



Annual Action Plan

2021

Office of the Parliamentary Commissioner for Administration
(Ombudsman)

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Annual Action Plan

01.Vision,Mission,Main Functions

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 violation of individual rights caused by erroneous administrative decisions taken by the officials of the State, 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

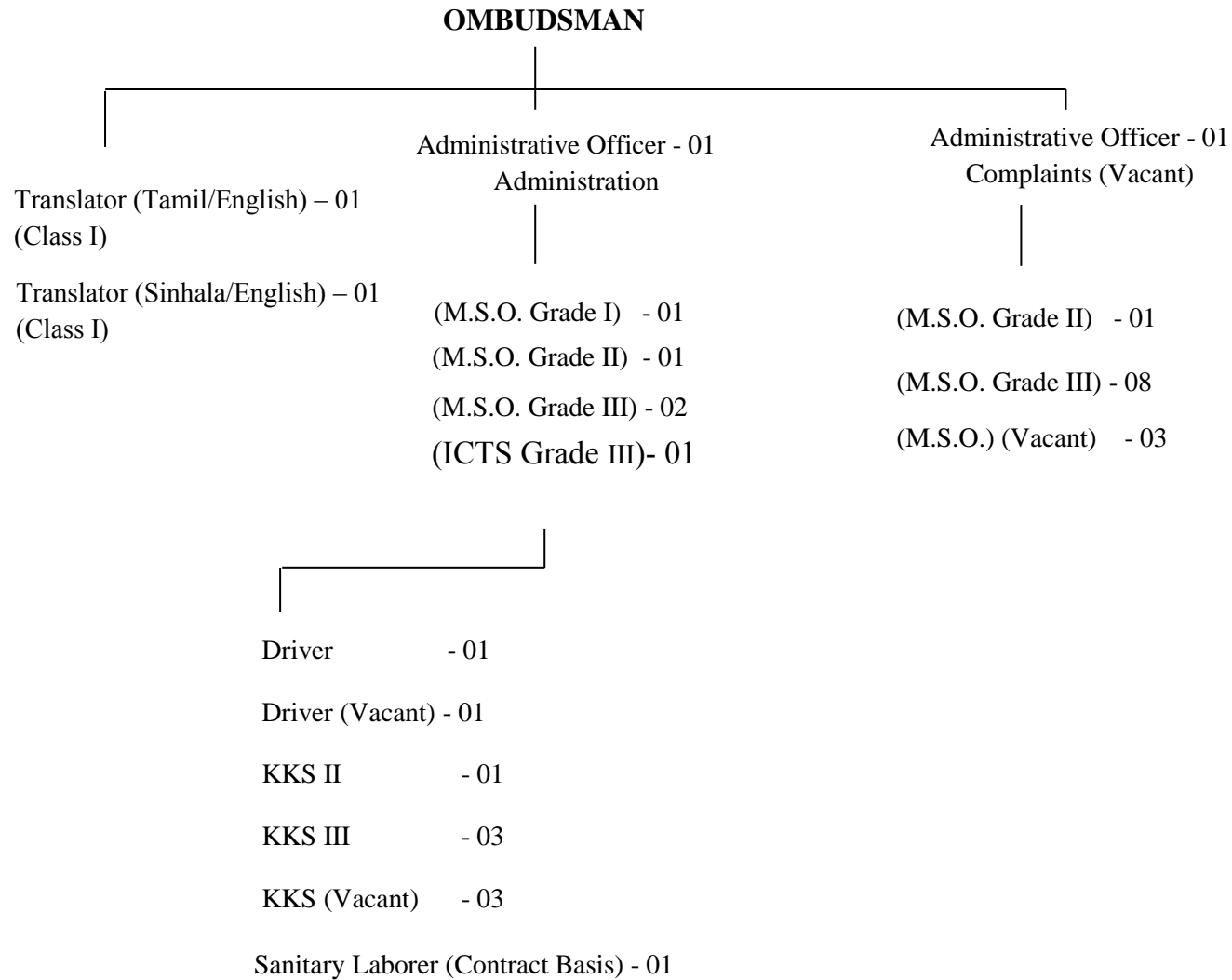
Beneficiaries are the members of the General Public who had been the victims of injustices caused by the decisions of the officials referred to hereinbefore. Finally, our exercise would be to have the standard of the entire administrative system of the country uplifted.

02. Details of the Staff (Bureaucracy)

Approved cadre for this office is 32 in number. However, as shown in the structure below, only 24 officers were attached to this office as at 31st October 2020.

	Approved Cadre	Existing Cadre
Senior Level	01	01
Tertiary Level	04	03
Secondary Level	17	14
Primary Level	10	06
	32	24

OFFICE STRUCTURE



Vacancies as at 31.10.2020 are mentioned.

