Movement.
- In addition to all abovementioned programmes, arranging eye, dental, gynecological, non-communicable disease and kidney clinics parallel to World Postal Day.
- Releasing cows from slaughter houses and donating wheel chairs.
- Cleaning beach park premises and under the postal environmental programme and concurrently organizing programmes for the conservation of postal premises and other conservation programmes
- Constructing houses for low income families.
- Conducting get-togethers for annual and objective oriented activities

Productivity Victories

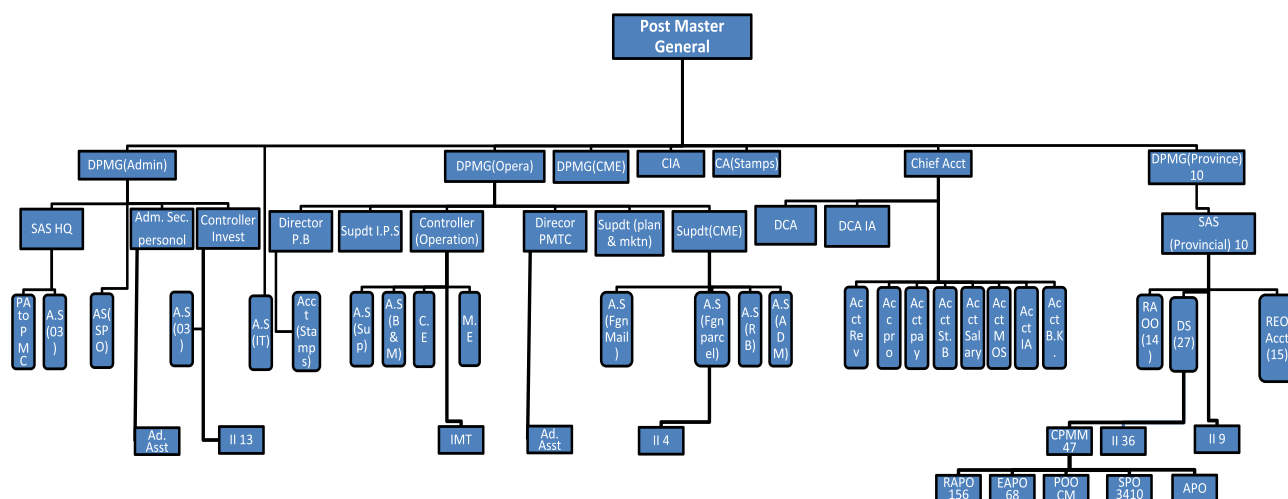
- ✓ Deputy Postmaster General's Office (North Central Province), Divisional Postal Superintendent's Office (Anuradhapura) District Administrative Officer's Office (Anuradhapura) and Anuradhapura main post office won special merit awards at the National Productivity Competition.
- ✓ Medirigiriya post office won the third place.

