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செயல்நிறைவேற்ற அறிக்கை 2014
Performance Report 2014

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அஞ்சல் சேவைகள் அமைச்சு
Ministry of Postal Services

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முஸ்லிம் சமய விவகாரங்கள்
மற்றும் அஞ்சல் அமைச்சு
6 ஆம், 7ஆம் மாடி
அஞ்சல் தலைமையகம்
310, டி. ஆர். விஜேவர்தன மாவத்தை
கொழும்பு 10.

Ministry of Muslim Religious
Affairs and Posts
6th and 7th Floor
Postal Headquarters Building
310, D.R.Wijewardhna Mawatha
Colombo10.

Performance Report 2014

Ministry of Postal Services Department of Posts

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Affairs and Posts
6th and 7th Floor
Postal Headquarters Building
310, D.R.Wijewardhna Mawatha
Colombo10.

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Ministry of Muslim Religious Affairs and Posts

Introduction

The Ministry of Muslim Religious Affairs and Posts has been established as per the proclamation made under Gazette notification extraordinary No. 1897/15 dated 18.01.2015 of the Democratic Socialist Republic of Sri Lanka. The Department of Muslim Religious and Cultural Affairs and the Department of Posts are the institutions coming under the purview of this Ministry.

Accordingly, the vision, mission and objectives and the Acts and policies to be implemented by the Ministry are given below.

Vision

A Muslim community imbued with Islamic religious values and cultural norms and an excellent and efficient postal service

Mission

Facilitating the advancement and wellbeing of religious values and culture of the Sri Lankan Muslim community and the provision of trustworthy and high quality postal service to the people at an affordable price

Objectives

1. Formulating policies, programmes and projects in respect of subjects coming under the purview of the Ministry of Muslim Religious Affairs and Posts
2. Controlling, administering and monitoring mosques, Islamic religious institutions and charities and their assets
3. Supervising the nurturing and promoting of Islamic religious education, and aspects of Islamic culture
4. Operating and supervising provision of facilities and logistics support for Haj pilgrims
5. Improving productivity and efficiency of the overall Quazi system

6. Providing a more profitable, efficient and friendly postal service to the public while minimizing costs
7. Monitoring the formal implementation of the philatelic policy
8. Modernizing and expanding the postal services to be on a par with global trends utilizing modern technology
9. Ensuring compliance with quality, standards and advancement of postal services
10. Expanding financial service facilities to rural level concurrent to the local postal communication services
11. Empowering postal services as a multi-purpose service provision unit making the post office relevant to the public life while expanding the range of the agency service provision

Acts and policies to be implemented

1. Muslim Mosques and Charitable Trusts or Wakfs Act No.51 of 1956
2. Quazis (Validation of Appointments) Act No. 11 of 1965
3. Duties entrusted to the Department of Posts under the Stamp Act
4. Post office Ordinance
5. Stamp policy

Functions

1. Formulating policies relevant to the Department of Muslim Religious and Cultural Affairs and Department of Posts
2. Implementing government policies in respect of the Department of Muslim Religious and Cultural Affairs and Department of Posts
3. Guiding and monitoring all departments and institutions under the purview of this Ministry
4. Implementing Wakf Act and supervising the activities of the Wakf Council
5. Apportioning funds allocated from the consolidated fund for development activities of the Department of Muslim Religious and Cultural Activities and Milad Un Nabi Festival among Muslim religious institutions and administering and monitoring of the same.
6. Administering and supervising the distribution at the district level of stocks of dates donated by Muslim countries for the month of Ramazan

7. Coordinating all relevant activities connected with Haj pilgrimage with the Saudi government and the proper allocation of Haj Quotas to organizations arranging Haj pilgrimage and supervision of same
8. Guiding and monitoring Quazi judicial activities.
9. Maintaining postal services complying with international standards
10. Management audit performance in the fields of Muslim religious affairs and posts
11. Maintaining existing relationships with International Organization connected with Muslim religious affairs and postal activities and developing them further.
12. Expanding speed post and parcel service together with financial services through post office network
13. Motivating the provision of postal services to people through public and private partnership
14. Promoting local and foreign financial circulating services
15. Upgrading agency services relating to money transaction, insurance services and banking services through the post and sub post office network
16. Issuing postal stamps and revenue stamps to be compatible with local requirements and stock controlling of same.
17. Elevating Sri Lanka's identity and dignity to the international level by designing commemorative stamps.

Performance Report from 01.01.2014 to 31.12.2014

Ministry of Postal Services under the purview of which the Department of Posts existed was the predecessor of the Ministry of Muslim Religious Affairs and Posts. The Department of Muslim Religious and Cultural Affairs was previously under the Ministry of Buddha Sasana Religious Affairs.

Accordingly, the details pertaining to the performance of the following institutions from 01.01.2014 to 31.12.2014 are outlined in this report.

- Ministry of Postal Services
- Department of Posts

Action will be taken by the Department of Muslim Religious and Cultural Affairs to present the Performance Report of the Department for the relevant period.

Ministry of Postal Services

01. Project for the development of postal network

The project for the development of the postal network launched by the government of Sri Lanka to improve the operational efficiency of the Department of Posts was continued during the year 2014 and the activities of the project were completed on 31.12.2014.

This project was launched in 2008 with an initial allocation of Rs. 300 million, but subsequent to the appointment of a project director, who after a study, pointed out that the provision was insufficient for the overall work under the project and an updated project report was presented under which the estimate was raised to Rs. 648.8 million.

	Functions	Amount Rs Mn.
1	Purchasing hardware	371.84
2	Provision of software	52.70
3	Securing Internet connections (VPN)	15.91
4	Training	20.00
5	Securing consultancy services	0.78
6	Project operation cost	12.34
7	Securing Intranet connections (LAN)	55.00
8	Obtaining data centre and disaster recovery unit facilities	14.00
9	Purchasing computer stationary	40.82
10	Maintaining hardware and software	63.92
11	Other	1.50
	Total	648.81

Progress made by Information and Communication Technology Division in 2014:

1.1 Regularizing Information Technology Division

- With the objective of making the post office network project successful, 18 officers were attached to the Information Technology Division having screened their skills and qualifications and found them to be compatible with the requirements of the Division.
- Regularizing the activities of the Information Technology Division by subdividing the Information Technology Division into three divisions as Software Development

Division, Hardware and Networking Division and Information Technology Promotion Division.

- Information Technology Division liaising with the staffs of post offices and Information Technology Coordinating officers to offer instructions and support for problematic situations during transactions carried out using software.
- Under the information technology policy of the Information and Communication Technology Agency of Sri Lanka, the executive officers of the Department of Posts have been provided with official email addresses (SL Post Domain). The number of email addresses provided thus far is 1000.
- In order to ensure the protection of equipment of the Information Technology Division and to enhance the efficiency of the staff, the computer unit was refurbished fixing new curtains and laying carpets.

1.2 Training

- 85 regional coordinating officers were trained on information technology.
- Basic training required for the postal officers involved in the implementation of the project was provided and they have been called to the Postal Training Institute for further training.
- The Information Technology Division conducted a large number of regional training programmes during the year 2014 and training programmes covering the entirety of Western Province, Sabaragamuwa Province, Northwestern Province, Central Province, Northern Province, North Central Province and Southern Province on the implementation of activities of e-Pay software using SMS. Accordingly, all Sub Post Masters, acting Post Masters, district accountants of the respective districts and Regional Postal Superintendents were trained under this programme.
- A training programme was conducted for the module designed by the Moratuwa University.
- A training programme on the provision of intranet connections for networking officers was conducted.

1.3 Services executed through software designed by the Information Technology Division

Officers of the Department of Posts developed a software titled 'e-Pay Automation System' under the Post office Network Development Project and using this software a number of processes including the payment of utility bills, money exchange and Speed Post tracking. The details are as follows.

(a) Services initiated from 2010 and carried forward successfully

- Accepting consumer electricity bills of Ceylon Electricity Board.
- Accepting Mobitel prepaid/ postpaid bills
- Accepting Sri Lanka Telecom bills
- Personal Money Transfer (PMT)
- Service Money Transfer (SMT)
- Employees Provident Fund (EPF) transactions
- Employees Trust Fund(ETF) transactions
- Accepting examination fees of Sri Lanka Institute of Development Administration
- Speed Post Tracking

(b) Services to be commenced after finalizing development of software and entering into agreements under Post Office Network Project

- Accepting water bills
- Accepting HSBC credit card bill payments
- Accepting deposits for HSBC accounts

(c) Services developed and maintained successfully by Information Technology Division

1. Money Order Re-inspection Software (MORS)- This reexamines the payments of money order for ordinary, fax and value paid parcels.
2. Designing and upgrading websites of the Department of Posts and Ministry of Postal Services.
3. Designing and maintaining software required for the meeting of the Executive Council Meeting of the Asia Pacific Postal Union.
4. Developing transactions conducted through E-Pay to enable their execution through SMS. (Core project with ICT)

The facility for the payment of electricity bills of the Ceylon Electricity Board through post offices is already in operation and all such information can be accessed online A programme is being designed to send a text message (SMS) to the computer network of the Department of Posts through the computer network of the Information Communication Technology Agency through a mobile phone when electricity bills are paid to post offices. 3411 sub post offices will be linked to the post office electronic network.

5. Through Philately Module designed by the Moratuwa University;
 - (a) functions of the Philatelic Bureau are being carried out at present.
 - (b) transactions between post offices and the philatelic accountant are being tried out as a pilot project between 10 post offices.
6. Accepting examination fees and re-scrutiny fees of Sri Lanka Department of Examinations and accepting fees for copies of certificates.
7. Hybrid Mail- Hybrid mail system developed for institutions sending bulk Tele Mail.

(d) Service for which software is being developed

1. Accepting insurance premiums of Ceylinco VIP Insurance
 2. System for paying money remitted through National Savings Bank through post offices
 3. Shopping cart service for those engaged in philately.
 4. Mobile phone software for those engaged in philately (Mobile application)
 5. Electronic System of paying spot fines imposed by traffic police (e- solution)
 6. Accepting insurance premiums of Ceylinco Life Insurance
 7. Service for levying channeling fee for medical specialist planned to be implemented in partnership with e-Channeling.
 8. Service for accepting insurance premiums of SANASA Insurance Company
 9. A Postal Prepaid System planned to be implemented in partnership with mobile communication service providers and U-Generation Mobile Solution Limited. Initially, this service will be available for Airtel, Etisalat and Hutch customers.
 10. Money transfer system planned to be implemented with Sampath Bank
- **The e-Pay software designed and maintained by the Information Technology division bagged two national level awards and 02 international awards.**
 01. e-Swabhimani National Award -2011
 02. FOSS 4 GOV National Award- 2011
 03. World Championship for Excellent Postal Enterprises 2011 Retail project division -2nd places
 04. World Championship for Excellent Postal Enterprises 2014 Retail Customer Access Award -1st place

- **International Awards 2014**

Software developed by the Information Technology division earned international recognition and won the second place in the category of newly created software at an international and the award was presented to Sri Lanka Post on 18th June 2014 in Berlin Germany.

1.4 Progress of Procurement Activities

I. Upgrading the server system

Since the establishment of data centre and disaster recovery unit was proposed in the original set of proposals submitted by the University of Moratuwa, bids were called and evaluated for the establishment of a data centre in 2011. However since the bids were prohibitive, it was pointed out by the Treasury that it would be it was more profitable to obtain the relevant facilities from an existing data center. Consequently, though inquiries were made from the Inland Revenue Department, Sri Lanka Customs and Institute of Communication Technology Agency whether they were able to provide the services required by the Department of Posts, it was informed that they were unable to do so and therefore proposals were called from Sri Lanka Telecom to secure services from their data center. However since all software designed by the University of Moratuwa are not operated at the same time and all modules had not been prepared and a huge monthly expenditure would be incurred, the project operations committee decide that it was advisable to upgrade the server system of the Information Technology Division of the Department. Accordingly, instead of establishing the data centre, a procurement was carried out purchase servers and of them 088 servers had already been purchased and installed in the Information Technology division. The total cost incurred was Rest 13.0 million.

II. Procurement for purchasing computers and accessories

In the year 2014, bids were called under the national limited competitive bidding system and the following items were purchased and distributed among the post offices, regional postal superintendents' offices, Postal Training Centre, district accountants' office Central Mail Exchange, Information Technology Division of the Postal Headquarters and other relevant institutions and the procurement process was completed.

i.	Desktop Computers	-750
ii.	Dot matrix printers	-750
iii.	UPSs	-750
iv.	Virus guards	-750

The total amount spent on this was Rs.110.0 million.

III. Local Area Network Procurement

Measures were taken for procurement activities by inviting bids through public notices in newspapers under the national competitive bidding method on two occasions for procuring Local Area Network facilities.

During the first bid invitation, only one bid was submitted the value of which was as high as Rs.81.0 million (inclusive of VAT). This forced the second bid invitation and once again a suitable bidder could not be found.

Hence, the project operations committee decided to proceed with the process enlisting the contribution of over 1000 officers with IT knowledge recruited recently to the Department. (as a cost effective method).

Accordingly, the procurement process was initiated with only the required equipment being purchased externally and by June 2014, fixing casing in all post offices was completed. Cabling activities are now in progress. Further, the digital map of Sri Lanka in 1:50000 scale designed by the Department of Survey was purchased with a view to streamlining activities of post office network and planning the delivery of letters in all areas of the country as per population density. This will also facilitate the planning of speed post transport activities.

1.5 Financial Progress

The financial progress of Post office Network Development Project in 2014 is tabulated below.

S.No	Functions	Provisions allocated for 2014 (Net) - Rs. Mn	Expenditure up to 31.12.2014 - Rs.Mn
1	Purchasing hardware	148.05	109.69
2	Supplying software	0.55	0.55
3	Obtaining internet connections (VPN)	-	-
4	Training	5.60	5.55
5	Enlisting consultancy service	-	-
6	Project operational cost	3.52	3.45
7	Obtaining local area network connection (LAN)	2.60	2.54
8	Securing facility for data center and recovery center	-	-
9	Purchasing computer stationary	1.70	1.69
10	Maintaining software and hardware	12.50	12.46
11	Other	-	-
	Total	174.52	135.93

02. Establishments and Administrative Division

- The details pertaining to the organizational structure and the approved cadre are given in Annexure 1 and Annexure 2. An overview of the duties performed by the division is given below
 - Establishments related functions of the staff of the Ministry and the employees of the Postal Department which come under the purview of the Ministry.
 - Conducting administrative activities of the Ministry office.
 - Carrying out media activities.
 - Performing activities in relation to parliamentary requirements.

2.1 Progress of activities of Establishments Division of the Ministry from 01.01.2014 to 31.12.2014

i. Sending on retirement (Accountants' Service)	-01
ii. Sending on retirement (Management Assistant)	-01
iii. Filling Vacancies (Development Officer)	-01
iv. Permanent release	-01
v. Filling Vacancies (Management Assistants)	-04
vi. Transfer (Translator)	-01
vii. Transfer (Management Assistant)	-03
viii. Transfer (Development Officer)	-01
ix. Permanent release (K.K.S.)	-02
x. Transfer (Driver)	-01
xi. Recruitment (Driver II b)	-02
xii. Recruitment (KKS)	-01
xiii. Recommendation to D.G. –U.S. for the promotion to Grade 1 (KKS)	-01
xiv. Approval of the Management Services Department has been received to fill 3 vacancies in KKS cadre and the approval of the Unified Services Director General has been sought.	
xv. Efficiency bar tests have been conducted for three (03) Audit Assistants and tests in respect of two Audit Assistants have been completed.	
xvi. Appointments to the staff of the Deputy Minister of Postal Services	-02
xvii. Agrahara insurance claims	-27

2.2 Appointments, Promotions and Appeals of the officers of the Unified Postal Service

- i. Approval has been received from Public Services Commission to fill vacancies existed as at 03/09/2011 under the limited stream of Class B Grade I Segment B of the Unified Postal Service.

- ii. Approval has been received from the Secretary of the Postal Services to fill 578 vacancies in Class B Grade 1 and Segment B of the Unified Postal Service through an open competitive examination.
- iii. Interviews were conducted for 25 candidates who passed the competitive examination for promotion /recruitment to the posts of Post Office Investigation Officer/ Postal Audit Inspector of Class A Grade III of the Unified Postal Service and 22 were promoted to the above grade on the order of the Public Service Commission.
- iv. As per the approval of the Public Services Commission, structured interviews were conducted on 01/08/2014 under the old recruitment procedure for 09 vacancies of Chief Post Master/ Administrative Assistant of Class A Grade III Segment B of the Unified Postal Service and the recommendations of the interview pane have been forwarded for the Approval of the Public Services Commission.
- v. Approval has been received from the Public Services Commission to fill 04 vacancies occurred before 16/05/2013 in Class A Grade II of the Unified Postal Service.
- vi. Approval has been received from the Public Services Commission to the interview board for promoting to Class 1 Grade III of the Unified Postal Service on the basis of seniority and competency.
- vii. Approval has been received from the Public Services Commission to the interview board for promoting to the posts of Assistant Administrative Secretary and the Assistant Superintendent of Class A Grade III of the Unified Postal Service.

2.3 Appeals submitted to the Public Services Commission and the Secretary of the Ministry by the officers of the Unified Postal Service who have been served with disciplinary orders and interdicted

- i. No of reports on which recommendations were submitted to the PSC -03
- ii. Appeals for which rulings were received from PSC -04
- iii. Reports called from the Post Master General regarding the appeals of officers -06

2.4 Number of Cabinet Memoranda forwarded

- i. Number of cabinet memoranda -13
- ii. Number of memoranda for which cabinet rulings were received - 10

2.5 Parliamentary Coordinating Activities

- i. No of parliamentary questions answered -15
- ii. No of Consultative Committee meetings -03
- iii. No of proposals for which answers were provided at Consultative Committee -18
- iv. No of Public Petition Committee meetings -05

2.6 Queries by Bribery and Corruption Commission

i.	No of reports called from the Postmaster General	-04
ii.	No of answers sent to the Commission	-01

2.7 Appeals of the officers of the Unified Postal Service who have retired

i.	No. of reports referred to the Public Services Commission	- 66
ii.	Number of reports submitted to the Public Petitions Commission	- 43
iii.	No of reports submitted to the Ombudsman	- 06
iv.	Appeals for which replies were sent directly to appellants	-13
v.	Number of reports submitted to the Sri Lanka Human Rights Commission	-07
vi.	No of reports forwarded to the Secretary of Ministry of Public Administration	-18
vii.	Number of reports submitted to the Director General of Pensions	- 04
viii.	Number of letters forwarded to the National Salaries and Cadre Commission	- 04
ix.	No of reports called from the Postmaster General regarding all appeals	- 141

2.8 On behalf of the appeals submitted to the President's Office, Prime Minister's office and the Hon. Minister, the number of;

i.	reports called by the Post Master General	- 556
ii.	responses sent	- 47

2.9 Issuance of concessionary permits for motor vehicles

No of permits issued	-18
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2.10 Internal audit queries

i.	Number of internal audit queries submitted	-14
ii.	Number of internal audit queries responded	-14

2.11 Trade union activities – Department of Posts

i.	Releasing officials for trade union activities	-06
ii.	Complaints and proposals made by trade unions	-11
iii.	Number of reports called from the Post Master General	-11

2.12 Retirement in the Unified Postal Service (normal procedure) - 17

2.13 Approved overseas leave

i.	Ministry of Postal Services (For foreign employment)	-02
ii.	Ministry of Postal Services (Personal)	-01
iii.	Department of Posts (Personal)	-119
iv.	Department of Posts (For foreign employment)	-25

2.14 Sub Post Master Service

i.	No of appeals received	-26
ii.	No of reports summoned from the PMG as regard appeals	-26
iii.	No of reports received from the PMG as regards appeals	-12
iv.	No of letters referred to the Public Service Commission	-26
v.	No of replies received from the Public Service Commission	-12
vi.	No of reports sent to the Ministry of Public Administration and Home Affairs	- 06
vii.	No of replies received from the Ministry of Public Administration and Home Affairs	- 05
viii.	No of notices to appellants as regards appeals	- 12

2.15 Junior Service – Department of Posts

Regarding various problems of the junior service;

i.	No of appeals received	- 48
ii.	No of letters referred to the PMG for information & recommendations	- 148
iii.	No of reports and letters received from PMG	- 41
iv.	No of reports submitted to P.S.C	- 65
v.	No of replies received from PSC	- 25
vi.	No of reports submitted to the Ministry of Public Administration and Home Affairs	-44
vii.	No of replies received from the Ministry of Public Administration and Home Affairs	-19
viii.	No of replies sent to the Cabinet Office	- 04
ix.	No of replies forwarded to the Ombudsman	- 02
x.	No of replies sent to appellants	- 47

2.16 Sending on compulsory retirement of officers of Department of Posts

Sending on retirement on the grounds of service inefficiency and under section 12 of the pensions minutes – 15

2.17 Functions of the Information Media Unit

- 2.17.1 Drafting press releases regarding all development activities undertaken by the Ministry and issuing them to the print and electronic media and providing photographs and video cassettes to media institutions.
- 2.17.2 Maintaining direct coordination with other media institutions to seek publicity for development activities of the Ministry and take necessary action to have them disseminated.

