Ministry of Public Administration and Disaster Management

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Message of Hon. Minister of Public Administration, Home Affairs, Provincial Council & Local Government

Message of the Secretary of Public Administration and Disaster Management

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I feel truly privileged to pen down these few words at this moment, where the progress of 2019 of our Ministry, which aims at the enhancement of the living standards of the people of the country through productive service delivery, is reviewed.

Let me say that I am having the opportunity from the very first moment, when I held office at the end of year 2019 as the Minister of Public Administration, Home Affairs, Provincial Councils and Local Government, to enjoy the pleasure of experiencing the role played by the Ministry.

As the partners of the interim Government, which was formed with the election of H.E. Gotabhaya Rajapaksa as the new President of the country by a landslide victory, we have been entrusted with the responsibility to look forward based on the ‘Vistas of prosperity and splendor’, the manifesto of our Government. The commitment made during this period by the whole staff of the Ministry including the Secretary to ensure an excellent service to the people of the country is highly commendable. Therefore it is my duty to appreciate the effort made to ensure an efficient public service delivery by way of making recruitments at the correct moment following correct methodologies. Further the contribution made by the Ministry to ensure an active and uninterrupted service to maintain development process of the country by way of managing all island services under this Ministry should also be highlighted. In the meantime we had to shoulder the responsibility to streamline the recruitments of Development Officers, which has been initiated by the previous Government. This is truly an effort made to fulfill the dreams of the younger generation of our country.

I take this opportunity, where the progress of the year is reviewed, to appreciate the contribution of the Home Affairs Division of our Ministry for the maintenance of divisional administration in more proper way. In the meantime Provincial Councils and Local Government Divisions have also proved their commitment to cover properly the areas entrusted to them.

It is true that we have so far worked only few months after entrusting the responsibility of this Ministry but I take this opportunity to extend my heartfelt gratitude to the Staff and the Secretary of the Ministry for their commitment during this short period, which goes to the history, for the establishment of a people friendly service. Further I wish you the courage and determination to continue this valuable contribution also in 2020.

Janaka Bandara Thennakoon
Minister of Public Services, Provincial Councils and Local Government
It is a great pleasure for me to add few words as the Secretary of the Ministry of Public Administration and Disaster Management to the Annual Progress Reports of the Ministry for 2019. I would like to mention here that the Ministry as well as the Departments, Corporations and Statutory Institutions under the Ministry have been properly directed with a view to achieve the vision, mission and goals of the Ministry.

Accordingly action has been taken during this period in an efficient and productive way with the utilization of allocations and funds provided by the General Treasury for the activities such as promotion of good governance in the public sector, formulation and implementation of policies, programmes and projects relevant to each subject, training of human resources, implementation of the programmes for the enhancement of productivity in public sector, implementation of official quarters projects, minimization of natural and man-made hazards, making necessary reactions whilst coordinating the process for relief and reconciliation.

I take this opportunity to express my heartfelt gratitude to the political leadership for their directions and guidance to perform the tasks and functions of the Ministry and to the staff of the Ministry including Additional Secretaries, Director Generals, Senior Assistant Secretaries, Directors and Chief Financial Officer, staff and the Heads of Institutions under the Ministry for their commitment to achieve our goals. I further expect your contribution and dedication also to make our future efforts a success.

J.J.Rathnasiri
Secretary,
Ministry of Public Administration and Disaster Management
Introduction
Ministry of Public Administration and Management as the center of civil administration is always committed to create a public service, which prioritizes with the fulfillment of expectation of the general public whilst playing the role of the pioneer of public administration. With a view to achieve these goals, the Ministry performs a great role, which covers a wide scope implemented in order to formulate public policies, management of human resources and development of the institution. In the meantime the Ministry looks forward with the main objective of managing the human resource in public service in a more productive way whilst performing the administration of all Combined Services and All Island services in order to carry out the activities connecting to the national development.

One of the main responsibilities of this Ministry is to prepare administrative provisions with special attention to fairness, uniformity and efficiency for ensuring an excellent service to the general public. Accordingly, the Ministry performs its role preparing the Public Administration Circulars and making observations and revisions to circulars wherever necessary. Another specific role played by the Ministry is the formulation of policies at national level on public administration and interpretation as well as making necessary guidelines. The Ministry builds and governs the functions of whole public service ensuring more productive service delivery.

The Ministry which was named as the Ministry of Public Administration and Disaster Management was changed by the Gazette Extraordinary No 2126/47 dated 06.06.2019 as Ministry of Public Administration, Disaster Management and Rural Economic Affairs and again changed as Ministry of Public Administration, Disaster Management and Livestock Development by the Gazette Extraordinary No 2135/45 dated 07.08.2019. Subsequently it was again changed as Ministry of Public Administration, Home Affairs, Provincial Councils and Local Government, by the Gazette extraordinary No 2153/12 dated 10.12.2019. Hon. Janaka Bandara Thennakoon was appointed as the Minister.

Tasks entrusted to the Ministry

- Formulation, evaluation and taking follow up action in relation to the subject of Public Administration and Management and also relating to the scope of the
statutory institutions and Departments such as the Department of Pensions, Sri Lanka Institute of Development Administration, Distant Learning Center, Public Service Pensioners’ Trust Fund, National Productivity Secretariat, National Council on Disaster Management, Disaster Management Center, National Disaster Relief Service Center, Department of Meteorology, National Building Research Organization and Project for minimizing effects of climate change.

- Ensuring the administration and human resource management of the following services.
  i. Sri Lanka Administrative Service
  ii. Sri Lanka Accountants’ Service
  iii. Sri Lanka Planning Service
  iv. Sri Lanka Engineering Service
  v. Sri Lanka Scientific Service
  vi. Sri Lanka Architects’ Service
  vii. Sri Lanka Technological Service

- Administration of Combined Services.
- Functions under the Establishments Code.
- Training in public services.
- Formulation and implementation of policies and programmes in order to enhance national productivity.
- Implementation of the Pension Minute.
- All functions connected to government pension scheme.
- Promotion of good governance within the state sector in order to achieve the expected development goals.
- Introduction of modern concepts on good governance.

- Formulation and implementation of policies in order to create a public service, which prioritizes the fulfillment of the people’s expectations.
- Minimizing the disasters occurred due to natural causes and human activities, making responses, coordination and management of the activities relating to re-establishment and provision of relief.
- Preparation of national disaster management plan and national Emergency operation plan based on national policies.
- Commencement and coordination of special aids projects on minimizing disasters, making responses and re-establishment.
- Ensuring the coordination with Ministries, government institutions and agencies, private institutions, local and foreign non-governmental organizations in order to confirm that the above tasks are timely performed.
- Promotion of constructions, which are resilient to natural disasters and provision of technological guidance.
- Management of disasters caused due to landslides and promoting research and development activities relating to the above.
- Conducting surveys and researches on meteorology.
- Coordination of the awareness programmes on natural as well as man main disasters.
- Supervision of all the functions relating to the subjects entrusted to the institutions.
such as Sri Lanka Institute of Development Administration, Distant Learning Center, Public Service Pensioners’ Trust Fund, National Productivity Secretariat, National Disaster Relief Service Center, Department of Meteorology, National Building Research Organization and Project for minimizing effects of climate change.

Basic laws of which the implementation is entrusted to the Ministry

- Compulsory Public Service Act (No: 70 of 1961)
- Sri Lanka Institute of Development Administration Act (No: 9 of 1982)
- Widowers’ and Orphans’ Pension Act (No: 24 of 1983)
- Widows’ and Orphans’ Pension Ordinance (No: 1 of 1898)
- Widowers’ and Orphans’ pension Scheme (Armed Forces) Act (No: 60 of 1998)
- Widows’ and Orphans’ pension Scheme (Armed Forces) Act (No: 18 of 1970)
- Public Service Pensioners’ Trust Fund Act (No: 40 of 1999)
- Government Quarters (Recovery of Possession) Act (No: 7 of 1969)
- Public Service Provident Fund Ordinance (No: 18 of 1942)
- Prize Competition Act (No: 37 of 1957)
- Sri Lanka Disaster Management Act (No: 13 of 2005)
- All other laws relevant to the subject mentioned above of which the implementation has not been entrusted specifically to another Minister.

Objectives

Objectives of the Ministry of Public Administration and Management Ministry

- Formulation of productive public policies on recruitment, remuneration and other service conditions in the management of human resource of public service.
- Directing the vision and attitudes of the employees serving at present in the public service to make responses on the requirement of the general public.
- Formulation and implementation of new management structures in order to enhance productivity and quality of the public service.
- Establishment and sharing a value system (research oriented attitudes, accountability, utilization of resources wisely, fairness, transparency, etc)
- Identifying training requirements of the public sector and facilitating for training programmes.
- Formulation and implementation of pension programmes in order to provide remedial measures to the issues on pension.
- Preparing a good framework for the institutional development of public sector, which has the capability to achieve development targets and priorities of the government.
- Promoting the application of communication technology in order to enhance the productivity and quality of the service delivery.
- Enhancement of the competency of the staff in public service.
- Enhancement and implementation of guidelines for the simplification of systems and rearrangement of processes to look forward with the changing environment.
- Facilitating, coordinating and managing the projects relevant to civil administration, e-governance for which funds are granted by donors as well as the government of Sri Lanka.

**Strategies built in consistent with the existing legal framework in order to reach the goals**

- Establishment of a far sighted policy and regulatory framework for the efficient human resource management in public service.
- Introduction of administrative reforms for system development and re-establishment of processes in order to enhance the productivity in public service delivery.
- Building processes for recruitment and selection for public service on competitive basis.
- Demand oriented capacity development and skills adjustments.
- Decentralized institutional network to bring the service delivery close to the citizens.
- Application of information and communication technology to enhance the quality of public service and transparency of service delivery.
- Citizen/ Client Charter to ensure standard service delivery focused on citizen centered public service.
Priority areas for which the attention of the Ministry has been focused

The progress achieved by the Ministry is supervised taking into consideration the tasks performed within the scope entrusted to the Ministry and arranging them in 07 main subject fields whilst bringing the divisions, which perform those tasks, into the same subject field.

Those fields are mentioned above and the divisions brought under each subject field are given below. Further all the institutions under this Ministry make collective effort to achieve the objectives of the Ministry.
Scope of the Ministry

Human Resource
- All Island Services
- Human Resource Development
- Investigation, Research and Operations

Policy
- Establishments

Facilitation
- Housing and Development
- National Productivity Secretariat

Productivity and Reforms

Pension and Welfare
- Pensions
- Department of Pensions
- Internal Administration
- Finance
- Internal Audit
- Information Technology

Assisting Services

Sri Lanka Institute of Development Administration

Distance Learning Centre
- National Council for Disaster Management
- Disaster Management Center
- National Disaster Relief Services Center
- Department of Meteorology
- National Building Research Organization

Disaster Management

Combined Services

Translators’ Service
- Management Service Officers’ Service
- Sri Lanka Government Librarians’ Service
- Sri Lanka Information and Communication Technology Service
- Development Officers’ Service
- Office Employees’ Service
- Combined Drivers’ Service
- Sri Lanka Administrative Service
- Sri Lanka Accountants’ Service
- Sri Lanka Planning Service
- Sri Lanka Engineering Service
- Sri Lanka Scientific, Architects’ and Technological Service
Vision

“An excellent public service to the nation”

Mission

“Ensuring an excellent public service through proper administration of human resource, management and reforms”
4 Human Resource Cluster
4.1 Summary

When considering the scope entrusted to the Public Administration and Management Division and the functions carried out by the division, all the divisions which are operated in order to achieve the sectoral performance indicators through administration and management of human resources in the proper manner and mainly the recruitment of new officers to All Island services as well as Combined Services are brought under this division.

All Island services, which are governed by the Ministry,

- Sri Lanka Administrative Service
- Sri Lanka Accountants' Service
- Sri Lanka Planning Service
- Sri Lanka Engineering Service
- Sri Lanka Scientific Service
- Sri Lanka Architects' Service
- Sri Lanka Technological Service

Combined Services, which are governed by the Ministry,

- Translators’ Service
- Management Service Officers’ Service
- Sri Lanka Librarians’ Service
- Sri Lanka Information and Communication Technology Service
- Development Officers’ Service
- Office Employees’ Service
- Combined Drivers’ Service

Main functions carried out by these divisions

- Taking action for recruitments as per the relevant service minutes.
- Getting the examination results confirmed from the Department of Examination and Universities.
- Granting approval for transfers or making recommendations to the Public Service Commission regarding transfers.
- Taking necessary action to publicize in the Government Gazettes the assumption of duties by officers in new posts on transfers.
- Conducting the Efficiency Bar Examinations, issuing results and making exemptions from the requirement of passing the subjects in Efficiency Bar and acquiring the competency in languages.
- Submitting recommendations to the Public Service Commission in relation to the issues on the Efficiency Bar Examinations wherever necessary.
- Confirmation in services or making recommendations to the Public Service Commission regarding the confirmation in the service.
- Granting approval for leave to be spent out of Sri Lanka.
- Granting study leave to be spent out of Sri Lanka to follow the studies in the subject fields prescribed in the Service Minutes for All Island services. (With full pay) – (In terms of Section 14, Chapter XII of the Establishments Code).
• Granting approval for leave with full pay to be spent out of Sri Lanka.
• Granting approval for no-pay leave to the spouse of a public officer, who has been confirmed in the post and either attached to the service in a foreign country or on study leave to be spent out of Sri Lanka.
• Granting approval for the performance of duties, acting in the post of Combined Services.
• Making recommendations to the Public Service Commission for appointment to act in a certain post of All Island services.
• Release on secondment for Combined Services.
• Making recommendations to the Public Service Commission to release officers on secondment basis for All Island services (As per No. 143 of Procedural Rules).
• Granting permission to serve in the Combined Services on contract basis.
• Granting promotions in Combined Services and making recommendations to the Public Service Commission regarding the promotions in All Island services.
• Sending officers in Combined services on retirement and making recommendations to Public Service Commission regarding the retirement in All Island services.
• Disciplinary activities of officers.
• Placing relevant officers on due salary step as per Service Minute.
• Making recommendations to Public Service Commission as well as the Cabinet of Ministers regarding the policy decisions of the services.
• Maintaining the seniority list.
• Maintaining the list of vacancies.

In addition to the above services, Investigation, Research and Operation Division and Human Resource Development Division, which facilitate human resource management, are also brought under this macro subject field.

Accordingly, the Human Resource Development Division provides facilities for officers belonging to management and non-management service categories for their local and foreign short term/long term training programmes.

Following tasks are performed by Investigation, Research and Operation Division.

• Making a positive transformation in weak processes so as to eliminate the opportunities for bribery and corruption.
• Developing management methodologies from traditional level up to modern standards by way of establishing and maintaining grievances management mechanism.
• Performing the role as the central investigation unit on preliminary investigations, wherever such necessity is arisen for a preliminary inquiry by any government institution.
• Establishment of a stable investigation unit in the effort made to keep the
discipline in the whole public service in relation to the human resources management of public sector, which is the main subject field of the Ministry.

- Serving as a main source for collecting data, information and experience, which are required to the public management policy formulation and administrative reforms through proper research process.
- Eliminating the opportunities to make corruptions and frauds in the public service by way of following a proper process, which is carried out constantly.

Recruitments made to Combined Services and All Island Services

<table>
<thead>
<tr>
<th>Services Division</th>
<th>Number of annual recruitments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015</td>
</tr>
<tr>
<td>Sri Lanka Administrative Service</td>
<td>217</td>
</tr>
<tr>
<td>Sri Lanka Scientific Service</td>
<td>9</td>
</tr>
<tr>
<td>Sri Lanka Architects' Service</td>
<td>-</td>
</tr>
<tr>
<td>Sri Lanka Accountants' Service</td>
<td>189</td>
</tr>
<tr>
<td>Sri Lanka Planning Service</td>
<td>0</td>
</tr>
<tr>
<td>Sri Lanka Engineering Service</td>
<td>237</td>
</tr>
<tr>
<td>Development Officers’ Service</td>
<td>794</td>
</tr>
<tr>
<td>Translators’ Service</td>
<td>69</td>
</tr>
<tr>
<td>Librarians’ Service</td>
<td>0</td>
</tr>
<tr>
<td>Information Technology Service</td>
<td>0</td>
</tr>
<tr>
<td>Management Service Officers’ Service</td>
<td>2677</td>
</tr>
<tr>
<td>Office Employees’ Service</td>
<td>982</td>
</tr>
<tr>
<td>Driver</td>
<td>270</td>
</tr>
<tr>
<td>Total</td>
<td>5207</td>
</tr>
</tbody>
</table>

When considering the past five years, the number of all recruitments made by the Ministry to the All Island and Combined Services in order to increase, quantitatively, the human resource of the public service is mentioned above.
The summary of all establishment activities carried out with the objective of ensuring more effective management of human resources recruited to all services mentioned above can be shown in the following manner at All Island and Combined services level.

<table>
<thead>
<tr>
<th>Functions</th>
<th>All Island Services (2019)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staff</strong></td>
<td></td>
</tr>
<tr>
<td>Approved number</td>
<td>1,984</td>
</tr>
<tr>
<td>Actual number</td>
<td>1,630</td>
</tr>
<tr>
<td>Number of new recruitments</td>
<td>232</td>
</tr>
<tr>
<td>Confirmation</td>
<td>109</td>
</tr>
<tr>
<td><strong>Promotions</strong></td>
<td></td>
</tr>
<tr>
<td>From III to II</td>
<td>154</td>
</tr>
<tr>
<td>From II to I</td>
<td>-</td>
</tr>
<tr>
<td>From I to Special/ Supra</td>
<td>-</td>
</tr>
<tr>
<td>Retirements</td>
<td>51</td>
</tr>
<tr>
<td>Transfers</td>
<td>86</td>
</tr>
<tr>
<td>Annual transfers</td>
<td>78</td>
</tr>
<tr>
<td>Release</td>
<td>05</td>
</tr>
<tr>
<td><strong>Disciplinary Woks</strong></td>
<td></td>
</tr>
<tr>
<td>Number of officers against whom disciplinary action has been commenced</td>
<td>36</td>
</tr>
<tr>
<td>Issuance of charge sheets/ calling for explanations</td>
<td>5 / 3</td>
</tr>
<tr>
<td>Issuance of disciplinary orders</td>
<td>10</td>
</tr>
<tr>
<td>Appeals made against the notices on vacation of post</td>
<td>-</td>
</tr>
</tbody>
</table>

* Particulars of the 86 officers with regard to promotions from Grade III to Grade II of S.L.A.S. have been referred to the Public Service Commission for approval and all the officers, due to be promoted to Grade I in 2018, have been granted those promotions by now.

** Arrangements have been made to make annual transfers of S.L.A.S. in the year 2020.
<table>
<thead>
<tr>
<th>Function</th>
<th>Translators' Service</th>
<th>Librarians' Service</th>
<th>Development Officers' Service</th>
<th>Management Service Officers' Service</th>
<th>Drivers' Service</th>
<th>Office Employees' Service</th>
<th>Information and Communication Technology Service</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved cadre</td>
<td>-</td>
<td>257</td>
<td>41,000</td>
<td>30,604</td>
<td>-</td>
<td>-</td>
<td>3,147</td>
<td></td>
</tr>
<tr>
<td>Actual cadre</td>
<td>281</td>
<td>128</td>
<td>38,000</td>
<td>27,629</td>
<td>8,650</td>
<td>-</td>
<td>1,666</td>
<td></td>
</tr>
<tr>
<td>New recruitments</td>
<td>-</td>
<td>13</td>
<td>-</td>
<td>288</td>
<td>209</td>
<td>986</td>
<td>504</td>
<td></td>
</tr>
<tr>
<td>Confirmations</td>
<td>7</td>
<td>4</td>
<td>6,423</td>
<td>1749</td>
<td>259</td>
<td>819</td>
<td>504</td>
<td></td>
</tr>
<tr>
<td><strong>Promotions</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>From III to II</td>
<td>-</td>
<td>-</td>
<td>1,008</td>
<td>384</td>
<td>217</td>
<td>223</td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>From II to I</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>392</td>
<td>130</td>
<td>188</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>From I to Special/ Supra</td>
<td>-</td>
<td>21</td>
<td>-</td>
<td>-</td>
<td>99</td>
<td>154</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Retirements</td>
<td>2</td>
<td>10</td>
<td>2</td>
<td>569</td>
<td>161</td>
<td>266</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Transfers</td>
<td>20</td>
<td>9</td>
<td>1,002</td>
<td>1,710</td>
<td>323</td>
<td>179</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>Annual transfers</td>
<td>-</td>
<td>-</td>
<td>849</td>
<td>1,051</td>
<td>-</td>
<td>-</td>
<td>83</td>
<td></td>
</tr>
<tr>
<td>Release</td>
<td>-</td>
<td>324</td>
<td>355</td>
<td>7</td>
<td>398</td>
<td>-</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td><strong>Disciplinary Works</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of officers against whom disciplinary action has been commenced</td>
<td>2</td>
<td>-</td>
<td>43</td>
<td>45</td>
<td>6</td>
<td>25</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Issuance of charge sheets/ calling for explanations</td>
<td>-</td>
<td>-</td>
<td>11</td>
<td>51</td>
<td>10</td>
<td>28</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Issuance of disciplinary orders</td>
<td>-</td>
<td>-</td>
<td>9</td>
<td>57</td>
<td>17</td>
<td>19</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Appeals made against the notices on vacation of post</td>
<td>3</td>
<td>-</td>
<td>17</td>
<td>6</td>
<td>6</td>
<td>20</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
The summary of the long term and short term training, which have been provided locally and out of the Island for the management and non-management service categories during the year 2019 is as follows.

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Local Training Courses</th>
<th>Foreign Training Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Short term</td>
<td>Long term</td>
</tr>
<tr>
<td>Management</td>
<td>05</td>
<td>03</td>
</tr>
<tr>
<td>Non-managerial</td>
<td>05</td>
<td>-</td>
</tr>
<tr>
<td>Primary</td>
<td>02</td>
<td>-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Training workshop</th>
<th>Number of participants</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Staff Grade</td>
</tr>
<tr>
<td>Certificate courses</td>
<td>06</td>
</tr>
<tr>
<td>Diploma courses</td>
<td>03</td>
</tr>
<tr>
<td>Post Graduate courses</td>
<td>09</td>
</tr>
<tr>
<td>Total</td>
<td>18</td>
</tr>
</tbody>
</table>

Assistance has been provided in year 2019 to conduct preliminary investigations as per the requests made by other institutions of the government to the Investigation, Research and Operations Division, which functions for safeguarding the discipline of the entire public service in relation to management of human resource of the public sector. During the year 2019, the Investigation, Research and Operations Division has received 31 complaints, out of which 24 investigations have been brought forward from the year 2018. Accordingly, the total number of complaints processed during the year is 55 and the progress of the same is given below.
When considering the matters, which were investigated, the summary of the investigations is as follows.

<table>
<thead>
<tr>
<th>Matters, which were investigated</th>
<th>Number of investigations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial irregularities</td>
<td>5</td>
</tr>
<tr>
<td>Abuse of power</td>
<td>7</td>
</tr>
<tr>
<td>Neglect of duty</td>
<td>2</td>
</tr>
<tr>
<td>Not staying in the office</td>
<td>1</td>
</tr>
<tr>
<td>Preparation of fraudulent documents</td>
<td>1</td>
</tr>
<tr>
<td>Acts of indiscipline</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
</tr>
</tbody>
</table>

The following graph shows the particulars of the investigations conducted by the divisions as per officer categories.

**Investigations conducted as per service categories**

Particulars of the recommendations made with regard to the concluded preliminary investigations are given below.

<table>
<thead>
<tr>
<th>Recommendation made</th>
<th>Number of recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issuance of charge sheets under the schedule I.</td>
<td>03</td>
</tr>
<tr>
<td>Issuance of charge sheets under the schedule II.</td>
<td>03</td>
</tr>
<tr>
<td>Following summary disciplinary procedures</td>
<td>01</td>
</tr>
<tr>
<td>Updating office systems</td>
<td>01</td>
</tr>
<tr>
<td>Making proposals on future policies/laws</td>
<td>02</td>
</tr>
</tbody>
</table>
4.2 Combined Services

Main functions of the Combined Services Divisions are the appointment, transfers, promotions, and disciplinary control of the officers in Combined Services as per the powers vested in the Director General of Combined Services by the Public Services Commission. For this purpose Combined Services Division has been organized under 12 Units.

4.2.1 Special performances of year 2019

- 2130 officers have been recruited during year 2019 for combined services and their dispersion as per service category is given in the graph.

![Recruitment of new officers to Combined Services for the year 2019](image)

*96 and 408 officers have been recruited to class 2 grade II and class 3 grade III of Information and Communication Technology Division respectively.

**279 officer have been recruited to Supra Grade of Management Services Officers Service and 9 officers have been recruited to grade III of the same service.

- 46 officers have been recruited to Sri Lanka Administrative Service under limited stream on 15.05.2019 and they have been attached to service stations by September.
- Letters have been sent to obtain approval of the General Treasury for making recruitments of second round to class 2 grade II and class 3 Grade III of Information and Communication Technology Service.
- Activities relating to the recruitments to Librarians’ Service have been concluded.
- Even though the examination notification for recruitment of cadets for Sri Lanka Administrative Service has been published on 19.07.2019 the examination has not been conducted by the Department of Examination even by 31.12.2019.
- Observation has been called from the Department of Examination for gazetting examination notifications for recruitment of officers to the Service of Management Service Officers for vacancies existed as at 31.12.2019 and for recruitment of officers to Librarians’ Service
- Induction training has been conducted for officers promoted to the Supra Grade of officers in Management service officers’ service.
- Induction training conducted for the officers recruited to Sri Lanka Administrative Service under limited stream is to be concluded by March 2020.
on 21.05.2019. However the results of the previous examinations should be issued first to conduct these efficiency bar examinations of the services.

Approval of the Cabinet of Ministers has been sought for conducting efficiency bar examinations of Information and Communication Technology Service by Sri Lanka Institute of Development Administration.

Facilities have been provided for officers of Combined Services scattered all over the Island to apply through internet for their annual transfers and transfer orders of the officers have now been issued.

175 officers have been granted letters of appointment in March, who were recruited under open stream and further letters of appointment have been granted to 46 officers under limited stream after conducting interviews in February.

Interviews for recruitments for Supra Grade of Management Service Officers Service in March and letters of appointment have been granted to 279 officers in August who have been recruited under limited and merit streams.

Interviews for recruitment to Grade 3 (III) and 2 (II) of Sri Lanka Information and Communication Technology Service have been conducted in March and accordingly letters of appointment have been granted to 498 officers, who become qualified, in June.

Interviews of second and third rounds have been conducted for recruitment to Government Librarians’ Service and accordingly letters of appointment have been granted in May and July to 13 officers.

Recruitments have been made newly under third round on 08.07.2019 based on the results of the limited and open competitive examinations held for recruitment to class I grade III of Sri Lanka Information and Communication Technology Service and accordingly 05 officers have been granted new appointments to class I.

Action has been taken to issue Public Administration Circular No 2019/28 dated 12.09.2019 for making appointments to grade II/II of Sri Lanka Information and Communication Technology Service.

The Circular, which introduces a formal scheme for selecting officers for appointment to posts in Class I Grade I and Grade II as per section II of the Minute of Sri Lanka Information and Communication Technology Service, has been issued on the approval of the Public Services Commission with the inclusion of the specimen of the comprehensive marking scheme, specimen for calling applications and format of the marking scheme of the interview.

Minute of Sri Lanka Information and Communication Technology has categorized its functions under the categories of role, assignment of duties, information systems, information technology, computer network/ security and it has emphasized further the requirement of providing an in-service
training of not less than 40 hours annually to the officers covering above categories.

As the phase 01 of this process, training opportunities have been given to 15 officers in Class I Grade I and Class I Grade II of the Service by the Human Resources Division of the Ministry joining with Sri Lanka Institute of Development Administration and accordingly this capacity building programme has been conducted at Sri Lanka Institute of Development Administration (08 days programme) from 07.10.2019 to 24.10.2019 by Information and Communication Technology Unit.

Further with a view to enhance the professional skills of the officers of Sri Lanka Information and Communication Technology Service, 150 officers in Class 2 and 350 officers in Class 3 of the service have been given opportunity to participate in the training courses on ‘Network administration’, ‘Web designing’, and ‘System administration’ from 13 May 2019 up to 26 July 2019 conducted by Distance Learning Center with the collaboration of the Ministry of Information and Communication Technology. Further training courses on ‘Network administration’ and ‘System administration’ have been conducted by Distance Learning Center from 21 October 2019 to 07 November 2019 for 100 officers who have secured highest marks at the previous training.

› A new software has been introduced for the transfer process and accordingly action has been taken to obtain information of officers in certain combined services by online application process and then to communicate the decisions to the respective Heads of Departments by online application process after holding annual transfer boards and reviewing boards of 2020. However further developments of the said software are still being carried out.

› 1296 appointments have been made to Office Employees’ Service and further action is taken to make annual transfers.

› Making adjustments relating to 150 officers recruited directly by Presidential Secretariat with normal transfer process within 02 days amidst routing duties of the unit and making transfers to places where vacancies were available.

› 251 new appointments have been made in Combined Drivers’ Service and action has been taken to hold annual transfer committees and transfer reviewing committees for officers in Drivers’ Service, Librarians’ Service and Translators’ Service.

› Online data base has been introduced for the Development Officers’ Service and at present collection of updated information of the officers in service and obtaining their transfer applications are carried out online.

› The visits of outside officers, who come to the unit for their service matters, have been restricted to Mondays and
Wednesdays and further a counter has been introduced with officers of the Unit for the service of officers who come other days.

4.3 Sri Lanka Administrative Service

Sri Lanka Administrative Service Division performs the actions connecting to vesting of powers by Public Service Commission and implements the decisions made by the Cabinet of Ministers and Public Service Commission in relation to Sri Lanka Administrative Service on the approval of the Secretary or Additional Secretary (Public Administration).

The approved number of posts in Sri Lanka Administrative Service is 3,202. At present, 2,341 officers are engaged in service and the number of vacancies is 861.

The chart above shows how the officers of the Sri Lanka Administrative Service serve province-wise and the retirement forecast up to the year 2033 is given in the table below.

4.3.1 Special performances of the Division in 2019

- 221 new recruitments have been made in the year 2019 and all those officers have been directed to the induction training.
- Opportunity has been given to 202 officers of Sri Lanka Administrative Service to undergo capacity development trainings.
- 36 officers in Grade I have been promoted to the Special Grade as at 01.01.2019 in the year 2019 and the particulars of the number of officers to be promoted to the Special Grade as at 01.07.2019 have been referred to the Public Service Commission.
- 86 requests out of the 126 requests for promotion to Grade II have been referred to the Public Service Commission for approval and action has been taken to obtain missing documents related to the confirmation of 40 officers in service.
- Annual transfer list of Grades III/II/I of Sri Lanka Administrative Service has been
made available online and the transfers were implemented in January 2020 after considering the appeals.

- 81 officers are due to retire this year and sending on retirement of 58 officers out of them has been completed.
- Results of the first efficiency bar examination held in 2018 have been communicated to 138 candidates and results of the second examination are being communicated to 174 candidates.
- Information on the posts of Sri Lanka Administrative Service, which have fallen vacant, and the seniority list have been duly updated.
- Service minute was revised by the gazette extraordinary No. 2137/5 dated 19.08.2019.

4.4 Sri Lanka Engineering Service

Sri Lanka Engineering Service is an All Island Service under the scope of the Ministry of Public Administration and Disaster Management and the Appointing as well as the Disciplinary Authority of the Service is Public Services Commission.

The Engineering Service, which is governed under Engineering Service Division, consists of an approved posts of 1460 and at present 1233 officers are serving attached to the service. Following graph gives the details of the dispersion of those officers.

At present Engineers have been attached under the under the fields such Geo Resources, Chemical, Electrical, Mechanical land Civil.

4.4.1 Special performance of the Division in year 2019

- 34 new officers have been appointed to Sri Lanka Engineering Service under open stream and further approval of the Public has been sought for the recruitment of 145 and 43 officers to the service under open and limited streams respectively.
- Action has been taken to conduct an Efficiency Bar Examination 05.10.2019. on 2019.10.05.
- Action has been taken to confirm 95 officers and particulars of remaining 158 officers out of those 253, who
were to be confirmed in year 2019, are now being collected.

