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செயல்நிறைவேற்ற அறிக்கை 2013  
Performance Report 2013

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அஞ்சல் சேவைகள் அமைச்சு  
Ministry of Postal Services

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Colombo 10.

# Performance Report 2013

Ministry of Postal Services

Department of Posts

6<sup>th</sup> and 7<sup>th</sup> Floor

Postal Headquarters Building

310, D.R.Wijewardhana Mawatha

Colombo10.

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# Ministry of Postal Services

## Introduction

The Ministry of Postal Services was established as per extraordinary gazette notification No. 1681/3 and dated 22.11.2010 of the Democratic Socialist Republic of Sri Lanka and the Department of Posts is the only institution coming under the purview of the Ministry. The subjects and functions assigned to the Ministry are as follows.

- ✚ Efficient provision and maintenance of a modern postal service using state of the art technology and management techniques
- ✚ Local and foreign postal services
- ✚ Agency payment activities for other departments
- ✚ Upgrading the postal network
- ✚ Administering the Sri Lanka Philatelic Bureau.
- ✚ All subjects assigned for Department of Posts
- ✚ Monitoring of the Department of Posts

As envisaged in the “Mahinda Chintana- Vision for Future” developmental framework to make Sri Lanka the emerging wonder of Asia, the proposed policies to offer a user friendly, innovative postal service to all the people in Sri Lanka at an affordable price are outlined below.

- Diversification of service delivery
- Ensuring a better quality postal service
- Minimizing operational losses and speedy delivery of services
- Expanding postal market

In order to realize the above policies, the following strategies are proposed to be implemented.

- ❖ Introducing postal shop concept
- ❖ Establishing courier service centers
- ❖ Introducing modern technology to post offices
- ❖ Enhancing public private partnerships

The vision and the mission of the Ministry of Postal Services designed to achieve the above objectives are given below.

**Vision:**

Provision of excellent and efficient postal service to the public.

**Mission:**

Provision of trustworthy and high quality postal service to the people at an affordable price

**Objectives:**

- Minimizing losses and providing a more profitable, efficient and friendly postal service to the public.
- Expanding postal services, to be on a par with global trends employing modern technology.
- Investing appropriately in postal Infrastructure with a view to expand communication services.
- Infusing proper management techniques towards minimization of costs of communication service.
- Ensuring quality, standard and advancement of postal services.

**The Ministry is responsible for implementing the following acts**

- Stamp Act
- Post Office Act
- All other legislation currently in operation relating to the above subjects which have not been specifically assigned to another ministry.

## 01. Post Office Network Project

### 1.1 Introduction

The Post office network project was initiated in 2008 with the aim of increasing the operational efficiency of the Department of Posts. This project was commenced with a provision of Rs. 300 millions and in 2009 a Project Director was appointed and it was revealed that the said amount of provisions were not enough to carry out the entire functions of the project. Accordingly, the total estimate as per the updated new project report is, Rs.648.8 millions is as follows. It is expected to complete the project activities by the year 2014.

	<b>Functions</b>	<b>Amount (Rs.m.)</b>
1	Purchasing hardware	371.84
2	Supplying software	52.70
3	Obtaining internet connections (VPN)	15.91
4	Trainings	20.00
5	Obtaining advisory service	0.78
6	Project operational expenditure	12.34
7	Obtaining internal network connections (LAN)	55.00
8	Obtaining data centre and disaster recovery units facility	14.00
9	Purchasing computer stationary	40.82
10	Maintenance of hardware and software	63.92
11	Other	1.50
	<b>Total</b>	<b>648.81</b>

### 1.2 The Progress of the Project during the year 2013

#### 1.2.1 Regularization of the Information Technology Section

- 18 officers were assigned to the Information Technology Section after their competencies and qualifications were examined to suit the requirements of the section, in order to strength the Information Technology Section of the Postal Department with the intention of the making the Post Office Network Project a success.
- Regularization of the Information Technology Section as the Software Development Section, Networking Section and Promotions Section.

- For the transactions done by software, the Information Technology Section coordinates with the Postal Office staff and provides necessary instructions and assistance where necessary.
- SL Post Domains have been provided to executive officers of the Postal Department under the Information Technology policy of the Information and Communication Technology Agency. 1000 electronic mail addresses have been provided so far.

### **1.2.2 Training**

- 85 information technology regional coordination officers have been trained.
- Preliminary trainings have been provided to postal officers related to the implementation of the project and they have been called to the Postal Training Institute for further training since 2014.

### **1.2.3 Services provided through the software created by the Information Technology Division.**

- Receiving EPF installments.
- Receiving ETF installments.
- Payment of stock money orders and creating an interface (renovating it to suit any payment)
- Software development to upgrade the service of the E-Pay software.
- Development of the software related to the receipt of Sri Lanka Telecom bills.
- Development of the software related to the receipt of HSBC bills.
- Development of the E-Pay transactions to be done via short-message-system (SMS) (Core Project with ICT)

The facility for the payment of electricity bills of the Electricity Board via post offices is implemented at present and online facility to obtain information on those transactions is already provided. However a mechanism to receive information to the computer network system of the Department of Post via a SMS message to the mobile phones on the payments of electricity bills of the Electricity Board made at sub-post offices is prepared through the Sri Lanka Information and Communication Agency. This would connect 3411 sub-post offices into the post office network.

- Creating the software to levy the OSF police traffic fines

- Sending e-mail addresses to post offices under the SL POST e-mail service. 800 e-mail addresses have been provided so far.
- File management mechanism.
- Taking steps to renovate the MORS software by reducing its defects.
- A Philatelic Module has been prepared and is implemented for the activities at the Philatelic Bureau through a software developed by the University of Moratuwa. And prevailing issues have been identified and actions are being taken to settle them.
- Steps have been taken to make the payments under the E Mansala educational project registered under the Vocational Training Authority through the post offices.
- Development of a software to make the payments of insurance installments of the HNB through the post office.

#### **1.2.4 Upgrading the Server System**

- Completing procurements for purchasing server computer and accessories required for upgrading the server system in the Information Technology Division. (Procurements have been granted to the eligible bidder within the year 2013 to supply goods according to the required specifications.)

#### **1.2.5 Purchasing computer stationary**

- Purchasing computer stationary has been commenced and it is been completed.

#### **1.2.6 Progress of the Procurement Activities**

- The procurement for the supply, installation, commissioning and maintenance of 313 barcode machines for the Post Office Network Project.

Purchased 313 barcode machines worth Rs. 3,900,412.95 from the successful bidder of this procurement, the DPJ Holdings and distributed them among 198 post offices.

- Procurement for the supply, installation, commissioning and maintenance of the following equipments.

<b>i.</b>	Desktop Computer	- 500
<b>ii.</b>	Dot Matrix	- 500
<b>iii.</b>	UPSs	- 500
<b>iv.</b>	Virus Solutions	- 500

Although Limited National Competitive Bidding was called for the above procurement, as no valid quotation was received, arrangements were made for calling quotations again.

- **Procurement of Local Area Network facilities**

Although quotations were called in year 2012 for the procurement of Local Area Network, no valid quotation was received; such procurement was cancelled. At the second quotations called in the year 2013, quotations received were very high and it had to be cancelled. Later it was decided to locally purchase the goods required for the Local Network procurement and perform the tasks with a low cost by engaging the department staff.

- The Local Area networking of the post office headquarters has been completed.
- Under the Local Area Network Programme of post offices, preparing the diagram of the local network of all the post offices has been completed and installing the casings required for all the post offices and procurement of goods (network cables etc.) required for the networking was made.
- The Local Area Networking of the Narahenpita stamp storage has been completed.

### 1.2.7 Financial Progress

<b>Serial Number</b>	<b>Functions</b>	<b>As at 31.12.2013</b>
01.	Purchasing hardware	51.40
02.	Supplying software	-
03.	Obtaining internet connections (VPN)	-
04.	Trainings	3.01
05.	Obtaining advisory service	-
06.	Project operational expenditure	1.58
07.	Obtaining internal network connections (LAN)	8.03
08.	Obtaining data centre and disaster recovery units facility	-
09.	Purchasing computer stationary	17.55
10.	Maintenance of hardware and software	43.28
11.	Other	0.56
	<b>Total</b>	<b>125.41</b>

## 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 from 01.01.2013 to 31.12.2013 is given below.

1. Establishments related functions of the staff of the Ministry and the employees of the Postal Department which come under the purview of the Ministry.
2. Conducting administrative activities of the Ministry office.
3. Carrying out media activities.
4. Performing activities in relation to parliamentary requirements.

### 2.1. Progress of activities of Establishments Division of the Ministry from 01.01.2013 to 31.08.2013

i.	Sending on retirement (S.L.A.S.)	-01
ii.	Appointments (Legal Officer)	-01
iii.	Appointments (Chief Internal Audit) S.L.Ac.S	-01
iv.	Appointments (Chief Accountant) S.L.Ac.S	-01
v.	Filling vacancies (S.M.S. Supra Grade- Administrative Officer)	-01
vi.	Filling Vacancies (Development Officer)	-06
vii.	Filling Vacancies (Graduate Trainees)	-03
viii.	Filling Vacancies(Translator)	-01
ix.	Permanent release(Translator)	-01
x.	Permanent release (Development Assistant)	-01
xi.	Permanent release (K.K.S.)	-04
xii.	Permanent release(Driver)	-02
xiii.	Recommendation to D.G. –U.S. for the promotion to Grade 1 (K.K.S.)	-01
xiv.	Submitted for approval of Filling of 03 vacancies(K.K.S).	
xv.	Promoting to Driver Grade II A	-01
xvi.	Promoting to Driver Grade II B	-02
xvii.	Appointments of Deputy Postal Minister’s Staff	-21
xviii.	Applications for Agrahara insurance claims	-15

### 2.2. Appointment, Promotions and Appeals of the officers of the Unified Postal Service

- i. Number of officers recruited for the vacancies in the U.P. Service Segment B Grade I – 1086
- ii. Approval has been granted by the Public Services Commission for the promotions till 20.06.2012 in the U.P. Service Segment A Grade I.
- iii. The approval from the Public Services Commission has been granted to fill the vacancies in the U.P. Service B Segment Grade I until 21/06/2012 by promoting the

- qualified officers to the U.P. Service B Segment Grade I Segment A without any marks being given at the interview held for the promotions.
- iv. Interviews are scheduled to be held for 25 applicants who have passed the competitive examination for the promotion/ recruitment to the posts of Post Office Investigation Inspector/ Inspectors of Postal Accounts Segment 'A' III 'B' of U.P. Service Segment 'A' III 'B' of U.P.S.
  - v. The Public Services Commission has promoted 14 officers to the posts of Post Master General/Administrative Assistants in U.P.S. A III B Segment.
  - vi. A structured interview was held under the old recruitment procedure to fill 9 vacancies in the posts of the Post Master General/Administrative Assistants in U.P.S. A III B Segment and letters have been forwarded to the Public Services Commission requesting approval for such promotions.
  - vii. The approval of the Public Services Commission has been granted to the promotion of 18 officers based on the interview held on 05/11/2012 for their promotion to the U.P.S. A III B Segment based on seniority and competency.
  - viii. The approval of the Public Services Commission has been granted to the promotion of 04 officers to the post of Deputy Post Master General in U.P.S. A I B Segment.

**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 -10
- ii. Appeals for which rulings were received from PSC -04
- iii. Reports called from the Post Master General regarding the appeals of officers -11

**2.4. Number of Cabinet Memoranda forwarded from 01.01.2013 to 31.12.2013**

- i. Total number of cabinet memoranda -16
- ii. Number of memoranda for which cabinet rulings were received -16

**2.5. Parliamentary Coordinating Activities**

- i. No of parliamentary questions answered -08
- ii. No of Consultative Committee meetings -04

**2.6. Appeals of the officers of the Unified Postal Service who have retired**

- i. Total number of cabinet memoranda submitted - 02
- ii. Of them, the number that received decisions - 02
- iii. No. of reports referred to the Public Services Commission - 30
- iv. Number of reports for which determinations were received from P.S.C -20
- v. Number of reports submitted to the Public Petitions Commission -25
- vi. Number of reports which received recommendations from Petitions Commission - 12
- vii. Number of reports submitted to the Administrative Appeals Tribunal - 02
- viii. No of reports that received a determination from the Administrative Appeals Tribunal -01
- ix. No of reports submitted to the Ombudsman -02

x.	Appeals for which replies were sent directly to appellants	-04
xi.	Number of reports submitted to the Sri Lanka Human Rights Commission	-03
xii.	Reports forwarded to the Secretary of Ministry of Public Administration	-03
xiii.	Number of reports submitted to the Director General of Pensions	-02

**2.7. 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	-153
ii.	responses sent	-15

**2.8. Requests for concessionary permits for motor vehicles**

i.	Number of applications submitted to the Department of Trade, Tariff and Investment Policy	-03
ii.	Number of vehicle permits issued by the Department of Trade, Tariff and Investment Policy (inclusive of 04 in the year 2012)	-07
iii.	Number of licenses issued by the Secretary of the Ministry as per new powers assigned	-14

**2.9. Internal audit queries**

o	Number of internal audit queries	-03
o	Number of internal audit queries responded	-02

**2.10. Trade union activities – Department of Posts**

i.	Releasing officials for trade union activities	-05
ii.	Complaints and proposals made by trade unions	-13
iii.	Number of reports called from the Post Master General	-13
iv.	No of reports received from Post Master General	-15

**2.11. Retirement in the Unified Postal Service (normal procedure) -03**

**2.12. Approved overseas leave**

i.	Officials of the Ministry	-02
ii.	Department of Posts (short holidays)	-87
iii.	Department of Posts (For foreign employment)	-10

**2.13. Sub Post Master Service**

i.	Examination notice "Open competitive examination for the recruitment to the post of Sub Post Master of the Management Assistant non-technical Class 2 service category Grade III in the Sri Lanka Department of Posts-2013" has been referred to the Post Master General for amendment.	
ii.	Granting permanent appointment (Acting Sub Post Master)	- 49
iii.	No of reports called by the PMG as regards appeals	- 12
iv.	No of notices to appellants as regards appeals	- 05
v.	No of reports sent to the Department of Pensions	- 02
vi.	No of reports sent to the Ministry of Public Administration and Home Affairs	- 01

## **2.14. Junior Service – Department of Posts**

### **1. Regarding requests for demotion;**

- i. No of reports submitted to the Ministry of Public Administration and Home Affairs -03
- ii. Reports submitted to P.S.C -06
- iii. No of letters referred to the PMG for recommendations -05

### **2. Regarding various problems in the Junior Service;**

- i. No of reports submitted to the Ministry of Public Administration and Home Affairs -11
- ii. Reports submitted to P.S.C -26
- iii. No of reports called by the PMG -64

## **2.15. No of formal disciplinary inquiries conducted by the Ministry -02**

## **2.16. Functions of the Information Media Unit**

- 2.16.1. Preparation of 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.
- 2.16.2. Maintaining direct coordination with other media institutions to seek publicity for development activities of the Ministry and take necessary action to have them disseminated.
- 2.16.3. 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.
- 2.16.4. Offering media coverage for special functions and ceremonies attended by the Hon. Minister and taking measures to have them carried by the media.
- 2.16.5. Making arrangements for press briefings for special events of the Hon. Minister and for objectives expected to be fulfilled by the Ministry.

The Information and Media Unit which easily achieved its targets in the year 2013 contributed to the development process of the Ministry through a host of propaganda activities. The purchasing of the video editing equipment has enabled the Unit to carry out its role in a more efficient manner.

### **During the period under review;**

240 press releases were issued,  
10 media briefings were conducted and  
605 photographs and 300 video cassettes were supplied to external media organizations.