- 2.17.3 Collecting information on disclosures made by the print and electronic media about the Ministry and the Departments coming under its purview and bringing them to the attention of the relevant authorities and to send in responses if any corrections are necessary and following up on them.
- 2.17.4 Offering media coverage for special functions and ceremonies attended by the Hon. Minister and the Hon. Deputy Minister and taking measures to have them carried by the media.
- 2.17.5 Making arrangements for press briefings for special events of the Hon. Minister and the Hon. Deputy Minister for objectives expected to be fulfilled by the Ministry.

In achieving the targets of 2014, the Information and Media Unit was able to make an outstanding contribution to the development process of the Ministry through a host of propaganda activities. The media also produced a number of documentaries highlighting the achievements of the Ministry.

During the period under review,
180 press releases were issued,
08 media briefings were conducted and

500 photographs and 225 video cassettes were supplied to external media organizations.

During all five days of APPU, a special media room was maintained within the premises actively organizing and providing logistical support to local and foreign media personnel.

Even though it was planned to operate a special wide screen TV programme during the period of the conference, it had to be abandoned owing to the delay in finding necessary facilities. (installing TV screens at the hotel premises and cables, etc)

The special cable television transmission planned concurrent to the national ceremony for World Postal Day -2014 too had to be abandoned owing to many obstacles.

2.18 Public Management Assistant Service -Department of Posts

- i. Sending on retirement -23
- ii. Other establishment activities -03

2.19 Accounting Service- Department of Posts

- i. Promotions of officers -04
- ii. Transfers -09
- iii. Appointment of secondment basis -13
- iv. Reporting to the Deputy Secretary of the Treasury -06

2.20 Sri Lanka Engineering Service- Department of Posts

- i. Transfers -01
- ii. Other establishments activities -01

2.21 Deploying trainees for practical training

- i. Department of Posts -07

2.22 Officers of the Department of Posts

- i. Approval of leave for accidents - 09
- ii. Approval of special leave - 13
- iii. Payment of compensation under P.A circular 22/93 - 10
- iv. Referring incentives paid to instructors of the Postal Training Institute to the Director General of Establishments for approval - 03

2.23 Recruitment Procedures

- i. Educational qualifications of the recruitment procedure for the Transport Officer of the Ministry of Postal Services were amended and submitted for the Public Services Commission for approval.
- ii. The approved by the Public Services Commission has been received for the PL1-2066A recruitment procedure) of the Department of Posts.
- iii. The approved by the Public Services Commission has been received for the PL2-2066A recruitment procedure) of the Department of Posts.

2.24 Legal matters- Ministry of Postal Services

- Files opened for legal activities -05

2.25 Approval of loans- Ministry of Postal Services

- i. Distress loan -39
- ii. Property loan -03

2.26 Entering into agreements –Ministry of Postal Services

Annual agreements have been entered into with the following institutions.

- i. For janitorial services - Super Clean Ltd
- ii. For security activities - Iron Arms Ltd
- iii. For air-conditioners -Sunco Engineering Pvt Ltd
- iv. For computers - Star Computer Systems Pvt Ltd
- v. Photocopy machines -Metropolitan Office Pvt Ltd
-John Keels Office Pvt Ltd
- vi. For multimedia projector - Swedish Trading Audio Visual Pvt Ltd

2.27 Use of the vehicles of the Ministry

- 1. Number of government fuel vouchers issued -272
- 2. No of vouchers referred to the accounts division for payment
 - For maintenance and service - 142
 - For supplying additional fuel - 85

2.28 No of vouchers referred to the Accounts Division for payments to the staff

i. Payment of 1/20 allowance of staff officers	-13
ii. Claims for overtime allowance of drives	- 285
iii. Claims for transport allowance of drivers	- 272
iv. Settlement of claims of advance for emission test, claims for daily wage of drivers, extension of insurance premium, settlement of money paid personally for driver licenses, payment of fees for rented vehicles	-128
v. Travel expenses, overtime and commuted overtime for the ministerial staff	-325
vi. Travel expenses of staff officers and other officers	-11
vii. Travel expenses and overtime of the media unit	-75
viii. Overtime of staff service and travel expenses	-46
ix. Settlement of railway warrants	-11
x. No of railway warrants issued	- 79

2.29 Number of vouchers referred to the Accounts Division to make payments for the provision of communication facilities for the Ministry

i. Telephone bills	- 980
ii. Newspaper bills	- 216

2.30 Number of vouchers referred to the Accounts Division for entertainment allowance and maintenance activities of the Ministry

i. Water bills	-60
ii. Janitorial services	-33
iii. Security services	-24
iv. Computer maintenance	-08
v. Entertainment expenses	-54
vi. Key cutting and repair of equipment	-10
vii. Air conditioners	-20
viii. Photocopy machines/fax machines	-28
ix. Payment of rental for the office of the Hon Dep. Minister	- 12

2.31 Provision of welfare services

The welfare service is maintained in a satisfactory manner, providing essential commodities to the officials of the Ministry.

03. Development Division

3.1 Progress Review activities

- Progress of development programs, projects and activities of the postal service development programs implemented across the island is reviewed quarterly.
- Conducting meetings of the steering committees of the Ministry of Postal Services and the Department of Posts quarterly and implementing proposals and decisions.
- Under the provisions of the Land Acquisition Act, action has been taken to regarding the acquisition of lands for postal service activities. (About 106 files)
- Measures have been taken on the instructions of the Attorney General, to take formal action as regards various contracted services entered into by the Department of Posts with private sector institutions and relevant instructions have been given to the Postmaster General as regards these agreements.
- Taking measures to revise local postage with effect from 28.11.2014.
- Attention was paid to complaints and proposals made through the print media and steps were taken to resolve the relevant problems and to promote postal services.
- World Postal Day was celebrated in Jaffna and awards were presented in recognition of the services rendered by postal service officers including the awards for the best post office and the most efficient postal officer.
- Necessary measures are being taken to expand Telemail service which replaced the telegram service.
- Measures have been taken to establish 09 new agency post offices at Mailagashandiya-Anuradhapura, Arthur V. Dias Road- Panadura, Katunayake, Hungama, Milagiriya, Kandy, Kegalle, Lauries Road- Colombo 04, Hedeniya and Werallagama.

3.2 Stamp Promotion Programme

- Arrangements have been put in place to print stamps of high quality preserving the philatelic value. Stamps issued in 2014 are tabulated below.

Theme	No of stamps issued
Annual issuance	5
International events	5
Culture, nature, wildlife, sports etc of Sri Lanka	13
Distinguished personalities or significant events	10
Other events	7
Outside the annual stamp program	9
Total	49

- With a view to increasing the sale of stamps and popularize stamps, facilities for the sale of philatelic items have been enhanced at the stamp counter installed at the head office.
- Entering into a Memorandum of Understanding with the Ministry of Education to form philatelic societies in schools and implement an island-wide programme. A training programme was conducted to create awareness among teachers of the Colombo District and measures have also been taken organize stamp exhibitions at the provincial level. The Ministry of Education has informed that this should be conducted as a pilot programme.
- Carrying out the relevant coordinating activities to prepare in all three languages the stamp policy which was amended with the objective of resolving problems that arise in implementing stamp policy.
- The revision of local postage was published in the gazette notification under No.1872/32-2014 on Friday 25 July and it was approved by Parliament on 19.11.2014 under the Post Office Ordinance (Chapter 190).
- Coordinating relevant activities to open a stamp counter at the Katunayake airport premises.
- Steps have been taken to grant approval under Public Administration circular 8/97 to pay overtime to the staff of the Philatelic Bureau of the Department of Posts.
- A sum of Rs 10 million was allocated to the Philatelic Bureau for promoting and improving stamps and of this amount Rs 04 million was allocated by the Ministry of and the remaining Rs. 6 million was allocated by the Department of Posts. In addition National Savings Bank donated Rs. 1 million to establish a fund for the Philatelic Bureau.
- Coordinating the necessary activities to hold the national stamp exhibition at the Postal Headquarters premises on December 4,5 and 6 to mark the World Postal Day 2014.

3.3 Human Resources Development

- Local training opportunities

No.	Category of officers received training	Number of Officers trained	No of Training Programs
01	Staff officers	03	01
02	Development Assistants	08	04
03	Development Officers	24	13
04	Management Assistants	15	07
05	Drivers	01	01
06	KKS	08	03

➤ Participation at foreign conferences/training

Category of Officers	No of Officers participated	Countries visited	Subject
Staff officers	01	Thailand.	APPC fellowship on “Service Quality Management Course”
	03	Malaysia	Field Trip to MASKargo
	01	India	Training Facilities to Sri Lanka Post
	01	Thailand.	APPC fellowship on “International Postal Services Course”
	01	Kuwait, Bahrain and Doha Qatar	To participate in the “Bak Maha Ulela” in Kuwait and to visit exchange house
	05	German	World mail Award in Pursuit of Excellence 2014
	01	Thailand	Terminal Dues Workshop for the Asia – Pacific region
	02	Thailand	“APPC fellowship on Express Mail Services Course”
	01	India	Issuance of a Postal stamp in India & Sri Lanka to Commemorate the 150 th Anniversary of Sirimath Anagarika Dharmapala
	01	Thailand	APPC fellowship on “ e- Business & Technology Management Course”
	01	Berne	E.M.S. Strategic Workshop
	02	India	Leadership Development Programme
	05	Thailand	APPU Postal Bussiness Forum 2014

Postal Service officers and other officers	02	Pakistan	Award of fellowships on “Strategy Formulation and Execution (Doha Postal Strategy 2014)”
	02	India	Award of fellowship on “International Executive Development Programme”
	01	Thailand.	APPC fellowship on “Train the Trainer Course”
	02	Thailand	APPC fellowship on “Parcel & Logistics Management Course”
	01	India	Award a Fellowship on International Executive Development Programme for Postmasters & Mangers

3.4 Other development programmes

- Measures have been taken for the implementation of the e-government policy in the ministry as per the instructions of presidential circular No. SP/SB/03/10 dated 31.05.2010.
- Public administration reforms are being carried out as per the instructions of the Public Administration Circulars No. 01/09 dated 12.06.2009 and NARC/MRC/09/01 dated 25.09.2009.
- Deyata Kirula 2014 national development exhibition was at Kuliypitiya with Northwestern University as the centre of activities. Under this, relevant activities were coordinated for the promotion of postal services in the Puttalam and Kegalle districts.

3.5 Special Programmes

Organizing ceremonies in connection with the Executive Council meeting of the Asia Pacific Postal Union to be held in Sri Lanka from 15-19/09/2014 with the participation of 32 countries and carrying out the relevant coordinating activities.

3.6 Provision of Library Facilities

With the aim of developing positive attitudes of the staff of the Ministry a library equipped with 837 books on a variety of subjects is maintained.

4. Planning Division

- **Preparation of Action Plan, Performance Report and Progress reports required for the parliamentary committee at the budget debate**

Prepared the Annual Action Plan-2014 by obtaining the relevant plans, proposals and functions of all divisions of the Ministry of Postal Services and Department of Posts and submitted to the Ministry of Finance, the Auditor General's Department and other relevant institutions.

Prepared the performance report relevant to all divisions of the Ministry of Postal Services and the Department of Posts for the year 2013 and submitted to the Parliament, Ministry of Finance, the Auditor General's Department and other relevant institutions.

A report titled 'Progress Report 2014 & Programmes for 2015 was prepared obtaining information relevant to all divisions of the Ministry of Postal Service and the Department of Posts to be presented to the Budget Committee of Parliament. In addition a parallel Power Point presentation too was prepared for the Budget Committee.

- **Reporting Progress**

Progress of the activities of the Ministry of Postal Service was reported to the Presidential Secretariat, the Ministry of Finance and Planning and District Secretaries in response to their queries.

- **Executive Council Meeting of the Asia Pacific Postal Union-2014 (APPU-EC 2014)**

This division also contributed to the success of the Executive Council Meeting of the Asia Pacific Postal Union which was held in Sri Lanka from 15.09.2014 to 19.09.2014 with the participation of 32 countries. It carried out a number of tasks assigned under of the committees including the preparation of gifts, printing posters and publishing newspaper advertisements and also participated in the technical evaluation committees appointed for the event.

- **Dengue Eradication Programme – 2014**

Under this programme, mosquito breeding grounds are identified and destroyed and a report is submitted to the Ministry of Health every month.

- **Deyata Kirula National Exhibition 2014- Kuliypitiya, Wayamba University of Sri Lanka**

2014 Deyata Kirula national exhibition was held in Kuliypitiya with Wayamba University Sri Lanka as the centre of activities. A host of development activities were carried out as part of the exhibition in the Kurunegala, Puttalam and Kegalle districts. Construction of buildings, renovation of buildings, service promotion programmes, upgrading information technology facilities and social welfare services were carried out under the development of postal services. Services including the sale of stamps and philatelic productions too were carried out.

- **World Post Day 2014 – Selection of the best office**

Concurrent to the World Post Day national celebration, an event was organized by the Ministry of Postal Services and the Department of Posts to select the best post office of the island and the division contributed to the adjudication process by undertaking field visits to monitor the following recommended post offices scattered across the island.

Suprgrade post offices	Grade 1 post offices	Grade II post offices	Sub post offices
Matara	Baddegama	Katuwana	Magala South
Peradeniya	Pilimatlawā	Yatawatta	Minipe
Kuliypitiya	Lunuwila	Waikkala	Magulagama
Bandarawela	Haputale	Siyambalaanduwa	Hambegamuwa Pitamaruwa/
Kaduruwela	Hingurakgoda	Vijithapura	Dalukana
Cinnamon Gardens	Homagama	Mattegoda	Kiriwththuduwa
Kegalle	Mawanella	Kotiyakumbura	Ambamalla
	Kaththankudi		Gonagolla
Mannar	Chunnakkam	Kaithady	Thalayadi

The prime objective of this programme was to achieve greater efficiency through employee motivation.

05. Internal Audit Division

Objectives of the Internal Audit Division to fulfill the mission of the institution

Objectives

- To participate in the internal control system relating to the financial activities of the Ministry and to maintain a continuous survey and an independent assessment regarding the regularity and the adequacy of the internal investigation employed to prevent shortcomings and frauds to expose the same.
- To assist the accounting officer and the progress surveillance committee to determine the progress in fulfilling the implementation plans and programs of the development projects and proposals assigned to the Ministry or undertaken by the Ministry
- To serve as a coordinator as appropriate between those engaged in these functions, the Secretary of the Ministry and the Progress /Investigation Committee

Functions

1. Ascertaining whether the plan as well as the actual functioning of the internal search and control system implemented by the Ministry to prevent errors and frauds is successful.
2. Finding out whether the details required for preparing an accurate financial statement are provided through the accounting system employed for determining the credibility of accounts and other reports.
3. Appraising the quality of the performance of the staff in fulfilling their responsibilities.
4. Finding out to which extent the assets of the ministry have been protected from all forms of damages.
5. Checking whether the Establishment Code, government financial regulations and other supplementary instructions issued from time to time by the Minister of Public Administration are complied with.
6. Detecting the success of the internal control system selected for preventing as well as exposing wastage, idle capacity and overspending.
7. Inspecting the accounting procedure of the Ministry and operations leading to any expenditure and examining whether assets and liabilities of the ministry are utilized in a secure, thrifty and systematic manner.
8. Conducting special investigations when necessary.

In order to achieve the above objects, the Internal Audit Division conducted audit and investigations in the following areas during the year 2014

Internal Audit Division Year 2014 – Audit queries made in respect of the Ministry

1. Audit inquiry into the general deposit account of the Ministry
2. Audit inquiry on the preparation of bank reconciliation statements-2013
3. Audit inquiry on the receipt of money – From July to December 2013
4. Internal audit inquiry into payment vouchers -2013 (From January to June)
5. Inspecting travel expenses- 2013 (From January to June)
6. Audit inquiry into the electricity and water consumption of the Ministry -2013
7. Internal audit inquiry regarding the leave of the staff of the Ministry-2012
8. Audit inquiry into the maintenance and repair of vehicles- 2012
9. Audit inquiry on the preparation of salaries – 2013
10. Audit inquiry into the reconciliation of the imprest account
11. Audit inquiry into the maintenance and repairing of machinery-2013
12. Internal audit inquiry into the payment vouchers and travel expenses -2014 (January to March)
13. Inspection of the record room of the Ministry
14. Annual board of survey- examining the measures taken in 2013 and thereafter
15. Inquiry into the telephone bills-Year 2013
16. Inquiry into the training of the staff of the Ministry
17. Internal audit inquiry into the leave of the staff of the Ministry-2014
18. Inquiry into improving stamp promotion activities
19. Audit inquiry regarding the Department of Posts
20. Internal audit inquiry into the payment vouchers and travel expenses -2014 (April to June)
21. Inspecting the Advance to Public Officers Account.
22. Inspecting stores of the Ministry-2014
23. Reviewing procurement activities of the Ministry-2013
24. Inspecting personal files-2014
25. Internal audit inquiry into the payment vouchers and travel expenses -2014 (August to October)
26. Inspecting of purchasing of furniture, office equipment and machinery and constructions of buildings

No of Special Audits Inquiries and Audit Inquiries –Department of Posts

1. Special inquiry into the renovation of the official quarters of the Post Master, Nugegoda
2. Inquiry into the fraud at the Boralesgamuwa post office over the past five years
3. Inquiry into the appeal calling for the creation of a hassle free working environment devoid of undue influence for the proper discharge of duties.
4. Inquiry into the frauds in awarding tenders of the Department of Posts
5. Inquiry into the irregularities in providing fuel to the official vehicles of the Minister

06. Finance Division

Ministry of Postal Services

Capital Provisions and Expenditure –Year 2014

Expenditure object	Description	Net provisions allocated (Rs.)	Expenditure as at 31 December 2014 (Rs.)
	Rehabilitation and upgrading capital assets		
2001	Building	500,000	500,000
2002	Machine and machinery	250,000	234,639
2003	Vehicles	3,350,000	2,288,359
	Acquisition of capital assets		
2101	Vehicles	43,200,000	42,371,363
2102	Furniture and office equipment	900,000	662,889
2103	Machine and machinery	2,000,000	1,172,786
2104	Buildings and constructions	200,000	-
	Skill Development		
2401	Training and skills development	900,000	876,304
	Other capital expenditure		
2502	Promotion of stamps and postal services	24,000,000	23,502,096
2502	Post office network	171,000,000	132,483,055
	Total	246,300,000	204,091,491

Department of Posts

Vision

Our vision is to become the most distinctive institution in Asia to provide fully productive and quality Postal service based on modern technology as to customer delight.