දෙපාර්තමේන්තු සමස්ත කාර්ය මණ්ඩලය

ඇමුණුම 01

අංකය	තනතුර Designation	සේවාව Service	වැටුප් කේතය Salary Code	අනුමත සංඛ්‍යාව	සිටින සංඛ්‍යාව	කොන්ත්‍රාත් පදනම මත
1	තැපැල්පති	ශ්‍රී ලංකා පරිපාලන සේවය	SL 3/ 2006	1	1	
2	නියෝජ්‍ය තැපැල්පති	ශ්‍රී ලංකා පරිපාලන සේවය	SL1/ 2006	4	4	
3	නියෝජ්‍ය තැපැල්පති	දෙපාර්තමේන්තුගත	SL1/ 2006	9	5	
4	ප්‍රධාන ගණකාධිකාරී	ශ්‍රී ලංකා ගණකාධිකාරී සේවය	SL1/ 2006	1	1	
5	ප්‍රධාන අභ්‍යන්තර විගණක	ශ්‍රී ලංකා ගණකාධිකාරී සේවය	SL1/ 2006	1	1	
6	ජ්‍යෙෂ්ඨ තැපැල් අධිකාරී	දෙපාර්තමේන්තුගත	SL1/ 2006	19	14	
7	තැපැල් අධිකාරී	දෙපාර්තමේන්තුගත	SL1/ 2006	56	36	
8	සහකාර අධ්‍යක්ෂ	ශ්‍රී ලංකා තොරතුරු තාක්ෂණ සේවය හා සන්නිවේදන සේවය	SL1/ 2006	2	0	
9	සිවිල් ඉංජිනේරු	ශ්‍රී ලංකා ඉංජිනේරු සේවය	SL1/ 2006	1	1	
10	යාන්ත්‍රික ඉංජිනේරු	ශ්‍රී ලංකා ඉංජිනේරු සේවය	SL1/ 2006	1	0	
11	ගණකාධිකාරී	ශ්‍රී ලංකා ගණකාධිකාරී සේවය	SL1/ 2006	1	1	
12	ගණකාධිකාරී	ශ්‍රී ලංකා ගණකාධිකාරී සේවය	SL1/ 2006	25	23	
13	සහකාර තැපැල් අධිකාරී (විමර්ශන)	දෙපාර්තමේන්තුගත	MN7/2006 A	51	32	4
14	සහකාර තැපැල් අධිකාරී (ගිණුම් පරීක්ෂණ)	දෙපාර්තමේන්තුගත	MN7/2006 A	40	14	
15	සහකාර තැපැල් අධිකාරී (ප්‍ර.තැ.කා.)	දෙපාර්තමේන්තුගත	MN7/2006 A	53	6	
16	ප්‍රධාන ගොඩනැගිලි පරීක්ෂක	ශ්‍රී ලංකා තාක්ෂණික සේවය (විශේෂ)	MN7/2006 A	1	1	
17	භාෂා පරිවර්තක	භාෂා පරිවර්තන සේවය	MN6/2006 A	2	0	
18	අයවැය සහකාර	දෙපාර්තමේන්තුගත	MN4/2006 A	1	1	
19	සංවර්ධන සහකාර	දෙපාර්තමේන්තුගත	MN4/2006 A	70	61	
20	තැපැල් සේවා නිලධාරී	දෙපාර්තමේන්තුගත	MN3/2006 A	5164	4522	1
21	ගොඩනැගිලි පරීක්ෂක	ශ්‍රී ලංකා තාක්ෂණික සේවය (විශේෂ)	MN3/2006 A	12	0	
22	වැඩ මූලික	ශ්‍රී ලංකා තාක්ෂණික සේවය (විශේෂ)	MN3/2006 A	2	1	
23	රාජ්‍ය කළමනාකරණ සහකාර	රාජ්‍ය කළමනාකරණ සහකාර සේවය	MN2/2006 A	189	113	
24	උප තැපැල් ස්ථානාධිපති	දෙපාර්තමේන්තුගත	MN1/2006 A	3410	3338	
25	තඩන්තු සහකාර	දෙපාර්තමේන්තුගත	MT1/2006 A	15	9	
26	රියදුරු	ඒකාබද්ධ සේවය	PL3/2006 A	1	1	
27	රියදුරු	දෙපාර්තමේන්තුගත	PL3/2006 A	186	141	
28	තැපැල් සහායක (කාර්මික)	දෙපාර්තමේන්තුගත	PL3/2006 A	82	48	
29	** තැපැල් සහායක	දෙපාර්තමේන්තුගත	PL3/2006 A	12602	12506	
30	ලියාපදිංචි ආදේශක			4788	4788	
	ප්‍රාථමික මට්ටමේ එකතුව			17,659	17,484	
	මුළු එකතුව			26,781	25,669	5

(ශ්‍රී ලංකා තැපැල් දෙපාර්තමේන්තුව)