**2.17. Public Management Assistant Service –Department of Posts**

- i. Sending on retirement -06
- ii. Other establishment activities -11

**2.18. Accounting Service- Department of Posts**

- i. Recommendations for promotions forwarded to the Accounting Service Division -03
- ii. Requests for transfers -22
- iii. Appointment on secondment basis -10
- iv. Reporting vacancies in the Sri Lanka Accounting Service to the Deputy Secretary of the Treasury -02
- v. Applications for the promotion to the Special Grade of the Sri Lanka Accounting Service to the Director of Accounting Service -05

**2.19. Sri Lanka Engineering Service- Department of Posts**

- i. Transfers -01
- ii. Promotion on the basis of supra grade -01
- iii. Other establishments activities -09

**2.20. Deploying trainees for practical training**

- i. Ministry of Postal Services - 02
- ii. Department of Posts - 09

**2.21. Officers of the Department of Posts**

- i. Approval of leave for accidents - 13
- ii. Approval of special leave - 19
- iii. Payment of compensation under P.A circular 22/93 - 07
- iv. Payment of language allowance under P.A. Circular 29/88 - 01
- v. Referring incentives paid to instructors of the Postal Training Institute to the Director General of Establishments for approval - 01
- vi. Applications for Agrahara insurance - 01

**2.22. Recruitment Procedures**

- i. Since applications with stipulated qualifications in the approved recruitment procedure of the Ministry for Transport Officer were not received when applications were called, the qualifications are being amended. Educational qualifications of the recruitment procedure was amended and submitted to recommendations of the D.G. –U.S

- ii. The recruitment procedure for the Executive Service category (SL 1) of the Department of Posts was approved by the Public Services Commission.
- iii. Recruitment procedures for MN 3 (Building Inspector), PL2 (Postal Assistant –Technical) and PL 1 (Postal Assistant) of the Department of Posts have been referred to the Public Services Commission for approval.

The Following recruitment procedures belong to the Department of Posts was approved by the Public Services Commission.

SL1-2006A, MT1-2006A, PL2-2006A, MN3-2006A- Building Inspector PL 1-2006A recruitment procedures have been referred to the Public Services Commission for approval.

### **2.23. Legal matters- Ministry of Postal Services**

Filing of new cases - 02

### **2.24. Approval of loans – Ministry of Postal Services**

- i. Distress loan -46
- ii. Property loan -02

### **2.25. 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 -Red Force 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

### **2.26. Use of the vehicles of the Ministry**

- 1) Number of government fuel vouchers issued -327
- 2) No of vouchers referred to the accounts division for payment;
  - i. For maintenance and service -166
  - ii. For insurance purposes -08
  - iii. For supplying additional fuel -78

### **2.27. No of vouchers referred to the Accounts Division for payments to the staff**

- i. To pay the 1/20 allowance of staff officers - 17
- ii. Claims for overtime allowance of drives - 289
- iii. Claims for transport allowance of drivers - 287

Claims for advances and settlements for smoke test and Vouchers on Days pay requests of the Drivers	-36
iv. Travel expenses, overtime and commuted overtime for the ministerial staff	-262
v. Travel expenses and overtime for Moratu Udanaya	-22
vi. Travel expenses of staff officers and other officers	-18
vii. Travel expenses of and overtime of the media unit	-96
viii. Overtime of Office assistant service	-71
ix. Settlement of railway warrants	-06
x. Photocopy allowance	-05
xi. Computer training	-26

**2.28. Number of vouchers referred to the Accounts Division to make payments for the provision of communication facilities for the Ministry**

i. Telephone bills	-495
ii. Newspaper bills	-142

**2.29. Number of vouchers referred to the Accounts Division for entertainment allowance and maintenance activities of the Ministry**

i. Water bills	- 23
ii. Janitorial services	- 24
iii. Security services	- 12
iv. Computer maintenance	- 15
v. Refreshment cost for meetings	- 63
vi. Key cutting and repair of equipment	- 05
vii. Air conditioners	- 10
viii. Photocopy machines/fax machines	- 31

**2.30. Free railway warrants issued -222**

**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

- 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 regarding the acquisition of lands for postal service activities. (About 89 files)
- On the instructions of the Attorney General, formal action is being taken as regards various contracted services entered into by the Department of Posts with private sector institutions.
- The committee appointed to study and make recommendations for the revision of local postage has submitted its recommendations to the Hon. Minister of Postal Services and these recommendations are due to be implemented.
- 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.
- Necessary measures are being taken to expand Telemail service.
- Measures have been taken to establish 10 new agency post offices at Delduwa, Awissawella, Pallegama, Kiriwaththuduwa, Dalugama, Dr Danister De Silva Mawatha, Colombo 09, Kundasale, Anuradhapura, Thawaluwila and Baddegama.

### 3.2. Stamp Promotion Program

- Arrangements have been put in place to print stamps of high quality preserving the philatelic value. Stamps issued in 2013 are tabulated below.

<b>Theme</b>	<b>No of stamps issued</b>
Annual issuance	8
International events	5
Culture, nature, wildlife, sports etc of Sri Lanka	12
Distinguished Personalities or Special events	10
Other events	4
Outside the annual stamp program	4
<b>Total</b>	<b>43</b>

- With a view to increasing the sale of stamps and popularizing stamps, facilities for the sale of philatelic items have been enhanced at the stamp counter installed at the head office.
- Progress review has been conducted by having regular coordination with the Philatelic Bureau with the objective of restructuring the Bureau.
- Amendments have been introduced with the intention of resolving problems that arise in implementing the current stamp policy and brought to the notice of the Hon. Minister for his observations.

### 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	10	06
02.	Development Assistants	06	02
03.	Management Assistants	09	04
04.	Drivers	08	03
05.	KKS	04	02
06.	A workshop on maintaining office files and office management was held in the Ministry for all Development Assistants and Management Assistants of the Ministry.		
07.	A 4-day workshop was conducted at the Surveying and Mapping Institute, Diyatalawa for all officials of the Ministry.		

#### ➤ Participation in overseas conferences / training

- *Ministry*

Category of Officers	No of Officers participated	Countries visited	Subject
Hon. Minister and his staff	01	India	Trade Union Representatives for the Study Visit
	02	Thailand	Thailand 2013 World Stamp Exhibition & 130 <sup>th</sup> Anniversary of Thai Postal Service
	01	India	XI Asia Pacific Postal Union Congress.
Staff Officers	01	Singapore	Productivity Management for Government Officials

- *Department of Posts*

Category of Officers	No of Officers participated	Countries visited	Subject
Staff officers	01	Singapore	RAQUEL Project – Registered Articles inquiry System (RAIS) training workshop.
	02	India	Trade Union Representatives for the Study Visit
	02	Indonesia	Fourth UPU – IFAD (International Fund for Agricultural Development) work shop on the development of electronic postal payment services in Asian countries.
	02	Thailand	Strategy Formulation & Execution Course.
	01	People’s Republic of China.	Invitation to attend the “high-level forum on Postal reform and development in Asian-pacific region
	03	Thailand	Thailand 2013 World Stamp Exhibition.
	02	Thailand	Postal Financial Services Course.
	05	Thailand	e-Commerce and sustainable logistics
Postal service officers and Other officers	01	Thailand	Postal Retailing & Sales Management Course
	25	India	Trade Union Representatives for the Study Visit
	02	India	International Executive Development Programme.
	02	Thailand	International Mail Accounting
	02	Thailand	International Postal Services
	03	India	XI Asia Pacific Postal Union Congress.
	02	Thailand	Leadership Development Programme for Postmaster and Manager

### 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.
- Parallel to the Deyata Kirula -2014, launching and coordinating projects for the promotion of postal services in the Kurunegala, Puttalam and Kegalle districts.

### 3.5. Provision of Library Facilities

- With the aim of developing positive attitudes of the staff of the Ministry a library equipped with 667 books on a variety of subjects is maintained. In the year 2013, arrangements have been made purchase books to the value of Rs 30,000.00

### **03. Planning Division**

- **Preparation of Action Plan and Performance Report**

- 1) Prepared the Annual Action Plan-2013 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 and the Auditor General's Department.
- 2) Prepared the performance report relevant to all divisions of the Ministry of Postal Services and the Department of Posts for the year 2012 and submitted to the Parliament, Ministry of Finance and the Auditor General's Department.

- **Progress of the Development Programs implemented in the Northern Province**

The progress made with relevance to Mahinda Chintana development programme and the Uthuru Wasanthaya programme was reported to the Presidential Secretariat and the Presidential Task Force on resettlement, development and security. Parallel to the Uthuru Wasanthaya program launched with the restoration of the civil administration in the North and East, construction of new post offices, improvement of letter distribution facilities upgrading of office facilities are being implemented in the Jaffna, Mannar, Kilinochchi, Mulativu and Vavuniya districts. In addition projects for upgrading training facilities, providing furniture and accessories and machinery were carried out under this programme.

- **Short documentary on the progress of the Ministry of Postal Services**

A short documentary on the progress of the Ministry of Postal Services was made to be shown at the progress review meeting expected to be held under the patronage of His Excellency the President. It includes an introduction to the modern postal services and details on the post office network and communication facilities offered by them, postal identity card, mail exchange, stamps and activities of the Philatelic Bureau, postal museum, construction and renovation of post offices under Uthuru Wasanathaya (Northern Spring) and Negenahira Navodaya (Eastern Reawakening) and the provision of bicycles to postmen. The documentary depicts the contribution of the Ministry of Postal Services to make Sri Lanka the emerging wonder of Asia as envisaged by Mahinda Chintana –Vision for the Future policy framework. The development and media units and other divisions of the Ministry and the Department of Posts rendered maximum contribution for making the documentary.

- **Dengue Eradication Programme – 2013**

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

this programme, an awareness programme was conducted for the officials of the Department of posts on dengue menace.

- **“RISGO CENTENNIAL 2013” Scouts Get-together**

RISGO CENTENNIAL 2013- Scouts Get together, organized by scouts of Dharmaraja College, Kandy jointly with “Tharunyata Hetak” was held in Kandy from February 18 to 22, 2013. The following activities were coordinated by the Ministry of Postal Services for the programme.

- I. Operating a post office in the camp
- II. Running an exhibition stall on the postal service jointly with the Philatelic Bureau
- III. Making arrangements for the issuance of a commemorative stamp.

- **Deyata Kirula National Exhibition- 2013 Ampara, Hardy Technical College**

The Deyata Kirula national development program-2013 was held in Ampara with centre of activities being the Hardy Technical Institute. Concurrent to Deyata Kirula, a host of development programmes were implemented in the Batticaloa, Trincomalee and Polonnaruwa 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.

- Undertaking field visits in most of the following recommended post offices organized by the Ministry of Postal Services and the Department of Posts, parallel to the World Post Day -2013 national ceremony.

<b>Supra grade Post offices</b>	<b>Class I Post offices</b>	<b>Class II Post offices</b>	<b>Sub Post offices</b>
Matara	Elpitiya	Katuwana	Magala South
Peradeniya	Rajawella	Doluwa	Balana
Kuliyapitiya	Lunuwila	Palaviya	Koswatta
Badulla	Haputale	Boralanda	Pitamaruwa
Anuradhapura	Galenbindunuwewa	Aralaganwila	Dalukana
Cinnamon Gardens	Piliyandala	Meegahatenne	Bellana
Balangoda	Dehiowita	Kotiyakumbura	Kotaveheramankada/ Ballapana
Trincomalee	Uhana		Kudagala
Jaffna	Chundikuly	Chankanai	Yogapuram

This division has also given its contribution to select the best post office staff of 2013 in parallel to the above mentioned competition and its main objective is to create a higher efficiency in postal service through motivating employees.

- The Progress Report 2013 and the Future Programmes 2014 report was prepared using the information obtained relevant to all the divisions of the Ministry of Postal Services and the Department of Posts and submitted them to the Parliament for the 2014 budget debates. In concurrence, Power Point presentation was also prepared for committee state debates in the Parliament.

## **5. 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 2013.*

❖ **Audit Queries – Year 2013**

• **Audit queries relevant to the Ministry**

1. Maintaining stocks at the warehouse- 2012
2. Internal audit inquiry into the general deposit account
3. Audit inquiry on the preparation of bank reconciliation statements- December 2012
4. Internal audit inquiry into payment vouchers (October- December 2012)
5. Inspecting transport expenses- 2012
6. Internal audit inquiry on the leave of the Ministry-2012
7. Audit inquiry on the preparation of salaries – 2012
8. Audit inquiry on the preparation of bank reconciliation statements- April, 2013
9. Audit inquiry into the maintenance and repair of vehicles- 2012
10. Inquiry on telephone bills
11. Inquiry into receipt of money
12. Audit inquiry into the maintenance and repairing of machinery –  
(January-May, 2013)
13. Payment of telephone bills for the support staff of the Hon. Minister
14. Internal audit inquiry on the reimbursement of electricity and water bills and the supply of bottled drinking to the ministry–2012
15. Investigation on creating a websites of the Ministry
16. Audit inquiry on comparing the imprest account
17. Investigation on the advance account of the public officers

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

- 1) Preliminary investigation report (duties of the Shroff Division)
- 2) Supply and installation of air conditioners at the Philatelic Division office, Narahempita.
- 3) Activities at the Communication Locale in Havelock Town post office

## 06. Finance division

### Ministry of Postal Services

#### Capital Allocations and Expenditure – year 2013

Expenditure object	Description	2013 Estimate (Rs.)	Expenditure as at 31.12.2013 (Rs.)
	<b>Rehabilitation and upgrading capital assets</b>		
2001	Building	225,000.00	213,414.00
2002	Machine and machinery	600,000.00	540,165.16
2003	Vehicles	3,200,000.00	3,161,608.87
	<b>Acquisition of capital assets</b>		
2102	Furniture and office equipment	1,440,000.00	1,436,203.46
2103	Machine and machinery	2,990,000.00	2,934,300.21
2104	Buildings and constructions	100,000.00	0.00
	<b>Skill Development</b>		
2401	Training and skills development	500,000.00	485,413.00
	<b>Other capital expenditure</b>		
2502	Promotion of Stamps and Postal Services	1,000,000.00	1,000,000.00
2502	Postal network project	165,000,000.00	123,829,977.95
	<b>Total</b>	<b>175,055,000.00</b>	<b>133,601,082.65</b>

# **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.

## **1). Some of the important functions carried out in 2013.....**

1. Making necessary arrangements to grant appointments to 1086 recruits proficient in information technology as Postal Service Officers
2. Granting promotions to 552 Grade Two Postal Service Officers who have fulfilled the required qualifications to first Grade.
3. Finalizing preliminary arrangements to grant permanent appointments to 400 estate postmen.
4. Developing human and physical resources of the Borella Post Office in line with the programme for the development of post offices jointly with the trade unions under the Employee Participatory Management System.
5. Requesting the relevant parties to convey the problems at post offices and sub post offices directly to the Postmaster General and holding meetings in respective provinces with the participation of all senior officials of the headquarters with a view to finding solutions to such problems.
6. Purchasing 10 new vans to regularize the Speed Post Service and launching Speed Post Courier Service as a pilot project in 10 offices.
7. Arranging a four day visit to India for trade union representatives to give them an understanding of the Indian Postal Service.
8. Terminating the telegram service and expanding Tele-Mail service.
9. Held residential leadership Workshop for Executive officers and Union members of the Department of Posts.
10. Repair and restart the academic activities at the Postal Training Institute, Polagahawela.

The objective of the Department of Posts is to forge ahead as a business entity that provides reliable, efficient and effective service, primarily fulfilling the postal facilities and related consumer services of Sri Lankan people and the international community and identifying the timely needs of the Sri Lankan people while remaining as a government department and launching new services.

The overall post office network consists of 4628 offices. Of them 4030 are wholly government owned institutions while 598 are agency post offices. The number of people served by one post office is 4392. A single government post office covers an area of 14 square kilometers.

## **2). Post office network**

Post Offices	651
Sub- post offices	3375
Agency post offices	497
Rural agency post offices	101
Estate post offices	<u>04</u>
<b>Total</b>	<b><u>4628</u></b>

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

- Administrative Division
- Operations Division
- Accounts Division

## **3). Organizational structure**

See the Carder Information in the Annex 03. The proposed new organizational structure which is expected to devolve power enabling a more agreeable decision making process is due to be implemented in the near future given as Annex 04, and old organizational structure is given as Annex 05.