- Action has been finalized of 30 out of 152 officers in Grade III of the service who have fulfilled required qualifications, regarding their promotion to Grade II. Further action is now being taken for promotion of remaining 122 officers.

- Further 15 officers out of 42 in Grade II, who have satisfied qualifications for promotion, have been promoted to Grade I. Action is now being taken for promotion of remaining 27 officers.

- In the meantime 18 officers, who have satisfied required qualifications, have been promoted to Special grade of the service.

- Works pertaining to 31 officers out of 48 to be sent on retirement, have been completed.

- List of vacancies and list of seniority have been properly updated.

- Fifth revision to the Service Minute has been made by the Gazette Extra Ordinary No 2138/27 dated 28.08.2019.

- 20 requests have been made under Right to Information Act and required particulars have been given for all these requests.

- During this year 12 disciplinary actions have been initiated and 19 disciplinary inquiries have been conducted. Further 03 have been concluded.

4.5 Scientific, Architects’ and Technological Services

The Scientific and Architects’ Services Division of the Ministry of Public Administration, and Disaster Management, the center of public administration, mobilizes the knowledge of science, creativity and technology and mobilizes and administers the human resource to carry out scientific planning and research in an advanced manner. There are 3 services established under this division.

1. Sri Lanka Scientific Service
2. Sri Lanka Architects’ Service
3. Sri Lanka Technological Service

The number of approved officers in the Sri Lanka Scientific Service is 578 and the number of actual officers is 410. The number of approved officers in the Sri Lanka Architects’ Service is 75 and the number of actual officers is 46. Relevant chart is given below.

Service in Public Service and Provincial Public Service is shown below.

Distribution of officers in Sri Lanka Architects’ Service by Provinces is given below.

4.5.1 Outstanding Performance in the Division in 2019

The following institutional activities were carried out by the Division in the management of human resource.

<table>
<thead>
<tr>
<th>Activities conducted:</th>
<th>No of Officers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Scientific</td>
</tr>
<tr>
<td>Service confirmations</td>
<td>10</td>
</tr>
<tr>
<td>Promotions</td>
<td>17</td>
</tr>
<tr>
<td>Transfers</td>
<td>03</td>
</tr>
<tr>
<td>Retirements</td>
<td>09</td>
</tr>
</tbody>
</table>

- 36 new officers have been recruited to Sri Lanka Scientific Service and one officer to Sri Lanka Architects Service.
- Efficiency Bar Examinations have been conducted for officers in Grade III 2017 (II) and Grade II 2017 (II) of Sri Lanka Technological Service and the relevant course for the third efficiency bar examination for the officers in Grade I 2018 (2019) has been started in the year 2019.
- Competitive Examination for the promotion of Grade I Officers to Special Grade on limited basis 2017 and 2018 was held.
- Nine capacity building programs have been conducted for the officers of Sri Lanka Technological Service during the year.
- A new service minute has been prepared to establish a new service for the technical officers of Sri Lanka Technological Service and it has been referred to the
Salaries and Cadres Commission and the Director General of the Establishments Division for observation.

- More than 80% of the work of preparing a database containing the approved and actual information as well as the seniority list of Sri Lanka Scientific, Architectural and Technological Service approved at the Ministry and Department level has been completed by now.

- 92 officers of Sri Lanka Scientific Service and 13 members of Sri Lanka Architects Service have participated in local training programs.

- Circular has been issued to grant Chartered Professional Allowance to the officers of Sri Lanka Architects Service.

- The case filed by the Department of National Botanical Gardens regarding recruitment was in favour of the Service and action is being taken to make the relevant new recruitments.

- Gazette Notification has been published to fill the vacancy in the Post of Special Grade in Sri Lanka Architects Service.

4.6 Sri Lanka Accountants’ Service

Sri Lanka Accountants’ Service established under the provisions of Sri Lanka Accountants’ Service Minute published under the Gazette Extra Ordinary of the Democratic Socialist Republic of Sri Lanka No: 1670/33 dated 10th September 2010 is one of the All Island services. All the administration functions of the officers belonging to the service are carried out by the Accountants’ Service Division of the Ministry of Public Administration and Disaster Management.

All the policies formulated by the Cabinet of Ministers and Public Service Commission in order to create a perfect professional, who works with self-motivation to ensure the accountability and responsibility maintaining the transparency of the financial management are implemented by Sri Lanka Accountants’ Service Division on approval of the Secretary of the Ministry of Public Administration and Disaster Mangenn.

Number of the approved posts in Sri Lanka Accountants’ Service is 1984 and officer have been attached to 1642 out of the aforesaid posts. The dispersion of officers as per the grades is given in the above graph.

Officers in the service provide their service under Central Government and Provincial Public Service. Accordingly 75% and 25% are serving under Central Government and Provincial Public Service respectively.
4.6.1 Special performances of the division in 2019

- 186 officers and 24 officers were recruited to 233 posts, which had fallen vacant, under open and limited streams and on merit basis respectively.
- Induction training has been given to 244 officers.
- Competitive examinations are scheduled to be held in year 2020 in order to recruit 172 new officers.
- Confirmation in service of 109 officers of Sri Lanka Accountants’ Service was completed.
- 154 officers in Grade III of Sri Lanka Accountants’ Service were promoted to Grade II and promotions from Grade I to Special Grade have been referred to the Public Service Commission for approval.
- Transfers have been granted to 164 officers of Sri Lanka Accountants’ Service.
- 200 officers in Grade I and 67 officers in Grade III participated in capacity building programmes conducted for officers of the service.
- One efficiency bar examination has been conducted for the officers of Sri Lanka Accountants’ Service.
- All the establishment activities related to 51 officers, who are due to retire this year, have been concluded.
- Disciplinary action has been initiated against 54 officers of this service, out of which 18 cases have been concluded.

4.7 Sri Lanka Planning Service

Sri Lanka Planning Service is an all island service which was established in 1984 under the provisions of the Minute of Planning Service of Sri Lanka,

Formulation and implementation of policy guidelines and strategies to achieve the desired level of social and economic development in Sri Lanka, planning, implementation, guidance and evaluation of relevant programs / projects, use and guidance of local and foreign resources, research and development activities related to the national and local economy are the functions of this Service. All administrative activities of the officers in Sri Lanka Planning Service are carried out by the Planning Services Division of the Ministry of Public Services, Provincial Councils and Local Government.

Sri Lanka Planning Service, established under the provisions of the Minute of Planning Service, is an all-island service. The number of approved officers in Sri Lanka Planning Service operating island wide is 1267 and the number of actual officers serving is 1037. Distribution of Officers in Sri Lanka Planning Service by Grade and Service Station are depicted below.
4.7.1 Outstanding Performance in the Division in 2019

- Actions have been taken to recruit 106 new officers.
- Measures have been taken to provide induction training to 133 officers of the Sri Lanka Planning Service who were recruited on a limited and open basis.
- The following institutional activities were carried out by the Division in the management of human resource.

<table>
<thead>
<tr>
<th>Activities conducted</th>
<th>No of Officers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service confirmations</td>
<td>08</td>
</tr>
<tr>
<td>Promotions</td>
<td></td>
</tr>
<tr>
<td>Special Grade</td>
<td>33</td>
</tr>
<tr>
<td>Grade I</td>
<td>01</td>
</tr>
<tr>
<td>Grade II</td>
<td>124</td>
</tr>
<tr>
<td>Transfers</td>
<td>09</td>
</tr>
<tr>
<td>Retirements</td>
<td>08</td>
</tr>
</tbody>
</table>

- The actions taken in relation to the disciplinary action against the officers of the Sri Lanka Planning Service are as follows.

<table>
<thead>
<tr>
<th>No of cases to which disciplinary actions have been commenced</th>
<th>02</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issuance of Charge Sheets/ Inquiring Explanations</td>
<td>04</td>
</tr>
<tr>
<td>Issuance of Disciplinary Orders</td>
<td>-</td>
</tr>
<tr>
<td>Appeals made against the Vacation of Posts Notices</td>
<td>02</td>
</tr>
</tbody>
</table>
through fair distribution of foreign and local training opportunities to build capacity of the officers in all island services serving in this Ministry and to identify the capabilities lacking in the staff in all units by utilizing public funds.

4.8.1 Outstanding Performance in the Division in 2019

Local Training

- A series of awareness programmes were commenced for the coordinating officers of the public institutions on developing human resources in the public sector as per the provisions in the Public Administration Circular 02/2018 and the first programme was held in the Auditorium of Sri Lanka Institute of Development Administration on 04th and 05th November 2019 (for 40 staff officers in 16 institutions).

- Provisions have been made to conduct 10 days recommended training courses in all 25 districts island wide for the Efficiency Bar Examination of Class I officers in the Management Service Officers’ Service.

- Provisions have been made on a district basis for non-management level Development Officers, Management Service Officers, Drivers and Office Assistants in the Public Service for capacity development activities within the scope of their respective services.

- Capacity Building programmes were held as follows for the non managerial officer categories in our Ministry.

<table>
<thead>
<tr>
<th>Training</th>
<th>Targeted Number of Officers</th>
<th>No of Officers Participated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethics, values and standards of the public service.</td>
<td>150</td>
<td>145</td>
</tr>
<tr>
<td>Basic Skills for Drivers’ Service Management Service Laws</td>
<td>50</td>
<td>20</td>
</tr>
<tr>
<td>Rules and regulations of the Public Service Commission</td>
<td>100</td>
<td>89</td>
</tr>
<tr>
<td>Ethical practice in the Public Service</td>
<td>10</td>
<td>06</td>
</tr>
<tr>
<td>Provisions of Establishments Code</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Induction Training of Office Employees Service</td>
<td>29</td>
<td>29</td>
</tr>
</tbody>
</table>

Foreign training

- Following foreign Capacity Building programmes were organized and conducted together with the KDI School of Public policy and Management in Korea and Civil Service College (CSC) in Singapore for the officers in III Grade and Grade II, I and Special grade in all island services of which the Secretary of the Ministry of Public Administration and Disaster Management acts as the administrative authority.

<table>
<thead>
<tr>
<th>Period</th>
<th>No of trained officers</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Korea (Programme 01)</td>
<td>From 21st February 2019 to 25th February 2019</td>
</tr>
<tr>
<td>Singapore</td>
<td>From 26th August 2019 to 30th August 2019</td>
</tr>
<tr>
<td>South Korea (Programme 02)</td>
<td>From 02nd September 2019 to 07th September 2019</td>
</tr>
</tbody>
</table>
Opportunity was given to 23 officers in all island services to take part in capacity building programme in Pakistan by the High Commission of Pakistan and Department of External Resources. 02 programmes were held in 2 phases.

Programme 01
Human Resource Management for Senior Public Sector Officials
This programme was held in Lahore, Pakistan from 14th January 2019 to 20th January 2019 and 06 officers participated.

Programme 02
Executive Program for Senior Official
This programme was held in Lahore, Pakistan from 16th September 2019 to 27th September 2019, and 17 officers participated.

Foreign training opportunities have been given to the officers of this Ministry by various foreign agencies through the Human Resource Division.

- Department of External resource (ERD)
- Indian Technical and Economic Cooperation Programme (ITEC)
- Korea International Cooperation Agency (KOICA)
- Japan International Cooperation Agency (JICA)
- Asian productivity Organization (APO)

- Government of Korea
- Government of Thailand
- Government of Singapore

29 officers belonging to Grade I, II, III and Special Grade received the opportunity to take part in the lectures, workshops and group activities relevant to public administration. The officers expressed in post evaluations of these training programmes that, various projects, field trips to beautiful and important places influenced their capacity building in a greater level.

According to 2030 agenda of United Nations, implementation of sustainable development goals is being carried out in Sri Lanka at the moment. Accordingly, adjusting the sustainable development goals and targets relevant to the scope of Ministry of Public Administration and Disaster Management is successfully in progress.

Efficiency Bar Examination of the officers mentioned below who belong to Management Assistant technical and non technical service category in Sri Lanka Institute of Development Administration, was held and results were issued.

- Information Technology Assistant
- Computer Technical Assistant
- Management Assistant
- Technical Assistant
- Personal Assistant of the Director General
Below is the information regarding the officers who were sent for short term training abroad in the year 2019

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Korea</td>
<td>37</td>
<td>02</td>
<td>02</td>
<td>09</td>
<td>08</td>
<td>02</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>02</td>
<td>Singapore</td>
<td>15</td>
<td>02</td>
<td>01</td>
<td>05</td>
<td>04</td>
<td>02</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>03</td>
<td>Pakistan</td>
<td>15</td>
<td>02</td>
<td>01</td>
<td>05</td>
<td>04</td>
<td>02</td>
<td>01</td>
<td></td>
</tr>
<tr>
<td>04</td>
<td>Bangladesh</td>
<td>02</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05</td>
<td>Malaysia</td>
<td>01</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06</td>
<td>India</td>
<td>01</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>07</td>
<td>China</td>
<td>01</td>
<td></td>
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<td>01</td>
<td></td>
</tr>
</tbody>
</table>

4.9 Investigations, Research and Operations

Investigations, Research and Operations Division, which is one of the main Divisions of the Ministry of Public Administration and Disaster Management, performs following activities.

- Conducting investigations on complaints made against the institutions under this Ministry and other Government Institutions and Public Officers.
- Conducting researches in various fields for the progress of the Public Service.
- Carrying out operations for the enhancement of the productivity of Public Service.

4.9.1 Special performances of year 2019

- During the year action has been taken to refer the requests made under Right to Information Act to relevant Divisions and also to provide information requested by the General Public. Further relevant reports have also been updated. During this year information has been provided for 62 requests out of 108 requests. The number of the rejected requests is 21. Further action is still in process for 25 requests.

Two days training programmes have been conducted for 25 Investigation Officers on Financial Regulations, Procurement Process and Report Writing whilst another training programme has been conducted for 50 staff officers on preliminary investigation process in Public Service.
Training programme has been conducted to enhance the computer literacy of 30 Investigation officers and management service Officers in the Division.

320 new books have been purchased for the library managed by the Division and membership has been granted during the year to 21 officers.

Action has been taken to update data base for preliminary investigations and action has been taken to update monthly the data base prepared for the process for filing cases at Court.

Preliminary discussions are carried out with Information Technology Division for the preparation of a data base on the requests made under Right To Information Act.

The name list of Disciplinary Inquiry Officers has been updated and relevant officers have been appointed in response to the requests made for appointment of officers for formal disciplinary inquiries.

### Particulars on the investigations conducted at the level of various Government Institutions

<table>
<thead>
<tr>
<th>Serial No</th>
<th>Name of the Institution</th>
<th>Number of Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Department of Pensions</td>
<td>03</td>
</tr>
<tr>
<td>02</td>
<td>Divisional Secretariats</td>
<td>04</td>
</tr>
<tr>
<td>03</td>
<td>Department of Agriculture</td>
<td>01</td>
</tr>
<tr>
<td>04</td>
<td>Department of Animal Production and Health</td>
<td>01</td>
</tr>
<tr>
<td>05</td>
<td>Department of Social Services</td>
<td>02</td>
</tr>
<tr>
<td>06</td>
<td>Department of Agrarian Development</td>
<td>01</td>
</tr>
<tr>
<td>07</td>
<td>Department of Labour</td>
<td>01</td>
</tr>
<tr>
<td>08</td>
<td>Department of Samurdhi Development</td>
<td>01</td>
</tr>
<tr>
<td>09</td>
<td>Commission to investigate allegations of bribery and corruptions</td>
<td>01</td>
</tr>
<tr>
<td>10</td>
<td>Tourism Development and Christian Affairs Division</td>
<td>01</td>
</tr>
<tr>
<td>11</td>
<td>Disaster Management Center</td>
<td>02</td>
</tr>
<tr>
<td>12</td>
<td>Hector Kobekaduwa Agriculture Training Center</td>
<td>01</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>19</strong></td>
</tr>
</tbody>
</table>
**Particular on the investigations conducted at the level of Ministries**

<table>
<thead>
<tr>
<th>Serial No</th>
<th>Name of the Ministry</th>
<th>Number of complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>01</strong></td>
<td>Ministry of Public Administration, Home Affairs, Local Government and Provincial Councils</td>
<td>15</td>
</tr>
<tr>
<td><strong>02</strong></td>
<td>Ministry of Social Empowerment and Welfare</td>
<td>01</td>
</tr>
<tr>
<td><strong>03</strong></td>
<td>Ministry of Tourism Development and Christian Religious Affairs</td>
<td>01</td>
</tr>
<tr>
<td><strong>04</strong></td>
<td>Ministry of Agriculture</td>
<td>03</td>
</tr>
<tr>
<td><strong>05</strong></td>
<td>Ministry of Lands and Parliamentary Affairs</td>
<td>01</td>
</tr>
<tr>
<td><strong>06</strong></td>
<td>Ministry of Agriculture, Rural Economic Affairs, Livestock Development, Irrigation, Fisheries, and Aquatic Resources Development.</td>
<td>01</td>
</tr>
<tr>
<td><strong>07</strong></td>
<td>Ministry of Health, Nutrition and Indigenous Medicine</td>
<td>04</td>
</tr>
<tr>
<td><strong>08</strong></td>
<td>Ministry of Labour and Trade Unions</td>
<td>01</td>
</tr>
<tr>
<td><strong>09</strong></td>
<td>Ministry of Tourism Development, Wildlife, and Christian Religious Affairs</td>
<td>01</td>
</tr>
<tr>
<td><strong>10</strong></td>
<td>Ministry of Defense</td>
<td>01</td>
</tr>
<tr>
<td><strong>11</strong></td>
<td>Ministry of Primary Industries</td>
<td>02</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>31</strong></td>
</tr>
</tbody>
</table>
5

Policy Cluster
5.1 Summary

This Ministry contributes to the formulation of policies for the public service through the following tasks whilst assisting the government to formulate policies ensuring the wellbeing of public service as well as the public servants, defining the provisions of the Establishments Code and the circulars issued by the Ministry of Public Administration and Disaster Management.

- Delivery of services on establishment activities to public officers, government Ministries/Departments, government institutions and parties interested in public service and to the recognized Trade Unions.
- Preparation of the drafts of Cabinet Memorandums relevant to the establishments activities fallen under the scope of this Ministry, taking further action regarding the decisions issued by the Cabinet of Ministers and submitting observations of the Hon. Minister regarding the Cabinet Memorandums.
- Working in collaboration with the Public Service Commission, General Treasury, Department of Management Services, Department of Attorney General, Parliamentary sub committees and other Ministries in administrative affairs.
- Submitting observations on the Establishments Code and relevant Public Administration Circulars.
- Formulation of policies relevant to the public service.
- Providing guidelines to the officers for the preparation of policies.
- Formulation of policies at national level on establishment activities and their interpretations.
- Revision of the Establishments Code on timely requirements and issuing Public Administration Circulars depending on the requirements.

The above role has been entrusted to the Establishments Division of the Ministry.

The overview on the contribution made by the Ministry to make policy decisions in the public service during the year under review is as follows.

<table>
<thead>
<tr>
<th>Tasks performed</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of circulars issued</td>
<td>33</td>
</tr>
<tr>
<td>Number of circular letters issued</td>
<td>3</td>
</tr>
<tr>
<td>Number of issues referred to the Establishments Division</td>
<td>9,986</td>
</tr>
<tr>
<td>Number of replies made to those issues</td>
<td>5,916</td>
</tr>
<tr>
<td>Number of Recommendations made to Schemes of Recruitment</td>
<td>89</td>
</tr>
<tr>
<td>Number of observations made to Cabinet Memorandums</td>
<td>505</td>
</tr>
<tr>
<td>Number of Cabinet Memorandums submitted</td>
<td>21</td>
</tr>
<tr>
<td>Number of replies made to the issues referred to the division in relation to the Right to Information Act</td>
<td>74</td>
</tr>
</tbody>
</table>

Number of letters of request for compensation approved 201
Granting compensations for accidents
Total amount of compensation approved Rs.154.65 million
5.2 Establishments Division
The Head of the Establishments Division, which is considered as a separate department under the Ministry, is the Director General of Establishments.

➢ Establishments Code -
For the first time Establishments Code has been issued by the Ministry of Public Administration, Local Government and Home Affairs in 1971 to be effective from 01st of January 1972. During that period Mr. B. Mahadeva has held office as the permanent Secretary of the Ministry of Public Administration, Local Government and Home Affairs. The first edition of this Establishments Code has been issued reviewing Treasury Circulars, Circular Letters, Financial Regulations and Administrative Regulations. This Establishments Code consisted of 46 Chapters.

The revised edition of the Establishments Code has been issued in 1985 revising the Establishments Code issued in 1971 and with the inclusion of the revisions made to the above and also with the inclusion of all the revisions made to Public Administration Circulars and Establishments Circulars issued up to 31st of August 1985 in respect of relevant subjects. Mr. D.B.I.P.S. Siriwardhana has held office at that time as the Secretary of the Ministry of Public Administration. This edition consists of 33 Chapters.

The Volume II of the Establishments Code has been issued on 22nd of April 1974 with the inclusion of provisions on the disciplinary control of public officers except the members of Sri Lanka Army, Navy and Air Force and public officers mentioned in Article 41, 51, 52, 54 and 114 (6) of the Constitution of the Democratic Socialist Republic of Sri Lanka. The Volume II of the Establishments Code has been issued again on 08th April 1981 in place of the aforesaid Establishments Code. Again it has been revised and issued on 02nd August 1999 to be effective from 01st November 1999. Mr. P.A. Senarathna has held office as the Secretary of the Ministry of Public Administration, Home Affairs and Plantation Industries during that time.

The new Establishments Code has been issued in year 2013 with the inclusion of all the provisions of all Public Administration Circulars issued with the approval of the Cabinet of Ministers from 01.09.1985 to 31.12.2012 to the Volume I of the Establishments Code issued in 1985. During that time Mr. P.B. Abeykoon has held office as the Secretary of the Ministry of Public Administration and Home Affairs.
5.2.1 Special performance of the division in year 2019

- The Establishments Code has been revised as per the need of the hour, in order to enhance the efficiency, productivity and create a group of satisfactory public officers as well as ensure an optimal service delivery of the public service through the policy provisions updated for better organization of the public service.
- Aiming to create a group of public officers who are well versed in the provisions of the Establishments Code, with a view to creating a high level of service delivery as well as a highly productive public service through knowledgeable human resources, three training programs were conducted for public officers and 289 officers participated in those programs.
- An internal training workshop was conducted for the officers of the Establishments Division at the pensioners’ holiday resort at Wedamulla.
- Arrangements have been made to issue two handbooks on leave and pay on the activities of the Establishments Division.
- Action has been taken to translate 08 chapters of the Establishments Code into English language.
6 Facilitation Cluster
6.1 Summary

The divisions which perform the duties related to the provision of housing facilities to the officers belonging to the public service fall under Housing and Development Division of the Ministry.

Implementation of housing construction projects, allocation and maintenance of government owned houses, reservation of holiday bungalows and maintenance are mainly carried out by this Division.

As of 2019, the overall progress regarding housing projects is as follows.

### Nila Piyasa Housing Project - Consolidated Fund

<table>
<thead>
<tr>
<th>District</th>
<th>Total Cost (Rs. Mn.)</th>
<th>Consulting Institution</th>
<th>Constructor</th>
<th>No. of Housing Units</th>
<th>Financial Progress (Rs. Mn.)</th>
<th>Physical Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moneragala</td>
<td>375</td>
<td>Engineering Unit of Uva Provincial Council</td>
<td>Central Engineering Services Pvt. Ltd</td>
<td>32</td>
<td>156.13</td>
<td>85%</td>
</tr>
<tr>
<td>Gampaha</td>
<td>345</td>
<td>Engineering Unit of Western Provinical Council</td>
<td>Phase I- Link Engineering Pvt Ltd Ltd</td>
<td>32</td>
<td>210.31</td>
<td>65%</td>
</tr>
<tr>
<td>Kandy</td>
<td>90</td>
<td>Central Provinical Department of Buildings</td>
<td>Kondasinghe Constructions</td>
<td>08</td>
<td>43.51</td>
<td>65%</td>
</tr>
<tr>
<td>Polonnaruwa</td>
<td>300</td>
<td>University of Moratuwa</td>
<td>Link Engineering Pvt Ltd</td>
<td>32</td>
<td>77.56</td>
<td>9%</td>
</tr>
<tr>
<td>Colombo</td>
<td>981</td>
<td>University of Moratuwa</td>
<td>Central Engineering Services Pvt. Ltd</td>
<td>40</td>
<td>510.15</td>
<td>85%</td>
</tr>
</tbody>
</table>

### Nila Sevana Housing Project - Public Private Partnership

<table>
<thead>
<tr>
<th>Area</th>
<th>No. of Housing Units</th>
<th>Current Status:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wekunagoda</td>
<td>512</td>
<td>Completed</td>
</tr>
<tr>
<td>Habaraduwa</td>
<td>576</td>
<td>Final phase is in progress</td>
</tr>
<tr>
<td>Kundasale</td>
<td>512</td>
<td>In Progress (Preliminary steps of acquiring the land is in progress)</td>
</tr>
</tbody>
</table>

Out of the applications received for the reservation of official quarters, the number of official quarters reserved for public officers in 2019 was 25.

The annual income earned from bookings of Holiday Bungalows was Rs. 17 Million.
6.2 Housing and Development Division

Creating the background required for an effective Public Service by providing all government quarters under the Ministry of Public Administration, Home Affairs, Provincial Councils and Local Government, to public officers as per the service requirement, promoting their infrastructure as well as implementing all the functions related to the office premises, Nila Sevana housing projects carried out under the Ministry. One of the major functions assigned to this division is the reservation of resorts, their maintenance and the provision of training opportunities to bungalow keepers.

Quarters

Allocation of official quarters administered under the Ministry, i.e.

- Summit Flats 104
- Bungalows 52
- Lauries Houses 20
- Jayawadanagama Houses 18
- Gothami Road Houses 04

The total allocation for the renovation of official quarters is Rs. 13.2 million and the expenditure incurred on repairs as at 30.09.2019 is Rs. 12.0 million.

Projects

Two projects are being implemented under this section.

1. Nila Sevana Housing Project
2. Nila Piyasa Housing Project

Nila Sevana Housing Project

- Habaraduwa
  Constructions of 576 Housing Units has been completed.

- Wakunagoda
  Constructions of 512 Housing Units has been completed.

- Kundasale
  Construction of 512 houses is in progress

Nila Piyasa Housing Project

The Ministry is implementing the “Nila Piyasa” Official Housing Project to make the vision of a satisfied public servant an effective public service by providing official housing facilities a reality.

Staff officers in the all island services recruited for the public service face severe inconvenience due to the difficulty of obtaining housing facilities when they are attached to a place of work outside the district where they reside and in implementing annual transfers. Therefore, this project is being implemented at the district level by the Ministry considering the difficulty faced by the officers in providing an effective and efficient service. As a pilot project, projects in Monaragala, Gampaha, Kandy, Polonnaruwa and Colombo districts have been commenced from 2017. Accordingly, the progress of the implemented projects are as follows.
Moneragala District
- Divisional Secretary’s Division: Moneragala
- The Contractual Amount: Rs. M. 290
- Contracting Institution: Central Engineering Services Pvt Ltd.
- Proposed No. of Households: 32
- Date of Completion of the Project: January 2020

Gampaha District
- Divisional Secretary’s Division: Kelaniya
- The Contractual Amount: Rs. M. 397
- Contracting Institution: Central Engineering Services Pvt Ltd.
- Consulting Institution: Engineering Service Division Uva Province
- Proposed No. of Households: 32
- Date of Completion of the Project: January 2020

Kandy District
- Divisional Secretary’s Division: Gangawila Koralaya
- The Contractual Amount: Rs. M. 64
- Contracting Institution: Kondasinghe Constructions
- Consulting Institution: Central Pro vincial Department of Building
- Proposed No. of Households: 8
- Date of Completion of the Project: March 2020

Polonnaruwa District
- Divisional Secretariat’s Division: Hingurakgoda
- Estimated Cost: Rs. M. 260
- Contracting Institution: Link Engineering Pvt. Ltd.
- Although the company carried out the construction work, the contract was terminated on 21.03.2019 due to poor physical progress of the contractor and the construction condition. Actions have already been taken to re-procure the project.
- Consulting Institution: University of Moratuwa
- Proposed No. of Households: 32
- Date of Completion of the Project: December 2020

Colombo District
- Divisional Secretariat: Thimbirigasyaya
- The Contractual Amount: Rs. M. 730
- Contracting Institution: Central Engineering Services Pvt Ltd.
- Consulting Institution: University of Moratuwa
- Proposed No. of Households: 40
- Date of Completion of the Project: March 2020
Reservation of Holiday Bungalows

The following resort reservations are made under this Division. An amount of Rs. 400,000.00 has been borne in year 2019 to repair the holiday bungalows.

- Nuwaraeliya (Old)
- Nuwaraeliya (New a1)
- Nuwaraeliya (New a2)
- Nuwaraeliya (B)
- Diyatalawa A
- Diyatalawa B
- Bandarawela 1
- Bandarawela 2
- Mahiyanganaya
- Polonnaruwa
- Mihinthalaya
- Mulativu
- Jaffna
- Kataragama
- Moneragala

The annual income earned from bookings of Holiday Bungalows is as follows.
Productivity & Reforms Cluster
7.1 National Productivity Secretariat

Sri Lanka has obtained the membership of Asian Productivity Organization in year 1966 and since then various action has been initiated to enhance the productivity of the country. Further decade from 1997-2006 has been declared as the 'Productivity Decade' and National Productivity Policy' has been introduced in year 2002 for both public as well as private sectors marking a significant turning point in the history. With a view to implement this productivity policy National Productivity Secretariat has been established under the Ministry of Labor and accordingly various programmes such as productivity awareness programmes, prize awarding ceremonies, competitions, building of model companies, uplifting small and middle scale industrialists etc have been implemented all over the Island through the four sectors i.e. Government, Private, Schools and Community. Further Ministry of Productivity Promotion has been established in year 2010 and the National Productivity Secretariat has also been brought under this Ministry. In year 2015 National Productivity Secretariat has been brought under the Ministry of Public Administration and Management.

National Productivity Secretariat implements a large number of productivity promotion programmes with the collaboration of Asian Productivity Organization and other member countries.

**Mission**

To promote the productivity of Sri Lanka to provide the necessary strength to face the international competition and to provide a higher standard of living to the people by contributing to national development.

**Objectives**

1. Develop human resource capital and organizational excellence through the sharing of training, systems and processes and sharing of exciting experiences with the objective of creating a knowledge based society.
2. Measuring, evaluating and increasing the productivity of different economic sectors.
3. Establishment of National Productivity Standards and Targets considering various opportunities in various sectors.
4. Establishment of an innovative and creative culture through productivity and standard promotion programmes and corporative programmes.

**Strategies**

1. Establishment of a national pool of dedicated trainers, specialists, consultants and productivity auditors for productivity promotion.
2. Launching a media communication network in order to ensure a broad coverage of an awareness program to the general public by using mass media.
3. Socializing the Productivity promotion Programmes as a national movement covering all aspects.
4. Encouraging innovation and creativity by increasing knowledge management.
5. Establishment of a productivity culture in the country. Develop rural development programs and case managers in order to support and empower the community through productivity.

Programmes in 2019
1. Sectorial Productivity Programmes
2. Training Programmes
3. International Relations
4. Special Programmes
5. Media and advertising program
6. Research & Productivity Development Programs
7. Human Resource development programmes
8. Productivity Awards Competition and Awards Ceremony

Staff of the National Productivity Secretariat as at 31.12.2019

<table>
<thead>
<tr>
<th>Staff</th>
<th>Head Office</th>
<th>District</th>
<th>Divisional Secretariat</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Officers</td>
<td>11</td>
<td>-</td>
<td>-</td>
<td>11</td>
</tr>
<tr>
<td>Information Technology Officer, Translator</td>
<td>2</td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Productivity Development Officers</td>
<td>51</td>
<td>60</td>
<td>46</td>
<td>576</td>
</tr>
<tr>
<td>Management Assistants</td>
<td>10</td>
<td>-</td>
<td>-</td>
<td>10</td>
</tr>
<tr>
<td>KKS</td>
<td>8</td>
<td>-</td>
<td>-</td>
<td>8</td>
</tr>
<tr>
<td>Drivers</td>
<td>7</td>
<td>-</td>
<td>-</td>
<td>7</td>
</tr>
<tr>
<td>Total</td>
<td>78</td>
<td>60</td>
<td>465</td>
<td>603</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Provision (Rs. Mn)</th>
<th>Expenditure (Rs. Mn)</th>
<th>Financial Progress (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recurrent</td>
<td>399.92</td>
<td>374.32</td>
<td>94</td>
</tr>
<tr>
<td>Capital</td>
<td>4094</td>
<td>35.91</td>
<td>88</td>
</tr>
<tr>
<td>Total</td>
<td>440.86</td>
<td>410.23</td>
<td>93</td>
</tr>
</tbody>
</table>

The bills to the value of Rs. 1,301,757.25, which were outstanding in 2018, have been settled in the first quarter of this year.