Mission

Our mission is to provide an attractive postal service locally and internationally using resources efficiently in partnership with the private sector by using resources efficiently, 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

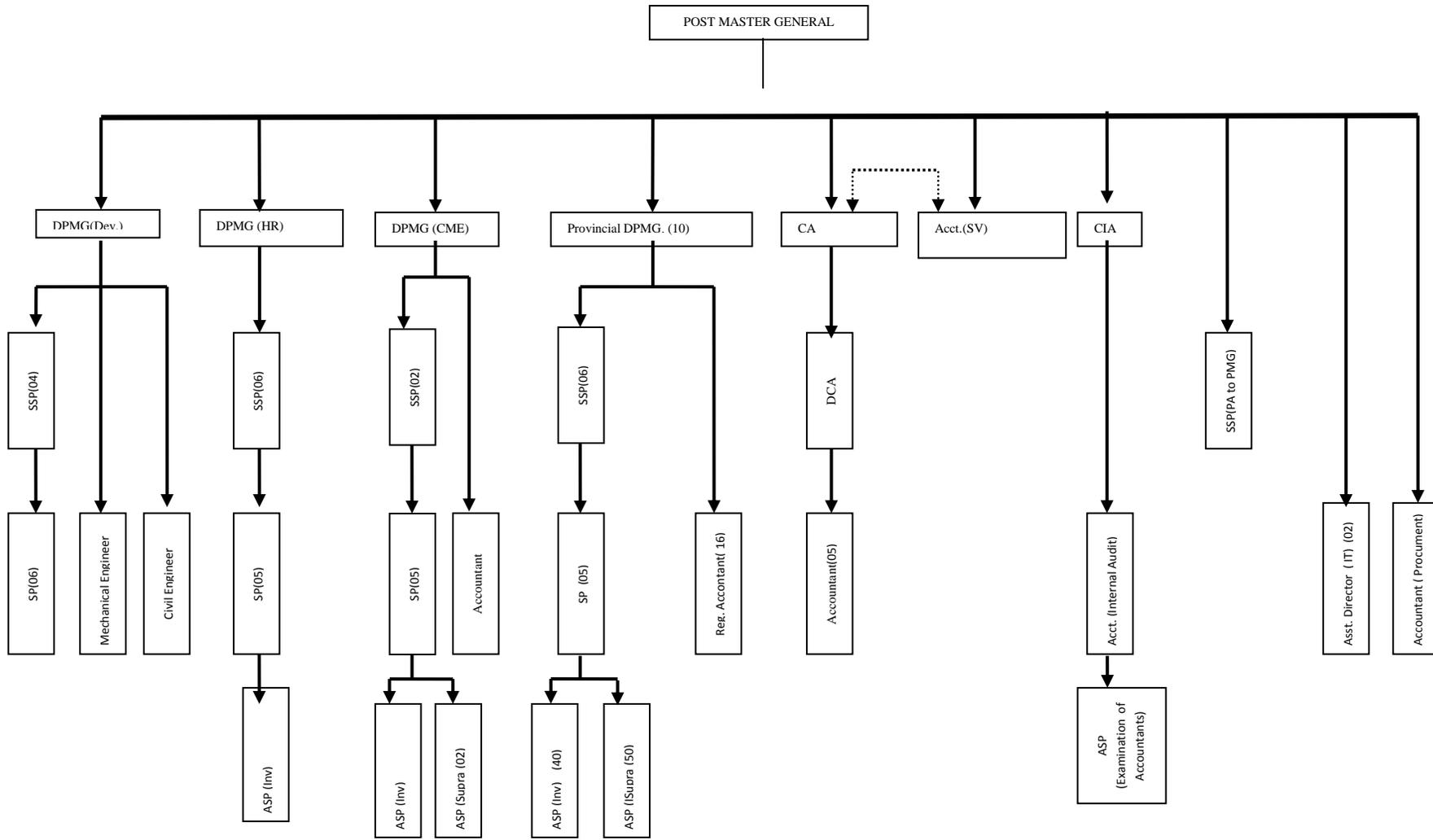
Sri Lanka Posts which is totally committed to serve the public has a long history, dating back to latter half of 17th century when the Colonial Dutch rulers started five post offices in the Maritime Districts that were under their control and today the Department of Posts is able to sustain a performance of very high standard while identifying the timely needs of the Sri Lankan public, introducing new services, rendering an efficient and reliable service to the Sri Lankan community as well as the international community and expanding its network of post offices island-wide to cater to the needs of the increasing population. Becoming the communication centre that fulfills communication needs of the people of rural localities where the modern communication technology is yet to make its presence felt, while primarily providing postal services and other associated services as well as agency services to local and foreign communities displaying the strength of the department through its island-wide post office network which no other public or private sector institution can boast of is its significance.

The process of the Department is executed under three major divisions.

Administrative Division
Operations Division
Accounts Division

1. Organizational Structure

The proposed new organizational structure which would formally delegate powers enabling easier decision making is due to implemented in the future. The existing structure is indicated as annex 01.



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

POO - 18	POO - 581
SPOO - 15	SPOO - 3995
APOO - 37	APOO - 479

The staff of the Department of Post is as follows

S.No	Post	service	Salary scale	Service category	Approved cadre	Number existing as at 2014.12.31	
						Permanent	Contract
1.	Postmaster General	SLAS (Special)	SL3	Senior	01	01	
2.	Dep. Postmaster General	SLAS	SL1	„	04	03	
3.	Dep. Postmaster General	Departmentalized (Executive Grade 1)	SL1	„	09	06	
4.	Chief Accountant	SL Accountants' Service (Grade 1)	SL1	„	01	01	
5.	Chief Internal Auditor	SL Accountants' Service (Grade 1)	SL1	„	01	01	
6.	Accountant (Stamp repository)	SL Accountants' Service (Grade 1)	SL1	„	01	01	
7.	Senior Postal Superintendent	Departmentalized (Executive Grade II)	SL1	„	19	13	
8.	Postal Superintendent	Departmentalized (Executive Grade III)	SL1	„	56	33	
9.	Assistant Director	SLIT&C Service. Class I Grade II Class I Grade III	SL1	„	02	00	
10.	Civil Engineer	Sri Lanka Engineering Service SL Accountants' Service	SL1	„	01	00	
11.	Mechanical Engineer	Sri Lanka Engineering Service Grade II or III	SL1	„	01	01	
12.	Accountant	SL Accountants' Service Grade II or III	SL1	„	25	22	
13.	Asst Postal Superintendent (Investigation)	Departmentalized	MN- 7	Tertiary	51	33	
14.	Asst Postal Superintendent (Audit inspector)	Departmentalized	MN- 7	„	40	14	
15.	Asst Postal Superintendent (Main post offices)	Departmentalized	MN- 7	„	53	12	
16.	Chief Building Inspector	Sri Lanka Technical Service Special Grade	MN-7	„	01	01	
17.	Translator	Translators' Service	MN - 6	„	02	01	
18.	Budget Assistant	Associated Officer	MN - 4	Secondary	01	01	
19.	Development Assistant	Associated Officer	MN - 4	„	70	62	
20.	Postal Service Officer	Departmentalized	MN - 3	„	5,164	4,111	25
21.	Public Management Assistant	Public Management Assistant Service (I/ II/ III)	MN - 2	„	189	120	
22.	Building Inspector	Sri Lanka Technical Service	MN - 3	„	03	00	
23.	Forman	Sri Lanka Technical Service	MN - 3	„	02	01	
24.	Sub Post Master	Departmentalized	MN - 1	„	3,410	3,032	
25.	Maintenance Assistant	Departmentalized	MT - 1	„	15	09	
26.	Driver	Departmentalized	PL - 3	Primary	187	131	
27.	Postal Assistant (Technical)	Departmentalized	PL - 2	„	82	56	
28.	Postal Assistant	Departmentalized	PL- 1	„	12,602	11,954	
29.	Registered substitute	Departmentalized			4,788	4,788	
Total					26,781	24,408	25

The overall post office network consists of 4692 offices. Of them 4067 are wholly government owned institutions while 625 are agency post offices.

2. Post office network

Post Offices	653
Sub- post offices	3,410
Agency post offices	524
Rural agency post offices	101
Estate post offices	04
Total	4,692

Postal service expansion indicators 2014

Having regard for the population of Sri Lanka, the number of letters in circulation and the number of post offices, the expansion of the postal service island-wide is as follows.

The number of letters received by one person per year	-	16
The number of people served by ne post office	-	4,332
The extent of land served by one post office	-	13

Province	D.S .Division	Post Offices	Sub Post Offices
Central	Kandy North	28	163
	Kandy South	29	182
	Nuwraeliya	23	96
	Matale	22	91
	Total	102	532
Eastern	Ampara	10	56
	Akkaraipattu	13	52
	Batticaloa	21	66
	Trincomalee	12	48
	Total	56	222
	Jaffna	31	142
	Kilinochchi	4	37
	Mullaitivu	5	17
	Mannar	8	36
	Vavuniya	4	31
	Total	52	263
North Central	Anuradhapura	27	183
	Polonnaruwa	12	89
Total	39	272	
Sabaragamuwa	Kegalle	30	196
	Ratnapura	24	190
Total	54	386	
South	Galle	40	215
	Matara	30	195
	Hambantota	19	99
Total	89	509	

Uva	Badulla	30	182
	Monaragala	16	71
Total		46	253
Western	Colombo North	35	92
	Colombo South	23	87
	Gampaha North	28	100
	Gampaha South	28	134
	Kalutara	34	140
Total		148	553
Northwestern	Kurunegala North	22	153
	Kurunegala South	21	152
	Puttalam	22	114
Total		65	419
Sum Total		653	3,409

3. Post offices newly opened in the year 2014

Vakarai	Waikkala
Parakaduwa	Paranthan
Dombagahawela	Mankulam

4. Significant achievements in the year 2014

➤ Resumption of night mail train service to Jaffna

The postal service which has been in operation uninterrupted in the Northern Province was further enhanced with the night mail train service with the resumption of Yaldevi train service to Jaffna on 14.10.2014 after a lapse of 27 years. Thus Sri Lanka Post became the link of communication that joined two cultures and two languages.

Eg: Making available services such as Mobitel/Telecom/ Insurance through post offices. Speed Post courier service is already in operation successfully in the two provinces.

➤ Sri Lanka for the first time served as the host country for the Executive Council Meeting of the Asia Pacific Postal union.

The Executive Council meeting of the Asia Pacific Postal Union held in Colombo on 15th – 19th September 2014 with the participation of 34 countries showcased the collaboration of state policies and cordiality among member countries.

The meeting helped in building the image of the country through the prevailing peaceful environment, promoting tourism and establishing mutual agreement among the postal administrations of the countries in Asia Pacific region as regards international postal activities.

➤ Telemail service was improved and telegram service that was in operation for 153 years is successfully in operation was removed. The income generated from

Telegram service in the year 2013 was Rs. 5.3 million but the Telemail service generated revenue amounting to 44 million in the year 2014.

➤ **Revision of postage after 07 years**

Postage rates were revised on 07 August 2014 after 07 years to deal with the competition created in the communication market, minimize costs and maintain rates at an affordable level to the public and it is expected to garner an additional income of Rs. 364 million through this revision.

- Introduction of model post offices in every district with the objective of providing a high quality postal service; this is currently in operation at Borella Post Office.
- International Express Mail Service (EMS) through which letters, postal items and parcels are dispatched to foreign destinations and delivered within the country covering 60 countries continues to thrive with attractive incomes. Replacing **IPS Light** software which was hitherto in use for regularizing and making international post more efficient with IPS FULL software for the provision of more effective and efficient service.
- The service of accepting telephone and other bills of Sri Lanka Telecom using e-pay software was launched in February 2014.
- The Local Speed Post Courier Service introduced in the year 2013 with a new look to deliver a letter or parcel from the public or any item accepted to be delivered within specified service standards identified at the island-wide level to the public and private sectors is currently in operation successfully with a tariff system affordable to the public.

Areas in operation	Delivery standards
Colombo urban zones 1-15	Accepting and delivering within 04 hours
Zones covering <ul style="list-style-type: none"> • Moratuwa • Maharagama • Boralesgamuwa • Biyagama • Jaela and suburbs 	Accepting and delivering within 06 hours
All towns and townships of the island covered by courier services	At 11.00 a.m. the following day
All towns and townships of the island not covered by courier services	Within 01 or 02 days
All rural areas of the Island	Within 03 days

- Offering supply services (Logi Post) to public and private sectors.
- Enlisting the active contribution of postmen to further enhance the income generation of the Department of Posts.

Based on the trust pinned by the people on a public department, plans have been made to deploy postmen to collect consumer utility bills, (Mobitel bills, telephone other bills of Telecom, water bills), deposits for accounts of National Savings Bank, insurance premiums of Sri Lanka Insurance Corporation. Under this programme, the postman visits homes, collects consumer utility bills and refers them to the relevant payment counters of post offices. This was successfully implemented as a pilot project in the Uva Province in the year 2013. Measures have been taken to increase the minimum amount that can be accepted by a postman from customer from Rs 25/- to Rs. 20,000/- and an insurance cover too has been offered for this cash limit in order to minimize the risk on public finances. Through this programme one postman is expected to collect approximately Rs 1000 per day.

- Implementing productivity promotion programmes at post offices. This is being implemented as “Productivity Cluster Programmes” covering every agency post office, main post office and sub post office.
- Further, on the instructions of the Supreme Court and the Department of Social Services, allocations amounting to Rs. 05 million have been set aside from 2014 to construct access ways for the disabled and by now such access ways have been constructed in approximately.

5. Major Services of Department of Post

➤ Departmental Services

1. Business Mail Service

This service was launched in the year 2003 specifically targeting the business and commercial enterprises with the objective of streamlining the delivery of their business letters to clients.

2. International Express Mail Service (EMS)

This service prompted by the rapid advancement of communication technology which made the world a global village was initiated with the objective of delivering postal articles speedily, safely and reliably to various locations in the world. At present Sri Lanka exchanges EMS articles with 62 countries in the world.

3. Local speed post service (Speed Post)

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

4. Speed Post service has been in operation since 01.10.2013 under the brand name of Speed Post Courier Service. Its main operation centre has been established at the Central Mail Exchange, Colombo. In addition, 10 sub-centers have been set up regionally.

5. Bulk mail service

For bulk mail senders, a registered number is given having obtained a refundable monthly deposit equivalent to their monthly postage. This enables them to post letters using the aforesaid registered number and by printing "Postage Paid" without affixing stamps or franking with a franking machine.

6. Money Order Service

The following money order services are in operation.

Ordinary money orders
Telegram money orders
Value Paid money orders

Fax money orders
Electronic Money Orders
Payment of British money orders

7. E-Commerce Service

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

8. Tele Mail Service

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

9. Fax Service

10. Issuing Postal Identity Cards

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

12. Communication Locale

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

➤ **Agency Services**

1. National Savings Bank Transactions

2. Western Union

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

3. Insurance activities with Sri Lanka Insurance Corporation

4. Collecting vehicle spot fines

5. Facility for payment of electricity bills

6. Facility for payment of examination fees
7. Payment of Mobitel bills
8. Contributing for the provision of social security funds
9. Farmers' pension
10. Fishermen's pension

➤ **Services provided free of charge**

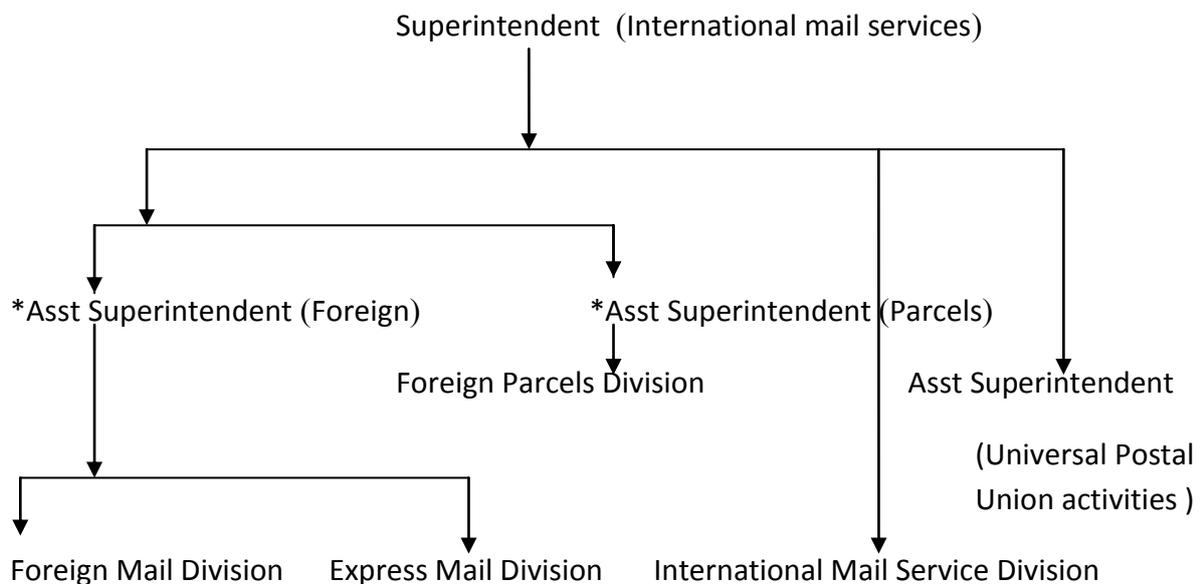
The following services are rendered free of charge by the Department of Post using its own provisions for the wellbeing of the public on behalf of the Department of Pensions and the Department of Social Services.

- Pension
- Public Subsistence Monthly Allowance
- Public Assistance Allowance- Leprosy, Cancer, Tuberculosis
- *In addition to giving the free postal service for the Parliament Ministers

6. International Postal Services Division

International Postal Services Division is under the purview of the Superintendent (International Mail Services) and is responsible for Deputy Postmaster General (Operations).

The present structure of the International Postal Division is as follows.