## 4). Administrative Process

Administrative functions of the department are discharged under the guidance of the Deputy Postmaster General (Administration). These activities take place in a wider scope giving priority to human resources development.

### ❖ Human Resources Development

Development of human resources is based on three major functions.

- Recruitment
- Promotions
- Training

#### ➤ Recruitment and Promotions

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

- ❖ Taking measures to fill 1086 vacancies on the basis of the results of the general examination held on 09.06.2012 for the posts of Postal Service Officer 'B' Class 1 'B' Grade of the unified Postal Service.
- ❖ 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 Class 'A' iii Grade B of the Unified Postal Service. (was held on 17 & 18 .08.2013)
- ❖ Making arrangements to call for applications and conduct limited/open competitive examination for the recruitment to the post of Postal Driver belonging to the Primary Service Category of the Department of Posts.
- ❖ Taking measures to conduct the 1<sup>st</sup> efficiency bar examination for Management Assistant –Non Technical Segment 2 officer category (sub postmasters). (Examination was Held on 15.09.2013)
- ❖ Making arrangements to conduct the competitive examination (2013) for the promotion/recruitment to the posts of Assistant Administrative Secretary and Assistant Superintendent of 'A' Category 'III' Grade 'A' Segment of the Unified Postal Service.
- ❖ Taking measures to have the recruitment procedures approved.

#### ➤ Training

The Postal Management Training Institute was established in 1990 and training activities are conducted now at eight postal training institutes island wide.

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).

Eight Postal training institutes for training purposes have been established in the following towns.

Wellawatta	Batticaloa
Jaffna	Kandy
Badulla	Galle
Thambuttegama	Polgahawela

Institute		No of Training Courses	No of Participants
Postal Management Training College	Internal Courses	11	416
	Courses of networking project	09	1190
Postal Training Institute –Galle		21	1162
Postal Training Institute –Wellawatta		13	571
Postal Training Institute – Thambuttegama		16	297
Postal Training Institute –Kandy		16	442
Postal Training Institute –Jaffna		14	351
Postal Training Institute –Batticaloa		13	481
Postal Training Institute –Badulla		16	401
Postal Training Institute –Polgahawela		03	100
Other	Local-training programmes arranged by PMTS in external organizations	34	355
	Overseas	11	17
<b>Total</b>		<b>177</b>	<b>5783</b>

### Summary of Training Programmes

	No of courses		No of participants	
	2012	2013	2012	2013
Local	295	261	8,704	13,145
Overseas	09	11	10	17
<b>Total</b>	<b>304</b>	<b>272</b>	<b>8,714</b>	<b>13,162</b>

S.No	Institute	Training courses conducted	No of Participants
1	Training programmes conducted by Postal Management Training School	11	416
2	Referring officials by Postal Management Training School to training programmes conducted by external institutes	34	355
3	Post office networking training programme	09	1,190
4	Training programmes of Wellawatta Postal Training Institute	13	571
5	Training programmes of Galle Postal Training Institute	21	1,162
6	Training programmes of Kandy Postal Training Institute	16	442
7	Training programmes of Thambuttegama Postal Training Institute	16	297
8	Training programmes of Batticaloa Postal Training Institute	13	481
9	Training programmes of Jaffna Postal Training Institute	14	351
10	Training programmes of Badulla Postal Training Institute	16	401
11	Training programmes of Polgahawela Postal Training Institute	03	100
12	Provincial training programmes- Central Province	14	1,299
13	Provincial training programmes- Eastern Province	01	40
14	Provincial training programmes- North Central Province	21	734
15	Provincial training programmes- Northwestern Province	20	1,951
16	Provincial training programmes- Sabaragamuwa Province	10	533
17	Provincial training programmes- Uva Province	11	1,682
18	Provincial training programmes- Western Province	13	963
19	Provincial training programmes-Central Mail Exchange	05	177
20	Overseas training programmes	11	17
	<b>Total</b>	<b>272</b>	<b>13,162</b>

## **Investigating and Auditing Process**

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

The office of the controller office (investigation) at Havelock Town and the internal audit division at the Postal Headquarters which comes under the purview of the chief internal auditor contributes to the investigation progress.

### **➤ Office of the Controller (investigation)**

This division conducts audits and investigations with a view to minimizing frauds, corruption and irregularities taking place in the Department.

Accordingly, preliminary investigations are conducted through 37 offices including the office of the Controller (Investigation), Central Mail Exchange, provincial postmasters' offices and regional postal superintendents' offices.

## Summary of Preliminary Investigations Conducted in the year 2013

Year		Central	Eastern	North	North central	North western	Sabaragamuwa	South	Uva	Western	C.M.E	Controller (Investigation)	Total
2013		88	19	40	13	49	96	122	31	790	426	355	2,029
	Received	82	06	01	05	54	16	36	27	78	24	87	416
	Total	170	25	41	18	103	112	158	58	868	450	442	2,445
	Completed	63	01	01	05	05	07	10	26	31	14	52	215
	At hand as at 31.12.2013	107	24	40	13	98	105	148	32	837	436	390	2,230

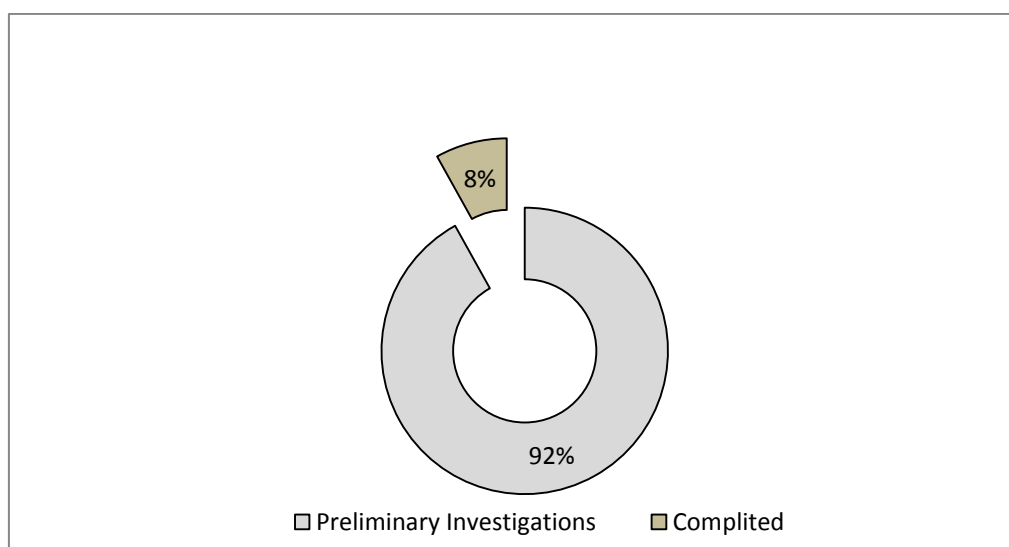


Figure 1- Progress of preliminary investigations completed in 2013

## Summary of formal investigations conducted in the year 2013

Year		Central	Eastern	North	North central	North western	S'gamuwa	South	Uva	Western	C.M.E	Controller (Investigation)	Total
2013	At hand as at 01.01.2013	03	01	-	04	04	01	02	06	10	-	05	36
	Received	-	-	-	-	01	01	-	01	-	-	08	11
	Total	03	01	-	04	05	02	02	07	10	-	13	47
	Completed	02	-	-	01	01	-	-	-	02	-	07	13
	At hand as at 31.12.2013	01	01	-	03	04	02	02	07	08	-	06	34

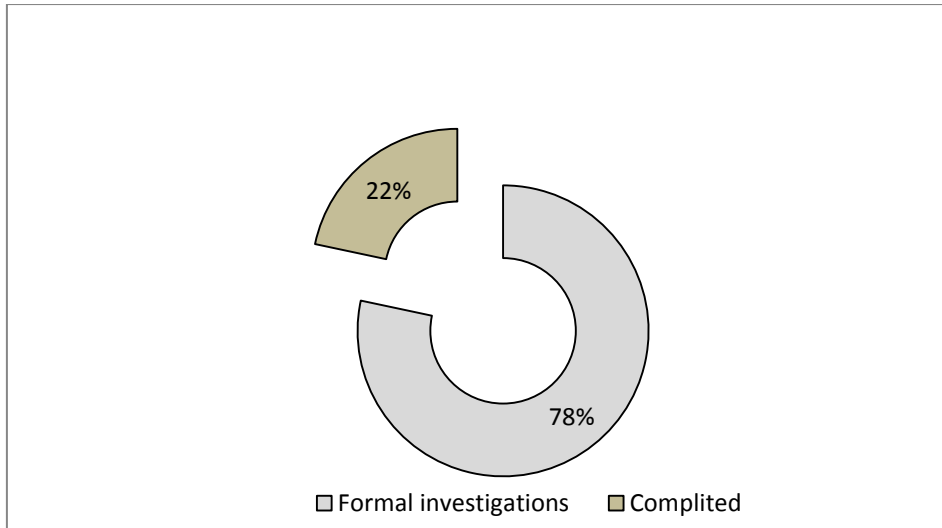


Figure 2. Progress of formal investigations completed in the year 2013

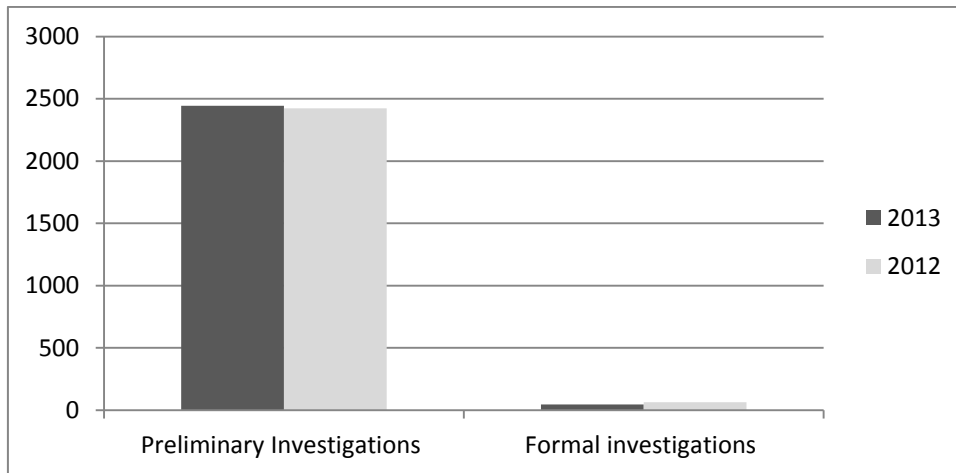


Figure 3 No. of Investigations

### ➤ Internal Audit Section

Offices in which internal audits were conducted in the year 2013

<u>Office</u>	<u>No of Audits</u>
Post Offices	86
C.M.E. and various sections of headquarters	05
Communication Locale	10
District Accounts Offices	<u>03</u>
<b>Total</b>	<b><u>104</u></b>

## **Supplies Division of Department**

All supplies required for the functioning of the Department are provided by 07 divisions headed by a superintendent. At present this division is manned by an assistant superintendent.

1. Administrative Division
2. Postal Forms Store
3. Stationary Section
4. Packing Section
5. Postal Factory
6. Postal Plant
7. Welfare Section

### **1. Administrative Division**

Supplies office also serves as an administrative office an all administrative work of officials and employees is handled by this division.

### **2. 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.

### **3. Stationary Section**

This division is in charge of distributing stationary, balls of twine, sealing wax, docket, lead, franking machine ink, date stamp ink, bottles of ink, etc to all island-wide offices.

### **4. Packaging Section**

This division is responsible for handing over the goods of stationary division and the uniform division to the Central Mail Exchange to be distributed among offices.

### **5. Postal Factory**

The major functions of this division are to repair trolleys, make name boards for sub post offices, make keys, safes, steel cupboards, repair cabinets and cutting safes, make and issue locks of private mail bags and renovate overseas mailbags and issue with department logo.

### **6. Postal Plant**

Cutting the large forms and sheets brought from the government press to the required sizes and making books.

### **7. Welfare Section**

Though provisions were not allocated for welfare activities in the year 2013, many welfare activities were carried out with contributions from private institutions.

## 5). Operational Process

Overall operational process of the Department is executed under the Deputy Postmaster General (Operations) and the Provincial Deputy Postmasters, Divisional Postal Superintendents contributes to the process at the provincial and regional levels. A number of divisions lend their contribution to the operational process.

### Post Office Network

The Postal Service which commenced operations in 1798 with just five post offices has today become a vibrant public sector entity with an island network of 651 post offices and 3375 sub post offices as of December 2013

Office	Number
Post Offices	651
• Super Grade - 46	
• Grade I - 302	
• Grade II - 303	
Sub- post offices	3,375
Agency post offices	497
Rural agency post offices	101
Estate post offices	04
<b>Total</b>	<b>4,628</b>

Province	Regional P.S. Division	Post Offices	Sub Post Offices
Central	Kandy North	27	163
	Kandy South	29	182
	Nuwraeliya	23	95
	Matale	22	91
<b>Total</b>		<b>101</b>	<b>531</b>
Eastern	Ampara	10	55
	Akkaraipattu	13	53
	Batticaloa	21	66
	Trincomalee	12	48
	<b>Total</b>		<b>56</b>
	Jaffna	31	139
	Kilinochchi	4	36
	Mullaitivu	5	16
	Mannar	8	34
	Vavuniya	4	32
	<b>Total</b>		<b>52</b>
North Central	Anuradhapura	27	183
	Polonnaruwa	12	89
<b>Total</b>		<b>39</b>	<b>272</b>

Sabaragamuwa	Kegalle	30	196
	Ratnapura	24	186
<b>Total</b>		<b>54</b>	<b>382</b>
South	Galle	40	215
	Matara	30	194
	Hambantota	21	96
<b>Total</b>		<b>91</b>	<b>505</b>
Uva	Badulla	30	180
	Monaragala	16	71
<b>Total</b>		<b>46</b>	<b>251</b>
Western	Colombo North	34	73
	Colombo South	23	92
	Gampaha North	28	100
	Gampaha South	28	132
	Kalutara	34	137
<b>Total</b>		<b>147</b>	<b>534</b>
Northwestern	Kurunegala North	22	153
	Kurunegala South	21	152
	Puttalam	22	114
<b>Total</b>		<b>65</b>	<b>419</b>
<b>Sum Total</b>		<b>651</b>	<b>3,375</b>

### ➤ Primary Postal Services Indices

	2007	2008	2009	2010	2011	2012	2013
Extent of area served per post office	14	14	14	14	14	13	14
Number of persons served per post office	4,252	4,311	4,311	4,312	4,330	4,641	4,392

Taking into account the population of Sri Lanka, the area of land, the number of letters circulated and the number of post offices, the prevalence of postal services island-wide can be indicted as follows.

Number of letters posted by one person annually	- 14
Number of persons served per post office	- 4392
Extent of area served per post office	- 14 Sq. Km
Extent of area served per postman	- 8.7 Sq Km
Number of people served per postman	- 2,719
No of families served per postman	- 727

## Services

### ➤ Departmental Services

1. Business Mail Service
2. International Express Mail Service  
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  
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. 04 Our Express courier service
5. Speed Post Courier Service- This service has been in operation since 01.10.2013 under the brand name of Speed Post Courier Service and it has combined the transport and delivery for Speed Post and 04 Our Express. Its main operation centre has been established at the Central Mail Exchange, Colombo. In addition, several sub-centers have been set up regionally.
6. Bulk mail service
7. 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
8. E-Commerce Service  
This service is for levying charges through Internet and mobile telephones for services and transactions of the Department
9. Tele Mail Service  
This service introduced on 02.04.2001 was initially available only at post offices and with effect from 09.10.2002 it was expanded to all sub post offices. With the termination of the Telegram Service on 30.09.2013 which was in operation for over 150 years to transmit urgent messages of the public, the TeleMail service was further streamlined from 01.10.2013.
10. Fax Service
11. Issuing Postal Identity Cards
12. Specialized Services –Post Boxes, Mailbags, Mail books
13. 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. HSBC
4. DFCC
5. LOLC
6. Insurance activities with Sri Lanka Insurance Corporation
7. Collecting vehicle spot fines
8. Facility for payment of electricity bills
9. Facility for payment of examination fees
10. Payment of Mobitel bills

### ➤ **Services provided free of charge**

- Pension
- Public Subsistence Monthly Allowance
- Public Assistance Allowance- Leprosy, Cancer, Tuberculosis
- Farmers' pension
- Fishermen's pension
- Contributing for the provision of social security funds

## **Postal Transport Division**

The postal transport division administered by the Controller (Operations) operates under a chief postal transport inspector.

