



Annual Action Plan

2020

Office of the Parliamentary Commissioner for Administration

Contents

Page

01. Vision, Mission, Main Functions	1-2
02. Human Resource Management	3
03. Office Structure	4
04. Action Plan	5-7
05. Timeline of Action Plan - 2020	8-10
06. Analysis of Complaints Expected	11
07. Annual Expenditure Plan - 2020	12-13

Annual Action Plan

Vision

With the view of eradicating administrative injustices caused by the officials of the State and other similar institutions, it is our vision to make every effort to ensure sound public service through vigilance and particularly by delivering just & fair decisions that are combined with impartiality and transparency.

Mission

Carrying out unbiased investigations into the complaints made in relation to human right violations committed by the officials of the State & the Local Government Institutions, Statutory Boards, Corporations and Semi-Government Institutions and thereafter to make appropriate orders, decisions, suggestions and recommendations remedying those violations. Aforesaid violations include administrative miscarriages and various other injustices including the violation of fundamental rights enshrined in the Constitution of the Republic of Sri Lanka.

Main Functions

Conducting investigations, in relation to complaints which are addressed directly to the Ombudsman by the members of the general public; with the view of eradicating violations of fundamental rights or similar injustices caused by the officers of Government Departments, Public Corporations, Provincial Councils or any such other Institutions and then to request, suggest and/or make recommendations to have erroneous administrative decisions reversed.

This institution, also investigate into the matters brought before the Public Petitions Committee in the Parliament by a Member of Parliament when those complaints reveal any violation of right referred to in the preceding paragraph and then to arrive at decisions eradicating injustices caused.

Therefore, key function of this institution is to steer the administrative mechanism of Sri Lanka towards the correct path in accordance with the Laws of the Land and the Rules & Regulations made thereunder while granting reliefs to the people whose rights have been violated.

Beneficiaries

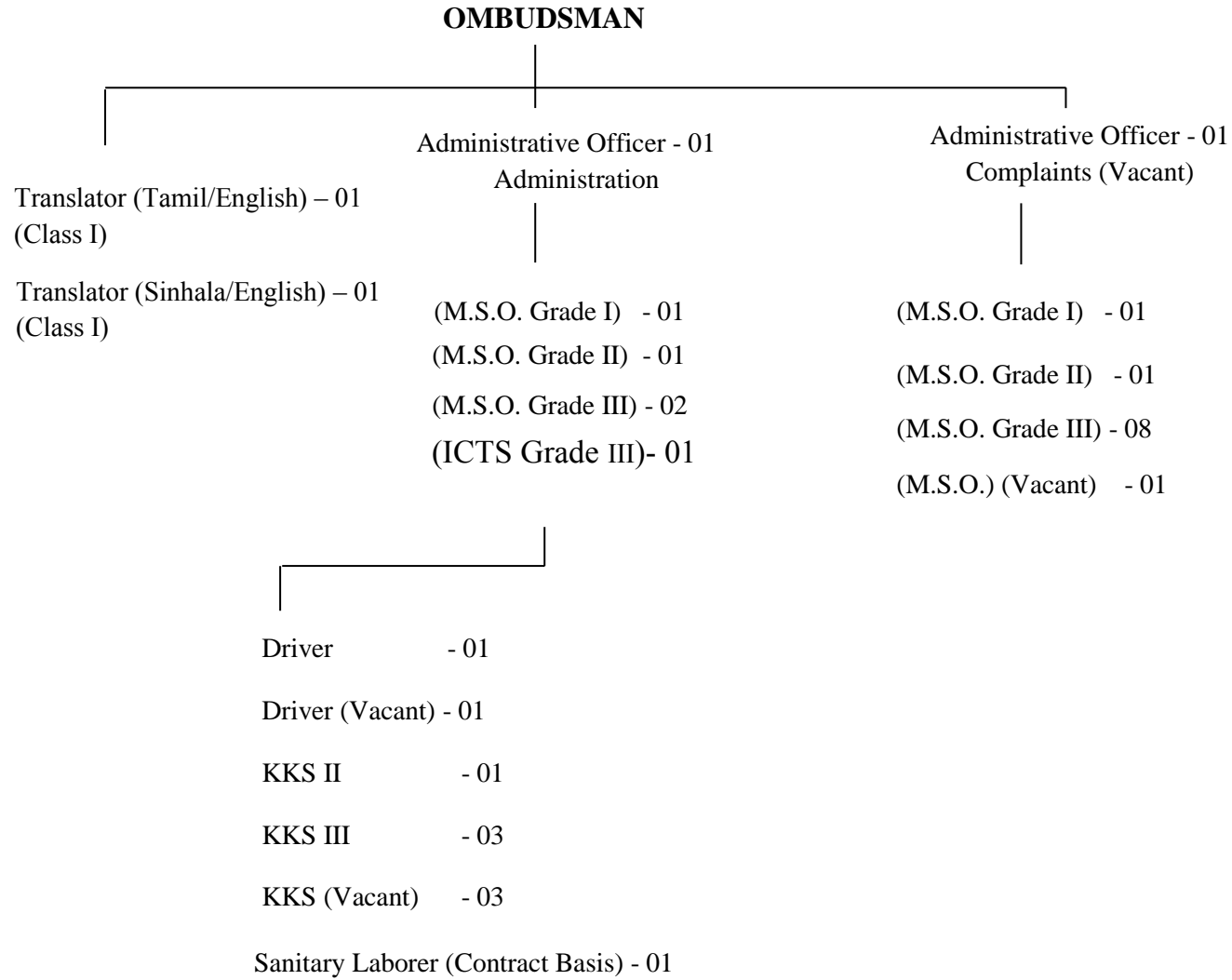
Beneficiaries are the members of the General Public who had been the victims of injustices caused by the decisions of the officials referred to hereinbefore. Finally, our exercise would be to have the standard of the entire administrative system of the country uplifted.