*The implementation of polices and rules & regulations of the Universal Postal Union and the planning, coordination and observation of the operational process by the Superintendent (International Mail Services) and administered by the Superintendent (Central Mail Exchange).

7. Universal Postal Union

The objective of the Universal Postal Union is to promote international cooperation through organizing and developing worldwide postal system.

Established in 1874, the **Universal Postal Union** became the specialized agency of the United Nations in 1948. The Union with 193 member countries is second only to International Telecommunications Union in age and to the International Football Federation in size.

The UPU's headquarters are located in Bern, Switzerland and its activities are carried out in English, French, German, Arabic, Chinese, Spanish, Portuguese and Russian languages.

Functions of international mail service

- Formulating standards for the provision of postal services
- Maintaining stability of services
- Protecting customers
- Using standard systems in postal exchanges
- Using standard systems in international transactions

Through the international mail service, exchange of

- Foreign registered letters,
- Foreign parcel posts,
- Foreign Express mail service, and
- Small packets take place.

Foreign registered letters

A bar code system of international S10m standard is used for foreign registered letters. These registered letters are entered using the IPS Light method and can be tracked and statistics about them can be maintained.

The number of registered items received in Sri Lanka and sent overseas

	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
2013	28939	24567	26832	24053	25204	23981	24548	25062	22889	27367	26499	27451	304392
2014	26268	23965	26824	24257	26528	22804	26103	26288	23897	29370	24501	27883	308688

The number of registered items received by Sri Lanka from foreign countries

	Jan	Feb	March	April	May	June	July	August	Sep	Oct	Nov	Dec	Total
2013	23360	20987	21906	22388	23887	21131	26724	24266	22720	21428	27177	25808	280782
2014	27239	21392	26059	26395	23706	22916	29497	29866	28172	27064	32665	28081	323052

- The countries to which the most number of registered letters are posted from Sri Lanka

Britain	India
Australia	America
South Korea	Canada

- The countries from which Sri Lanka receives the most number of overseas letters
 Britain Saudi Arabia
 Hong Kong India
 Singapore

Foreign Parcel Post

A code with international S10m is used for foreign parcels, too. These foreign parcels are entered using the IPS Light method and can be tracked and statistics about them can be maintained.

Parcels received by Sri Lanka for distribution (air)

	Jan	Feb	March	April	May	June	July	August	Sep	Oct	Nov	Dec	Total
2013	1805	1578	1327	1506	1197	1395	1500	1571	1215	1189	1587	1725	17595
2014	1371	1434	1360	1452	1347	1225	1511	1548	1506	1425	1725	1972	17906

Parcels received by Sri Lanka for distribution (sea)

	Jan	Feb	March	April	May	June	July	August	Sep	Oct	Nov	Dec	Total
2013	640	708	536	558	602	582	634	654	561	421	679	681	7256
2014	671	604	536	524	535	455	481	658	611	578	613	949	7233

- The countries to which the most number of parcels are posted from Sri Lanka
 Australia Britain
 Japan Germany
 North Korea Canada
 United States

- The countries from which Sri Lanka receive the most number of parcels :
 America France
 Germany India
 Dubai France

International Express Mail Service (EMS)

EMS is a service used for exchange of postal items within a very short period as per timely needs under the guidance and supervision of the Universal Postal Union.

A bar code system of international S10m standard is used for this too.EMS data is entered using the IPS Light method and can be tracked and statistics about them can be maintained.

The number of EMS items received by Sri Lanka for distribution

	Jan	Feb	March	April	May	June	July	August	Sep	Oct	Nov	Dec	Total
2013	7902	8189	8567	7645	7656	7457	8209	8156	7222	8188	7709	9658	96558
2014	7170	7866	8659	7966	7862	8112	8488	9265	8706	9037	8691	10047	101869

The number of EMS received by Sri Lanka and sent overseas

	Jan	Feb	March	April	May	June	July	August	Sep	Oct	Nov	Dec	Total
2013	2883	2556	2858	3439	2947	2807	3127	2953	2811	3298	3335	3399	36413
2014	2639	2379	3018	3611	3043	2844	3082	2837	3123	3241	3355	3658	36830

- Countries with which EMS transactions are carried out

Australia, Japan, South Korea, Britain, United States, China, Canada

- Countries which send EMS

South Korea
Taiwan

Hong Kong
China

Australia

Overseas small packets (CD)

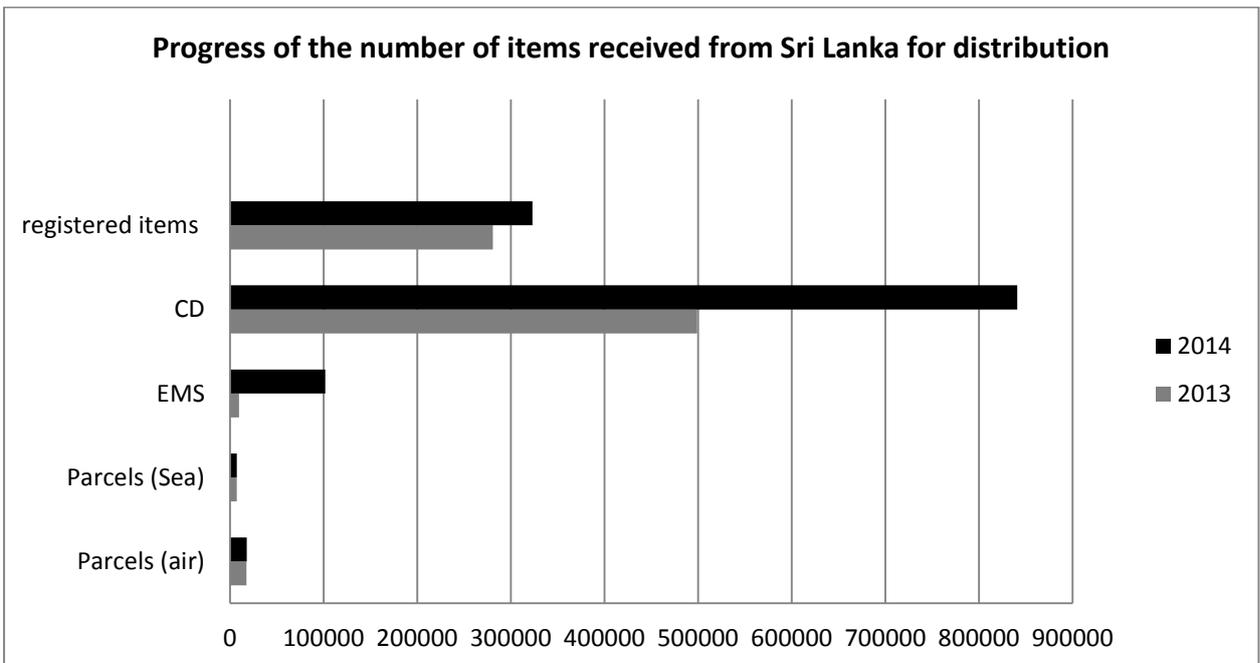
This is one of the fastest developing services at present. A rapid growth has been witnessed in this sector consequent to the increased e-business volume through the Internet. A number with international S10m standard is not used for this service as yet. Thus the possibility of tracking or maintaining statistics as regards overseas small packets is limited.

Small packets received by Sri Lanka for distribution

	Jan	Feb	March	April	May	June	July	August	Sep	Oct	Nov	Dec	Total
2013	34709	27175	29404	29835	40403	35250	48281	47944	42657	44758	58717	59864	498997
2014	62728	46584	57084	51379	71369	64628	76815	89137	72670	67584	109399	71530	840907

Small packets accepted by Sri Lanka and sent overseas

	Jan	Feb	March	April	May	June	July	August	Sep	Oct	Nov	Dec	Total
2013	569	421	543	641	567	491	586	595	534	682	625	685	6939
2014	697	572	656	766	763	659	737	726	717	760	1009	926	8988



Annual Progress of the International Mail Division in 2014

1. The number of EMS parcels received by Sri Lanka from foreign countries has recorded a growth of 5% in 2014 in comparison to 2013.
2. Foreign small packets received by Sri Lanka for distribution has registered an increase of 68 % in 2014 compared to previous year.
3. Small packets sent from Sri Lanka to overseas has recorded an increase of 29.52% in 2014 in comparison to 2013.
4. The number of foreign registered items received by Sri Lanka for distribution posted a year on year increase of 15%.
5. The number of registered items sent from Sri Lanka to foreign countries has recorded a growth of 14% in 2014 as against 2013.
6. International postal income has increased by 6.7% in the year 2014 in comparison to year 2013.

Programmes proposed in the year 2014

To move from IPS LIGHT system currently being used for calculation purposes in the foreign mail operation process to IPS POST system.

Contribution of the Universal Postal Union

Using a grant extended by the Quality of Service Fund of the Universal Postal Union, five lorries were purchased for the transportation of mail. These lorries are expected to be put into use within the next few months.

Foreign Mail Transport

Foreign mail transport is carried out by two major divisions.

- Internal transport
- External transport

Internal Transport

Transporting foreign mail accepted by outstation post offices to the Central Mail Exchange and the transport of mail received from foreign countries to distribution offices is carried out by the Internal Transport Division.

As the Foreign Comparison Centre of Sri Lanka Post is housed at the Central Mail Exchange, all foreign mail from the regions has to be transported to the Central Mail Exchange.

Air Transport

Other than Surface mail, all foreign mail articles are transported by air. All ordinary and parcel foreign mailbags closed by the Central Mail Exchange at 3.00 p.m. every day and EMS bags at 4.30 p.m. on all days except Sunday are transported by vehicles of Postal Transport Division to Cargo Post Office at the Katunayake airport and handed over to Sri Lankan Air to be handed over to the relevant airlines.

8. Building Division

Construction of new buildings, maintenance of existing buildings and acquisition of lands are carried out by this Division.

New buildings constructed in 2014

Province	R.P.S Division	Post office/ building	Provisions received	Provisions spent
Northcentral	Anuradhapura	Anuradhapura postal complex.	11,089,602.02	11,089,602.02
		Padaviparakramapura	185,270.99	185,270.99
Western	Colombo North	Awissawella	13,834,202.50	13,834,202.50
Southern	Galle	Imaduwa	8,587,964.57	8,587,964.57
Northwestern	Puttalam	Waikkala	885,777.49	2,025,856.21
		Madurankuliya	1,214,403.72	
Eastern	Akkareipattu	Kalmunai	1,630,467.99	1,630,467.99
Uva	Badulla	Ella	1,998,661.69	Nil
	Badulla	Badulla	319,024.00	319,024.00
	Monaragala	Dombagahawela	56,250.00	56,250.00
Northern	Vavuniya	Mankulam	168,500.00	166,820.00
Central	Nuwaraeliya	Talawakele	615,200.00	546,790.00
Sabaragamuwa	Ratnapura	Parakaduwa	23,500.00	23,500.00

New buildings opened in 2014

Province	R.P.S Division	Post office/ building	Date opened
Sabaragamuwa	Ratnapura	Parakaduwa	2014.08.29
Northwestern	Puttalam	Waikkala	2014.09.09
Northern	Vavuniya	Mankulama	2014.09.29
		Paranthan	2014.12.20
Uva	Monaragala	Dombagahawela	2014.09.01

9. Information Technology Division

The prime objective of this division is to provide an efficient and qualitative service to the consumers employing new technology. Duties relevant to the Postal Network Project are carried out by this division.

10. Procurement Division

The Procurement Division has been established to maintain the procurement process of the Department in a more efficient and transparent manner. This division is under the purview of the Chief Accountant.

308-01-01-2001

Details of buildings and constructed and renovated during the year 2014 are given below:

S.No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
1	POST/PMD/04/64-01/2014	Repairing the roof of main post office building Nuwaraeliya	4,142,025.22
2	POST/PMD/04/72/2013	Repairing several rooms at the building of the Postal Department at Narahenpita	1,742,944.00
3	POST/PMD/05/44-08/2014	Erecting a coordinating office in the second floor for the Executive Committee meeting of the Asia Pacific Postal Union	384,271.46
4	POST/PMD/04/74/2014	Securing new power connection for Record Room II and trade union office premises	463,659.60
5	POST/PMD/04/73/2014	Constructing the proposed extension to the Regional Postal Superintendent's Office, Polonnaruwa.	2,312,772.00

308-01-01-2103 Given below is the basic expenditure for the purchase of machinery

S.No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
6	POST/PMD/05/44-15/2014	Purchasing 15 desktop computers	1,288,020.00
7	POST/PMD/05/44-26/2014	Purchasing 400 letter scales	4,928,000.00

308-01-01-1201

S.No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
8	POST/PMD/04/45-01/2014	Procuring T-shirts for the staff of the postal headquarters	242,950.00
9	POST/PMD/01/33-03/2014	Printing and procuring 50,000 POL 69 electricity bill books	4,480,000.00
10	POST/PMD/03/50-07/2014	Selecting a stamp designer for the artwork and page setting for a souvenir	224,500.00
11	POST/PMD/01/33/2014	Printing 2 million Telemail -01 forms	1,120,000.00
12	POST/PMD/01/81-01/2014	Purchasing items for holiday resorts.	692,520.00

108-02-03-2502

Some of the functions executed by the Department for the Executive Committee meeting of the Asia Pacific Postal Union are indicted below.

S.No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
13	POST/PMD/02/16 (01-13)/2014	Procuring 750 T-shirts for the Executive Committee meeting of the Asia Pacific Postal Union	555,424.13
14	POST/PMD/02/16 (01-16)/2014	Preparing and procuring souvenirs Executive Committee meeting of the Asia Pacific Postal Union	573,750.00
15	POST/PMD/02/16 (01-28)/2014	Reserving special train 'Viceroy' for the trip organized as part of the Executive Committee meeting of the Asia Pacific Postal Union	1,324,250.00
16	POST/PMD/02/16 (01-20)/2014	Managing the activities of ceremonies for the Executive Committee meeting of the Asia Pacific Postal Union.	3,707,950.00

108-02-03-2502 (Under post office networking project)

Under the post office networking project necessary action has been taken to purchase equipment required for establishing the post office local area network, purchasing networking accessories for post offices and control offices and entering into agreements for servicing and maintaining computers provided to post offices. For all these activities, the Secretary has allocated funds from the financial provisions allotted to the Ministry of Postal Services under the post office networking project. Some of them are tabulated below.

S.No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
17	POST/PMD/03/50-05/2014	Awareness raising workshop on philately promotion programmes of 2014	100,000.00
18	POST/PMD/04/45-05/2014	Purchasing networking equipment for post office Local Area Network	1,090,040.00
19	POST/PMD/02/44-31/2014	Purchasing equipment required for the installation of the server to develop server computer facilities of the Information Technology Division.	301,341.60
20	POST/PMD/04/45-03/2014	Procuring networking accessory sets for post offices and control offices.	562,400.00
21	POST/PMD/02/44-31/2013	Purchasing two server computers for the activities of the Philatelic Bureau.	2,424,000.00
22	POST/PMD/05/70-15/2014	Entering into service agreements for 250 computers equipment and accessory sets purchased for post office networking project	1,115,542.26

23	POST/PMD/05/70-16/2014	Entering into service agreements for 500 computers equipment and accessory sets purchased for post office networking project	1,667,435.25
24	POST/PMD/04/45-12/2014	Getting a mobile phone application designed for publicity and sale of stamps.	200,000.00
25	POST/PMD/01/38-01/2014	Procuring hotel facilities for Information Technology Forum.	975,000.00

Special activities of other items of recurrent expenditure are given below.

308-01-01-1405

S.No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
26	POST/PMD/04/45-07/2014	Grating permanent appointment letters to estate postmen For the hall Rs. 90,713.76 For food and beverage Rs. 218,175.00	308,888.76
27	POST/PMD/03/Mis/2014	Obtaining insurance cover for increasing the amount that can be carried by postman from Rs.25/- to Rs. 20,000/-.	716,899.96

308-01-01-1301

Genuine spare parts were purchased from the relevant agencies and handed over to the Mechanical Engineering Division to prevent recurrent repairs in vehicles of the Department of Post.

S.No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
28	POST/PMD/03/51-02/2014	Procuring accessories required for repairing Mitsubishi vehicles of Department of Posts	6,154,360.00
29	POST/PMD/03/51-03/2014	Procuring accessories required for repairing Nissan vehicles of Department of Posts	6,598,256.11
30	POST/PMD/03/51-05/2014	Procuring accessories required for repairing Toyota vehicles of Department of Posts	178,113.60
31	POST/PMD/03/51-08/2014	Purchasing tyres belonging to the Department	2,312,352.80
32	POST/PMD/03/55-03/2014	Obtaining insurance cover for vehicles belonging to the Department for the year 2015.	4,761,658.82

It has been agreed to purchase five lorries to the Postal Department under the Quality Service Fund of the Universal Postal Union (QSFLKA 1311). The procurement process has now been completed and handed over to the Department.

S.No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
33	POST/PMD/03/54/2014	Purchasing five lorries to the Postal Department under the Quality Service Fund of the Universal Postal Union (QSFLKA 1311).	29,008,040.00

308-01-01-2401 (Training expenditure items)

Action was taken to conduct leadership training workshops at the provincial level and at the Central Mail Exchange.

S.No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
34	POST/PMD/01/35/2014	Selecting a trained group required for practical activities of the provincial leadership training workshops. (Outbound Training)	3,500,000.00

308-02-01-2502

Activities carried out under the stamp promotion fund of the Philatelic Bureau are as follows.

S.No	Procurement Number	Item	Total amount (inclusive of all taxes) Rs.
35	POST/PMD/03/50-20/2014	Selecting a person for setting pages for the redesigning the Sri Lanka Stamp Catalogue.	785,700.00
36	POST/PMD/03/50-35/2014	Procuring stamp holders for annual stamp packets, stamp pouches for thematic stamp packets, pouches for souvenir books.	3,887,335.47

11. Maintenance Division

Maintenance activities of the Postal Headquarters are carried out by the Maintenance Division. It is responsible for keeping air conditioners and lifts in good order and also maintains the garden of the headquarters. Further, the distribution of electronic equipment purchased by the Procurement Division and stationary obtained by the Supplies Office are distributed among various divisions of the Postal Headquarters by this division. It also carries out administrative and maintenance activities of the Postal Holiday Resorts at Sigiriya, Trincomalee, Nuwaraeliya, Anuradhapura, Mannar and Karainagar. This division is administered by the Assistant Administrative Secretary (Headquarters) under the patronage of Deputy Postmaster General (Administrative).

Maintenance work carried out at the Postal Headquarters in the year 2014.

- Repairing, servicing and maintenance activities
 - of the electrical lift system,
 - central air-conditioning

- other air-conditioning units of the headquarters,
- pump house of the headquarters,
- intercom system of the headquarters and
- generator system of the headquarters
- Maintaining fire fighting system of the headquarters.
- Distributing equipment to the head quarters, record room II, postal training institutes, investigation office and their relevant divisions.
- Procuring and distributing furniture, equipment and stationary required for the offices of the Headquarters.
- Work related to neon electrical signal system of the headquarters.
- Distributing items and equipment required for holiday resorts.
- Accepting items purchased by the Procurement Division and distributing them among the relevant sections.
- Procuring and distributing uniforms for minor staff.
- Carrying out emergency repairs and maintenance work.
- Procuring and installing air conditioning units.
- Procuring and distributing printing items.
- Cleaning the headquarters building and the surrounding area on daily basis.
- Meeting emergency needs of offices by maintaining a petty cash fund.
- Matters related to the municipal council.
- Organizing activities related to ceremonies.