PMG = Postmaster General	P & D = Planning & Development	A.S. = Assistant Superintendent
DPMG = Deputy Postmaster General	Cont. MOS = Controller Money Order Services	A.A.S. = Assistant Administrative Secretary
P.B. = Philatelic Bureau	DCA = Deputy Chief Accountant	D.S. = Divisional Superintendent
Supdt = Superintendent	Bk&Esti = Book Keeping & Estimates	I.M.T = Inspector of Mail Transport
Adm. Secy = Administrative Secretary	DCA IA = Deputy Chief Accountant	R.B. = Registration Branch
S.A.S. = Senior Administrative Secretary	International Audits	Adm = Administration
R.A.O. = Regional Administrative Officer	C.M.E. = Central Mail Exchange	St.B = Stamp Branch
P.M.T.C. = Postal Management Training College	Acct = Accountant	II = Investigating Inspectors
Ex. = Examiners	I.A. = Internal Audit	Lia. = Liaison
B & M = Building & Maintenance	C.E. = Civil Engineer	M.E. = Mechanical Engineer
PS & Mktg = Planning Statistics & Marketing	Hq = Head Quarters	M.O.S. = Money Order Services
R.Act = Regional Account	Sal = Salaries	Exp. = Expendittrue
CPMM = Chief Postmasters		

මුද්දර වැඩසටහන - 2016

ඇමුණුම -03

909	National Meelad Un Nabi - 2016	Rs.10.00				Rs.30.00	
908	Centenary of Volleyball in Sri Lanka - 2016	Rs.10.00				Rs.30.00	
907	Christmas - 2016 (2/2)	Rs.35.00		Rs.45.00		Rs.65.00	
	Christmas - 2016 (1/2)	Rs.10.00					
906	Unseen Sri Lanka - 2016 - (12/12) Wild Horse Sanctuary	Rs.25.00		Souvenir Sheets Rs.300.00 (3 types)		Rs.360.00	
	Unseen Sri Lanka - 2016 - (11/12) Kudiramalai Point	Rs.25.00					
	Unseen Sri Lanka - 2016 - (10/12) Sir. Frederick North's Bungalow	Rs.25.00					
	Unseen Sri Lanka - 2016 - (09/12) Queen's Tower	Rs.25.00					
	Unseen Sri Lanka - 2016 - (08/12) Lighthouse and Old Pier	Rs.25.00					
	Unseen Sri Lanka - 2016 - (07/12) Mini World's End	Rs.25.00		Rs.300.00 (Sheetlet)			
	Unseen Sri Lanka - 2016 - (06/12) Fort Hammenhiel	Rs.25.00					
	Unseen Sri Lanka - 2016 - (05/12) Sand Dunes	Rs.25.00					
	Unseen Sri Lanka - 2016 - (04/12) Senanayaka Samudraya	Rs.25.00					
	Unseen Sri Lanka - 2016 - (03/12) Govinda Hela	Rs.25.00					
	Unseen Sri Lanka - 2016 - (02/12) Hummanaya	Rs.25.00					
	Unseen Sri Lanka - 2016 - (01/12) Bambarakanda Falls	Rs.25.00					
905	Lions Clubs International Centennial Celebration - 2016	Rs.10.00				Rs.30.00	
904	A.N.S. Kulasinghe - 2016	Rs.10.00				Rs.30.00	
903	World Post Day - 2016 (1/3)	Rs.5.00		Rs.30.00		Rs.50.00	
	World Post Day - 2016 (2/3)	Rs.10.00					
	World Post Day - 2016 (3/3)	Rs.15.00					
902	Flowers of Sri Lanka - 2016 (1/12)	Rs.1.00		Rs.240.00 Sheetlets (Rs.155 + Rs.85)		Rs.300.00	
	Flowers of Sri Lanka - 2016 (2/12)	Rs.2.00					
	Flowers of Sri Lanka - 2016 (3/12)	Rs.5.00					
	Flowers of Sri Lanka - 2016 (4/12)	Rs.7.00					
	Flowers of Sri Lanka - 2016 (5/12)	Rs.10.00					
	Flowers of Sri Lanka - 2016 (6/12)	Rs.15.00					
	Flowers of Sri Lanka - 2016 (7/12)	Rs.20.00					
	Flowers of Sri Lanka - 2016 (8/12)	Rs.25.00					
	Flowers of Sri Lanka - 2016 (9/12)	Rs.30.00					
	Flowers of Sri Lanka - 2016 (10/12)	Rs.35.00					
	Flowers of Sri Lanka - 2016 (11/12)	Rs.40.00					
	Flowers of Sri Lanka - 2016 (12/12)	Rs.50.00					
901	World Children's Day - 2016	Rs.15.00				Rs.35.00	
900	Archaeological Society	Rs.15.00				Rs.35.00	
899	Sri Lanka Police - 2016	Rs.15.00				Rs.35.00	
898	LAWASIA - 2016	Rs.15.00				Rs.35.00	
897	Dharmasiri Senanayake - 2016	Rs.10.00				Rs.30.00	
896	Games of the XXXI Olympiad Rio - 2016 (4/4)	Rs.50.00		Rs.103.00		Rs.123.00	
	Games of the XXXI Olympiad Rio - 2016 (3/4)	Rs.35.00					
	Games of the XXXI Olympiad Rio - 2016 (2/4)	Rs.10.00					

