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தபால் திணைக்களம்
Department of Posts



The sole objective of Sri Lanka Post is to make the accessibility of the universal postal network to the entirety of the Sri Lankans...

It gives me great pleasure to address the Annual Performance Report 2023 of the Sri Lanka Post, which was established in the year 1798 and has achieved a significant turning point in its historical path, as the 45th Postmaster General.

SL Post has had rapid development at present by adjusting successfully to the technological change brought on by the globalization of the world, protecting traditional mail, shifting to new digital, technical approaches, and being connected to customers. I want to sincerely remind you that it was obtained by the dedicated SL Post family throughout this lengthy journey.



As the pioneer of communication, the SL Post, which in the past was primarily focused on traditional letters and parcel exchange, developed as a separate institution to provide public services. But with the gradual social transformation, attempts have been made to go beyond traditionalism and approach the people through various fields. It is a unique achievement for SL Post to be able to achieve significant progress in the process of income generation during last years when Sri Lanka suffered a severe economic and social crisis. And the effort taken to achieve the revenue targets given to each province is highly commendable.

The humane and social role, which can be accessed, used and won by everyone - is a good proof that SL Post has become the face of communication. Still, we are the only communication partner used by people in remote areas of the country. Therefore, recognizing the current trend of globalization, it has become an essential matter to move in parallel with the universal post and to further organize it with innovation to suit the practical conditions and needs of human activities. It is only then that mail is justified in the universe of knowledge, and the vision and mission can be made a reality.

In the modern world, post has achieved a huge expansion at the commercial level, and at the same time, many new meanings have been added to it. Through all this, the SL Post's sole aim is to make the benefits of the global postal network available to the entire Sri Lankan community without limitations. Although achieving that goal is not an easy task, I believe that it is not an undefeatable challenge when looking at the postal network scattered throughout Sri Lanka and the dedication of the postal workers family.

We intend to make investments in digital, technology, and capability. As digitalization continues to have an impact on the competitive landscape, this will help to meet the requirements and expectations of customers and communities. It should be our determination to achieve the goals of the postal department, provide more efficient and reliable service to the general public of this country, successfully face the competition and challenges that exist today, and maintain it as a department that can stand on its own without being a burden to the government.

Ruwan Sathkumara
Postmaster General

Let's contribute to the overall economic growth through empowering the Postal Operational System...

It is a great pleasure getting to add on a greeting at the moment when 'Sri Lanka Post' which successfully provides a great service to the social and economic development, as it crosses another intersection in its journey.

By centralizing new technology market and by utilizing the resources of the Post in maximum efficiency, the service done by island wide postal network through developing their knowledge, skills and attitudes is incredible. Our sole intention is to prioritize the current customer needs. Therefore, we have done maintaining affordable postage rates for every customer, upgrading and promoting the services and creating a pleasant work environment. Under an attractive theme, the Post has smoothed its' path and moving forward with quality.



Many innovative services have introduced, setting up the background to achieve revenue targets according to scientific methods. It is a well known fact that we have been able to win the local and foreign customer's trustworthiness by now. It is no secret that many countries have reliably united with Sri Lanka Post, because it has expanded a reliable postal service in accordance with the standards of Universal Postal Union and Sri Lankan government policies. Accordingly, long term partners are banding together with us and international consumer communities are accomplishing their services, providing us a support no less.

Thus, at all the times Postal Operational Network is adapting to innovations and provides a maximum public service. We have also collaborated with private sector to expand our services while protecting the legitimacy according to customer and personal diversities. Thus, it is no secret that they have also contributed in growing up the process of customer attraction.

A great contribution has made to the administrative and operational activities of the staff by giving new technological facilities to this processes of Operational Division. It is a pleasure to mention that the entire staff of the Post leading Operational, Administration, Development and Accounting divisions is giving a great support in increasing the targeted income level while maintaining the expenditure process perfectly.

Therefore, we were able to achieve a higher performance outstanding the revenue targets this year. I would like to express my gratitude to all those who contributed in achieving such success despite many obstacles.

By transforming the post office system into centers of customer attraction through innovation and diversification, by giving a new face to the traditional services combining the long term experiences we have for decades and by strengthening the huge operational system further, definitely it will be possible to achieve an excellent high performance in the future. I wish that the entire Post will have the essential strength, courage, ability and confidence to make it so.

Rajitha K. Ranasinghe
Deputy Postmaster General (Operations)

Should give their maximum contribution in achieving the career goals while working as a collaborative team...

In the view of the Economic, Political, Social, Environmental and Health issues that the world is currently facing, Sri Lanka as well as the Department of Posts are facing similar challenges and it is the time for us to find solutions for them.

In order to adapt it, should understand their own responsibilities, act with discerning intelligence accordingly and should give their maximum contribution in achieving the career goals while working as a collaborative team.

As a government, in order to rise up to the pressing issues, the treasury should be strong and settled. Since every phenomenon in the country is operated by the provisions from the treasury, the well being of the country depends on the strength of it all the times.

Accordingly, as a department being well aware of the new services that are being introduced while adapting to the new technology, by informing their team and the public about it and paving the ways to achieve the expected revenue goals, we can contribute to strengthen the treasury by increasing the revenue. Also, there is no doubt that it will be able to provide a satisfactory and efficient service to the public.



Thusitha Hulangamuwa
Deputy Postmaster General (Development)

Let's line up to achieve the goals of the Post by utilizing the human resource effectively...

It is a pleasure getting to add on a message to the Departmental Performance Report of the year 2022 which brings down omens a challenging global crisis.

It is no secret that we are passing a crucial time period at this moment in which we strive to present a reliable service to the public by blending the tradition and technology together.

Nevertheless, at a time like this when we are moving toward the new dimensions by training and development through positive attitudes, I believe that the reassurance which internal customer is taking by solving the problems of themselves will cause to provide a service that makes the external customer delighted.



I respectively invite all the companions of the Postal Family to "**Let's become together as one**" to achieve a high performance through strengthening the internal control by strengthening Operations, Administration, Development and Accounts as well as Audit departments aiming to achieve the goals and by ensuring the trust blending up modern technology to the services.

Nilantha P. Kandanaarachchi
Deputy Postmaster General (Administration)

Earning 9.2 Million from the expected revenue with 101.2% revenue progress...

I would like to thank to the entire staff of the Department of Posts for their corporation in achieving an expenditure progress of 97.4% from the total allocation of 16.7 billion given to the Department of Posts in the year 2022 and a revenue progress of 101.2% earning a revenue of 9.2 million.

I express regret not being able to maintain the assets due to the incapability of incurring expected capital expenditures with the existing financial crisis.

I sincerely hope that the Department of Posts will be able to achieve their expected goals effectively and efficiently in the upcoming year.



R.V.A.L.Rajapaksha
Chief Accountant

Ensuring an effective postal service by using the resources of the department with full utilization...

Participating in the existing internal control systems on all the activities of post offices and control offices across the country, conducting a continuous survey and an independent evaluation on the formality and sufficiency of the internal inspections used to prevent and expose the errors and fraud in those activities, it is the responsibility of the Internal Audit Division to provide a background for good management of the resources of the Department of Posts through effective human resource. Successfully achieving the 2022 Audit Plan, 80 audit reports were issued based on the findings, suggestions and recommendations made by the division during the year. The disclosures made by the auditors led to the reduction of errors and fraud, reduction of accounting discrepancies and regularization of the process through better internal control systems.



Further, according to the Treasury regulations, the Internal Audit Division conducted 04 quarterly Audit and Management Committee meetings during the relevant year. This helped to resolve many financial and operational issues of the Department of Posts.

Under the prevailing political and economic setbacks in the country, we are constantly committed to fulfill the role of the division in ensuring an effective postal service by using the resources of the department with full utilization.

T.P.Hettiarachchi
Chief Internal Auditor



Annual Performance Report

2022

Expenditure Head - 308



Department of Sri Lanka Post

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1

Institutional Profile / Executive Summary

1.1 Introduction

One of the oldest government institutions in Lanka, Sri Lanka Post has a long history about 224 years. It is advancing with new goals to win the digital and technology world by providing diverse services while encountering various challenges.

Before the invention of writing, communication was a major part of human evolution. Communication techniques have gradually changed. In some instances, its remarkable and uncontrollable rapid development is difficult to manage. But always, it is also offering a fresh opportunities to postal industry. The postal business has a lot to gain from this incredible technological advancement and digitization overall.

The postal service here dates back to the Dutch rule. The "Dutch East-India Company" at that time conducted postal operations for state use only and the first five post offices were established in Colombo, Galle, Mannar, Jaffna and Trincomalee, centering on the port cities.

With the reign of the British era in 1815, the postal service was reorganized and in 1832, Asia's first horse-drawn carts were used for the transfer of postal goods between Colombo and Kandy.

The Penny Black was the world's first adhesive postage stamp used in a postal system. It was first issued in the United Kingdom on May 1st, 1840. The stamp features a profile of Queen Victoria. At the beginning, British postal rates were high, complex and anomalous. To simplify it, Sir Rowland Hill proposed an adhesive stamp to pre-paid. At the time it was normal for the recipient to pay postage on delivery, charged by the sheet and on distance traveled. By contrast, the Penny Black allowed letters of up to 1/2 ounce (14 grams) to be delivered at a flat rate of one penny, regardless of distance.

As a result, the first stamps for Ceylon were released on April 1st, 1857. Brown in tone, the stamp consists a picture of Queen Victoria. For the postage to sent a half-ounce letter from Ceylon to England, its value is 6 pence. In 1857, eight further stamps were released, all of which included a picture of Queen Victoria. The 4 pence stamp with a dark pink tint known as the "Dull Rose," one of the five stamps that were released on April 23, 1859, and is thought to be the most valuable stamp in Sri Lanka.

Other milestones in the history of Sri Lankan postal history include the introduction of the Morse signal transmission system in 1859, the start of railway mail transport in 1865, the introduction of the local money order system in 1877, the establishment of post office savings banks in 1885, the travelling post office service between Colombo and Peradeniya in 1892 may indicate the well establishment of the postal service.

Also, the "General Post Office" building, a proud landmark of the world's postal industry, was opened on August 19, 1895. To improve domestic mail transportation, the use of cars for mail transportation started in 1899. In 1921, the postal network was strengthened and expanded with Sub Post Offices. In 1928 has used air mail service for mail transportation. In 1936, the Postal Identity Card service was introduced. In parallel with the history of the country, Sri Lanka Post has a proud history, compared to the universal post.

The Universal Postal Union (UPU) that established in Switzerland in 1874, guides and supports to improve the quality of the customer service by setting rules for international post. To handle international post, Firstly in 1877 and then in 1949, after becoming an independent state Sri Lanka Post got membership of the Universal Postal Union (UPU). In 1979 became a member of the Asia Pacific Postal Union (APPU).

With the separation of Savings Bank since 1972 and Telecommunications since 1980, although income generating business activities were limited to the Department of Posts, yet nowadays,

acting as a representative of many government, semi-government and private institutions, providing multiple services to the customers.

The Postal Department staff's commitment to providing quality customer service is exceptional, with not-for-profit postage rates relative to operating costs and many free services. The social care services and environmental programs launched by the postal staff working across the country to achieve sustainable development goals in tandem with government policies are commendable. By using modern technology and marketing concepts to increase income compared to the annual expenses through a business development plan, in accordance with the standards of the Universal Postal Union and Government policies, using motivated staff and modern technology in a pleasant working environment to bring customer satisfaction, can be proudly said that the Department of Posts is currently working towards providing an innovative, efficient and reliable postal service.

Post Office Network

Category	No.
Post Offices	653*
Sub – Post Offices	3,342*
Agency Post Offices	140*

(* No. of offices in operation as at 31.12.2022)

Staff of the Department of Posts

	Approved Cadre	Existing Cadre	Vacancies / (Excess)	
Senior	126	63	63	} Permanent Staff
Tertiary	253	71	182	
Secondary	8,925	6,874	2,051	
Primary	13,279	13,141	138	
Total	22,583	20,149	2,434	
Registered substitutes	4,788	2,750	2,038	
Grand total	27,371	22,899	4,472	

Services

Major services of the Department of Posts can be categorized as follows as per their nature.

Local and Foreign mail exchange

Locals

Postal goods	Special services supplied for postal goods	Value added postal services
Letters Parcels Post cards	Registered mail Commercial parcels Bulk Mail Business Mail Insurance Post	SL POST COURIER Cash On Delivery (COD) e-telemail

International

Postal goods	Special services supplied for postal goods	Value added postal services
Normal letters Printed matter Air mail Post cards Parcels	Registered Post U-Packets Small Packets SAL Mail	EMS (International Courier Service)

Financial transactions

	Service	Institution involved
Financial transaction	Money Orders Electronic money orders (PMT) Value Payable Post (VPP)	
	Receiving foreign remittance	Western Union
Banking activities	Saving and Fixed Deposits	National Savings Bank
Fees charging	Examination fees	<ul style="list-style-type: none"> Department of Examinations – Sri Lanka Sri Lanka Institute of Development Administration (SLIDA)
	On the Spot Fine	<ul style="list-style-type: none"> Department of Motor Traffic and Department of Sri Lanka Police
	Insurance services	Sri Lanka Insurance Corporation Ceylinco General Insurance Co. Ceylinco Life Insurance Co. Co-Operative General Insurance Co. Co-Operative Life Insurance Co. Fairfirst Insurance Co. Softlogic Life Insurance Co. Softlogic Premium Insurance Co. Alliance Insurance Lanka Co. Sanasa General Insurance Co. Amana Takaful Insurance Co.
	Utility bills (electricity, water & telephone)	<ul style="list-style-type: none"> Ceylon Electricity Board Water Supply and Drainage Board SLT Mobitel
	Social security fund instalment payment	Department of Social Security
Payment activities	Payment of pensions	Department of Pensions
	Farmers' pension Fishermen's pension	Agrarian Insurance Board
	Payment of elders' allowances	Department of Social Services

	Public allowances monthly payments Elders allowances For deseased allowances (cancer / Thalassemia / kidney / leprosy / TB and other	
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Stamps

Stamps and stamp related products	Activities of the philatelic bureau
<ul style="list-style-type: none"> • Commemoration stamps • Definitive stamps • First day covers • Souvenir sheets • Special memorial covers • Philatelic register • Philatelic posters • Picture postcards • Personalized stamps • Year packs • Booklets • Presentation pack 	<ul style="list-style-type: none"> • Issuance of stamps aiming at local and international philatelic market and stamp collectors. • Conducting philatelic exhibitions • Marketing stamps and related items through philatelic bureau counters and sub counters, as well as internet (SL Post Stamps App) • Marketing stamps and related items through fixed orders and casual orders • Forming school philatelic societies and maintaining them • Conducting awareness programmes to popularize the hobby of collecting stamps.

Other services

- Issuance of postal identity cards
- Application of examination certificates of the Department of Examinations through online system

1.2 Vision, Mission, Objectives of the Institution

1.2.1 Vision

“Become the partner of excellence in relations, by providing innovative and diverse service.”

1.2.2 Mission

“To provide a highly innovative, efficient and reliable postal service utilizing motivated staff and modern technology in a pleasant work environment to maximize customer satisfaction while adhering to the standards of the Universal Postal Union and upholding the policies of the Government of Sri Lanka”

1.2.3 Objectives

- Responding to the customers digital lifestyle, increasing the value of existing services and creating innovative services
- Gaining trust of local and international customers and increase the amount of long time stakeholders bound with the Department.
- Linking customers at all levels easily and hastily across the local and international postal distribution network.

- Minimizing the unfavourable pressure caused by the Department to the Treasury by promoting income
- Performing a prominent role in achieving Sustainable Development Goals through all activities that creates Departmental targets.

1.3 Key Functions

- Preparation and implementation of a strategic plan that can ensure the progress of post that is centred the new technological market.
- Well established, engage, maintenance and development of resources that the Department have to utilize them with extreme efficiency.
- Converting the post office network scattered throughout the island into commercial centres that render diverse services.
- In order to strengthen the postal distribution network that render door – to – door service and has won the trust of the consumer trust, efficiently receive, transport and distribution of postal goods by revising the rules and regulations which receive profits of competition.
- Performing appointments, promotions, transfers, disciplinary actions required for motivating the human resource and maintaining the peace in the working environment.
- Empowering, motivating and keeping the expected level of discipline in the staff by introducing a training plan and a formal performance evaluation methodology in order to develop staff knowledge, skills and attitudes.
- Formalizing the administration by strengthening audit and investigation.
- Utilizing the infrastructure facilities that speedily developing, enhancing the quality of services and efficiency and creating a favourable working environment for the staff.
- Identifying the consumer requirements and market demands through market analysis.
- Maintaining the postal fees so that every consumer of postal service is able to bear them.
- Modification of existing services and introduction as well as publicity of services to cater the ever changing market trends with the modern communication technology and consumer requirements.
- Providing revenue targets and feedback carried out according to a scientific methodology
- Presenting high quality stamps under attractive themes along with related products.
- Popularizing the hobby of collecting stamps locally and internationally that can deliver the Sri Lankan identity to the international level.
- In order to act as per the changing circumstances, implementing enhancement of guidelines for simplifying systems and re – preparation of processes.

1.4 Organizational Chart - Annexure 01

1.5 Main Divisions of the Department

Major postal activities of the Department of Posts is operated under five main divisions for the ease of administration.