12. Staff Skills Development and Training

Training is an essential component in improving quality of institutional service. In the Department of Post, officers are provided the required training at the Postal Management Training Institute.

The number of regional Postal Training Institutes of Sri Lanka Posts is eight.

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

In addition, staff is also trained through local training institutions and overseas scholarships granted by the Asia Pacific Postal Union (APPU).

The main focus of the training programmes is to enhance knowledge and skills of the staff of the Postal Department serving in post offices across the country. Skills development programmes of the staff from executive grades to minor employee categories with the

objective of providing an effective and efficient service to the public are conducted primarily the Postal Management Training Institute in Colombo and other Postal Training institutes.

Responsibilities of these postal training institutes have been entrusted to a Chief Instructor and the training programmes are conducted by a panel of experts. All training programmes are supervised by the Director (Training).

Details of courses conducted in the year 2014

Institute	Description	No of Training Courses	No of Participants
Postal Management Training College	Internal courses	13	1127
	Training given by external organizations	18	43
	Foreign training courses	19	33
Postal training Institute training programmes	Galle	6	331
	Wellawatta	5	260
	Thambuttegama	7	693
	Kandy	10	1088
	Jaffna	2	50
	Batticaloa	2	49
	Badulla	14	351
	Polgahawela	7	178
Provincial training programmes	Central Province	23	1686
	Eastern province	7	296
	Northcentral province	9	519
	Northwestern Province	23	1830
	Northern Province	7	388
	Southern Province	4	676
	Sabaragamuwa province	16	1789
	Uva province	10	337
	Western Province	34	2275
	Central Mail Exchange	4	292
Total		240	14291

Provisions allocated and spent for training programmes in the year 2014

	Head of expenditure	Provisions allocated	Provisions spent	No. Of participants
Local	Training and skills development (308-01-01-2401)	10,000,148.78	9,852,726.17	14,258
Foreign	Foreign travel expenses head of expenditure (308-01-01-1102)	4,500,000.00	4,421,568.65	33
	Total	14,500,148.78	14,274,294.82	14,291

Allocation and spending of provisions for provincial training programmes in 2014

Province	Provisions allocated for the year 2014	Provisions spent in 2014
Western	895,000.00	870,827.00
Central	640,000.00	636,638.28
Uva	442,888.00	442,755.98
Sabaragamuwa	826,966.00	826,571.10
North-central	682,626.00	682,625.28
Northern	350,000.00	349,398.94
Eastern	178,234.00	178,234.00
Northwestern	1,071,380.00	915,810.60
Southern	528,027.00	526,821.94
Postal Management Training Institute	4,085,027.78	4,171,300.05
Central Mail Exchange	300,000.00	251,743.00
Total	10,000,148.78	9,852,726.17

13. Recruitment and Promotions

All recruitments of the Department are carried out on merit basis through limited, open competitive examinations.

- Interviews were conducted on 12.02.2014 for 25 candidates who passed the competitive examination for the promotion/ recruitment for the posts of Post Office Investigation Inspector/Postal Account Inspector of Group 'A' Grade III Segment 'B' of the Unified Postal Service held on 17.08.2013 to fill 55 vacancies. The recommendations of the interview were forwarded for the approval of the Public Service Commission and action was taken to grant appointments for 22 approved by the PSC.
- Taking action to conduct the competitive examination-2012 (2013) for the promotion/recruitment to the posts of Post office investigation inspector/ postal accounts inspector belonging to the Group 'A' iii Grade B of the Unified Postal Service.
- Making preliminary arrangements for the conduct the 3rd efficiency bar examination for Supervisory Management Assistant -Non Technical/ Technical categories of Grade I Officers.
- Conducting practical tests for 108 candidates who passed the limited/open competitive examination for the recruitment to the post of Postal Driver belonging to the Primary Service Category of the Department of Posts and conducting interviews for 44 who passed the practical test.

- Taking steps to direct 418 postal service officers for the six month training course conducted by the Postal Training Institute.
- Making preliminary arrangements for the conduct of the open//limited competitive examination (2014) for the recruitment to the post of Building Inspector of the Supervisory Management Assistant – Technical Service Category.
- Making arrangements for the conduct of the limited competitive examination 2012 (2014) for junior employees and sub postmasters for the promotion to Postal Service Officer in Group ‘A’ Grade ‘B’ of the Unified Postal Service.
- Making preliminary arrangements for the conduct of the Common Charge Examination for the officers of the Group ‘B’ Grade 1‘B’ of the unified Postal Service.
- Making preliminary arrangements to hold the open competitive examination 2014/2015 for the recruitment of Supervisory Management Assistant -Non Technical/ Technical categories of Grade III Officers.

Retirement

Staff officers	17
Officers of Group ‘A’ Grade 1‘A’ of the Unified Postal Service	42
Officers of Group ‘A’ Grade 1‘B’ of the Unified Postal Service	102
Sub postmasters	72
Junior staff	124

14. Philatelic Bureau

Amongst the major functions discharged by the Philatelic Bureau are the planning and issuing of stamps and the sale of stamps for local stamp collectors.

1. Many local and foreign stamp collectors who have distanced themselves from the membership of the Philatelic Bureau on account of not receiving their new stamps and other items in respect of fixed orders/ casual orders on time were brought back once again to the folds of the Philatelic Bureau during the year 2014.
2. Customer satisfaction and convenience was enhanced by increasing the number of stamp counters from 02 to 03 and by extending business hours from 9.00 a.m. to 5.30 p.m. (including Saturday)

On account of these reasons, the Philatelic Bureau was able to improve the performance of the Philatelic Bureau in the year 2014 and to make some contribution towards the achievement of the objectives of the Department of Post of making postal service closer to the public through increased customer satisfaction.

Services rendered by the Philatelic Bureau

01. Fixed orders facility

This is the main mode of service delivery by the Philatelic Bureau to local and foreign stamp collectors. Accounts of the majority of stamp collectors which remained dormant up to 2014 were reactivated and by the end of the year, the number of local stamp orders exceeded 3000. In addition, the number of foreign fixed orders passed 85.

In order to avail of this service, stamp collectors should open a fixed order account indicating the types of stamps/ stamp associated materials they need and an adequate amount of money should be deposited in the account. Materials apposite to the value in the account are issued to the customer and when the deposit depletes, account has to be updated.

02. Casual Order Facility

The Philatelic Bureau provides the casual order facility to customers who collect local and foreign stamps though not willing to maintain a fixed account but are interested in purchasing stamps and associated materials. Such customers are provided only the stamps and stamp associated materials of their choice and they have to pay the money at once. By the end of the year the number of such casual accounts surpassed 300.

03. School Philatelic Societies

The establishment of school philatelic societies at the national level commenced in the year 2014 and a formal agreement in this connection was signed by Secretary to the Ministry of Postal Services, Mr. Hemasiri Fernando on behalf of the Department of Posts and the Secretary to the Ministry of Education Mr. Anura Dissanayake on behalf of the Ministry. Two awareness raising workshops for school philatelic society coordinators (teachers of respective schools) were conducted at the auditorium of the Department of Posts. Philatelic society coordinators of the schools of the Western Province participated at the workshops. The programme for the philatelic society coordinators of the Central Province is to be implemented in the year 2015.

Stamp Advisory Committee Meetings

This committee reviews the issuance of stamps and development of activities associated with stamps. This committee meets eight times a year.

The Postmaster General is the Chairman of the Stamp Advisory Committee and the number of members is 13. Five (05) of them represent the Department and the

Ministry and the remaining members (08) outsiders involved in philately related activities.

Officials serving in the Committee

1. Postmaster General - Chairman
2. Deputy Postmaster General (in charge of Philatelic Bureau)
3. An officer from the Ministry of Posts
4. Director (Philatelic Bureau) - Secretary
5. A representative from the Government Press

Other Members

1. Five (05) members from the registered philatelic societies
2. Two (02) expert philatelists
3. One (01) stamp sale agent

Issuance of stamps during 2014

During the year 2014, 45 stamps were issued under 22 different themes. The 22 stamp issues issued during the year have been unrolled from stamp notice number 837 to 858.

Distinguished personality stamps	05	Issues	05
Stamps for religious festivals	08	Issues	03
Stamps for international events	05	issues	05
Stamps for national events	09	issues	06
Stamps on local/foreign important events	<u>18</u>	issues	<u>03</u>
Stamp	<u>45</u>	Issues	<u>22</u>

Amongst the 18 stamps issued to mark local/foreign important events, the 02 stamps issued for nine-arch Bridge at Demodara, 06 stamps issued for Pigeon Island of Trincomalee and 10 stamps issued for solar system earned the admiration of stamp collectors.

According to the stamp calendar of 2014 World Wildlife Day, World Youth Conference, World Environment Day, International Day of Children, World Post Day were the international events for which stamps were issued.

Souvenir papers were not issued for any of the aforesaid 22 issues. Souvenir sheets were issued for Thaipongal Day-2014, Vesak Festival-2014 and APPU Conference-2014 while a stamp sheetlet was issued for the stamps on solar system.

Further, 02 presentation packs and 06 stamp holders were created as value added products associated with stamps.

Stamp sale counters

The extension of business hours of stamp counters which were started 02 years ago from 9.30 a.m. to 5.30 p.m. took place in the year 2014 and the revenue generated by the 03 stamp counters is tabulated below.

Month	Amount- Rs.
January	210,408.00
February	565,743.50
March	796,822.00
April	455,974.50
May	769,256.00
June	620,330.50
July	703,306.00
August	1,117,768.00
September	1,039,335.00
October	1,016,207.00
November	1,179,614.00
December	1,738,844.50
Total	10,213,609.00

Value added stamp associated products

- **Annual Stamp Packets**

Stamp packets in respect of the years 2011 and 2012 were prepared and presented for sale in the year 2014.

- **Stamp/Souvenir sheet Book**

Measures were taken to design 03 segments of stamp catalogue which includes all stamps issued up to 31.12.2014 from year 1857, the year in which the first stamp was issued and the 2nd and 3rd segments were finalized and sent for printing. The 1st segment is expected to be completed in 2015.

Segment i	-from 1857 to 1947
Segment ii	-from 1948 to 1999
Segment iii	-from 2000 to 2014

Similarly, the compilation of the souvenir sheet catalogue containing all souvenir sheets designed hitherto was finalized in the year 2014 and arrangements have been made to print it in the year 2014.

All these were created on the request of local and overseas stamp collectors and are expected to have a very high demand.

- **Stamp posters**

The Philatelic Bureau has decided to design a poster with stamps and sell each at Rs 25/-. Arrangements have been made to print -

- One poster from 1972 to 1976,
- One poster from 1977 to 1978,

One poster from 1979 to 1980,
 One poster for 1981,
 One poster for 1982, and
 One poster for each year from 2006 to 2013.

National Stamp Exhibition and Sale

The national stamp exhibition and sale organized jointly by the Philatelic Bureau and the Stamp Collectors Society was held for four days from December 04 and thousands of postage stamp collectors attended the event. In addition, stamps sellers too participated in the exhibition. There were 15 counters available for stamp lovers to purchase items of their choice. Such an exhibition was held after a lapse of six years.

The Philatelic Bureau organized stamp competitions under 04 categories as part of the exhibition and Mr. James Song of the international jury (FIAP) served as the adjudicator and winners were awarded gifts and certificates by the Philatelic Bureau.

Income

The income of the Philatelic Bureau in the year 2014 was Rs. 20,816,741.40.

In comparison to year 2013, the income in the year 2014 has dropped by Rs. 4,403,924.81. A large amount of money that had been received by the Bureau before 2013 but not accounted had been brought to accounts in 2013 resulting in the overall income topping Rs 25.2 million. The income of the Philatelic Bureau is expected to remain stable in the coming years with the enrollment of new members and the update of member accounts to provide them with stamps and associated materials.

Income generated by the Philatelic Bureau from the Year 2010 to 2014

Year	Number of stamps issued	Amount of money collected Rs. Mn	Deficit/ surplus in comparison to previous year
2010	50	4.40	-
2011	53	16.0	11.6
2012	67	20.0	4.0
2013	39	25.2	5.2
2014	45	20.8	-4.4

15. Investigation Process

Investigations and audits to curtail corruption, frauds and irregularities of the Department are conducted by the Investigation Office under a Controller (Administration) with the supervision of the Deputy Postmaster General (Control) and the Internal Audit Division headed by the Chief Internal Auditor.

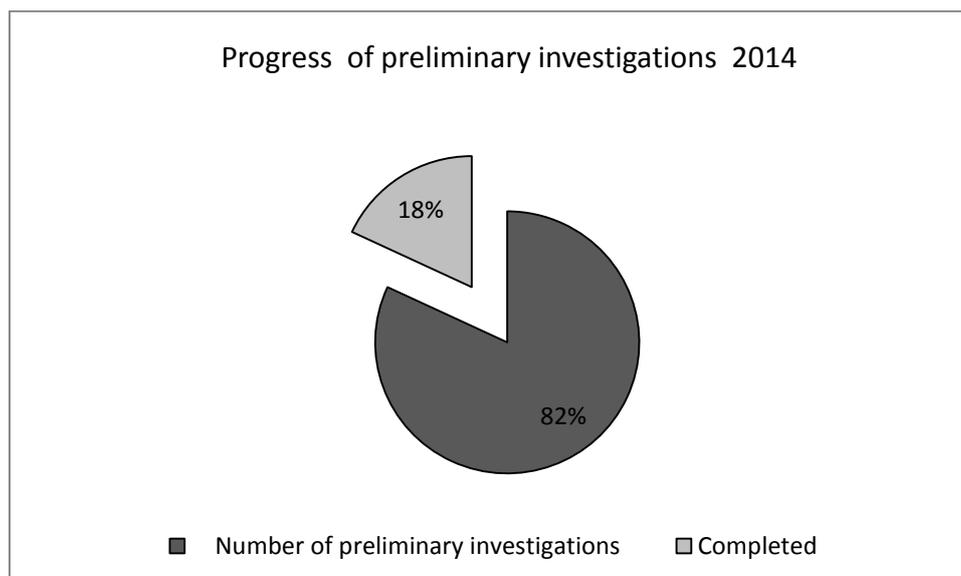
The objective of this is to conduct a technically compatible robust and transparent investigation and audit process agreeable to all parties.

Investigation

Accordingly, preliminary investigations are conducted through 37 offices including the Central Mail Exchange, regional provincial postmasters' offices and regional postal superintendents' offices.

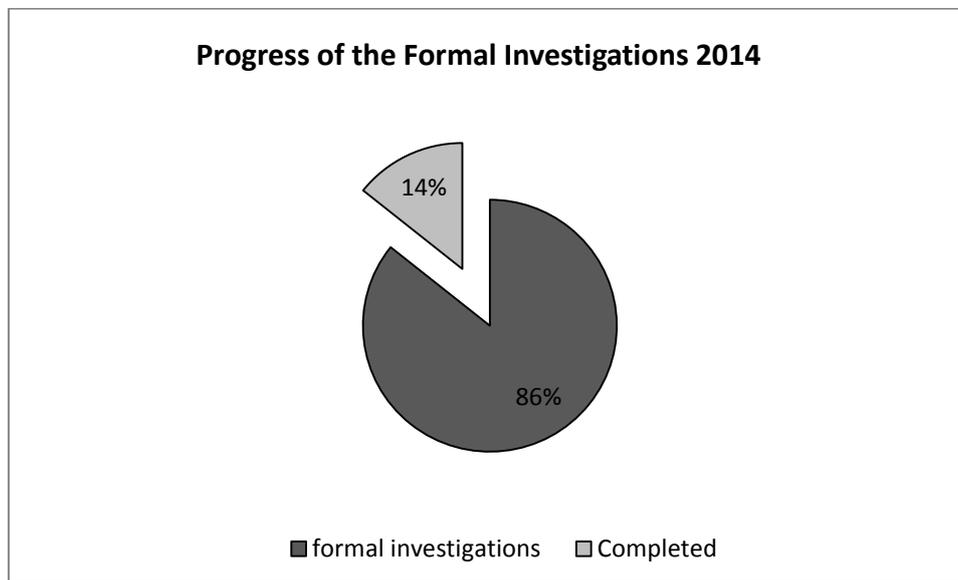
Number of preliminary investigations in the year 2014

Year		Central	Eastern	North	North central	North western	Sabaragam uwa	South	Uva	Western	C.M.E	Controller (Investigati	Total
2014	At hand as at 2014.01.01	108	05	21	13	98	105	148	32	856	441	375	2202
	Received	176	12	04	34	52	30	101	56	328	249	96	1138
	Total	284	17	25	47	150	135	249	88	1184	690	471	3340
	Completed	115	02	06	18	57	10	56	14	108	322	29	737
	Remaining as at 2014.12.31	169	15	19	29	93	125	193	74	1076	368	442	2603



Number of formal investigations in the year 2014

Year		Central	Eastern	North	North central	North western	Sabaragamuwa	South	Uva	Western	C.M.E	Controller (Investigation)	Total
2014	At hand as at 2014.01.01	02	02	-	03	04	02	05	06	08	-	06	38
	Received	02	01	-	01	04	-	04	-	-	-	04	16
	Total	04	03	-	04	08	02	09	06	08	-	10	54
	Completed	02	-	-	-	02	01	02	02	-	-	-	09
	Remaining as at 2014.12.31	02	03	-	04	06	01	07	04	08	-	10	45



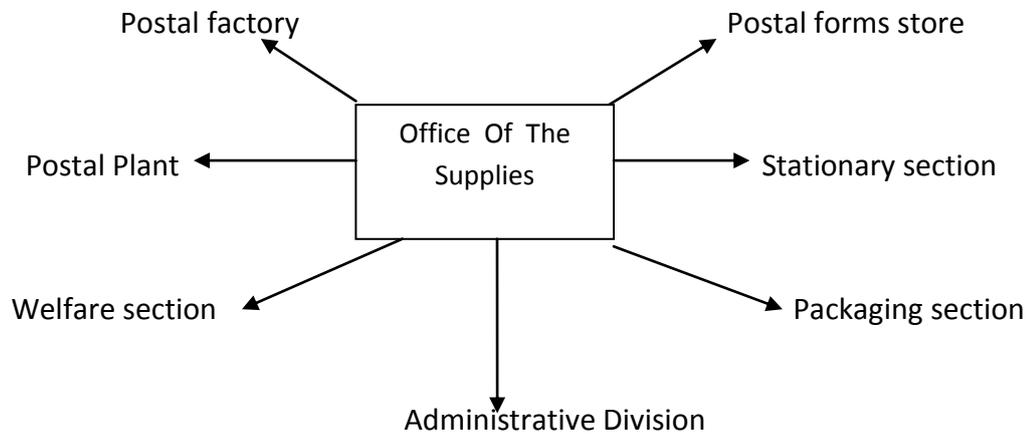
Report of the Internal Audit

Audit activities were carried out as indicated below in the year 2014

Post offices (Super Grade)-	09
Post offices (Grade I)-	68
Post offices (Grade II)-	<u>54</u>
Total	<u>131</u>
Communication Locale	14
District audit offices	03

16. Supply Process

All supplies required for the supply process of the Department are provided by the Suppliers Office which is headed by a Assistant superintendent.