Programmes, which have been implemented by National Productivity Secretariat up to 4th quarter of year 2019, are described under four main sectors as follows.
Sectoral Productivity Programme

During year 2019, productivity development programmes are implemented under 10 sectors i.e. education, health, government, agriculture, services, industries, transport, defense, constructions, and community. Under this system consultation projects are implemented for the promotion of productivity of selected institutions. The expenditure born for this purpose so far is Rs.3065868.06. Further various productivity programmes and projects are also implemented at district and divisional level for this purpose.

▶ Productivity promotion programmes of education sector

Productivity promotion programmes of education sector have been designed with a view to present developed citizens enriched with creative thinking, who has the capacity to emerge with their own strength. Accordingly National Productivity Secretariat has launched programmes joining with all education institutions in order to introduce productivity concepts.

▶ Preschool sector

Productivity Development Officers serving attached to Divisional Secretariats implement awareness programmes selecting preschools under early childhood development. It is expected to enhance the awareness of preschool teachers, children as well as parents on productivity concept. Further preschools are encouraged to obtain 5s certificate.

▶ School sector

Basic Certificate Course on Productivity and Quality Management

With a view to enhance the knowledge of school children on the subject of productivity, this basic certificate course on productivity and quality management can be introduced as a programme implemented through productivity societies in schools. This course lays foundation for students to find employments and also to participate in tertiary and vocational education activities on productivity and quality management after leaving school. This course is conducted for students in schools and vocational training centers, which have made requests, in 2019.

▶ Higher Education Institutions

It is aimed at conducting productivity programmes in Universities, Sri Lanka Vocational Training Authority, Technical Collages, etc. under higher education institutes.

▶ Productivity Consultation Project for University of Kelaniya

A productivity consultation project under education sector is carried out for Library Science and Documentation Department of the Faculty of Social Science of University of Kelaniya. Consultation of National Productivity Secretariat is expected by the Department of Library Science and Documentation to ensure proper modification of the existing space for academic and non academic staff looking ahead with timely
requirements to ensure an efficient service to the undergraduates, popularising the subject of library science and documentation among undergraduates.

At present lectures have been conducted to enhance awareness under this project and the stage SEIRI has been achieved. Further file management has been improved with proper updating of files avoiding the existed weaknesses under the guidance of the Productivity Secretariat. The Department is now looking forward with innovations following guidance provided by National Productivity Secretariat. Accordingly for the first time of the history of the University, separate theme, logo, color and student record book have been introduced. Further SMART LECTURE ROOMS are also being made within the premises. In the meantime limited space is well managed by way of making racks under the space of stairways and walls of the buildings.

At present the Department is being modified as per a decision taken by the higher management and such modifications are made following the instructions and guidance provided by National Productivity Secretariat regarding the sections to be further developed.

› Productivity Consultation Project for University of Sri Jayawardenapura

❖ For the Office of the Dean, Faculty of Applied Science

A productivity consultation project is carried out under education sector for the office of the Dean, Faculty of Applied Science of University of Sri Jayawardanapura. Guidance of the National Productivity Secretariat is expected by the Faculty of Applied Science to update the premises of the faculty for the benefit of undergraduate ensuring an efficient service and modifying the office and becoming a model for other faculties of the University.

At present a prior study has been conducted under the project and necessary lectures have also been conducted. Action has been initiated to reach SEIRI level. The faculty has observed the Air force Training School at Ekala in order to have a knowledge in the methods for implementation of productivity concepts. Further post analysis has also been made in this regard. A lecture on file management has been conducted by the internal lectures of the University for improving awareness. Further files are now maintained with necessary updating and avoiding weaknesses, which were identified, following the directions and guidelines provided by the National Productivity Secretariat. In the meantime a survey has also been conducted to measure the satisfaction of the employees.

In the meantime limited space is well managed by way of making racks under the space of
stairways and walls of the buildings and a progress is visible as a result of these measures.

- **Faculties Humanities and Social Science**

A productivity consultation project is carried out under education sector for the Faculty of Humanities and Social Sciences of University of Sri Jayawardanapura. Accordingly guidance and directions of the National Productivity Secretariat is expected by the Faculty of Humanities and Social Sciences with a view to update the premises of the faculty for the benefit of undergraduate ensuring an efficient service and modifying the office and becoming a model for other faculties of the University.

Accordingly 5 S pre audit has been carried out covering all the Departments of the Faculty and the present situation has been captured by photographs.

Further the lecture for basic knowledge has been conducted on 26.11.2019. At present the Faculty is being modified as per a decision taken by the higher management and the modifications are carried out at the faculty following the instructions given by the National Productivity Secretariat.

- **Productivity Consultation Project for University of Buddhist and Pali**

Productivity consultation project is launched covering the whole University including the administrative complex at Homagama, academic premises and external examination division at Colombo. With a view to enhance the fame of the University among other state as well as private universities, and further to expand the space, ensure an efficient service to undergraduates and provide a work friendly environment to academic and non academic sectors with necessary updating Guidance and direction of the National Productivity Secretariat is expected.

At present necessary clarifications have been made in relation to the report of 5S pre audit which has been carried out and the attention of the Management has been drawn to the matters pertaining to the sections to be developed whilst highlighting the necessity to carry the project continuously. Further a lecture has been conducted for their awareness.

Lecture for the awareness has been conducted on 22.10.2019 covering whole University including academic and non academic staff of academic premises, administration premises and external examination division at Colombo.

As a model to follow in this regard, Hydramani Garment Company at Avissawella, which has been awarded the Productivity award due to the internal and external transformations carried out by the institute, has
been selected. Accordingly a site visit was conducted on 20.12.2019 with the participation of selected staff members including the Most Venerable Vice Chancellor Thero of the University.

For this purpose, we have provided a document containing the productivity concept, to which the attention should be focused during this field visit, and power point presentation was conducted on 24.01.2020 describing the method to be followed in the improvements made as per each productivity concept. 

In addition to the above, arrangements have been prepared to follow SEIRI stage under few steps with the introduction of certain places for disposal of garbage and ensuring cleaning process.

Further action is taken to introduce a computer software prepared by the University of Moratuwa for replacing the existing paper works applied for the functions of whole University.

Sri Lanka Vocational Training Authority

Productivity Consultation Project is carried out successfully in Sri Lanka Vocational Training Authority also. Accordingly the basic discussion has been conducted for the implementation of productivity consultation project at Sri Lanka Vocational Training Authority. Then the project is carried out systemically following an action plan. Pre audit has been conducted and the institute was made aware of basic productivity concepts after a study on the institute. A field trip has been organized to Hydramani Institute in order make an opportunity to gain and share experience on an excellent model. Further computer programme has been introduced for the stores, Human Resources Division and Vehicle Operation Division with a view to make the functions of institution more efficient. Accordingly computer systems are to be introduced in due course. Further as a joint effort, Director General of the Institute has initiated the establishment of Productivity Circles together with Divisional Heads and members of operating committees in order to establish productivity organization structure. A manual has been prepared to inculcate 5S concept in all divisions of the institute. Further productivity concepts will be introduced in due course to District Training Centers in addition to the Head Office.
Further the concept of innovation has been popularized by way of establishing an innovation division at Vocational Training Institute at Narahenpita. In the meantime computer software has been introduced to the stores. A survey was conducted to measure the satisfaction of the staff and thereby action was taken to enhance the motivation of the staff.

Lalith Ethulamudali Vocational Training Institute, Rathmalana

This is an institute, which has won a merit certificate at the competition of National Productivity Awards last year. A plan has been prepared under this arrangement for the development of the institute and further to expand the productivity concept within the institute. As an initiative, a discussion has been conducted on 10.07.2019 with the Directors and Head of Divisions. At this Discussion, future plan has been discussed for the improvement of productivity concept of the institute.

An audit has been conducted on 04.09.2019 at all the divisions of the institute following the observations of the national productivity competition. Accordingly a presentation has been conducted for the Director, Members of Operational Committee and all Heads of Divisions regarding the sections to be developed as per the findings of the audit.

The tasks which are to be implemented in future in the institute are the launching of quality circles as per divisions, applying for 5S quality certification and preparing a guideline for Zonal Education Offices.

Zonal Education Office Kelaniya

As an initial step, a discussion was held with the Director, and Heads of Divisions regarding the future plan form the development of productivity concept of institute on 08.07.2019. A pre audit has also been conducted under the plan on 26.07.2019 and accordingly all the Divisions have been audited adhering to the observations of National Productivity Awards Ceremony. Accordingly a presentation has been conducted on 02.09.2019 for the Director, Members of Operational Committee and all Heads of Divisions and representatives of the divisions regarding the sections to be developed as per the findings of the audit.
The future activities, which have been planned by the institute for immediate implementation are indicating directions (Left/Right) from the entrance of the office, introducing a pass for the recipients, who come to the office, placing a suggestion box (KAISEN) for the convenience of visitors, evaluation form for recipients to indicate their comments on service delivery, arranging a keyboard, preparing a board for the availability of Board of Directors (In/Out), fixing boards with vision and mission, fixing flag poles for hoisting National/Buddhist/Zonal flags, conducting morning meeting, displaying the availability of officers in every division, fixing a board indicating the officers who are covering duties of officers on leave, displaying the organization structure of the institution and fixing a board of the institute at the entrance (Zonal Education Office).

Ministry of Town Planning, Water Supply and Higher Education - Higher Education Division

Productivity Consultation Project of National Productivity Secretariat is implemented successfully at this Ministry also.

All the Divisions under the Ministry of Higher Education have been audited concurrently to the productivity programme as a basic activity on 28.02.2019 with a view to have a picture of the existing situation. Therefore Hon Minister's Office, Hon. State Minister's Office, Secretary's Office, Office of the Secretary of State Ministry, Administration Division, Development Division, Accounts Division, Infrastructure Facility Development Division, Procurement Division, Information and Communication Technology Division, Strategic Planning and Policy Research Division and Internal Audit Division have been audited.

Accordingly marks have been allocated depending on the current situation of the division of the institute and the results of the pre audit and expected situation are given below.

Further an audit has been conducted on non-government higher education division and student loan division on 09.07.2019. For this purpose the criteria of national productivity awards ceremony have been applied in the audit of non-government higher education division and student loan division. Main
objective of this programme is to identify the gap between present and expected situation and further to identify sections, which are to be developed.

A discussion has been conducted on 02.08.2019 on the action plan of the higher education division. Additional Secretary of the Administration and Finance Division of the Ministry of Higher Education and leaders of productivity circles have participated in this discussion. Future plan pertaining to productivity development programme was discussed at this meeting.

A discussion of productivity operational committee has been organized on 30.08.2019 joining with the Additional Secretary of the Ministry and members of the operational committee and accordingly the matters connecting to the identification of existing issues faced by the staff in their service delivery and the remedial measures for such issues have been brought to the discussion table.

An awareness programme has been conducted on 20.08.2019 for extending the productivity concept within the institute and accordingly the methods for the enhancement of productivity of the institution have been informed paying attention to the issues identified by the audit.

Further action has been taken to establish quality circles and to launch projects by way of identifying the issues arisen in the divisions of the Ministry in order to implement remedial measures.

Action has been taken to make a board consists of the layout of the Ministry and indicating the point where the outsider stays under the tag 'You are Here '. This board provides information to the persons/ outsiders regarding the divisions, their functions and locations, along with a map. Further this board has been fixed at the entrance and other common places. In the meantime action has been taken to display citizen charter at every division. In the meantime action has been taken to build the access road at a higher level from the highway in order to avoid the flow of rain water through the main gate. Further matter such as preparation of a proper methodology to avoid inconveniences faced by recipients and park vehicle within the premises of the Ministry, modifying the main name board of the Ministry, introducing uniformity in the usage of documentation in every division in order to formalize and avoid complexities have been discussed under the productivity circle projects.
Pirivena Division

Programmes called ‘Pala Sapiri Pirivenas” have been conducted under Pirivena Division. Further it has become possible to declare 15 March as the National Pirivenas Productivity Day joining with the Ministry of Education. Concurrently to the above, productivity programmes have been implemented for a whole week in 114 Divisional Secretary's Divisions in 18 Districts. Main programme of Kalutara district has been conducted making Ashokarama Sri Saranankara Pirivena as the center. In the meantime main programme of Colombo district has been conducted at Sunethradevi Pirivena, Pepiliyana. Therefore every pirivena, which joined with the above programme, has been coordinated enabling such institutions to participate in National Productivity Awards Ceremony 2020.

Training for trainers programme is due to be conducted for the benefit of teachers of pirivenas in October.


Highlights of the programmes conducted at Sunethradevi Pirivena and Ashokaramaya, Kalutara

Health Sector

Enhancement of Health Sector- Colombo District- Special productivity promotion programme is conducted in order to enhance productivity of the institutions in health sector in Colombo district under the guidance of National Productivity Secretariat.

Main objective of this projects is to provide knowledge on techniques, instructions and guidance on productivity in order to ensure an efficient and qualitative service delivery for the satisfaction of patients whilst achieving physical and financial progress of the institution in the meantime enhancing the satisfaction of internal as well as external recipients. Institutions for this project have been selected in the following manner.

1. Hospitals- 16
2. MOH offices- 04
3. Nurses Training Schools- 01

Hospitals
✓ National Hospital, Colombo
✓ Sri Jayawardanapura Hospital
✓ Castle Street Hospital for women
✓ Kethumathi Hospital , Panadura
✓ Base Hospital, Avissawella
✓ District Hospital , Maligawaththa
✓ District Hospital , Wetara
✓ Distyrct Hospital ,Lunawa
✓ Divisional Hospital, Kosgama
✓ Divisional Hospital, Padukka
✓ Divisional Hospital, Thalangama
✓ Divisional Hospital, Piliyandala
✓ Police Hospital , Narahenpita
✓ National Institute of Mental Health, Mulleriyawa  
✓ Sri Lanka National Ayurveda Teaching Hospital, Borella  
✓ National Institute on Traditional Medicine-  

Offices of Medical Officer of Health (MOH) of Boralesgamuwa, Moratuwa, Nugegoda, Battaramulla have been selected under the category of MOH offices.

Basic introduction on health promotion programme has been made on 28.02.2019 along with the activities for the coming year covering whole district including state health sector, private hospitals, nurses offices, Nawinna National Medical Collage etc..

Following activities have been conducted in relation to the institutions selected for the first quarter of 2019.

I. Conducting preliminary discussions with each institution

Observation of selected divisions of the institutions

It is expected to achieve following goals of the institutions governed under health sector during year 2019.

- Simplification processes
- Inculcating the attitude for client centered service delivery in the employees of the institution.
- Bringing the complaints of consumers at zero level
- Enhancing the efficiency with the application of modern technology
- Promoting team spirit
- Establishing a work environment based on Key Performance Indicators (KPI)
- Minimizing expenditure and utilizing resources at optimum level
- Enhancing inter division and inter department collaboration
- Establishing qualitative work environment

For this programme, the participation of the staff including nursing staff, medical officers, and the general public who are the beneficiaries, has been obtained.

<table>
<thead>
<tr>
<th>Programme</th>
<th>Date</th>
<th>Expenditure (Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Productivity Promotion Programme of Health Sector -</td>
<td>28.02..2019</td>
<td>20,000.00</td>
</tr>
<tr>
<td>Observation tour at Dompe hospital</td>
<td>09.04.2019</td>
<td>5,300.00</td>
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</tbody>
</table>
Under the productivity promotion programme of health sector, awareness programmes have been successfully completed at Castle Street Hospital for Women, Divisional Hospital Thalangama, Police Hospital, National Hospital for Mental Health, Nurses Collage, Kandana, MOH of Moratuwa and Battaramulla. In the meantime process have been enhanced by way of building quality circles and preparing action plan at National Institute on Traditional Medicine and Kethumathi hospital, Panadura. Further Awareness programmes have been conducted for committee on 5S and SEIRI. These institutes expect to apply productivity concept for ensuring a commendable and efficient service delivery devoid of common issues such as negative attitudes, disparity in the distribution of works, unnecessary work steps and unnecessary expenses.

**Public Sector**

Productivity promotion programs are implemented in public sector institutions to ensure efficient and quality work.

Accordingly, productivity programs were initiated in the following institutions.

- **Center for Disaster Management**

  The National Disaster Management Center under the Ministry of Public Administration and Management is an institution that implements national and regional level risk management projects and programs with the vision of "Sri Lanka with a Safe Community and Sustainable Development". This institution consists of 25 Regional Offices.

  This productivity project will be implemented with the aim of delivering the role and desired goals of the center to the clients in a more efficient and high quality manner. The main objective is to provide a more effective public service by safeguarding the lives of the people through disaster preparedness and proper management at the national and regional levels, minimizing its potential impact on the development of the country and maintaining the sustainable development of the country in a systematic and systematic manner as well as developing the creativity, knowledge, skills and attitudes of the staff of the institution.

  The Disaster Management Center, which plays a significant role at national level, implements this productivity advisory project to set the stage for the desired objectives to be achieved more efficiently and with higher quality.

  Following the preliminary discussion on this program, the first step was taken by a team of officials from the National Productivity Secretariat to monitor the official process of the institution and receive the report on 20.08.2019. However, as a one step at a time, an attitude development program was conducted for all the officers in the company on 20.08.2019, 20.08.2019 and 20.08.2019 targeting 100 officers.

  The National Productivity Secretariat held a discussion with the top management of the Disaster Management Center on 21.06.2019 at the Disaster Management Center regarding the implementation of this project. Accordingly,
the first step of the project was to conduct a work study in this institution and the second step was to organize an attitude development program for the staff on 17.07.2019.

On 22.10.2019, the staff of the institute was divided into two groups and an awareness program on the five concepts was conducted as another activity of the Productivity Promotion Program conducted by the Disaster Management Center. Also, a Seiri Day program was held on 19.12.2019 in the premises of the institution.

Department of Project Management and Supervision - Ministry of Finance

The Department of Project Management and Monitoring under the Ministry of Finance monitors and reports on the performance of all development projects and programs implemented in the country, including overseeing the 100 Day Development Program, with the vision of "being a key partner in achieving effective development". Accordingly, more than 1480 projects are currently being monitored.

The role of this department is to enhance productivity concepts and new technologies through this project with the aim of making it the most efficient service provider in Sri Lanka with the objective of delivering services to the clients more efficiently and with higher quality in line with the organization's vision.

The National Productivity Secretariat held a preliminary discussion with the top management of the Project Management and Monitoring Department on 18.06.2019 regarding the implementation of this project. Arrangements were made to conduct a staff attitude development program as the next step in this program.

Following the preliminary discussions with the top management regarding this project, a work study was conducted on 20.09.2019 with the participation of the officials of the National Productivity Secretariat as another step. The report prepared on that study and the productivity future plan were also made available to the department.

Attitude Development Program and Awareness Program on Five Concepts for entire staff in relation to the Productivity Project of the Department of Project Management and Supervision was conducted on 16.10.2019 with the resources of the National Productivity Secretariat. Following these awareness programs, officers were also selected for the 5S Committee and the Steering Committee. The Seiri day of the department was held on 23.10.2019.

Department of Registration of Persons

The Department of Registration of Persons is a unique institution in Sri Lanka that operates
with the vision of “a valid identity for every Sri Lankan citizen”.

The National Productivity Secretariat held a preliminary discussion with the Commissioner (Administration) of the Department of Registration of Persons regarding the implementation of the Productivity Promotion Program in the Department. Based on the issues discussed at the meeting, a work study on the process being carried out in the Department was conducted on 12.06.2019 with the resource contribution of a staff of the National Productivity Secretariat within the Department premises. The report, which includes observations from the study, will be used to further the productivity promotion program.

**Department of Registrar General**

The Department of the Registrar General plays a significant role for the public in fulfilling the mission of “assisting and protecting the registration of legal documents relating to movable and immovable property and registration of land titles in Sri Lanka and registration of important occasions in the life of the people such as marriage, birth and death, preservation of such documents and issuance of certified copies thereof upon request and thereby their rights to the people.

This project is being implemented under the guidance of the National Productivity Secretariat to move to a more optimal level through productivity concepts as an institution that assists the public in protecting their rights. Preliminary discussion on the successful implementation of the project was held on 08/04/2019 with the top management of the Registrar General's Department. A work study was conducted on 09/05/2019 and 10/05/2019 at the Head Office of the Registrar General’s Department, Central Archives at Maligawatta, Colombo District Land Registrar's Office as the initial steps related to the implementation of the Productivity Program as pilot projects. Officials from the National Productivity Secretariat were the resource persons at the audit.

The reports were(603,631),(987,848) submitted to the top management on 02/07/2019 stating the opportunities for improvement in productivity growth after observing the role played by each institution, processes, application of information technology and provision of public services.

Training programs for staff members were conducted in the third quarter as part of the productivity program, followed by initial discussions and observations needed to launch the productivity program in the second quarter of this year. On the 24th, 25th and 26th of July, arrangements were made to introduce the concept of productivity and attitude
development to a group of about 300 officers in the auditorium of the Registrar General's Department.

A Seiri Week was held at the Registrar General's Department from 28.08.2019 to 04.09.2019. A Registration Week was held at the Registrar General's Department from 28.08.2019 to 04.09.2019.

Proposals were made to the top management of the organization to promote the productivity process further by establishing quality control circles and to implement the fivefold concept at the sector level.

- **Productivity Promotion Program of the Postal Department**

This was followed by a productivity awareness workshop for minor staff. Discussions with the District and Post Master General on the program plan. A productivity awareness program was conducted for 60 local staff officers.

- **Ministry of Public Administration, Home Affairs, Provincial Councils and Local Government**

It is hoped to create an efficient and effective environment by replacing the productivity concepts in the Home Affairs Division as the center of civil administration functioning under the Ministry of Home Affairs, Home Affairs and Provincial Councils and Local Government.

Productivity programs are implemented by the National Productivity Secretariat with a focus on this Ministry which performs various functions to contribute to the social and economic process of the country. As an initial step of this program, an attitude development program was conducted for the staff on 09.07.2019. Following a sector-level audit, the it was instructed to implement 5S.

This division plays a role in creating excellence in the areas of District Administration, Local Administration and Grama Niladhari Administration to achieve national objectives. An awareness program on productivity was conducted as the first phase of the Productivity Program and an awareness program on the concept of Quality Control Circles was conducted on 17/10/2019.
at the premises of the institute as the second phase.

Officers from various divisions of the institution representing all sections of the organization participated in the programme on this day and the top management of the organization made an active contribution. The programme provided theoretical knowledge of quality control circles as well as practical experience on how to apply the concept of quality control circles to solve problems through group activities.

**Ministry of Tourism Development and Christian Affairs**

An awareness program on Attitude Development and Five Concepts was held on 04.09.2019 with the participation of 28 staff members as the basic foundation for the attitudes required by the officers in the productivity project of this Ministry.

This program was the beginning of the productivity promotion program of the Ministry of Tourism Development and Christian Affairs. Through this program, the National Productivity Secretariat provided the advice and resources required for office and file management within the organization.

As a Government Agency for the Development of the Tourism Sector for the Promotion of the Economy of Sri Lanka, the Ministry conducted a Seiri Day on 17.09.2019 as another effective activity of the Productivity Promotion Program. This syllabus was implemented with the active participation of the staff members of each of the divisions of the organization covering all the divisions. Thereafter, the next stages of the five concepts will be initiated and implemented, and quality control circles will be established to implement projects.

**Department of Valuation of Sri Lanka**

Following the initial discussion with the management of this department, a productivity audit program was held on 15.07.2019 and the necessary support was provided for future activities.

The main objective of this is to implement productivity programs in all regional offices island wide parallel to the head office.

Simultaneously, work has commenced on the preparation of a Productivity Guideline for the Valuation Department, which is currently under the coordination of the officers of their Regional Offices.

Arrangements have been made to implement a Seiri Day at the head office during the second week of October.

**Department of Import & Export Control**

The role and objectives of this department is to implement activities in accordance with the vision of the organization, with the objective of providing a more efficient and high quality service to the clients. Two attitude development programs were conducted on 09.09.2019 for the first group and on 16.09.2019 for the second group.
Awareness program on the five concept of Corporate Staff was conducted on 16.12.2019 in relation to the Productivity Promotion Project of the Department of Import and Export Control. The officers were divided into two groups and awareness programmes were held at 9.30 am to 01.00 pm to the first group and 1.00 pm to 4.00 pm to the second group.

- **Department of Government Press**

After a preliminary discussion with the top management of the Government Printing Department, the company participated in the Product Steering Committee program in August and set a date for a productivity audit program.

Plans are also afoot to implement the productivity program at the Government Printing Unit in Naraheinpita, outside the head office in Borella. The relevant basic institutions have also been inspected.

- **V-2025 Enterprise Sri Lanka Programme**

The Enterprise Sri Lanka Exhibition aims to transform Sri Lanka's business-oriented, export-oriented business environment into one that is more export-oriented by supporting and nurturing entrepreneurs.

In order to achieve these national objectives, the National Productivity Secretariat has made the necessary contribution by setting up stalls in various districts of the country to promote the Productivity Program.

- **Department of National Zoological Gardens**

This project was implemented under the guidance of the National Productivity Secretariat to shift the Department of National Zoology to a more optimal level through productivity concepts.

As the first step in the productivity program centered on the National Zoo this year, a Criteria Development Committee was appointed to increase productivity and its first meeting was held on 28/01/2019 at the same department.

Simultaneously, with the participation of the staff representing various sectors, the program was held on 07.02.2019 and 08.09.2019 with the participation of 140 staff members to introduce the concept of productivity.
productivity concept and the introduction of the 5S and the form provided for conducting the 5S Self-Assessment. Rs. 62,300 was spent on this regard.

The Productivity Promotion Program is working successfully with the Department of National Zoological Gardens, which aims to become a world-renowned zoological institution and contributes directly to the national economy. Dehiwala Zoo, Pinnawala Zoo and Elephant Orphanage and Hambantota Safari Park will continue to be active partners with the National Productivity Secretariat as stakeholders in this productivity program. Providing productivity criteria has laid the foundation for a productivity competition between the subsidiaries of the department. Also, all the officers of the upper, middle and lower levels make their active contribution through regular awareness, training programs and evaluation methods.

The Dehiwala National Zoo, the Hambantota Safari Park as well as the Pinnawala Elephant Orphanage have already established a number of value-added institutions within their institutions, creating service excellence that attracts both Sri Lankans as well as foreign tourists. The successful decisions of those institutions provide evidence that many such policy decisions have been made in recent years with the advent of the productivity program.

Department of Land Title Settlement - Kesbewa

The Department of Land Title Settlement, Kesbewa plays a significant role in its jurisdiction, operating with the vision of granting title to all lands in the territory of Sri Lanka. A preliminary discussion was held on 07/10/2019 with the top management of the institute on the implementation of the productivity program in this institute which is working to establish an advanced land management system in Sri Lanka. Subsequently, on 29/10/2019, Attitude Development and Awareness Programs on the Five Concepts were conducted at the premises of the institute.

Following these awareness programs, a Seiri program was conducted with the participation of the members of the divisions of the institute.
Libraries

One of the major milestones of the Productivity Promotion Program for Libraries is the completion of the first few chapters of the Productivity Guide, which includes an introduction to the systematic design of the physical environment of libraries based on five concepts.

Other chapters discuss in detail the steps to be taken to diversify the services provided by libraries, as well as creative methods to attract the reader and how to implement them.

This guideline also focuses on the guidance needed to technically empower the library system.

Accordingly, all the prescribed chapters of this guideline have been written and it is proposed to create and print the prescribed photographs and other diagrams and figures, along with the data.

Special Projects

Workshop on Sharing Excellent Experiences

Public Sector

Programme on Sharing Excellent Experience for Public Sector was held on 03.12.2019 at Sethsiripaya Second Phase Auditorium on 11th floor. Public sector entities which applied for the 2018 Awards for this program, but not selected were invited to apply. Eight institutions who won Gold Awards, First and Second places at the productivity award 2018 were the contributed to the workshop as resource persons. Around 185 officers participated at the award ceremony held on the same day and an amount of Rs.232,857.60 was expended.

Manufacturing and Service Sector

A workshop on sharing experiences relevant to productivity was held on 04.12.2019 from 9.00 a.m to 2.00 pm at the 11th floor auditorium of Sethsiripaya Second Phase, for the entities in manufacturing and service sectors which applied for National Productivity Award -2018 but not selected.

The winning companies in the Product and Services category, which were highly successful at the National Productivity Awards - 2018, were involved in this, creating an opportunity to share with other organizations in the island the knowledge of the excellent activities that can be done in providing high quality services to the public. And the primary purpose of the program was to provide a guide to improving quality.

A sum of Rs. 171,006.18 was spent on this workshop and this program was conducted with the participation of about 150 people.
Productivity Promotion Program for Agriculture

- Kanneliya and Waturawila tea factories

There was an urgent need to find a solution to the problems faced by tea smallholders in tea cultivation and to move towards a new program aimed at increasing the value of their produce.

Many tea factories are still actively involved with the 2017 Productivity Promotion Program launched by the National Productivity Secretariat to establish a more sustainable and positive transformation process in the industry.

The Evergreen Group expects to implement productivity concepts, financial management techniques, and human resource management skills in the organization for Kanneliya and Waturawila Tea Factories in order to accurately absorb productivity concepts into their organizations.

Preliminary discussion on the Productivity Promotion Program of Kanneliya and Waturawila Tea Factories was held on 25/2011/01 at Evergreen Group, Thalgaswala. An amount of Rs.5300.00 was expended in this regard.

Work study and data collection was carried out on 08/02/2019 as the second step in the ongoing productivity promotion program focusing on the Kanneliya and Waturawila tea factories. Discussion of the report on the initial audit of the Productivity Promotion Program for the Kanneliya and Waturawila Tea Factories and a workshop on Productivity and Five Concepts was held on 18/06/2019 at the Evergreen Group in Thalgaswala. The resource contribution for this program was provided by the Head Office of the National Productivity Secretariat and Rs. 2,110.00. was spent.

Workshop on Knowledge Management of Plantation Productivity Promotion Project focusing on Kanneliya and Waturawila Tea Factories was conducted at Thalgaswala Evergreen Group on 02/08/2019 under the auspices of the National Productivity Secretariat. Rs.2285.00 was borne to coordinate this programme.

Also a two day workshop on quality circles was conducted. Rs. 3725.00 was spent.
Preliminary steps to implement the standardization of the Productivity Promotion Project centered on the Kanneliya and Waturawila tea factories were initiated on 11/10/2019 at Evergreen Group in Thalgas. Resource contributions for this program were made by the officials of the Head Office of the National Productivity Secretariat and the Galle District Secretariat. Rs. 600.00 was spent.

Department of Agrarian Development

As another key activity related to the Productivity Promotion Program, all divisions of the Department, with the approval of a staff officer, monitored the activities carried out and implemented by all divisions of the Department of Agrarian Development to prepare the Productivity Guidelines.

Observation Methodology

- Interview
- Participatory Observation
- Document inspection
- Photographs

Discussions were made with the Productivity Steering Committee on the ways to prepare the Productivity Guidelines. The preparation of the guideline was entrusted to the officers of the Steering Committee.

Program for agri-entrepreneurs

The objective of this program is to mobilize agri entrepreneurs based on various products made at the level of Divisional Secretariats and to create awareness on agri business creation through attitudes and skills development. The first awareness program for local entrepreneurs in Colombo District was conducted at the Kaduwela Divisional Secretariat on 30/07/2019 for 50 entrepreneurs. Rs. 3850.00 was spent.