Human Resource Management

Approved cadre for this office is 32 in number. However, as shown in the structure below, only 26 officers were attached to this office as at 31st October 2019.

	Approved Cadre	Existing Cadre
Senior Level	01	01
Tertiary Level	02	01
Secondary Level	19	18
Primary Level	10	06
	32	26

OFFICE STRUCTURE



Vacancies as at 31.10.2019 are mentioned.

Action Plan - 2020

Sub No. on Priority	Main Functions of the Institution	Responsibility		Time Frame	Resources Allocated			Output
		Management Level	Action Level		Financial	Physical	Human	Outcome
01	<u>Main Functions</u> 1. Making recommendations in relation to complaints addressed directly to the Ombudsman by the members of the general public on injustices caused by a Public Institution, Local Government Institution or Provincial Council, Public Corporations or State Banks etc.	Parliamentary Commissioner for Administration	Administrative Officer	Daily		03 Computers 01 Fax Machine 02 Telephones 02 Photocopy Machines	Commissioner Administrative Officer Translator Management Assistant KKS	Recommendations to be made to public institutions, other institutions
	2. Making recommendations in relation to the complaints referred by the Public Petitions Committee in the Parliament in order to make recommendations.	Parliamentary Commissioner for Administration	Administrative Officer	Daily		01 Computer 01 Fax Machine 02 Telephones 02 Photocopy Machines	Commissioner Administrative Officer Translator Management Assistant KKS	Recommendations which can be made to the Public Petitions Committee in the Parliament
02	<u>Supporting Services</u> 1. Preparation of Performance Report in the year 2019	Parliamentary Commissioner for Administration	Administrative Officer	31.03.2020		01 Computer 01 Photocopy Machine	Commissioner Administrative Officer Translator Management Assistant KKS	Performance Report
	2. Preparation of Annual Report in the year 2019	Parliamentary Commissioner for Administration	Administrative Officer	31.03.2020		01 Computer 01 Photocopy Machine	Commissioner Administrative Officer Translator Management Assistant KKS	Annual Report
	3. Preparation of Annual Appropriation Account in the year 2019	Parliamentary Commissioner for Administration	Administrative Officer	28.02.2020		01 Computer 01 Photocopy Machine	Commissioner Administrative Officer Translator Management Assistant	Appropriation Account

03	1. Payment of Salaries and other allowances	Parliamentary Commissioner for Administration	Administrative Officer	Daily	Rs: 14,510,000	01 Computer 01 Fax Machine 02 Telephones 01 Photocopy Machine	Commissioner Administrative Officer Translator Management Assistant KKS	Final Account
	2. Procurement Activities	Parliamentary Commissioner for Administration	Administrative Officer	Monthly	Rs: 500,000	01 Computer 01 Fax Machine 02 Telephones 01 Photocopy Machine	Commissioner Administrative Officer Translator Management Assistant KKS	Requirements of the Institution Physical Resources
	3. Accounts and Reports	Parliamentary Commissioner for Administration	Administrative Officer	Monthly		01 Computer 01 Fax Machine 02 Telephones 01 Photocopy Machine	Commissioner Administrative Officer Translator Management Assistant KKS	Accounts and Reports
04	Annual Board of Survey in the year 2019	Parliamentary Commissioner for Administration	Administrative Officer	From 15.12.2019 to 31.03.2020		01 Computer 01 Photocopy Machine	Commissioner Administrative Officer Translator Management Assistant KKS	Reports of Annual Board of Survey
05	Staff Duties (Personal Files, Duty Leave, Transfers etc.)	Parliamentary Commissioner for Administration	Administrative Officer	Daily		01 Computer 01 Photocopy Machine	Administrative Officer Management Assistant KKS	Progress of the staff
06	Participation of the staff in training programmes and workshops	Parliamentary Commissioner for Administration	Administrative Officer	Daily	Rs: 800,000		Administrative Officer Management Assistant KKS	Skill Development
07	Implementation of 5S concept to enhance productivity	Parliamentary Commissioner for Administration	Administrative Officer	From January 2020		All Equipment	All Staff	Productivity Improvement
08	Implementation of programmes to computerize the petition management in the office	Parliamentary Commissioner for Administration	Administrative Officer	January 2020		Computers Photocopy Machines	Commissioner Administrative Officer Translator Management Assistant KKS Outside Agencies (Representative)	Formal Computerized Mail Service