- **Superintendent (Supplies) Office**

The Supplies Office of the Department also functions as an administrative office since 2011 and all administrative activities of officials and employees are handled by this section. The Supplies Office is also responsible for bringing down all money order forms and all types of pads from the Government Press and distributing among the district accountants.

- **Postal Forms Store**

Issuance and distribution of printed forms, receipt books, labels to all post offices, sub post offices, agency post offices, administrative and accounts offices as well as to Forms stores at Polgahawla, Badulla, Kandy, Ratnapura and Ampara is carried out by this division.

This section supplies forms to 18 district accounting offices, 26 regional postal superintendents' offices, 15 district control officer offices, 09 Deputy Postmaster General offices and 07 postal training institutes. In addition forms have also been supplied to 764 agency post offices last year.

05 types of barcodes are distributed by this office and 341,000 barcodes of RF type and 14,000 barcodes of CP type have been issued last year. 20,000 EMS barcodes required for the EMS service too have been issued. For the local speed post, BB type barcodes have been issued.

50,000 POA 1 and POA1A books introduced for accepting money for payment of bills through postmen which is one of the newest services initiated by the Department have been issued.

Proceeds amounting to Rs 103,320/- generated through the sale of forms which are no longer in use and remained in the store many years were credited to the account of the Postmaster General.

- **Stationary Section**

The following items were distributed island-wide by this section during the year 2014.

Lead franks	- 1,079,500
Secured plastic franks	- 2, 657,500
Sealing wax	- 2,657,500
Skein of cords	- 1,584,100
Balls of twine	- 1,861,400
Tin docket	- 875,600
Black ink bottle for date seals	- 2,096
A4 GSM 80 packets	- 5,000
Date seal pads	- 1,377
Date seal plates	- 1,069
Postal franking machine cartridges	- 41
Postal franking machine ink –red	- 39
Laser printer toner	- 213
Envelopes 10 x 14	- 59,630
Envelopes 10 x 07	- 68,055
Envelopes 6 x 4	- 229,900
Envelopes 9 x 4	- 277,200
Identity card covers	- 17,500

In addition, items procured by minor procurement section are distributed by this section to offices, mechanical engineering division and accountant section (stamp).

Packaging Division

Plastic tags, lead and tin docket and empty bags used by all offices of the Department are returned daily to the packaging division. Empty bags are cut and sent to stationary section and tin docket, plastic tags are stored and resold through the minor procurement committee.

The amount credited to the account of the Postmaster General through reselling was Rs. 433,880/- during the year 2014.

The department was able to save Rs. 1,253,805/- due to purchasing of refined tin docket at a cheaper rate.

- **Postal Factory**

Repairing safes

Repairing locks of steel cupboards and wooden cupboards and painting them

Repairing broken furniture and sending them back to the offices.

Weaving chairs

Printing state emblem in mail bags.

In addition, upon workers of the Postal Factory upon request undertake painting of post offices and preparing post office name boards.

- **Postal Plant**

The key function of this section is to collect printed materials required for the post office counter activities from the Government Press and staple them into books. More than 1500 books and pads are prepared daily.

- **Welfare Section**

Only one junior officer has been deployed for the work of the welfare section. As provisions were not allocated in the year 2014, many welfare activities were carried out with contributions from various institutions.

17. Central Mail Exchange

The Central Mail Exchange is the nerve centre of the Sri Lanka postal service. The Central Mail Exchange is also the main postal items exchange centre. Collecting all types of local and foreign letters posted by the public, sorting, transporting and delivering them to their intended destinations take place in the Central Mail Exchange. It is administered by Superintendent under the supervision of the Deputy Postmaster General (Operations).

The Central Mail Exchange functions under five major sections.

1. Domestic Mail Section
2. Foreign Division
3. Registration Section
4. Parcel Section
5. Administrative Section

Domestic Mail Section

A higher percentage of activities at the Central Mail Exchange is shouldered by the Domestic Mail Section. It functions under an Assistant Superintendent (Inland Mail) under the supervision of the Superintendent (CME).

 Franking Room

 Mail Room

 Senior Inspector's Section

- ✚ Postmaster (Junior Employee) Section
- ✚ Post Box Section
- ✚ Mailbags Clerks' Section
- ✚ Mail Redirecting Section
- ✚ Logistics Officers Section
- ✚ Logistics Officers Section (M.S.O) Section
- ✚ Senior Comparison Officers Section

Franking Room

Upon the receipt of letters posted through Central Mail Exchange and letters posted through mail boxes established in towns to this section, they are date stamped. Invalidation by date stamping is taking place in this room and it is done manually as well as electrically operated franking machines. Turning letters face upwards for sorting and arranging them in lines are also carried out by this section.

Income of two franking machines in 2013 and 2014

Month	Year 2013 Rs.	Year 2014 Rs.
January	2,478,018.00	808,356.00
February	2,486,936.00	457,778.00
March	2,229,954.00	322,188.00
April	1,933,511.00	527,456.00
May	1,084,486.00	666,764.50
June	487,118.00	690,948.50
July	960,021.00	576,398.50
August	671,679.00	1,657,520.00
September	637,331.00	1,501,980.00
October	197,597.00	1,941,000.00
November	456,968.00	254,743.00
December	1,139,967.00	1,893,382.00
Total	14,763,586.00	11,298,514.50

Mailroom

This is the most prominent section of the Inland Mail Section. Sorting of ordinary letters received from mail boxes, mail bag owners, business mail section, bulk mail section and Colombo delivery section and forwarding them to the relevant offices are carried out here. In addition, comparison of mail received from outstations and the direction of postal items received from mobile post offices at Badulla, Kandy and Galle to destination officers also take place here. This section received 740 mailbags on average per day for comparison and approximately 640 mailbags are closed and dispatched to outstation post offices. Letters are delivered throughout the island through Jaffna and Batticaloa trains, vans of the Department and SLTB buses and through 03 mobile post offices at Badulla, Kandy and Galle.

Senior Inspector's Section

The main duty of this section is to deliver letters to institutions and residents in 15 urban zones in Colombo. The distribution of letters is decentralized and entrusted to the post offices at Salve Island, Wellawatta, Havelock Town, Borella and Kotahena. The delivery of letters in the remaining 08 urban zones is done by the Central Mail Exchange.

159 postmen have been deployed for the delivery of letters and they have been provided with 124 bicycles.

Business reply envelope service too is handled by this section.

Revenue earned through business reply envelope in 2014 - Rs. 352,835.00
Revenue earned through the recovery of unpaid postage in 2014 - Rs. 9,531.00

Post Master (Junior Employee) Section

All work related to peons, porters and registered substitutes deployed at the office of the Central Mail Exchange is handled by this section.

Post Box section

Levying fees in respect of the post boxes obtained by residents of Colombo urban zones and allocating new boxes is carried out by this section. By the end of the year 2013, 932 post boxes were in operation and 28 new boxes were provided during the year. As at the end of the year 2014, 900 post boxes were in operation the number of new boxes given during the year were 24.

	No of post boxed provided anew	No of post boxes in operation
from 2013.12.31	28	932
to 2014.12.31	24	900

The income generated in the year 2014 was Rs. 2,700,750/=.

Mailbag Clerk's section

Distribution of mailbags required for the Central Mail Exchange and post offices and sub post offices is carried out by this section. 133,522 mailbags purchased in 2014 and 43,800 newly sewn bags were distributed among upper sections during the year.

Mail redirecting section

The main function of this section is to redirect letters on the request of residents and institutions in Colombo urban zones in the event of a change in their addresses or the place of residence. In addition,

- ✚ Address changing orders,
- ✚ Letters received to wrong post box numbers,
- ✚ Letters with inadequate addresses,
- ✚ Letters directed to undelivered letters office, and
- ✚ Letters with outstation addresses with incomplete destinations are corrected and redirected by this section

Undelivered Letters Office

All letters and postal items which cannot be delivered to the intended recipients are paced in mailbags by all post offices in Sri Lanka and forwarded to this office. At this section such bags are opened and every effort is made to forward the letter to the recipient. If the letter cannot be delivered or returned to the sender, the letters are destroyed if they do not contain anything of value. Undelivered valuable items are listed and sold in public auctions.

Item	2013	2014
Income from auction	-	336705.00
By selling printed matter	47692.00	44735.00
Financial balance	-	1699.00
Returning registered foreign letters	1520	1692
Returning ordinary foreign letters	13187	13382
Returning custom duty packets	837	1466

Logistic Officers Section

This section caters to administrative requirements of all officers working in the country's postal service and making lists for rosters.

Logistic Officers' (M.S.O)

This section caters to administrative requirements of all M.S. officers working in the country's postal service and the listing of rosters.

Senior Comparison Section

This is the record room of the country's postal sector. Retaining books until the expiry of due time and furnishing required information when required are the major functions of this section.

Overall income of 2013	- Rs.2,373,467,946.54
Overall income of 2014	- <u>Rs.2,906,593,057.78</u>
Difference	- <u>Rs. 533,125,111.24</u>

As indicated above, the income has recorded an increase of Rs 533 million in 2015 in comparison to the previous year. This is growth rate of 22.46%.

Details of postal items posted and distributed through the Central Mail Exchange in 2014

Posted		Distributed	
item	Number	item	Number
Letters	78,207,560	Letters	3,402,520
Postcards	1,735,820	Postcards	1,512,620
Printed matter	4,285,300	Printed matter	2,088,880
Foreign letters	392,000	Foreign letters	1,260,250

Overall income collected by the country's postal sector in 2013 and 2014

Month	Amount in Year 2013 Rs.	Amount in Year 2014 Rs.
January	186,589,224.87	214,832,795.30
February	175,875,990.15	192,506,813.98
March	193,437,432.60	234,099,303.27
April	190,467,984.02	216,756,008.32
May	210,056,303.83	201,889,836.16
June	195,577,409.38	199,117,235.34
July	226,424,649.66	216,798,374.68
August	196,465,894.64	199,560,893.08
September	200,553,617.84	213,506,424.30
October	202,668,044.45	624,515,205.72
November	196,295,077.06	186,885,084.00
December	199,056,318.04	206,125,083.90
Total	2,373,467,946.54	2,906,593,057.78

Parcel Section

Parcel operating activities are carried out in the Central Mail Exchange and foreign parcels are compared and handed over to owners subsequent to customs inspection and dispatched to Kandy, Katunayake, Jaffna and Trincomalee regional foreign parcel offices.

Accepting parcels to be sent overseas, dispatching foreign mail parcels received from outstations and all other foreign parcels through airmail and surface mail are performed at the foreign parcel dispatch at the Central Mail Exchange.

Domestic parcel section accepts and dispatches ordinary, F.S.S. and value paid parcels handed over by people to be dispatched to outstations and to be distributed in Colombo. The delivery and accounting of the value paid parcels of Colombo City too is carried out at the counter of this section and the parcels are delivered to Colombo Fort, Pettah, Maradana, Cinnamon Gardens and Salve Islands by 05 postmen deployed for this purpose.

Statistics of the work performed during the year 2014

	Parcels accepted at the counter	Receipts from outstations	Colombo delivery	Dispatching to outstations
Ordinary parcels	145,857	120,728	39,639	226,824
Value paid	3744	58,817	1163	61,536

		Parcels accepted at the counter	Receipts from outstations
Foreign parcels	Airmail parcels	139	1635
	Surface mail parcels	1575	2948

	Receipt of foreign parcels	Delivery of foreign parcels
Ordinary airmail parcels	17,906	16290
Ordinary surface mail parcels	7233	8119
Custom tax packets Ordinary	6424	6,600

Custom clearance charges	Rs. 3,927,380.00
Warehouse charges	Rs. 1,600,270.00
Returning charges	Rs. 108,607.17

Receipt of foreign parcels - 2014

Month	Air	Surface	Customs packet	Total
January	1371	671	653	2695
February	1434	604	346	2384
March	1360	536	415	2311
April	1452	524	614	2590
May	1347	553	803	2703
June	1255	455	600	2310
July	1511	481	620	2612
August	1548	658	500	2706
September	1506	611	805	2922
October	1425	578	449	2452
November	1725	613	263	2601
December	1972	949	356	3277
Total	17,906	7233	6424	31,563

Dispatching air and surface mail parcels - 2014

Month	Foreign parcel receipt section		Outstations		Maldives- Transit		Total		Income- Rs.
	Air	Surface	Air	Surface	Air	Surface	Air	Surface	
January	11	160	167	291	48		226	451	1,175,325
February	03	121	128	337	45		176	458	894,040
March	08	134	157	345	33		198	479	1,053,010
April	06	83	158	233	33	06	197	322	628,600
May	05	74	148	262	31		184	336	568,025
June	19	84	141	206	42	01	202	291	719,335
July	11	140	123	225	40	03	174	368	879,440
August	12	157	121	206	25	02	158	365	1,193,090
September	14	156	126	210	26		166	366	1,439,480
October	21	189	112	184	32		165	373	1,599,905
November	18	138	128	187	31		177	325	1,203,087
December	11	139	126	262	56	06	193	407	1,186,430
Total	139	1575	1635	2948	442	18	2216	4541	12,539,767

Registration Section

Details of receipts and dispatches of Registration Section

		From the bulk counter	From outstations	Colombo delivery
Registered letters	Receipts	6,934,382	13,773,217	
	Dispatches		15,738,145	6,901,003

Details of dispatching and receipt of registered letters in 2014

	From bulk counter	From outstations
Foreign registered	323,085	309,507

Foreign Mail Division

Foreign Mail Section is responsible for dispatching postal items posted by people to overseas destinations and delivering overseas postal items received to be delivered in Sri Lanka to their respective destinations.

Foreign Mail Exchange is taking place in three ways as airmail, surface mail and EMS.

Item	No of dispatches / Weight		No of receipts/Weight	
	2013	2014	2013	2014
Surface mail (letter mail)	2333.500kg	1569.100 kg	9754.500 kg	4797.500 kg
Airmail (letter mail)	164,468.4 kg	158,674.7 kg	296,842.528 kg	335,595.500 kg
Small packets	6939	8988	496,997	840,907
Express items	5485	4317	6417	4653
Printed matter	437,215	275,575	563,800	316,904
Postcards	474,615	849,713	52,550	28,995
EMS	36,412	36,780	96,558	101,342

Bulk mail section

Collection of registered letters, foreign letters and parcels and ordinary letters from public and private sector institutions and delivery of letters to those institutions are carried out by this section. During the year 2013, this section served 89 institutions and this number was increased to 95 in the year 2014. The newly added entities are:

Two LB Finance institutions,
Vallibel Finance Company,
Ceylinco Insurance, and
the Ministry of Buddha Sasana.

A year on year comparison indicates that the income of 2014 is Rs. 563,874,968. An increase in the monthly fee applicable only to the following institutions was carried out having computed the distance and the number of letters.

Department of Examinations	- Rs.20,000
National Savings Bank (Kollupitiya)	- Rs.10,000
Unilever	- Rs 9,000
National Savings Bank (Kirulapona)	- Rs.10,000
Engineering Services	- Rs. 9,000
Janashakthi Insurance	- Rs. 12,000

Rs 6000/= each is credited monthly to the account of the Postmaster General from the remaining 89 institutions and this amounts to an annual revenue of Rs. 7,248,000/-. The 6000/- fee was fixed about 08 years ago and taking into account the current postage, fuel prices and other expenses a proposal has been put forth to increase this fee to be in the range of Rs. 8000/- to Rs. 10,000/-.

18. Postal Transport Division

Transport division is key contributor to the operational process of the Department of Post. The postal transport division administered by the Controller (Operations) operates under a chief postal transport inspector.

The primary function of this Division is to maintain postal transport activities in a systematic manner. The Department first commenced the mail transport on 01.04.1948 using 15 vans.

The Postal Transport Division is in charge of distributing letters selected for destinations by the Central Main Exchange and the regionally established sorting centers to respective post offices.

Mail Transport Modes

- Vans of the department
- Railways
 - Passenger trains
 - Mobile mail trains
- Buses of Transport Board
- Runner service
 - Department runners
 - Private runners
- Boat service

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
3. Mail transport methods
4. Mobile post offices

Kandy mobile	
Badulla mobile	
Galle mobile	}
Batticaloa mobile	
Jaffna mobile	

Currently not in operation

Amount paid to Transport Board for mail transport in 2013 -Rs. 54,424,127.57
 Amount paid to Transport Board for mail transport in 2014 -Rs. 56,128,987.64

Amount paid to Railway Department for 2013 - Rs. 20,491,220.96
 Amount paid to Railway Department for 2014 - Rs. 20,390,753.76

Payments to SLTB for mail transport

Province	Amount for 2013 Rs. Cts	Amount for 2014 Rs Cts
Northwestern	1,641,257.02	1,628,222.21
	1,648,008.26	1,639,725.90
	1,671,480.15	1,647,615.69
	1,686,838.35	1,603,988.23
	6,647,583.78	6,519,552.03
North	345,129.50	348,611.76
	339,562.08	336,522.96
	342,596.98	360,221.76
	144,419.00	362,890.88
	1,171,707.56	1,408,247.36
Southern	456,464.15	1,234,700.28
	446,273.97	1,184,027.31
	452,590.82	787,909.22
	1,245,711.39	1,235,342.29
	2,601,040.33	4,441,979.10
Uva	1,328,523.75	1,289,720.35
	1,300,862.95	1,294,962.21
	1,262,174.53	1,268,251.41
	1,265,456.18	1,271,874.53
	5,157,017.41	5,124,808.50

Sabaragamuwa	2,842,562.25	2,564,996.25
	2,861,953.77	2,570,905.46
	2,883,822.41	2,647,413.25
	2,745,978.25	2,579,309.50
	11,334,316.68	10,362,624.46
Central	2,441,111.75	2,456,722.13
	2,422,464.00	2,380,424.75
	2,377,771.00	2,374,341.75
	2,397,483.00	2,429,523.25
	9,638,829.75	9,641,011.88
Northcentral	907,401.00	907,978.50
	907,978.50	907,978.50
	905,833.50	907,978.50
	762,483.50	907,208.50
	3,483,696.50	3,631,144.00
Western	2,105,709.37	2,120,148.25
	2,098,027.24	2,117,946.88
	2,120,258.25	2,105,921.13
	1,993,893.25	2,111,045.52
	8,317,888.11	8,455,061.78
East	1,620,019.50	1,642,672.25
	1,616,901.00	1,613,492.00
	1,201,211.20	1,647,984.25
	1,633,915.75	1,630,410.03
	6,072,047.45	6,544,558.53
Total	54,424,127.57	56,128,987.64

Payments made to the Railway Department

Month	2013 Amount (Rs.)	2014 Amount (Rs.)
January	1,629,886.72	1,760,374.56
February	1,583,344.00	1,412,934.88
March	1,726,239.20	1,868,773.76
April	1,552,592.16	1,549,214.24
May	1,755,307.68	1,670,047.68
June	1,705,754.40	1,745,385.60
July	1,689,242.24	1,769,508.16
August	1,733,309.76	1,868,773.76
September	1,791,070.40	1,792,865.76
October	1,797,400.64	1,619,863.84
November	1,737,428.00	1,726,979.52
December	1,789,645.76	1,606,032.00
Total	20,491,220.96	20,390,753.76

Details of vehicles belonging to the Postal Transport Division as at 31.12.2014

	Existing Vehicles	Condemned vehicles	Vehicles purchased	Vehicles belonging to the Department as at 2014.12.31
Car	18	None	None	18
Van	108	None	None	108
Lorry	12	None	None	12
Jeep	14	None	None	14
Cabs	33	None	02	35
Motor cycles	8	None	None	8
Buses	3	None	None	3
	196	None	02	198

Vehicle auctions have not been done in 2014.

