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தரம் கணிப்பு அறிக்கை - 2017
PERFORMANCE REPORT - 2017



තැපැල් දෙපාර්තමේන්තුව
அஞ்சல் திணைக்களம்
DEPARTMENT OF POSTS

තැපැල් මූලස්ථානය,
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அஞ்சல் தலைமையகம்,
இல.310, டி.ஆர்.விஜேவர்தன மாவத்தை,
கொழும்பு 01000.

**POSTAL HEADQUARTERS,
NO.310,D. R. WIJEWARDHANE MAWATHA,
COLOMBO 01000.**

Vision

Our vision is to become the most distinctive institution in Asia to provide fully productive and quality Postal service based on modern technology as to customer delight.

Mission

Our mission is to provide an attractive postal service locally and internationally using resources efficiently in partnership with the private sector by using resources efficiently, introducing modern technology, motivating the staff in a pleasing working environment while adhering to productivity concepts and winning the trust of customers by creating new services and improving existing services.

Headquarters and provincial heads in the year - 2017:

Post Master General	Mr. D.L.P.R. Abeyaratne
Deputy Post Master General (Admin)	Mrs. H.D.C.P. Gunasekara Mr. V. Wivekanandalingum
Deputy Post Master General (Operations)	Mr. W.A.G. Wickramasinghe
Chief Accountant	Mrs. A. Hemalatha
Chief Internal auditor	Mrs. J.A.D.C.A. Ganepola
Chief Accountant (Stamps repository)	Mr. R. Mahakumbura
Deputy Post Master General (Southern province)	Mrs. G. Gamage - (SLAS) Mr. N.K.R. Pathirana - (SLAS)
Deputy Post Master General (Northern province)	Mr. K. Kanagasundaram
Deputy Post Master General (Sabaragamuwa province)	Mr. D.A.R.K. Ranasinghe
Deputy Post Master General (Eastern province)	Mrs. J. Thuruselvam - (SLAS)
Deputy Post Master General (Uwa province)	Mr. R. Dharmasiri Piyasena- (SLAS)
Deputy Post Master General (Central province)	Mr. D.A.R.K. Ranasinghe
Deputy Post Master General (Western province – North)	Mr. S.W.M.L.T. Hulangamuwa
Deputy Post Master General (Western province – South)	Mr. V. Wivekanandalingum
Deputy Post Master General (North-West province)	Mr. H.M. Premachandra
Deputy Post Master General (North-central province)	Mrs. G.C.I de Silva

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-Introduction-

Postal Department of Sri Lanka which always dedicated to provide customers with various services efficiently, qualitatively and credibly through the new technology by identifying customer's needs is a public department which claims a two thousand nine hundred history.

This closed department is under the ministry of posts, postal services and Muslim religious affairs and provides public service as adjusted to the customer's needs of the speedily changing world. The Post Master General acts as the head of department.

Overall process of the department is organized under the field as admin, operational and accounts and accordingly, those are executed under the Deputy Post Master General (Admin), Deputy Post Master General (operations) and Chief Accountant.