As the first program of the Exchange of Excellent Experience, a technical knowledge exchange program on Orchid cultivation was held on 21.09.2019 at the business premises of Mr. Sunil Alwis, Retired Agricultural Researcher, Department of Export Agriculture, Wadduwa. A team of 16 entrepreneurs including officials participated in the event and Rs .8080.00 was spent on the program.

Urban Agriculture Program

By 2050, the world's urban population will be 9 billion. It would not be effective to use only the available agricultural land to meet the needs of such a large urban population. To this end, the National Productivity Secretariat initiated an urban agriculture program. One such event was held at the Serpentine Apartment complex in Borella in July. In that program, the participants were made aware of the introduction of community productivity and the importance of urban agriculture.

This program is implemented with the objective of developing knowledge, skills and attitudes about agriculture and environmental
security in the urban community and increasing the productivity of agriculture.

At the request of the forum, a productivity promotion program was conducted for horticulturists.

- **Mahaweli Authority of Sri Lanka - Productivity Program at Walawa Special Areas Extension Office**

The program was conducted by the Mahaweli Authority of Sri Lanka at the request of the Extension Office, Walawa Special Area, to the field agricultural officers of that office. The program was able to bring about a change in attitudes and skills development regarding the application of productivity concepts such as green productivity strategies in agriculture. 45 Agriculture Officers participated in the programme at Mahaweli Auditorium in Embilipitiya on 31/05/2013 and Rs. 3,950.00 was spent for the program.

- **Department of Agrarian Development**

The Department of Agrarian Development plays a significant role in the provision of institutional facilities through the formulation and timely implementation of legal and management services for the optimal productivity of agricultural lands and the sustainable development of the farming community. Accordingly, this project is implemented by the National Productivity Secretariat to provide a more effective public service to the Agrarian Development Department through the implementation of productivity concepts. As a first step in the implementation of this program, institutional monitoring and discussions were held with top management.

**Industry Sector**

- **Capacity Building Program for e-village Business incubator**

This capacity building and consultancy program is a joint venture between the National Productivity Secretariat and the Western Provincial Technical Village Development Project, conducted on the request of the Ministry of Megapolis and Western Development.

The National Productivity Secretariat has provided knowledge and capacity development guidance to entrepreneurs in the early stages of coir, food, oil related industries, plastic immunization, productivity, 5s management etc.
In the second quarter, Lanka Ice Company Pvt. Ltd (Wattala), Jiffy Products, Edinborough Products and Glitz Park Pvt Ltd were involved in this programme.

Transport Sector
Sub sector activities have been identified under this sector.

- Activities related to rail transport
- Activities related to private and government bus transport
- Activities related to shipping and port activities
- Activities related to aviation and airport activities

Sri Lanka Transport Board
The National Productivity Secretariat is working with the National Productivity Secretariat to select 12 out of 107 depots under Sri Lanka Transport Board and make them ideal depots. The depots selected under this are Kesbewa, Gampaha, Horana, Matale, Kurunegala North, Matara, Mawanella, Monaragala, Walapane, Kekirawa, Mannar and Trincomalee.

Airport and Aviation Company
A two day pre audit was conducted on the current situation of the Human Resource Development Division. Accordingly, weaknesses were identified and necessary advice was given to overcome them.

Community Sector

Community Productivity Program at Flats
This program is implemented to introduce community productivity concepts and project implementation for the low income community living in flats in Colombo District. Preliminary discussions have been held to implement the program in coordination with the National Productivity Secretariat and the Urban Development Authority. As a first step, the program will be implemented in three selected flats and preliminary inspections have been carried out on Mihindu Senpura (12/09/2019) and Laksanda Sevana (02/09/2019). Another apartment is scheduled for inspection this week.
- Productivity Model Village Program - 2020 Tea Small Holdings Development Authority

Following the Community Productivity Programs for Hiniduma and Elpitiya Tea Smallholders in the Galle District, Tea Small Holdings Development Authority is to launch a program called ‘Productivity Model Village Program - 2020’ for Tea Smallholder island wide. Preliminary discussions have been held and Tea Small Holdings Development Authority is scheduled to hold preliminary programs in Kandy and Matara areas in October.

Attitude development programme for three-wheeler drivers

This program aims to improve the living standard of around 900000 taxi drivers all over the country, who earns their living only by taxi driving, and their dependents’ economic, social and living standards.

A target group of 320 individuals selected out of three-wheeler drivers in Medagama, Madulla, Monaragala and Badalkumbura Divisional Secretary’s Divisions in Monaragala district participated in this programme, which was conducted on 10/09/2019 and 15/09/2019

Service Sector

Productivity projects have been initiated in the following institutions of the service sector. It highlighted the importance of negotiating with institutional management and implementing productivity concepts.

- Productivity Promotion Programme at Sri Lanka Petroleum Corporation
- Peoples’ Insurance PLC
- Hatton National Bank
- Emotional Intelligence and Life Skills
- Ceylon Electricity Board, Nugegoda
- National Water Supply and Drainage Board
- Sri Lanka Atomic Energy Board
- Department of Posts

It is expected to create a conducive working environment by educating the staff of those institutions.

Construction Sector

- Productivity Programme in the Construction Sector

Sri Lanka has given a huge impetus to the construction industry aiming country’s growth over the past three decades. The past nine years have seen unprecedented growth at a higher level in residential, commercial, hotel and resort and infrastructure sectors. Growth in the construction sector, which grew at a rate almost double the GDP, also showed a growth of more than 7% on an annualized basis over the same period. The National Productivity Secretariat is implementing a special productivity promotion program to increase the productivity of the institutions in the construction sector with the aim of making a significant contribution to the growth of the construction sector during such a period.
Expected goals

1. Sustainable development of productivity of institutions related to the construction sector
2. Conducting a certificate course for the institutional management at the top level.
3. Preparing the relevant institutions in the field of construction for the Productivity Award

Institutions selected under this programme

1. Divisional Irrigation Engineer’s Office – Ratnapura 2
2. Office of the Director of Irrigation – Galle
3. Chief Engineer’s Office, Road Development Authority – Battaramulla
4. Road Development Authority – Matugama

Security Sector

1. Sri Lanka Police

In order to ensure a delivery of public friendly and dignified police service, the following programmes were conducted.

- Conducting awareness workshops on increasing the productivity of police stations and offices including model police stations

Under this, preliminary lectures were conducted island wide for 44 selected Model Police Stations island wide and as the second phase, awareness programs for resource persons have been initiated to launch SAIRI programs in all 456 police stations island wide.

- Programmes- 21 Participation- 5250
- Programmes at other police stations- 4 Participation 300

The Secretariat signed a memorandum of understanding with the Ministers’ Security Division and the guidebook is being prepared.

II. Sri Lanka Navy
III. Sri Lanka Army
IV. Sri Lanka Air Force
V. Judiciary
VI. Special Tasks Force

Training Programmes

Diploma Course

64 individuals participate in the diploma courses conducted on week days and weekends. The cost is Rs. 1,168,968.00 and the income is Rs. 1,437,000.00.
The convocation of the Productivity Diploma Course conducted in 2018 was held on 30.08.2019. The expense for the same was Rs. 62,700.00.

Accordingly, the expenditure for diploma courses as at 31.12.2019 was Rs. 1,231,668.50.

**Certificate Courses on Productivity**

Under this, 05 certificate courses on productivity have been conducted, of which the expense incurred was Rs. 109995.00.

**Certificate courses on Productivity implemented at district level**

Courses were implemented at district level in the year 2019.

3.5. Certificate course on Productivity and Quality Management

This is described under the Educational Sector.

**International Relations**

**Bilateral Cooperation between NPOs (BCBN) Program : Fiji to Sri Lanka**

(National Productivity Secretariat, Sri Lanka Customs, Hirarmani International Export (pvt) Ltd. - 01-02 August 2019)

This Bilateral Cooperation between NPOs program: Fiji to Sri Lanka was conducted to share the knowledge and best practices of productivity promotion, Innovation and Industry 4.0 in Public sector and Manufacturing Sector in member countries. This program was held on 01-o2 August 2019. The program contained three field visits to

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**Short term training courses**

As short term training courses, 08 courses namely Quality Work Environment, Kaizen Management, Green Productivity, Total Quality Maintenance, Seven New QC Tools, Productivity Measurement & Analysis, Lean Management, Change Management have been completed and 295 individuals have participated in them. An amount of Rs. 244345.03 has been spent for the same and the income generated was Rs. 1,710,000.00.

Short term course – Green Productivity
National Productivity Secretariat, Sri Lanka Customs and Hiramani International Export (pvt) Ltd. Four Fiji delegates from National Productivity and Training Centre, Fiji National University participated in this BCBN program.

The total expenditure incurred for this program is Rs.266,760.00

Sri Lanka Video was prepared for utilization at the training workshops of the Asian Productivity Organization.

**Special Programmes**

**5 S Audit programme**

103 5S audits have been conducted at institutions with the aim of creating a formal office environment by setting the 5S standard in institutions. Under this programme, instructions and guidance are provided and 5S certification is awarded to institutions.

- **Development of a new web site for NPS**
  Preliminary work required to create a new web page for the National Productivity Secretariat was initiated and carried out in 3 steps.

- **E-breeze system upgrade**
  Creating awareness on E-breeze 2.0 system was carried out in order to make the activities of the National Productivity Secretariat trouble-free. The officers at our institution were made aware on this new system with the participation of the representatives of Nanobotz Technologies pvt Ltd, the institution, which is developing that new system. The expense incurred for the same was Rs. 650,000.00. A programme to introduce E-breeze 2.0 system of the National Productivity Secretariat to the National Vocational Training Authority was also conducted.
It has been scheduled to conduct a programme for sharing excellent experiences in future.

**Media and Publicity Campaigns**

The National Productivity Secretariat conducts publicity campaigns using various media to promote productivity. This year, one radio program and four television programs were conducted free of charge with the participation of officials from the National Productivity Secretariat.

For the printing of prospectus 2019, which includes the courses of the National Productivity Secretariat, Rs. 284,250.00 has been spent.

**Planning and Progress Review**

Progress reviews are conducted twice a year at the district level by the staff officers in charge of the provinces. Also, monthly progress review meetings are held by the District Coordinating Officers in each district. The cost incurred so far for this is Rs. 191,187.00. In addition, budget estimates, action plans, monthly and quarterly progress reports and performance reports are prepared for development programs.

**Human Resource Development Programmes**

Discussions were held on productivity concepts through a residential training conducted with the participation of new development officers and graduate trainees affiliated to the National Productivity Secretariat. It took place under two phases in Sinhala and Tamil medium. 42 beneficiaries participated in the Sinhala medium training program and 12 beneficiaries participated in the Tamil medium training program. Sinhala medium training program was held at the National Institute of Plantation Management, Athurugiriya from 07.10.2019 to 11.10.2019. This program was based on lectures and discussions on Establishments Code and Office Management, basic productivity concepts, disciplinary procedure, attitudes development, 5S Certification, Financial Regulations, Quality Control Circles, presentation skills (based on productivity concepts) and Green Productivity. 42 beneficiaries participated in the Sinhala medium training programme and the amount spent for the same was Rs. 687,094.40. 12 beneficiaries participated in the Tamil language training programme and the amount spent for the same was Rs. 145,258.00. The following are the results achieved through this programme.
• Gaining a basic knowledge of productivity concepts.
• Gaining a basic knowledge of the Establishments Code and disciplinary procedure.
• Being able to get to know each other well.
• Gaining a good knowledge of office work.
• Development of communication and presentation skills.
• Being able to get to know new members of the Productivity family.

› **Capacity building and training programmes of the officers**

Under this programme, officers are directed to local training programs, allowances are paid when participating in foreign training programs and payments are made for post graduate degrees. The cost incurred for this as at 31.12.2019 is Rs. 1,627,573.51.

Meeting to present the 2019 Plan and Progress for the year 2018 of the National Productivity Secretariat was held on 21.02.2019

The officers serving at divisional secretariats, district secretariats and the head office participated in the annual meeting held for creating awareness among all the officers of the National Productivity Secretariat. At that meeting, programs conducted and programs implemented for the coming years were discussed with the Hon. Ranjith Madduma Bandara, Minister of Public Administration and Disaster Management and the Secretary of the said Ministry. Productivity Development Officers were evaluated for their outstanding performance and new knowledge management projects were launched at that occasion. The expense incurred for this programme was Rs. 809,978.00 and the number of participants was 552.

All the participants were informed about the action plan 2019 and future programmes of the National Productivity Secretariat.

**Productivity Competition and Awards Ceremony**

Application evaluation and on-site inspection for the National Productivity Awards 2018 were successfully completed last year. The basic applications were published on the internet by the starting date of this year, which was 2019/01/01. 1003 institutions were selected for the on-site inspection and 878 institutions out of them were declared as winners.
Winners

Gold award winners - 01

First Place -07

Second place -58

Third place -206

Special Skills -301

Merit certificate holders -305

National Productivity Awards Ceremony 2018 was successfully held for distributing awards and certificates to two hundred and seventy two institutions, which won first, second and third places of the Gold Awards. It was held on 26/03/2019 at 1.30 p.m. at the Bandaranayaka Memorial International Conference Hall under the auspices of the Hon. Prime Minister of the Democratic Socialist Republic of Sri Lanka, Ranil Wickramasinghe and with the participation of the Hon. Speaker of the Parliament of Sri Lanka, Karu Jayasooriya.

Hon. Ranjith Madduma Bandara, Minister of Public Administration and Disaster Management and nearly two thousand persons including government officials and special guests were present at this occasion.

All the activities from the date of publishing the award ceremony up to the date on which the ceremony was held, such as designing and printing of the special Sapala magazine, certificates, awards and souvenirs to the winners and guests, making invitations, preparing gift packs and souvenirs to the participants, creating videos on the award winning institutions etc. were successfully completed step by step.

After reviewing the applications submitted by the institutions for the National Productivity Awards Competition, they were selected for the on-site inspections according to the cut-off marks levels. In this process, eligible institutions are inspected by a panel of experts and a report containing the strengths, weaknesses and improvements to be made of the relevant institution is submitted to the National Productivity Secretariat.

Following the National Productivity Awards Ceremony, these observational reports were issued upon requests in writing after the relevant payments were made by the institutions. A graphical illustration of the results obtained by the relevant institution for the evaluation criteria was provided along with the report containing the observations made during the on-site inspection. Observation reports have been issued in the following manner.
The total cost of the National Productivity Awards was 20,552,998.86.

<table>
<thead>
<tr>
<th>District</th>
<th>School sector</th>
<th>Public sector</th>
<th>Products and services sector</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Puttalam</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Kurunegala</td>
<td>1</td>
<td>7</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>Colombo</td>
<td>0</td>
<td>4</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Gampaha</td>
<td>1</td>
<td>3</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Kalutara</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Kandy</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Matale</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Jaffna</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>Galle</td>
<td>1</td>
<td>11</td>
<td>2</td>
<td>14</td>
</tr>
<tr>
<td>Matara</td>
<td>2</td>
<td>6</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Hambantota</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Kegalle</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Badula</td>
<td>2</td>
<td>0</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Anuradhapura</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Polonnaruwa</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

|               | 8             | 52            | 11                            | 71    |
8 Pension & Welfare Cluster
8.1 Department of Pensions

Payment of pension has become a part and particle of the law of the Government of Sri Lanka as per the Pension Minute revised on 05 May 1972 subject to the revisions made from time to time under the Pension Minute established on 05 February 1934. Further Widows' and Orphans' Pension Fund Ordinance and Widowers' and Orphans' Pensions Act have also been introduced. Further Orphans' Pension Scheme has also been introduced under Widows' and Orphans' Pension (Amendment) Act No 44 of 1981. Pensions schemes such as Widows' Widowers' and Orphans' and Disabled pension schemes have been legally established so as to give effect to the revisions of 08 and 09 of 2010 subject to all these revisions. Further the Department is responsible for the monitoring of payment process to the beneficiaries under Public Services Provident Fund as per the Ordinance No 18 of 1942.

Department of Pensions, which has been established as an institution in grade A on 23.12.1970 under the Ministry of Public Administration, has shouldered the huge responsibility to ensure the social, economic satisfaction of nearly 6 million pensioners' community by the end of year 2019 providing relevant services. In the meantime the Department maintains constant links with over 1.2 million beneficiaries whilst maintaining widows' widowers' and orphans pensions funds and Public Services Provident Fund for the permanent, temporary, casual, substitute appointees, members of Three Armed Forces, Staff of Ministers etc. During the year 2016 the Department could make achievements at national level specially winning the credibility of the whole pensioners 'community with the application of modern information technology and joining with other Government Institutions and Private Sector to ensure expedite and qualitative service delivery to the pensioners' community and members of their families and it can be treated as a huge victory in the journey of the Department.

Further attention has been paid during this year to ensure services beyond the pension to pensioners' community improving holiday resort facilities for the benefit of pensioners and their family members whilst providing productive and work friendly environment for the convenience of pensioners and the staff in its physical development process.

In addition to the above, the Department is conducting various training programmes for human resource development to ensure more productive service and in the meantime it is actively performing a tremendous role stepping beyond the traditional scope of the payment of pension by way of implementing various programmes for the improvement of the awareness of the pension scheme of public officers at other outside government institutions using officers of the Department as resource persons.

The total number of pensioners is by the end of year 2019 is nearly 639,984 and the particular of the pensioners for the past 06 years and the monthly increase of pensioners in year 2019 are given in the following graphs.
The Department, whilst maintaining such a huge number of pensioners' community, performs an important social responsibility in the meantime ensuring the protection of pensioners' family members and maintaining a pensioners' community. Further Department takes action to utilize the valuable knowledge and skills of the pensioners in social development going beyond the traditional subject frame. The Department has now gain the ability to win the credibility of pensioners by way of maintaining a process with transparency with the application of modern information technology, policy decisions, and sustainable management methodologies in order to pay the relevant benefits to the pensioners' community.

The capacity gained by the Department of Pensions as a result of the improvement of technology can be highlighted as a turning point of the Department in its journey towards...
progress. Further Department has secured its place as the model for awarding legal benefits whilst being the center of the process in the meantime assuring the satisfaction of recipients and service providers in public service. Accordingly Department has now become a place with successful stories for the studies of and visits of private sector.

The pensions gratuity is now paid within a week from the date of pension and the Department has now capacity to pay pension in the first month after retirement. The payment through a centralized data base is one of the significant achievements gained by the Department. The positive factor of this effort is the ability gained by the Department to ensure a timely service coordinating all District and Divisional Secretariats.

8.2 Pension Division

The tasks such as the performance of the functions for which the powers have been vested in the Secretary of Public Administration by the Pension Minute, formulation of policies of pension, taking action regarding the requests made by the pensioners as well their associations and coordination of the establishments activities of the Department of Pensions are carried out by the Pensions Division.

Provisions relating to the pension

- Pension Minute and amendments made to the same.
- Widows' and Orphans' Pension Act No. 1 of 1989 and amendments made to the same.
- Widowers’ and Orphans' Pension Act No. 24 of 1983 and amendments made to the same.
- Procedural Rules of the Public Service Commission.
- Section 33 and 36 of, Chapter XLVIII of the Establishments Code.
- All relevant Pension Circulars.
- Public Administration Circulars connecting to the pension.
- Armed Forces Widows' and Orphans' Pension Act No. 18 of 1970

8.2.1 Special performances of the Division in year 2019

- The particulars on the number of files, of which the work has been completed through the Disciplinary Inquiry Committees, which are functioning on the officers sent on retirement under Section 12 and 15 of the Pension Minute are given below.
Proper coordination of the establishment activities of the Department of Pensions is performed by this division. During the year 2019, 251 letters on the establishment activities of the Department of Pensions have been received, out of which matters related to 154 letters have been concluded.

Making replies to 95% of issues referred to the division in writing by the retired officers and their associations regarding the “pension and welfare” of retired officers has been completed.

Action has been taken in the following manner in respect of the queries made with regard to circulars on revisions of pension.

<table>
<thead>
<tr>
<th>Actions taken</th>
<th>Number of letters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sending interim replies</td>
<td>04</td>
</tr>
<tr>
<td>Sending final replies</td>
<td>1015</td>
</tr>
<tr>
<td>Filing of letters</td>
<td>1069</td>
</tr>
<tr>
<td>Referring to other divisions</td>
<td>17</td>
</tr>
</tbody>
</table>

Making replies to the complaints received with regard to pensions and providing observations for Cabinet Memorandums and legal proceedings were in the following manner during the year 2019.

<table>
<thead>
<tr>
<th>Type</th>
<th>Number of complaints and responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints of the Committee on Public Petitions</td>
<td>19</td>
</tr>
<tr>
<td>Complaints of Advisory Committees</td>
<td>08</td>
</tr>
<tr>
<td>Complaints submitted by the Ombudsman</td>
<td>04</td>
</tr>
<tr>
<td>Making observations on Cabinet Memorandums</td>
<td>08</td>
</tr>
<tr>
<td>Making observations on legal proceedings related to pensions</td>
<td>10</td>
</tr>
<tr>
<td>Parliamentary questions</td>
<td>02</td>
</tr>
</tbody>
</table>

Action has been taken to issue the following circulars and circular letters.

<table>
<thead>
<tr>
<th>Circular/ Circular letter</th>
<th>Circular No.</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revision of pension in accordance with budget proposals 2019</td>
<td>14/2019</td>
<td>2019.05.31</td>
</tr>
<tr>
<td>Revision of pension in public service - 2016</td>
<td>35/2019</td>
<td>2019.12.10</td>
</tr>
<tr>
<td>Widening the Opportunities of preventing the Fraudulent Payment of Pension for the Pensioners, who have demised</td>
<td>02/2019</td>
<td>2019.05.30</td>
</tr>
</tbody>
</table>
9 Assisting Services
9.1 Summary

Divisions, which ensure the supply of facilities with required quality and quantity, such as financial, infrastructure and information technology facilities in accordance with the prescribed laws and regulations under the scope of the Ministry, are fallen under this section.

Accordingly,
- Internal Administration Division
- Financial Division
- Information Technology Division
- Internal Audit Division

are brought under this section.

Average monthly expenditure for the provision of these facilities

When comparing with the total allocation made to the Ministry the financial progress achieved under recurrent and capital activities is 63%.

Special contributions in the field of information technology in year 2019 to make the duties of the officers more convenient -

Training programmes have been conducted for the benefit of 164 officers (Non Management) with a view to enhance the efficiency of both the Ministry and officers by way of giving practical knowledge in various fields pertaining to information technology and further to enhance the knowledge in information technology for routing duties. Accordingly practical knowledge has been given under three topics i.e. MS Words, MS Excel and application of information technology for routing duties through 126 training sessions.

Average monthly expenditure to be borne by the Ministry for the facilities such as electricity, water, telephone, internet, postal, fuel and vehicle maintenance, which are required to ensure daily functions, is Rs. 5.15 million.

- Rs.1.42 Million
- Rs.111,898.24
- Rs.812,016.90
- Rs.294,437.92
- Rs.516,940.25
- Rs. 1.98 Million

Conducting training programmes
Manageable printing service has been established with a view to enhance the efficiency of the Ministry whilst minimizing the cost in printing works.

Further necessary action has been taken to introduce online system for the reservation of holiday resorts under the Ministry through internet facility.

Action has been taken to add new 20 access points to the network of the Ministry in order to enhance the functions of the computer network of the Ministry and also to minimize the hindrances faced in exchange of data due to the increase in users.

The progress of the contribution provided by the Internal Audit Division, which examines as to whether the duties of the Ministry are performed adhering to the laws, rules and regulations whilst providing directions accordingly, is given below as percentages.

<table>
<thead>
<tr>
<th>Task</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparation of internal audit plan.</td>
<td>100%</td>
</tr>
<tr>
<td>Preparation of preliminary reports</td>
<td>100%</td>
</tr>
<tr>
<td>Conducting meetings of Audit And Management Committees.</td>
<td>100%</td>
</tr>
<tr>
<td>Assets Management</td>
<td>75%</td>
</tr>
<tr>
<td>Collection of income</td>
<td>-</td>
</tr>
<tr>
<td>Documents pertaining to payment vouchers</td>
<td>80%</td>
</tr>
<tr>
<td>Deposit account</td>
<td>100%</td>
</tr>
<tr>
<td>Losses and write offs</td>
<td>100%</td>
</tr>
<tr>
<td>Assessment payment</td>
<td>100%</td>
</tr>
<tr>
<td>Payment of telephone charges</td>
<td>100%</td>
</tr>
<tr>
<td>Supervision on capital expenditure</td>
<td>100%</td>
</tr>
<tr>
<td>Human Resources training</td>
<td>100%</td>
</tr>
</tbody>
</table>

9.2 Internal Administration Division

Internal Administration Division, which is a significant division of the Ministry of Public Administration, Provincial Councils and the Ministry of Local Government is assigned with the role of providing facilities to the officers and staff of the Ministry. In this regard, the Division builds good relations between the respective divisions, creates the necessary infrastructure and well-being for their staff premises, and creates an environment in which the Ministry can provide guidance and support to the public and even to those who seek services.

9.2.1 Outstanding Performance in the Division in 2019

The above are the details of the expenditure incurred on supplying electricity, telephone and water which are the basic infrastructure of the Ministry.
Rs.23,869,507.39 (Rs. 23.8 Mn) has been spent up to 30.09.2019 for the maintenance of vehicles owned by the Ministry and the fuel expense was Rs. 6,203,283.01 (Rs. 6.2 Million). The monthly expenses for vehicle maintenance and fuel are as follows.

Rs. 3.5 Mn has been spent for “Tappol” as at 31.12.2019

9.3 Finance Division

The Finance Division, one of the main divisions of the Ministry of Public Administration, Home Affairs, Provincial Councils and Local Government, is responsible for the financial management and administration of the Departments and Institutions under the Ministry, including the Ministry. This division consists of 04 branches namely Procurement, Financial Reporting, Payments and Human Resource Payments.

9.3.1 Outstanding Performance in the Division in 2019

Rs. 2,558,590,000.00 has been allocated for recurrent and capital expenditure of the Public Administration Division for the year 2019. Recurrent expenditure incurred as at 31.12.2019 was Rs. 805,342,875.00. This is 97.37% of the total recurrent allocation.

Capital Expenditure as at 31.12.2019 was Rs. 806,974,009.00. This is 46.48% of the total capital allocation.

Following is the progress made for each purchase as per the 2019 Action Plan.

<table>
<thead>
<tr>
<th>Tasks carried out</th>
<th>Progress achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchasing of office supplies required for the divisions under the Ministry</td>
<td>80.14%</td>
</tr>
<tr>
<td>Purchase of buildings and machinery</td>
<td>99.7%</td>
</tr>
</tbody>
</table>
Work is in progress to develop a computer software for government building revenue collection.

Measures have been taken to reduce the arrears by 18.15% by streamlining the system of recovering arrears of building rent due to the Ministry.

Board of survey for the year 2019 was properly conducted.

All assets of the Ministry have been identified and assessed.

Fixed assets register has been properly updated.

Organizing an external training program to develop the knowledge, skills and attitudes of the officers of the division.

9.4 Information Technology Division

The Information and Communication Technology Division was initiated in 80s, with the aim of providing information technology services in order to improve the human resource management and the productivity of the policy making in the Ministry of Public Administration and Disaster Management of which the objective is to open up the path of an exemplary public service based on the vision of creating an exemplary public administration

The IT unit, which is responsible for website of this Ministry, Computer Network System within the Ministry, Ceylon Government Network, Public Administration Circular Database, IT Database, Computer Hardware and Software Management, Information and Communication Technology Procurement Including Information and Communication Technology cost infrastructure, is involved in reform-oriented information and communication technology management projects.

9.4.1 Outstanding Performance in the Division in 2019

- Provides services on a daily basis for issues related to IT in other divisions of the Ministry. In the year 2019 alone, the Division has assisted in resolving more than 1,200 such IT issues
- This year, the IT Division has assisted over 25 technical committees in IT procurement activities in the Ministry and other government agencies.
- The Ministry is in the process of developing an internal communication and support service system, which is expected to provide following facilities at the initial stage and to improve the facilities as and when required to develop a system for efficient delivery of daily / occasional messaging and support services to the officers of the Ministry.
- Communicating general announcements to the Staff of the Ministry from Internal Circulars, Administration and Other Divisions.
- Providing a common space to share common knowledge
- Use of specialized codes of conduct for the staff of the divisions, facilitating to keep, collect and distribute lessons learned
Managing IT support requests
Management of assisting services
(subject to requirement and approval)
such as requesting transportation /
requesting assistance from the
engineering department
It is expected to develop a system using
the human resources of the IT sector to
collect online data on building and
housing rental revenue collected by
government agencies.
The Information Technology Division
carries out following day to day activities
of the Ministry.
- Management of Computer Hardware
  and Software
- Internal Computer Network System
- Maintaining and updating the website
  of the Ministry
- Maintaining and updating the Public
  Administration Circular Database
- Procurements of Information and
  Communication Technology
- Coordinating the activities of the
  Lanka Government Network (LGN)
- Management of Information and
  Communication Technology
  Infrastructure in the Ministry
- Services were provided on a daily
  basis for various issues related to
  information technology in other
  sections of the Ministry such as issues
  related to computer printers and other
  related devices, computer network and
  Internet connection issues, virus
  protection issues, website issues,
  email related issues etc

9.5 Internal Audit
Internal Audit Division of the Ministry of
Public Administration, and Disaster
Management is functioning under an Internal
Auditor, who is responsible directly to the
Secretary of the Ministry as per F.R. 133. It
consists of an approved staff, which comprises
12 Internal Audit Officers including the Head
of the Branch, a KKS and a driver.
The auditing of the functions of the Ministry
of Public Administration, and Disaster
Management and the institutions under the
Ministry such as Department of Pensions, Sri
Lanka Institute of Development Administration, Public Management Reforms
and Public Relations Division, Public Service
Pensioners’ Trust Fund and the Foreign
funded projects implemented under the
Ministry is fallen under the scope of the
Internal Audit Division. In addition to the
above, special investigations are also carried
out wherever necessary.
Functions of the Internal Audit Division
- Special attention is drawn in the following
  facts as per F.R. 133 when internal
  auditing is conducted in the institutions,
  which are under the supervision of the
  Ministry.
- Taking action to ascertain whether the
  internal examinations and control system
  implemented within the Department/
Institution to avoid mistakes and frauds is successful in the aspect of planning as well as actual operation.

- Taking action to verify whether the required information is supplied by the accounting procedures, which are followed to determine the credibility of accounting and other reports, for the preparation of accurate financial statements.

- Evaluation of the quality of the performance proved by the staff in fulfilling of their responsibilities.

- Taking action to ascertain as to what extent the assets belonging to the information are protected from the losses and damages.

- Taking action to verify whether the provisions of the Establishments Code, Financial Regulations and Circulars issued from time to time by the Ministry in charge of the subject of Public Administration and the General Treasury and other supplementary instructions are duly followed.

- Verification on the adequacy of the internal control system applied to avoid and reveal wastage, unproductive and excessive expenses.

- Examination on the accounting procedure of the Department and the operations, which cause for certain expense and verification as to whether the properties and assets of the Department are economically and properly utilized.

- Conducting special investigations wherever necessary.

- Application of system analysis and perform analysis to ensure productive performance.

- Taking action under the instructions and guidance issued from time to time by the Department of Management Auditing, conducting quarterly meetings of the Audit and Management Committee of the Ministry and taking follow up action on the progress of the implementation of the decisions taken at such meetings.

**Documents utilized for making decisions when carrying out internal audit functions**

- Establishments Code
- Financial Regulations
- Public Administration Circulars
- Management Audit Circulars
- Internal Audit Guidelines

During a meeting of the Audit and Management Committee of the Ministry
10 Sri Lanka Institute of Development Administration
**Introduction**

Sri Lanka Institute of Development Administration (SLIDA) is the premier public sector training organization in Sri Lanka, for the development of knowledge and improvement of skills in Public Administration and Management. In addition to management training activities the SLIDA also undertakes Management Consultancy Services and Research to develop identifiable functional areas of management as well as review and improve organizational systems.

This is a body corporate established under the Parliamentary Act No. 09 of 1982.

**The main objectives of the institute constitute.**

a. Development through Training, Knowledge, skills and behavior in public officers.

b. Organizing training courses in the fields of management and public administration and award certificates/ diplomas.

c. Developing a competent cadre of supervisory staff throughout public service.

d. Assisting public sector agencies in reviewing and improving their organizational management systems.

e. Undertaking consultancy assignments and research activities etc.