19. Money order Section

Value of the Money Orders and the Period

Category of Money Orders	Minimum Issue Amount	Maximum Issue Amount	Value Period
Ordinary Money Orders	(Cents) 0.01	Rs. 25,000.00	06 Month
Telegraph Money Orders	Rs. 1.00	Rs. 25,000.00	02 Month
Local Value Payable Parcel	Rs. 1.00	Rs. 5,000.00	06 Month
Fax Money Orders	Rs. 100.00	Rs. 25,000.00	02Month
P.M.T. Moner Orders	Rs. 1.00	Rs. 25,000.00	06 Month

Money Orders Issued

Category	Issued Items		Issued Amount (Rs.)		Commission	
	Year 2013	Year 2014	Year 2013	Year 2014	Year 2013	Year 2014
Ordinary Money Orders	540,060	366,861	1,689,429,766.35	1,226,402,389.48	26,017,322.52	19,757,208.19
Telegraph Money Orders	6018	34	21,948,413.30	101,491.17	392,693.15	3,284.50
Local Value Payable Parcel	110,282	83,724	158,374,206.22	137,626,939.77	6,140,031.92	5,004,368.34
Fax Money Orders	474	03	1,588,022.88	3000.00	32577.00	85.00
P. M. T. M. O.	950,839	1,008,045	4,782,746,941.38	5,613,857,236.11	79,632,739.97	84,018,763.64
Total	1,607,673	1,458,667	6,654,087,350.13	6,977,991,056.53	112,215,364.56	108,783,709.67

Money Orders Paid

Category	Paid Items		Paid Amount (Rs)	
	Year 2013	Year 2014	Year 2013	Year 2014
Ordinary Money Orders	464,084	412,537	1,945,613,598.01	1,524,066,043.21
Telegraph Money Orders	6341	59	38,589,764.08	1764,948.19
Local Value Payable Parcel	105,036	81,428	163,145,715.60	155,105,395.53
Fax Money Orders	793	16	3,651,085.30	37,825.00
P. M. T. M. O.	897,640	965,228	4,718,303,578.82	5,600,090,625.11
Total	1,473,894	1,459,268	6,869,303,741.81	7,281,064,837.04

20. Provincial Development Programmes

❖ Sabaragamuwa Province

The administrative process of the Sabaragamuwa province is implemented under the Deputy Postmaster General (Sabaragamuwa.)

The operational process of the Sabaragamuwa Province consists of two Divisional Postal Superintendent Divisions headed by two Divisional postal superintendents.

- Ratnapura
- Kegalle

There are two District Administrative Offices that contribute to the administrative process.

- Ratnapura
- Kegalle

Accounting process is carried out by two district offices.

- Ratnapura
- Kegalle

Programmes implemented in 2014

- Carrying out sales promotion programmes in Ratnapura, Balangoda, Belihuloya, Palledbedda, Kahawatta, Pinnawala, Godakawela, Opanayake, Padalangala, Udawalawa, Kolambageara and Pelmadulla post offices.
- Implementing promotional programmes on Speed Post Service with the sponsorship of National Savings Bank at Mawanella and Warakapola post offices.
- Two-day residential training for 50 postal officials on 25/26.10..2014 at 'National Leadership Development Centre' at Yodhagama, Embilipitiya..

- Delegates of Asia Pacific Regional Postal Conference undertaking an observation visit to Rambukkana - Pinnawala on 10.09.2014.

❖ Western Province

The Western Province comprises of three districts of Colombo, Gampaha and Kalutara and five Divisional Postal Superintendents' Divisions with two each deployed to Colombo and Gampaha districts and one for the Kalutara District.

Administrative process

Regional Administrative Officer (Colombo South)
 Regional Administrative Officer (Colombo North)
 Regional Administrative Officer (Gampaha)
 Regional Administrative Officer (Kalutara)

Accounting process is carried out by,

Regional Accountant (Colombo)
 Regional Accountant (Gampaha)
 Regional Accountant (Kalutara)

Programmes implemented in 2014

- Nugegoda controlled Gangodawila sub post office, Nuugegoda was elevated to Super Grade
- Temporarily closed Pannipitiya controlled Malapalla sub post office was reopened on 11.03.2014.

Agency Post Offices

	APOs as at 31.12.2013	No of APOs closed	Newly established APOs
Colombo	77	01	03
Gampaha	92	01	-
Kalutara	34	02	-
Western Province (Total)	203	04	03

Granting stamp permits

	Stamp permits as at 31.12.2013	Stamp permits granted in 2014	Permits cancelled in 2014
Colombo	16	17	-
Gampaha	195	08	01
Kalutara	16	14	02
Western Province (Total)	227	35	03

Painting mail boxes

	No of mail boxes			Value(Rs.)
	Concrete	Wooden	Lamps	
Colombo	56	45	03	101,600.00
Gampaha	305	741	183	49,281.00
Kalutara	15	10	03	0.00
Western Province (Total)	376	796	189	150,881.00

Renovation activities were carried out at Wattala post office, Gampaha.

Twenty one awareness programmes were conducted with post offices as centers throughout the year to create awareness among postal employees on postal activities and functions and raise awareness among the public about the postal services.

Conducting mobile services and stamp sales promotion programmes at school level. (Pugoda post office and Ja-ela post office)

❖ Eastern province

Administrative activities are handled by the Deputy Postmaster General (Eastern).

Regional Administrative Officer (Batticaloa) contributes to the administrative process and accounts are handled by the regional accountant (Batticaloa)

There are four divisional postal superintendent divisions as Akkaraipattu, Trincomalee, Ampara and Batticaloa.

❖ North-central Province

The Deputy Postmaster General (Northcentral) is in charge of the administrative matters. The Regional Administrative Officer assists in provincial activities and accounts are handled by the regional accountant (Anuradhapura).

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

Sales Promotion Programmes

Conducting awareness programmes on income targets.

- Conducting meetings at every post office on the progress of monthly income targets.
- Assessing and informing all post masters about the progress of income targets.

❖ Northwestern Province

Administrative matters are under the purview of the Deputy Postmaster General (Northwestern) and the Regional Administrative Officers (Kuruunegala) and (Puttlam)) contribute to the administrative process.

Divisional Postal Superintendents of Chilaw, Kurunegala North and Kurunegala South also assist the operational process.

The relevant accounting activities are executed by the Regional Accountant (Chilaw and Kurunegala)

- Implementing productivity cluster development programme and model post office programme.
- Conducting monthly progress review meetings.

These meetings were held every month at the auditorium of the Kurunegala post office complex under the patronage of all staff officers and chief post masters attached to post offices in the Northwestern Province and the Deputy Postmaster General of the Northwestern Province.

- ✓ Achieving targets given to the post offices,
- ✓ Formulating future development plans,
- ✓ Spending provisions allocated to the province, and Problems faced by staff members of post offices and solutions for same were discussed

- **Organizing religious programmes**

Various religious programmes were conducted during the year 2014 at post/ sub post offices of the province including alms giving and Dhamma sermons.

- **Social care programmes**

Conducting dengue eradication programmes at post offices and sub post offices.

Planting trees at post office premises to mark National Tree Planting Day.

- **Raising awareness among public and business institutions about postal services**

- ❖ **Uva Province**

The Deputy Postmaster General (Uva) is in charge of the administrative matters and the Regional Administrative Officer (Badulla) assists the administrative process. Operational activities are handled by the Regional Postal Superintendent (Badulla) and Regional Postal Superintendent (Monaragala). Accounting activities are handled by the regional accountant (Badulla).

- ❖ **Southern Province**

Administrative process is carried out under the auspices of Deputy Postmaster General (South), Regional Administrative officer (Galle/Matara), Regional Accountant (Galle/Matara) and Regional Postal Superintendent (Galle/Matara/Hambantota).

- Revision activities of sub post offices at Bopagoda, Godapitiya, Urumukka, Wilpita, Maramba, Maliduwa, Diyalape and Paragahawatta controlled by Akuressa post office have been completed.
- The construction of access roads to the following 05 offices of the Department has been successfully completed. (Kamburupitiya,, Urugamuwa, Matara, Wasasgala, Matara, Ratmale)
- Networking activities in 31 post offices in the Matara Postal Superintendent's Division and divisional postal superintendent's offices, regional administrative and regional accountants' offices have been finalized.
- Measures were taken to establish Divisional Information Communication Technology Resource Centre of this PS division at the Divisional Postal Superintendent's office.
- Organizing New Year festivals, alms giving & Dhamma sermons, cricket matches, blood donation campaigns for better public relations.
- Implementing sales promotion programmes.

❖ **Central Province**

Administrative activities are carried out under the Deputy Postmaster General (Central), Regional Administrative Officer (Kandy) and Divisional Superintendent (Kandy North/ Kandy South/ Matale/ Nuwaraeliya).

In addition, administrative activities of the Money Order Service office are carried out by the Controller (Money Order Services) under the supervision of the Deputy Postmaster General (Central Province).

- Income promotional activities implemented in Central Province in 2014
- Launching Kandy-Colombo Speed Post courier service and promotional workshop
- Partition zones revision files finalized in the Central Province in 2014
 - ✓ Kandy main post office – Hanatanawatta section
 - ✓ Kandy main post office – Bolawatta section
 - ✓ Rikillagaskada post office – Linking Karandagolla section
 - ✓ Uduwa sub post office
 - ✓ Survey on delivery of letters in estates, Madolkele
 - ✓ Galaha post office
 - ✓ Gelioya post office
 - ✓ Ulpothagama sub post office
 - ✓ Atabage sub post office
 - ✓ Kalugala sub post office

- ✓ Megodakalugamuwa sub post office
- ✓ Udaperadeniya sub post office

Special programmes implemented in 2014

- ✚ 2014 Sinhala New Year festival, alms giving, organizing 'Dansala'
- ✚ Issuing a first day cover and a special stamp on 08 February 2014 to mark the 125th anniversary of Holy Family Convent, Kandy.
- ✚ 2014 Provincial leadership training workshop

❖ Northern Province

Administrative activities are carried out under the Deputy Postmaster General (North), Regional Administrative Officer (Jaffna) and Divisional Superintendent (Jaffna/Mannar/Mullativu/Vavuniya).

21. Accounting Process

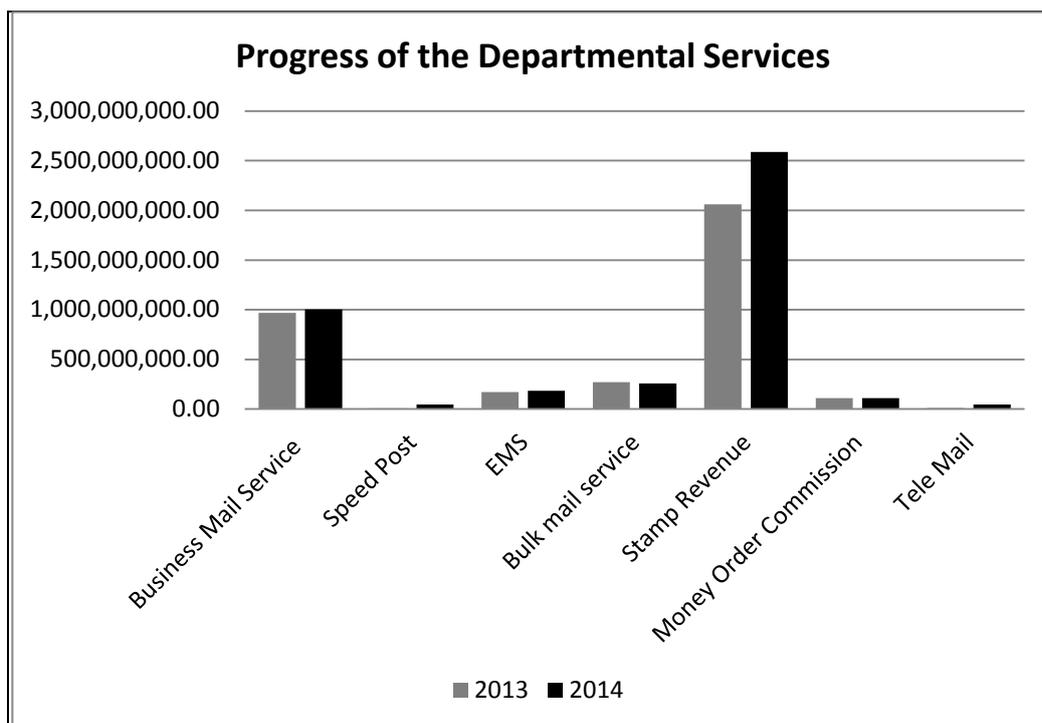
The accounting process of the Department of Post is carried out by the Chief Internal Auditor of the Postal Headquarters and 11 accountants and 15 regional accountants under the supervision of the Chief Accountant.

- **Chief Internal Auditor**
Directs officers for audit activities of the Department of Post and deals with reports compiled by them.
- **Accountant (Stamp Vault)**
Administering the Stamp Vault which was under controlling by The Department of Inland Revenue.
- **Deputy Chief Accountant**
He coordinates the financial management between regional accountants and the head office and also functions as the custodian of keys of safes.
- **Accountant (other expenditure)**
Preparation and payment of salaries of the headquarters as well as making other payments of the headquarters are his responsibilities.
- **Accountant (Bookkeeping)**
Integrating, reporting and reconciling accounts sent by regional offices of the Postal Department and maintaining other account books.

- **Accountant (Security)**
Managing and maintaining the security deposit fund of the members of the Department of Post
- **Accountant (International Accounts)**
Preparing accounts in compliance with the regulations of the Universal Postal Union applicable for 197 countries and making payments for air and surface mail transport activities.
- **Accountant (Procurement)**
Drafting the procurement plan of the Department of Post and guiding the procurement activities of the procurement committee.
- **Accountant (Income)**
Calculating overall income of the Department of Post and preparing books.
- **Accountant (Philatelic Bureau)**
Obtaining stamp stocks from Philatelic Bureau, issuing stocks and maintaining stocks and collecting the correct amounts for the stocks issued. Computing the income and all financial activities related to the Philatelic Bureau and making the Treasury aware of the monthly accounts summary.
- **Accountant (Money Orders)**
Preparing the annual money order statement and reconciling money orders with regional accountants.

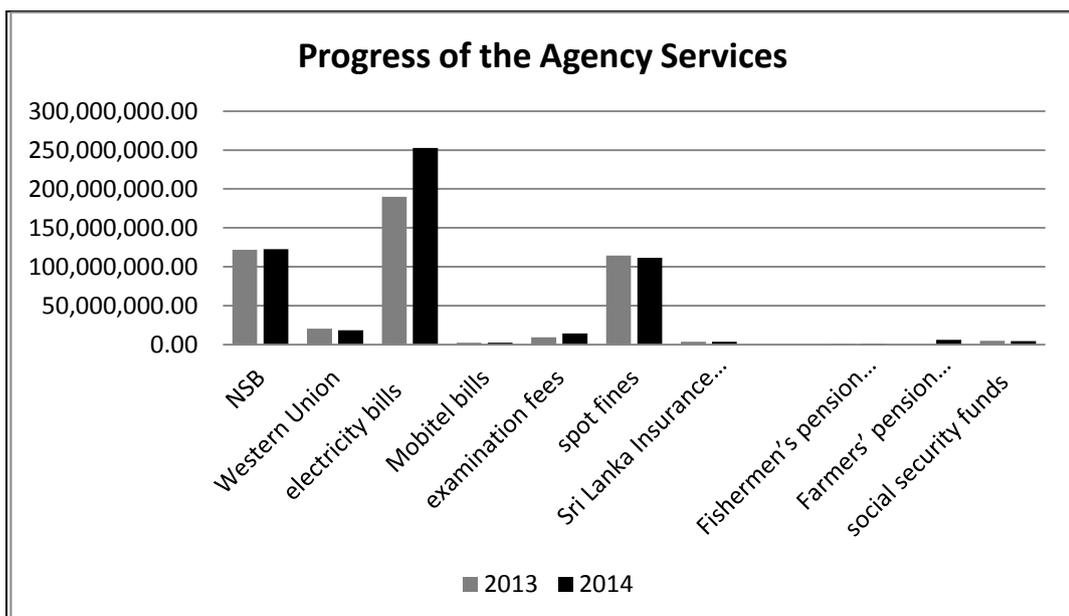
Departmental Services

Service	Year 2013 Rs.	Year 2014 Rs.
Business Mail Service	969,417,544.52	1,002,362,830.49
Local speed post service (Speed Post)	6,274,291.00	45,794,830.57
International Express Mail Service (EMS)	172,136,951.50	182,509,837.68
Bulk mail service	270,032,356.97	256,800,345.00
Stamp Revenue	2,061,769,514.94	2,587,579,875.46
Money Order Commission	110,432,118.65	108,644,884.22
Tele Mail	9,617,248.14	44,697,261.79



➤ **Agency Services**

	Year 2013 Rs.	Year 2014 Rs.
NSB	121,893,408.96	122,418,820.45
Western Union	20,287,422.13	18,294,059.02
electricity bills	189,951,454.00	252,695,159.73
Mobitel bills	2,276,957.19	2,455,431.56
examination fees	9,165,422.25	14,201,225.80
spot fines	114,250,328.00	111,302,380.00
Insurance activities with Sri Lanka Insurance Corporation	3,410,671.99	3,317,670.21
Fishermen's pension Commission	488,786.00	495,823.82
Farmers' pension Commission	-	5,899,425.00
Contributing for the provision of social security funds	4,827,413.08	4,494,767.08



Overall Financial Review

	Year 2013	Year 2014	Difference
Income	5907	6557	650
Expenditure	8766	9541	775
(Deficit)/ Surplus	(2859)	(2984)	125

The income of the year 2013 was Rs 5907 million and it increased to Rs 6557 million in the year 2014 recording an increase of Rs. 650 million. Conversely, the expenditure of the year 2013 was Rs 8766 million and in 2014 the expenditure was Rs. 9541 million. Accordingly, the increase in the expenditure is Rs.775 million. The deficit in the year 2013 was Rs 2859 million and the deficit in the year 2014 was Rs 2984 million. Thus the deficit has recorded an increase Rs 125 million. This is attributable to the increase in expenditure by Rs 775 million in the year 2014 in comparison to the previous year though the income recorded an increase of Rs. 650 million.

Expenditure Review :-

Review of recurrent expenditure:

In comparison to year 2013, the expenditure in the year 2014 has increased by Rs 775 million or 8%. The major contributory factor for this upward trend is the increase of allocation for personal emoluments by approximately Rs.625 million in 2014 in comparison to year 2013. The increase in personal emoluments was a result of the increase of allowances paid to public sector employees through the budgets of 2013 and 2014. Other

recurrent expenditure grew by Rs.150 million. Accordingly the overall utilization of recurrent expenditure in the year 2013 was 99.6%.