- Administration
- Operations
- Development
- Finance
- Audit

Administration Division

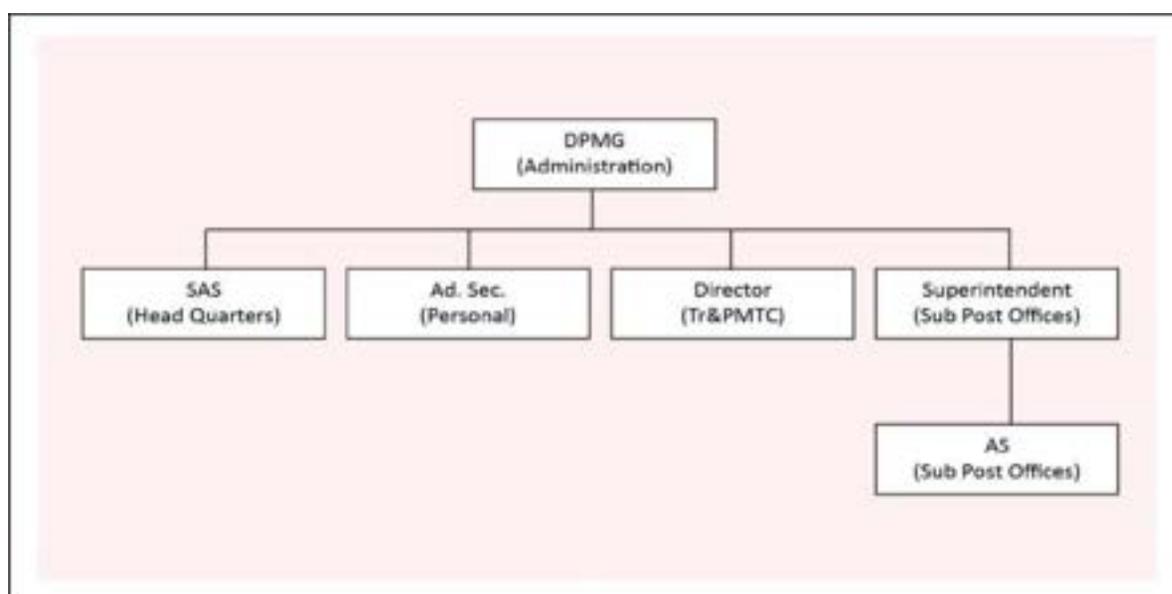


Figure 1.1: Outline of Administrative Section

Branch	Activities	Progress of the year 2022	
Cadre Division I	Establishment work of staff and executive grade officers, activities relevant to appeals of officers engaged in service in those grades and retired officers and performing activities relevant to the right to the information act. (RTI) In connection with the provincial investigations of all grade I, II, III officers, suspension, reinstatement, disciplinary transfer, issuance of	Staff and executive officers’;	
		Promotions	23
		Appointment as acting officers	68
		Transfers	07
		Activities performed relevant to appeals	12
		Provision of information for inquiries as per the right to information act	08
		Acting in regard to performance reports	94
		Investigation files;	
		Files brought forward	212
		No. of office files initiated applicable to investigations	135

	<p>irregularity/charge sheets, formal investigations, issuance of disciplinary order and finalizing the investigation files as per recommendations of provincial committees.</p> <p>Acting in regard to the appeals of all officers in grades I, II, and III and the uniform staff.</p>	<table border="1"> <tr> <td>The files completed on committee recommendations</td> <td>78</td> </tr> <tr> <td>The files finalized with disciplinary orders</td> <td>75</td> </tr> <tr> <td>Balance files at hand</td> <td>194</td> </tr> <tr> <td colspan="2">Relevant to appeals;</td> </tr> <tr> <td>Files brought forward</td> <td>06</td> </tr> <tr> <td>Initiated files</td> <td>35</td> </tr> <tr> <td>Completed files</td> <td>05</td> </tr> <tr> <td>No. of files at hand</td> <td>36</td> </tr> </table>	The files completed on committee recommendations	78	The files finalized with disciplinary orders	75	Balance files at hand	194	Relevant to appeals;		Files brought forward	06	Initiated files	35	Completed files	05	No. of files at hand	36																														
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No. of files at hand	36																																															
Staff II branch	<p>All administrative activities including appointments, confirmations, promotions, resigning, releases, retirement, absorptions and disciplinary actions of officers in the combined service and the uniform staff of the department and belong to all island services as well as the postal services Administrative activities of the headquarters staff.</p> <p>Updating and reporting of cadre details.</p> <p>Proceedings related to recruitment of registered substitutes and cancellation of registered substitutes.</p> <p>Obtaining ministerial approval for foreign employment leave.</p>	<table border="1"> <tr> <td colspan="2">Confirmation of probationary appointments</td> </tr> <tr> <td>Postal Services Officer (III)</td> <td>180</td> </tr> <tr> <td>Management Assistant</td> <td>22</td> </tr> <tr> <td>Development Officer</td> <td>01</td> </tr> <tr> <td>Postal Assistant</td> <td>833</td> </tr> <tr> <td colspan="2">Absorption of Postal Services Officers to grade II</td> </tr> <tr> <td>Resignations</td> <td>05</td> </tr> <tr> <td>Releasements</td> <td>02</td> </tr> <tr> <td colspan="2">Provision of retirement approval</td> </tr> <tr> <td>Staff Officers</td> <td>16</td> </tr> <tr> <td>Postal Services Officer (I)</td> <td>44</td> </tr> <tr> <td>Postal Services Officer (II)</td> <td>18</td> </tr> <tr> <td>Uniform staff</td> <td>524</td> </tr> <tr> <td colspan="2">Activities pertaining to retirement</td> </tr> <tr> <td>Under section 2-12</td> <td>03</td> </tr> <tr> <td>Under section 2-15</td> <td>06</td> </tr> <tr> <td>Compulsory retirement</td> <td>01</td> </tr> <tr> <td>Appointments and approvals of Postal Assistants</td> <td>561</td> </tr> <tr> <td>New registered substitutes recruitments</td> <td>15</td> </tr> <tr> <td>Cancellation of registered substitutes</td> <td>344</td> </tr> <tr> <td>Foreign employment leave approvals</td> <td>45</td> </tr> <tr> <td>Vacancies covering overtime approvals</td> <td>110</td> </tr> <tr> <td>Provision of driver appointments</td> <td>12</td> </tr> </table>	Confirmation of probationary appointments		Postal Services Officer (III)	180	Management Assistant	22	Development Officer	01	Postal Assistant	833	Absorption of Postal Services Officers to grade II		Resignations	05	Releasements	02	Provision of retirement approval		Staff Officers	16	Postal Services Officer (I)	44	Postal Services Officer (II)	18	Uniform staff	524	Activities pertaining to retirement		Under section 2-12	03	Under section 2-15	06	Compulsory retirement	01	Appointments and approvals of Postal Assistants	561	New registered substitutes recruitments	15	Cancellation of registered substitutes	344	Foreign employment leave approvals	45	Vacancies covering overtime approvals	110	Provision of driver appointments	12
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		At headquarters level,							
		Issuance of salary increments	76						
		Provision of distress loans	218						
		Provision of property loans	01						
		Computation of pension	12						
		Death gratuity grants	01						
Miscellaneous branch	<p>Issuance of postal identity cards and departmental identity cards</p> <p>Provision of special covering overtime approvals</p> <p>Approvals for overseas leave, study leave, accident leave, special sick leave.</p> <p>Activities pertaining to official quarters and payment of 1/20 allowance</p> <p>Sending answers to Parliamentary questions and consultancy committee questions</p> <p>Preparation of annual telephone directory</p> <p>Leave related activities, Agrahara insurance activities, railway warrants and season tickets related activities</p>	<p>Issuance of postal identity cards</p> <p>Issuance of Departmental official identity cards</p> <p>Official quarters application activities</p> <p>Approving payment of holiday allowances</p> <p>Approval of leave,</p> <p>Overseas leave</p> <p>Special sick leave</p> <p>Accident leave</p> <p>Headquarters level,</p> <p>Special and covering overtime payment approvals</p> <p>Maternity leave approvals</p> <p>Official leave approvals</p> <p>Submission of Agrahara application</p> <p>Issuance of railway warrants</p>	<p>6906</p> <p>127</p> <p>25</p> <p>138</p> <p>65</p> <p>35</p> <p>20</p> <p>118</p> <p>22</p> <p>27</p> <p>160</p> <p>50</p>						
Examination branch	<p>Conducting limited and open competitive examinations relevant to appointments, confirmation of appointments and promotions, efficiency bar examinations, practical oral tests.</p> <p>Releasing from efficiency bar examinations.</p> <p>Payment of language incentive allowances</p> <p>Issuance of Postal Departmental circulars.</p>	<p>Obtaining cabinet approval to recruit 415 candidates from the limited competitive examination to recruit to grade III of Postal Services Officers held in the year 2021</p> <p>Completion of efficiency bar requirement of SL 01 grade 1 officers in executive service category</p> <p>Conducting efficiency bar examination</p>	<table border="1"> <thead> <tr> <th>Test</th> <th>No. of participants</th> </tr> </thead> <tbody> <tr> <td>Postal Services Officer(III)E.B.E.-I</td> <td>112</td> </tr> <tr> <td>Sub Postmaster (III) - E.B.E. I</td> <td>994</td> </tr> </tbody> </table>	Test	No. of participants	Postal Services Officer(III)E.B.E.-I	112	Sub Postmaster (III) - E.B.E. I	994
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		Postal Assistant (Technical II) - E.B.E. II	07
Training and Postal Management Training College	Training related to all staff working in the Department of Posts (local/foreign) to be conducted by the Postal Management Training College and Postal Training Institutes (Wellawatta, Galle, Kandy, Jaffna, Batticaloa, Polgahawela, Tambuttegama) and external training institutes, with the contribution of external resources.	Annexure - 02	
Sub Post Office Division	Carrying out all the Administration of Sub Post Masters. Annual renewal of contracts of Sanasa Agency Post Offices.	100% Completion of General 234 Histry Sheet Preparation. Regarding disciplinary proceedings,	
		Suspensions	10
		Re - instatements	16
		Issuance of Charge Sheets	42
		completed files after giving disciplinary orders	44
		Approval of 10 persons for pension entitlement from the Cabinet memorandum submitted in relation to 12 Sub Post Masters who were deprived of pension due to exceeding the age of 45 years. Sub-Post Masters,	
		Promotion to Grade I	348
		Promotion to Grade II	521
		Absptions	1579

Operational Division

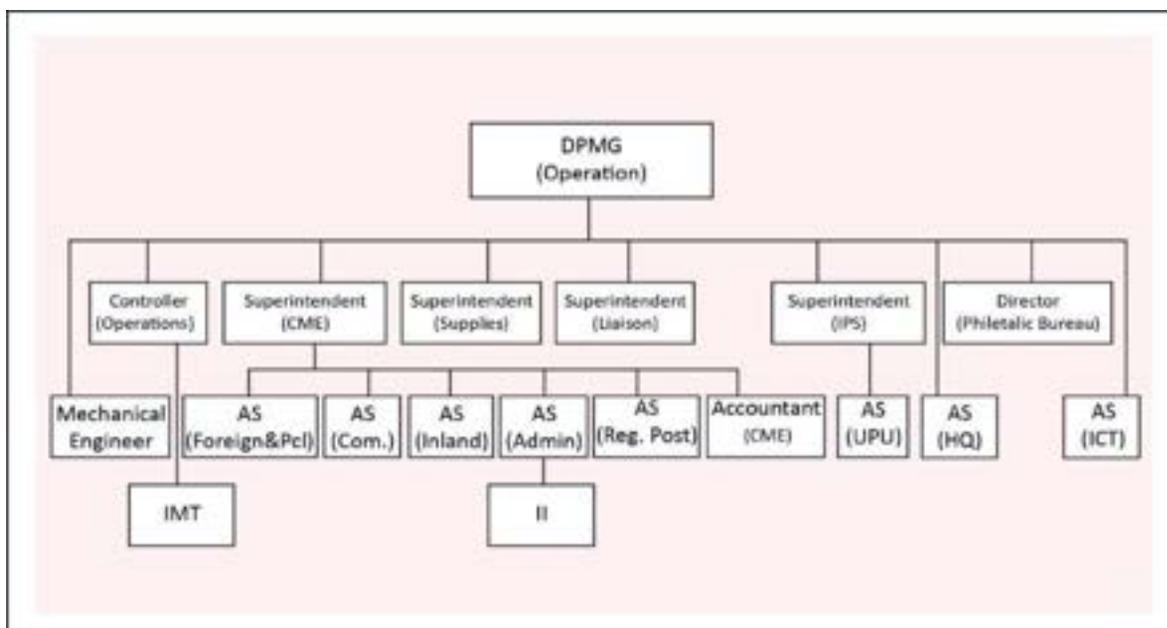


Figure 1.2: Outline of Operational Section

Division	Responsibility	Progress in 2022									
Central Mail Exchange (CME)	<p>Administrative Division - All administrative, disciplinary and maintenance of Central Post Exchange.</p>	Issuance of disciplinary orders	05								
	Finalizing investigation files	18									
	Confirming probationary appointments	79									
	Retirements(Completion)	12									
	Repair and allotment of 4th Floor Registration Section by Maintenance Section.										
	Redesign of General Post Office counter system.										
	Earning an income of Rs. 115,080/- from the sale of waste paper and polythene.										
	<p>Commercial Division - Expansion of SL POST COURIER, COD service, provision of postage facilities for Business Mail of major institutions in the island on postpaid basis, provision of bulk mail facilities, auctioning of unclaimed postal items at the Return Letter Office (RLO), Stamp Franking machine related activities. Carrying out activities related to free post facilities provision, handling all payments at the CME, dealing with IT issues and operation of the Post Office – CME</p>	<p>Revenue of the Commercial Division</p>									
	Business mail branch	Rs.1,808,726,810.00									
	Bulk mail branch	Rs.7,854,000.00									
	Local Courier branch	Rs.101,024,118.00									
	Stamp Franking machine branch	Rs.299,112,025.97									
	Income from Returned Letters Office(RLO)	Rs.3,005,038.57									
	<p>Foreign Mail and Parcel Division - Carrying out the main operational and accounting functions of the international mail exchange process. Acceptance of EMS letters/parcels, delivery of parcels detained for customs purposes. EMS delivery within Colombo greater and dispatch of other articles to local and foreign destinations.</p>	<p>Parcel</p> <table border="1" data-bbox="951 1378 1372 1495"> <tr> <td>Inbound Items</td> <td>37,580</td> </tr> <tr> <td>Outbound Items</td> <td>12,960</td> </tr> </table> <p>EMS</p> <table border="1" data-bbox="951 1495 1372 1606"> <tr> <td>Inbound Items</td> <td>72,935</td> </tr> <tr> <td>Outbound Items</td> <td>60,945</td> </tr> </table>		Inbound Items	37,580	Outbound Items	12,960	Inbound Items	72,935	Outbound Items	60,945
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<p>Registration Division - Receiving domestic and foreign Registered and Insured items, receiving, checking, sorting and dispatching them to destination offices.</p>	<p>Receipts</p> <table border="1" data-bbox="951 1761 1372 1983"> <tr> <td>CME acceptances</td> <td>7,925,513</td> </tr> <tr> <td>Received from outstations</td> <td>6,841,043</td> </tr> <tr> <td>Receipt of foreign Registered letters</td> <td>167,937</td> </tr> </table>		CME acceptances	7,925,513	Received from outstations	6,841,043	Receipt of foreign Registered letters	167,937			
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	<p>Inland Mail Division - Opening, checking and sorting of mails received at the Central Mail Exchange, distribution within the Colombo area and dispatch of mail to destinations. Maintaining Business Reply Cards / envelopes service and provision of new Letter Boxes.</p> <p>Accounts Division - Conducting all financial matters: salaries, allowances, overtime, traveling expenses, granting of loans etc. Conducting procurement activities and monitoring revenue expenditure of Central Mail Exchange.</p>	<table border="1"> <tr> <td colspan="2">Sendings</td> </tr> <tr> <td>Outstations - Local</td> <td>11,593,661</td> </tr> <tr> <td>Outstations - Foreign</td> <td>154,705</td> </tr> <tr> <td>Colombo Delivery (Local)</td> <td>2,908,106</td> </tr> <tr> <td>Colombo Delivery – (Foreign)</td> <td>14,743</td> </tr> <tr> <td>Sent to foreign destinations</td> <td>396,656</td> </tr> </table> <table border="1"> <tr> <td>Franking Machine income of the branch</td> <td>රු.34,864,835/-</td> </tr> <tr> <td>Buisness Reply Cards / envelopes income</td> <td>රු.94,315/-</td> </tr> </table> <p>No. of post boxes in operation at present - 673</p> <p>Progress of income and expenditure at the CME ; Annual Income – Rs.2,308,286,256.23 Annual Expenditure - Rs.1,595,957,600.51</p>	Sendings		Outstations - Local	11,593,661	Outstations - Foreign	154,705	Colombo Delivery (Local)	2,908,106	Colombo Delivery – (Foreign)	14,743	Sent to foreign destinations	396,656	Franking Machine income of the branch	රු.34,864,835/-	Buisness Reply Cards / envelopes income	රු.94,315/-
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Mail Transportation Division	<p>Facilitating Inland Mail transportation needs, transportation needs of executive officers, field duties and other office transportation needs. Operating mail van services connecting outstations from Central Mail Exchange on a daily basis to maintain the efficient transportation of mails. Carrying out foreign mail transport activities in Greater Colombo daily basis. To maintain and control the fuel station established in Central Mail Exchange. To meet the transportation needs of the new services being introduced.</p>	<p>Managing a limited number of mail vans for the continuous transportation and delivery of mails goods during the period when the transportation by railway and CTB was stopped even in the current economic situation of the country and carrying out mail transportation efficiently. Deployment of 216 vehicles in 2022. Fleet of Vehicles;</p> <table border="1"> <tr> <td>Vans</td> <td>115</td> </tr> <tr> <td>Lorry</td> <td>12</td> </tr> <tr> <td>Motor Bikes</td> <td>25</td> </tr> <tr> <td>Tuk tuk</td> <td>02</td> </tr> </table> <p>For executive officers;</p> <table border="1"> <tr> <td>Double cabs</td> <td>39</td> </tr> <tr> <td>Cars</td> <td>18</td> </tr> </table>	Vans	115	Lorry	12	Motor Bikes	25	Tuk tuk	02	Double cabs	39	Cars	18				
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		Jeeps	02
		Staff Requirements;	
		Buses	03
Mechanical Engineering Division	To carry out minor, medium and major vehicle repairs to maintain the postal department's fleet of vehicles. Purchase of necessary equipment to improve the productivity of the division. Carrying out minor repairs by Mini Work Shop.	No. of motor vehicle repairs	703
		No. of services	310
International Postal Services Division	Implementation and monitoring of EMS service, international parcel service, foreign Registered letter service and letter Mail service to the public through the operational process and strategic process related to international mail. Together with the Universal Postal Union (UPU), to introduce rules, standards, methods to the Sri Lanka Post and carry out the work of using the new technical tools introduced by the UPU to increase the efficiency of the mail. Eg: IPS.POST, CDS, GMS, QCS, Local IPS Carrying out all activities related to the preparation and revision of foreign postages. Dealing with compensations, postage refunds, inquiries and complaints related to the international postal service. Maintaining membership of UPU, APPU and APPC (Asian Pacific Postal College). Update of Parcel Post Compendium, Letter Post Compendium, EMS Operational Guide, Transit Compendium. Initiation and implementation of all projects related to Quality Service Fund.	Revision of foreign postages with effect from Aug. 1, 2022 and increase in the related income status. Under the provisions of the Quality Service Fund (QSF) of the Universal Postal Union, the QSF funds initiated in the year 2020 have completed the procurement of 1000 computers, Dot Metrix Printers and Barcode equipment for Post Offices, Central Mail Exchange, Regional Mail Sorting Centers and selected Sub Post Offices. Completion of procurement process started the supplying phase.	
Liaisons Division	Preparation of circulars/ circular letters related to postal services and issuance of departmental circulars and filing of circulars year by year. Registration and licensing of newspapers, periodicals, Business Reply envelopes /cards, Issuance of Stamps Selling Licences. Internal Awareness of new services. Provision of bulk mail facilities (prepaid/postpaid) for institutions,	Local postage revised with effect from Aug. 15, 2022. Bulk Mail Facilities (Post Paid)	
		New registrations	44
		Registration renewal	121
		Bulk Mail Facilities (Pre Paid)	
		New registrations	07
		Registration renewal	14