(කාර්ය සාධන වාර්තාව - 2016)

	Games of the XXXI Olympiad Rio - 2016 (1/4)	Rs.8.00					
895	Chitrasena - 2016	Rs.15.00				Rs.35.00	
894	International Day Against Drug Abuse and Illicit Trafficking - 2016	Rs.15.00				Rs.35.00	
893	C.V.Gunaratne - 2016	Rs.15.00				Rs.35.00	
892	Visvalingam Veerasingam - 2016	Rs.10.00				Rs.30.00	
891	Sri Lanka Tourism (50th Anniversary) - 2016	Rs.15.00				Rs.35.00	
890	State Vesak Festival - 2016	Rs.10.00				Rs.30.00	
889	World and Sri Lanka CUB Scouts Centenary - 2016	Rs.10.00				Rs.30.00	
888	Moonstone,Guardstone and Bulustrade of Sri Lanka (Over Print) - 2016	Rs.3.00				Rs.58.00	
	Constellations - Star Definitive - Orion (Over Print) - 2016	Rs.5.00					
	Moonstone,Guardstone and Bulustrade of Sri Lanka (Over Print) - 2016	Rs.10.00					
	Moonstone,Guardstone and Bulustrade of Sri Lanka (Over Print) - 2016	Rs.20.00					
887	Vesak - 2016 (Sithulpawwa Viharaya) (1/3)	Rs.8.00		Rs.53.00		Rs.73.00	
	Vesak - 2016 (Yatala Stupa) (2/3)	Rs.10.00					
	Vesak - 2016 (Sandagiri Stupa) (3/3)	Rs.35.00					
886	60 Years of 1956 People's Victory - 2016	Rs.15.00				Rs.35.00	
885	Sirimavo Bandaranaike Birth Centenary - 2016	Rs.15.00				Rs.35.00	
884	Yowunpuraya - 2016	Rs.10.00				Rs.30.00	
883	D.R Wijewardena	Rs.10.00				Rs.30.00	
882	D.B.Wijethunga Birth Centenary - 2016	Rs.10.00				Rs.30.00	
881	H.R Jothipala - 2016	Rs.10.00				Rs.30.00	
880	World Wetlands Day - 2016 (1/4)	Rs.7.00		Rs.7.00		Rs.142.00	
	World Wetlands Day - 2016 (2/4)	Rs.10.00		Rs.10.00			
	World Wetlands Day - 2016 (3/4)	Rs.35.00		Rs.35.00			
	World Wetlands Day - 2016 (4/4)	Rs.50.00		Rs.50.00			
879	National Parks of Sri Lanka - Kumana - 2016 (1/7)	Rs.7.00		Rs.152.00		Rs.192.00	
	National Parks of Sri Lanka - Kumana - 2016 (2/7)	Rs.10.00					
	National Parks of Sri Lanka - Kumana - 2016 (3/7)	Rs.15.00					
	National Parks of Sri Lanka - Kumana - 2016 (4/7)	Rs.20.00					
	National Parks of Sri Lanka - Kumana - 2016 (5/7)	Rs.25.00					
	National Parks of Sri Lanka - Kumana - 2016 (6/7)	Rs.35.00					
	National Parks of Sri Lanka - Kumana - 2016 (7/7)	Rs.40.00					
878	Centenary of Sri Lanka School of Agriculture - 2016	Rs.10.00				Rs.30.00	
877	Wilson Hegoda - 2016	Rs.10.00				Rs.30.00	