Capital Expenditure Review:

In the year 2013 Rs.219.8 million was received for capital expenditure through an annual estimate and in the year 2014 the allocation for capital expenditure was Rs. 146.9 million. The major contributory factor for the increase in the capital expenditure was the receipt of Rs. 78.3 million for the purchase of vehicles in the year 2013. Of the provision of Rs. 146.9 million received in the year 2014 for capital expenditure, Rs 143.8 million was expended. Accordingly the overall utilization of capital expenditure in the year 2014 was 97.7%.

Income Review:

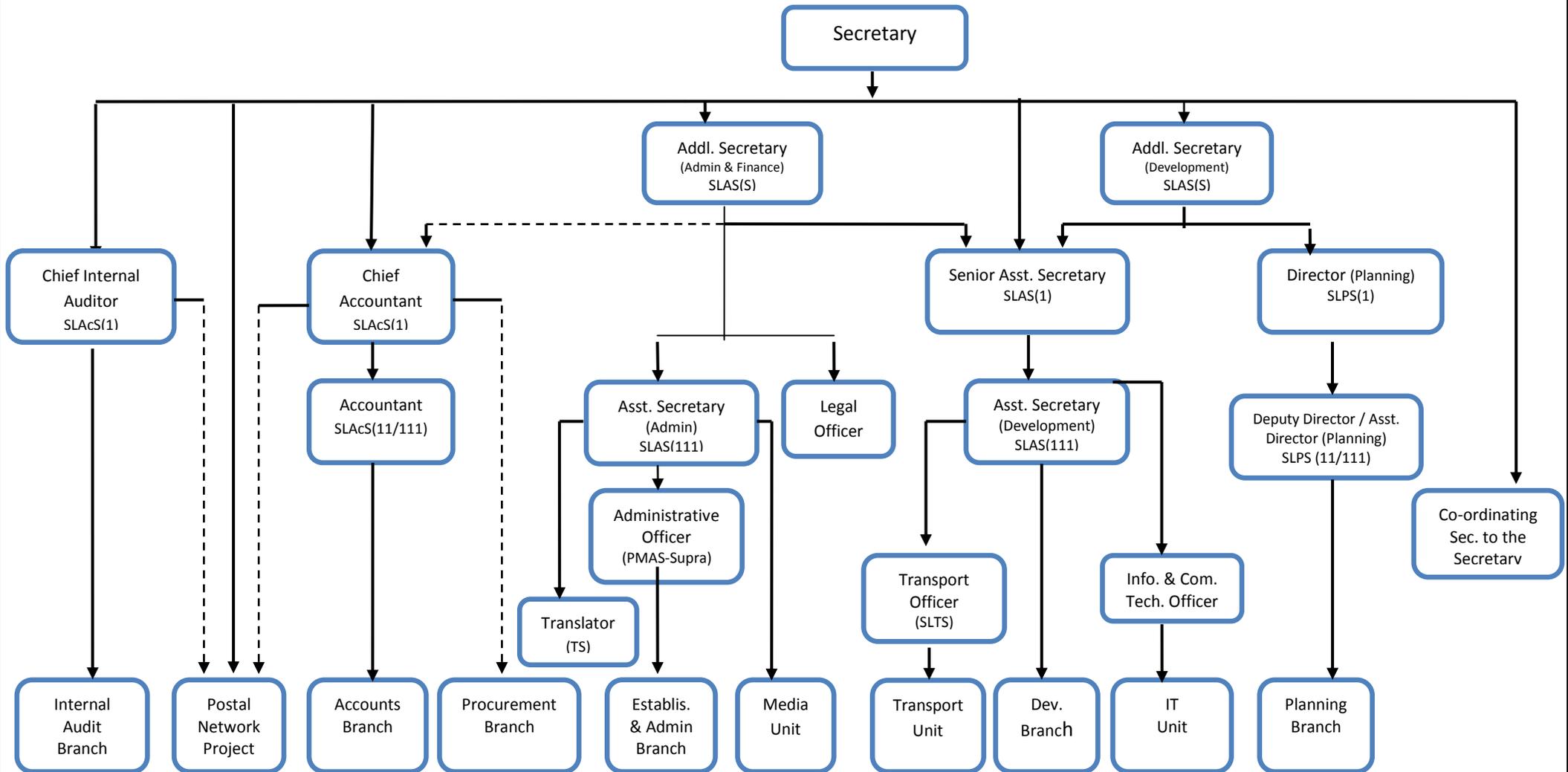
The income of the Postmaster General in the year 2013 is Rs. 5907 million. This income increased to Rs. 6557 million in the year 2014 posting an increase of 11%. This can mainly be attributed to the increase of stamp income by approximately Rs. 475 million. Other reasons that contributed to the income growth were the increased volume of registered letters and business letters and the revision of postage from August, 2014. In addition, income from the recently introduced Speed Post service, increased income from Telemail service and the increase of commission in settling electricity bills carried out as an agency service also made a significant contribution to the income of the Postmaster General.

2014 Funds Management

Postmaster General Head of expenditure – Payments	Rs. Mn.
Recurrent	9541.04
Capital	144.00
Advances	557.00
Payments of other departments (elections/ Network project)	213.00
	10,455.04
Securing funds	
Additions from the Postmaster general's head of income	6327.04
Additions from income of other departments (Inland revenue/Motor Traffic/ Examinations)	1670.00
Cross entries (transactions not requiring money)	920.00
Money receivable/necessary from the Treasury	1538.00
	10,455.04

*Report of the revenue and Expenditure are appearing in DOP Annexure 02 and Annexure 03

Organizational Chart – Ministry of Postal Services

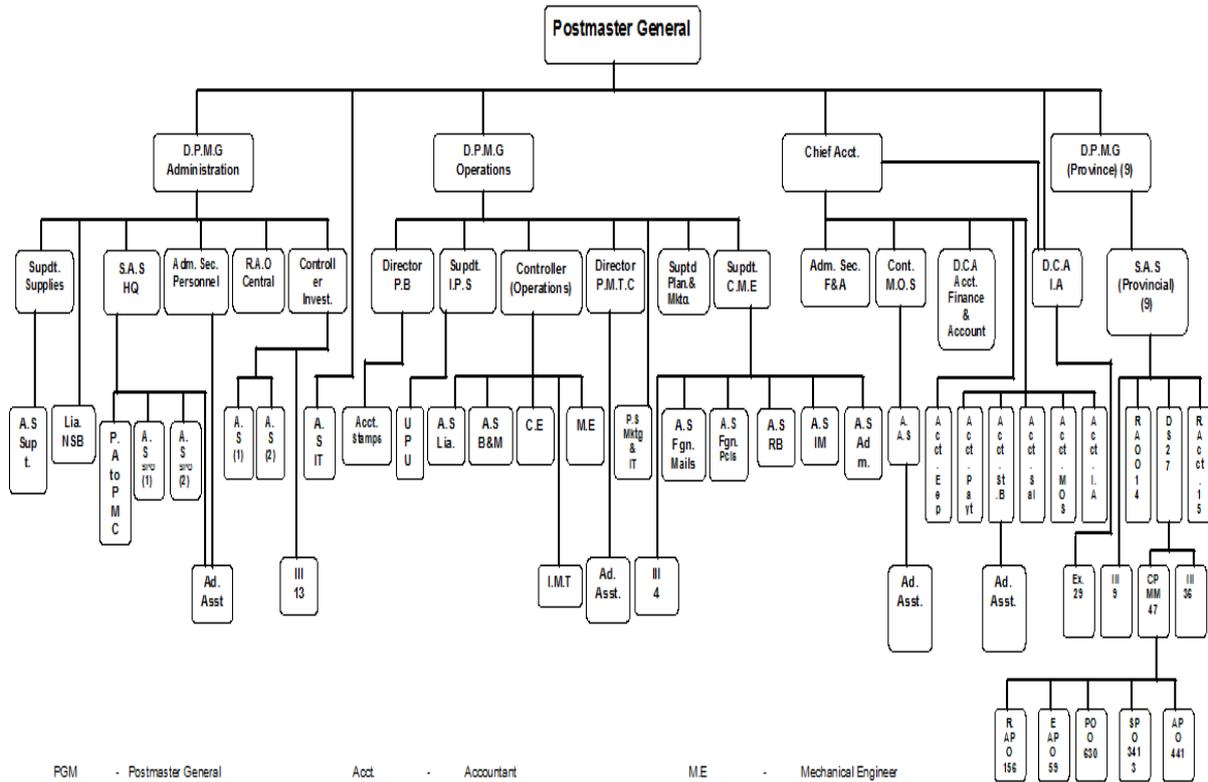


Ministry of Postal Services

Cadre information as at 31st December, 2014

Designation	Specialization	Service	Grade/Class	Service Level	Approved Cadre			Existing Cadre			Remarks	
					Permanen t	Casual	Contract	Permanen t	Casual	Contract		
Secretary				SL-4/2006	Senior Level	1			1			
Addl. Secretary	Admin.&Finance	SLAS	Special	SL-3/2006	-do-	1			1			
Addl. Secretary	Development	SLAS	Special	SL-3/2006	-do-	1			1			
Senior Asst. Secretary		SLAS	Class 1	SL-1/2006	-do-	1			1			
Chief Accountant		SLAcS	Class 1	-do-	-do-	1			1			
Director	Planning	SLPS	Class 1	-do-	-do-	1			1			
Dy. Director/Asst. Director	Planning	SLPS	Class 11/111	-do-	-do-	1			1			
Asst. Secretary	Administration	SLAS	Class 111	-do-	-do-	1			1			
Asst. Secretary	Development	SLAS	Class 111	-do-	-do-	1			1			
Accountant	Payments	SLAcS	Class 11/111	-do-	-do-	1			1			
Chief Internal Auditor		SLAcS	Class 1	-do-	-do-	1			1			
Legal Officer		Dept.	Class 111	-do-	-do-	1			1			
Administrative Officer		PMAS	Supra	MN-7/2006	Tertiary Level - 2	1			1			
Information & Communication Technology Officer		SLICTS	Class 11	MN-6/2006	-do-	1			0			Not yet Recruited
Translator	Sinhala/English	TS	Class 1	MN-6/2006	-do-	1			0			
Ccoordinating Secretary to the Secretary		Temporary			Secondary Level - 3		1			1		
Development Officer		DOS		MN-4/2006	-do-	7			6			
Budget Assistant		Asso. Officer		-do-	-do-	1			1			
Development Assistant		Asso. Officer		-do-	-do-	19			17			
Supply Assistant		Asso. Officer		-do-	-do-	1			1			
Audit Assistant		Asso. Officer		-do-	-do-	5			5			
Transport Officer		SLTS		MN-3/2006	-do-	1			0			Not yet Recruited
Public Management Assistant		PMAS	Class 1/11/111	MN-2/2006	-do-	18			14			Resigned 01 & Retired 01 Transferred 02
Camera Operator		Temporary		MN-1/2006	-do-		1			1		
Still Photographer		Temporary		MN-1/2006	-do-		1		0			Not yet Recruited
Driver		DS	Class 1/11	PL-3/2006	Primary Level - 4	12			14			Assigned 03 Drivers to Hon.Minister's Staff
K.K.S.		OES	Class 1/11/111	PL-1//2006	-do-	16			12	1		Promoted PMAS-02 & Postal Services Officer
Camera Operator Aide		Temporary		PL-1//2006	-do-		1			1		

ORGANISATION CHART DEPARTMENT OF POST SRI LANKA



- | | | |
|---|--|---|
| PGM - Postmaster General | Acct - Accountant | M.E - Mechanical Engineer |
| DPMG - Deputy Postmaster General | A.S - Assistant Superintendent | PS & Mktg - Planning Statistics & Marketing |
| P.B - Philatelic Bureau | A.A.S - Assistant Administrative Secretary | Acct. (Int) - Account International |
| Supdt. - Superintendent | Lia. NSB - Liaison Officer National Savings Bank | H.Q. Payments - Head Quarters Payments |
| Adm. Secy. - Administrative Secretary | D.S - Divisional Superintendent | St.B - Stamp Branch |
| S.A.S - Senior Administrative Secretary | IM - Inland Mails | Hq - Head Quarters |
| R.A.O - Regional Administrative Officer | R.B - Registration Branch | M.O.S - Money Order Services |
| P.M.T.C - Postal Management Training College | Adm. - Administration | R.Act. - Regional Accountant |
| P&D - Planning & Development | UPU - Universal Postal Union | Sal - Salaries |
| Cont. MOS - Controller Money Order Services | III - Investigating Inspectors | Exp. - Expenditure |
| DCA Bk&Est - Deputy Chief Accountant Book Keeping & Estimates | Ex. - Examiners | IMT - Inspector of Mail Transport |
| DCA IA - Deputy Chief Accountant Internal Audits | IA - Internal Audit | CPMM - Chief Postmasters |
| C.M.E - Central Mail Exchange | Lia - Liaison | PO - Post offices |
| | B&M - Building & Maintenance | SPO - Sub Post offices |
| | C.E - Civil Engineer | APO - Agency Post offices |
| | | RAPO - Rural Agency Post Offices |
| | | EAPO - Estate Agency Post Offices |

Revenue Report for the - 2014		
Code	Description	Amount (Rs.)
R001	Warehouse charges	2,860,450.00
R002	Bulk mail charges	256,800,345.03
R003	Business Mail Charges	1,002,362,830.49
R004	Franking Machine Charges	1,324,054,412.96
R005	Speed Post	45,794,830.57
R006	E.M.S.	182,509,837.68
R007	Foreign Parcel	25,448,517.55
R008	International Post	194,561,288.59
R009	Parcel handling charges	1,523,240.47
R010	Letter Collection Charges	7,096,674.00
R011	Postal Stationary Revenue	19,603,948.00
R013	Unpaid Letter Charges	1,091,334.00
R014	Stamp Revenue	2,587,579,875.46
R015	NSB Charge	122,418,820.45
R016	Money Order Commission	108,644,884.22
R017	C.E.B. Bill Commission	252,695,159.73
R018	Traffic Fine Commission	111,302,380.00
R019	Fisheries Pension Commission	495,823.82
R020	Farmers Pension Commission	5,899,425.00
R021	Com. On Pulic Assis.	806,436.00
R022	Social Security Commission	4,494,767.08
R023	Death Notice Commission	119,829.12
R024	Commission of Mobitel Card	60.00
R025	Commission of Exam Fees	14,201,225.80
R026	Commission of Insurance	3,317,670.21
R028	Western Union	18,294,059.02
R029	SLT. Commission	262,077.00
R030	LOLC Rent	5,792,339.30
R031	DFCC WARDANA BANK Commission	4,051,851.32
R034	Fax Charges	1,352,665.67
R035	Telemail Charges	44,697,261.79
R036	Email	12,394.00
R037	Mail Box Charges	6,993,665.00
R038	Mail bag Charges	3,852,879.00
R039	Returned Charges	104,017.26
R040	Newspapers Registration Charges	611,570.00
R041	Photocopy Charges	4,658,045.25
R042	Clearance Fee	583,484.60
R043	Post Cade Books	9,244.00
R044	A.P.O. Appilation	220,500.00
R045	Rent income of Auditorium	3,774,762.15
R046	Business Reply Coupon	6,876,885.69
R047	Philatelic Bureau Cash	5,571,323.66
R048	G.R.N. Copies	27,518.50

Revenue Report for the - 2014

DOP Annexure 02 contd.

R049	Rent Income of Canteen	573,250.99
R050	Computer Typing	225.00
R051	Internet Com.	49,955.00
R052	Other	56,117,896.29
R053	Reload Commission	553,882.10
R055	Locale Profit	44,184,797.80
R056	Free Post	64,498,063.99
R057	Mobitel Bill Collection Com.	2,455,431.56
R059	Postal Exam Revenue	1,178.00
R060	Circuit	733,850.00
R064	SLIDA	26,385.00
R065	Telecom Bill Payment	2,522,224.95
R066	Mail Management	2,335,612.00
R067	Hybrid Tele mail	25,000.00
	Total	6,557,508,362.12

Expenditure Report - 2014

DOP Annexure 03

Code	Object	Net Provision	Expenditure	Saving
Recurrent Expenditure		9,580,100,000	9,541,488,888.13	38,611,111.87
	Personal Emolument	8,467,000,000	8,431,384,584.94	35,615,415.06
1001	Salaries and wages	4,850,000,000	4,824,750,290.74	25,249,709.26
1002	Overtime and holiday pay	627,000,000	626,948,973.63	51,026.37
1003	Other Allowances	2,990,000,000	2,979,685,320.57	10,314,679.43
	Travelling Expenses	38,700,000	38,574,785.31	125,214.69
1101	Domestic	34,200,000	34,196,259.32	3,740.68
1102	Foreign	4,500,000	4,378,525.99	121,474.01
	Supplies	252,200,000	251,778,890.30	421,109.70
1201	Stationery and Office Requisites	174,900,000	174,612,260.38	287,739.62
1202	Fuel	47,000,000	46,923,413.83	76,586.17
1203	Diets and Uniforms	30,300,000	30,243,216.09	56,783.91

Expenditure Report - 2014

DOP Annexure 03 contd.

	Maintenance Expenses	51,800,000	50,618,950.35	1,181,049.65
1301	Vehicles	30,000,000	29,869,019.34	130,980.66
1302	Plant, Machinery and Equipment	15,000,000	14,275,459.36	724,540.64
1303	Building and Structure	6,800,000	6,474,471.65	325,528.73
	Services	702,760,000	701,543,921.27	1,216,078.73
1401	Transport	453,000,000	452,453,975.84	546,024.16
1402	Postal and Communication	75,000,000	74,535,203.46	464,796.54
1403	Electricity and Water	89,750,000	89,679,523.15	70,476.85
1404	Rents and Local Taxes	45,250,000	45,180,422.24	69,577.76
1405	Others	39,760,000	39,694,796.58	65,203.42
	Transfers	66,740,000	66,700,403.49	39,596.51
1505	Subscription and Contribution Fees	25,000,000	24,970,544.65	29,455.35
1506	Property Loan Interest	41,740,000	41,729,858.84	10,141.16
	Other Recurrent Expenditure	900,000	887,352.47	12,647.53
1701	Loses and Write off	900,000	887,352.47	12,647.53
Capital Expenditure		146,900,000	143,796,421.86	3,103,578.14
	Rehabilitation and Improvement	68,000,000	65,661,065.26	2,338,934.74
2001	Building and Structure	57,000,000	56,008,208.38	991,791.62
2002	Plant Machinery and Equipment	7,000,000	6,189,898.77	810,101.23
2003	Vehicles	4,000,000	3,462,958.11	537,041.89
	Acquisition of Capital Assets	62,900,000	62,296,168.65	603,831.35
2102	Furniture and Office Equipment	14,000,000	13,920,118.77	79,881.23
2103	Plant and Machinery	13,900,000	13,480,266.17	419,733.83
2104	Building and Structure	35,000,000	34,895,783.71	104,216.29
	Capacity Building	10,000,000	9,852,726.17	147,273.83
2401	Training and Capacity Building	10,000,000	9,852,726.17	147,273.83
	Improvement of Stamp & Postal Service	6,000,000	5,986,461.78	13,538.22
	Other Investment	6,000,000	5,986,461.78	13,538.22
2502	Other investment	6,000,000	5,986,461.78	13,538.22
	Total Expenditure	9,727,000,000	9,685,285,309.99	41,714,690.01