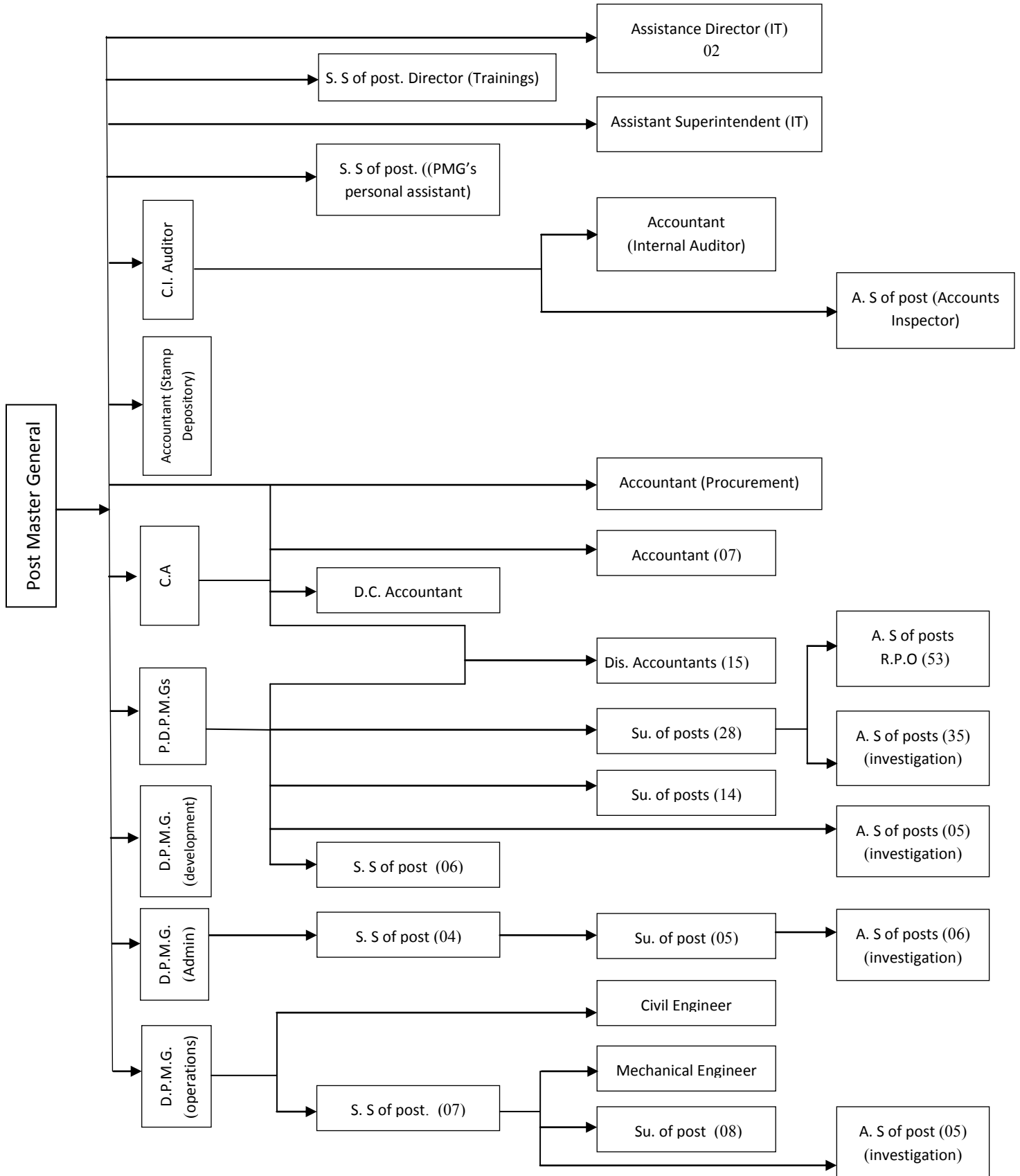
The affairs of the postal department that provides the service all over the island have been decentralized under the ten (10) Deputy Post Master Generals and it has been appointed district controlling officers for human resource management, superintendents of posts for implementation postal operational system efficiently, district Accountants for all financial responsibilities. Central mail exchange located Colombo acts as the main postal operational center.

It contributes to provide qualitative services to the house to house by identifying customers' needs, winning their reliance through the network of main post offices, post offices, and sub post offices and by using new technology.

Postal department of Sri Lanka aims to act primarily as the Asian prominent communicator on the giant fixed assets, human resource more than 26,000 and the customer networks having spreading all over the island and the customers' reliance that maintained as a public department more than two hundred years. It is speedily going their aim day by day as a public department that provides public services with a business vision.

Departmental Office staff's organizational chart:

(staff of the postal department has been mentioned as annex 01.)



- Departmental controlling process -

The top management affairs related to the overall controlling process of the department or human management process is done by the sections such as staff – section 1, staff – section 2, miscellaneous section, exam branch, sub post office section, investigation office, assistant superintendent (Headquarters) section which are governed by the executive officers such as the senior admin secretary (Headquarters), admin secretary (staff), superintendent (sub post office), controller (investigations), assistant superintendent (Headquarters) under the full supervision of the Deputy Post Master General (admin).

It is the duty of the admin branch to make all the establishment activities including holding the limited and open competitive examinations related to the recruitment of the department, efficiency bar examination with the assistance of the exam branch, holding interviews and making recruitments, amending scheme of recruitments, giving promotions and taking disciplinary actions and making retirements.