ප්‍රාග්ධන වියදම් ප්‍රගතිය - 2016 (මධ්‍ය තැපැල් හුවමාරුව)

Code	Object	Allocation	As per Vote Ledger Expenditure from 01.01.2016 31.12.2016	Balance Allocation from 01.01.2016 31.12.2016	Financial Progress
2001	Building and Structure	3,716,000.00	3,714,032.74	1,967.26	99.95%
2002	Plant and Machinery	4,750,000.00	4,734,140.40	15,859.60	99.67%
2003	Vehicles	428,000.00	427,748.82	251.18	99.94%
2102	Office Equipment	2,454,000.00	2,400,802.50	53,197.50	97.83%
2103	Plant and Machinery	1,975,000.00	1,963,910.17	11,089.83	99.44%
2401	Training and Capacity Building	475,000.00	469,488.50	5,511.50	98.84%
Total		13,798,000.00	13,710,123.13	87,876.87	99.36%

මධ්‍ය තැපැල් හුවමාරුවේ ආදායම - 2016

Code	Service	2015	2016	Percentage (%)
		Rs.		
R 001	Ware House Charges	2,977,509.00	2,678,140.00	-10.05%
R 002	Bulk Mail Charges	173,646,631.00	174,242,280.00	0.34%
R 003	Business Mail Charges	1,021,520,556.00	1,084,535,013.00	6.17%
R 004	Franking Machine Charges	589,643,019.94	573,675,307.09	-2.71%
R 005	Speed Post	113,829,318.00	64,234,953.00	-43.57%
R 006	EMS	61,039,000.00	64,167,445.00	5.13%
R 007	Foreign Parcel	19,841,526.00	215,020.00	-98.92%
R 009	Handling Charges	2,606,600.00	5,092,750.00	95.38%
R 010	Letter Collection Charges	7,308,842.00	7,393,161.00	1.15%
R 016	Money Order Commision	30,378.00	31,163.00	2.58%
R 037	Mail Box Charges	4,606,500.00	4,485,977.00	-2.62%
R 038	Mail Bag Charges	17,500.00	375,00.00	114.29%
R 046	Business Reply Coupon	13,660,823.78	438,224.85	-96.79%
R 049	Rent	35,000.00	122,500.00	250.00%
R 052	Others	1257901.56	1,982,468.00	57.60%
R 056	Free Post	-	59,334,484.00	-
R 066	Mail Managment	82,866.00	34,409.00	-58.48%
	Total	2,012,103,971.28	2,042,701,694.94	1.52%

මධ්‍ය තැපැල් හුවමාරුවේ වියදම - 2016

Code		2015	2016	Percentage
1001	Salaries Wages	438,442,036.22	472,710,014.54	7.82%
1002	Overtime and Holiday Pay	233,598,836.89	280,736,835.51	20.81%
1003	Other Allowances	508,962,106.56	523,955,510.52	2.95%
1101	Traveling Expenses -Domestic	14,201,050.63	13,739,581.95	-3.25%
1201	Stationery and Office Requisites	8,428,360.17	8,005,999.90	-5.01%
1202	Fuel	16,499,996.93	21,652,228.45	31.23%
1203	Diets and Uniforms	1,703,741.73	2,276,160.30	33.60%
1301	Vehicles	291,000.00	294,444.20	1.11%
1302	Plant, Machinery and Equipment	1,798,453.89	2,999,216.52	66.77%
1303	Building and Structure	1604360.00	65,068.00	-95.94%
1401	Transport	181650.00	888,550.00	389.15%
1402	Postal and Communication	325027.58	101,008.59	-68.92%
1403	Electricity and Water	12437036.67	12,549,416.63	0.90%
1405	Others	1542374.56	1,018,861.15	-33.94%
1506	Property Loan Interest	6680228.23	6,485,310.58	-2.92%
2001	Building Rehabilitation & Improvement	6087924.23	3,714,032.74	-38.99%
2002	Plant, Machi. & Equip. Reha. & Impro.	3,293,938.90	4734140.40	43.72%
2003	Vehicles	201,305.00	427748.82	112.49%
2102	Furniture & Office Equip. Acquisition	1,827,617.85	2,400,802.50	31.36%
2103	Plant, Machinery – Acquisition	1,168,183.00	1,963,910.17	68.12%
2401	Capacity Building - Training	479,038.00	469,488.50	-1.99%
Total		1,259,553,162.04	1,341,370,292.18	6.50%