Details of vehicles of the Transport Division in 2013

	<b>Vehicles available</b>	<b>Vehicles Condemned</b>
Car	17	-
Van	108	01
Lorry	12	-
Jeep	11	-
Cab	32	-
Motor cycles	08	-
Buses	03	-

In the year 2013, 20 vans were purchased and 05 vans, 06 Lorries, 01 jeep and 01 cab were auctioned.

## ➤ Postal Transport Process

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

### Mail Transport Modes

1. Railways
  - Passenger trains
  - Mobile mail trains
2. Buses of Transport Board
3. Vans of Department
4. Runner service
  - Department runners
  - Private runners
5. 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
  - Jaffna
3. Through mail transport methods
4. Through mobile post offices
  - Kandy mobile
  - Badulla mobile
  - Galle mobile
  - Batticaloa mobile
  - Jaffna mobile

} Currently not in operation

### i. Procurement and Asset Management Division

The prime objective of this division is to maintain the procurement process of the Department in a more efficient and transparent manner and proper management of the assets of the Department.

### ➤ Procurement Division

Supplying necessary packaging materials and forms needed for the store of the Office of Supplies Section at Narahenpita to sustain the operational activities of the Department of Posts and fulfilling the requirements of other offices as per the availability of provisions were carried out by this division in the year 2013. In addition to the routine purchases for the maintenance of services, the following special activities too were performed by the division.

<b>S.No</b>	<b>Item / Expenditure Description</b>	<b>Amount- Rs.</b>
<b>308-01-01-1405</b>		
01	Procuring short-eats for the ceremony held at Temple Trees for granting appointment letters to new recruits of Postal Department	375,000.00
02	Procuring lunch for the ceremony held at Temple Trees for granting appointment letters to new recruits of Postal Department	621,280.00
03	Procuring lunch for delegates of the Chinese government	116,321.00
04	Granting letters of promotion at Sri Lanka Foundation Institute on 29.11.2013	639,744.00
05	Procuring items for holiday resorts belonging to the Department of Posts	663,561.00
<b>308-01-01-2001</b>		
06	Modernizing Information Technology Division of Postal Headquarters	168,520.00
07	Constructing restroom of postal drivers at the Central Mail Exchange premises	1,954,176.00
08	Purchasing a fuel tank for Postal Transport Division	877,500.00
09	Repairing trade union office building at Lotus Rd, Colombo-01	1,304,536.00
10	Repairing Polonnaruwa regional postal superintendent's office building and official quarters of postmaster.	4,303,685.00
11	Repairing computer units of the Regional Postal Superintendent's Office, Trincomalee	3,021,662.00
12	Repairing electricity system at the Polonnaruwa main post office	895,118.00
13	Converting Polonnaruwa Regional Superintendent's official quarters into Postal Superintendent's Office.	1,381,550.00
14	Repairing circuit bungalow at Anuradhapura postal complex	2,068,200.00
<b>308-01-01-2003</b>		
15	Purchasing 20 vans for Department of Posts	78,000,000.00
16	Purchasing bicycles for delivering TeleMail and Speed Mail items	290,000.00
<b>308-01-01-2103</b>		
17	Air conditioning the stamp repository, Narahenpita	1,193,024.00
<b>308-01-01-130/2003</b>		
18	Procuring accessories required for repairing Mitsubishi vehicles of Department of Posts	1,527,546.00
19	Procuring accessories required for repairing Nissan vehicles of Department of Posts-2013	3,509,900.00
20	Procuring accessories required for repairing Toyota vehicles of Department of Posts-2013	136,483.00
<b>308-01-01-2502 (Under post office networking project)</b>		
21	Purchasing office equipment required for IT division of Postal Headquarters	246,015.00
22	Modernizing customer service centre of Philatelic Bureau	346,903.00
23	Entering into service agreements for 250 computers equipment and accessory sets purchased for post office networking project	2,231,084.00
24	Renewing service agreements maintenance and service agreements for 500 computers and accessory sets purchased for post office	3,334,869.00

	networking project	
25	Awareness programme on preparation of post office Local Area Network.	550,000.00
26	Purchasing networking equipment for post office Local Area Network	3,561,656.00
27	Procuring items required for moving the software development unit of IT division to the extra room.	338,700.00
28	Formal training to officers of IT division on PHP computer language	900,000.00
29	Awareness programme on Philatelic Bureau Module of post office networking project and on philately for officers of Philatelic Bureau	932,712.00
<b>308-01-01-2001</b>		
30	Commencing postal service of Kandy City Centre shopping complex	1,719,018.00
<b>308-01-01-2401</b>		
31	Payment for programme on bid evaluation (22-23.08.2013)	164,500.00

### ➤ Assets Management

The objective of this is to maintain a proper management of assets of the Department of Posts in accordance with the financial regulations and procedures

Annual board of survey activities in respect of the year 2012 were finalized in May 2013 and the reports were handed over to the Audit Superintendent together with the reports of head office administered offices including offices of all regional postal divisions.

- ❖ At the 2012 annual board of survey, measures were taken to collect items indicated in General 147 forms in some offices as per regional postal divisions and having fixed an estimated price for them and auctioning them; the money was credited to the government account. (Kurunegala, Galle, Kandy, Ampara, Monaragala, Badulla, Chilaw, Gampaha, Matara, Ratnapura)
- ❖ Building parts removed from the old post office building of Awissawella were sold in a public auction and a sum of Rs. 281,950/= was credited to the government account.
- ❖ Thirteen motor vehicles, removed from the usage of mail Transport Division, have been sold calling open bids and a sum of Rs. 10,628,806 have been credited to the revenue of the Government.
- ❖ Items that were disposed from Postal Headquarters and the Headquarters administered offices but are still usable were distributed among the post offices in the Matara, Hambantota, Ratnapura, Ampara and Kurunegala Divisional Postal Superintendents' divisions.

## International Postal Service Division

### Progress of Year 2013

- The number of foreign registered items received by Sri Lanka for distribution registered an increase of 11% in 2013 in comparison to year 2012.
- As a result of including for redistribution, the parcels detained by the Customs, in IPS Light method, an opportunity has been created for the Sri Lanka Post to regain 5% bonus which had been deprived to it.
- Number of EMS parcels received to be sent overseas recorded a growth of 7.1% in 2013 when compared with 2012
- Foreign small packets received by Sri Lanka for distribution has registered an increase of 71% in 2013 compared to previous year.
- Small packets sent from Sri Lanka to overseas has recorded an increase of 10.1% in 2013 in comparison to 2012.
- International postal income has increased by 41.68% in the year 2013 in comparison to year 2012. (Foreign parcels, EMS, international mail)

### Parcels received by Sri Lanka for distribution (air)

	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec
2012	1878	1602	1725	1524	1411	1402	1522	1390	1592	1684	1854	2021
2013	1805	1578	1327	1506	1197	1395	1500	1571	1215	1189	1587	1725

### Parcels received by Sri Lanka for distribution (seal)

	Jan	Feb	March	April	May	June	July	Aug.	Sep	Oct	Nov	Dec
2012	428	528	714	521	569	497	569	622	616	589	578	650
2013	640	708	536	558	602	582	634	654	561	421	679	681

### 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.

EMS received by Sri Lanka for distribution

	Jan	Feb	Mar	April	May	June	July	Aug.	Sep	Oct	Nov	Dec
2012	9854	8245	8985	8345	8056	8215	7968	9153	8516	9043	7981	10,075
2013	7902	8189	8567	7645	7656	7457	8209	8156	7222	8188	7709	9658

## EMS received by Sri Lanka and sent overseas

	Jan	Feb	Mar.	April	May	June	July	Aug.	Sep	Oct	Nov	Dec
2012	7254	2352	2549	2988	2785	2677	2817	2901	2776	3113	3212	3070
2013	2883	2556	2858	3439	2947	2807	3127	2953	2811	3298	3335	3398

## Overseas small packets (CD)

Small packets received by Sri Lanka for distribution

	Jan	Feb	March	April	May	June	July	August	Sep	Oct	Nov	Dec
2012	24595	18005	20784	16654	21526	22711	23655	24455	26702	29092	30756	30826
2013	34709	27175	29404	29835	40403	35250	48281	47944	42657	44758	58717	59864

## Small packets accepted by Sri Lanka and sent overseas

	Jan	Feb	March	April	May	June	July	August	Sep	Oct	Nov	Dec
2012	661	418	490	541	558	485	511	479	516	540	553	570
2013	569	421	543	641	567	491	586	595	534	682	625	685

## Foreign Mail Transport

Foreign mail transport is done in two ways.

- i. Internal transport
- ii. International transport

### **Internal Transport**

This involves the transporting of foreign mail received from outstations to the Central Mail Exchange to be conveyed to the relevant countries and transporting overseas mail received from overseas to the distribution offices.

As Foreign Mail Centre of Sri Lanka Post is established at the Central Mail Exchange, Colombo, all foreign mail from the regions have 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.

## Philatelic Bureau

The Philatelic Bureau which was established within the Department on 01.01.1967 through an Act of Parliament has now been absorbed into a formal organizational structure.

Stamps of the Department of Posts are designed and printed by the Philatelic Bureau. The Stamp is the unique identity of the post and is classified as postal stamps and revenue stamps. Philately is one of the most popular hobbies in the world and by promoting philately the Department of Post plays a vital role in bringing foreign exchange to the country as well as to increase the income of the Department.

Details of stamps issued in the year 2013

	<b>Theme</b>	<b>Date of Issuance</b>
812	Diplomatic relationships between Sri Lanka and Japan	18.01.2013
813	RISGO Centennial international Scouts Camporee	18.02.2013
814	Opening of Mattala Rajapaksa international airport	18.03.2013
815	Sri Lanka Drukpa peace march	05.04.2013
816	Centenary of Dharmasoka College	04.05.2013
817	Vesak festival 2013	18.05.2013
818	Dambegoda Bosath statue	25.05.2013
819	Swami Vivekananda 15 <sup>th</sup> birth anniversary	07.06.2013
820	125 <sup>th</sup> anniversary of Christchurch Girls' School, Baddegama	05.07.2013
821	National Parks of Sri Lanka –Yala	28.07.2013
822	Fr Tissa Balasuriya	29.08.2013
823	International Children's Day-2013	01.10.2013
824	World Post Day-2013	09.10.2013
826	Colombo-Katunayake Expressway	27.10.2013
827	Deshabandu Alec Robertson	30.10.2013
828	Dr.Premasiri Khemadasa	01.11.2013
829	Excise Department- Centenary	06.11.2013
830	Commonwealth Heads of State Meeting-2013	17.11.2013
831	Dr. Tissa Abeysekara	27.11.2013
832	Christmas-2013	01.12.2013
833	All Ceylon Moors Association	02.12.2013
834	Dharmadasa Walpola	19.12.2013
835	Ven. Baddegama Wimalawansa Thera	21.12.2013
836	Sri Lanka Administrative Service -50 <sup>th</sup> Anniversary	23.12.2013

### Details of stamp publicity and sales of stamps in the year 2013

Following activities were carried out to give publicity to stamps

- Creating 04 short videos
- Participating in an international stamp exhibition held in Thailand
- Preparing 04 albums to be used in stamp exhibitions

## Building Section

Construction of new buildings and maintenance, acquisition of new buildings are carried out by this section.

Head of Expenditure 2104-01-01-308

Post Office	Total Estimated Cost	Amount after price fluctuation	Provision for 2013	Amount paid in 2012	Financial Progress	Physical Progress
Pemaduwa	9,923,304.48		74,739.92	-	-	100%
Sippukulama	8,426,454.96		757,240.68	-	-	100%
Padavi Prakarapura	8,564,424.16	Price fluctuation being prepared	2,543,143.40	35,510.00	14%	100%
Suriyawewa	8,573,631.65	8,759,477.00	288,262.49	474,107.84	100%	100%
Talawakele	16,236,155.85		2,236,155.85	2,236,155.85	100%	100%
Ella	12,028,158.38		2,318,590.86	2,318,590.86	100%	55%
Dombagahawela	8,484,108.32		4,584,132.75	3,949,368.15	100%	100%
Udawalawa	7,618,768.00		161,199.01	-	-	100%
Maeliya	1,400,000.00		422,285.75	-	-	100%
Madurankuliya	10,218,000.00	Price fluctuation being prepared	1,477,146.92	-	-	100%
Waikkala	11,014,000.00	Price fluctuation being prepared	1,055,934.25	-	-	100%
Anuradhapura Postal Complex (2 Phase )	94,750,000.00		4,081,168.22	6,315,858.30	100%	100%
Awissawella	43,100,000.00	-	15,000,000.00	19,000,000.00	100%	45%
Imaduwa	10,000,000.00	-		-	-	-
Vakarai	7,800,000.00		-	-	-	100%
Additional Payments				670,000.00		
<b>Total</b>			<b>35,000,000.00</b>	<b>3,499,959.00</b>		

- For Dombagahawela, a sum of Rs. 4,584,132.75 was released to the District Accountant (Badulla). Of this sum only Rs. 3,949,368.15 had been spent. The remainder has been acquired.

- Though submissions were made to the Procurement Technical Committee about the price fluctuations in the postal buildings of Padavi-Parakramapura, Madurankuliya and Waikkala, approval has so far not been received, the final amounts were not paid for these projects at the end of the year 2013.
- For Pemaduwa, Seppukulama, Udawalawa and Maeliya projects constructed under the supervision of the civil engineer of the Department of Posts, the amounts allocated for 2013 do not have to be paid. These projects have been completed with amount lesser than the estimated amounts.
- Amounts acquired from the provisions allocated for 2013 were added as additional sums to the proposed amounts for Suriyawewa, Anuradhapura and Awissawella post offices in making payments and the money thus acquired has been included under extra payments of Anuradhapura Postal Complex, Pemaduwa and Seppukulama post offices and the plaques, name board and curtains of the Padavi-Parakramapura post office.
- In the Vakarai post office, 100% work of the building has been completed as per the total estimates prepared. However some money of the allocation remained unspent and it is now being used for additional work as shown without exceeding the estimate.
- Work of the second phase of the Anuradhapura Postal Complex has been completed 100%.

### **Maintenance Unit**

Work carried out in the headquarters of the Department.

1. Repairing, servicing and maintenance activities of the electrical lift system of the headquarters.
2. Repairing, servicing and maintenance activities of the central air-conditioning of the headquarters.
3. Repairing, servicing and maintenance activities of other air-conditioning units of the headquarters.
4. Repairing, servicing and maintenance activities of pump house of the headquarters.
5. Maintaining firefighting system of the headquarters.
6. Repairing intercom system of the headquarters.
7. Procuring and distributing to the offices of the headquarters.
8. Procuring and installing air conditioning units.
9. Work related to neon electrical signal system of the headquarters.
10. Procuring and distributing printing items.
11. Procuring and distributing uniforms for minor staff.
12. Distributing equipment to the headquarters, record room II, postal training institutes, investigation office and their relevant divisions.
13. Distributing items and equipment required for holiday resorts.
14. Procuring and distributing stationary.
15. Procuring and distributing computers.

16. Matters related to the municipal council.
17. Cleaning the headquarters building and the surrounding area.
18. Meeting emergency needs of offices with a small fund.
19. Organizing activities related to ceremonies.
20. Carrying out other duties entrusted in addition to the above mentioned activities.