In order to carry out these functions, we have a highly competitive, and trained team of experts specialized in different fields of management skills. As such SLIDA is in a unique position in the areas of training, management consultancy and research activities.

**Special events of SLIDA in year 2019**

- **SLIDA won Silver Winner of Presidential Environment Award – 2019**

SLIDA won Presidential Environment Award – 2019 “Silver Winner” under the Government Institutional Category. The Award Ceremony was held on 29th October 2019 at Nelum Pokuna Auditorium under the patronage of Sri Lankan President Hon. Maithreepala Sirisena and the event was organized by Central Environment Authority. The Presidential Environment Awards are given in Several Categories. A distinguished panel of judges were involved in the tidious selection process. “Presidential Environment Awards” will encourage all sectors of society to environmentally conscious and there by pave the way to greener Sri Lanka.

SLIDA Silver Award was received by Director General (Acting) Mrs. Kumari Jayasekara accompanied by Mrs. Neranjala Jayasundara, Senior Consultant, Mr. Prasanna Chandith, Director (Administration) and Mr. Sudath Alwis who are greatly involve with SLIDA Greening program with SLIDA Green Team.
Appreciation on launching books by the newly recruited officers of Sri Lanka Administrative Service

SLIDA has organized an event to appreciate the writing skills of the newly recruited SLAS Officers in 2019 as three officers of the batch have launched books written by them during their induction training period. The program was held at the main Auditorium (Sanhinda) of SLIDA with the participation of the Director General SLIDA Mrs K.M.S.D. Jayasekare. Faculty Members of SLIDA and all the Officers of the 2019 SLAS Open Batch who are following the induction training program at SLIDA. Mrs Sumithra Rahubaddha the award-winning writer was invited to deliver the Guest Lecture and she appreciated the excellent work done by the new Officers. The following new officers belong to the new batch of SLAS did the presentation on their new books and those were highly appreciated by the distinguished gathering.

I. Mr. Nimesh Thivanka Senevipala did the presentation on the two books namely Wijaya Dharani and Kurunegala Wistharaya and he has written 29 books in addition to these two books published recently, while he was working in Dalada Maligawa, prior to entering in to the Sri Lanka Administrative service

II. Mr. V. Thulanchanan on his book Alakila Adal in Tamil language

III. Mrs. Manduli Mendis on her book Me in My Saree in English language

Director General appreciated the commitment of these new officers for giving their valuable writings for the future generation in Sinhala, Tamil and English and advised them to continue to engage in these kind of activities even with the busy schedules to be faced in near future after assuming duties in various places throughout the country. Further, she stated that they have launched their books without asking for any support from SLIDA, appreciated their courage and commitment, and wished them good luck on behalf of all the staff of SLIDA.

The new Authors donated their books to SLIDA Library

Year End Staff Dissection - Retreat 2019

SLIDA Retreat was held at Laya Leasure of Kukule Ganga with the participation of all the Faculty and Managerial staff with the leadership of the Director General (Acting) during 18th, 19th and 20th of October 2019.

A Retreat is a perfect opportunity to deviate from the day to functions of the organization, spend the staff, and give their attention on a big picture by extending the time for concentrated discussions, dialogs and strategic
thinking about the future of the organization and the specific issues to be discussed and come to a conclusion. At the same time to provide an opportunity to the staff to take a little relax from their busy schedules and it allows them to discuss their problems and issues faced while providing the services and find possible solutions. There by strengthen the team sprite, get everyone excited around a united mission and set goals for the upcoming year as well as building.

- Training Programme on Management and Development for Deputy Inspectors General (DIGs) of Sri Lanka Police

A five day (05) Training Programme on Management and Development for the Deputy Inspectors General of Police was held at the Sri Lanka Institute of Development Administration from 29th July to 02nd August 2019. The course contents included Motivation, Supervision, Leadership, Communication, Customer Care and etc. In this program more focus was given on gaining practical experiences enabling them to compose and understand best practices and relevant theories on management.

The program convener was Ms. K.M.S.D. Jayasekara who was assisted by a team of Senior Consultant.

- Customized training programme for Senior Development Officers of Rubber Development Department

A customized training programme on management and leadership was held for 10 days for senior development officers of Rubber Development Department from 29th

A document prepared on the History of SLIDA named as Apa a Gaman Maga was handed over by Mrs.Seetha Withanaarachchi, Senior Academic Adviser, to the Acting Director General, SLIDA Mrs. Kumari Jayasekara on 12th September 2019 at SLIDA Premises.
July to 9th August 2019. The officers were awarded with a Certificate after the completion of the training programme.

**Public Lecture on “Leadership in Practice”**

The School of Postgraduate Studies of the Sri Lanka Institute of Development Administration conducted a Public Lecture on “Leadership in Practice” by General Daya Ratnayake (Retd.) at SLIDA “Sankathani” hall on 11th July 2019 from 08.30 am. – 11.30 am. Mr. Ratnayake a retired General of the Sri Lanka Army had held several high rank posts in the Army before he was promoted to the rank of General. During his period of service in the Army, General Ratnayake has had several study tours abroad and also participated in international seminars and discussions. Quoting several examples from these visits and his experience in Sri Lanka he elucidated qualities & styles of leadership and how a leader should take decisions depending on the situations.

**Social Cohesion Foundation Course for newly recruited SLAS Officers**

SLIDA conducted a Social Cohesion on line Course with the financial and technical assistance with UNDP as a part of the Induction Training Program of the newly recruited officers of the Sri Lanka Administrative 2019 batch. This subject was introduced newly and participants were trained to manage conflict situations while they are providing their service to the public with a special attention to the following areas.

Definition of Social Cohesion : It is the “Glue” that keeps society together :and the family , organization , community, country, region ,and the word are identified as the Society .

Further the ingredients of social cohesion are identified as Equality, Participation, Inclusion, Connectedness, Common Good and Belonging .

There were 3 on line Modules for the course and Participants were able to obtain a thorough knowledge on the concept, components and connections from the Module 1 and what is Identity and how is identity created, what is conflict and what is conflict sensitivity in the Module 2 and how to measure social cohesion, how to apply social cohesion and identify examples of social cohesion in practice.

After giving the awareness of all the aspects above, SLIDA conducted a course assessment session and closing workshop at the Waters Edge on the 7th June 2019. The program was conducted for the whole day and 173
participants have successfully completed the course and obtained the certificates. External and internal Facilitators trained to continue the module along with UNDP consultants were evaluated inductees performance at the assessment.

- **MPM Convocation 2018**

The Prime Minister of the Democratic Socialist Republic of Sri Lanka Hon. Ranil Wickramasinghe was the Chief Guest of the 06th MPM Convocation of the School of Postgraduate Studies of the Sri Lanka Institute of Development Administration (SLIDA) held at the BMICH on 04th June 2019. 144 Graduants received their Master of Public Management Degree and the Postgraduate Diploma in Public Management on this day. The Minister of Public Administration and Disaster Management Hon. Ranjith Madduma Bandara graced the occasion as the Guest of Honour and Mr. J.J. Ratnasiri, Chairman of the Governing Council and the Secretary of Ministry of Public Administration and Disaster Management was also present at this event.

- "දැනුම, සීමාවෙන් ඔබට 
  Knowledge Beyond Boundaries..."

On 04th April 2019 launched the Sri Lankan Government eLearning portal at SLIDA. This is expected to be served for capacity building and continuous learning needs of all government officials.

- **SLIDA won the battle of Productivity for first time**

In the National Award Ceremony of Productivity which held at BMICH on 26.03.2019, SLIDA won the Third Place of the Category of Manufacturing and Service Sector.
SLIDA introduced the novel Diploma in Administrative Law to the Public Sector Executives for the first time in the country

Sri Lanka Institute of Development Administration inaugurated the Diploma in Administrative Law 2019/2020 Programe for Public/Private Officers on 29.10.2019 with the presence of Mr. J.J. Rathnasiri, Secretary of the Ministry of Public Administration, Management and Livestock Development. The Secretary of the Ministry of Home Affairs and the member of Governing Council Mr. Gamini Senevirathne and Mr. W.H. Karunarathne, Secretary of Ministry of Lands and Parliamentary Reforms were among the distinguished invitees.

Secretary Mr. J.J. Rathnasiri, in his address emphasized the applicability and the need of the Legal knowledge and Skills quoting live examples a public officer has to undergo in their routine official duties. He also stressed the clear understanding of the legal background would help interpretations of rules and regulation too.

The Diploma programme is a six-month course offered by SLIDA and the programme is designed to equip candidates with the essential knowledge and specific skills in order to be competent in law and policy implementation and act as a public executive competent in law and policy implementation while safeguarding the citizens’ rights.

On successful completion of the Diploma Course the participants are awarded the SLIDA Diploma in Administrative Law. The programme is coordinated by Mrs. Roshanie Dissanayake, Attorney-at-Law, Senior Consultant.

Collaboration between SLIDA and Seneca College of Applied Arts and Technology of Canada

In May, last year Mr. Prashant Srivastava, Director, South Asia of Seneca International has discussed with the Director General of SLIDA, exploring educational partnerships between Seneca and Sri Lanka. This initiative has resulted in the visit of Seneca Team to Sri Lanka on 14th January 2019.
Mr. David Agnew, the President of Seneca College of Applied Arts and Technology, a leading public part Post-Secondary Education Institute in Canada and the Team comprising Ms. Renata D’Innocenzo, Chief of Staff, President Office, Seneca College and Mr. Prashant Srivastava, Director, South Asia Seneca International paid a country call at the Sri Lanka Institute of Development Administration.

- **Training Programme in Pakistan**

This is a programme designed under the Prime Minister’s Higher Education Cooperation Program of Pakistan in collaboration with High Commission of Sri Lanka and held on 16th-27th September 2019 at Executive Development Institute of National School of Public Policy in Lahore. It covered several subject areas which are very important to the civil servants of Sri Lanka. One of the significant meetings was meeting the Hon. President of Pakistan at the President’s office Islamabad where he highlighted the role of the todays civil servants and its effect on countries development.

- **Out bound training at commando regiment training school at uwa kuda oya for slida staff**

A Training Program had been organized for SLIDA staff at the Commando Training School at Uwa Kuda Oya from 15th th 17th March 2019 on Leadership and Team Building. The program was funded by GIZ and all the arrangements for a complete outbound training program were made by the Commandant Colonel K.H.M.S. Wickramaratne and Senior Coordinator, Major Chaminda Samarasinghe for 70 participants of deferent levels of SLIDA staff. The training program was organized such a way to enhance the Leadership qualities and decision making abilities and physical fitness and environment protection and dining Etiquettes. Aiming the above objectives all the staff members have been allowed to participate different levels of group activities.
Distance Learning Center
Introduction

The DLC is a fully state owned institute under the Ministry of Public Administration and Management. It was established under a world bank project in 2002 with counterpart funding from government of Sri Lanka offered through a subsidiary loan agreement that was reached between the Ministry Of Finance and DLC. The establishment was initiated by the Sri Lanka Institute Of Development Administration and later it was to function as an independent entity and as a public private partnership as per the understanding reached between the World Bank and GOSL. Accordingly from the very beginning representatives from the chambers of commerce, representing the private sector were in the director board along with director, SLIDA and nominees from Central Bank and Ministry Of Finance, representing the public sector. Distance Learning Centre Ltd was incorporated under the companies act on 01st of Nov 2001 and commenced its operation on 26 March 2002.

Strategic direction with vision, mission

The planning team of the DLC carried out a series of workshops to amend existing vision and mission so that company could achieve best results. Through this, it was able to introduce new vision mission, values and strategic directions for the organization.

Vision

To be the world class center for competency development using state of the art technology

Mission

To provide; global knowledge sharing services through world-class knowledge centers, access to reliable technology based facilities and conduct demand driven capacity building programs with dedicated team of experts.

Services provided by DLC

DLC is a node of the GDL Network of the World Bank Institute. It provides executives of both public and private sector the opportunity for regular interaction with peers and experts across globe on different themes. Its tie-up with global development learning network (GDLN) has been instrumental in providing global knowledge sharing experiences and some of those would have influenced the policy making process in some organizations to carry out institutional changes. Distance Learning Centre Ltd is a training (learning solutions) provider and a learning facility provider for both private sector and public sector clients. It is a limited liability company (having the flexibility in operations) and a state owned institution (having the responsibility and credibility of a government organization). It especially provides global knowledge sharing opportunities and learning opportunities. State-of-the-art video conferencing facility and the multimedia labs of DLC enable it to create virtual class rooms where the experts and participants could meet each other in a virtual environment, lively, on line or offline modes. It brings the most updated knowledge using the best mix of
modes to give the optimum output within the budgets and timelines of the clients.

With its existence of sixteen years of imparting new knowledge to both public & private sector personnel, it has now become a credible training venue for a large number of clients of the country. DLC has been able to deliver both academic and professional knowledge to the employees in government and private sector organizations to increase their productivity and efficiency. A significant number of principals and education managers in the country have acquired updated knowledge and skills in line with best practices in the education sphere at global level. Moreover, DLC has received very favorable feedback from the clients who use the facility, consistently. Higher technical support, superior infrastructure, friendly staff and flexible management processes have contributed in earning this name.

DLC offers the following services for its clients:

- **Video conferencing facility**

  30 active participants with personal microphones and 50 other observers could be accommodated.

  DLC offers the following through its Video Conferencing facility

  - Courses leading to certificates on themes such as Microfinance, Natural Resource Management and Science and Policy of Climate Change using blended learning methods
  - Video conferencing based training exposures that are provided by different resource centers around the world
  - Short seminars and presentations from renowned speakers (authority on subjects) living elsewhere in the world
  - Global Experience Sharing Dialogues linking different countries on themes such as Korean Development Experience
  - Tailor made training to meet customer requirements such as Web Application Security
  - Renting of the facility for business conferences & meetings, academic chats and cross border family events, etc using VC

- **Computer based Training & rental facility**

  DLC offers the following through its facility

  - Programs for Developing Young Executives, exposing them to global trends
  - Computer based exams for recruitment and promotions
  - Tailor made foreign and local training programs using e-learning
  - Computer training (Computer Essentials, International Computer Driving License, SL Computer Driving License, Advance e-Office Skills etc.)
  - Computer based training such as Project Management, Presentation Skills, Publishing Skills, e-learning content development skills, etc
• Renting of the facility for business promotions, soft-ware promotions and computer-based training and computer based/ internet based exams

Face to Face Training & rental Facilities

DLC rent out its facilities also for Audio conferencing or even face-to-face events and exams (both computer based and other exams). DLC is currently conducting EDSA, EOEA & TDOT programs for Ministry of Education.

On line exam facility

DLC is a Pearson VUE Testing Center with the capacity of 90 seats. Some of the clients that DLC caters to are CIMA, ACCA, CASTLE, GATE and NEXTEC.

Public Seminars

DLC conduct public seminars on topics such as Procurement Management, Disciplinary Procedures, IT Procurement, Financial Regulations, Internal Auditing, SME Lending, Project management And Advanced Excel.

International Programs

DLC is a node of the GDLN Network of the World Bank Institute. It provides executives of both public and private sector the opportunity for regular interaction with peers and experts across globe on different themes. DLC organize study tours for senior government officers to different countries.

Program Highlights in 2019

Capacity Building Programmes for Provincial Education Departments

DLC with its professional faculty identified the need of further development of Teacher Trainers/Teacher Educators in order to deliver quality training programmes to Teachers, Principals and Teacher Managers/Administrators enabling the province to enhance the student’s achievements. DLC has conducted over 30 such programs training over 1500 teachers, principals and education administrators in 2019.

Online Exams

DLC has been in the forefront in conducting online exams for various clients. Some of the clients that DLC caters to are CIMA, ACCA, CASTLE, GATE and NEXTEC. With the secure exam environment that DLC provide to its clients, DLC is a sought after institutes by clients to conduct their exams.
Conducting Public Seminars

DLC managed to conduct many public seminars in 201, including seminars on topics such as procurement management, Disciplinary procedures, IT procurement, Office Systems and Advanced Excel.

Collaboration with KDI School

Blended Learning Programme on Performance Management

DLC successfully offered a blended learning programme on performance management through KDI School Korea. The program consisted of 7 Video Conferences and a face to face training in Korea.

Training Program for Officials of Sri Lanka IT Service (SLITS)

DLC conducted training programs for 600 officials in the Sri Lanka IT service which included 400 IT Assistants (Class III) and 200 IT officers (Class II). The subject areas were:

- System Administration
- Network Administration
- Web Development

The participants were involved in number of hands on activities apart from the interactive lecture sessions.

Advance Programme in System and Network Administration

Training programme on Advance functions of system and network administration was conducted by DLC for the IT staff attached to the Sabaragamuwa Provincial Council. The participants have completed the basic program offered by DLC in 2018 and as a continuation this program was conducted.
Certificate Course in Public Procurement – Ministry of Home Affairs

DLC conducted a Certificate Course in Public Procurement exclusively for the non-executive staff attached to the Ministry of Home Affairs. The course was conducted in two batches (weekend & weekday) and around 80 participants successfully completed the 100hr course. They were able to familiarize with the existing procurement guidelines, manual and amendments to the manual and gained knowledge on preparation of procurement Plans, preparation of bidding documents and the bid evaluation procedure.

Certificate Course in Staff Disciplinary Procedure in Public Service – Ministry of Home Affairs

This course was also conducted for the non-executive staff attached to the Ministry of Home Affairs. This 60hr course was conducted in two batches and 80 participants successfully completed the training. The participants were able to gain a better understanding on regulations and procedures outlined in the Establishment Code with regards to staff disciplinary procedure and were able to obtain an enhanced knowledge on conducting inquiries, writing of charge sheets and inquiry reports.

Certificate Course in Information Communication Technology – Ministry of Home Affairs

This was a yet another successfully conducted program for the Ministry of Home Affairs. A batch of 40 participants successfully completed this 100hr computer based training. At the end of the program the participants were able to obtain through knowledge on word processing using MS Word, Preparing database formats using MS Excel and access, and familiarize with internet and email, google apps use for office work.
Soft skills training for staff attached to Ministry of Health.

A series of workshops were conducted for the officers attached to the Ministry of Health on soft skills for workplace readiness. The program was conducted for around 150 professionals such as senior pharmacist, Occupational therapist, EEG technologist, radiologists etc. attached to the ministry. The program consisted of outdoor group activities, games and other team building exercises. The participants were able to learn to develop their interpersonal skills and build rapport with others in the workplace and have their social skills enhanced.

Special training for Inland Revenue Department IT officers

Specialized System & Network Administration program conducted for Inland Revenue IT officers which includes Virtualization and Network security for datacenter operation.

Partners and Clients list who conducted programs at DLC during 2019

International Organizations

1. Asian University of Women
2. Castle Worldwide
3. GATE Exam
4. Gina Dykstra
5. Whygo video conferencing
6. NCS Pearson

State Organizations

1. Ceylon Electricity Board ( CEB )
2. Department of Education
3. Department of Irrigation
4. Department of National Archives
5. Development Lotteries Board
6. Early Childhood Development Project
7. Forest Department
8. HDFC Bank
9. Human Rights Commission of Sri Lanka
10. Irrigation Department
11. Ministry of Agriculture
12. Ministry of City Planning & Water Supply
13. Ministry of Foreign Employment
14. Ministry of Hillcountry New Villages
15. Ministry of Irrigation & Water Resources
16. Ministry of Justice
17. Ministry of Post
18. Ministry of Public Administration & Home
19. National Housing Development Authority
20. National Productivity Secretariat
21. National Science Foundation
22. Sri Lanka Bureau of Foreign employment
23. Sri Lanka CERT/CC
24. Sri Lanka Institute of Tourism and Hotel
25. Sri Lanka Ports Authority
26. Sri Lanka Tea Board
27. State Engineering Corporation of Sri Lanka
28. Survey Department
29. Sri Lanka CERT
30. Ministry of Health

Private Organizations
1. British Council
2. Aitken Spence PLC
3. DMS
4. CIMA - Sri Lanka
5. Browns & Company PLC
6. The Trip Square (Pvt) Ltd
Disaster Management Division
Vision

“Safer Sri Lanka”

Mission

“Facilitate building of a safer and resilient nation through the reduction of disaster risks caused by natural and human induced hazards”
Introduction

The Tsunami which occurred in the year 2004 made an unprecedented influence in the field of disaster management. Accordingly there arose the necessity of implementing disaster management, which had been restricted to a welfare activity up to then, within a systematic legal framework. A Parliamentary Select Committee was appointed to obtain criteria for an institutional and legal framework for disaster management and based on the recommendations given by the aforesaid Parliamentary Select Committee; Parliament of Sri Lanka passed the Disaster Management Act No. 13 of 2005.

Disaster Management Act No. 13 of 2005 provided provisions for the establishment of the National Council for Disaster Management and the Disaster Management Centre. The Ministry of Disaster Management and Human Rights was established as per Extraordinary Gazette Notification dated 20th February, 2006 in order to strengthen the aforesaid institutions further and the Ministry of Disaster Management was re-established as per Gazette Notification dated 30th April 2010 bringing the National Disaster Relief Services Centre under its purview. The Department of Meteorology, Disaster Management Centre, National Building Research Organization and the National Disaster Relief Services Centre which were brought under the purview of the Ministry as per Gazette Notification of 1933/13 dated 21st September, 2015 in order to carry out the activities assigned to the Ministry render a great service in the field of disaster management. Later Disaster Management established as a unit under the Ministry of Public Administration and according to the Gazette Notification No. 2153/12 dated 10.12.2017, Disaster Management is functioning under the Ministry of Defense.

Financial Progress

<table>
<thead>
<tr>
<th></th>
<th>Total Progress</th>
<th>Total Expenditure</th>
<th>Financial Progress %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recurrent Expenditure</td>
<td>99,240</td>
<td>79,275</td>
<td>80%</td>
</tr>
<tr>
<td>Capital Expenditure</td>
<td>1,503,400</td>
<td>1,502,589</td>
<td>99.94%</td>
</tr>
<tr>
<td>Total</td>
<td>1,602,640</td>
<td>1,581,864</td>
<td>98.7%</td>
</tr>
</tbody>
</table>

Progress of the General Activities of the Institution

Planning and Development Unit

I. As per the Sate Accounts Circular No. 402 and 241 the progress report - 2018 was prepared and submitted to the parliament. The office of Leader of the House has informed that has been submitted to the Sectoral Oversight Committee on Sustainable Development and Environment and Natural Resources on 28.06.2019.

II. According to the Annual Action Plan prepared for 2019, three (03) progress review meetings were held under the patronage of Hon. Secretary. Two
Progress Review Meetings were held quarterly. Able to reach the expected objectives by discussing and follow up the issues arise on stakeholders and implementing other Development Programs.

III. 14 New Projects of Disaster Management Center and 07 Projects of National Building Research Organization has been submitted to the Department of National Planning to implement under the budget 2020. Also a Concept Paper was submitted to implement the Sendai Frame for Disaster Risk Reduction.

IV. The progress of the development projects of the Ministry and institutions under the Ministry was prepared quarterly and submitted to the Presidential Secretariat.

V. Furnished the necessary information to the Central Bank of Sri Lanka to prepare the Annual and Quarterly Central Bank Report.

VI. Prepare the Action Plan of the Ministry by collection details of the institutions under the Ministry according to the relevant format and the allocated estimation for the ministry.

VII. Progress Report, which is prepared, including the quarterly progress of the projects/programs / activities / procurement activities and other activities implemented by all institutions under the ministry has been directed to the Auditor’s General Department.

VIII. Quarterly progress reports were prepared and submitted in the format provided by the Department of Project Management and Monitoring

IX. Monthly Progress report of the mega projects more than Rs. 1000 million were submitted to the Department of Project Management and Monitoring

X. Under the Technical Collaboration for Emergency Preparedness/ World Food Program, as per the MOU signed by us on 16 May 2016, technical support was provided to complete the National Emergency Operation Plan of Disaster Management Center in 2019, Local level Contingency Plan of National Disaster Relief Services Center and Monitoring System related to the effect of Drought in respect of Department of Meteorology. A sum of Rs.13.27 million was spent on this.

Management Unit

- 11 officers for foreign trainings and an officer for 02 years for Masters Program were participated. Rs.1,999,226.28 was spent
- 11 officers for local trainings and 45 officers for the year ending training Rs.598, 454.00 was spent.
• 20 Cabinet memorandums were submitted and 18 of them received Cabinet Decisions.

**Audit Unit**

01. Audit Observations and Special Investigations - 21  
02. Audit and Management Committee Meetings - 04  
03. Answers to Audit Inquiries

<table>
<thead>
<tr>
<th>S.NO</th>
<th>Description</th>
<th>No. of Audit Inquiries</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ministry</td>
<td>17</td>
</tr>
<tr>
<td>2</td>
<td>Department of Meteorology</td>
<td>08</td>
</tr>
<tr>
<td>3</td>
<td>Disaster Management Center</td>
<td>14</td>
</tr>
<tr>
<td>4</td>
<td>National Building Research organization</td>
<td>06</td>
</tr>
</tbody>
</table>

**Sendai Framework for Disaster Risk Reduction 2015-2030**

The Sendai Framework for Disaster Risk Reduction was adopted at the Third UN World Conference in Sendai, Japan, on March 18, 2015. This program which is focused on minimizing Disaster Risk Reduction rather than Disaster Management has introduced 07 global goal to estimate the progress of the results and target achievements.

In Comparison to 205 to 2015 (10 Years)

a. Substantially reduce disaster mortality by 2030.

b. Substantially reduce the number of affected people by 2030.

c. Reduce direct disaster, economic loss in relation to the Gross Domestic Product (GDP)

d. Substantially reduce disaster damage to critical infrastructure including health and education facilities

e. Substantially increase the disaster risk reduction strategies by 2020

f. Substantially enhance international cooperation to reduce available weaknesses of national strategies of developing countries by 2030

g. Substantially increase the availability of and access to multi hazard early warning systems and disaster risk information and assessments by 2030

Necessary steps are being taken to achieve the above targets and the baseline data of 2015 to 2017 is being collected for the targets should achieved in the year 2030. The Sendai operating system has been updated to collect baseline data for targets a and b and work on collecting baseline data for other targets. Accordingly;

Over 70 stakeholder organizations have been identified and coordinating officers have been appointed to inform them.
The stakeholder organizations are grouped into 15 clusters according to their scope of work and are informed of the baseline data collection methodology.
Other organizations are collecting data on disaster mitigation activities in their development projects.

The Disaster Management Center has planned to add new components (gender, age, disability) to the data collected after the disaster.

**Sustainable Development Goals and Targets**

Three workshops were conducted to instruct the officials on achieving the Sustainable Development Goals and targets and under the direction of the Sustainable Development Council, an awareness workshop was held on setting the objectives, targets and strategies of the disaster management sector. Accordingly and short term and long term strategic plans are being prepared.

Discussion with Stake Holders
Introduction

As far as the origin of the Department of Meteorology, which is under the Ministry of Defence and has a long history that runs as far back as to the 19th century, is concerned, it is important to note that systematic observation of the meteorological parameters in Sri Lanka started in 1867 under the Department of Survey. Later, in 1909, a separate institute named Colombo Observatory was established at the premises of where the present Department of Meteorology is situated. The Colombo Observatory was made an independent government department in 1948 with the main objective of providing weather and climate related services. At present, the Department of Meteorology functions as the government statutory body for providing meteorology and climatology related services under the purview of the Ministry of Disaster Management.

Vision

To become the centre of excellence with respect to weather and climate related services.

Mission

Provide services to the institutions in the public sector, private sector and the public pertaining to meteorology, aeronautical meteorology, marine meteorology, hydro - meteorology, agro- meteorology and climatology and limited astronomical services in keeping with national interests and international standards.

Objectives

- Provides meteorological warnings and forecasts with more accurate time and places based on the impact on various fields.
- Separate seasonal forecasts based on agriculture and proper update of such forecasts.
- Improve the credibility of climatological forecasts required for the proper planning of development activities with a view to facilitate long term development activities of the government.
- Modernize all infrastructure facilities of the department to meet the international standards.

Services offered by the Department

- Provision of meteorological and climatological services to the public, and to the fields of agriculture, energy, fisheries, shipping, insurance and other interested fields.
- Creating awareness on bad weather conditions (cyclones, heavy rain, lightning, strong winds etc.,) and on tsunami.
- Provision of meteorological services relating to aviation.
- Maintenance of climatological database.
- Provision of meteorological and climatological services and data for national development and research purposes.
• Encouraging studies and research in meteorology, climatology, climate change and allied subjects.
• Organizing awareness raising programmes to educate the public on themes related to weather, climate and climatic changes giving contribution to such programmes.
• Organizing educational and training programmes and workshops for interested parties including school children, policy and decision makers on mandated thematic areas.
• Contributing to exhibitions providing resource personnel and exhibits.
• Provision of specialized meteorological and climatological services on requests.
• Provision of limited services related to astronomy (the sun, the moon, planets and tides) and terrestrial magnetism.

Financial Progress of the department from 01 January 2019 to 31 December 2019.

Rs. 522.27 million has been allocated for 2019 and out of that Rs. 304.02 million has been allocated for recurrent expenditure and Rs. 218.25 million to rehabilitate and develop capital assets. Rs. 330.38 million has been spent as at 31 December 2019.

<table>
<thead>
<tr>
<th>Expenditure head</th>
<th>Description</th>
<th>Allocated amount in 2019 in Millions</th>
<th>Expenditure as at 31 December 2019 in Millions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001</td>
<td>Development of buildings and construction</td>
<td>8.00</td>
<td>0.99</td>
</tr>
</tbody>
</table>

| 2105             | Land and land development                    | 4.00                                  | 1.50                                          |
| 16 - 2509        | Doppler radar systems                         | 100.00                                | -                                             |
|                  | (JICA aid - 13)                              | 25.00 (17)                           | 0.29                                          |

Revenue earned by the department

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Revenue as at 31 December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issuing of data</td>
<td>16,977,397.13</td>
</tr>
<tr>
<td>Other</td>
<td>555,594.00</td>
</tr>
<tr>
<td>Total</td>
<td>17,532,991.13</td>
</tr>
</tbody>
</table>

Services provided by the national climatic centre

This centre is functioning 24 hours and provide meteorological information to the public, fishing and naval activities, disaster management activities and to various institutions and various industries. Its primary responsibilities are analyzing meteorological observation data, studying global numerological meteorological forecasting, preparing local numerological meteorological forecasts, preparing meteorological summaries, issuing of meteorological forecasts, raising awareness on special meteorological situations and issuing of early warnings to bad weather conditions and tsunami.

At the same time these information are transmitted to the disaster management centre...
and media institutions, internet web portal and social media. The progress of the national meteorologic centre from 01 January 2019 to 31 December 2019 is as follows.

- 6928 types of weather forecasts have been issued to the island and the surrounding sea areas, for the cities, to various stakeholders and to the world meteorological organization.
- 759 announcements on high winds and heavy rain for land and sea areas, about lightning, hot weather conditions, low air pressure and cyclones and tsunami and 365 weather synopsis have been issued.

Conducting awareness programmes for various parties

One of the main responsibilities of the meteorological department is to raise awareness among public on weather, meteorological disasters and preparedness. The department conducts awareness programmes for the external organizations on demand and for the visitors. Accordingly the awareness programmes conducted from 01.01.2019 to 31.12.2019 are as follows. The income from that is Rs. 42508.00/-.

Awareness programmes

<table>
<thead>
<tr>
<th>Methodology</th>
<th>Number of programmes</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awareness for school children</td>
<td>216</td>
<td>24180</td>
</tr>
<tr>
<td>Awareness for higher education institutions</td>
<td>15</td>
<td>960</td>
</tr>
<tr>
<td>Awareness for three forces</td>
<td>13</td>
<td>295</td>
</tr>
<tr>
<td>Awareness for public, private and other</td>
<td>42</td>
<td>914</td>
</tr>
</tbody>
</table>

Supply of technical services for lightning protection systems and other services.