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Code	Object	Revised Estimate 2016	Total Expenditure 2016.01.01 - 2016.12.31	Saving
	Recurrent Expenditure	12,296,700,000	12,284,170,910	12,529,090
	Personal Emolument	11,239,000,000	11,234,466,926	4,533,074
1001	Salaries and wages	4,897,000,000	4,894,591,362	2408,638
1002	Overtime and holiday Pay	777,628,348	776,628,348	371,652
1003	Other Allowances	5565,000,000	5,563,247,216	1,752,784
	Travelling Expenses	43,500,000	43,337,396	162,604
1101	Domestic	34,000,000	33,888,798	111,202
1102	Foreign	9,500,000	9,448,598	51,402
	Supplies	250,900,000	249,395,466	1,504,434
1201	Stationery & Office Requisites	178,400,000	177,994,103	405,897
1202	Fuel	44,800,000	44,739,547	60,453
1203	Diets and Uniforms	27,700,000	26,661,817	1,038,183
	Maintenance Expenses	55,500,000	54,708,902	791,098
1301	Vehicles	33,000,000	32,929,100	70,900
1302	Plant, Machinery and Equipment	13,000,000	12,291,090	708,910
1303	Building and Structure	9,500,000	9,488,712	11,288
	Services	640,300,000	635,433,153	4,866,847
1401	Transport	396,800,000	396,028,527	771,473
1402	Postal and Communication	75,000,000	74,622,175	377,825
1403	Electricity and Water	78,000,000	77,972,203	27,797
1404	Rents and Local Taxes	50,000,000	46,354,738	3,645,262
1405	Others	40,000,000	40,455,511	44,489
	Transfers	67,500,000	66,829,067	670,933
1505	Subscription and Contribution Fees	25,000,000	24,767,783	232,217
1506	Property Loan Interest	42,500,000	42,061,284	438,716
	Capital Expenditure	138,000,000	135,560,239	2,439,761
	Rehabilitation and Improvement	72,000,000	70,755,284	1,244,716
2001	Building and Structure	59,000,000	58,772,128	227,872
2002	Plant Machinery and Equipment	8,000,000	7,823,987	176,013
2003	Vehicles	5,000,000	4,159,169	840,831
	Acquisition OF Capital Assets	49,000,000	48,119,732	880,268
2101	Vehicles	3,000,000	2,921,100	78,900
2102	Furniture and Office Equipment	30,000,000	29,301,340	698,660
2103	Plant and Machinery	8,000,000	7,897,292	102,708
2104	Building and Structure	8,000,000	8,000,000	0
	Human Resources Development	11,000,000	10,856,729	143,271
2401	Staff Training	11,000,000	10,856,729	143,271
	Enhancing Postal Services & Stamps	6,000,000	5,828,493	171,507
	Other Investment	6,000,000	5,828,493	171,507
2502	Other Investment	6,000,000	5,828,493	171,507
	Total Expenditure	12,434,700,000	12,419,731,148	14,968,852