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Action Plan - 2021

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 02Telephones 02 Photocopy Machines	Commissioner Administrative Officer Translator Management Service Officer 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 Service Officer KKS	Recommendations which can be made to the Public Petitions Committee in the Parliament
02	<u>Supporting Services</u> 1.Preparation of Annual Performance Report in the year 2020	Parliamentary Commissioner for Administration	Administrative Officer	31.03.2021		01 Computer 01 Photocopy Machine 01 Scanner	Commissioner Administrative Officer Translator Management Service Officer ICT Officer KKS	Annual Performance Report

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	2.Preparation of Financial Statements in the year 2020	Parliamentary Commissioner for Administration	Administrative Officer	28.02.2021		01 Computer 01 Photocopy Machine	Commissioner Administrative Officer Translator Management Service Officer	Financial Statement
03	1. Payment of Salaries and other allowances	Parliamentary Commissioner for Administration	Administrative Officer	Daily	Rs: 15,260,000	01Computer 01Fax Machine 02 Telephones 01Photocopy Machine	Commissioner Administrative Officer Translator Management Service Officer KKS	Final Account
	2. Procurement Activities	Parliamentary Commissioner for Administration	Administrative Officer	Monthly	Rs: 1,000,000	01Computer 01 Fax Machine 02 Telephones 01Photocopy Machine	Commissioner Administrative Officer Translator Management Service Officer KKS	Requirements of the Institution Physical Resources
	3. Accounts and Reports	Parliamentary Commissioner for Administration	Administrative Officer	Monthly		01Computer 01 Fax Machine 02Telephones 01 Photocopy Machine	Commissioner Administrative Officer Translator Management Service Officer KKS	Accounts and Reports
04	Annual Board of Survey in the year 2020	Parliamentary Commissioner for Administration	Administrative Officer	From 15.12.2020 to 31.03.2021		01 Computer 01 Photocopy Machine	Commissioner Administrative Officer Translator Management Service Officer 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: 250,000		Administrative Officer Management Service Officer 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 Service Officer KKS ICT Officer	Formal Computerized Mail Service
09	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 - 2021

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 Annual Performance Report in the year 2020														Performance Report
04	Preparation of Financial Statement in the year 2020														Financial Statement
05	Accounting Activities													Daily	Accounts and Reports

06	Annual Stock Verification in the year 2020														Reports of Annual Board of Survey
07	Staff Duties (Personal Files, Duty Leave, Transfers etc.)													Daily	Progress of the staff
08	Participation of the staff in training programmes and workshops													Daily	Skill Development
09	Implementation of 5S to enhance productivity													Daily	Productivity Improvement
10	Streamlining Files 1. Giving separate colours for the files of each subject.													Daily	Productivity
	2. Printing Letter Heads														Conducive Office Environment
11	Updating computerized Petition Management Programme in the office.													Weekly	Formal Computerized Mail Service and Streamlining Fixed Asset Control

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	400	150
2nd Quarter	350	140
3rd Quarter	460	275
4th Quarter	375	160

Financial Resources for Annual Action Plan 2020

Type	Rs. cts.
Recurrent Expenditure	30,620,000.00
Capital Expenditure	<u>550,000.00</u>
Total Expenditure	<u>31,170,000.00</u>

Vote 22- Office of the Parliamentary Commissioner for Administration

- 01Operational Activities

- 01General Administration and Establishment Services

Expected Expenditure Plan for the year 2021

<u>Subject</u>	<u>Description</u>	Rs:000
	Recurrent Expenditure	30620
	Personal Emoluments	15260
1001(11)	Salaries & Wages	10000
1001(21)	Salaries & Wages	1620
1002	Over Time & Holiday Payments	340
1003	Other Allowances	3300
	Travelling Expenses	1100
1101	Domestic	100
1102	Foreign	1000
	Supplies	1160

1201	Stationery & Office Requisites	700
		-13-
1202	Fuel	300
1203	Diets & Uniforms	160
	Maintenance Expenditure	720
1301	Vehicles	500
1302	Plant Machinery & Equipment	170
1303	Building & Structures	50
	Contractual Services	11800
1401	Transport	20
1402	Postal & Communication	880
1403	Electricity & Water	1550
1404	Rents & Local Taxes	9000
1409	Other	350
	Transfers	580
1505	Subscription & Contribution Fees	380
1506	Property Loan Interest	200
	Capital Expenditure	550
2102	Furniture & Office Equipment	300

	Capacity Building	250
2401	Training & Capacity Building	250
	<u>Total Expenditure</u>	31170
	<u>Total Financing</u>	31170
	Domestic	31170
	Domestic Funds	29550
	Social Legal Services	1620