	<p>revision of local postage, New establishments, closures and upgradations of Post/Sub Post Offices, Establishment of Agency Post Offices, Providing Telephone Connectivities, Settlement of Monthly Payments for Rail Mail Transport, Redressal of Complaints related to problems in transmission of mails, Providing postal facilities under the controlled Accounts, carrying out revision of delivery beat revizing. Maintaining coordination with external agencies dealing with the Department of Posts.</p>	<p>Departmental new telephone connections.</p> <table border="1"> <tr> <td>Provision of new landline telephone facilities</td> <td>19</td> </tr> <tr> <td>Removal of unused telephone connections</td> <td>79</td> </tr> <tr> <td>Entries to centralized billing of telephone contacts</td> <td>17</td> </tr> <tr> <td>ctions from centralized billing of unused telephone connections</td> <td>01</td> </tr> <tr> <td>Special Dialog phone packages for staff</td> <td>137</td> </tr> <tr> <td>Number of newspapers and periodicals registered</td> <td>142</td> </tr> <tr> <td>Number of registered business reply cards / envelopes</td> <td>16</td> </tr> </table> <p>Activities of the National Savings Bank,</p> <table border="1"> <tr> <td>Despatch above refund limit by Sub Post Offices</td> <td>15</td> </tr> <tr> <td>Approvals for Promotional Programs</td> <td>03</td> </tr> <tr> <td>N. S. B. Circular issues</td> <td>06</td> </tr> <tr> <td>Opening of Agency Post Offices</td> <td>06</td> </tr> <tr> <td>Agency Post Office Closures</td> <td>01</td> </tr> <tr> <td>Sub Post Office Openings</td> <td>03</td> </tr> <tr> <td>Temporary closure of Sub Post Offices</td> <td>06</td> </tr> <tr> <td>Post Office Openings</td> <td>01</td> </tr> <tr> <td>Number of examinations conducted for receipt of examination fee by e-Counter software</td> <td>59</td> </tr> <tr> <td>Provision of letter posting facilities at subsidized rates for charity institutions</td> <td>09</td> </tr> </table>	Provision of new landline telephone facilities	19	Removal of unused telephone connections	79	Entries to centralized billing of telephone contacts	17	ctions from centralized billing of unused telephone connections	01	Special Dialog phone packages for staff	137	Number of newspapers and periodicals registered	142	Number of registered business reply cards / envelopes	16	Despatch above refund limit by Sub Post Offices	15	Approvals for Promotional Programs	03	N. S. B. Circular issues	06	Opening of Agency Post Offices	06	Agency Post Office Closures	01	Sub Post Office Openings	03	Temporary closure of Sub Post Offices	06	Post Office Openings	01	Number of examinations conducted for receipt of examination fee by e-Counter software	59	Provision of letter posting facilities at subsidized rates for charity institutions	09
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Supply Office	Maintain and issue stocks of all receipt books, forms, money order related pads	Following activities too have been performed amidst normal																																		

	<p>used in the Department of Posts, printed from the Government Press.</p> <p>Date stamps, brass stamps, lead stamps, Plastic Strips, Barcode Labels for postal operations and ink required for date stamps, day, month, year blocks required.</p> <p>Supply, stock control and issue of packaging materials including rope coils, rope balls, tin docketts, lead and envelopes.</p> <p>Manufacturing of Postal/ Sub-Postal Nameplates, Steel Lockers/ Safes Key Cutting and Repairing.</p> <p>Fixing and issuing key plates of mailboxes required for mailbox service, repairing mailboxes.</p> <p>Provision of uniforms to Supply Division Uniform Staff.</p>	<p>duties</p> <table border="1"> <tr> <td>Number of date stamps issued</td> <td>227</td> </tr> <tr> <td>Number of year blocks required for date stamps</td> <td>7,140</td> </tr> <tr> <td>Issue of POC 79 and POC 04 Money Order pads</td> <td>980</td> </tr> <tr> <td>Deliveries of goods procured by the Postal Headquarters</td> <td>30</td> </tr> <tr> <td>Post Office Circular Publications</td> <td>05</td> </tr> </table> <p>Renovation and reuse of 140 mail bags.</p> <p>Launching a project to assemble old date blocks removed from offices.</p> <table border="1"> <thead> <tr> <th></th> <th>Income</th> </tr> </thead> <tbody> <tr> <td>Selling mill waste paper, recycling tin docketts</td> <td>Rs. 693,735.65</td> </tr> <tr> <td>Handing over old documents, unusable forms to National Paper Corporation for recycling</td> <td>Rs. 16,960.00</td> </tr> <tr> <td>Sale of scrap goods by calling for tenders</td> <td>Rs. 340,500.00</td> </tr> </tbody> </table>	Number of date stamps issued	227	Number of year blocks required for date stamps	7,140	Issue of POC 79 and POC 04 Money Order pads	980	Deliveries of goods procured by the Postal Headquarters	30	Post Office Circular Publications	05		Income	Selling mill waste paper, recycling tin docketts	Rs. 693,735.65	Handing over old documents, unusable forms to National Paper Corporation for recycling	Rs. 16,960.00	Sale of scrap goods by calling for tenders	Rs. 340,500.00
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<p>Philatelic Bureau</p>	<p>Issuance of stamps, first date covers, special commemorative covers under various themes.</p> <p>Maintaining and supervising Philatelic sub-counters throughout the island.</p> <p>Maintaining accounts for local and foreign stamp collectors and issuing annual stamps for standing orders and mailing other materials including stamp related products.</p> <p>Online purchase of stamps and related products through SL Post Stamp App.</p> <p>Personalized stamp service is provided at the Stamp Bureau Headquarters counter and Kandy, Nuwara Eliya, Negombo sub counters.</p> <p>Conducting stamp exhibitions and</p>	<table border="1"> <tr> <td>Number of Stamp Themes Issued</td> <td>17</td> </tr> <tr> <td>Number of stamps issued</td> <td>54</td> </tr> <tr> <td>Number of special commemorative covers issued</td> <td>31</td> </tr> <tr> <td>Online Stamp Order Quantity</td> <td>3,415</td> </tr> <tr> <td>New standing order quantity</td> <td>421</td> </tr> <tr> <td>Total standing orders</td> <td>8,215</td> </tr> <tr> <td>Annual revenue (including stamp duty)</td> <td>Rs.64,071,720.61</td> </tr> </table> <p>Sub counter income of the philatelic bureau</p>	Number of Stamp Themes Issued	17	Number of stamps issued	54	Number of special commemorative covers issued	31	Online Stamp Order Quantity	3,415	New standing order quantity	421	Total standing orders	8,215	Annual revenue (including stamp duty)	Rs.64,071,720.61				
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	<p>conducting lectures and workshops to popularize the hobby of stamp collecting.</p>	<p>Kandy - 2,692,563/- Negambo - 1,570,821/- Nuwara Eliya - 1,620,712/- Galle - 424,323/- Matara - 527,483/- Anuradhapura - 345,813/- Kurunegala - 577,699/- Airport - 985,561/- Katunayaka</p>
<p>Information Technology Section</p>	<p>Monitoring and Promotion Unit Coordination activities with agency entities linked with departmental electronic services. Performance of the monitoring activities of the software prepared and completed by the software development branch. (promotion and render required assistance when they are implemented within the postal network) Correction of errors made in the terminal offices when operating the electric services. Publishing circulars and instruction letters in the departmental portal</p> <p>e – Buisness Technology and Management Centre Maintenance and development of e-Pay and m-ePay software. (Until all functions of e-Pay and m-ePay software are fully applied to e-Counter and m-Counter software) All technical operational functions of e-Pay back-end (Databases) and all functions related to data storage. Development, implementation and maintenance of COD (Cash on Delivery) software module. COD external user registration, notifications and provision of all consultancy and technical facilities related to such users. Maintaining the currently developed MMS (Mail Management System) software solution up to date.</p> <p>Running OSU (Osusala Medicine Delivery System). Maintaining and updating software modules related to UCA (Under</p>	<p>Establishing G-Suit, formalizing and facilitating the transactions morefully via e - mail.</p> <p>Enhancing PBX system so that the information technology branch can be easily linked to all Post Offices, Sub – Post Offices, and administrative offices.</p> <p>Maintaining all official software of the department like e-Pay, mePay, eCounter, mCounter, MORS, Form stores, Circular Portal, Security Fund etc. continuously throughout the year. Being able to lead the COD (Cash On Deliver) service to a successful situation by surpassing the expected targets. Increasing the number of large-scale clients using COD software from the outside to 100. Implementation of www.bepost.lk web based solutions and www.bepost.lk/m web based solutions for mobile phones. Publication of COD Calculator www.bepost.lk/m/cal for the convenience of COD customers</p>

	<p>Controlled Account).</p> <p>Daily terminal complaints suggestions and troubleshooting regarding e-Pay, m-ePay, COD, MMS, OSU, and UAC.</p> <p>Maintaining, innovating and updating the official website of the Department.</p> <p>Posting updates and advertisements on the Service Portal.</p> <p>Updating and maintaining the official website of the Philatelic Bureau.</p> <p>Development and update of mystamps.lk personalization and stamp related website with QR codes.</p> <p>Maintenance of server system related to e-Pay, COD and COD Track and Trace along with hardware and networking unit, other software installed in the said server center and database related.</p>	<p>For the convenience of customers using overseas post, www.bepost.lk/m/calf has published a calculator related to the calculation of fees related to foreign postal items.</p> <p>Introducing a new system called OLEMAS (Office Letter Management System) for departmental letter management.</p>						
Assistant Superintendent Headquarters Office	<p>Carrying out all administrative work related to Postal Holiday Homes. (Nuwara Eliya, Anuradhapura, Trincomalee(a) and (b), Sigiriya (a) and (b), Mihintale, Chullipuram)</p> <p>Headquarters Auditorium Administration.</p> <p>Referral for further investigation regarding customer enquiries/complaints.</p>	<p>Income of the holiday bangalows (Rs.)</p> <p>Nuwara Eliya - 1,229,150/-</p> <p>Anuradhapura - 574,200/-</p> <p>Trinco(a) - 300,400/-</p> <p>Sigiriya (a) - 80,675/-</p> <p>Sigiriya (b) - 85,400/-</p> <p>Mihintale - 111,700/-</p> <p>Chullipuram - 237,400/-</p> <p>Auditorium of the headquarters,</p> <table border="1"> <thead> <tr> <th>No. of paid programmes</th> <th>Income</th> </tr> </thead> <tbody> <tr> <td>11</td> <td>Rs.462,849.50</td> </tr> </tbody> </table>	No. of paid programmes	Income	11	Rs.462,849.50		
No. of paid programmes	Income							
11	Rs.462,849.50							
Record Room (I)	Delivering letters received to HQ to HQ sections. Sending letters from HQ sections to all.	<table border="1"> <tbody> <tr> <td>Receipts of registered letters</td> <td>14,115</td> </tr> <tr> <td>Receipts of Letters administrative offices islandwide via RR mail (by RR) Archives Letters</td> <td>24,050</td> </tr> <tr> <td>Outbound Mails (By RR)</td> <td>43,524</td> </tr> </tbody> </table>	Receipts of registered letters	14,115	Receipts of Letters administrative offices islandwide via RR mail (by RR) Archives Letters	24,050	Outbound Mails (By RR)	43,524
Receipts of registered letters	14,115							
Receipts of Letters administrative offices islandwide via RR mail (by RR) Archives Letters	24,050							
Outbound Mails (By RR)	43,524							
Record Room (II)	<p>Maintaining up-to-date personal files of all secondary, tertiary and executive officers of the Postal Department and all other officers from all island services and combined service.</p> <p>Preservation of completed disciplinary files and retirement files.</p>	<table border="1"> <tbody> <tr> <td>Letter/ Personal Files Receipts</td> <td>41,500</td> </tr> <tr> <td>Personal file transfers</td> <td>1,500</td> </tr> </tbody> </table>	Letter/ Personal Files Receipts	41,500	Personal file transfers	1,500		
Letter/ Personal Files Receipts	41,500							
Personal file transfers	1,500							
Maintenance division	Giving information about Postal Holiday Homes to staff and external parties,	<table border="1"> <tbody> <tr> <td>Conducting Auditorium Programs at Post Headquarters.</td> <td>11</td> </tr> </tbody> </table>	Conducting Auditorium Programs at Post Headquarters.	11				
Conducting Auditorium Programs at Post Headquarters.	11							

	<p>making special reservation (VIP), carrying out control activities related to holiday homes, activities of providing headquarters auditorium on external party rental basis, control of registered substitutes and external workers attached to postal headquarters. Dealing with works, building repairs and service contracts.</p> <p>Maintaining the stores at the headquarters.</p>	<table border="1"> <tr> <td>Dealing with Annual Service Agreements at Postal Headquarters</td> <td>07</td> </tr> <tr> <td>Maintenance and servicing of air conditioners.</td> <td>85</td> </tr> </table>	Dealing with Annual Service Agreements at Postal Headquarters	07	Maintenance and servicing of air conditioners.	85						
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Maintenance and servicing of air conditioners.	85											
Call centre	<p>Dealing with 1950 short phone number and direct dialling numbers 0112045500/0112328301-03 and receiving customer complaints and forwarding those complaints to relevant sectors for necessary actions.</p>	<table border="1"> <tr> <td>Number of complaints received via 1950 calls and direct telephone calls</td> <td>78</td> </tr> <tr> <td>Number of complaints handled by staff assistant of the call center (SA)</td> <td>960</td> </tr> <tr> <td>Directing telephone calls requested from headquarters divisions to those divisions through internal telephone lines</td> <td>15,000 - 16,000</td> </tr> </table>	Number of complaints received via 1950 calls and direct telephone calls	78	Number of complaints handled by staff assistant of the call center (SA)	960	Directing telephone calls requested from headquarters divisions to those divisions through internal telephone lines	15,000 - 16,000				
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Directing telephone calls requested from headquarters divisions to those divisions through internal telephone lines	15,000 - 16,000											
Museum	<p>consists of many communication equipments and items used for the transmission of ancient communication methods and telecommunication services. It also has a collection of stamps depicting the inauguration and evolution of postage stamps.</p> <p>The museum is open on weekdays for local/foreign visitors.</p> <p>Charges -</p> <table border="1"> <tr> <td>Local student (attending wearing uniform)</td> <td>₹.10/-</td> </tr> <tr> <td>Local student (attending with normal wearing)</td> <td>₹.20/-</td> </tr> <tr> <td>Local adult</td> <td>₹.50/-</td> </tr> <tr> <td>Foreign children</td> <td>₹.100/-</td> </tr> <tr> <td>Foreign Adult</td> <td>₹.200/-</td> </tr> </table>	Local student (attending wearing uniform)	₹.10/-	Local student (attending with normal wearing)	₹.20/-	Local adult	₹.50/-	Foreign children	₹.100/-	Foreign Adult	₹.200/-	<p>Revision of museum entry fees in 2022 and implementation of promotional programs to popularize the public through new marketing concepts.</p>
Local student (attending wearing uniform)	₹.10/-											
Local student (attending with normal wearing)	₹.20/-											
Local adult	₹.50/-											
Foreign children	₹.100/-											
Foreign Adult	₹.200/-											