## **Information Technology Division**

The prime objective of this division is to provide an efficient and qualitative service to the consumers employing new technology. Measures are being taken to realize this objective through the post office network development project. In particular, greater attention has been focused on developing infrastructure facilities.

### **Provision of computers and other accessories to post offices and other offices**

Computers and accessories provided up to now under post office network development project

Computers	-	1625
Printers	-	1575
Bed scanners	-	700

### **Provision of local area network connection**

Connections provided so far under the post office network project

VPN	-	272
ADSL	-	353
Other	-	61

Maintaining and developing server system of Information Technology Division

Number of servers with IT Division - 05

Firewalls, Switches, Routers, Racks

Development of the Server system of the IT Division is now in progress.

### **Recruitment of staff**

Appointments have been granted to nearly one thousand officials with high level of proficiency in Information Technology and assigned to post offices.

Functions of the Technical Division have been regularized under the following 03 divisions with the appointment two officers as Senior Systems Controller (software development) and Senior Systems Controller (hardware and network) and an assistant staff officer.

- Software Development Division
- Network Division
- Promotional Division

## **Coordination with staff of Post Office**

The Information Technology Division is coordinating with the post office staff for the following transactions executed through post office network and provide them with necessary instructions and assistance in problematic situations.

- ✓ PMT electronic money exchange service
- ✓ Payment of electricity bills of Ceylon Electricity Board
- ✓ Collection of EPF installments
- ✓ Collection of ETF installments
- ✓ Mobitel bill payments
- ✓ Payments under 'E-mansala' programme
- ✓ Payment of SLIDA examination fees
- ✓ MORS money order comparing method

## **Central Mail Exchange**

The Central Mail Exchange is the nerve centre of the postal activities. In addition to the collection of letters from the public, sorting, transport and distribution all domestic and foreign postal activities are carried out at the Central Mail Exchange. Various divisions in the Department of Posts, namely, the Foreign Division, Parcel Section, Registration Section, Inland Mail Section and Administrative Division operate under Assistant Superintendent while the Accounts Division functions under the Chief Accountant.

### **➤ Domestic Mail Division**

It functions under an Assistant Superintendent and is divided into 15 subsections.

- \* Mail Room
- \* Business Mail Section
- \* Speed Post Courier Section
- \* Postal Franking Postmaster
- \* Mail Boxes Section
- \* Cashiers' Section
- \* Undelivered Mail Section
- \* Senior Comparison Section
- \* Senior Inspectors Section
- \* Bulk Mail Section
- \* Postal Franking Machine Section
- \* Post Office
- \* Mailbags Clerks' Section
- \* Mail Redirecting Section
- \* Logistics Officer

### **➤ Parcel Section**

Parcel operating activities are carried out in the Central Mail Exchange. Comparison of foreign parcels and handing over to owners subsequent to customs inspection, dispatching to Kandy, Katunayake, Jaffna and Trincomalee regional offices, accepting parcels to be sent overseas, sending foreign mail parcels received from outstations and all other foreign parcels through airmail and surface mail are performed at the Central Mail Exchange.

**Statistics of the work performed during the year**  
**Domestic Parcel Post**

	Ordinary Parcels	Value Paid Parcels
Parcels accepted over the counter	160,955	5,519
Received from outstations	138,313	60,531
Deliveries in Colombo	36,420	1,680
Dispatches to outstations	262,990	64,010

**Foreign Parcel Post**

	Airmail parcels	Surface mail parcels
Parcels accepted over the counter	48	1,190
Received from outstations	2,786	3,982

**Receipt of foreign parcels**

Airmail ordinary parcels	- 17,611
Surface mail ordinary parcels	- 7,455
Customs duties packets -Ordinary	- 11,734

**Delivery of foreign parcels**

Surface mail parcels	- 7,633
Airmail parcels	- 18,244
Customs duties packages	- 12,600

**Customs Clearance Fees**

Warehouse charges	- Rs. 3,771,980
Redirecting charges	- Rs. 1,503,470
Postage for accepting foreign parcels	- Rs. 104,919.42

Parcels which remained unclaimed from the Parcels Section from 2004 up to 30.06.2013 were opened under the supervision of the Customs and inspected by a formal committee and 1078 parcels were handed over to the Undelivered Mail Office.

➤ **Foreign Mail Section**

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.

## **Airmail**

Foreign postal articles received from all post offices, sub post offices and agency post offices of Sri Lanka are dispatched to 53 destinations in 48 countries by the Foreign Mail Section of the Central Mail Exchange. At present, foreign airmail is transported through 09 airlines including Sri Lankan Airlines. Operational activities are handled by Sri Lankan Air. Sri Lanka receives foreign mail from 202 originating offices in 73 foreign countries. Foreign mailbags conveyed to the Cargo Village located at the Bandaranaike International Airport, Katunayake are transported to the Central Mail Exchange in sealed lorries under the supervision of the customs officers.

## **Receipt of Foreign Mails**

Year 2012	-	272,719.334 kgs
Year 2013	-	279,312.700 kgs

## **Receipt of Small Packets**

Year 2012	-	289.761
Year 2013	-	496.997

## **Surface Mail**

Sri Lanka sends surface mails to 15 countries. During the year 2012, surface mail was transported by Sivaro Private Limited.

## **Dispatching Surface Mail**

Year 2012	-	72,938.6 kgs
Year 2013	-	75,537.9 kgs
Increase	-	2,599.3 kgs

## **Express Mail Service (EMS)**

Postal articles are sent to 62 countries through EMS.

Number of postal articles sent in the year 2012	-	34,445
Number of postal articles sent in the year 2013	-	34,797

## **EMS receipts**

Year 2012	-	103,146
Year 2013	-	94,370

In comparison to 2012, there is a decrease of 8776 articles in the year 2013.

When EMS articles are handed over, details from the point of receiving to handing over are included in the IPS Light and on the basis of the details so included, additional allowances can be obtained.

Details of EMS postal articles

	<b>No. of Parcels</b>	<b>Amount Rs.</b>
2011	34,803	131,768,365
2012	34,445	169,275,080
2013	34,797	170,491,990

## ➤ Registration section

Measures have been taken from March 2013 to offer a solution to the problem of not being able to finalize the excessive volume of letters received by the Registration Section and dispatch letters on the day of receipt itself. From May 2013, all registered letters being received from foreign countries are entered into IPS Light System using computer technology and dispatched to island-wide post offices through 04 dispatch channels in a manner that meets UPS requirements. All technological facilities required for this purpose have been provided to the relevant sections.

## 6). Accounting Process of the Department

Causing the income of the Department of Posts to be increased, generating income while providing consultancy services to all district accounts offices through the head office enabling the control of expenses within a systematic methodology, preparing financial provision estimates, auditing and controlling expenses are the prime objectives of this process.

The key function of the Finance and Accounting Division of the Department is to maintain a proper accounting process in compliance with laws, rules and financial regulations.

The accounting system adopted by the Department of Posts differs from the traditional accounting system and under the system of the Department, postal cash accounts are prepared and submitted by postmaster on a daily basis. This cash account cannot be classified as an income-expenditure account or a balance sheet. Though this is a single document, it contains a host of information including details of money retained from the previous day, details of articles with financial value kept in custody as of the previous day, details of expenses incurred, details of money retained for the payment of the next day and serial numbers of papers with a financial value.

It is the Chief Account who is accountable to the Postmaster General as regards the accounts of the Department.

### ❖ Services of the Department

	Service	Amount collected/income	Amount collected/income
		Rs.	Rs
		Year 2012	Year 2013
1	International Express Mail Service EMS	169,874,060.00	172,136,951.50
2	Local Speed Post	7,727,606.50	6,274,291.00
3	Money Order Service	105,878,623.00	110,432,118.65
4	Courier Service	888,567.77	2,971,641.94
5	Business Mail Service	887,371,703.04	969,417,544.52

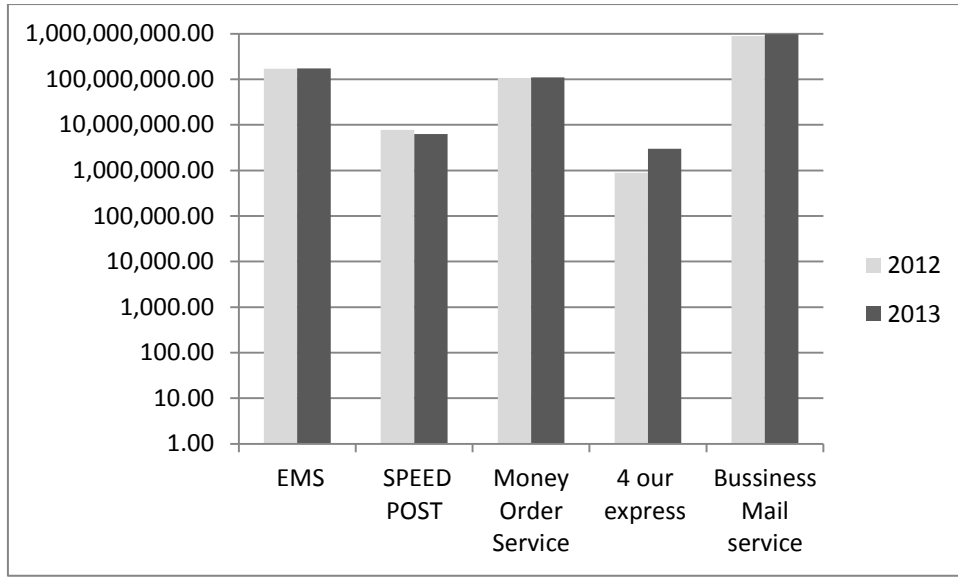


Fig.04 Progress of the Departmental Services

❖ Agency Services

	Service	Amount collected/income Rs.	
		Year 2012	Year 2013
1	Transactions of National Savings Bank	114,762,213.60	118,498,368.96
2	Western Union	11,031,702.40	20,287,422.13
3	HSBC	1,970,236.00	896,350.00
4	DFCC	5,245,530.85	4,502,185.95
5	LOLC	8,609,815.11	8,273,335.29
6	Insurance corporation transactions	3,287,741.02	3,410,671.99
7	Spot fines of vehicles	110,758,741.95	114,250,328.00
8	Examination fees	11,146,358.07	9,165,422.25
9	Electricity Bill payment	140,623,281.38	189,951,454.00
10	Mobitel Bill payment	1,840,853.65	2,276,957.19

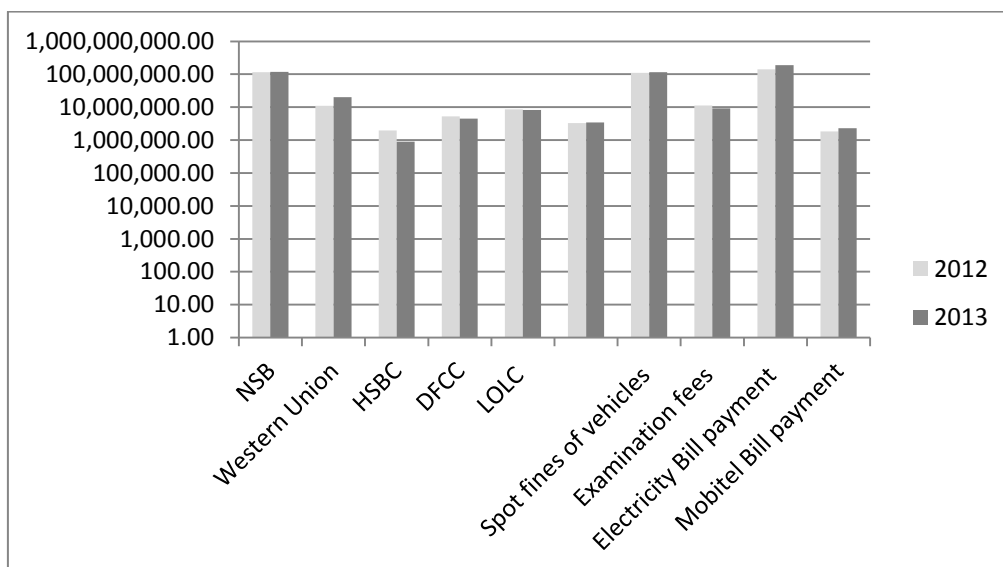


Fig. 05 Progress of the Agency Services

❖ **Services provided free of charge for other Departments**

	<b>Number</b>	<b>Amount Rs.</b>
Public Subsistence Allowance	3,205,761	959,056,428.16
Pension	765,746	9,613,837,660.98
Farmers' Pension	89,765	79,402,680.45
Fishermen's Pension	66,559	27,330,160.00
Tuberculosis assistance	154,330	3,270,881.00
Cancer assistance	233,844	21,866,267.00
Leprosy assistance	41,528	613,610.00
Thalassemia	2,835	5,845,200.00
Hemophilia	6	6,000.00
Special assistance for diseases	147,955	121,520,481.00

❖ **Money Order Service**

	<b>Type of Money Order</b>	<b>No of Money Orders issued</b>	<b>Amount (Rs Cts)</b>	<b>Commssion Rs.</b>
1	Ordinary Money Order	540,060	1,689,362,746.46	26,010,565.99
2	Fax Money Order	474	1,588,022.88	32,577.00
3	Telegram Money Order	6,018	21,649,262.80	392,692.76
4	Value Paid Money Order	110,282	158,624,101.22	6,140,031.92
5	Electronic Money Order	950,839	4,782,746,940.98	79,632,740.37

❖ **Philatelic Bureau**

**Income of stamp counter in 2013**

<b>Month</b>	<b>Stamps</b>	<b>Commemorative Brochures</b>	<b>First day Covers</b>	<b>Stationary, stamp related creations and printed matter</b>	<b>Total</b>
January	331,285.50	72,010.00	53,248.00	113,530.00	570,073.50
February	882,959.00	163,387.50	97,589.00	195,645.00	1,339,580.50
March	384,209.00	192,496.00	97,487.00	424,331.00	1,098,523.00
April	279,717.00	147,503.00	61,380.00	398,023.00	886,623.00
May	414,698.50	192,477.00	198,461.00	180,748.00	986,384.00
June	578,874.50	186,656.00	300,650.00	239,893.00	1,306,073.50
July	434,236.00	242,322.00	217,002.00	207,843.00	1,101,403.00
August	502,996.00	508,603.00	215,275.00	196,706.00	1,423,580.00
September	416,168.50	216,583.00	192,518.00	369,640.00	1,194,909.50
October	345,783.00	163,165.00	223,564.00	378,427.00	1,110,939.00
November	458,045.00	264,929.00	361,397.00	541,111.00	1,625,482.00
December	169,293.60	105,268.00	178,109.00	414,492.70	867,163.30

### Overall income of Philatelic Bureau

Item	Year 2012 Rs.	Year 2013 Rs.
Stamp Income	8,459,707.20	8,749,090.10
Printed matter	124,864.30	305,403.00
Stamp Bureau Income	4,122,260.50	4,456,241.70
Stamp Bureau Deposits	7,302,022.55	10,779,873.06

### Sales summary of Philatelic Bureau in 2013

Item		Amount - Rs
Stamps		5,198,265.60
First day covers	Stamp value P 9133	1,095,425.00
	Cove value R 047	1,101,255.00
Commemorative brochures	Stamp value P 9133	2,455,399.50
Stationary and stamp related creations and printed matter	Stationary S 9133	305,403.00
	Cover value R 047	3,354,986.70
Money deposits	D 029	10,779,873.06
<b>Total</b>		<b>24,290,607.86</b>

#### ❖ Income of Maintenance Section

By hiring the auditorium of the headquarters on rent basis, an income of Rs. 720,128.01 was generated in the year 2013.