09	Maintaining the Fixed Asset Register properly through the CIGAS	Parliamentary Commissioner for Administration	Administrative Officer	From January 2020		Computers Photocopy Machines	Commissioner Administrative Officer Translator Management Assistant KKS Outside Agencies (Representative)	Maintaining and Accounting Fixed Assets properly
10	Implementation of ITMIS programme	Parliamentary Commissioner for Administration	Administrative Officer	From January 2020		Computers Scanner Machines	Commissioner Administrative Officer Management Assistant	Maintaining accounts accurately and efficiently in accordance with the accounts kept in the Treasury.

Timeline of Action Plan - 2020

Sub No.	Activity	Time Frame												Remarks	Outcome
		Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec		
01	Making recommendations in relation to complaints addressed directly to the Ombudsman by the members of the general public on injustices caused by a Public Institution, Local Government Institution or Provincial Council, Public Corporations or State Banks etc.													Daily	Recommendations to be made to public institutions, other institutions
02	Making recommendations in relation to the complaints referred by the Public Petitions Committee in the Parliament in order to make recommendations.													Daily	Recommendations which can be made to the Public Petitions Committee in the Parliament
03	Preparation of Performance Report in the year 2019														Performance Report
04	Preparation of Annual Report in the year 2019														Annual Report
05	Preparation of Appropriation Account in the year 2019														Appropriation Account

06	Accounting Activities													Daily	Accounts and Reports
07	Annual Board of Survey in the year 2019														Reports of Annual Board of Survey
08	Staff Duties (Personal Files, Duty Leave, Transfers etc.)													Daily	Progress of the staff
09	Participation of the staff in training programmes and workshops													Daily	Skill Development
10	Implementation of 5S to enhance productivity													Daily	Productivity Improvement
11	Streamlining Files 1. Giving separate colours for the files of each subject.													Daily	Productivity
	2. Printing Letter Heads														Conducive Office Environment
14	Updating computerized Petition Management Programme in the office.													Weekly	Formal Computerized Mail Service and Streamlining Fixe Asset Control

15	Implementation of ITMIS programme													Weekly	Maintaining accounts properly to be tallied with the accounts kept in the Treasury and other activities.

Quarter Wise Plan for Expected Complaints and Expected Outputs when Performing Main Functions of the Institution – 2020

Quarter	Number of Complaints expected to be received	Number of Complaints targeted to grant reliefs
1st Quarter	500	225
2nd Quarter	465	210
3rd Quarter	550	250
4th Quarter	375	170

Financial Resources for Annual Action Plan 2020

Type	Rs. cts.
Recurrent Expenditure	30,570,000.00
Capital Expenditure	<u>1,300,000.00</u>
Total Expenditure	<u>31,870,000.00</u>

Vote 22- Office of the Parliamentary Commissioner for Administration

- 01Operational Activities

- 01General Administration and Establishment Services

Expected Expenditure Plan for the year 2020

<u>Subject</u>	<u>Description</u>	<u>Rs:000</u>
	Recurrent Expenditure	30570
	Personal Emoluments	14510
1001(11)	Salaries & Wages	9330
1001(21)	Salaries & Wages	1620
1002	Over Time & Holiday Payments	380
1003	Other Allowances	3180
	Travelling Expenses	1620
1101	Domestic	120
1102	Foreign	1500
	Supplies	1180
1201	Stationery & Office Requisites	700
1202	Fuel	300
1203	Diets & Uniforms	180

	Maintenance Expenditure	900
1301	Vehicles	600
1302	Plant Machinery & Equipment	250
1303	Building & Structures	50
	Contractual Services	11790
1401	Transport	10
1402	Postal & Communication	600
1403	Electricity & Water	1800
1404	Rents & Local Taxes	8930
1409	Other	450
	Transfers	670
1505	Subscription & Contribution Fees	450
1506	Property Loan Interest	220
	Capital Expenditure	1300
2102	Furniture & Office Equipment	500
	Capacity Building	800
2401	Training & Capacity Building	800
	<u>Total Expenditure</u>	<u>31870</u>
	<u>Total Financing</u>	<u>31870</u>
	Domestic	31870
	Domestic Funds	30250
	Social Legal Services	1620