Revenue Code	Description	2015	2016
R001	Warehouse charges	3,574,125.73	2,784,344.28
R002	Bulk mail charges	315,518,828.36	368,740,024.54
R003	Business Mail Service	1,021,595,556.00	1,084,540,083.00
R004	Franking Machine Chargers	1,282,095,954.05	1,269,545,476.15
R005	Speed Post	163,244,599.92	82,220,827.82
R006	E.M.S.	207,843,602.00	234,056,283.00
R007	Foreign Parcel	20,912,847.05	1,418,015.00
R008	International Post	161,568,283.96	366,633,688.22
R009	Parcel handling charges	4,581,362.00	7,343,443.00
R010	Letter Collection Charges	7,308,842.00	7,393,161.00
R011	Postal Stationary Revenue	89,972,236.00	21,022,215.00
R012	Commission of Examination	2,892,956.64	2,608,200.00
R013	Unpaid Letter Charges	599,209.00	510,805.00
R014	Stamp Revenue	2,274,690,043.53	2,156,784,141.70
R015	NSB Charge	132,265,223.23	133,550,371.00
R016	Money Order Commission	102,032,372.12	103,741,152.03
R017	C.E.B. Bill Commission	311,743,713.40	253,300,859.10
R018	Traffic Fine Commission	133,644,935.10	157,154,945.00
R019	Fisheries Pension Commission	556,605.00	636,420.00
R020	Farmers Pension Commission	7,753,915.00	9,163,497.00
R021	Com. On Public Assis.	849,840.00	879,642.00
R022	Social Security Commission	4,458,651.69	4,319,988.32
R023	Death Notice Commission	-	-
R024	Commission of Mobitel Card	-	4,000.00
R025	Commissioner of Exam Fees	14,340,712.06	29,226,242.55
R026	Commission of Insurance	5,207,596.49	3,927,173.00
R027	Lanka Bell Card Com	-	-
R028	Western Union	26,284,743.22	19,906,931.21
R029	Slt. Commission	224,327.00	413,512.50
R030	LOLC Rent	8,713,785.00	9,409,833.00
R031	DFCC WARDANA BANK Com	3,986,145.09	3,530,282.42
R032	H.S.B.C. Commission	-	-
R033	H.S.B.C. Card Promotion	-	-
R034	Fax Charges	1,030,602.50	863,605.00
R035	Telemail Charges	49,343,466.22	53,850,553.16
R036	Email	4793.00	6042.00
R037	Mail Box Charges	10,969,333.00	9,815,702.60
R038	Mail Bag Charges	3,216,768.83	4,254,836.50
R039	Returned Charges	2,740.80	5,021.12
R040	Newspapers Registration	697,000.00	735,575.00
R041	Photocopy Charges	8,568,207.00	8,011,874.78
R042	Clearance Fees	572,828.00	685,336.40
R043	Post Code Books	18,879.00	12,920.00

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R044	A.P.O. Application	52,780.00	36,475.00
R045	Rent Income of Auditorium	3,282,050.00	4,665,175.00
R046	Business Reply Coupon	13,828,151.78	402,958.85
R047	Philatelic Bureau Cash	8,347,511.47	8,169,017.95
R048	G.R.N. Copies	26,543.00	295,262.14
R049	Rent Income of Canteen	609,200.00	817,099.79
R050	Computer Typing	-	500.00
R051	Internet Com.	97,989.00	55,856.00
R052	Other	279,796,047.09	7,547,101.61
R053	Commission Reload	492,717.69	534,223.39
R054	Telephone Revenue	2,162,501.12	2,477,620.57
R055	Locale Profit	7,000,000.00	1,365,611.95
R056	Free post	1,359,982.61	105,922,713.41
R057	Mobitel Bill Collection com.	2,078,653.81	2,794,223.38
R058	Telegramme Revenue	-	-
R059	Postal Exam Revenue	50.00	266.63
R060	Circuit	1,324,025.00	1,553,250.00
R062	Email Based Services	-	3,385.00
R063	Scan Grame	-	120.00
R064	SLIDA Payment	14,670.00	35,697.00
R065	Telecom	6,313,966.17	9,266,435.35
R066	Mail Management	82,866.00	15,955,334.00
R067	Hybrid Tele mail	476,721.00	979,983.00
R068	Ceylinco Insurance	404,471.50	2,023,156.27
R069	U Generations	242,481.99	217,722.30
R070	NSB Foreign Remittance		3,269.03
R071	E-Channeling		-
R072	Ceylinco Life Insurance		4,155.48
	Total	6,710,879,008.22	6,578,133,636.5