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உள்ளாட்டலுவல்கள் அமைச்சு

MINISTRY OF HOME AFFAIRS

இலா அம்மை - நிதிப் பிரிவு - Finance Division

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எனது இல: } HA/F/16/PAC .EV/2017  
My No

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Your No

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நிகழ்: } 2018.03.21  
Date

### Home Affairs Accounting Circular- 02/2018 (i)

All District Secretaries,  
Registrar General,

### Computer Information Management System prepared to evaluate the Financial and Performance of the Institutions under the Supervision of the Committee on Public Accounts of the Parliament of Sri Lanka

This has reference to the Home Affairs Accounting Circular 02/2018 issued on 29.01.2018, on the above subject.

02. As per the decision arrived at the special committee meeting of the Committee on Public Accounts held on 15 March, 2018, you are kindly informed that the Paragraph 2.5 of the said circular is amended as follows. "As specified above, the targets established by the divisional secretariats (05 services are necessary) should be received by the district secretariat and by integrating the targets of the district secretariat and all the divisional secretariats, 05 services that should be applied in common for all secretariats should be selected and thereby the targets for the district should be decided."

03. Similarly, after the evaluation of percentages of the service No: 01,02,03,04 and 05 given in the Paragraph 2.7 of the said circular, the remaining matters of the circular will remain unchanged since it is not necessary to calculate the totals of achieving targets and percentage of achieving targets for District Secretariats, you are kindly informed that the said 02 matters are removed from the circular.

04. And you are further informed that in addition to the discharging of public services which are expected to be evaluated by the Home Affairs Accounting Circular 02/2018, special attention of the Committee on Public Accounts has been focused on evaluating the efforts made by district



secretariats and the divisional secretariats to give solutions to the complaints made by the general public. Accordingly, a mechanism should be devised to give solutions to the complaints made by the general public and at the same time a methodology should also be developed to record such details and measure them subsequently.

05. And also, you are kindly informed that necessary arrangements have been made to evaluate the efforts made to resolve these public complaints considering 2018 as the base year and to evaluate the secretariats by allocating marks under the questionnaire prepared by the Committee on Public Accounts. Some secretariats may already have established their own mechanisms for this purpose though, since it is likely that these secretariats may come under the auditing of the Auditor General's Department and subsequently the observations, inferences and the suggestions of the said department are likely to be evaluated by the Committee on Public Accounts, you are kindly informed that a proper, transparent methodology should be establish within your secretariat and the institutions coming under your purview, for this purpose.

06. Accordingly, the percentage of providing successful solutions to the complaints received at all the divisional secretariats within your district should be obtained from each of the said divisional secretariats. The divisional secretariats should calculate the percentage of providing solutions to the public complaints in the following manner.

Total number of complaints received at the secretariat = XXX

Subtracted

Number of complaints that could not be resolved under the existing rules and regulations = (XX)

Number of complaints that could be resolved out of the total number of complaints received = XXX


|  |   |  |
|--|---|--|
| Percentage of providing solutions to the public complaints | = | $\frac{\text{Number of complaints resolved}}{\text{Number of complaints that can be resolved under the existing rules \& regulations}} \times 100$ |
|--|---|--|

Accordingly, by amalgamating the percentages of providing solutions to the public complaints received from all the divisional secretariats with the said percentage value of the district secretariat, the percentage value of providing solutions to the public complaints for the entire district should be calculated. Further, in addition to those calculated percentages, the details on total number of complaints, the number of complaints that could not be resolved under the existing rules and regulations and also the number of complaints that have been resolved, should be obtained from the divisional secretariats and such data should be recorded in the district

secretariat. Since, the accuracy of such details/records is to be recommended to the Committee on Public Accounts by the Auditor General, all the relevant officers should be duly advised to devise a methodology to maintain the relevant details in a such a way that they could be examined clearly and, to confirm that the solution has truly been provided, by obtaining the signature of the complainant once the issue is suitably dealt with.

07. I am also pleased to inform you that in order to evaluate this process based on the year 2018, a strenuous effort is made by Hon. Lasantha Alagiyawana, the Chairman of the Committee on Public Accounts, Mr. Lalith R. de Silva, the Adviser to the Committee and Mrs. C.P. Sooriyapperma, the Secretary to the Committee. Since, a new approach should be introduced by the Ministry of Home Affairs and all the district secretariats, divisional secretariats and the Registrar General's Department under its purview to initiate a new course of action in this regard, you are kindly informed to take necessary action to notify me on the programme initiated by your district.

08. Your innovative contribution in this regard is highly appreciated.



Neil de Alwis  
Secretary  
Ministry of Home Affairs

**Copies:**

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|--|-------------|
| 1. Secretary, Committee on Public Accounts           | - F.I. Pls. |
| 2. Auditor General, Auditor General's Department     | - F.I. Pls. |
| 3. Additional Secretary, Ministry of Home Affairs    | - F.I. Pls. |
| 4. Chief Accountant, Ministry of Home Affairs        | - F.I. Pls. |
| 5. Chief Internal Auditor, Ministry of Home Affairs  | - F.I. Pls. |
| 6. Chief Accountant, All District Secretariats       | - F.N.A.    |
| 7. Chief Internal Auditor, All District Secretariats | - F.N.A.    |