Prepared detailed reports, specifications, quantities and engineering estimates were prepared for lightning protection systems in 10 semi government and government institutions in 2019 by the electronic division. Technical support was given to fix 100 rain gauges and maintenance of 9 centres in ARG 20 system and to fix 10 automatic rain gauges and 5 AWS centres for the CRIWMP project under the Green Climate Fund (UNDP), contributions were made to establish IPVPN communication system in 14 AWS centres that belong to the department, providing technical support to 05 external offices in the department under solar paned fixing project, providing technical support to GTS maintenances in the meteorological offices in Katunayaka and Mattala Airports, provide technical support to check upper atmospheric data for the NOTDRAM – NARA Radiosonde project, taking action to introduce equipment and appliances in Synoptic AWS centres and reestablishment of Galle AWS system which had been removed due to decay.
Conducting of training programmes, filling of vacancies and conducting of examinations.

Local Training

Under phase I and II of the continued education workshop 165 officers were given training, 116 officers were given electronic technology course in the University of Colombo conducted for communication and observation officers in the Sri Lanka Technological service, 41 officers in the accounting section and 116 junior officers have been provided training in 2019. In addition to that efficiency bar examinations were conducted for the meteorological assistant, observer/communicator in the Sri Lanka Technological Service have been conducted.

Filling of vacancies

Staff

The approved cadre of the department as at 31.12.2019 was 460 and the permanent cadre is 365.

There were 95 vacancies as at 31.12.2019.

Filling of vacancies

<table>
<thead>
<tr>
<th>Post</th>
<th>Number of vacancies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Auditor</td>
<td>01</td>
</tr>
<tr>
<td>Administrative Office</td>
<td>01</td>
</tr>
<tr>
<td>meteorological observer/communicator</td>
<td>30</td>
</tr>
<tr>
<td>KKS</td>
<td>07</td>
</tr>
</tbody>
</table>

Department of Examination conducted competitive examination in September 2019 to fill 30 vacancies in the posts of meteorological observer/communicator.

Retirement/ release from the service and vacation of post

10 officers retired, 04 have been released from the service from 01.01.2019 to 31.12.2019.

Progress of the research activities.

Researches conducted by research and development division, centre for climate change studies, national climatic centre and agro meteorological section.

Research and development activities are conducted in the following fields.

- Study on various global climatological indicators that have an impact on Sri Lanka’s weather.
- Preparation of long term climatological forecasts (2020-2100) and study its impact on various fields.
- Drought evaluation (monthly) long term climatological forecasting (monthly) and verification of such forecasts using global climatological models.
- Study on the behavior of K index used to define the atmospheric instability required to develop thunder showers in Sri Lanka, Lifted index and Convection Availability Potential Energy – CAPE indicators are the studies conducted by the meteorological centre in Sri Lanka.
- Creation of an equation between Sri Lanka’s weather parameters and
evaporation using regression method was the research conducted by the agro meteorological section.

Improving meteorological activities

- A practical training session was conducted by the RIMES for a meteorologist on the functioning of weather research and forecasting model. It was done under the patronage of Green Climate fund and activities like improving WRF for Sri Lanka and the study and development of results for forecasting operations are also being done. Forecasts are given for 9 days for the public and the fishermen daily.

- Action was taken to improve the relationship with regional and international tsunami early warning centres to obtain tsunami details and the centre has contacts with Indian National Centre for Ocean Information Services (INCOIS), BMKG in Indonesia, JATWC in Australia, RIMES in Thailand, Japan and Pacific tsunami warning centres.

- A 10 day training session was conducted for the meteorologists on Geo Information System under the aid of Green climate fund.

Future Targets

- Increase the observation network through CresMPA project implemented by the Department of Irrigation under the World Bank Project and arrangements have been made to modernize the department.

- Develop technical skills of the meteorological/ technical officers under continuous education training.

- Conduct the Monsoon Forum or the dialogue between the relevant parties with a view to use meteorological information to upgrade the productivity in disaster risks.

- Implement the second phase of training of officers to prepare quality management standards to match the international standards for aeronautical meteorology.

- Continue other research further and mathematical formats like weather research and forecasting.

- Implement the project proposal to modernize the department.

- Initiate the establishment of two Doppler radar machines in areas like Potuvil and Puttalam under JICA project.

- Arrangements are being made to establish real time observation network to reduce the loss of lives due to the floods and landslides.

- Take action to develop the research on climate changes in collaboration with the private sector.

- Establish a marine observation network jointly with other international institutions.

- Encourage officers in the department to conduct and develop weather and climatological researches.

- Develop the web site of the department in a more productive manner.

- Introduce a mobile App.
• Establishment of marine observation network and improve fishing and naval forecasting.

• Arrangements are being made to study a LINUX course for the meteorologists.

• Arrangements are being made to organize a training session MET Norway / ECMWF with World Bank Aid with a view to improve forecasting. Department of Meteorology is being developed with CRIP aid from the World Bank.

• Quotations are being called to purchase a computer server to increase the productivity of the researches and mathematical forecasts of the NWP.
14 Disaster Management Division
Introduction

Disaster Management Centre (DMC) is the leading agency for Disaster Management in Sri Lanka and is mandated with the responsibility of implementing and coordinating national and sub-national level programmes for reducing the risk of disasters with the participation of all relevant stakeholders.

DMC was established as per the section 8 of the Sri Lanka Disaster Management Act No. 13 of 2005 as the executing agency of the National Council for Disaster Management (NCDM). The National Council is mandated to formulate the national policy and to give strategic direction while the Ministry of Public Administration and Disaster Management guides its activities. The Act No. 13 of 2005 became the framework for Disaster Risk Reduction (DRR) initiatives in Sri Lanka addressing Disaster Management holistically, leading to a policy shift from a response based mechanism to a proactive approach.

The main activities of the DMC established under this act are disaster mitigation, preparedness, and public awareness, dissemination of early warning to vulnerable populations, emergency operations and coordination of relief and post disaster activities in collaboration with other key agencies. District Disaster Management Coordinating Units (DDMCUs) have been established in all districts to coordinate and carry out Disaster Risk Reduction (DRR) activities at the sub national levels.

National Council for Disaster Management

The National Council for Disaster Management (NCDM) was established in July 2005 as mandated by the Disaster Management Act No. 13 of 2005. This is the apex body for Disaster Management and is a high level inter-ministerial body chaired by H.E. the President and vice-chaired by the Hon. Prime Minister. Other members of NCDM are ministers in charge of selected subject areas specified in the Act, Provincial Council Chief Ministers (in the absence of Chief Ministers the Governors of such Provincial Councils) and five members of the opposition in parliament.

Brief profile of the Disaster Management Centre

The national responsibility that has been assigned to the DMC is to ensure a safe society in Sri Lanka and to ensure that the function mechanism of the Disaster Management Centre is formed under the leadership of the Director General with the support of six (6) divisions.

The main divisions are as follows:

1. Mitigation Research and Development Division
2. Preparedness and Planning Division
3. Training and Awareness Division
4. Emergency Operations and Early Warning Dissemination Division
5. Human Resources and Administration Division
6. Finance Division

To implement this national policy island wide, there are District Disaster Management Coordinating Units (DDMCUs) established at district level and the disaster management mechanism is implemented within the country efficiently and effectively.

Vision, Mission and Objectives

Vision
Safer community and sustainable development

Mission
To create a culture of safety among communities and the nation at large through systematic management of natural, technological and manmade disaster risks

Objectives
Through the countrywide administrative structure consisting of Ministries, Departments, Public corporations, Provincial councils, Local governments, District, Divisional and Grama Niladhari (GN) administration to coordinate, implement and monitor the following activities.

Functions of the DMC

The key functions of the DMC are stated below.

- Coordinating and conducting training and awareness programmes
- Preparedness in responding to disasters and assisting government agencies to develop preparedness plans in facing disasters
- Early warning and dissemination
- Emergency operations management and coordination of search and rescue operations
- Coordination of post disaster activities including relief
- Disaster mitigation
- Research and Development (R&D)
- Mainstreaming Disaster Risk Reduction (MDRR) into development to minimise disaster risk
- Coordination of climate change adaptation programmes
- Liaising with ministries, government authorities/ agencies, private sector agencies, NGOs, INGOs and other relevant agencies on DRR matters
- Initiate and coordination of foreign aided projects for disaster mitigation, response and recovery

Analysis of disaster impacts – 2019

Overview of the impact of disasters - 2019

- Total population affected in 2019 due to natural disasters such as drought, floods, landslides, strong winds or cyclonic storms and lightning were
approximately 1,622,773 with 975,385 being affected due to severe drought and 589,796 persons due to floods. The number of deaths and injuries reported were 106 and 164 respectively. When compared with 2018 a significant reduction was witnessed in 2019 with regard to the number of people missing, injured and dead.

Note:
Cumulative total has been used in presenting statistics of victims affected by disasters.
E.g. If one person got affected twice during one year the total is considered as two persons.

Houses damaged

Based on disasters that occurred in 2019 the highest number of houses which got damaged were during the month of September. A total of 6,108 houses got damaged due to strong winds and floods during 2019 and the worst impact was felt by residents in the Galle district. Due to floods a total of 1,425 houses got partially damaged while 43 houses in the Matara district were totally destroyed.

Approximately 511 houses were destroyed and more than 19,969 houses got damaged mostly due to strong winds or cyclonic storms.
Houses completely destroyed

Houses partially damaged

Deaths, missing and injured

A total number of 32 persons died due to drowning which was the highest number of deaths recorded in 2019 with one (1) person missing as well. The number of deaths recorded due to cyclonic storms and floods were 26 and 13 respectively. Highest number of deaths were reported from Nuwara Eliya district with 16 people dying due to strong winds or cyclonic storms and 17 persons succumbing to death due to lightning.

The total number of deaths recorded in 2019 due to various disasters were 106 persons and 30% died due to drowning and the second highest number of deaths were due to cyclonic storms which was 25%. Disasters such as lightning, floods and animal attacks resulted in deaths of 16%, 12% and 8% respectively.
Analysis of deaths due to various disasters

Analysis of persons affected by floods

Summary of disaster impacts based on www.desinventra.lk data – 2019

- The most impacted districts in 2019 due to various disasters were Ampara, Batticaloa, Gampaha, Badulla, and Mullaitivu (Figure 4)
- Highest number of deaths were recorded from Nuwara Eliya, Galle, Hambantota and Batticaloa districts
- Overall in 2019, all districts in the country were affected by different disasters and significant impact was felt by 23 districts due to floods while, 22 districts experienced severe drought conditions
Cadre positions and staff of DMC

Recruitment of staff
An officer from the Sri Lanka Army has been temporarily assigned the duties of Director (Operations) in filling one of the three (3) Director position vacancies at DMC. A total number of 100 Development Officer posts have been approved out of the 101 Development Officer posts and necessary financial allocations to fill these vacancies have been requested. Arrangements will be made to fill the rest of the vacancies after taking necessary approval in 2020.

Cadre position as at 31.12.2019

<table>
<thead>
<tr>
<th>Position</th>
<th>Approved Cadre</th>
<th>Filled Cadre</th>
<th>Number of Vacancies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director General</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Additional Director General</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Director</td>
<td>6</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Internal Auditor</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Deputy Director</td>
<td>18</td>
<td>0</td>
<td>18</td>
</tr>
<tr>
<td>Assistant Director</td>
<td>15</td>
<td>12</td>
<td>3</td>
</tr>
<tr>
<td>Assistant Director (District)</td>
<td>25</td>
<td>25</td>
<td>0</td>
</tr>
<tr>
<td>Accounting Officer</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Administrative Officer</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Personal Assistant</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Investigating Officer</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Geo information data System Analyst</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>System Analyst</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>IT Officer</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Web Administrator</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Librarian</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Development Officer</td>
<td>101</td>
<td>0</td>
<td>101</td>
</tr>
<tr>
<td>Translator</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>IT assistant</td>
<td>6</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>Video and still camermen</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Communication Technician</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Radio Operator</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Management Assistant/ Disaster Management Assistant</td>
<td>201</td>
<td>186</td>
<td>15</td>
</tr>
<tr>
<td>Driver</td>
<td>39</td>
<td>38</td>
<td>1</td>
</tr>
<tr>
<td>KKS</td>
<td>35</td>
<td>34</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>465</td>
<td>316</td>
<td>149</td>
</tr>
</tbody>
</table>
New recruitments as at 31.12.2019

<table>
<thead>
<tr>
<th>Position</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investigating officer</td>
<td>1</td>
</tr>
<tr>
<td>Geo information data System</td>
<td>1</td>
</tr>
<tr>
<td>Analyst</td>
<td></td>
</tr>
<tr>
<td>Driver</td>
<td>2</td>
</tr>
</tbody>
</table>

Calling of applications as at 31.12.2019

<table>
<thead>
<tr>
<th>Position</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management Assistant (non-technical)</td>
<td>15</td>
</tr>
</tbody>
</table>

District Disaster Management Coordinating Units (DDMCUs)

DDMCUs have been established in all twenty five (25) districts and each DDMCU is staffed with an Assistant Director (District), District Disaster Management Assistants, Management Assistants, KKS and a driver.

The number of Disaster Management Assistants varies from district to district depending on the level and scale of vulnerability of disasters experienced by each district. In total the DDMCUs consist of 25 Assistant Directors (district) and 113 District Disaster Management Assistants and Management Assistants.

Army and Air force personnel are attached to Colombo, Kalutara, Galle, Matara, and Hambantota DDMCUs. All DDMCUs are established in the District Secretariat except for the district of Kalutara.

Main activities at the national level

- Revision of the Disaster Management Act

Disaster Management Centre has finalised the revised version of the Disaster Management Act No. 13 of 2005 and the document has been submitted to the Government Legal Draftsman for approval.

- National Emergency Operation Plan (NEOP)

The need to formulate a National Emergency Operation Plan (NEOP) is stated in the Disaster Management Act No. 13 of 2005 and this proposed plan is expected to explain the nature of situations that are prone to disasters encompassing response mechanism for meteorological, hydraulic, biological, technical and man-made disasters. The National Emergency Operation Plan is prepared in two (2) volumes in three (3) languages to facilitate easy reference and usage. Further, volume I of the National Emergency Operation Plan includes facilitation of assignment of duties in institutions and persons, activate the early warning mechanism and emergency operation coordination when an institution cannot cope with disaster and volume II includes the institutional responsibilities and duties. The Interim Management Committee gave its consent to use volume I of the National
Emergency Operation Plan as a guideline until the approval of the National Disaster Management National Council is obtained for the finalised NEOP prepared in all three (3) languages.

**Institutional Disaster Management Plan (IDMP)**

According to the Disaster Management Act No. 13 of 2005, Disaster Management Centre has been assigned with the task of preparing guidelines for Institutional Disaster Management plans. Accordingly, the guidelines were prepared with the National Building Research Organization, Department of Meteorology and National Disaster Relief Service Centre which are under the Ministry of Disaster Management. Before the implementation of these guidelines a residential workshop was organised for the first ten (10) main stakeholder institutions and feedback was obtained at institutional level on the functionality of the proposed guidelines. The finalised guidelines were submitted for approval to the Interim Management Committee and once again presented to the above mentioned key stakeholders and the Ceylon Electricity Board, Sri Lanka Atomic Energy Regulation Board, Ministry of Health, Police and Department of Immigration and Emigration and accordingly the Ministry of Health, Ceylon Electricity Board, and Sri Lanka Atomic Energy Regulation Board have prepared the necessary guidelines and the other institutions are on the process of doing same. It has been decided to revise these guidelines if any weaknesses and problems are identified during the adaptation and implementation process.

**Interim Management Committee (IMC)**

Interim Management Committee is the operationally functioning body which takes decisions with regard to the management activities of the Disaster Management Centre. The committee met on six (6) occasions during the year 2019 and the meetings were chaired by the Secretary to the Ministry of Disaster Management.

The composition of the Interim Management Committee (IMC) of DMC is as follows:

1. Secretary, Ministry of Disaster Management - Chairperson
2. Director General, DMC - Secretary
3. Representative, Ministry of Finance and Policy Panning - Member
4. Representative, Ministry of Defense and Urban Development - Member
5. Representative, Ministry of Local Govt. and Provincial Councils - Member
6. Director General, NBRO - Member
7. Chief Accountant, Ministry of Disaster Management - Member

**Audit and Management Committee (AMC)**

Audit and Management committee is required to audit the activities of the DMC and acts as an operational committee which provides consultancy services.
The composition of the committee as at 31\textsuperscript{st} December 2019 is as follows:

- **Mr. A. V. Janadhara (Chairman)** - Director, Department of Budget Treasury, General Treasury
- **Mr. W. A. Dharmasiri (Member)** - Director General, DMC
- **Mr. H. U. R. Fonseka (Member)** - Chief Accountant, Ministry of Disaster Management
- **Mrs. K. A. Subadra Walpola (Member)** - Senior Assistant Secretary, Ministry of Local Government and Provincial Councils
- **Mrs. A. B. R. Amarakoon (Observer)** - Audit Superintendent, Department of Auditor General
- **Mr. K. A. Nishantha (Member)** - Deputy Director, Finance (DMC)
- **Mr. J. H. P. Jayalath (Member)** - Internal Auditor, (DMC)

Observations arising from audit queries raised by the Department of Auditor General as well as the internal audit section based on the internal control system of DMC are discussed at the meetings of this committee. Matters are discussed in the Audit and Management Committee as per the tasks set by the financial regulation clause no.s 133 and 134, advice given in the circulars of the management and Audit Department, regulations of the National Audit Committee and the management of the Disaster Management Centre has been issued with necessary guidance to make necessary corrections. Further, revelations are made of the quality and quantum of corrections recommended by the centre and on the observations made by audit queries and reports and recommendations made by the Audit and Management Committee.

Four (4) meetings of this committee were held in 2019 to guide the management to strengthen the internal control systems to improve productivity, transparency and financial integrity. The task assigned to the Audit and Management Committee is to certify that (1) the projects, programmes and tasks carried out by the Disaster Management Centre has used resources prudently by giving priority to the resources available in the country with a view of achieving pre specific objectives (2) to review activities of all the sections/units in the Disaster Management Centre.
and (3) to check whether the completed projects have achieved those objectives within the given period of time spending the funds as detailed in the project proposals and plans. Accordingly, the committee is expected to fulfill its responsibilities in the future as well.

Mitigation, Research and Development Division

Allocations were made by the General Treasury for mitigation, research and development section for year 2019 and the physical and financial progress of the division is as follows.

Financial and physical progress of allocated funds for 2019 - Mitigation, Research and Development Division

<table>
<thead>
<tr>
<th>Expenditure head</th>
<th>Project</th>
<th>Allocations made for 2019 (Rs. million)</th>
<th>Financial Progress (Rs. million)</th>
<th>Physical progress (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Progress</td>
<td>Bills in hand</td>
</tr>
<tr>
<td>3-2509</td>
<td>Disaster Mitigation Projects</td>
<td>200</td>
<td>131.23</td>
<td>42.63</td>
</tr>
<tr>
<td>10-2509</td>
<td>Integrate disaster risk reduction to the main stream of development</td>
<td>10</td>
<td>7.17</td>
<td>4.4</td>
</tr>
<tr>
<td>7-2509</td>
<td>Disaster Risk Assessment</td>
<td>15</td>
<td>9.72</td>
<td>0</td>
</tr>
</tbody>
</table>

Responsibilities and functions

1. Preparation and implementation of strategic plans to mitigate disasters at national and district level
2. Taking necessary action to integrate disaster risk reduction into the mainstream development process
3. Implement the activities related to climate change simulation, adaptation and mitigation and coordinate with other institutions
4. To carry out the loss and damage assessment based on the advice given by the Ministry. Coordinates the programmes to establish normalcy, post disaster reforms by coordinating with stakeholder organizations
5. Research and development (R&D) on disaster risk reduction
6. Maintain and update disaster related data
7. Provide disaster risk management guidelines to perform tasks with regard to disaster risk assessment by coordinating with disaster prone units
8. Collect data and carry out assessments/updates for disaster risk assessment for the urban council areas and selected fields at district, regional and GN division levels
Financial progress 2019

The General Treasury has allocated the financial provisions as shown in Table 4 to the mitigation, research and development section.

<table>
<thead>
<tr>
<th>Expenditure head</th>
<th>Project</th>
<th>Allocation made for 2019 (Rs. Million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-2509</td>
<td>Disaster mitigation programmes</td>
<td>200</td>
</tr>
<tr>
<td>10-2509</td>
<td>Intergrade disaster risk reduction methodology to mainstream development</td>
<td>10</td>
</tr>
<tr>
<td>7-2509</td>
<td>Disaster risk reduction</td>
<td>15</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>225</td>
</tr>
</tbody>
</table>

Disaster Mitigation, Research and Development Unit contributes to the operations of DMC by carrying out the assigned functions and responsibilities upon giving priority to the implementation of disaster mitigation projects, identification of disasters, creating district level disaster risk profile and contributing thorough research activities by integrating disaster risk reduction into the mainstream of development.

Accordingly the financial and physical progress from January to December 2019 is as follows:

<table>
<thead>
<tr>
<th>Expenditure Head</th>
<th>Project</th>
<th>Allocations made for 2019 (Rs. Million)</th>
<th>Financial Progress (Rs. Million)</th>
<th>Physical progress (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>progress</td>
<td>Bills in hand</td>
</tr>
<tr>
<td>3-2509</td>
<td>Disaster Mitigation projects</td>
<td>200</td>
<td>131.23</td>
<td>42.63</td>
</tr>
<tr>
<td>10-2509</td>
<td>Integrate the Disaster Risk Mitigation methodology into the mainstream of development.</td>
<td>10</td>
<td>7.17</td>
<td>4.4</td>
</tr>
<tr>
<td>7-2509</td>
<td>Disaster risk assessment</td>
<td>15</td>
<td>9.72</td>
<td>0</td>
</tr>
</tbody>
</table>
Implementation of disaster mitigation projects

The main task of this section is to implement disaster mitigation projects in Sri Lanka and the allocations made by the General Treasury are managed to implement the projects by prioritising the disaster mitigation project proposals. Various disaster mitigation programmes are implemented through the relevant line ministry using the provisions allocated such ministries and other identified disaster mitigation proposals are implemented by the Disaster Management Centre on priority basis.

Disaster mitigation projects are selected by a committee appointed at national level by considering the disaster mitigation project proposals called at district level and the provisions are released to the district secretaries by the Disaster Management Centre through the Ministry of Disaster Management after taking into consideration the relevant technical and assessment reports. Implementation of the projects are directly supervised by the district disaster management assistant directors and the projects are directly supervised at national level also. Technical support needed for various projects are obtained at district level from the relevant technical institutions and cash flows go through the district secretariats and divisional secretariats. Once the project is completed the Disaster Management Centre receives a report from the district disaster management Assistant Director with an updated on the successful completion of the project as well as recommendations for reference and future consideration.

The General Treasury has approved Rs. 200 million for 2019 to implement mitigation projects submitted based on the proposals submitted at district level and information received on disasters (i.e. Rs. 100 million was released at the beginning of the year and Rs. 100 million was allocated in June by the General Treasury)

Rs. 68.71 million was allocated for 2019 for the projects implemented in 2018 and the bills were submitted at the end of the last year and payments had to be made under proper supervision using the above mentioned allocated amount.

An allocation of Rs. 12.9 million was made for three (3) projects that continued from 2018 to 2019 and these projects have been completed with the payments being done as well. Accordingly Rs. 9.75 million was paid for these completed projects.

The Rs. 100 million allocated at the beginning of the year was used to pay the aforesaid overdue bills and to implement the continued work. Later on, the additional allocations were allocated for two (2) new projects and thereafter Rs. 100 million allocated in June 2019 was allocated for thirteen (13) already identified projects.

Furthermore, considering the sudden disasters that occurred at the end of the year arrangements were made to purchase
polysacks to get prepared and to respond to disasters. Allocations for adequate funds were made under the disaster mitigation, to remove the risky stones in Kandy area.

**New projects in 2019**

<table>
<thead>
<tr>
<th>District</th>
<th>Divisional Secretariat Division</th>
<th>Allocation (Rs. Mn)</th>
<th>Financial Progress</th>
<th>Physical Progress (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moneragala</td>
<td>Medagama</td>
<td>12,400,000.00</td>
<td>5,588,007.60</td>
<td>85</td>
</tr>
<tr>
<td></td>
<td>Buttala</td>
<td>10,000,000.00</td>
<td>-</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Madulla</td>
<td>1,997,264.59</td>
<td>1,664,043.24</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Construction of public wells</td>
<td>26,938,468.20</td>
<td>3,165,089.17</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>(Moneragala, Medagama, Madulla,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Siyambalanduwa)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Batticalo</td>
<td>Cheddiplayam - south</td>
<td>4,300,000.00</td>
<td>1,119,229.16</td>
<td>100</td>
</tr>
<tr>
<td>Kalutara</td>
<td>Beruwala</td>
<td>10,000,000.00</td>
<td>1,507,369.70</td>
<td>100</td>
</tr>
<tr>
<td>Ampara</td>
<td>Adalachchenaya</td>
<td>5,500,000.00</td>
<td>5,323,473.34</td>
<td>100</td>
</tr>
<tr>
<td>Trincomalee</td>
<td>Kantale</td>
<td>1,000,000.00</td>
<td>970,000.00</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Seruwila</td>
<td>6,000,000.00</td>
<td>5,820,000.00</td>
<td>100</td>
</tr>
<tr>
<td>Kandy</td>
<td>Gangawata Korale</td>
<td>9,800,000.00</td>
<td>6,178,670.00</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Gangawata Korale</td>
<td>3,229,640.40</td>
<td>2,414,910.00</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Akurana</td>
<td>956,091.75</td>
<td>950,000.00</td>
<td>100</td>
</tr>
<tr>
<td>Vavuniya</td>
<td>Vavuniya</td>
<td>6,700,000.00</td>
<td>-</td>
<td>100</td>
</tr>
<tr>
<td>Hambantota</td>
<td>Hambantota</td>
<td>8,838,634.17</td>
<td>6,677,799.90</td>
<td>100</td>
</tr>
<tr>
<td>Matale</td>
<td>Yatawatta</td>
<td>2,581,752.57</td>
<td>-</td>
<td>100</td>
</tr>
<tr>
<td>Polonnaruwa</td>
<td>Lankapura</td>
<td>7,418,514.12</td>
<td>-</td>
<td>100</td>
</tr>
<tr>
<td>Purchasing polysacks for emergencies</td>
<td>2,500,000.00</td>
<td>2,500,000.00</td>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>
Though the bills were submitted after completing the projects the financial progress was very low due to the non-settlement of bills in 2019, but the physical progress was achieved through successful completion of all related work. The bills of those projects are reported as “bills in hand” under the respective district Assistant Directors. Therefore, the financial progress is Rs. 117.57 and the value of the bills in hand is Rs. 51 million while one (1) project needs to be extended as a continuing project for the next year.

- Integrating disaster risk reduction into the mainstream development process

Subject of disaster management is recognised as a collective process and the contribution extended by all sections or divisions or units is vital. Natural or manmade disasters can take place any time and at any place and therefore disaster management should be linked with fields like water, land and air. The project to integrate disaster risk reduction into the mainstream of development is implemented with the identification of ten (10) fields or sectors which, have direct involvement in disaster risk reduction.

This project connects private and the public sectors and its main intention is to integrate disaster risk reduction into the mainstream of development, by focusing attention extensively on those fields or sectors with specific focus on disaster management. This approach is expected to reduce the frequency of occurrence of disasters drastically to protect human, physical and financial resources and direct the country to achieve sustainable development.

A Technical committee has been established to implement this project and experts from various fields represent this committee and the key objective is to monitor, review and prepare future plans for the project. The committee held meetings in 2019 and necessary monitoring was done to prepare the guidelines to integrate disaster risk reduction into the mainstream of development.

The consultancy agencies provided necessary know-how to the committee on the methodology to prepare guidelines and with the ideas and the consent of the Technical committee the guidelines have been prepared. Thereafter the first draft was submitted to the Technical committee and ideas of the members were obtained which were considered when preparing the final draft. Upon reviewing the revised version, the committee and the consultancy agency handed over the final product or version to the Disaster Management Centre.

Accordingly, the preparation of guidelines to integrate the disaster risk reductions for the following fields or sectors have been completed.

1. National policy planning
2. Urban development
3. Construction and development of national and provincial roads
Disaster Management Centre is required to provide these guidelines to the relevant fields or sectors which will assist the relevant officials in their operational work and other disaster mitigation and risk reduction activities. With the leadership of the members of the Technical committee, respective committees have been assigned the task to integrate disaster risk reduction plans with the institutional plans and steps will be taken to increase the keenness to implement these guidelines and follow up on activities carried out.

Integrate disaster risk reduction to the field of education

The most appropriate mode to promote disaster risk reduction is the school setup and from a very early stage, disaster risk reduction can be rooted in the minds of the child and by doing so the opportunity is created to establish a behavioural change in the society.

Having disaster risk reduction as a practice will make it easier for implementation throughout the country and the process can be expedited as well. Steps have been taken to integrate disaster risk reduction with the school education system and the long term target is to create a sustainable disaster risk reduction culture by implementing the above course of action.

In 2019 a hand book was prepared on disaster risk assessment at school level in order to raise awareness among school children on basic principles of disaster management. Various types of technical sources were used and this was done with the fullest support of the Ministry of Education and arrangements were made to print 10,000 Sinhala language and 3000 Tamil language copies. This book will be used to develop capacity in the school system covering all the schools in the forthcoming year.

Desinventar data base

Research is essential to carry out development activities through disaster risk reduction and those researches should be planned and implemented stage by stage in a wide sphere. In this endeavour it is essential to have an accurately updated database to be used for disaster risk reduction studies. To fulfil this need, mitigation, research and development unit maintains the Desinventara data base and updates the risk info web page and all such data are available on the internet and anyone can freely access the updated information.

The data bank which includes all the details related to past disasters has been released to the internet through the website www.desinventar.lk and this database
includes information related to the number of deaths, number of victims and about the property damaged in relation to the time period based on the district, Divisional Secretary’s division and the nature of disaster with regard to each of the past disasters. This database also includes status reports issued by the Emergency Operations Unit of the DMC and information obtained from other institutes in charge of the subjects like Forest Conservation, Health, Irrigation and police reports on accidents (www.police.lk). Further it is updated frequently and steps have been taken to identify new data sources to make this a more accurate database.

A workshop was conducted on 25th June 2019 with the participation of forty (40) members representing the above stakeholder institutions and the workshop was about updating and improving data bases. During 2019 various institutions and persons from different fields and/or sectors have made requests to the Disaster Management Centre to get information and they have obtained information from this data base via internet. Private sector and public institutions like Urban Development Authority, University of Kelaniya, University of Colombo, National Water Supply and Drainage Board, Agriculture and Agrarian Insurance Board, Mahaweli Development and Ministry of Environment, Environment Foundation Ltd., JICA, MAS CAPITAL and tri- forces and local and foreign researches have obtained data from this data base to support their research and decision making.

- **Risk info (risk info web portal)**

Geospatial data is uploaded to the web site and it is used by local and foreign researchers to study on disaster prone areas for decision making and future planning. This information can be obtained through the internet free of charge and it supports the institutions and persons involved in disaster management encouraging academic research as well. The Mitigation, Research and Development unit provides training opportunities for university students and as a result new human resources or persons enter this field.

- **Revealing disaster struck areas and information using satellite images**

Data on disaster victims, disaster prone areas and zones or areas struck by disasters are very important factors for disaster preparedness and response activities. Mitigation, research and development section or unit takes action to reveal information using modern technology based on weather reports. In this regard satellite images are taken before and after a disaster and by analysing those satellite images and secondary data in hand, disaster struck areas can be derived.

These images are taken from international satellite technological institutions and the International Charter and Sentiual Asia institutes have given a special opportunity to the disaster management centre and once these institutions are informed using proper methodologies, images are taken covering the disaster prone areas. Images before and after
the disaster are given to the disaster management centre and these images are analysed using technical appliances.

- **Respond to district level public complaints, requests, proposals and inquiries**

This section responds to the complaints, requests, proposals and inquiries made by the public to the Disaster Management Centre which refers to disaster mitigation. Later, the response is decided according to the request made in this regard and the intention of mitigation, research and development section is to contribute to fulfil the peoples’ needs by focusing its attention to its ability to provide solutions to the people within the existing laws, regulations and capacities according to the technical recommendations.

**Other projects**

- **JICA project**

During this year agreements were made to implement special projects with JICA to mitigate disasters in the Kelani river basin that occur due to the weather changes. Accordingly, the project is supposed to start in 2020 and in the next four (4) years and the targets of the project will be achieved.