Postal Department Auditoriums

	Location of the Auditorium		Seating capacity	A / C / Non A / C	Charges (Rs.)*	
					Weekdays	Weekends
01	Postal Headquarters (2nd Floor) Inquiries 0112325 118		160+18 (Balcony)	A / C	First 03 hours	
					24,000/-	30,000/-
					For an additional hour	
					4,000/-	4,000/-
					Multi Media - 8,000/- Cafeteria facilities - 3,750/- Refundable Deposit - 15,000/-	
02	Kegalle Postal Complex (3rd Floor) Inquiries 0352222 255		350	A / C	For 04 hours	
					10,000/-	10,000/-
					For 08 hours	
					20,000/-	20,000/-
					For an additional hour	
2,500/-	2,500/-					
					Refundable deposit - 5,000/-	
03	Ratnapura postal complex (third floor) Inquiries 0452223 255		250	Non A / C	For 04 hours	
					6,250/-	6,250/-
					For 08 hours	
					12,500/-	12,500/-
					For an additional hour	
1,000/-	1,000/-					
					Loud speaker facilities - 2,500/- Refundable deposit - 2,000/-	
04	Badulla postal complex (third floor) Inquiries 0552224 683		450+350 (Balcony)	A / C	Upto 05 hours	
					20,375/-	20,375/-
					Upto 12 hours	
					48,900/-	48,900/-
					For an additional hour	
3,775/-	3,775/-					
					(with cafeteria, loud speakers, muti media facilities) Refundable deposit - 6,000/-	

05	Anuradhapura postal complex (forth floor) Inquiries 0252222 255/56		110	Non A / C	For 08 hours	
					18,000/-	18,000/-
					For an additional hour	
					2,000/-	2,000/-
06	Galle postal complex (second floor) Inquiries 091 2222255		150	Non A / C	Per day (with seating)	
					6,750/-	6,750/-
					Per day (with seating)	
					6,000/-	6,000/-
07	Matara postal complex (second floor) Inquiries 041 2220050		150	A / C	For 04 hours	
					7,200/-	7,200/-
					For 09 hours	
					12,000/-	12,000/-
					For an additional hour	
950/-	950/-					
Refundable deposit - 2,500/-						
08	Kandy postal complex (third floor) Inquiries 0812222 452		500	Non A / C	For 03 hours	
					20,000/-	20,000/-
					For 08 hours	
					30,000/-	30,000/-
					For an additional hour	
5,000/-	5,000/-					
Refundable deposit - 5,000/-						
09	Kandy postal complex (small hall – third floor) Inquiries 0812222 452		200	Non A / C	For 04 hours	
					8,000/-	8,000/-
					For 08 hours	
					13,500/-	13,500/-
					For an additional hour	
3,000/-	3,000/-					
Refundable deposit- 5,000/-						

10	Watthegama Post Office (1 st floor) Inquiries 0812234 625		200	Non A / C	Per month	
					35,000/-	
11	Muruthalawa Post Office (1 st floor) Inquiries 0812234 625		200	Non A / C	For 04 hours	
					2,000/-	2,000/-
					For 08 hours	
					3,500/-	3,500/-
For an additional hour						
500/-		500/-				
12	Mathale main post office (1 st floor) Inquiries 0662222 250		100	A / C	Per day	
					4,500/-	4,500/-
					No auditorium facilities can be obtained on Sundays	
13	Hatton main post office (1 st floor) Inquiries 0512222 250		100	Non A / C	Per day	
					7,500/-	7,500/-
					Monthly	
					85,000/-	
Non refundable deposit						
Per day - 1,000/-						
Per month - 15,000/-						
14	Malsiripura Post Office (1 st floor) Inquiries 0372250 453/54		200	Non A / C	Per day	
					1,250/-	1,250/-
*Conditional apply.						

Development Division

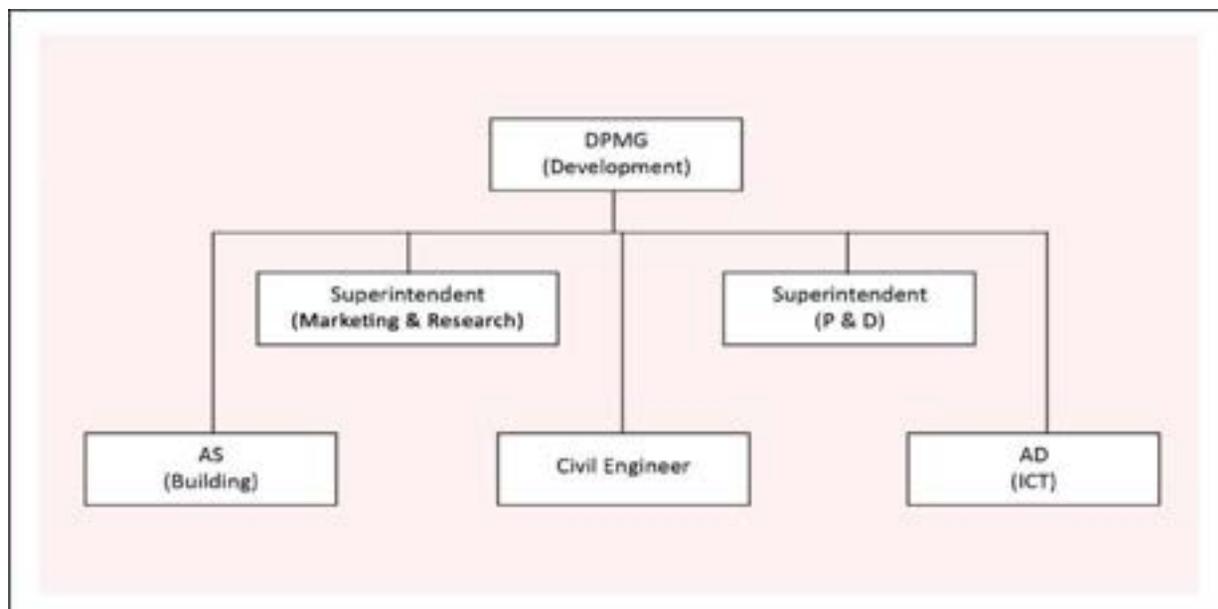


Figure 1.3: Outline of Development Section

Division	Responsibility	Progress in 2022									
Planning and Development Division	<p>Preparation and implementation of Strategic Plan.</p> <p>Preparation and implementation of Annual Action Plan.</p> <p>Maintenance of postal statistics.</p> <p>Progress review.</p> <p>Reporting related to the department.</p> <p>Dealing with new business proposals and keeping existing services up to date.</p> <p>Enhancing existing postal services & introducing new services</p>	<p>Signing of rental agreements for affixing ATM machines</p> <table border="1"> <thead> <tr> <th>Bank</th> <th>Post office complex</th> <th>Monthly rental(Rs)</th> </tr> </thead> <tbody> <tr> <td>NSB</td> <td>Postal Headquarters</td> <td>60,000/-</td> </tr> <tr> <td>Peoples' Bank</td> <td>Weligalla</td> <td>10,000/-</td> </tr> </tbody> </table> <p>Signing of MoU for acceptance of utility bills of Ceylon Electricity Board.</p> <p>Contract with Central Provincial Textile Department for distribution of online marketing textiles to consumers through local and foreign courier mails through post offices by Central Provincial Textile Department.</p> <p>Obtaining insurance for the transmission cash and COD on hand by delivery cadre.</p> <p>Tie up with Amana Takaful Insurance General Insurance Company for issuing and renewing motor third party insurance policies through post office network.</p> <p>Contracting for the delivery of goods</p>	Bank	Post office complex	Monthly rental(Rs)	NSB	Postal Headquarters	60,000/-	Peoples' Bank	Weligalla	10,000/-
Bank	Post office complex	Monthly rental(Rs)									
NSB	Postal Headquarters	60,000/-									
Peoples' Bank	Weligalla	10,000/-									

		<p>requested by customers mentioned on the daraz website and the delivery of courier services to pick up the goods returned by the customers through post offices and deliver them back to daraz. – Daraz Collection Point Operation</p> <p>Preparation of post code numbers for non-delivery post/sub post offices only for departmental use.</p>																																								
<p>Land & Buildings Division</p>	<p>Coordinating the construction and renovation of departmental new buildings and obtaining funds from the Treasury.</p> <p>Management of lands assigned to the department.</p> <p>Acquiring government land for departmental needs and acquiring Private land in accordance with the provisions of the Land Acquisition Act. Carrying out subject matters related to lease agreements related to payment of rent for Post Offices run on rental basis in government and private buildings.</p> <p>Payment of assessment tax on departmental buildings.</p>	<table border="1" data-bbox="900 510 1386 787"> <thead> <tr> <th colspan="3">Post Offices</th> </tr> <tr> <th></th> <th>In 2022</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Acquired</td> <td>12</td> <td>95</td> </tr> <tr> <td>Vested in possession</td> <td>-</td> <td>122</td> </tr> <tr> <td>Started the acquisition process</td> <td>55</td> <td>290</td> </tr> </tbody> </table> <table border="1" data-bbox="900 798 1386 1085"> <thead> <tr> <th colspan="3">Sub – post offices</th> </tr> <tr> <th></th> <th>In 2022</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Acquired</td> <td>06</td> <td>81</td> </tr> <tr> <td>Vested in possession</td> <td>-</td> <td>17</td> </tr> <tr> <td>Started the acquisition process</td> <td>26</td> <td>160</td> </tr> </tbody> </table> <table border="1" data-bbox="900 1095 1386 1244"> <tbody> <tr> <td>Post offices operated in rented buildings</td> <td>154</td> </tr> <tr> <td>Sub Post Offices established in Government buildings</td> <td>445</td> </tr> </tbody> </table> <p>Allotment of part of Peradeniya Post Office premises for a pharmacy on rental basis.</p> <p>Carrying out the construction work of the Batticaloa Postal Complex. Physical progress is 90% as on 31.12.2022.</p> <p>Obtaining approval related to payment of building rent for 50 Post Offices maintained in government and private buildings.</p> <p>Allotment of departmental premises for installation of ATM machines.</p> <table border="1" data-bbox="900 1744 1370 1893"> <thead> <tr> <th>Bank</th> <th>Postal Complex</th> </tr> </thead> <tbody> <tr> <td>NSB</td> <td>Postal Headquarters</td> </tr> <tr> <td>Peoples' Bank</td> <td>Weligalla</td> </tr> </tbody> </table>	Post Offices				In 2022	Total	Acquired	12	95	Vested in possession	-	122	Started the acquisition process	55	290	Sub – post offices				In 2022	Total	Acquired	06	81	Vested in possession	-	17	Started the acquisition process	26	160	Post offices operated in rented buildings	154	Sub Post Offices established in Government buildings	445	Bank	Postal Complex	NSB	Postal Headquarters	Peoples' Bank	Weligalla
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ICT Division	<p>Software Development Unit Requirement Identification, Design, Develop, Test & Implement the software solutions for the Department.</p> <p>Hardware and Networking Unit Updating the functional verification and security of e-services installed server systems maintained by the Department. Maintain the computer network and computer hardware in the headquarters building. Liaising with Regional Information Technology Resource Centers (ITRC) regarding maintenance of computers and related devices and network of Post Offices. Preparation of specifications and technical evaluation for computer hardware procurement. Maintain and update the department's</p>	<p>Addition of water bills module, Sanasa. Amana Takaful, Allianz insurance instalment receipt module to eCounter software. Inbound section of IPS software has been developed up to 50% Mechanical engineering section software has been developed by 80% Building and land administration software has been completed developing by 90%. Data of 320 offices have been included relevant to Post Offices mapping project. Signing agreements with the relevant establishment for updating the Philatelic bureau module and the stamp bureau mobile app. Creating a methodology for obtaining backup of eCounter databases. Creating and launching pilot programme for a software for including / feeding information of SLP courier goods. (SLP mail) The financial payment division of eCounter software has been 60% built. Development of a module for collection of tax, water bills, waste water bills of Kandy Municipal Council across eCounter software</p> <p>Repairing Uninterruptible Power Supply (UPS) with new batteries and entering into annual service level agreements to ensure uninterrupted power supply to the main server unit.</p> <p>Installation of power generators to provide uninterrupted power supply to the server system.</p> <p>Installation of a new e-mail server system by the officers of the hardware and networking unit themselves so that the department would not incur additional costs due to the breakdown of the existing</p>
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	official e-mail server	official e-mail server. Prepare specification for computers and other peripherals. Repair the computer hardware.
Marketing Division	<p>Preparing the annual marketing plan, conducting market surveys, conducting advertising activities and organizing promotional programs for the introduction and popularization of new services.</p> <p>Recommending changes to services based on customer feedback.</p> <p>Promotion of the Sri Lanka Post brand.</p>	<p>Establishment of Regional Marketing Committees at the Postal Authority Divisional level.</p> <p>Promotion of “Admail” service in October using regional marketing development officers.</p> <p>Enhancements Viral marketing</p> <p>Youtube (https://www.youtube.com/@srilankapost1)</p> <p>Facebook (https://www.facebook.com/slpostal,</p> <p>Twitter (https://twitter.com/srilankapost),</p> <p>Instagram (https://www.instagram.com/srilankapost),</p> <p>Linkedin (https://www.linkedin.com/company/slpost),</p> <p>Pinterest (https://www.pinterest.com/srilankapost), Whatsapp,</p> <p>Tiktok (https://www.tiktok.com/@srilankapost) about departmental services</p> <p>Customer awareness.</p> <p>Prompt response to issues/queries regarding departmental services through social media.</p> <p>Establishment of a Department of Posts Media Unit.</p> <p>To take the services of the department to the people, prepare Powerpoint presentation and give it to the Divisional Superintendents.</p> <p>Conduct training programs for Regional Marketing Development Officers.</p>

Investigation Division

This division is implemented under the direct supervision of the Postmaster General

Division	Responsibility	Progress of the year 2022				
Investigation	Assisting the disciplinary authorities as necessary in regard to the disciplinary control of the Departmental staff		Controller (Investigations)	Provincial (10)	C. M. E.	Total
		On hand at 01.01.2022	294	1573	112	1979
		Received during the year(+)	141	554	40	735
		Grand total	435	2127	152	2714
		Completed files due to issuance of charge sheets and put away	64	437	15	516
		Balance at 31/12/2022	371	1690	137	2198

Finance Division

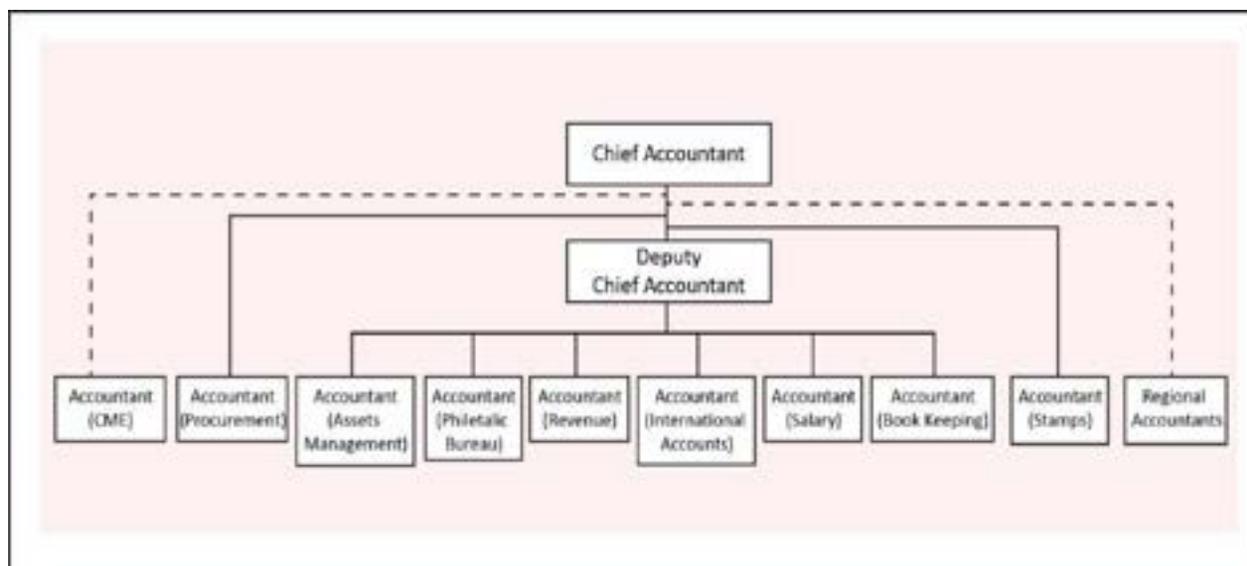


Figure 1.4: Outline of the Finance Section

Division	Responsibility	Progress in the year 2022
Deputy Chief Accountant	Administration and supervision of all bank accounts of the Department Payments to agents entered into agreements with the Department Imprest control Acting to write off all damages and losses of the Department	Responsibility of the division has successfully been carried out.
Procurement division	Adhering to the procurement guidelines and the procurement manual,	Following activities are pioneered among the