The income generated by reserving the three holiday resorts in Seegiriya, Trincomalee and Nuwara Eliya for the staff and external parties in the year 2013 was Rs. 614,275.00

#### ❖ Central Mail Exchange

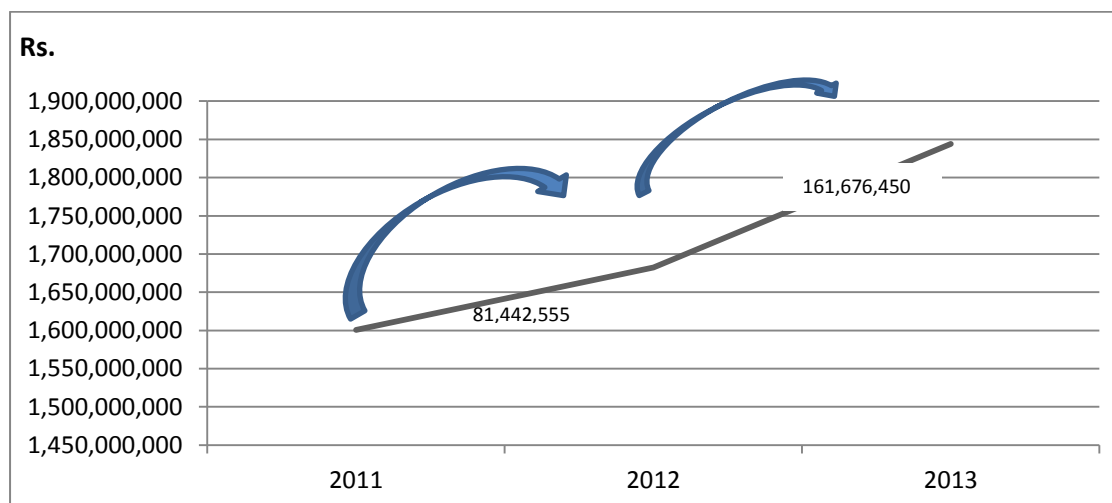
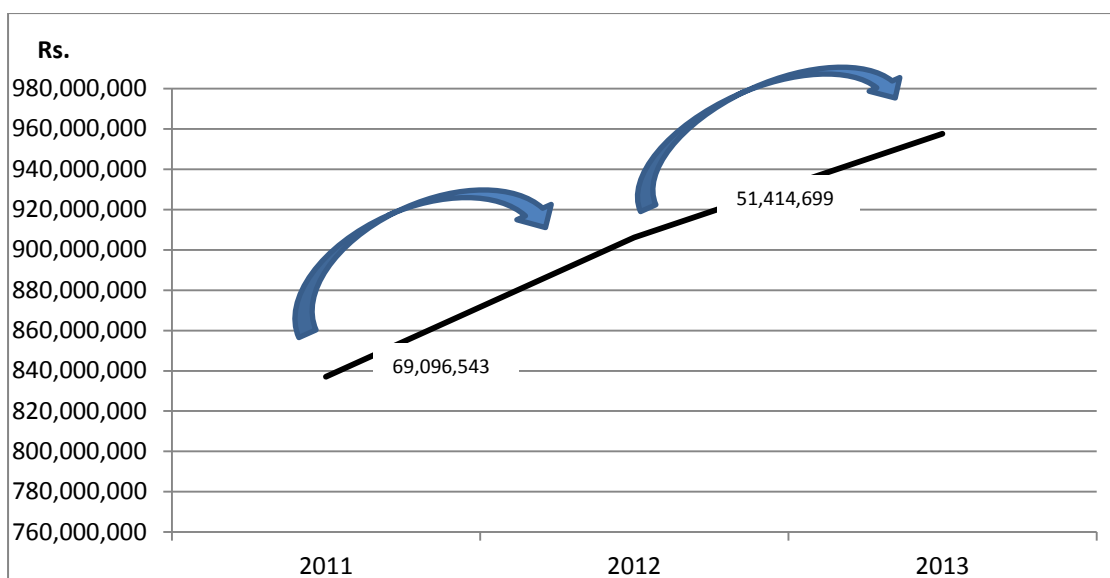


Fig.5 Overall income of the Central Mail Exchange

#### Overall income of the year 2013

Overall income	2011	2012	2013
	1,600,767,116	1,682,209,671	1,843,886,121



**Fig. 7 Overall expenditure of the Central Mail Exchange**

#### Overall expenditure of the year 2013

	2011	2012	2013
<b>Overall expenditure</b>	837,080,257	906,176,800	957,591,499

#### Central Mail Exchange (2013 - Capital Cost)

Head of Expenditure	Expenditure details	Provisions received Rs Cts	Provisions spent Rs Cts	Balance Rs Cts
2001	Construction of buildings	2,795,417.60	2,790,520.63	4,896.97
2002	Purchasing equipment	2,515,518.10	2,515,518.10	-
2003	Repairing of vehicles	125,000.00	111,459.00	13,541.00
2102	Furniture and Office equipment	1,166,000.00	1,165,957.43	42.57
2103	Acquisition of Plant machinery and office equipment	1,200,000.00	1,198,967.02	1,032.98
2401	Training and skills development	234,600.00	231,940.00	2,659.10

#### Provisions allocated and spent for training programmes in 2013

Province	Provisions allocated for 2013	Provisions spent in 2013
Western	677,307.00	677,142.00
Central	697,000.00	691,305.00
Uva	369,926.00	369,926.00
Sabaragamuwa	276,800.00	276,392.00
North Central	243,950.00	205,467.00

North	364,350.00	297,452.00
Eastern	230,723.00	230,723.00
Northwestern	626,250.00	618,831.00
Southern	325,800.00	299,316.00
Postal Management Training College	4,953,294.00	4,969,654.00
Central Mail Exchange	234,600.00	231,941.00
<b>Total</b>	<b>9,000,000.00</b>	<b>8,868,149.00</b>

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

Province		For the year 2012 (Rs Cts)	For the year 2012 (Rs Cts)
Northwestern	1 <sup>st</sup> Quarter	1,124,771.99	1,641,257.02
	2 <sup>nd</sup> Quarter	1,160,048.99	1,648,008.26
	3 <sup>rd</sup> Quarter	1,180,203.75	1,646,449.65
	4 <sup>th</sup> Quarter	1,164,002.11	*
	<b>Total</b>	<b>4,629,026.84</b>	<b>4,935,714.93</b>
North	1 <sup>st</sup> Quarter	38,214.00	**
	2 <sup>nd</sup> Quarter	112,541.00	**
	3 <sup>rd</sup> Quarter	168,811.50	1,027,288.56
	4 <sup>th</sup> Quarter	148,070.50	183,012.50
	<b>Total</b>	<b>467,637.00</b>	<b>1,210,301.06</b>
Southern	1 <sup>st</sup> Quarter	1,424,892.09	456,464.15
	2 <sup>nd</sup> Quarter	490,011.50	446,273.97
	3 <sup>rd</sup> Quarter	606,857.67	452,590.82
	4 <sup>th</sup> Quarter	388,950.33	*
	<b>Total</b>	<b>2,910,711.59</b>	<b>1,355,328.94</b>
Eastern	1 <sup>st</sup> Quarter	1,156,798.50	1,620,019.50
	2 <sup>nd</sup> Quarter	1,160,274.50	1,616,901.00
	3 <sup>rd</sup> Quarter	1,172,044.50	1,201,211.20
	4 <sup>th</sup> Quarter	1,161,182.00	*
	<b>Total</b>	<b>4,650,299.50</b>	<b>4,438,131.70</b>
Uva	1 <sup>st</sup> Quarter	1,002,253.96	1,326,807.75
	2 <sup>nd</sup> Quarter	942,000.04	1,300,862.95
	3 <sup>rd</sup> Quarter	949,139.87	1,262,174.53
	4 <sup>th</sup> Quarter	925,714.20	*
	<b>Total</b>	<b>3,819,108.07</b>	<b>3,889,845.23</b>
Sabaragamuwa	1 <sup>st</sup> Quarter	2,146,606.12	2,842,562.25
	2 <sup>nd</sup> Quarter	2,154,832.28	2,861,953.77
	3 <sup>rd</sup> Quarter	2,177,318.91	2,880,822.41
	4 <sup>th</sup> Quarter	2,143,097.24	*
	<b>Total</b>	<b>8,621,854.55</b>	<b>8,585,338.43</b>
Central	1 <sup>st</sup> Quarter	1,653,522.25	2,441,111.75
	2 <sup>nd</sup> Quarter	1,607,016.33	2,422,464.00
	3 <sup>rd</sup> Quarter	1,735,524.00	2,377,770.50

	4 <sup>th</sup> Quarter	1,715,207.00	*
North Central	1 <sup>st</sup> Quarter	784,316.50	907,401.00
	2 <sup>nd</sup> Quarter	782,784.75	907,978.50
	3 <sup>rd</sup> Quarter	52,767.00	905,833.50
	4 <sup>th</sup> Quarter	779,223.50	*
	<b>Total</b>	<b>2,399,091.75</b>	<b>2,721,213.00</b>
Western	1 <sup>st</sup> Quarter	1,616,027.87	2,105,709.37
	2 <sup>nd</sup> Quarter	1,670,413.25	2,098,027.24
	3 <sup>rd</sup> Quarter	1,670,490.24	2,120,258.25
	4 <sup>th</sup> Quarter	1,490,101.87	102,000.00
	<b>Total</b>	<b>6,447,033.23</b>	<b>6,425,994.86</b>
<b>Total</b>		<b>40,656,032.11</b>	<b>40,803,214.40</b>

\*Action has not been taken to make payments as the particulars of payments had not been received up to dates for the final quarters of the year 2013 for other Provinces except Western and Northern Provinces.

\*\*The amount related to 1<sup>st</sup> and 2<sup>nd</sup> quarters have been included in the amount of the 3<sup>rd</sup> quarters.

Total amount paid for the year 2012	Rs. 40,656,032.11
Total amount paid for the year 2013	Rs.40,803,214.40 (Minus payments of the 4 <sup>th</sup> quarter of seven provinces except for Western and Northern provinces)

Payments made to the Sri Lanka Railways for mail transport

Quarter	For the year 2012	For the year 2013
<b>1<sup>st</sup> Quarter</b>		
January	1,609,767.04	1,629,886.72
February	1,216,638.08	1,583,344.00
March	1,493,152.64	1,726,239.20
<b>Total</b>	<b>4,319,557.76</b>	<b>4,939,469.92</b>
<b>2<sup>nd</sup> Quarter</b>		
April	1,297,574.88	1,552,592.16
May	1,735,573.28	1,755,307.68
June	1,734,790.40	1,705,754.40
<b>Total</b>	<b>4,767,938.56</b>	<b>5,013,654.24</b>
<b>3<sup>rd</sup> Quarter</b>		
July	1,798,825.28	1,689,242.24
August	1,861,491.52	1,733,309.76
September	1,727,719.84	1,791,070.40
<b>Total</b>	<b>5,388,036.64</b>	<b>5,213,622.40</b>
<b>4<sup>th</sup> Quarter</b>		
October	1,782,662.56	1,797,400.64
November	1,663,014.08	1,737,428.00

December	1,564,388.00	1,789,645.76
<b>Total</b>	<b>5,010,064.64</b>	<b>5,324,474.40</b>
<b>Sum Total</b>	<b>19,485,597.60</b>	<b>20,491,220.96</b>

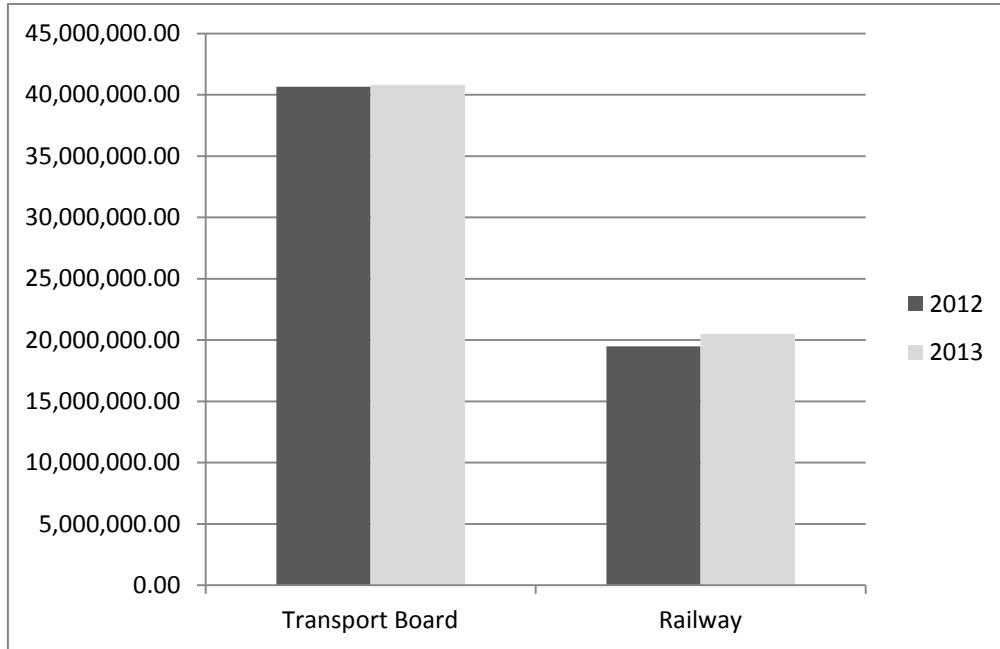
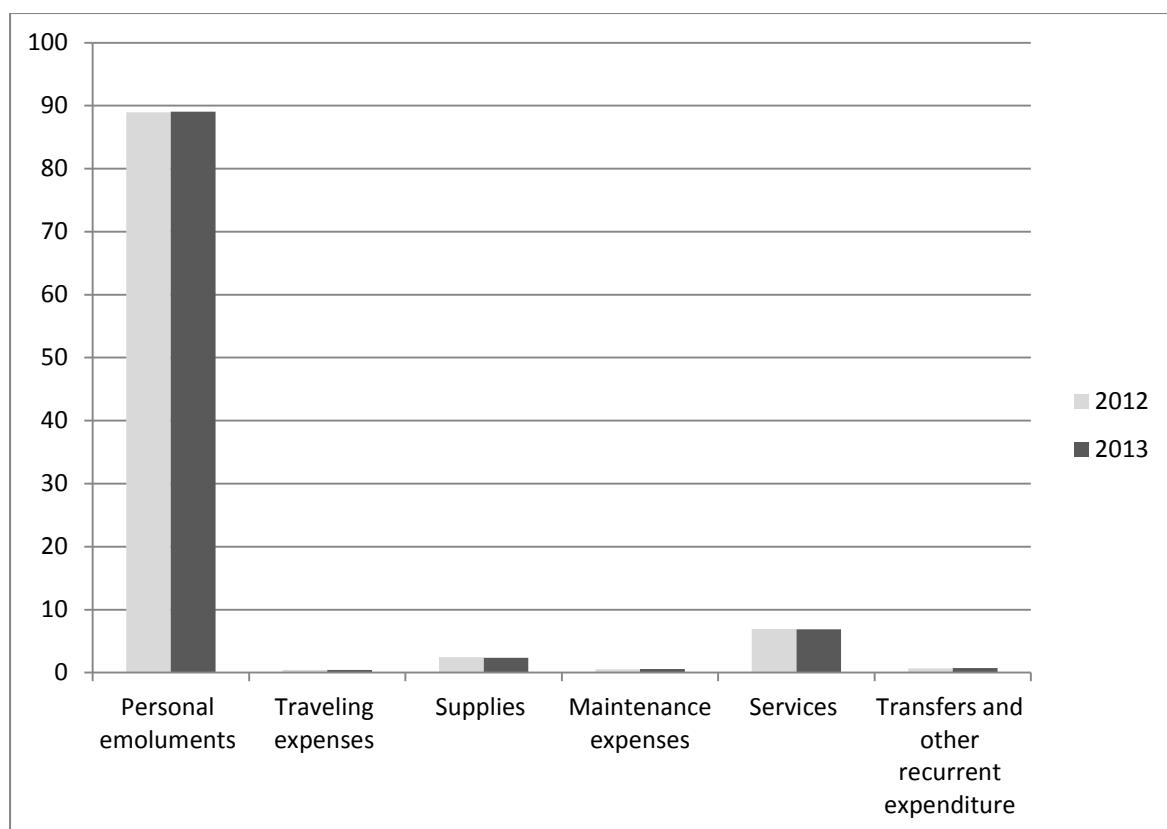


Fig. 8 Payments for Mail Transport

### Summary of Recurrent Expenditure of the Department

Item	2012			2013		
	Provisions	Expenditure	Percentage	Provisions	Expenditure	Percentage
Personal emoluments	7,346	7,346	88.97	7,809	7,808	89.07
Traveling expenses	35	35	0.42	36	36	0.41
Supplies	206	203	2.46	206	205	2.34
Maintenance expenses	47	45	0.54	49	49	0.56
Services	576	573	6.94	604	604	6.89
Transfers and other recurrent expenditure	56	55	0.67	64	64	0.73
<b>Total Recurrent Expenditure</b>	<b>8,266</b>	<b>8,257</b>	<b>100.00</b>	<b>8,768</b>	<b>8,766</b>	<b>100.00</b>



**Fig.9** Summary of Recurrent Expenditure as a percentage

In comparison to year 2012, the recurrent capital expenditure in the year 2013 has increased by Rs 509 million or 6.2%. The major contributory factor for this upward trend is the increase of allocation for personal emoluments by Rs. 462 million or 91% in comparison to year 2012. The increase in personal emoluments was a result of the recruitment of 1086 new postal service officers and the increase of allowances paid to public sector employees as per P.A. circular 18/2012. Except for the personal emoluments, the rise in other supplies and services was Rs. 47 million.