**Preparedness and Planning Division**

**Introduction**

As defined by the Disaster Management Act No. 13 of 2005 one of the main tasks assigned to the Preparedness and Planning Division of the DMC is to prepare disaster management plans for districts, divisional secretariat divisions, disaster prone GN divisions and institutions in the public sector. One of the planning activities implemented by the preparedness division of the DMC is to plan preparedness programmes for disasters like floods, landslides, tsunami and cyclones that occur frequently in Sri Lanka.

Disaster preparedness plan can be considered as a working register that supports to create a district level mechanism to respond to disasters. District Disaster Management Unit is the apex body within the district to respond to disasters. In this plan the membership of the committee, sub committees and their duties and responsibilities have been documented. Information on administrative districts, existing hazards, results of risk evaluations, information on main centres, human and physical resources within the area and information about the responsibilities of the stakeholders are connected to the disaster responses.

**District level preparedness plan**

District level programmes were implemented through the District Disaster Management Units using Rs. 18 million received for 2019 and its financial progress is 99.51% while the physical progress is 100%. Furthermore, Rs. 18 million has been allocated in 2019 to prepare disaster preparedness plans for the 25 districts and to review them. Allocations are released to districts taking into consideration
the economic situation of the country and the impact of disasters and the distribution of allocations among the districts and its physical and financial progress (Table 7) are as follows.

<table>
<thead>
<tr>
<th>Year</th>
<th>Allocation approved by the Treasury Rs (M)</th>
<th>Cost Rs (m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>19.8</td>
<td>19.5</td>
</tr>
<tr>
<td>2018</td>
<td>25.0</td>
<td>24.93</td>
</tr>
<tr>
<td>2019</td>
<td>18.0</td>
<td>16.8</td>
</tr>
</tbody>
</table>

Preparedness and Planning Division of DMC allocated the available provisions in 2019 to plan various preparedness activities to strengthen the disaster management capacity at district, Divisional Secretariat and GN division levels. Allocations were provided at District and Divisional Secretariat Division levels in order to conduct workshops, meetings of the stakeholders to prepare / review and print disaster management plans. This division also provides assistance for activities like conducting Tsunami, flood and land slide simulation programmes, hazard mapping, analysing disaster situations, carrying out disaster response programmes such as establishment of village level disaster management committees and preparation of preparedness plans for emergency response activities with community participation, as a precautionary measure especially for people who live below the dams of reservoirs and also to conduct district progress review meetings.

- **Awareness programmes for small and medium scale entrepreneurs**

Awareness programmes for small and medium scale entrepreneurs were conducted at district level using provisions up to an amount of Rs. 380,000/= and these programmes were conducted in twelve (12) districts during 2019.

- **District Disaster Management Plan**

District Disaster Management Plan has been prepared only for fourteen (14) districts as at 31 December 2019 and an amount of Rs. 2.21 million had been allocated for this task.

- **District level simulation programmes**
  - **District level flood and landslide simulation programmes**

These programmes were conducted in districts like Kalutara, Galle, Matara, Ratnapura, Trincomalee, Ampara and Kilinochchi and preparedness division has allocated Rs. 1.73 million for organising activities.

- **Preparedness activities related to disasters due to dams and reservoirs**

Programmes were conducted to enhance the preparedness capacity of people who live below the dams of reservoirs educating and enlightening them on the importance of readiness in facing disasters which may occur due to floods, earthquakes or cyclones. During the year nineteen (19) awareness and simulation programmes were conducted in Hambantota, Ratnapura, Kurunegala, Anuradhapura, Polonnaruwa, Ampara, Kilinochchi, Kandy and Nuwara Eliya.
districts. These programmes included activities such as search and rescue operations, first aid camp management, establishing sub committees for the protection of villages, creation of mechanism for the dissemination of early-warnings, displaying sign boards and evacuation of people to safety places.

Reducing the number of deaths occurring due to drowning

An increase in the number of deaths occurring due to drowning was observed during the last few years. Considering the importance in creating awareness among the public, a programme was launched to install sign boards near risky areas warning people to avoid bathing in ponds, rivers and tanks. It was decided to install 215 sign boards in areas such as Matara, Badulla, Matale, Kegalle, Ratnapura, Kurunegala, Anuradhapura, Jaffna, Mullaitivu and Mannar districts and 47 sign boards have already been installed.

Formulation of emergency preparedness programmes for hospitals

The objective of formulating an emergency preparedness plan for hospitals is to ensure the safety of patients and hospital staff and also to prepare a plan to treat the patients who are been hospitalised in a sudden disaster situation. The natural disaster situations that may occur in and around the hospital are identified and mapped under this plan and necessary course of action, awareness and preparedness programmes are planned to minimise the above mentioned impacts arising due to likely disasters. During the year these programmes were implemented in 22 districts.

School disaster protection programme

These programmes are conducted jointly by the Ministry of Education and the Disaster Management Centre to ensure the safety of school children in schools which are located in disaster prone areas. In view of that, 79 programmes were conducted in twenty five (25) districts in year 2019 and the objective of this programme is to prepare hazard risk maps with the participation of school children and teachers and provide adequate awareness regarding likely disasters.

Train the trainer programme at regional level

A methodology is prepared in collaboration with the Ministry of Disaster Management and Social Empowerment and Welfare and Up country Heritage to warn the rural people about emergency situations by identifying safe places and by preparing hazard zone mapping under the “training of trainers” programme to strengthen the disaster management mechanism from the district level to village level. 87 regional level programmes have been conducted in 10 districts in 2019. Rs. 3,560,000.00 were provided to the districts to implement those programmes.

Monsoon preparedness plan- national, district and regional

Preparedness activities were held with the District Secretaries in the districts affected by
the north – western and south – eastern monsoons and key areas such as early warning systems, emergency and group placements, relief services and camp management activities were discussed. These important measures to be adopted are expected to minimise the damages to the lives and property of people in affected areas. The Meteorological Department as the national level weather monitoring institution studies heavy rain patterns and cyclones, National Building Research Organisation studies about landslides and areas prone for such disasters and the Department of Irrigation studies about floods and areas susceptible for flooding. Based on the forecasts received from these institutions, initial discussions were held with tri forces, the Police and Civil Security Department as national level stakeholder organisations and response groups with a view of minimising the damages to the lives and property, with the intervention of officers in the public sector at district, regional and rural level.

The intention of this programme is to involve the District Disaster Management committees in districts affected by heavy rain, strong winds and/or cyclones and lightning during the period of north-western and south-eastern monsoons and to ensure adequate preparedness of these committees to face natural calamities arising due to floods and landslides. In 2019, DMC organised 152 monsoon preparedness programmes at national, district and regional level integrating all 25 districts.

- National Disaster Management Plan 2018 - 2030

All plans need to be prepared according to the National Disaster Management Plan and in accordance with the Disaster Management Act No. 13 of 2005. This five (5) year plan represents the broad framework developed for disaster management of the country and it details specific plans to mitigate different types of disasters experienced at various areas. Moreover, the National Emergency Operation Plan, Institutional Disaster Management Plan and other Disaster Management plans are prepared based on the above plan and in accordance with the Disaster Management Act.

The first draft of the National Disaster Management Plan 2018 - 2030 was prepared according to the SENDAI framework to reduce disaster risks and the first and second volumes (list of activities) has been sent to all stakeholder institutions related to disaster management to obtain their views in this regard.

- Corporate Plan (2020 – 2024) and Key Performance Indicators (KPIs)

Preparation of a corporate plan has been a long felt need of the Disaster Management Centre and this plan is prepared with a view of creating a results based management style. Accordingly, an active framework based on identified Key Performance Indicators (KPIs) has been prepared for the period of 2020 – 2024 which explains as to how the whole work
basket of the institution and divisional work baskets are completed in the relevant year. Based on these new initiatives, the objective is to move forward in the next five (5) years with a productive management framework.

Furthering the actions of this process has provided opportunities for the management to prepare specific job descriptions and objectives for the officers or staff of each department which could be renewed according to global changes and disaster risk management techniques. Through this method, the higher management can assess the performance and productivity level of all employees which undoubtedly would help the institution to achieve the planned objectives as identified in the Corporate Strategic Plan. This would also help the government in obtaining the expected services from the public sector at an optimum level.

**Training and Awareness Division**

**Introduction**

As authorised by the Act, the Disaster Management Centre is assigned with the responsibility to implement and coordinate necessary programmes to facilitate the efficient and effective implementation of disaster management activities in Sri Lanka and the Training and Awareness Division of DMC has been actively involved in doing so, by conducting various programmes around the country.

During the year training and awareness programmes were conducted in 24 districts on priority basis and these programmes were conducted in all the districts covering national, district, divisional secretariat divisions and the rural level, after gaining an understanding of the disaster situations in each district. The number of persons who participated in these training programmes totalled up to 29,403 and the sessions were conducted in groups. In addition to the training and awareness, the general public and school children were made aware of disaster risk management through exhibitions conducted at national and district level. Keen interest was shown by the public and approximately a total number of 61,000 persons who visited these exhibitions. Assessing the effectiveness of the progress achieved in terms of Rs.19.5 million funds allocated by the General Treasury, the financial progress recorded was 98% and physical progress was 100%. The financial provisions received for training and awareness programmes from 2013 to 2019 are shown below in Figure 8.
National level training and awareness programmes were conducted by the Training and Awareness division of the Disaster Management Centre and the district, regional and DSD and rural level programmes were conducted by District Disaster Management Coordinating Units. Supervision of such programmes were done by Director - Training and Awareness of DMC and accordingly, the programmes implemented at national and rural level are mentioned below in detail.

- **Programmes to entice and obtain the support of youth for disaster management activities in collaboration with the Disaster Management Centre, National Youth Corps and the National Youth Services Council**

The key objective of this programme is to get the contribution of young people in the youth corpse for the disaster management process by developing their theoretical and practical knowledge on disaster management. Accordingly, the Disaster Management Centre together with the national youth corpse provided knowledge and awareness on disaster management to the young trainees in 48 youth corpse centres and these programmes were conducted in a manner to obtain their support for disaster management programmes at district level. In 2019, such awareness programmes were conducted in all 25 districts with a total number of 6831 participants taking part in them. Additionally, regional level awareness programmes have also been conducted in collaboration with the national youth services council and participation of 668 persons.

- **National programme to raise awareness on disaster management among school teachers**

DMC in collaboration with the Ministry of Education started a comprehensive programme from 2018 to raise awareness in the school community, on disaster risk management. In this programme the coordination between the officers at DMC and Ministry of Education will be enhanced with the knowledge and understanding of the school principals, teachers being developed to create the necessary background and understanding to prepare school disaster protection plans.

- **Programme to raise awareness among the people and the schoolchildren through national and regional level exhibitions**

Exhibitions have been organized as “tools” to provide theoretical and practical knowledge and raise awareness among school children and general public on emergency response and disaster management at national and district level. In 2019, these programmes were conducted in districts such as Ampara, Kalutara, Kandy, Anuradhapura, Polonnaruwa and Galle. Approximately, 61,000 persons visited the exhibition stalls to gain knowledge and awareness of disasters and management of any likely risks.
Details of the exhibitions are as follows:

<table>
<thead>
<tr>
<th>No.</th>
<th>Venue</th>
<th>District</th>
<th>Participants</th>
<th>No. of participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Exhibition at D. S. Senanayaka Vidyalaya</td>
<td>Ampara</td>
<td>School children and the public</td>
<td>5000</td>
</tr>
<tr>
<td>2</td>
<td>Kalutara Muslim College Exhibition</td>
<td>Kalutara</td>
<td>School children and the public</td>
<td>20000</td>
</tr>
<tr>
<td>3</td>
<td>Exhibition at Gateway College - Kandy</td>
<td>Kandy</td>
<td>School children</td>
<td>1500</td>
</tr>
<tr>
<td>4</td>
<td>Rajarata Wasanthaya-Exhibition</td>
<td>Anuradhapura</td>
<td>Public</td>
<td>3500</td>
</tr>
<tr>
<td>5</td>
<td>V-2025 Enterprise Sri Lanka trade exhibition</td>
<td>Anuradhapura</td>
<td>Public</td>
<td>16500</td>
</tr>
<tr>
<td>6</td>
<td>V-2025 Enterprise Sri Lanka trade exhibition</td>
<td>Jaffna</td>
<td>Public</td>
<td>2500</td>
</tr>
<tr>
<td>7</td>
<td>Shilpa Sena technical exhibition</td>
<td>Polonnaruwa</td>
<td>Public</td>
<td>10000</td>
</tr>
<tr>
<td>8</td>
<td>Mahinda Vidyalaya – education exhibition</td>
<td>Galle</td>
<td>School children and the public</td>
<td>2000</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td><strong>61000</strong></td>
<td></td>
</tr>
</tbody>
</table>

- **National programme to raise awareness among Administrative Grama Niladharis on disaster management**

This programme was started for Grama Niladharis in 2019 by the Disaster Management Centre in collaboration with the Ministry of Public Administration, Home Affairs, Provincial Councils and local government with a view to minimize disasters occurring due to changes in weather patterns and accordingly create awareness and guide the people to get the needed support, to direct the community to face likely calamities that may happen in the future. The main objective of this programme is to improve close coordination between various technical institutions.

- **Programme to raise awareness among media personnel at district level on the district disaster management process**

Training programmes have been implemented at district level targeting media personnel to provide them a proper understanding, knowledge and experience on disaster management with the support of the main technical institutions which contribute to the disaster management process. The main aim in conducting this awareness programme is to enlighten the media personnel the proper process of disseminating accurate information to the public through the media institutions in order to create a sensitive environment which is ready to respond to sudden emergency situations. The programme was conducted.
under the guidance and direction of the Disaster Management Centre and with the assistance of the officers from the Department of Meteorology, Department of Irrigation, Department of National Disaster Relief Service Centre and National Building Research Organisation and is expected to cater to the needs of the communities in educating them on the importance of adopting safety measures during disasters.

Organising media briefings

Disaster Management Centre organizes media briefings with the support of various technical institutions to raise awareness among people on sudden disaster situations. Based on the requirements, media briefings have been organised throughout the year to raise awareness on disasters occurring due to the South-Western monsoon and the drought.

- Raising awareness among the public and school children using hand bills

Handbills prepared in a simplified manner on various types of disasters were distributed at the awareness programmes conducted on the topic of disaster management process and were also used to raise awareness among school children. These handbills have been prepared in all three (3) languages with a view of providing knowledge and understanding on certain disasters such as floods, drought, tsunami and landslides and also about the entire operational process of the Disaster Management Centre. About 644,000 copies of handbills were printed by the District Disaster Management Coordinating Units (DDMCUs) which were distributed throughout the island.

- Updating the web site and social media networks of the Disaster Management Centre

Early warning and creating awareness of disaster among people are done through the official website of the Disaster Management Centre. Additionally, updating popular social media networks is also done by the media unit under the advice of the Awareness division. During emergencies relevant data and information are provided to the media and such info is also provided immediately to the national and international institutions with the updates being done on a daily basis.

- District level training and awareness programmes on disaster risk management

Using the allocation of Rs. 7.9 million for year 2019, a total of 347 programmes on disaster risk management were conducted in twenty five (25) districts. These programmes were organised and implemented through each District Disaster Management Coordinating Unit (DDMCU) at regional and rural level. Furthermore, 75 training and awareness programmes were conducted for 5,216 selected public officers. Additionally, 33 programmes were held for 3,228 offices in the tri-forces and 239 programmes were held with the participation of 17,422 rural people.
Capacity building programme for the staff of the Disaster Management Centre

One of the main responsibilities assigned to the staff of the disaster management centre is to conquer the challenges by implementing disaster risk management processes and activities efficiently and effectively in the country. Therefore, a capacity building programme was implemented using Rs. 3 million to enhance the knowledge on relevant subject areas and modern technical know-how as well. In this regard, three four day residential programmes were conducted on risk reduction with the help of the Sri Lanka Development Administration Institute to expand the subject knowledge and skills of the officers who are working at the DDMCUs while conducting awareness programmes at district level to increase the level of awareness among the public. The programme conducted in Sinhala medium included 102 District Management Assistants and based on the allocated funds for post graduate studies Rs. 531,000/= was granted to two officers at the Disaster Management Centre to complete their MSc and PhD degrees. Moreover, 62 officers were advised to follow 19 short term courses relevant to their specific areas of work. An amount of Rs. 500,000/= was allocated to develop the Information Technology (IT) knowledge of the officers who perform their duties using computers. Accordingly, with the professional assistance of the National Institute of Business Management (NIBM) a three (3) day computer practical session was conducted on MS Office applications in order to develop communication skills. Furthermore, two (2) Technical Assistants in the Communication division were given financial assistance to follow IT Networking programme conducted by the Sri Lanka Telecom training centre.

National Safety Day programme

Tsunami catastrophe that struck Sri Lanka in 2004 destroyed more than 35,000 lives in 2004 and infrastructure amounting to billions of Sri Lankan rupees was destroyed with majority of the livelihoods of people in several districts being completely affected. To remember and commemorate the people who died during this catastrophe, 26th December has been named as the “National Safety Day” as per the approved Cabinet paper in 2005 and on 26th December 2019 religious programmes were conducted with the participation of people, political authorities and public officers including Divisional Secretaries and the District Secretaries. All twenty five (25) DDMCUs commemorated the persons who died in the tsunami catastrophe and the souls of the deceased were blessed by conducting religious ceremonies as mentioned above. The main memorial ceremony in this regard was held at the memorial constructed at Peraliya in Galle in memory of the people who died in Tsunami in 2004 while special programmes were also conducted with the participation of the District Secretary and Divisional Secretaries in districts such as Saindamarundu, Kalmunai.
and Ampara which were badly affected when the first wave struck.

Emergency Operations Centre

Introduction

Emergency Operation Centre (EOC) is established in DMC under the Disaster Management Act No. 13 of 2005 and functions 24 hrs x 7 days a week and continuously evaluates the developments regarding likely disasters and calamities which are prevalent at any given time and assess the level at which required responses and reactive measures should be adopted. When the gravity of the disaster goes beyond the level of control by the sub national level agencies, national level Emergency Operation Division with the Emergency Response committee coordinate the search, rescue and evacuation of the vulnerable groups. To continue the “vigilance” of the Emergency Operation Centre necessary resources should be enhanced for the assigned staff to work 24 hours in responding to callers contacting the emergency “hotline 117” and special attention needs to focused on the functions of this unit. The Emergency Operation Centre decides on as to how to respond to disasters after the impact of disasters have been assessed and plans are prepared to respond to future disasters and acts along with the various early warning methods that have been used.

- Occurrence of floods and landslides due to the activation of South-Western and North-Eastern monsoons

The number of families affected due to floods during the period from January to December in 2019 was 138,550 and upon requests made by the District Disaster Management Coordinating Units, the Emergency Operation Centre with the support of the police and the military, coordinated the rescue operations to take affected people to safe places and engage in emergency relief operations. People in Badulla, Nuwara Eliya, Kandy, Batticalo, Ampara, Mannar, Mullaitivu, Polonnaruwa, Anuradhapura, Puttalam, Kurunegala, Hambantota and Jaffna districts were affected by floods due to the inclement weather conditions which prevailed in October, November and December 2019. Due to heavy rain livelihoods and property of people in districts such as Kalutara, Matara, Ratnapura and Galle were severely affected. Relevant technical institutes were summoned for monsoon meetings and the course of action that should be taken was discussed and residents in vulnerable areas were constantly made aware of the impending disasters using media, telephone, fax, internet and social web sites based on official weather forecasts. Boats and rescue groups were used to rescue affected persons from unsafe places and helicopters were used to rescue displaced persons since accessing certain affected areas from ground became a serious concern as most of the roads were flooded. Responding to the early warnings given by the Disaster Management...
Centre with the help of the police, media and district disaster management networks, approximately 90% of the population was evacuated to safe places but about 10% got trapped in affected areas. Disaster Management Centre launched a continuous operation with the police and the tri forces to rescue these people from those places.

- **Landslides**

Landslide risks were evident in Ratnapura, Kegalle and Matara districts due to the development of inclement weather conditions and Ratnapura and Matara districts experienced severe disasters during this period. The army headquarters and the Commander – Security forces headquarters (West) were informed while army squads were dispatched for search and rescue operations. Due to the activation of monsoon rains in 2019, a total of 643, 487 persons in 156,062 families were affected, 60 persons died and 133 were injured and 7 persons were missing. Furthermore, 375 houses were completely damaged and 19,521 houses were partially damaged.

- **Heavy winds due to monsoons**

Due to heavy winds 13,376 families were affected in 2019 and the Disaster Management Centre was able to coordinate rescue operations, clear the roads, and restore communication and electricity supply in order to provide relief to the victims with the support of the National Disaster Relief Services Centre and the Ministry of Disaster Management. Before the commencement of the monsoon period people residing in susceptible areas were warned by the Disaster management centre of the possible disasters and advised to remove dangerous trees and branches near their houses and also to take relevant precautionary measures.

- **Emergency response to forest fires and other fires**

Around the country, 131 forest fires were reported during the period from January to August in 2019 and using the efficient communication system of the Disaster Management Centre and the support of the police, air force, army and the regional fire and rescue centres, the necessary fire extinguishing activities were carried out. There was an increase in forest fires in 2019 compared when compared with the number of reported incidents in 2018.

**Early warning**

There are 77 early warning towers which have been established by the Disaster Management Centre in the coastal line in 2009 and necessary repairs have been done in required towers. A modernised system of early warning through SMS has been implemented and the Disaster Management Centre has given high priority to strengthen the dissemination of early warning to the communities in district units and rural level. At present the early warning system has been expanded covering most of the areas in the country while repairs are underway to transmit communication to
the grass root level through VHF and the following activities were carried out as well.

- The network to get early warning to Sri Lanka connecting with the Indian Ocean Tsunami Warning and Mitigation System (IOTWMS) was updated

- All regional correspondents were connected to our early warning system

- Update early warning on disasters in an emergency or before an emergency

- Responded through the Information Officer of the DMC to all the requests received by the disaster management centre under the Right to Information Act.

- Proper maintenance of the early warning towers, daily checks and monitoring

- Action was taken to increase the recipients in DEWN system up to 23,000

- Emergency response plans were made in collaboration with the department of examination to conduct exams like year 5 scholarship examination, GCE (O/L) and GCE (A/L) examinations without any interruption in a disaster situation

- Concurrent to the Presidential election in 2019 emergency response plans were prepared in collaboration with the department of elections to conduct elections in a sudden disaster situation 24 hours without any interruptions.

- By connecting public officers, rural committee officers, security sections and other main connections with this data base the early warning SMS can be given to the people instantly.

- National Building Research Organization issued 60 landslide warnings in 2019. At the same time 336 notices issued by the department of meteorology have been issued to the people. 177 notices issued on flood threats by the department of irrigation have been issued to the people.

- National Building Research Organization, Department of Meteorology and the Department of Irrigation have established an automatic rain gauge system. Opportunity has been given to observe that data and it helps to get rain gauge data received to Sri Lanka instantly and it helps to take decisions with regard to the disaster management.

Call Centre

This disaster management call centre has been in operation (call number 117) since 2013 to enable communication with the General Public in emergencies. This emergency centre is operating round the clock to provide instant response to the questions asked by the people with regard to the problems and impact from the disasters. In 2019 responses have been made for 288,357 calls. The database in the emergency call centre was updated. Action was taken to update the software and to provide an uninterrupted operations throughout the 24 hours.
Coordinating the Police and the three forces

The three forces and the Police successfully carried out the search and rescue and emergency response activities for any disaster that occurs in this country. To coordinate the activities of this centre military and the police officers have been deployed under a Coordinating officer from the three forces. In the Emergency Operation Centre military and the police officers work 24 hours and coordinates with the office of the chief of staff of the three forces and always took action to send rescue and relief groups to the required places at a very short period time. The service of the rescue and relief service groups was obtained in every type of disaster including the fires, floods, landslides and forest fires and to clean the drinking water wells got dirty duty to the monsoon rains.

The coordination of the police and the three forces are implemented as follows with a view to increase the productivity and the efficiency of the coordination of the three forces. The districts and the disasters in which the Police and the three forces participated in rescues.

Forest fires and other fires

<table>
<thead>
<tr>
<th>Three forces and the Police</th>
<th>District</th>
<th>Way of participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mannar, Kandy, Moneragala, Badulla, Gampaha, Matale, Galle, Ratnapura, Kurunegala, Gampaha, Nuwara Eliya, Moneragala, Ratnapura, Badulla, Mannar, Gampaha.</td>
<td>Three forces took action to extinguish fires in 132 places.</td>
<td></td>
</tr>
</tbody>
</table>

Table 9: Rescues in each disaster situation and districts and main disasters to which the Police and the three forces participated.

Floods, landslides and overflowing of tanks due to the heavy rain owing to the monsoon rains.

<table>
<thead>
<tr>
<th>Three forces and the Police</th>
<th>District</th>
<th>Way of participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jaffna, Kilinochchi, Mulative, Gampaha, Ratnapura, Colombo, Puttalam, Hambantota, Moneragala, Badulla Batticaloe, Galle, Matara, Kurunegala, Polonnaruwa, Kalutara</td>
<td>Three forces officers were deployed in groups in rescue and relief services in eastern monsoon, North eastern monsoon and the inter monsoon rains.</td>
<td></td>
</tr>
</tbody>
</table>
Residential training programme on search and rescue (12 day)

Search and rescue groups in the three forces and the Police and search and rescue groups in the health sector played a tremendous role in disasters. Therefore 248 members in search and rescue groups were given a training in Special Task Force Training Centre- Maduru Oya and Sri Lanka Army Centre for disaster response training in Gampola with the patronage of the WHO to empower search and rescue groups in the three forces and the police on 10 April 2019 based on the requirement.

Purchase of the equipment needed for emergency response activities in floods and other disasters in 2018 and distributed in 2019.

- Emergency Operation Centre purchases the response equipment needed for the sudden disasters occur in Sri Lanka and distributed in the districts affected by the disasters.

These purchases are done based on the experiences and the problems faced during the past disasters and the requests made at district level. Therefore various equipment are purchased annually and distributed in the districts for response activities.

The Emergency Operation Unit did not receive allocations to purchase disaster response equipment in 2019 and therefore requests were made to the interim management committee and the committee met on 26.08.2019 and approved to get 20% from the response goods.

Action was taken to distribute 49 boat chain saws, 85 axes, 37 canoes, 12 rubber boats, 273 life saving jackets, 97 loud speakers, 980 manna katty, 37 boat engines, 140 lifesaving ropes (100 m), 7 lifesaving ropes (200 m), 200 rescue bags, 64 rain gauges, 10 tarpaulin sheets, 20 raincoats to the 25 districts and to the three forces and the police on 10 April 2019 based on the requirement.

- 35 boats were purchased at the end of 2019. Rs. 14 million were spent for this. That purchase was done through the procurement process. Those boat engines were distributed to the three forces and the Police.

- A conference table which was a requirement to the emergency operation centre was purchased 30 December 2019 from the E.H. Cooray Ltd. through the procurement process at a cost of Rs. 462,399.00/-.

SPILLEX 2019 mock drill

Disaster Management Centre in collaboration with the Marine Environment Protection Authority and other stakeholder organizations, conducted a rehearsal on 4 and 5 of April 2019 on oil spilling in the sea. The ICS was used and the designations and responsibilities were shared properly and the emergency operation centre of the disaster management centre was used as the main operation centre. All its communication networks were used at that time and all the communication needs are fulfilled through that. This mock drill is done for several years and in 2019 Colombo Galle Face was used for that. The Chairman of the Marine Environment Protection Authority
acted as the unified command and as the other unified command the Director General of the Disaster Management Centre took the responsibility. All the orders were implemented according to the national oil spilling contingency plan and a complete rehearsal was done including table top exercises or field exercises. Shortcomings in each mock drill are rectified in the next programme and solutions are prepared for the matters arise in special situations and this rehearsal helps in the fields of preparedness, training, decision taking, problem solving and the distribution of required equipment for the necessary places.

Media coordination in emergencies

All print and electronic media are used for 24 hours during disasters to carry out early warning to raise awareness among the people. Before the floods that occurred in 2019, early warnings have been issued through media on time. Raising awareness among the people and providing information were done through media and it was implemented nationally and internationally. Further, people were frequently made aware using social media networks.

National Emergency Operation Plan

National emergency operation plan explains the situations that are prone to disasters and it covers disaster response mechanism for meteorological, hydraulic, biological, technical and man-made disasters. National Emergency Operation Plan includes the facilitation of the assignment of duties to the institutions and persons, activate the early warning mechanism and emergency operation coordination in an emergency where the feasibility of an institution cannot cope with the disaster and the institutional responsibilities and duties. The Cabinet approval for the NEOP was given by the Cabinet paper dated 22 August 2017 and No. StackSize/17/2130/715/032 and necessary amendments were completed for the approval.

Other tasks performed by the emergency operation centre in 2017

- Facilitating the emergency operation activities
  - Salford University in Britain donated a Touch Table with Emergency Response Mobilize Software Platform to facilitate the disaster management activities in Sri Lanka in December 2019. It can be used to coordinate operations using various software to conduct those operations. Maps can be used very easily and site scenes can be observed very clearly and there is the ability to operate various models like flood inundation model, landslide in fact model, Tsunami inundation model very easily and in a situation where various institutions have used various platforms for each task those platforms can be brought into one platform.
Establishing a GIS Unit

Emergence mapping unit was established to facilitate early warning and coordination of emergency operations in the emergency operation centre. The objective of establishing this center is to provide the necessary reports and inform the necessary institutions and persons, to prepare a process to provide information to take instant decisions by presenting summarized reports and maps and database with special data to coordinate the situations after identifying the places in which the floods occurred in 2019.

Activities performed by the Emergency Operation Centre

- Monitoring and coordinating the earthquakes on earth

Information on earthquakes that occur not only in Indo Australian plate but in all other plates on Earth is obtained from USGP APP and coordination is done when necessary with the Department of Meteorology and the Geological Survey and Mines Bureau and inform the Disaster Management Coordinating Units in the districts when there are earthquakes higher than 5M in the Richter scale and necessary guidance is given about the possibility of occurring tsunamis.

- Preparation of daily situation reports

Based on the information obtained by District Disaster Management Coordinating Committees using formal formats, daily situation reports are updated three times a day at national level and release to the internet. And those situation reports are faxed to the Presidential Secretariat, Prime Minister’s Office and the Ministry of Defence. Approximately 1095 daily situation reports have been issued in 2019.

- Awareness raising for visitors who visit the emergency operation centre.

Approximately, 20 awareness programmes have been conducted for local/ foreign students, officers in the security forces, stakeholders and public officers on subjects like emergency operations, early warning and disaster management using video conference hall and emergency operation centre.