	<p>accomplishment of services and purchase of goods as per the annual procurement plan.</p> <p>Coordination, entrusting power and issuance of instructions to procurement committees established at regional level</p>	<p>procurement activities performed in the year 2022.</p> <p>Renewal of agreements for fire security system, two elevators,</p> <table border="1" data-bbox="982 285 1386 804"> <thead> <tr> <th colspan="2">Accomplishments;</th> </tr> <tr> <th>Material</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>Stamp Franking machines</td> <td>60</td> </tr> <tr> <td>Electricity generators</td> <td>01</td> </tr> <tr> <td>laptops</td> <td>08</td> </tr> <tr> <td>Small size plastic strips</td> <td>17 million</td> </tr> <tr> <td>Normal size plastic strips</td> <td>6 million</td> </tr> <tr> <td>Ink cartridges for FM 100 model postal printing machines</td> <td>50</td> </tr> </tbody> </table> <p>one service elevators, central air – conditioning system, electricity generators.</p> <p>Renovation of continuous power supply machines to the main server system and renovation of central air conditioning system and entering into a service agreement for 22 photocopy machines.</p> <p>Establishment of existing e – pay software system under Sri Lanka Telecom.</p>	Accomplishments;		Material	Quantity	Stamp Franking machines	60	Electricity generators	01	laptops	08	Small size plastic strips	17 million	Normal size plastic strips	6 million	Ink cartridges for FM 100 model postal printing machines	50
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Ink cartridges for FM 100 model postal printing machines	50																	
Assets Management Division	<p>Annual stock survey, stores stock taking survey, necessary discarding and submission of reports related to them.</p> <p>Valuation of departmental lands and buildings, departmental assets, registering lists and keep the fixed assets register related to vehicles.</p> <p>Registration of newly purchased Departmental vehicles and releasing the vehicles leased under leasing of vehicles schemes from commercial establishments and register under the Department name. Feeding data, to CIGAS programme updating and introduction of new codes on Departmental assets as per assets codes</p>	<p>Discarding related to 25 regional postal superintendent divisions out of 30 has been finalized after stock survey.</p> <p>Stock survey activities related to the postal headquarters, central mail exchange, Narahenpita and regional stores were completed.</p> <p>Discarding of papers for the year 2021 has been finalized.</p> <p>Completed the discarding of goods in the postal headquarters, carried out the auction and finalized the</p>																

	introduces by the Department of State Finance.	activities within the year 2022 itself. Performing activities related to goods discarding in Communication Locals both active and not active of the Department of Posts Performing the valuation of 21 non – evaluated vehicles of the Department of Posts and including in CIGAS programme. By 31.12.2022, 117 lands, buildings and post office buildings belong to the Department have been subject to valuation by the Department of Valuation and included in the CIGAS programme
Revenue division	Calculating the total income of the Department of Posts and forward plans and views required for revenue development. Preparation of income reports that should be sent to the Central Bank of Ceylon and the General Treasury. Handling Western Union account. Performing receipt and payment activities of agencies institutions and take actions to distribute the stamp income.	Have performed the activities / duties of the division
Salaries and expenditure other payments division	Preparation of monthly accounts. Preparation of a report exhibiting the recovery of loan balances in arrears. Preparation of quarterly report on employee loans advance. Advance ‘B’ account – preparation for 2022. Preparation of administrative accounts required to prepare Advance ‘B’ account - 2023 Taking actions to write off loan balances in arrears that cannot be recovered further and is less than Rs. 25,000.00 Certification of vouchers and making payments Preparation of stamp levy reports Preparation VAT reports.	Carrying out the divisions role up to 100% success Submission to the Secretary to the Ministry for writing off loan balances in arrears further and less than Rs. 25,000.00 of the Department of Posts.

International accounts division	<p>Obtaining the recoverable receipts to the country in regard to overseas mail and make due payments to foreign countries.</p> <p>Acting with Universal Postal Union (UPU) and obtaining the receivables to us from Quality Services Fund.</p> <p>Payments to the relevant companies for air and sea mail transportation.</p> <p>Performing activities of payment for International Reply Coupons, and overseas post's compensations.</p> <p>Performing activities related to cash register and departmental Dollar bank account</p> <p>Monthly reconciliation of money order account and preparation of annual final accounts.</p>	<p>Income of the year 2022 - Rs.567,886,362/-</p> <p>Special project income ;</p> <table border="1" data-bbox="977 246 1376 804"> <thead> <tr> <th colspan="2">Income</th> </tr> </thead> <tbody> <tr> <td data-bbox="977 289 1182 544">Terminal Dues (CN61/64) Supplymentary account for China – Year 2019</td> <td data-bbox="1188 289 1376 544">Rs.184,500,000/-</td> </tr> <tr> <td data-bbox="977 549 1182 804">Terminal Dues (CN61/64) Supplementary account for China – Year 2020</td> <td data-bbox="1188 549 1376 804">Rs.46,500,000/-</td> </tr> </tbody> </table>	Income		Terminal Dues (CN61/64) Supplymentary account for China – Year 2019	Rs.184,500,000/-	Terminal Dues (CN61/64) Supplementary account for China – Year 2020	Rs.46,500,000/-
Income								
Terminal Dues (CN61/64) Supplymentary account for China – Year 2019	Rs.184,500,000/-							
Terminal Dues (CN61/64) Supplementary account for China – Year 2020	Rs.46,500,000/-							
Book Keeping division	<p>Preparation of annual financial statements, monthly accounts summary and expenditure reports.</p> <p>Performing repay activities, payment for the Police fund, banking activities of the National Savings Bank from the revenue.</p> <p>Maintenance of stamp accounts and keeping filed records of employees' provident fund.</p> <p>Performing activities related to deposit accounts maintained for collecting and reconciliation of payment activities from agency institutions</p> <p>Maintenance of general deposit accounts and issuing instructions to district accounts to act as per financial regulations related to deposits exceeding two years.</p> <p>Monthly reconciliation of money order balances and preparation of money order summaries annually.</p>	<p>The responsibility of the division has been successfully performed.</p>						

Stamp Record Room

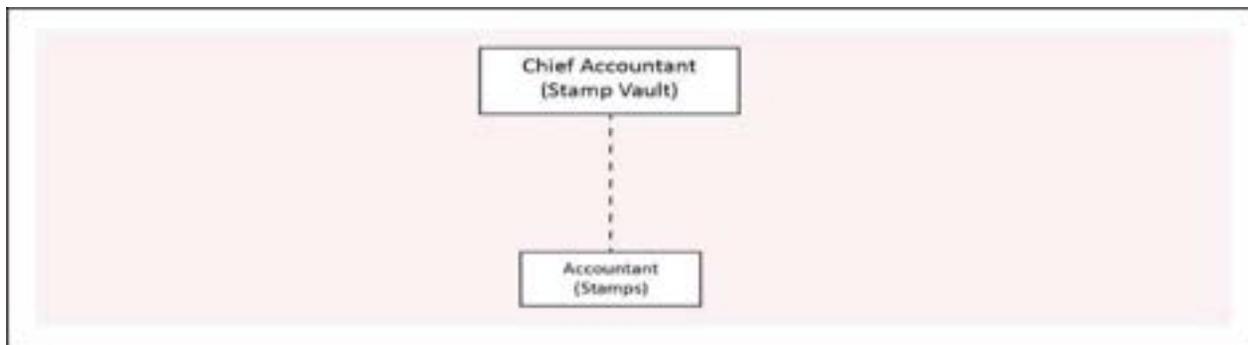


Figure 1.5: Outline of Stamo Vault

Division	Responsibility	Progress in the year 2022
Stamp Vault	Formally receiving the stamps handed over by the philatelic bureau and issue the stamps required by the Accountant (Stamps) Management of stamp stocks and maintenance of old stamp stocks securely, Computerizing the data on stamp stocks.	Postal stamps Receipts - Rs. 1,979,200,000/- Issuance - Rs. 3,020,875,000/- Souvenirs Receipts - Rs. 26,531,500/- Issuance - Rs. 23,838,000/- Revenue stamps Issuance - Rs. 555,000,000/- Parliament stamps Receipts - Rs. 36,324,750/- Issuance - Rs. 53,324,750/-

Audit Division

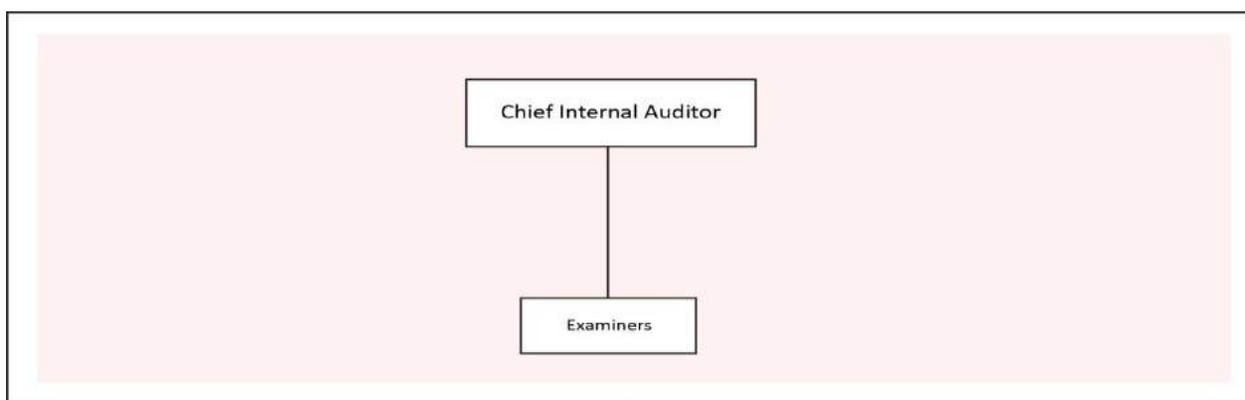


Figure 1.6: Outline of Audit Section

Division	Duty	Progress in the year 2022	
Audit division	Performing departmental internal audit process	No. of audit queries issued	81
		No. of queries replied	61
		No. of queries pending replies	20

Provincial Administration

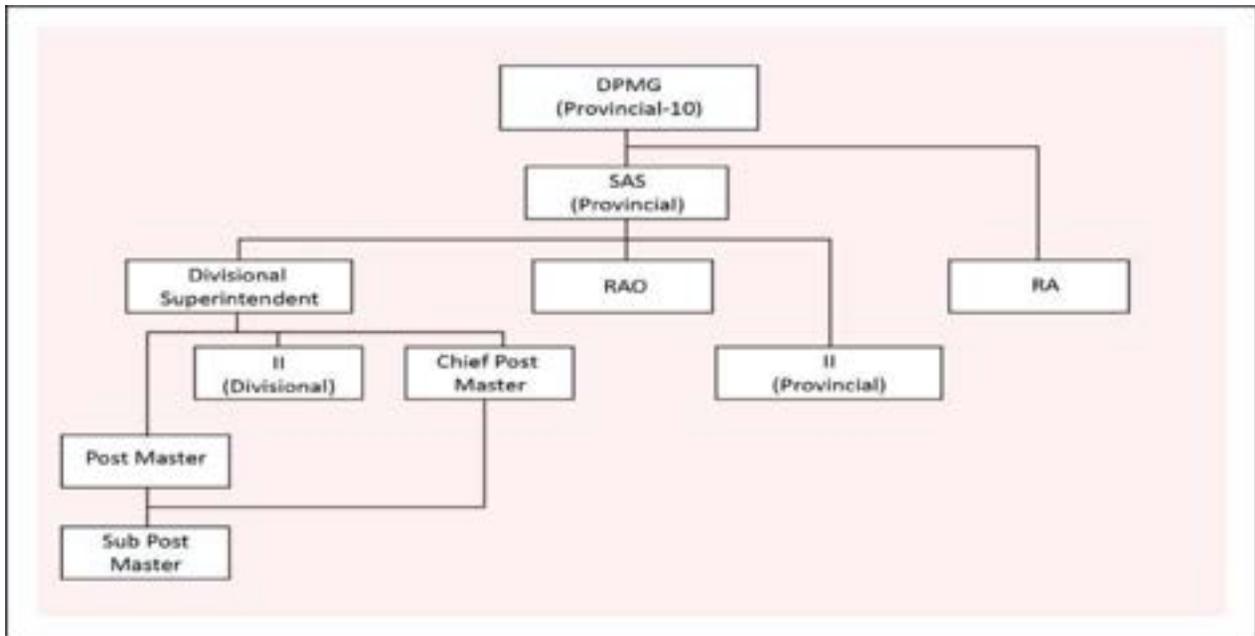


Figure 1.7 Outline of Provincial Administration

Provincial administration of Sri Lanka Post has been decentralized so that the maximum service to customers obtaining services related to post and postal related services can be rendered to the customers covering the entire island and provincial postal monitoring and administration activities are performed under the supervision of ten deputy postmaster generals in 10 Deputy Postmaster General divisions.



2

Progress and the Future Outlook

2.1 Progress

2.1.1 Progress of Utilizing capital funds by the Department of Posts Progress from 01st January 2022 to 31st December 2022

Code	Object	Allocation (Rs Mn.)	Expenditure Amount (Rs Mn.)	Financial Progress%	Physical Progress %
Rehabilitation & Improvement					
308-02-01-2001	Building & Structure Building renovation and restoration	100.000	11.656	11.66	33
308-02-01-2002	Plant Machinery Office equipment repair	20.000	7.765	38.83	92
308-02-01-2003	Vehicles Vehicle Repair	20.000	19.500	97.50	100
Acquisition of Capital Assets					
308-02-01-2102	Furniture & Office Equipment Purchase of office equipment	30.000	6.056	20.26	75
308-02-01-2102 - 0/13	Furniture & Office Equipment Purchase of office equipment	0.105	0.105	100	100
308-02-01-2103	Plant Machinery Purchase of machinery	50.000	20.039	40.08	88
308-02-01-0-2104	New Building New buildings	10.000	0.072	0.72	0
308-02-01-4-2104	New Building New buildings	100.000	99.308	99.31	90
308-02-01-2401	Training & Capacity Building Trainings and capacity building	8.000	7.539	94.25	88
308-02-01-2509	Other Investments / Enhancing postal services and stamps Postal services stamp promotion	2.000	0.147	7.35	7

Table 2.1

After the adoption of the 2022 annual budget estimate, the approved budget estimate for the year 2022 for the Department of Posts has been divided into 4 quarters due to the fact that the 2022 budget has proposed to issue the warrant issued by the Minister of Finance on a quarterly basis, giving the authority to incur expenses in the year. The allocation for each quarter had to be spent within that quarter and the allocation left at the end of one quarter could not be carried over to the next quarter.

2.1.2 Building renovation and restoration (308 – 02– 01 –2001)

Progress from 01st January 2022 to 31st December 2022

Project	Nol of projects	Allocated provisions (Rs. M.)	Financial progress (Rs. M.)	Financial Progress (%)	Physical progress %
Southern province	4	1.276595	1.068659	83.71	100
Western north	-	-	-	-	-
Western south	-	-	-	-	-
Central province	1	3.500000	0.462770	13.2	100
Eastern province	1	0.180000	0.172319	95.73	100
Uva province	-	-	-	-	-
North central province	4	4.864640	4.020272	82.64	100
North western province	-	-	-	-	-
Northern province	-	-	-	-	-
Sabaragamuwa province	-	-	-	-	-
Central mail exchange	-	-	-	-	-
Postal Headquarters	2	5.752235	4.113674	71.51	100

Table 2.2

2.1.3 Financial progress up to 31.12.2022

Annual revenue target of 2022 (Rs. M.)	Collected revenue up to 31.12.2022 (Rs. M.)	Progress %
9,100	9,268	101.9

	Annual estimation 2022 – Rs.	Expenditure 2022 – Rs.	Progress %
Recurrent expenditure	16,374,000,000.00	16,100,874,778.51	98.33
Capital expenditure	352,000,000.00	174,755,376.89	49.65
Total	16,726,000,000.00	16,275,630,155.40	97.31

Table 2.3

It is a victory for the Department of Posts to achieve the revised revenue target by 101.9% in the year 2022 even in the severe economic problem situation in the country by carrying out the general postal operations using limited resources. The progress of capital provision expenditure is 49.65% and recurrent expenditure is 98.33%.

2.1.4 Services rendered free of charge

Services rendered free of charge by the Department for another Department.