99.9% of the total provision has been utilized.

#### **Capital Expenditure Summary**

<b>Item</b>	<b>2012 Rs Mn</b>	<b>2013 Rs Mn</b>
Rehabilitations and improvements	57	57
Capital assets and acquisitions	52	137
Training and skills development	05	09
‘Vadaikkam Vasantham’	15	10
Stamp promotion and upgrading		06
<b>Total Capital Expenditure</b>	<b>129</b>	<b>219</b>

In comparison to year 2012, the capital expenditure in the year 2013 has increased by Rs 90 million or 69.7%. The main reason that can be attributed to this sharp increase in the capital expenditure is the purchase of 20 vans and 20 bicycles at a cost of Rs. 78.3 million.

### **Income Expenditure Review**

In comparison to year 2012, the overall income of the year 2013 has increased by Rs. 955 million, thus recording a growth of 19%. This can mainly be attributed the increase in stamp sale income by Rs. 374 million, international mail income by Rs 107 million, electricity bill commission fee by Rs. 50 million and stocks and business mail income by Rs. 153 million. Further, the introduction of information technology under the networking of the marketing promotional programmes conducted during the year 2013 which enabled the more efficient delivery of services, introduction of new services and restructuring others (Eg; Tele-Mail and Express Mail) also made a significant contribution to the increase in income.

<b>Item</b>	<b>2012 (Rs Mn)</b>	<b>2013 (Rs Mn)</b>
Stamp income	1,688	2,062
Other mail income	2,624	2,939
Money order fee income	109	110
National Savings Bank income	115	122
Other agency service receivables	164	170
Electricity bill commission income	140	190
Receivables from other sources	112	314
<b>Total</b>	<b>4,952</b>	<b>5,907</b>

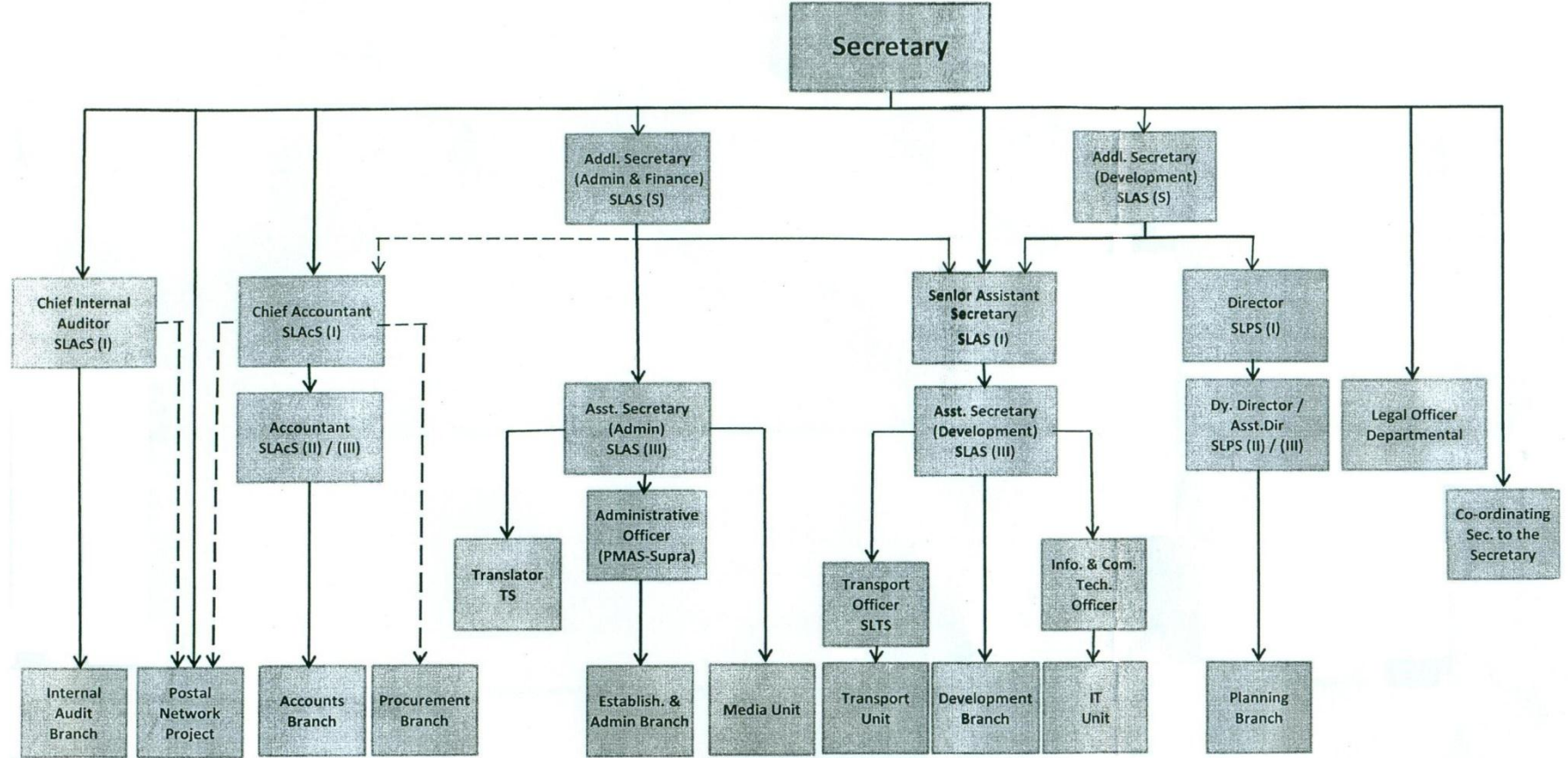
### **Overall Financial Review**

<b>Income</b>	<b>2012</b>	<b>2013</b>
Income	4,952	5,907
Expenditure	8,258	8,766
<b>Operational Loss</b>	<b>(3,306)</b>	<b>(2,859)</b>

Meanwhile the expenditure has registered an increase of Rs. 508 million in comparison to the preceding year. Though the income grew by Rs. 955 million, the overall operational loss has only decreased by Rs 447 in comparison to the year 2012 due to the increase in the expenditure by Rs. 508 million. The operational loss in the year 2012 Rs. 3306 million and it has dropped to Rs 2859 million in the year 2013.

*\*Reports of revenue and Expenditure are appearing in Annexure 6 and Annexure*

### Organization Chart of Ministry of Postal Services



**Other Staff of the Ministry**

Information & Communication Technology Officer	01	Manangement Assistant (PMAS I/ II/ III)	18	Photographer (Temporary)	01
Development Assistant	19	Driver (I/ II/ III)	12	Video Camera Editor (Temporary)	01
Audit Assistant	05	Karyala Karya Sahayaka	16	Assistant Video Camera Editor (Temporary)	01
Procurement Assistant	01				
Budget Assistant	01				
				<b>Total</b>	<b>99</b>

Development Officer

**Ministry:**

Ministry of Postal Services

**Address:**

06th & 7th Floors, Postal Headquarters Building, 310, D.R. Wijewardhana Mawatha, Colombo 10

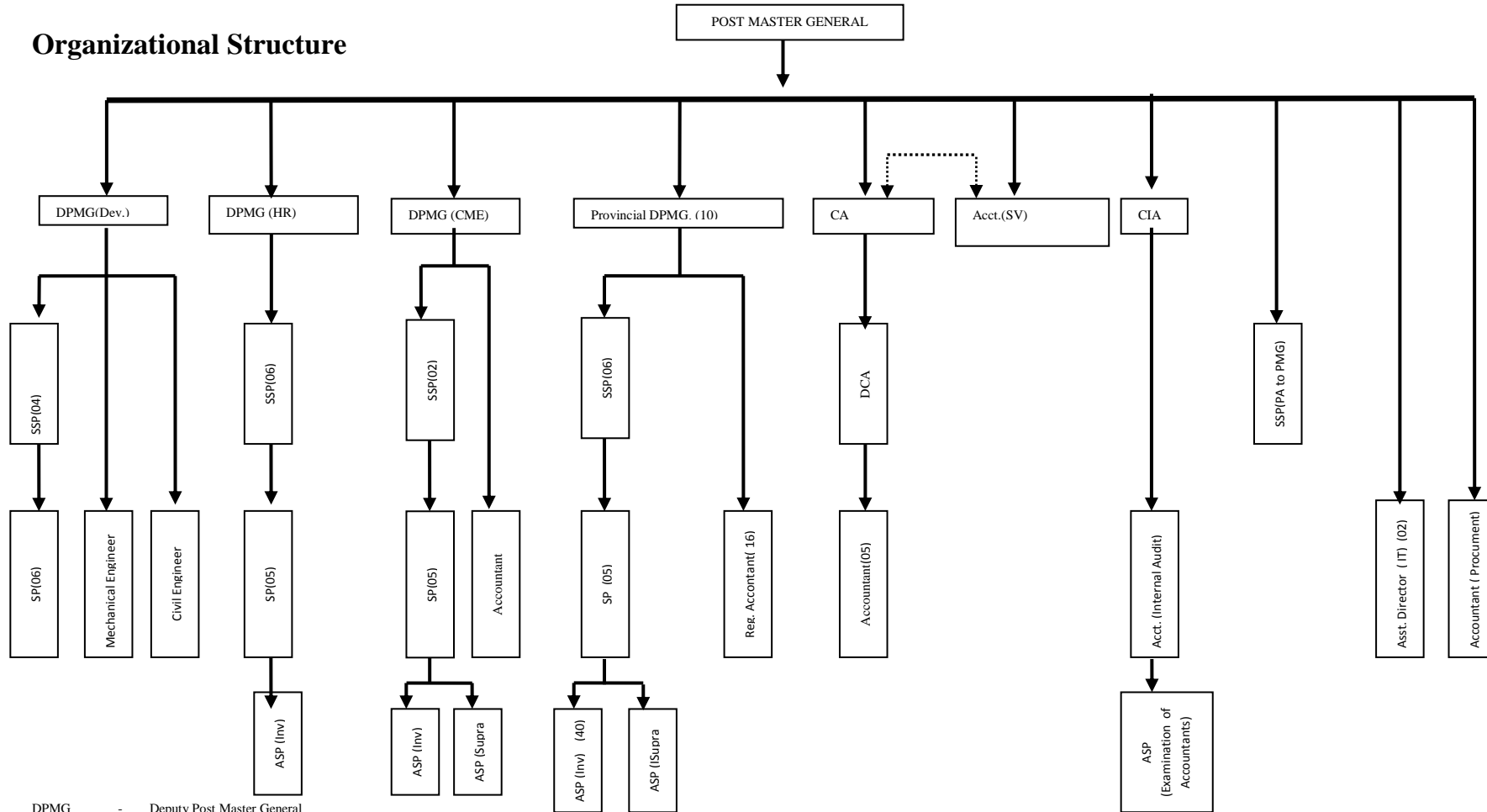
**Cadre Information as at 31st December, 2013**

Designation	Specialization	Service	Grade/Class	Salary Code	Service Level	Approved Cadre			Existing Cadre			Remarks
						Permanent	Casual	Contract	Permanent	Casual	Contract	
Secretary				SL-4/2006	Senior Level - 1	1			1			
Addl. Secretary	Administration & 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 I	SL-1/2006	-do-	1			1			
Chief Accountant		SLAcS	Class I	-do-	-do-	1			1			
Director	Planning	SLPS	Class I	-do-	-do-	1			1			
Dy. Director/Asst. Director	Planning	SLPS	Class II/III	-do-	-do-	1			1			
Asst. Secretary	Administration	SLAS	Class III	-do-	-do-	1			1			
Asst. Secretary	Development	SLAS	Class III	-do-	-do-	1			1			
Accountant	Payments	SLAcS	Class II/III	-do-	-do-	1			1			
Chief Internal Auditor		SLAcS	Class I	-do-	-do-	1			1			
Legal Officer		Dept.	Class III	-do-	-do-	1			1			
Administrative Officer		PMAS	Supra	MN-7/2006	Tertiary Level - 2	1			1			
Information & Communication Technology Officer		SLICTS	Class II	MN-6/2006	-do-	1			0			Not yet recruited
Translator	Sinhala/English	TS	Class I	MN-6/2006	-do-	1			1			
Co-ordinating 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			18			
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 I/II/III	MN-2/2006	-do-	18			14			Resigned 01, Retired 01, and Transferred 02
Camera Operator		Temporary		MT-1/2006	-do-		1			1		
Still Photographer		Temporary		MT-1/2006	-do-		1		0			Not yet recruited
Driver		DS	Class I/II	PL-3/2006	Primary Level - 4	12			13			Assigned 03 Drivers to Hon. Minister's Staff
K.K.S.		OES	Class I/II/III	PL-1/2006	-do-	16			15	1		
Camera Operator Aide		Temporary		PL-1/2006	-do-		1			1		
						<b>95</b>	<b>4</b>	<b>0</b>	<b>87</b>	<b>4</b>	<b>0</b>	

**Department of Posts - Cadre Information as at 31st December, 2013**

Serial No.	Designation	Service	Salary Code	Service Code	Approved Cadre	No. as on 31.12.2013	
						Permanent	Contract
.01	Postmaster General	SLA S (Special)	SL3	Senior	01	01	
.02	Deputy Postmaster General	SLAS(Grade ( I	SL1	„	04	04	
.03	Deputy Postmaster General	Departmental (Executive Grade I)	SL1	„	09	07	
.04	Chief Accountant	SLAcS - (Grade I)	SL1	„	01	01	
.05	Chief Internal Auditor	SLAcS - (Grade I)	SL1	„	01	01	
	Accountant (Stamps Vault)	SLAcS - (Grade I)	SL1	„	01	01	
.06	Senior Superintendent of Post	Departmental (Executive Grade II)	SL1	„	19	15	
.07	Superintendent of Post Office	Departmental (Executive Grade III)	SL1	„	56	26	
.08	Assistant Director	SLICTS (Class I, Grade II, Class I, Grade III)	SL1	„	02	00	
.09	Civil Engineers	SLegS (II/ III)	SL1	„	01	00	01
.10	Mechanical Engineer	SLegS (II/III)	SL1	„	01	01	
.11	Accountant	SLAcS (II/III)	SL1	„	25	22	
.12	Asst. Superintendent of POO (Investigation)	Departmental	MN- 7	Tertiary	51	24	
.13	Asst. Superintendent of Accts (Examiner)	Departmental	MN- 7	„	40	10	
.14	Asst. Superintendent of POO (General Post Offices)	Departmental	MN- 7	„	53	32	
.15	Chief Building Examiner	SLTS (Sp)	MN-7	„	01	01	
.16	Translator	TS	MN - 6	„	02	01	
.17	Budget Assistant	Asso. Officers	MN - 4	Secondary	01	01	
.18	Development Assistant	Asso. Officers	MN - 4	„	70	6 3	
.19	Postal Service Officers	Departmental	MN - 3	„	5,164	4226	27
.20	Public Management Assistant	PMAS(III/II/ I)	MN - 2	„	189	110	
.21	Building Examiner	SLTS	MN - 3	„	03	00	
.22	Foreman	SLTS	MN - 3	„	02	01	
.23	Sub Postmasters	Departmental	MN - 1	„	3,410	3,388	
.24	Maintenance Asst.	Departmental	MT - 1	„	15	15	
.25	Drivers	Departmental	PL - 3	Primary	187	136	
.26	Mail Asst. (Mechanic)	Departmental	PL - 2	„	82	60	
.27	Mail Assistant	Departmental	PL - 1	„	12,602	11,966	
.28	Regd. Substitutes	Departmental			4,788	4,788	
<b>Total</b>					<b>26,781</b>	<b>24901</b>	<b>28</b>