Finance Division

Financial Progress as at 31st December 2019

The General Treasury has allocated Rs. 587.5 million for the Disaster Management Centre. Rs. 300 million has been allocated for the recurrent expenditure in the disaster management center and Rs. 287.79 has been spent out of that. Rs. 287.5 has been allocated as the capital expenditure and Rs. 205.68 has been spent. The total expenditure out of those allocations as at 31 December 2019 is as follows.
<table>
<thead>
<tr>
<th>Expenditure head no.</th>
<th>Project/ programme/ activity</th>
<th>Total amended allocations 2019 (Rs. M.)</th>
<th>Total expenditure (Rs. M.)</th>
<th>Progress%</th>
</tr>
</thead>
<tbody>
<tr>
<td>130-2-7-1503</td>
<td>Recurrent Expenditure</td>
<td>300</td>
<td>287.79</td>
<td>96</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>96</td>
</tr>
<tr>
<td>130-2-7-2-2201 (I)</td>
<td>Capacity building for DMC officers</td>
<td>3</td>
<td>3</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>100</td>
</tr>
<tr>
<td>130-2-7-2-2201 (II), (iii)</td>
<td>Furniture, IT equipment</td>
<td>5.5</td>
<td>3.94</td>
<td>72</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>72</td>
</tr>
<tr>
<td>130-2-7-3-2509</td>
<td>Implementation of the disaster mitigation projects to mitigate disasters in districts.</td>
<td>200</td>
<td>131.23</td>
<td>66</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>85</td>
</tr>
<tr>
<td>130-2-7-5-2509 (1)</td>
<td>Preparation and raising awareness among the community on disaster management. –Training Division</td>
<td>20</td>
<td>19.68</td>
<td>98</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>98</td>
</tr>
<tr>
<td>130-2-7-5-2509 (11)</td>
<td>Preparation and raising awareness among the community on disaster management – Preparedness division</td>
<td>20</td>
<td>17.22</td>
<td>86</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>86</td>
</tr>
<tr>
<td>130-2-7-7-2509</td>
<td>Develop multi-faceted disaster profile in Sri Lanka.</td>
<td>15</td>
<td>9.72</td>
<td>65</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>95</td>
</tr>
<tr>
<td>130-2-7-8-2103</td>
<td>Disaster response mechanism to strengthen the capacity with regard to the floods and landslides. – Outer board motor vehicle procurement.</td>
<td>14</td>
<td>13.72</td>
<td>98</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>100</td>
</tr>
<tr>
<td>130-2-7-10-2509</td>
<td>Disaster risk mitigation and integrate into the mainstream of development.</td>
<td>10</td>
<td>7.17</td>
<td>72</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>95</td>
</tr>
<tr>
<td><strong>Total capital expenditure</strong></td>
<td></td>
<td><strong>287.50</strong></td>
<td><strong>205.18</strong></td>
<td><strong>67</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>82</strong></td>
</tr>
</tbody>
</table>
National Building Research Organization
Our Vision
Creating a safer built environment

Our Mission
Promote and sustain research and development and provide technical services for disaster risk reduction and safer built environment

Introduction
National Building Research Organisation (NBRO) is an institution carrying out Research & Development work in diverse fields of Disaster Management, geotechnical, environmental, building materials and structural engineering. NBRO provides technical consultancy services by the experts from multiple disciplines teamed up and dedicated to create a safer built environment for the nation. One of the NBRO’s goals is to assist the government in its national development and enrich the quality of lives through Disaster Risk Reduction. Tasks of NBRO are diverse and its expertise extends into a wide range of disciplines to assist when confronted with a diversity of problems in living environment, due to rumbling mountains, soft grounds, polluted air, contaminated water, poor construction and substandard building materials etc..

NBRO has been mandated to be the national focal point responsible for carrying out landslide disaster risk management activities; hazard mapping, investigation, issuing early warnings and implementing soft and hard mitigation work. NBRO has been assigned with the responsibility of issuing landslide risk assessment reports and related technical recommendations before starting construction or development work in all landslide-prone districts, through which it is expected to minimize damage to people and property from landslides that occur due to irresponsible human activities. NBRO has been actively involved in the construction of housing for disaster victims under the resettlement program of the government.

NBRO operates from Head Office in Colombo and 10 District Offices in landslide-prone districts. All above services are carried out through its six technical divisions namely, Building Materials Research and Testing Division, Environmental Studies and Services Division, Geotechnical Engineering & Testing Division, Human Settlements Planning and Training Division, Landslide Research and Risk Management Division and Project Management Division. The three ISO-accredited laboratories, Administration Division, Finance Division, ICT & Program Unit and Internal Audit Unit support its functioning.

NBRO carries out development projects funded by the government and by international aid organizations such as JICA, UNDP, AIIB, the World Bank, ADPC etc. and engages in several technical cooperation programs with international technical agencies.
Financial Progress

Recurrent Expenditure
Rs. 28.0 Mn from Government for operating District Offices
All other recurrent expenditure is earned by the institution.

Capital Expenditure
Rs. 417.0 Mn out of money received of Rs. 572.5 Mn

Institutional Progress

General Progress:

NBRO carries out testing & consultancy services of related disciplines to meet its recurrent expenditure. Sufficient surplus is earned in every year and during this year a surplus of Rs. 40.0 Mn has been earned against the consolidated income of Rs. 950.0 Mn.

Progress of Development projects

NBRO receives an allocation of Rs. 609.0 Mn for the year 2019 to carry out following development projects. Details are given in the table below.

<table>
<thead>
<tr>
<th>Se. No</th>
<th>Description of Project</th>
<th>2019 Annual Allocation</th>
<th>Progress/Target</th>
<th>Financial</th>
<th>Physical</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Issuance of Landslide Risk Assessment Report (LRAR)</td>
<td>28.0</td>
<td>Target 28.00</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Progress 28.00</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Landslide investigation, Research &amp; Development</td>
<td>105.0</td>
<td>Target 105.0</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Progress 105.0</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Landslide Mitigation Program (GOSL)</td>
<td>165.0</td>
<td>Target 165.0</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Progress 90.2</td>
<td>55%</td>
<td></td>
</tr>
<tr>
<td>No.</td>
<td>Project Description</td>
<td>Target</td>
<td>Progress</td>
<td>% Complete</td>
<td></td>
</tr>
<tr>
<td>-----</td>
<td>-------------------------------------------------------------------------------------</td>
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<td></td>
</tr>
<tr>
<td>4</td>
<td>Development of a Landslide Risk Profile</td>
<td>30.0</td>
<td>30.00</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Enhance Real Time Landslide Forecasting &amp; Early Warning Capacity by Expanding Automated Rain Gauge Network</td>
<td>10.0</td>
<td>10.00</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Reduction of Landslide Vulnerability by Mitigation Measures (AIIB)</td>
<td>106.0</td>
<td>115.0</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Systematic Diagnostic Assessment of Chemical Disaster Risks in Sri Lanka</td>
<td>10.0</td>
<td>8.42</td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Development and deployment of structural and non-structural measures for effective mitigation of landslides and associated hazards and related capacity strengthening (JICA) (25.0 Mn – GOSL Rs. 50.0 Mn – JICA)</td>
<td>25.0</td>
<td>12.95</td>
<td>55%</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Construction of Pre-cast Disaster Resilient Houses for the people residing in disaster prone areas (35.0 Mn – NBRO Consultancy, 65.0 Mn – Construction)</td>
<td>35.0</td>
<td>14.66</td>
<td>45%</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Establishment of District Offices for enhancing capacity for Landslide Disaster Risk Reduction Activities (Badulla &amp; Kandy) Phase I</td>
<td>60.0</td>
<td>1.15</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Developing a system for building assessment and condition reporting by NBRO</td>
<td>35.0</td>
<td>28.12</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TOTAL</td>
<td>609.0</td>
<td>443.5</td>
<td>73% (Fin)</td>
<td></td>
</tr>
</tbody>
</table>
### Income generating projects

<table>
<thead>
<tr>
<th>Division</th>
<th>Description of Project/Consultancy work</th>
<th>Income earned (Rs. Mn)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Materials Research and Testing</td>
<td>Building materials testing and related technical services</td>
<td>40.0</td>
</tr>
<tr>
<td>Environmental</td>
<td>Soil, water, wastewater testing, air quality sound, noise monitoring and environmental consultancy services</td>
<td>70.0</td>
</tr>
<tr>
<td>Geotechnical Engineering</td>
<td>Ground investigations and design for major infrastructure project</td>
<td>235.0</td>
</tr>
<tr>
<td>Human Settlements Planning &amp; Training</td>
<td>Consultancy on resilient construction practices, drone surveys and human settlement planning services</td>
<td>30.0</td>
</tr>
<tr>
<td>Landslide Research &amp; Risk management</td>
<td>Landslide risk assessment for development projects</td>
<td>115.0</td>
</tr>
<tr>
<td>Project Management</td>
<td>Services on construction project management, crack survey of buildings and defect rectification, structural integrity assessment</td>
<td>60.0</td>
</tr>
<tr>
<td>General</td>
<td>Other Income</td>
<td>50.0</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>600.0</td>
</tr>
</tbody>
</table>
## Proposed projects for first 4 months under supplementary budget estimate

<table>
<thead>
<tr>
<th>Se. No.</th>
<th>Name of Project</th>
<th>Total Estimated Cost for Year 2020 (Rs. Mn.)</th>
<th>Proposed Allocation for 4 months (Rs. Mn.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Issuance of Landslide Risk Assessment Report (LRAR) (Annual)</td>
<td>50.0</td>
<td>7.0</td>
</tr>
<tr>
<td>2</td>
<td>Landslide investigation, Research &amp; Development (Annual)</td>
<td>110.0</td>
<td>25.0</td>
</tr>
<tr>
<td>3</td>
<td>Landslide Mitigation Program (GOSL) (Annual)</td>
<td>200.0</td>
<td>30.0</td>
</tr>
<tr>
<td>4</td>
<td>Development of a Landslide Risk Profile (Rs. 246.0 Mn.)</td>
<td>35.0</td>
<td>10.0</td>
</tr>
<tr>
<td>5</td>
<td>Enhance Real Time Landslide Forecasting &amp; Early Warning Capacity by Expanding Automated Rain Gauge Network (Annual)</td>
<td>10.0</td>
<td>1.0</td>
</tr>
<tr>
<td>6</td>
<td>Reduction of Landslide Vulnerability by Mitigation Measures (AIIB) (2019-2023) (Rs. 18,720.0 Mn.)</td>
<td>3,952.0</td>
<td>330.0</td>
</tr>
<tr>
<td>7</td>
<td>Systematic Diagnostic Assessment of Chemical Disaster Risks in Sri Lanka (Rs. 25.0 Mn)</td>
<td>15.0</td>
<td>3.0</td>
</tr>
<tr>
<td>8</td>
<td>Development and deployment of structural and non-structural measures for effective mitigation of landslides and associated hazards and related capacity strengthening (JICA) (Rs. 225.0 Mn.)</td>
<td>225.0</td>
<td>60.0</td>
</tr>
<tr>
<td>9</td>
<td>Construction of Pre-cast Disaster Resilient Houses for the people residing in disaster prone areas (Rs. 18,279 Mn)</td>
<td>2,484.0</td>
<td>100.0</td>
</tr>
<tr>
<td>10</td>
<td>Establishment of District Offices for enhancing capacity for Landslide Disaster Risk Reduction Activities (Badulla &amp; Kandy) Phase I (Rs. 300.0 Mn.)</td>
<td>140.0</td>
<td>20.0</td>
</tr>
<tr>
<td>11</td>
<td>Developing a system for building assessment and condition reporting by National Building Research Organisation (Rs. 115.0 Mn.)</td>
<td>20.0</td>
<td>4.0</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>7,241.0</strong></td>
<td><strong>590.0</strong></td>
</tr>
</tbody>
</table>

### Issues and challenges

There were certain factors that have an impact on the performance of NBRO.

- NBRO is a commercial based institution functioning in the scientific, technical and research fields and it has become very difficult to fill the vacancies in the institution for the posts of experienced scientists with the government-approved salary scales. It has become very difficult to keep the veteran officers in the institution and it has become a major obstacle to achieve the objectives of the institution.
- It is appropriate to prepare a suitable salary system by taking into consideration the salary scales in the private sector to compete with the private
sector to increase the efficiency and effectiveness of the institution.

- NBRO is not established by an act of parliament and it has become a problem, and necessary action has been taken to establish this by an act of parliament. With the support of the relevant partners, the finalized draft bill has been sent to the Department of Attorney General through the Department of Legal Draftsman but there is a delay in the process of establishing this by an act of parliament.

- NBRO has not been established as a legal institution, it is difficult to get projects competitively, and it has become an obstacle to achieve objectives as an institution that depends on its income.

Activities suggested to improve the Organisation over medium term

The following activities are suggested to improve performance of Organisation.

- The institutional capacity should be enhanced by way of adding more modern laboratory & field equipment and high end computer hardware and software to meet the present day technological testing and investigation requirement. It will enhance the R&D and self earning capabilities of the institution.

- Staff has been provided with limited opportunities for their education and career development. As an incentive for better performance, it is proposed to increase such career and higher education opportunities over the coming years by way of giving suitable training and scholarships. This in turn will improve the standard of work output in both the R&D work and consultancy assignments.

- Recurrent expenditure of NBRO is met by its consultancy revenue, and therefore, it is suggested to give suitable allowances to staff based on their contribution to speedy completion of consultancy assignments. This is expected to enhance institutional consultancy revenue.

- Officers working in district and project offices and senior officers engaged in emergency procedures are supposed live close to their respective work places as an institutional requirement and as a result, they often live far from their homes. It has been suggested to provide them with suitable quarters now and at a later stage, construct suitable quarters close to respective work places. This will improve the response capacity.
National Disaster Relief Service Centre
Introduction

National Disaster Relief Service Centre (NDRSC) was established in 1996 as the National Disaster Management Centre under the Ministry of Social Services and Welfare. It came under the Ministry of Disaster and Relief Services by the gazette notification no. 1422/22 and dated 08.12.2005 to plan and implement relief, rehabilitation and reconstruction activities. It was named as the National Disaster Relief Service Centre by the gazette notification no. 1482/9 and dated 09.01.2007 and it was assigned to the Ministry of Resettlement and Disaster Relief Services. As per the gazette notification no. 1651/220 and dated 30.04.2010 it functions under the Ministry of Disaster Management.

National Disaster Relief Services Centre is located in Colombo 07, Vidya Mawatha and functions under the advice and guidance of the Minister and the Secretary to the Ministry purview of Disaster Management subject. Its projects and programmes are implemented through the relevant District Secretariats and Divisional Secretariats according to the advice given by the Ministry purview of Disaster Management subject.

The relief operations are monitored and coordinated by the Disaster relief service officers (Development Officers) under the supervision of the District and divisional Secretaries.

Vision

Towards a safer Sri Lanka by providing optimum post-disaster relief and response services.

Mission

Minimize the adverse impacts of natural and man-made disasters, by implementing effective relief and response services and building resilience to safeguard the people, property, and livelihoods of the citizens.

Objective

Contribute towards achieving the sustainable development goals of the nation by minimizing the adverse impacts caused by disasters on society, economy and environment and, to strengthen National and the regional capacity in disaster relief operations.

In order to achieve the objectives productively and efficiently National Disaster Relief Services Center executes the implementation, operationalization and impact management of all the disaster-related relief services. All the relief service operations are executed based on the National Budget circular 03/2016, National Natural Disaster Insurance Policy, cabinet Decisions and circulars issued from time to time. Accordingly, the National Disaster Relief Services Center identifies four main priorities to ensure optimal delivery of the relief services to the disaster-affected communities.
In addition, to enhance the efficiency and the quality of the relief and response mechanisms NDRSC has focused on capacity building of the relief officers who are actively engaged in the field. These initiatives were implemented in collaboration with the United Nations agencies, local and International non-governmental organizations, with the technical and financial support of the private sector.

The Priorities identified by the National Disaster Relief Services Center

1. Implementation and execution of disaster relief services, rehabilitation and reconstruction operations.
2. Strengthening and developing a disaster relief information infrastructure.
4. Ensurance of good governance.

The Staff of the National Disaster Relief Service Centre

<table>
<thead>
<tr>
<th>Serial No.</th>
<th>Designation</th>
<th>Approved Cadre</th>
<th>Existing Cadre</th>
<th>Vacancies</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Senior Level</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Director</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>Deputy Director/ Assistant Director (SLAS)</td>
<td>6</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>Deputy Director/ Assistant Director (SLMS)</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>Accountant (SLAS)</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>9</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Tertiary Level</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Administrative Officer</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>Information and Communication Technical Officer (Grade II)</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Secondary Level</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Development Assistant / Development Officer (Disaster management / disaster relief services)</td>
<td>364</td>
<td>347</td>
<td>17</td>
</tr>
<tr>
<td>2</td>
<td>Management Assistant</td>
<td>8</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>Project Officer</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>Information and Communication Technical Assistant (Grade III) (data entry operator)</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>376</td>
<td>353</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Primary Level</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Driver</td>
<td>7</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>KKS</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>Lorry Driver Assistant</td>
<td>5</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Sub total</td>
<td>16</td>
<td>11</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>402</td>
<td>372</td>
<td>30</td>
</tr>
</tbody>
</table>
Funding for the Relief operations.

The government provided allocations under two main categories to provide relief to the victims of Natural and Man-made disasters.

1. Allocations provided via the Treasury (Table 01)
2. Allocations provided via the National Insurance Trust Fund (NITF) under the National Natural Disaster Insurance Scheme (NNIDS).

<table>
<thead>
<tr>
<th>No</th>
<th>Description</th>
<th>Allocation (Rs.)</th>
<th>Expenditure (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Recurrent Expenditure</td>
<td>998,343,000.00</td>
<td>708,796,603.72</td>
</tr>
<tr>
<td>02</td>
<td>Capital expenditure</td>
<td>3,979,252.00</td>
<td>2,231,582,191.06</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>4,977,595,000.00</td>
<td>4,977,595,000.00</td>
</tr>
</tbody>
</table>

The Programmes implemented by the National Disaster Relief Services Center (NDRSC) and their progress under the identified Priorities - 2019.

Disaster relief, response, rehabilitation and reconstruction operations.

- Resettle families whose houses were damaged by the landslides and the families living in landslide high-risk areas, identified by the National Building Research Organization (Identify the disaster risks and resettle those families in a safer location within an year, since the occurrence of the disaster).
- Providing drinking water to the people affected by extreme dry weather conditions and implement special relief programs for the affected people.
- Improve and develop the basic facilities of the safety centers.
- Implement capacity building programs and awareness programs to equip the relief officers active in post-disaster relief and response services in order to ensure the quality of the services provided.

Provide immediate relief to the disaster-affected communities by implementing efficient and effective disaster relief service.

National Disaster Relief Service center responds immediately after the occurrence of a disaster. Cooked food is given to the affected people from the very moment of the disaster strikes and if the disaster situation continues to develop, the victims are directed to the safety centers. The disaster Victims will be retained in the safety centers until the disaster situation is over and during their stay in the safety centers their basic needs are provided.
Provision of emergency relief and compensation under the National Natural Disaster Insurance Scheme (NNDIS)

The NNDIS was implemented island-wide, since 1st April 2016. The government has contributed an annual premium of Rs. 1,500 million in 2019. The annual Insurance coverage is Rs. 15 billion and out of that Rs. 2.5 billion is appropriated for immediate relief and Rs. 12.5 billion is appropriated for compensation for the house damages and SMEs damages caused by natural disasters. People affected by natural disasters such as tsunamis, earthquakes, floods, landslides, lightning and cyclones are covered by NNDIS, but NNDIS does not cover drought, fire and man-made disasters.

<table>
<thead>
<tr>
<th>Cooked meals (per day)</th>
<th>Rs. 300.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dry Ration (per family)</td>
<td></td>
</tr>
<tr>
<td>Rs.900 (one person)</td>
<td>Rs.12000 (Two members)</td>
</tr>
<tr>
<td>Rs.1400 (three members)</td>
<td>Rs.1600 (four members)</td>
</tr>
<tr>
<td>Rs.1800 (more than five members)</td>
<td></td>
</tr>
<tr>
<td>Deaths / Disabled</td>
<td>Rs. 250,000.00 (Max)</td>
</tr>
<tr>
<td>House Damages</td>
<td>Rs. 2,500,000.00 (Max)</td>
</tr>
<tr>
<td>House equipment</td>
<td>Rs. 25000.00 (Max)</td>
</tr>
<tr>
<td>SMEs Damages</td>
<td>Rs. 2,500,000.00 (Max)</td>
</tr>
<tr>
<td>SMEs contents</td>
<td>Rs. 100000.00 (Max)</td>
</tr>
</tbody>
</table>

Provision of Emergency Relief services

In 2019, from January to December, the total number of people affected by natural disasters are 1821152 in 510476 families and out of the total number 105914 people in 28003 families were retained in 475 safety centers. The number of deaths recorded was 96; The total number of fully damaged houses is 562 and the number of partially damaged houses is 29799; and the total number of SMEs damaged is 1140. Emergency relief funds allocated under NNDIS are utilized to provide cooked meals, drinking water, dry rations and basic needs of the people retained in the safety centers until the disaster situation is back to normalcy; for the disasters that does not covered by NNDIS, afore mentioned services are funded by the Treasury Allocations.
<table>
<thead>
<tr>
<th>Description</th>
<th>NNDIS (Rs.)</th>
<th>Treasury Funds (Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immediate relief</td>
<td>120,006,862.62</td>
<td>1,185,300.00</td>
</tr>
<tr>
<td>Death Compensation</td>
<td>6,950,000.00</td>
<td>N/A</td>
</tr>
<tr>
<td>Emergency Response</td>
<td>N/A</td>
<td>30,088433.00</td>
</tr>
<tr>
<td>Total</td>
<td>126,956,862.62</td>
<td>31,273,733.00</td>
</tr>
</tbody>
</table>

**Provision of compensation for House and SMEs damages under NNDIS**

The maximum compensation for house and house equipment damages is Rs. 2.5 million (Based on the Technical Committee Damage Assessment). The maximum compensation granted for house and house equipment damages is Rs. 25,000.00 and SMEs with annual turnover less than Rs. 10 million are entitled to maximum compensation of LKR 2.5 million (depending on the damage assessment by the Technical Committee). The maximum compensation for the loss of stocks and damages to the machineries is LKR 100,000.00. An advance payment of Rs. 10,000.00 will be paid immediately for the owners of damaged houses, caused over Rs. 10,000.00; if the damage is less than Rs. 10,000.00, the entitled particular amounts will be paid to the owner.

<table>
<thead>
<tr>
<th>Description</th>
<th>2018</th>
<th>Up to 25.11.2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No. of claims</td>
<td>Allocation (Rs.)</td>
</tr>
<tr>
<td>Advance payment (up to Rs. 10,000.00)</td>
<td>23,130</td>
<td>298,651,700.00</td>
</tr>
<tr>
<td>Compensation for house and SMEs damages</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Houses</td>
<td>5,564</td>
<td>215,125,212.50</td>
</tr>
<tr>
<td>House equipment</td>
<td>134</td>
<td>997,919.00</td>
</tr>
<tr>
<td>SMEs - buildings</td>
<td>189</td>
<td>5,555,607.20</td>
</tr>
<tr>
<td>SMEs contents</td>
<td>334</td>
<td>9,127,470.00</td>
</tr>
<tr>
<td>Total</td>
<td>29,351</td>
<td>529,457,899.70</td>
</tr>
</tbody>
</table>
Resettle families whose houses were damaged by the landslides and the families living in landslide high-risk areas, identified by the National Building Research Organization (Identify the disaster risks and resettle those families in a safer location within a year since the occurrence of the disaster).

In response to the landslides occurred in 2016 in Kegalle and few more other districts in 2017, NBRO identified the families affected by the landslides and the families residing in Landslide high-risk areas. Subsequently Resettlement programme was initiated to resettle the respective families in safe locations. The programme is currently in operation in 14 districts.

As per the cabinet decisions taken to resettle the families affected and families residing in Landslide high-risk areas, 15,025 families are currently been identified by NBRO as the beneficiaries residing in 121 Divisional Secretariats in Badulla, Nuwara Eliya, Kegalle, Kandy, Matale, Kalutara, Matara, Rathnapura, Hambantota, Colombo, Gampaha, Kurunegala and Monaragala districts. The programme is currently in progress under the supervision of the respective District and Divisional Secretaries.

In this context, NDRSC is funding and coordinating the Resettlement programme to resettle the 11, 517 respective beneficiary families in safe locations, identified by NBRO; and with its technical guidance and assistance.

As per the cabinet decisions, three options are available for the beneficiaries eligible for resettlement programme;

Option 1:
Rs. 1.6 million will be provided to purchase a suitable land with a house.

Option 02:
If the State land is not available, additional amount of 0.4 million will be provided to purchase a suitable land in addition to the 1.2 million given for the construction of the house.

Option 03:
If a plot of land (approximately 10 perches) is provided by the Government, the beneficiaries were granted Rs. 1.2 Mn for the construction of the house, in four (04) installments, based on the stages of completion.

Furthermore, the infrastructure of the state-owned land selected for relocation (identified by NBRO) is also been developed under this programme.

Under the Resettlement operations carried out since 2016 in Kegalle district, 1,647 number of families, out of 1,689 were resettled in safer locations; the total expenditure is Rs. 1,949.41 million. The total expenditure of the resettlement programme since 2017 and hitherto is Rs. 3,040.22 billion; specific details are given in the Table below.
<table>
<thead>
<tr>
<th>No.</th>
<th>District</th>
<th>No. of families eligible for Resettlement</th>
<th>No. of families with a plot of land (state given / own land)</th>
<th>No. of Houses under construction</th>
<th>No. of completed Houses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hambantota</td>
<td>106</td>
<td>87</td>
<td>28</td>
<td>59</td>
</tr>
<tr>
<td>2</td>
<td>Galle</td>
<td>353</td>
<td>265</td>
<td>119</td>
<td>144</td>
</tr>
<tr>
<td>3</td>
<td>Matara</td>
<td>419</td>
<td>294</td>
<td>84</td>
<td>206</td>
</tr>
<tr>
<td>4</td>
<td>Ratnapura</td>
<td>2,277</td>
<td>984</td>
<td>435</td>
<td>223</td>
</tr>
<tr>
<td>5</td>
<td>Kegalle</td>
<td>183</td>
<td>131</td>
<td>20</td>
<td>57</td>
</tr>
<tr>
<td>6</td>
<td>Kalutara</td>
<td>1,694</td>
<td>690</td>
<td>242</td>
<td>446</td>
</tr>
<tr>
<td>7</td>
<td>Kandy</td>
<td>1,278</td>
<td>290</td>
<td>272</td>
<td>9</td>
</tr>
<tr>
<td>8</td>
<td>Badulla</td>
<td>3,608</td>
<td>538</td>
<td>43</td>
<td>3</td>
</tr>
<tr>
<td>9</td>
<td>Matale</td>
<td>472</td>
<td>153</td>
<td>82</td>
<td>1</td>
</tr>
<tr>
<td>10</td>
<td>N’ Eliya</td>
<td>1,088</td>
<td>818</td>
<td>109</td>
<td>0</td>
</tr>
<tr>
<td>11</td>
<td>Kurunegala</td>
<td>8</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>12</td>
<td>Gampaha</td>
<td>9</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>13</td>
<td>Monaragala</td>
<td>7</td>
<td>4</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>14</td>
<td>Colombo</td>
<td>16</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>11,518</td>
<td>4,262</td>
<td>1,438</td>
<td>1,156</td>
</tr>
</tbody>
</table>

Resettlement of families displaced due to Floods, Landslides and Landslide high – risk (Location Map - Nivithigala Resettlement site)

Provision of drinking water and other facilities to minimize the adverse impact caused by extreme dry weather conditions.

Due to the extreme dry weather conditions in several regions of the Island in the recent past, a significant number of people were not able to fulfill their daily drinking water needs. The total number of families affected is 1,1,13858 in 2017. In 2018 it was 567,987 and 312,383 in 2019. To facilitate the distribution of drinking water to the affected communities, 133 lorry bowsers, 364 tractor bowsers and 11936 water
tanks were been provided to the respective affected districts. In 2019 a total of Rs. 124.33 million was allocated and released to the District secretariats for the drinking water distribution.

**Improve and develop the facilities of the safety centers.**

In 2018, in order to fulfill the basic needs of the affected people retained in the safety centers and to create a safe and comfortable environment in the safety centers during disaster periods, attentions was given to improve and develop the infrastructure and the sanitary facilities of the 325 safety centers. The estimated expenditure for the initiative was Rs. 325.25 million and out of that, Rs. 102 million has been utilized for the purpose in 2018; Rs. 92.47 million was spent to improve 164 safety centers located in 106 divisional secretariats (in 20 districts). The number of safety centers that have been planned to develop in 2019 was 99 and Rs. 100 million was been allocated in total for the initiative; and construction of 99 centers has been completed hitherto, spending Rs. 78.23 million.

**Implement capacity building programs and awareness programs to equip the relief officers active in post-disaster relief and response services in order to ensure the quality of the services provided (Strengthening of Disaster Relief Services Information Infrastructure).**

Disaster Relief operation Plan introduced in 2013 was reconsidered and further improved in 2017 as a ‘Relief and Response Preparedness Plan’ (Contingency Plan) to facilitate the efficient provision of disaster relief and response services with the generous technical assistance extended by the United Nations World Food Programme (WFP). Online system was developed to feed the details of the Contingency Plan. It will facilitate and communicate the stakeholders and concerned parties to identified the required relief needs of the relevant divisions and to response effectively. The respective online system is well developed and all the information required for disaster related operations are fed in to the system via the access to the website [http://contingency-planning.ndrsc.lk](http://contingency-planning.ndrsc.lk). The contingency plan is updated annually, and it has contributed significantly to improve the relief operations. Further development of the operationalization of the Contingency Planning is executed by initiating regular training and drills given to the respective officers who are active in the disaster related operations both at district and divisional levels. Number of such training programmes and workshops were held in 2019 funded by WFP.

The information recorded in the online system is detailed below.

- Communication details of the officers who directly involved in relief activities during a disaster.
- Communication details of the relevant Grama Niladaries.
- Vulnerable area mapping, up to GN Division level.
The number of families could be affected by a disaster in GN divisions.

Potential Impact Scenario (Affected Data) based on historical data analysis

Details of the safety centers that could be used to accommodate vulnerable families in the area.

Information and contact details of the coordinating committees of the safety centers.

Information of the safety centers proposed to be developed in the future.

Information of the persons who supply services to the safety centers.

Details of the projected food, non-food items and basic needs, required during the disasters.

Public can access this information via NDRSC official web site http://www.ndrsc.lk/.

The projects and programmes projected for 2020.

<table>
<thead>
<tr>
<th>Project Description</th>
<th>Estimated expenditure (Rs.)</th>
<th>Expected expenditure (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction of houses in Kegalle District</td>
<td>2,838 million</td>
<td>30 million</td>
</tr>
<tr>
<td>Resettlement of families reside live in high-risk areas</td>
<td>21,050 million</td>
<td>200 million</td>
</tr>
<tr>
<td>Facility improvement in Safety Centers</td>
<td>325 million</td>
<td>30 million</td>
</tr>
<tr>
<td>Reconstruction of roads damaged, caused by floods and landslides</td>
<td>2,108 million</td>
<td>No allocations are available</td>
</tr>
</tbody>
</table>

Future Plans
1. Attach an additional relief officer to the most Disaster-prone Districts and Divisional secretariats.
2. Pay a communication allowance or issue an official mobile Simcard, rental paid by the organization to NDRSC officers, to facilitate effective and efficient communication.
3. Technical training on the damage assessment procedures, for the officers who are engaged in damage assessments under NNDIS.
4. Strengthening and further development of Disaster Relief Services Online Information system and capacity building of the officers who are engaged in information management.
5. Introducing the Precast Housing Construction project, which is already in operation in Kalutara and Ratnapura Districts as pilot projects, to other districts where the Resettlement programme is already in operation.
Cadre positions and staff of DMC

Recruitment of staff
An officer from the Sri Lanka Army has been temporarily assigned the duties of Director (Operations) in filling one of the three (3) Director position vacancies at DMC. A total number of 100 Development Officer posts have been approved out of the 101 Development Officer posts and necessary financial allocations to fill these vacancies have been requested. Arrangements will be made to fill the rest of the vacancies after taking necessary approval in 2020.

Cadre position as at 31.12.2019

<table>
<thead>
<tr>
<th>Position</th>
<th>Approved Cadre</th>
<th>Filled Cadre</th>
<th>Number of Vacancies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director General</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Additional Director General</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Director</td>
<td>6</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Internal Auditor</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Deputy Director</td>
<td>18</td>
<td>0</td>
<td>18</td>
</tr>
<tr>
<td>Assistant Director</td>
<td>15</td>
<td>12</td>
<td>3</td>
</tr>
<tr>
<td>Assistant Director (District)</td>
<td>25</td>
<td>25</td>
<td>0</td>
</tr>
<tr>
<td>Accounting Officer</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Administrative Officer</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Personal Assistant</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Investigating Officer</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Geo information data System Analyst</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>System Analyst</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>IT Officer</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Web Administrator</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Librarian</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Development Officer</td>
<td>101</td>
<td>0</td>
<td>101</td>
</tr>
<tr>
<td>Translator</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>IT assistant</td>
<td>6</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>Video and still cameramen</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Communication Technician</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Radio Operator</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Management Assistant/ Disaster Management Assistant</td>
<td>201</td>
<td>186</td>
<td>15</td>
</tr>
<tr>
<td>Driver</td>
<td>39</td>
<td>38</td>
<td>1</td>
</tr>
<tr>
<td>KKS</td>
<td>35</td>
<td>34</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>465</strong></td>
<td><strong>316</strong></td>
<td><strong>149</strong></td>
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</tbody>
</table>