Service	Total of payments for the year 2022 (Rs.)
Payment of public aids	2,171,268,077.50
Payment of pension	7,578,407,473.75
Payment of disease allowances	541,829,603.00
Payment of elderly allowances	8,455,809,977.15
Pragna Pradeepani	64,259,742.00
Other payments	29,909,200.00
Rendering postal services under free postal facilities	216,832,499.00

Table 2.4

2.1.5 Projects generating revenue to the Government utilizing resources of the Department of Posts

Service	Revenue of 2022 (Rs.)
Stationing of ATM machines	610,200.00
Holiday bangalows	2,618,925.00
Renting out lands and buildings	180,000.00
Auditoriums	3,007,708.71
Cafertarias	586,750.00

Table 2.5

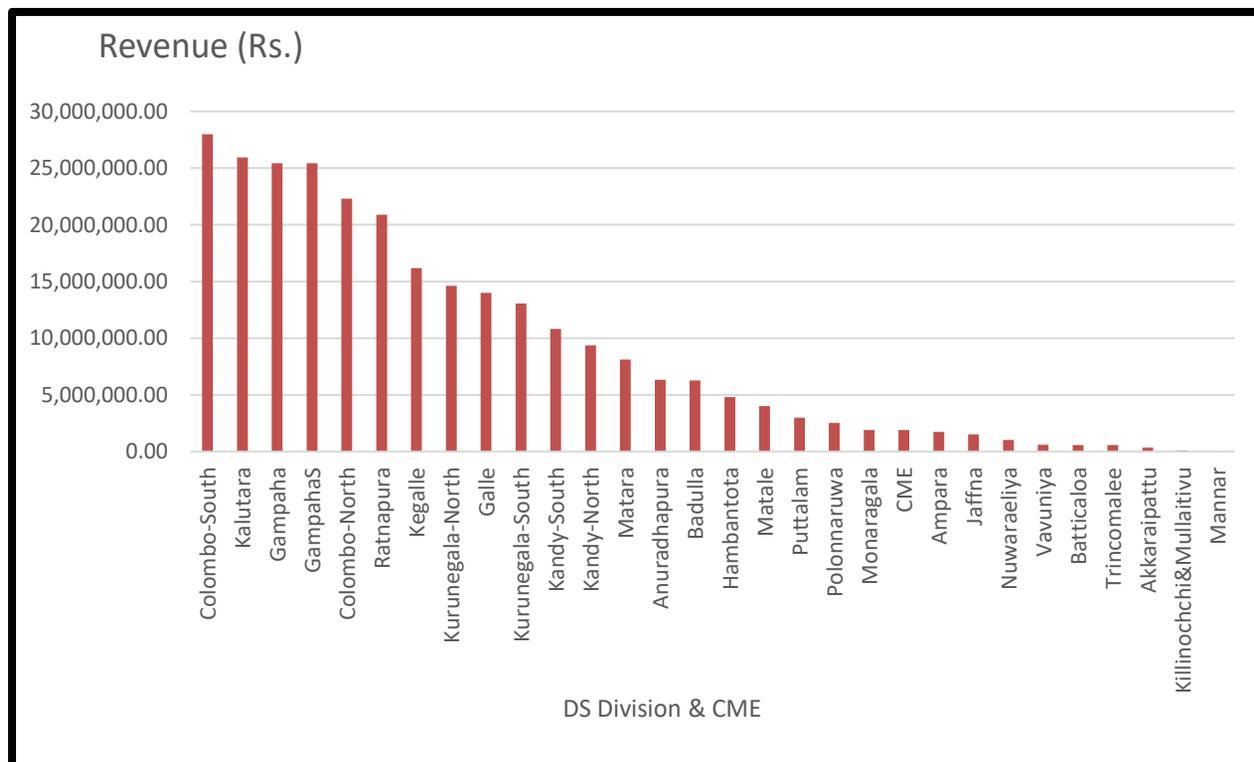
2.1.6 COD income of the year 2022

The Cash On Delivery (COD) service introduced on 15.12.2020 enabled the postal department to exceed the expected revenue target in 2022 as well.

Estimation 2022 (Rs. M.)	Annual Revenue (Rs. M.)	Progress (%)
55.000	269.474	490.0%

Table 2.6

Distribution of COD among divisions in 2022



2.1.7 Postal Services

Business Mail Service (BM Numbers)

A service implemented on agreement which is introduced to the business community to post business letters as stocks.

Registration	- From the Planning and Development Division, 4th Floor, Postal Headquarters. (Inquiries - 011-2448456)
Conditions	- A minimum of 100,000 letters should be mailed per month. An annual bank guarantee or cash deposit of at least Rs.5,000,000.00 is required for the fee for letters posted within one month. Standard envelopes of approved standard should be used. (80-100 GSM)
Standards	- Subject to regulations applicable to letter post
Services that can be obtained	- Normal letters, Registered letters, Printed Matters.
Fees	- Normal postage is applicable. https://slpost.gov.lk/wp-content/uploads/2022/08/domesticPostage_revised_2022_08_15.pdf Annual Registration fee is Rs. 5,000/-
Posting letters	- Central Mail Exchange, D. R. Wijewardhana Mawatha, Colombo 10
Customer Services	- 0112320700 / 1950

Bulk Mail Service (M Numbers)

A service introduced for bulk mailing of business letters (less than 100,000) for the business community all over the island.

- Registration - Nearest post office convenient for mailing letters or from Postal Headquarters, 5th Floor, Coordination Section
(Inquiries - 0112325565)
- Conditions - Bank guarantee/ cash deposit is required for postpaid service as a fixed fee.
Within Colombo city limits (minimum) - Rs.25,000.00
Within outlying city limits (minimum) - Rs.10,000.00
(The fixed fee varies depending on the number of letters mailed monthly.)
- Standards - Subject to postal regulations.
- Fees - Fee for obtaining the service for the first time – Rs. 5000.00
Fee for annual renewal - රු.3000.00
https://slpost.gov.lk/wp-content/uploads/2022/08/domesticPostage_revised_2022_08_15.pdf

Posting of letters - Through registered post / sub post offices

Customer services - 0112325565 / 1950

e – Telemail

A service introduced for prompt delivery of urgent messages through Post and Sub-Post Offices throughout the island.

The message is delivered within a minimum period of time from the time of receipt and the sender has the facility to retrieve information about the delivery of the message.

Charges -	For the first 10 words	Rs.	50.00
	Per word exceeding the limit	Rs.	5.00
	Fixed Rate	Rs.	20.00
	Confirmation of distribution	Rs.	30.00
	Charge for obtaining a certified copy of the original sent	Rs.	100.00

Ad Mail

A service to transmit business messages to customers in a concessional manner, to send samples of business advertisements to the needs of the business community to create awareness about their products.

Here, the necessary advertisements/samples are distributed from house to house without writing addresses to people in a certain area.

- Registration - Submit one advertisement / sample to the Divisional Post Offices of the area where the advertisement leaflets / samples are intended to be advertised and obtain an ADM number.

Mailable items -print ads, brochures, promotional letters, sales surveys, customer contests, commercial samples, customer rewards

Charges -

For advertising leaflets

Maximum weight of a leaflet	For 1000 leaflets	For leaflets exceeding 1000
20g	Rs. 6,000.00	Rs. 5,000.00
40g	Rs. 7,000.00	Rs. 6,000.00
60g	Rs. 8,000.00	Rs. 7,000.00
80g	Rs. 9,000.00	Rs. 8,000.00
100g	Rs. 10,000.00	Rs. 9,000.00

For commercial samples

01g-100g	For the first 1000 or a portion of it	For every 1000 more or a portion of it
When handing over to the distribution office	Rs. 20,000.00	රු.15,000.00
When handing over to the non - distribution office	Rs. 30,000.00	රු.25,000.00

Posting - Mention the ADM number of the advertisement / sample to be published and valid time frame applicable of those publicity activities , handing over them to the registered post office

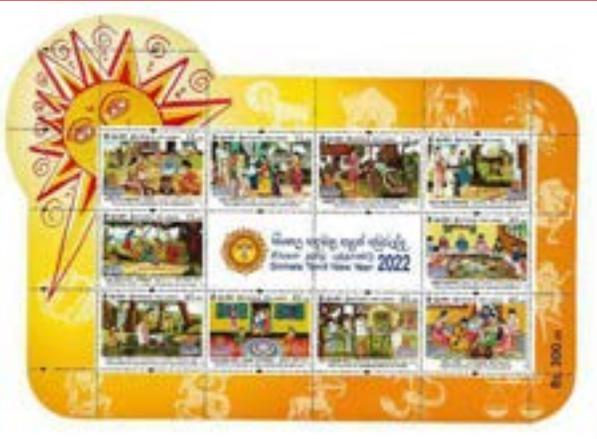
Customer services - 1950



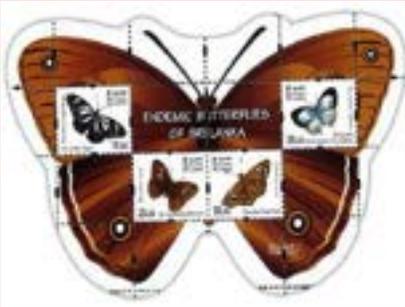
Figure 2.1: Advertising Programmes- Divisional Superintendent Division, Vavuniya

2.1.8 Stamps issued in the year 2022

	Theme	Date of Issuance	
1	Ancient Buildings of Sri Lanka <ul style="list-style-type: none"> ▪ Prime Minister’s Residence, Nuwara-Eliya ▪ Temple Trees, Colombo ▪ Prime Minister’s Office (Sirimathipaya) , Colombo 	2022.01.20	
2	Handicrafts of Sri Lanka <ul style="list-style-type: none"> ▪ Bambo based crafts ▪ Leather based crafts ▪ Stone carvings ▪ Pottery ▪ Talipot based crafts ▪ Palmyrah based crafts ▪ Ceramics ▪ Rattan based crafts ▪ Traditional Paintings ▪ Embroiderv 	2022.01.25	
3	The National Savings Bank - 50th Anniversary	2022.03.16	
4	Asian Pacific Postal Union - 60th Anniversary	2022.04.01	

5	World Autism Awareness Day	2022.04.02	
6	<p>Sinhala Tamil New Year</p> <ul style="list-style-type: none"> ▪ The custom of Cleaning the Kitchen ▪ The custom of offering the “Prince of the New Year” ▪ The custom of Beginning to Fry Sweetmeats ▪ Traditional Swing ▪ The Tamil Custom of sharing Sweetmeats ▪ The custom of partaking of the New Year Meal ▪ Traditional Folk Game “Olinda Keliya” ▪ The custom of “ Denu - Ganu” with Water ▪ Designing of “Kolam” – A Tamil custom for the New Year ▪ The Custom of Commencement of Work 	2022.04.14	
7	Royal Boatnic Garden Peradeniya	2022.09.12	<ul style="list-style-type: none"> ▪ Ribbon border, Christmas cake and Christmas tree ▪ Scenic landscape of a pond and a boarder ▪ Umbrella tree and National Herbarium ▪ Gardner Momorial 
8	World Children’s Day	2022.10.01	
9	Sri Lanka Athletic Century	2022.10.06	
10	Sri Lanka Republic Golden Jubilee	2022.10.07	

11	World Post Day	2022.10.09	
12	National Environment Pioneer Programme	2022.10.20	
13	Vesak 2566	2022.11.25	<div data-bbox="160 778 682 923" style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> ▪ Sandagiriya Ashtapala Bodiya ▪ Budugala Rajamaha Viharaya ▪ Sankapala Rajamaha Viharaya </div> 
14	State Vesak festival	2022.11.25	<div data-bbox="160 1089 682 1153" style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> ▪ Kuragala Rajamaha Viharaya </div> 
15	Endemic Butterflies of Sri Lanka	2022.12.01	<div data-bbox="160 1374 682 1881" style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> ▪ Sri Lanka Palmfly - <i>Elymnias singhala</i> ▪ Tropic Dart - <i>Potanthus satra</i> ▪ Sri Lanka Tiger - <i>Parantica taprobana</i> ▪ Sri Lanka Pale Ceylon - <i>Nacaduba sinhala</i> 6 - Lineblue ▪ Sri Lanka Bushbrown - <i>Mycalesis rama</i> ▪ Tricolor Pied Flat - <i>Coladenia tissa</i> ▪ Sri Lanka Lesser Albatross - <i>Aplias galene</i> ▪ Sri Lanka Indigo Royal - <i>Tajuria arida</i> ▪ Sri Lanka Forester - <i>Lethe dynsate</i> ▪ Sri Lanka One-spot - <i>Eurema ormistoni</i> Grass Yellow ▪ Sri Lanka Tree Nymph - <i>Idea iasonia</i> ▪ Sri Lanka Cerulean - <i>Jamides coruscans</i> </div> 

			
16	Christmas - 2022	2022.12.06	
17	National festival of Milad Un Nabhi	2022.12.01	
<ul style="list-style-type: none"> Jamiah Naleemiah Masjid, Beruwala 			

2.1.9 Activities of the philatelic bureau

Colombo International Book Fair



Stamp Exhibition – Badulla



Stamp Exhibition - Colombo



Stamp Exhibition - Kurunagala



2.1.9 Progress of the Special Project

❖ Corporate Social Responsibility Activities (CSR)

The Sri Lanka Postal Department implements various CSR Activities almost every year through the network of over 4000 post offices and sub - post offices across the island.

Even amidst the economic crisis, members of the postal family have implemented a number of community care programs in 2022. Among them,

- Donation of essential materials for Maharagama Apeksha Hospital, IDH Hospital and Government Hospitals
- Providing dry food items to low income community
- Distribution of school supplies to children
- Conducting blood donation camps
- Tree plantation projects
- Scholarship programs etc. can be mentioned.

The staff of the Department of Posts was able to contribute nearly 550 pints of blood to the national blood bank in the year 2022, with the aim of meeting the blood needs of needy patients by avoiding the shortage of blood in the island.

Also, essential materials were donated for the patients who were helpless due to the shortage of essential medicines and the increase in the price of medicines.



Figure 2.2: Blood donation camp –Post Office, Ratmalana



Figure 2.3: Blood donation camp –Post Office, Bandarawela



Figure 2.4: Blood donation camp –Post Office, Theldeniya



Figure 2.5: Blood donation camp –Post Office, Badulla



Figure 2.6: Blood donation camp –Post Office Keththapahuwa



Figure 2.7: Provision of breakfast for pregnant ladies of IDH Hospital – Divisional Superintendent’s Office (Colombo)

Staff of the Department provides free food packages, food packets and serve tea to the elderly persons and to the low income earners arrive to obtain allowances such as public assistance, old age allowances, sickness allowances etc. in order too eradicate poverty by supporting the achievement of sustainable development goals, these services are laudable social welfare services done through self-contribution.



Figure 2.8: Distribution of dry foods – Staff of Post Office, Ganemulla



Figure 2.9: Distribution of dry foods – Staff of Central Mail Exchange



Figure 2.10: Distribution of dry foods – Staff of Post Office, Boossa



Figure 2.11: Distribution of dry Staff of Post Office, Passara



Figure 2.12: Distribution of dry foods – Staff of Post Office, Dehiwala



Figure 2.13: Distribution of dry foods – Staff of Post Office, Wennappuwa



Figure 2.14: Distribution of dry foods – Staff of Post Office, Mahiangana



Figure 2.15: Distribution of dry foods – Staff of Post Office, Chillaw



Figure 2.16: Distribution of dry foods – Staff of Post Office, Padukka

Stationaries and equipment distribution programs were conducted for education for school children in order to empower the future of the country were conducted throughout the island. Also, various programs were conducted at the post office level to provide students with knowledge about post office activities. Various programs were organized on the basis of World Children's Day.

Another unique activity is the establishment of Philatelic clubs at the school level to improve the interest of school students in collecting stamps and equip them with knowledge about important events at local and international.

Mobile postal ID issuing services were launched and distribution of postal ID cards was also done in the year 2022.



Figure 2.17 : Mobile camp to render the service of issuing postal IDs – Divisional Superintendant’s Office, Akkareipattu



Figure 2.18 : Providing practical knowledge about the post office services –Post Office, Kollpitiya



Figure 2.19: Celebration of the International Children’s Day – Sub Post Office ,Mudungoda



Figure 2.20: Distribution of Books – Divisional Superintendants’ office Chillaw

Environmental changes caused by human activities have become a major threat to the survival of all living organisms. In order to save the biosphere by contributing to environmental conservation, the staff of the Department of Posts organized tree planting projects and charity programs across the island.

In view of the current situation of the country, necessary vegetable and fruit cultivation activities were also carried out through home garden cultivation war projects to assist in strengthening the economy,



Figure 2.21: Tree Planting – Thuru Mithuru Project –Post Office, Martugama



Figure 2.22: Tree Planting – Deputy Postmaster General Office - North Western (Kudunrgala)



Figure 2.23: Post Office, Meethirigala



Figure 2.24: Post Office, Dewalapola



Figure 2.25: Post Office , Toppur



Figure 2.26: Post Office, Ahangama



Figure 2.27: Post Office , Angunukolapalassa



Figure 2.28: Beach Cleaning –Post Office, Batticaloa

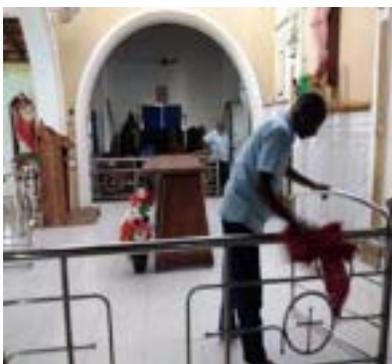


Figure 2.29: Post Office, Paalaviya



Figure 2.30: Beach Cleaning –Post Office, Trincomalee

❖ Office Renovation Projects

Due to the need to control expenditure in the face of economic crisis in the country 2022, the departmental asset development projects were carried out with limited treasury allocations and the labor contribution of the postal department staff. Under that, post office renovations, letter boxes were painted and office premises were cleaned.