# Organizational Structure



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

POO - 18

SPOO - 15

APOO - 37

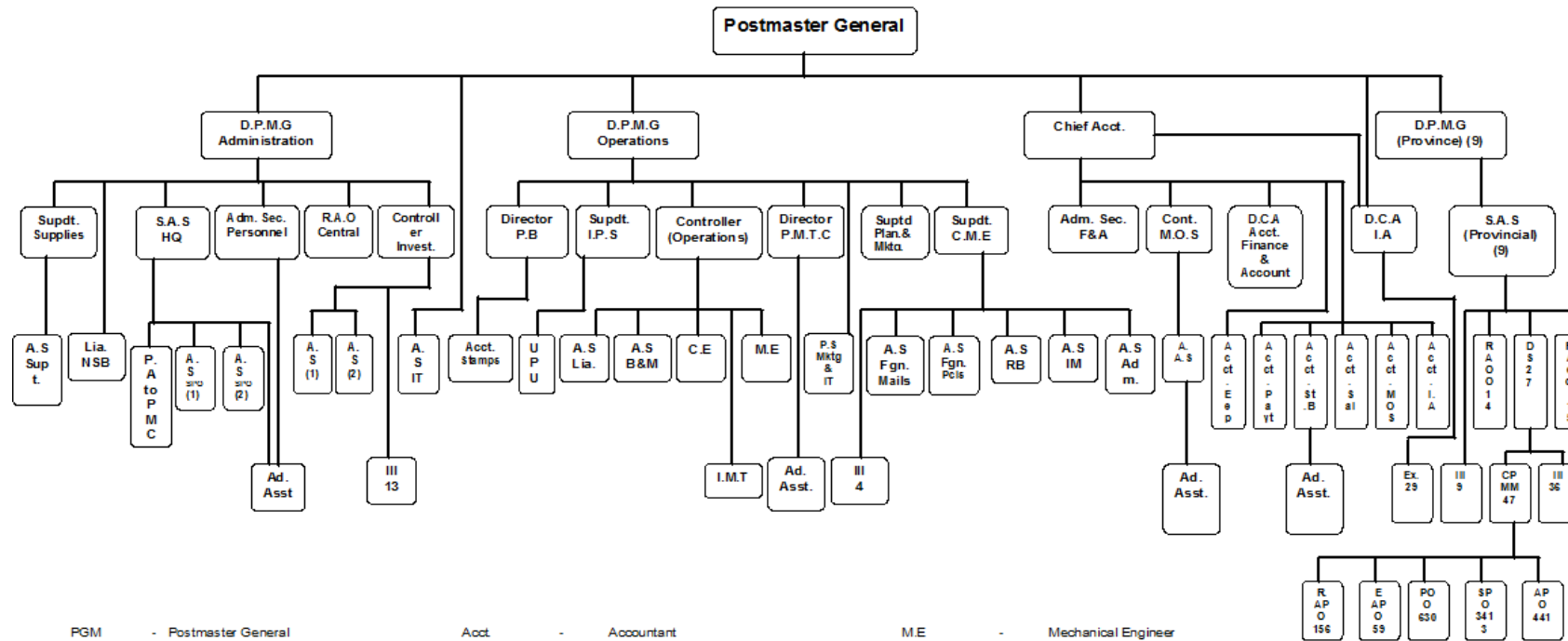
POO - 581

SPOO - 3995

APOO - 479

Old organizational Structure

ORGANISATION CHART DEPARTMENT OF POST SRI LANKA



- |   |  |   |
|---|--|---|
| PGM - Postmaster General                      | Acct - Accountant                                | ME - 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&Esti- Deputy Chief Accountant          | Ex. - Examiners                                  | IMT - Inspector of Mail Transport           |
| DCA I.A - Deputy Chief Accountant             | I.A - Internal Audit                             | CPMM - Chief Postmasters                    |
| Internal Audits                               | Lia. - Liaison                                   | PO - Post offices                           |
| C.M.E - Central Mail Exchange                 | B&M - Building & Maintenance                     | SPO - Sub Post offices                      |
|   | C.E - Civil Engineer                             | AP O - Agency Post offices                  |

## Revenue Report – 2013

	<b><u>2012</u></b>	<b><u>2013</u></b>
Stamp	1,688,193,112.30	2,061,769,514.94
Franking Machine	1,229,131,596.84	1,261,221,154.84
<b>Other Postal Revenue</b>	<b>1,395,119,621.03</b>	<b>1,677,783,150.43</b>
MOD	109,265,638.67	110,432,118.65
NSB	114,762,213.80	121,893,408.96
CEB	140,623,281.38	189,951,454.00
Western Union	11,031,702.40	20,287,422.13
<b>Other Agency Services</b>	<b>152,539,055.36</b>	<b>149,753,227.75</b>
Revenue from Other	111,745,632.88	314,341,836.32
<b>GRAND TOTAL</b>	<b>4,952,411,854.66</b>	<b>5,907,433,288.02</b>
<b>Note 1</b>		
	<b><u>2012</u></b>	<b><u>2013</u></b>
Revenue		
Warehouse Charges	3,465,689.00	2,822,680.60
Bulk mail Charges	199,398,684.79	270,032,356.97
Business Mail Service	887,371,703.04	969,417,544.52
Spees Post	7,727,606.50	6,274,291.00
E.M.S.	169,874,060.60	172,136,951.50
Foreign Parcel	21,209,701.20	25,095,671.53
International Post	81,703,080.11	189,075,510.91
Parcel handing Charges	1,257,513.00	1,975,544.90
Letter Collection Charges	7,137,100.00	5,915,552.00
Postal Stationary Revenue	12,283,370.13	34,028,060.00
Commission of Examination	2,698,940.16	-
Unpaid Letter Charges	992,172.50	1,008,986.50
<b>SUB TOTAL</b>	<b>1,395,119,621.03</b>	<b>1,677,783,150.43</b>
<b>Note 2</b>		
	<b><u>2012</u></b>	<b><u>2013</u></b>
Traffic Fine Commission	110,758,741.95	114,250,328.00
Fisheries Pension Commission	583,550.06	488,786.00
Farmers Pension Commission	905,680.00	
Com. On Public Assis.	765,576.00	720,888.00
Social Security Commission	6,185,500.53	4,827,413.08
Death Notice Commission	2,715.50	(901.00)
Commission of Mobitel Card	868.92	72.00
Commissioner of Exam Fe.	11,146,358.07	9,165,422.25
Commission of Insurance	3,287,741.02	3,410,671.99

**Revenue Report – 2013 Contd.**

	<b>2012</b>	<b>2013</b>
Lanka Bell Card Commission	520.00	
SLT Commission	448,053.00	297,631.00
LOLC Rent	8,609,815.11	8,273,335.29
DFCC WARDANA BANK	5,245,530.85	4,502,185.95
HSBC Commission	1,970,236.00	896,350.00
HSBC Card Promotion	-	
Commission Reload	787,314.70	644,088.00
Mobital Bill Collection Commission	1,840,853.65	2,276,957.19
<b>Total</b>	<b>152,539,055.36</b>	<b>149,753,227.75</b>
<b>Note 3</b>		
Fax Charges	1,645,112.63	1,468,793.50
Telemail Charges	1,610,001.00	9,617,248.14
Email	28,100.00	37,695.00
Mail Box Charges	5,363,830.00	7,126,331.25
Mail Bag Charges	2,113,115.00	1,952,736.50
Returned Charges	86,557.66	(592,931.14)
Newspapers Registration	459,115.00	702,958.00
Photocopy Charges	2,730,431.00	2,962,638.26
Clearance Fees	638,780.00	611,768.00
Post Code Books	43,425.00	20,607.00
APO Application	211,674.00	107,660.00
Rent Income of Auditorium	2,769,661.00	2,882,076.32
Business Reply Coupon	1,163,618.77	851,054.10
Philatelic Bureau Cash	5,424,007.70	5,024,461.00
GRN Copies	26,986.80	28,307.47
Rent Income of Canteen	175,152.00	294,580.00
Computer Typing	1,505.00	90.00
Internet Com.	32,995.00	17,997.00
Other	40,859,565.26	78,544,700.11
Telephone Revenue	390,172.68	4,029,052.07
Locale Profit	103,900.00	63,240.00
Free Post	36,574,617.51	189,479,339.27
Telegramme Revenue	8,083,292.10	5,373,323.76
Postal Exam Revenue	4,600.00	17,200.00
Circuit	316,850.00	748,993.77
4 hour Curriar Service	888,567.77	2,971,641.94
Scan Gram		275
<b>Total</b>	<b>111,745,632.88</b>	<b>314,341,836.32</b>

## Expenditure Report - 2013

Department of Post						
Code	Object	Revised Estimate 2013	Net Expenditure from 2013/01/01 2013/11/30	December	Total Expenditure 2013/01/01 2013/12/31	Saving
	Recurrent Expenditure	8,768,700,000.00	7,989,602,773.00	776,398,318.00	8,766,001,086.31	2,698,913.69
	Personal Emolument	7,808,780,900.00	7,150,036,870.00	658,398,797.00	7,808,435,666.12	345,233.88
1001	Salaries and wages	4,699,000,000.00	4,301,325,203.00	397,623,757.00	4,698,948,957.96	51,042.04
1002	Overtime and holiday pay	605,780,900.00	553,281,080.00	52,499,813.00	605,780,891.94	8.06
1003	Other Allowances	2,504,000,000.00	2,295,430,587.00	208,275,227.00	2,503,705,816.22	294,183.78
	Travelling Expenses	36,100,000.00	31,890,746.00	4,030,702.00	35,921,449.12	178,550.88
1101	Domestic	31,900,000.00	27,931,185.00	3,968,072.00	31,899,256.87	743.13
1102	Foreign	4,200,000.00	3,959,561.00	62,630.00	4,022,192.25	177,807.75
	Supplies	206,150,000.00	156,797,968.00	48,695,609.00	205,493,577.13	656,422.87
1201	Stationery and Office Requisites	139,000,000.00	110,632,763.00	28,229,912.00	138,862,676.63	137,323.37
1202	Fuel	43,000,000.00	38,865,698.00	3,837,620.00	42,703,316.77	296,683.23
1203	Diets and Uniforms	24,150,000.00	7,299,507.00	16,628,077.00	23,927,583.73	222,416.27
	Maintenance Expenses	49,400,000.00	32,211,735.00	16,444,781.00	48,656,509.80	743,490.20
1301	Vehicles	28,600,000.00	17,172,159.00	11,416,079.00	28,588,231.57	11,768.43
1302	Plant, Machinery and Equipment	12,800,000.00	9,043,777.00	3,060,998.00	12,104,776.40	695,223.60
1303	Building and Structure	8,000,000.00	5,995,799.00	1,967,703.00	7,963,501.83	36,498.17
	Service	603,859,100.00	558,090,653.00	45,057,272.00	603,147,927.17	711,172.83
1401	Transport	384,000,000.00	364,380,169.00	19,576,135.00	383,956,302.94	43,697.06
1402	Postal and Communication	59,940,000.00	52,488,183.00	7,440,662.00	59,928,845.99	11,154.01
1403	Electricity and Water	83,000,000.00	74,608,956.00	8,204,979.00	82,813,934.74	186,065.26
1404	Rents and Local Taxes	42,500,000.00	38,350,061.00	3,894,398.00	42,244,459.97	255,540.03
1405	Others	34,419,100.00	28,263,284.00	5,941,099.00	34,204,383.53	214,716.47
	<b>Transfers</b>	<b>63,800,000.00</b>	<b>60,129,198.00</b>	<b>3,607,623.00</b>	<b>63,736,821.21</b>	<b>63,178.79</b>
1505	Subscription and Contribution Fees	25,000,000.00	24,743,758.00	242,764.00	24,986,522.16	13,477.84
1506	Property Loan Interest	38,800,000.00	35,385,440.00	3,364,859.00	38,750,299.05	49,700.95
	Other Recurrent Expenditure	610,000.00	445,603.00	163,533.00	609,135.76	864.24
1701	Losses and Write off	610,000.00	445,603.00	163,533.00	609,135.76	864.24
	Capital Expenditure	219,800,000.00	172,191,727.00	43,158,322.00	218,834,087.97	965,912.03
	Rehabilitation and Improvement	57,200,000.00	39,191,369.00	17,355,221.00	56,546,591.52	653,408.48
2001	Building and Structure	44,900,000.00	31,745,963.00	13,151,321.00	44,897,284.84	2,715.16
2002	Plant Machinery and Equipment	6,300,000.00	3,272,978.00	2,802,338.00	6,075,315.37	224,684.63
2003	Vehicles	6,000,000.00	4,172,428.00	1,401,563.00	5,573,991.31	426,008.69
	Acquisition of Capital Assets	137,800,000.00	114,919,448.00	22,699,906.00	137,619,354.99	180,645.01
	Vehicles	78,300,000.00	78,000,000.00	290,000.00	78,290,000.00	10,000.00
	Furniture and Office Equipment	10,700,000.00	7,559,646.00	3,135,640.00	10,695,286.85	4,713.15
	Plant and Machinery	13,800,000.00	7,425,860.00	6,208,617.00	13,634,477.38	165,522.62
	Building and Structure	35,000,000.00	21,933,942.00	13,065,649.00	34,999,590.76	409.24
	Capacity Building	9,000,000.00	6,496,188.00	2,371,971.00	8,868,148.66	131,851.34

**Expenditure – 2013 Contd.**

Code	Object	Revised Estimate 2013	Net Expenditure from 2013/01/01 2013/11/30	December	Total Expenditure 2013/01/01 2013/12/31	Saving
2401	Training and Capacity Building	9,000,000.00	6,496,188.00	2,371,971.00	8,868,148.66	131,851.34
	Uthuru Wasanthaya	10,000,000.00	9,268,769.00	731,224.00	9,999,992.80	7.20
	Capital Expenditure	10,000,000.00	9,268,769.00	731,224.00	9,999,992.80	7.20
	Rehabilitation and Improvement	9,000,000.00	8,424,272.00	575,728.00	9,000,000.00	-
	Building and Structure	9,000,000.00	8,424,272.00	575,728.00	9,000,000.00	-
	Acquisition of Capital Assets	1,000,000.00	844,497.00	155,496	999,992.80	7.20
	Furniture and Office Equipment	1,000,000.00	844,497.0	155,496	999,992.80	7.20
	Improvement of Stamp Postal Service	5,800,000.00	2,315,953.00		5,800,000.00	
	Other Investment	5,800,000.00	2,315,953.00	-	5,800,000.00	-
	Other Investment	5,800,000.00	2,315,953.00	-	5,800,000.00	-
	Total Expenditure	8,988,500,000.00	8,161,794,500.00	819,556,640.00	8,984,835,174.28	3,664,825.72