Figure 2.31: Renovations –Post Office, Kurunegala



Figure 2.32: Painting –Post Office, Kallar



Figure 2.33: Renovations –Post Office, Katunayake

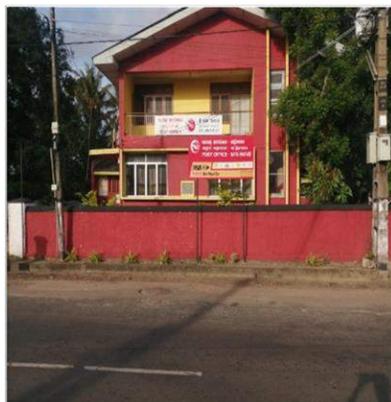


Figure 2.34: Renovations –Post Office, Kaduannawa



Figure 2.35: Renovations –Post Office, Boralla



Figure 2.36: Renovations –Post Office, Gampola

❖ Various Achievements

Post Office - Manipai

As a result of dedication of the Postmaster and his staff for the productivity promotion activities, an award of evaluation was won by them at the Productivity Awards Competition 2020 / 2022.



Photo 2.37: Staff of Post Office, Manipai and the renovation of the office premises contributed to the productivity project

Sub Post Office – Thalawila Churth

Due to the dedication of the Postmistress and the staff for productivity promotion activities, an evaluation award could be won at the Productivity Awards – 2020 / 2022 competition





Photo 2.38: Sub - Post Office of Thalawila Church, its staff and the renovation of the office premises contributed to the productivity project

Regional Administrative Office - Chillaw

Followed by the dediction of the Regional Administrative Officer (Chillaw) and his staff for productivity promotion activities, they secured a evaluation certificate at the Productivity Awards competition 2020 / 2022.



Photo 2.39: Regional Administration office, Chillaw its staff and the renovation of the office premises contributed to the productivity project

Sports achievements

Government Services Badminton Tournament – 2022

In this tournament,

- Runner up in Group “B”.
- Mr. R.R.D. Ranathunga (Central Mail Exchange) –40 senior singles Championship
- Mr. P.A.T Ferando (Airport Post Office) – Over 50 Singles Runners up
- Mr. R.R.D. Ranathunga and Mr. P.A.T Ferando – Runners up in double tournament



Futsal Football Tournament - 2022



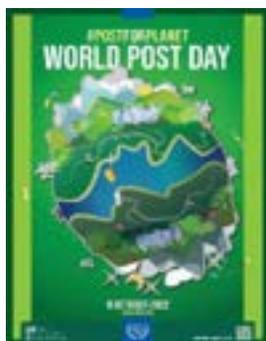
Department of Posts Football team Runners UP
Futsal Football Tournament conducted by
Government Service Football Federation.

Government Service Six-a-side Cricket Tournament - 2022



The Department of Posts Cricket team won the
runner up title in the Government Service Six-a-
side Cricket Tournament organized by the
Government Service Cricket Association.

2.1.10 Commemoration of World Post Day - 2022



The official celebration of World Post Day 2022 was proudly held on 09.10.2022 at the Postal Headquarters Auditorium with the participation of Hon. Minister of Mass Media Dr. Bandula Gunawardena under the theme “A Mail to Earth”.

In relation to the years 2021/2022, the following postal evaluation gifts were awarded.

The Following postal activities relation to 2021/2022 were evaluated of the national level (based on only acceptance)

Supra Grade

<u>SL POST COURIER</u>		Item	Revenue (Rs. M.)
First place	Kegalle	36,353	5.3
Second place	Kurunegala	14,527	1.6
Third place	Horana	6,864	0.8

<u>Expedited Mail Service (EMS)</u>		Item	Revenue (Rs. M.)
First place	Kandy	3,027	24.1
Second place	Galle	1,739	11.7
Third place	Kurunegala	1,693	10

<u>COD</u>		Item	Revenue (Rs.M.)
First place	Kegalle	30,835	4.9
Second place	Balangoda	25,018	4.2
Third place	Polgahawela	23,957	1

Post Office (Grade I & II)

<u>SL Post Courier</u>		Item	Revenue (Rs.M.)
First place	Kandy Branch	5,563	0.7
Second place	Kadawatha	3,409	0.5
Third place	Rajagiriya	3,310	0.4

<u>Expedited Mail Service (EMS)</u>		Item	Revenue (Rs. M.)
First place	Gem and Jewellery	2,134	8.7
Second place	Pannipitiya	654	5.2
Third place	Katawatha	638	4.9

<u>COD</u>		Item	Revenue (Rs. M.)
First place	Devalegama	19,839	3.2
Second place	Kahawatte	13,370	2.1
Third place	Kadawatha	12,463	2.6

Sub Post Office

<u>SL Post Courier</u>		Item	Revenue (Rs. M.)
First place	Mudungoda	3,177	0.3
Second place	Narahenpita economic centre	1,750	0.2
Third place	Panagoda Army Camp	1,357	0.1

<u>Expedited Mail Service (EMS)</u>		Item	Revenue (Rs. M.)
First place	Thimbirigaskatuwa	56	0.3
Second place	Lakshapathiya	29	0.1
Third place	Kurana Bolawalana	25	0.1

<u>COD</u>		Item	Revenue (Rs. M.)
First place	Katugastota Bazar	1,185	0.2
Second place	Mudungoda	1,073	0.2
Third place	Kiriwatthuduwa	758	0.1

2.2 Challenges

2.2.1 Staff Vacancies

Due to suspension of recruitment of new staff in order to manage public expenditure, the number of vacancies in the Department of Posts has escalated – At present there are 2434 vacancies existing. 2051 of them belong to the secondary level who carry out operational work in Post Offices. With this large number of vacancies, it is a considerable challenge to keep the department running normally.

Service category	Approved	Actual	Vacancies / surplus
Senior	126	63	63
Tertiary	253	71	182
Secondary	8925	6874	2051
Primary	13279	13141	138

2.2.2 Shortage of computer hardware

A shortage of technical equipment required for operational activities is existing in the post office network of about 4,000.

At present, the department possess approximately 3,952 computers and 489 Bar Code Scanners. Most of the Sub Post Offices are functioning without computer technology. Adequate allocations are not available annually to provide such equipment.

2.2.3 There is a dire need to develop or provide software to meet the market competition that has emerged through advanced technologies and to satisfy the current consumer requirements. This has challenged the Department of Posts to fulfill its responsibility to support a distribution network that encourages small-scale entrepreneurs in an economic environment that empowers local manufacturing.

2.2.4 Supplying vehicles required for postal transportation – Most of the vehicles utilized for postal transportation are older than 15 years and recommended for discarded.

2.2.5 Enhancing infrastructure facilities in post offices – 154 out of 653 post offices have to be operated within rented premises under minimum facilities. Although there are land space for erecting some of the buildings, the building requirement could not be satisfied due to lack of provisions pumped for building constructions.

2.2.6 Inadequate provision for publicity and marketing activities related to the services provided by the Department of Posts.

2.2.7 Limited allocations for staff training are not sufficient to provide adequate training for approximately 22,000 permanent staff. Inability to release for training is also common due to lack of staff.

2.2.8 Not considering a financial value operational cost of the providing free postal facilities for members of parliament and provincial councils, in providing postal facilities for government institutions, in making payments, for services provided without charging a

nominal value or postage cannot be mentioned as income. Therefore, the gap prevails as a result of the inability to minimize the gap between departmental income and expenditure although the postal charges were amended.

- 2.2.9 Due to the increase in the payments made to the Railway Department and the Sri Lanka Transport Board for postal transport, fuel, water, electricity and telephone expenses the operating expenses of the department have been escalated. For this reason, reducing the revenue-expenditure gap expected by the postal charges revision has been a challenge.

2.3 Future Targets

- 2.3.1 100% achievement of departmental revenue target (Rs. 12,000 million) by 2023.
- 2.3.2 Reducing the revenue-expenditure gap by 10% in 2023.
- 2.3.3 Optimum utilization of the annual capital allocation received for the year 2023.
- 2.3.4 Provision of a digitized courier mail service with private investment on public private partnership (PPP) basis to remove barriers to progress in the face of existing private sector courier service providers.
- 2.3.5 Bringing the revenue and expenditure to break even point within the next 5 years.
- 2.3.6 Utilization of new marketing concepts and technical strategies for postal services.
- 2.3.7 Conducting promotions, performance appraisals / efficiency bar examinations and training requirements for human resource development.
- 2.3.8 Amendment of Post Office Ordinance and service Minute of Postal Service.
- 2.3.9 Conduct a formal work and method study related to the operations and accordingly placement the staff in a formal manner.
- 2.3.10 Make Recruitments and promotions to approved posts.
- 2.3.11 Implementation of programs to use renewable energy for energy conservation.
- 2.3.12 Launch of projects to achieve Sustainable Development Goals. (SDG)



Postmaster General

S.R.W.M.R.P. Sathkumara
Postmaster General



3

Total Financial Performance of the Year

3.1 Statement of Financial Performance

ACA-F

**Statement of Financial Performance
for the period ended 31st December 2022**

Budget 2022 Rs.	Note	Actual	
		2022 Rs.	2021 Rs.
- Revenue Receipts			
- Non Tax Revenue & Others	1	9,268,542,792.00	7,152,220,923.00
- Total Revenue Receipts (A)		9,268,542,792.00	7,152,220,923.00
- Non Revenue Receipts			
- Treasury Imprests		5,354,105,200.00	5,592,750,404.00
- Deposits		84,403,112.00	132,757,115.00
- Advance Accounts		732,953,217.00	766,238,475.00
Receipts from Agents		196,019,724,480.00	169,985,948,425.00
- Receipts to stamp stock account		3,308,942,537.00	2,646,902,502.00
- Total Non Revenue Receipts (B)		205,500,128,546.00	179,124,596,920.00
- Total Revenue Receipts & Non Revenue Receipts C = (A)+(B)		214,768,671,338.00	186,276,817,843.00
Remittance to the Treasury (D)		14,100.00	-
Net Revenue Receipts & Non Revenue Receipts E = (C)-(D)		214,768,657,238.00	186,276,817,843.00
Less: Expenditure			
- Recurrent Expenditure			
Wages, Salaries & Other Employment			
16,374,000,000.00 Benefits	2	14,514,999,500.00	12,857,316,588.00
1,275,500,000.00 Other Goods & Services	3	1,494,887,076.00	1,016,667,422.00
97,000,000.00 Subsidies, Grants and Transfers	4	88,232,789.00	86,453,038.00
1,500,000.00 Other Recurrent Expenditure	5	2,755,414.00	1,216,087.00
17,748,000,000.00 Total Recurrent Expenditure (F)		16,100,874,779.00	13,961,653,135.00
Capital Expenditure			
140,000,000.00 Rehabilitation & Improvement of Capital Assets	6	38,922,270.00	216,745,596.00
202,000,000.00 Acquisition of Capital Assets	7	128,145,118.00	138,144,274.00
8,000,000.00 Capacity Building	8	7,539,998.00	8,884,313.00
2,000,000.00 Other Capital Expenditure	9	147,990.00	135,405.00
352,000,000.00 Total Capital Expenditure (G)		174,755,376.00	363,909,589.00
Deposit Payments		84,138,708.00	115,278,432.00
Advance Payments		783,232,032.00	763,008,667.00
Payments to Agent		195,734,495,212.00	170,471,891,004.00
Payments to stamp stock account		3,654,979,099.00	2,809,512,664.00
Total Main Ledger Expenditure (H)		200,256,845,051.00	174,159,690,766.00
Total Expenditure I = (F+G+H)		216,532,475,206.00	188,485,253,490.00
Balance as at 31st December J = (E-I)		(1,763,817,968.00)	(2,208,435,646.00)
Balance as per the Imprest Reconciliation Statement		(2,496,022,164.00)	(2,618,035,607.00)
Imprest Balance as at 31st December		732,204,196.00	409,599,961.00
		(1,763,817,968.00)	(2,208,435,646.00)

Table 3.1

3.2 Statement of Financial Position

ACA-P

Statement of Financial Position
As at 31st December 2022

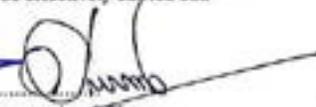
	Note	Actual	
		2022 Rs	2021 Rs
Non Financial Assets			
Property, Plant & Equipment	ACA-6	3,584,292,114.00	3,524,726,817.00
Financial Assets			
Advance Accounts	ACA-5/5(a)	1,945,407,455.00	1,895,128,639.00
Swap Stock Account		1,847,282,488.00	1,501,245,927.00
Fixed Deposit - People's Bank		858,000.00	-
Cash & Cash Equivalents	ACA-3	732,204,196.00	409,599,961.00
Total Assets		8,110,044,253.00	7,330,701,344.00
Net Assets / Equity			
Net Worth to Treasury		2,961,913,877.00	2,850,234,173.00
Property, Plant & Equipment Reserve		3,584,292,114.00	3,524,726,817.00
Current Liabilities			
Deposits Accounts	ACA-4	89,535,972.00	89,271,568.00
Accrued Payments for Agents		742,098,094.00	456,868,825.00
Imprest Balance	ACA-3	732,204,196.00	409,599,961.00
Total Liabilities		8,110,044,253.00	7,330,701,344.00

Detail Accounting Statements in ACA format Nos. 1 to 7 presented in pages from ...7..... to...28... and Annexures to accounts presented in pages from ...29.... to69..... form an integral part of these Financial Statements. The Financial Statements have been prepared in complying with the Generally Accepted Accounting Principles whereas most appropriate Accounting Policies are used as disclosed in the Notes to the Financial Statements and hereby certify that figures in these Financial Statements, Notes to accounts and other relevant accounts were reconciled with the Treasury Books of Accounts and found in agreement.

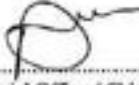
We hereby certify that an effective internal control system for the financial control exists in the Reporting Entity and carried out periodic reviews to monitor the effectiveness of internal control system for the financial control and accordingly make alterations as required for such systems to be effectively carried out.


Chief Accounting Officer
Name :V.P.K. Anusha Palpita
Designation :Secretary
Date :17.02.2023

V.P.K. Anusha Palpita
Secretary
Ministry of Mass Media
163, "Aoida Medura", Niluthana Mawatha,
Pothangoda, Colombo-05.


Accounting Officer
Name :S.R.W.M.R.P. Sathkumara
Designation :Acting Postmaster General
Date :16.02.2023

S.R.W.M.R.P. Sathkumara
Actg. Postmaster General


Chief Financial Officer/ Chief Accountant/
Director (Finance)/ Commissioner (Finance)
Name :R.V.A.L. Rajapaksha
Date :16.02.2023

R. V. A. L. Rajapaksha
Chief Accountant
Department of Posts
Colombo 10

Table 3.2

3.3 Statement of Cash Flows

ACA-C

**Statement of Cash Flows
for the Period ended 31st December 2022**

	Actual	
	2022 Rs.	2021 Rs.
Cash Flows from Operating Activities		
Non Revenue Receipts	6,410,597,566.00	5,057,436,232.00
Revenue Collected on behalf of Other Revenue Heads	5,004,086,360.00	4,402,049,772.00
Imprest Received	5,354,105,200.00	5,592,750,404.00
Recoveries from Advance	728,557,402.00	763,791,494.00
Deposit Received	84,403,112.00	132,757,115.00
Receipts from Agents	196,019,724,480.00	169,985,948,425.00
Receipts to stamp stock Account	3,308,942,537.00	2,646,902,502.00
Total Cash generated from Operations (A)	216,910,416,657.00	188,581,635,944.00
Less - Cash disbursed for:		
Personal Emoluments & Operating Payments	15,994,150,897.00	13,873,874,277.00
Subsidies & Transfer Payments	88,232,789.00	86,453,038.00
Expenditure incurred on behalf of Other Heads	78,323,087.00	60,929,269.00
Imprest Settlement to Treasury	14,100.00	-
Advance Payments	779,672,554.00	763,008,667.00
Deposit Payments	84,138,708.00	115,278,432.00
Payments to Agents	195,734,495,212.00	170,471,891,004.00
Payments to stamp stock Account	3,654,979,099.00	2,809,512,664.00
Total Cash disbursed for Operations (B)	216,414,006,446.00	188,180,947,350.00
NET CASH FLOW FROM OPERATING ACTIVITIES(C)=(A)-(B)	496,410,211.00	400,688,594.00
Cash Flows from Investing Activities		
Interest	-	-
Dividends	-	-
Total Cash generated from Investing Activities (D)	-	-
Less - Cash disbursed for:		
Purchase or Construction of Physical Assets & Acquisition of Other Investment	173,805,976.00	358,614,192.00
Total Cash disbursed for Investing Activities (E)	173,805,976.00	358,614,192.00
NET CASH FLOW FROM INVESTING ACTIVITIES(F)=(D)-(E)	(173,805,976.00)	(358,614,192.00)
NET CASH FLOWS FROM OPERATING & INVESTMENT ACTIVITIES (G)=(C) + (F)	322,604,235.00	42,074,402.00
Cash Flows from Financing Activities		
Local Borrowings	-	-
Foreign Borrowings	-	-
Grants Received	-	-
Total Cash generated from Financing Activities (H)	-	-
Less - Cash disbursed for:		
Repayment of Local Borrowings	-	-
Repayment of Foreign Borrowings	-	-
Total Cash disbursed for Financing Activities (I)	-	-
NET CASH FLOW FROM FINANCING ACTIVITIES (J)=(H)-(I)	-	-
Net Movement in Cash (K) = (G) + (J)	322,604,235.00	42,074,402.00
Opening Cash Balance as at 01st January	409,599,961.00	367,525,559.00
Closing Cash Balance as at 31st December	732,204,196.00	409,599,961.00

Table 3.3

3.4 Notes to the Financial Statements

Basis of Reporting

- Period of Reporting**

The time frame of reporting applicable to these financial statements is from the 1st of January to 31st of December 2022

- Basis of evaluation**

Financial statements have been prepared based on the standard of historical cost while the cost of certain assets has been enhanced depending on the value re – evaluated. If not mentioned in any other way preparation of accounts is performed on the fundamental basis enhanced.

Financial statements have been presented in Sri Lankan Rupees and to the approximate value.

- Identification of Revenue**

Despite of the period of receipt, the exchanging and non – exchanging revenue are identified as revenue received at the time of receipt of money.

- Identification as property, plant and equipment and measuring them.**

When there is a confirmation that the future economic profits applicable to the assets would be received, and when those assets can be measured with trust, those assets are called property, plant and equipment.

Property plant and equipment are identified as cost while re – evaluated value is utilized at the instances in which cost model is non – applicable.

- Property plant and equipment**

This reserve account is the corresponding account of property, plant and equipment.

- Cash and cash equivalents**

Cash and cash equivalents consist of local currency notes and coins on hand as of December 31, 2022

3.5 Performance of the Revenue Collection

Rs. 000

Revenue Code	Description of the revenue code	Revenue Estimate		Collected revenue	
		Original	Final	Amount (Rs.)	as a % of Final Revenue Estimate
2001.02.00	Revenue of the Postmaster General	9,100,000	9,100,000	9,268,542	101.9

Table 3.4

3.6 Performance of the Utilization of Allocation

Rs. 000

Type of allocations	Allocation		Actual expenditure	Allocation Utilization as a % of Final Allocation
	Original	Final		
Recurrent	16,374,000	16,374,000	16,100,874	98.33
Capital	352,000	352,000	174,755	49.65

Table 3.5

3.7 In terms of F.R.208 grant of allocations for expenditure to the Department

Serial No.	Allocation Received from Which Ministry / Department	Purpose of the Allocation	Allocation		Actual Expenditure	Rs. 000
			Original	Final		Allocation Utilization as a % of Final Allocation
1	Ministry of Finance, Economic and Policy Development	Payment of allowances to graduate trainees				
2	Ministry of Public Services and Provincial Administration	Payment of allowances to graduate trainees	<u>1001</u> 12,092	<u>1001</u> 12,092	<u>1001</u> 10,744	88.86
		Payment of allowances to graduate trainees	<u>1003</u> 6,026	<u>1003</u> 6,026	<u>1003</u> 5,411	89.79

Table 3.6

3.8 Performance of the reporting of non – financial assets

Asset code	Code description	Balance as per Board of Survey Report as at 31.12.2021	Balance as per Financial Position Report as at 31.12.2021	Yet to be Accounted	Reporting progress as a %
9151	Buildings and structures	489,262,600.00	489,262,600.00	-	-
9152	Machinery	1,780,054,666.51	1,780,054,666.51	-	-
9153	Lands	1,014,756,900.00	1,014,756,900.00	-	-
9154	Intangible assets	-	-	-	-
9155	Biological assets	-	-	-	-
9160	Work in progress	288,217,947.26	288,217,947.26	-	-
9180	Rented out assets	12,000,000.00	12,000,000.00	-	-

Table 3.7



4

Performance Indicators

4.1 Performance Indicators of the Department (Based on the Action Plan)

Specific indicators	Actual output as a percentage (%) of expected output		
	100% - 90%	75% - 89%	50% - 74%
1. Achieving the estimated income target by 100%	101.9		
2. Reducing recurrent expenditure by 5%	98.33* (A saving of 1.67 % is available)		
3. Capital allocations maximum utilization			49.65** (Has been utilized)

Table 4.1

* The expected target could not be achieved due to the huge increase in fuel and transport costs, increase in the price of all stationery and other office supplies.

** Expenditure restricted as per Budget Circular 03/2022-Control of Public Expenditure.



5

Performance of the Achieving Sustainable Development Goals (SDG)

5.1 Recognized Sustainable Development Goals (SDG)

Target / objective	Target	Indicators of the achievement	Progress of the achievement to date		
			0%-49%	50%-74%	75%-100%
1. Objective 08 Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead	8.4.2 Domestic material consumption, domestic material consumption per capita, and domestic material consumption per GDP			✓
	8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	8.5.1 Average hourly earnings of employees, by sex, age, occupation and persons with disabilities	✓		
	8.10 Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all	8.10.2 Proportion of adults (15 years and older) with an account at a bank or other financial institution or with a mobile-money-service provider		✓	
2. Objective 09 Build resilient infrastructure, promote inclusive and sustainable industrialization and foster	9.4 By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of	9.4.1 CO ₂ emission per unit of value added		✓	

innovation	clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities				
3. Objective 12 Ensure sustainable consumption and production patterns	12.2 By 2030, achieve the sustainable management and efficient use of natural resources 12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse 12.b. Develop and implement tools to monitor sustainable development impacts for sustainable tourism that creates jobs and promotes local culture and products	12.2.1 Material footprint, material footprint per capita, and material footprint per GDP 12.5.1 National recycling rate, tons of material recycled 12.b.1 Implementation of standard accounting tools to monitor the economic and environmental aspects of tourism sustainability	✓	✓	
4. Objective 15 Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	15.2 By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally	15.2.1 Progress towards sustainable forest management		✓	
5. Objective 17 Strengthen the means of implementation and revitalize the global partnership for sustainable development	17.16 Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share	17.16.1 Number of countries reporting progress in multi-stakeholder development effectiveness monitoring frameworks that	✓		

	knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals in all countries, in particular developing countries	support the achievement of the sustainable development goals			
--	--	--	--	--	--

Table 5.1

5.2 Achievements and Challenges of the Sustainable Development Goals (SDG)

Although the Postal Department is not directly established for achieving sustainable development goals, existing and introduced new services contributes to the achievement of sustainable development objectives.

- Although various projects are being implemented by using the existing limited resources more efficiently and with good management, the financial allocations are not sufficient to accomplish the requirements.
- Also managing the human resources for this purpose along with focus on departmental core functions due to staff vacancies makes it difficult.
- Furthermore, the physical resources such as buildings, vehicles, etc. are not provided as necessary to modernize them in line with sustainable development objectives even the Department being an old one.

But despite various challenges, the Department of Posts is committed to achieving sustainable development goals for the Sri Lankan people through various projects including local and international courier service promotion projects, "Digitalization of Mail Management System" project, social care and environmental projects carried out voluntarily by the postal department staff.



6

Human Resource Profile

6.1 Cadre Management

	Approved Cadre	Existing Cadre	Vacancies / (Excess)
Senior	126	63	63
Territory	253	71	182
Secondary	8,925	6,874	2,051
Primary	13,279	13,141	138

Table 6.1

6.2 How to storage or Excess of Human Resources has affected the Performance of the Organization

There are currently 2,434 vacancies in the total staff of the Department of Posts, of which 1,757 are vacancies for Postal Service Officers.

Although the circulation of private letters has shown a decrease, the rapid growth in the circulation of postal items through domestic and international courier services and the lack of staff has greatly affected the postal operations due to the fact that many agencies act as an agent and provide a number of agent services to the customer.

Therefore, the possibility of directing the staff for training programs and extracurricular programs for the development of human resources is limited.

6.3 Human Resource Development – Annexure 03

The training programmes' contribution to the performance of the Department

The limited allocation of 9 million received for training activities in the year 2022 has been utilized at the maximum level.

Due to the economic instability in the country, facing many problems such as fuel and energy crises and not getting the required allocations, it was not possible to carry out the postal department training plan 100% successfully.

Also, due to the considerable number of vacancies existing in the department, it is impossible to employ officers for training activities.

However, various trainings have been conducted at the post headquarters level, postal training institutes and provincial levels to improve the performance of the department.

As a result of that, the revenue of 2022 exceeded the estimated levels. The department staff has worked very hard for that.



7

Conclusion

Like the rest of the global economy, the postal sector is facing unprecedented change as the decades-long trends of liberalization and digitalization continue to transform the world. Multilateralism is undergoing its own transformation too, as the United Nations system works towards the achievement of the 2030 Agenda and its Sustainable Development Goals (SDGs). Furthermore, all of these long-term trends have been accelerated by the COVID-19 pandemic. As the UN agency for the postal sector, the Universal Postal Union is called upon to play a role in this new environment. In order to do so, the organization needs a strategy that builds on past successes while opening a prosperous way forward. (Abidjan Postal Strategy and Business Plan 2021- 2025, UPU, 2022)

The Department of Posts is equipped with a vast network of postal operations that are dispersed throughout the island. Along with formal instructions from the Universal Postal Union dealing with international mail, the Department of Posts also includes guidance such as proper and effective techniques of high standards connected to postal operations, Post Office Ordinance, Post Office Guide, Postmaster's Manual, and Post Office Regulations. Additionally, there is a training sector for developing human resources and a fleet of vehicles for transporting mail.

Letter mail has observed to be rapidly declining, while the need for parcel and courier mail is increasing daily as a result of the significant shift in modern consumer needs through e-commerce buying and selling. Consumers anticipate convenient office hours, online services, "Point to point tracking," pick-up services, etc. in today's hectic world. Private courier companies exist in great numbers for courier delivery at this situation.

Digitization and technology are the tools that can be used to win competitively in the changed market. Further to that, special training should be given to the staff regarding the existing services, goals and providing quality customer service.

It is necessary to find alternative modes of transport for mail transportation to maintain delivery standards due to the interruptions and delays of the public transportation systems.

Also, it is necessary to create self-service, multiple service portals in Post Offices, and build pleasant office environments to customers as well as the employees. Software, Hardware

The Post Office network has been networked through computers and the Sub Post Office network has been networked through the mobile phones of the Sub Post Masters and the necessary hardware has been provided for the same about 08 years ago. Currently this hardware is not functional and requires hardware provisioning. It is also essential to provide computer facilities to Sub Post Offices, computer tools for Sub Post Offices and regional staff to facilitate online transactions. Some of the hardware is expected to be procured in 2023, funded by the Universal Postal Union's Quality Service Fund (QSF). This will provide some assistance to post office and sub post office portals and postal operations.

Furthermore, a need for advertising method to notify about the various postal services and agent services are available.

Within an environment where solutions for all the above challenges are found, it will not be a difficult goal to bring the department's income and expenses to balance.

Abbreviations

1 PMG	Postmaster General
2 DPMG(Op)	Deputy Postmaster General(Operations)
3 DPMG(Admn)	Deputy Postmaster General(Administration)
4 DPMG(Dev)	Deputy Postmaster General(Development)
5 CA	Chief Accountant
6 CIA	Chief Internal Auditor
8 DPMG(Prov)	Deputy Postmaster General(Provincial)
9 Con(OP)	Controller (Operations)
10 Con(Inv)	Controller (Investigations)
11 SAS(HQ)	Senior Administrative Secretary (Head Quaters)
12 SAS(prov)	Senior Administrative Secretary (Provincial)
13 DCA	Deputy Chief Accountant
14 Dir(T&PMTC)	Director(Training &Postal Management Training College)
15 Dir(PB)	Director (Philatelic Bureau)
16 Supdt(CME)	Superintendent (Central Mail Exchange)
17 Supdt(IPS)	Superintendent(International Postal Services)
18 Supdt(Lia)	Superintendent (Liasons)
19 Supdt(P&D)	Superintendent (Planing& Development)
20 Supdt(Mkt)	Superintendent (Marketing)
21 Supdt(Supp)	Superintendent (Supplies)
22 S(SPO)	Superintendent (Sub Post Offices)
23 Ad. Sec (Pesl)	Administrative Secretary(Personal)
24 AS(Admn)	Assistant Superintendent (Administration)
25 AS(Buld)	Assistant Superintendent (Buildings)
26 AS (UPU)	Assistant Superintendent (Universal Postal Union Affairs)
27 AS(HQ)	Assistant Superintendent (Head Quaters)
28 AS(Fgn)	Assistant Superintendent (foreign & Parcel)
29 AS(Inland)	Assistant Superintendent (Inland Mail)
30 AS(Rgd)	Assistant Superintendent (Register Post)
31 AS(Com)	Assistant Superintendent (Commercial)
32 AS(ICT)	Assistant Superintendent (Information & Communication Technology)
33 AS(Inv)	Assistant Superintendent (Investigations)
34 AS(SPO)	Assistant Superintendent (Sub Post Offices)
35 Civil Eng	Civil Engineer
36 Mec.Eng	Mechanical Engineer
37 AD(ICT)	Assistant Director (Information & Communication Technology)
38 Acct(Proc)	Accountant (Procurement)
39 Acct (Rev)	Accountant (Revenue)
40 Acct (IA)	Accountant (International Accounts)
41 Acct (BK)	Accountant (Book Keeping)
42 Acct (PB)	Accountant (Philatelic Bueru)
43 Acct (Sal)	Accountant (Salaries)
44 Acct (Audit)	Accountant (Audit)
45 Acct (stamps)	Accountant (Stamps)
46 DS	Divisional Superintendent
47 RAO	Regional Administrative Officer
48 RAcet	Regional Accountant
49 CPM	Chief Post Master
50 II	Investigation Inspector
51 II(Div)	Investigation Inspector(Divisional)
52 II(Prov)	Investigation Inspector(Provincial)
53 IMT	Inspector Mail Transport

මානව සම්පත් සංවර්ධනය

දැඩියාවෙන් නම	පුහුණු කරන ලද අවසර	දැඩියාවෙන් කාලසීමාව	සමස්ත අයවැය (රු.)		දැඩියාවෙන් ස්වභාවය දේශීය / විදේශීය	නිමැවුම / ලබාගත් දැනුම
			දේශීය	විදේශීය		
Foreign Travelling Vote (308-02-01-1102)						
Original Efficiency and E- Commers Development	01	06.12.2022-08.12.2022	183,863.44		Foreign Workshop	e - වාණිජය පදනම කරගත් ක්‍රමවේද පිළිබඳ දැනුම ලබාදීම.
International Postal Service	01	07.11.2022-02.12.2022	408,068.28		Foreign Workshop	අන්තර්ජාතික තැපැල් සේවාවන් පිළිබඳව දැනුම වර්ධනය කිරීම.
Operation Management Course	01	07.11.2022-02.12.2022	408,068.28		Foreign Workshop	තැපැල් මෙහෙයුම් ක්‍රියාවලිය පිළිබඳ දැනුම වර්ධනය කිරීම.
Total	03		1,000,000.00			

තැපැල් කළමනාකරණ අංශය විද්‍යාලය මගින් පවත්වන ලද පුහුණු දැඩියාවෙන් (අංශයන්ට පුහුණු)-10	418	දින 23			දේශීය	රාජකාරී සඳහා දායක කරගත් පුහුණු ලබාගෙන නිමිම
තැපැල් කළමනාකරණ අංශය විද්‍යාලය මගින් පවත්වන ලද පුහුණු දැඩියාවෙන් (වැඩිපුර ආයතන පුහුණු)-05	06	දින 18	7,209,525.00		දේශීය	"
සමස්ත දැඩියාවෙන් පවත්වන ලද දින-15	15	-			දේශීය	"
රාජ්‍ය ආයතන පුහුණු දැඩියාවෙන්-01	47	-	988,500.00		දේශීය	"
තැපැල් අංශය ආයතන පුහුණු දැඩියාවෙන්						"
තැපැල් අංශය ආයතන දැඩියාවෙන්-18	936	-			දේශීය	"
තැපැල් අංශය ආයතන මහලට-12	831	-			දේශීය	"
තැපැල් අංශය ආයතන තැපැල්-06	286	-			දේශීය	"
තැපැල් අංශය ආයතන ගාස්තුව-07	319	-			දේශීය	"
තැපැල් අංශය ආයතන මධ්‍යම-04	319	-			දේශීය	"
තැපැල් අංශය ආයතන මහල-08	533	-			දේශීය	"
තැපැල් අංශය ආයතන පුහුණු-09	217	-			දේශීය	"

පළාත්වල පිහිටි වැඩිම ප්‍රාන්ත							
බස්නාහිර පළාත (දකුණ)-04	162	-	62,440.00	මදුම්	රාජ්‍යයේ සඳහා අදාළවන පුහුණුව ලබාගෙන තිබීම		
බස්නාහිර පළාත (උතුර)-03	121	-	140,950.00	මදුම්	"		
මධ්‍යම පළාත-03	143	-	125,425.00	මදුම්	"		
දකුණු පළාත-04	198	-	92,310.00	මදුම්	"		
සබරගමු පළාත-09	676	-	261,892.00	මදුම්	"		
උතුරු පළාත-03	151	-	98,340.00	මදුම්	"		
නැගෙනහිර පළාත-03	95	-	81,165.00	මදුම්	"		
වයඹ පළාත-11	342	-	122,820.00	මදුම්	"		
උතුරු මැද පළාත-11	661	-	343,202.00	මදුම්	"		
උතුරු පළාත-03	66	-	68,000.00	මදුම්	"		
මධ්‍ය නැගැල් ප්‍රදේශයේ-01	42	-	335,516.41	මදුම්	"		

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Call Center