Details on interviews held in the year 2017:

Examination and the date held	Interview and the date held
Limited competitive examination held for junior employees and sub post masters - 28.01.2017	Interviews held for 149 applicants who have passed the limited competitive examination held on 19.09.2010 as per PSC/APL order 24 /25. 01.2017
1 st Efficiency bar examination for sub post masters – 22.01.2017	Interviews held for 110 applicants who have passed the limited competitive examination held 28.11.2015 for the recruitments of the postal service officer - grade III. – 28.02.2017
Limited competitive examination for the recruitment of grade III postal drivers – 16.07.2017	Interviews held for 155 applicants who have passed the limited competitive examination held 28.01.2017 for the recruitments of the postal service officer - grade III. – 27 and 28.11.2017.

<p>Open competitive examination for the recruitment of grade III postal drivers – 23.07.2017</p>	<p>Holding practical test for 19 applicants who have passed the limited competitive examination held for the recruitments of the postal drivers - grade III. – 23.10.2017</p>
<p>1st Efficiency bar examination for executive service category. – 25.02.2017</p>	<p>Holding Interviews for 16 applicants who have passed the above practical test. – 04.12.2017</p>
<p>Limited competitive examination for the recruitment of assistance superintendent Investigations inspector, assistance superintendent account inspector – 30.12.2017</p>	

Appointed staff for the recruitment to the postal department in 2017:

Postal service Officer (Grade III)	-	199
Postal drivers (Grade III)	-	14
Postal assistants (Grade III)	-	578

- ❖ Calling applications for the recruitment of 35 assistant postal accounts inspectors and verification of educations certificates from the examination department and computer certificates from the relevant institutes. Acting on paying the language proficiency allowances and sending the examinations applications of the departmental officers to the relevant institutes.

Departmental admin section is making the establishment activities of the staff formally by coordinating the government institutes including the public services commission, national salaries and cadre commission, human rights commission, ministry of public administration and management, public petitions committee, pension department, department of management services and making forecasts and submitting reports to the relevant institutes.

- Departmental operational process -

The overall operational process of the department is made with the assistance of the sections such as central mail exchange, postal transport unit, international postal services unit, mechanical maintenance unit, philatelic bureau, marketing and coordination unit, building unit. Those are governed by the controller (operations), superintendent (central mail exchange), superintendent (international postal services), superintendent (marketing and coordination), assistance superintendent (building) and director (philatelic bureau) on the full supervision of the Deputy Post Master General (operations).

The operational process will be continuously executed in island wide by offices of the Deputy Post Master Generals, offices of the divisional superintendents of the posts, divisional posts selecting centers, Chief post offices, post offices and sub post offices at provincial level.

Steps have been taken by the departmental operational process by now to implement new services for supplying various services to the customer in addition to the role of delivering letters.

Postal department of Sri Lanka together with the private sector, agents services executed in the year 2017 are as follows:

1. Collecting money for water bills through the post office network.
2. Signing money transfer agreement through the post offices together with Sampath Bank.
3. Obtaining insurance premium of the corporative insurance company through the post offices.
4. Renewal of Ceylinco Life agreement.

- Main services provided to the customers -

➤ **Business letters postal service :**

This service has been started with the aim of retention further the business community by providing the possibility to send postal goods easily and efficiently to the customers with the purpose of business matter of the business institutes.¹

➤ **International metro postal service (EMS) :**

It is a service that was arisen for delivering postal goods as speed, security and trustworthy manner due to becoming the world as a universal village with the technological development.

➤ **Domestic speed post (SPEED POST) :**

The main aim of this service is to meet the needs of the local customers who expect the very intensive public service. Here it was given three priorities such as receiving goods, transmission and delivering.

➤ **Speed Post (Courier Service) :**

This service is implemented under the brand name Speed Post (courier Service) by modernizing transport and delivering system for this service. The main center of this has been established in the central mail exchange, Colombo. 10 sub centers have been established at divisional level.

➤ **Bulk Mail Service :**

A registered number is given for posting bulk mail by obtaining a refundable monthly deposit amount that is similar to their monthly postage. Through this, it can be posted letters by printing as "postage has been paid" with the register number without fixing stamps or printing by printing machines.

➤ **Money order Service :**

Following money order services are executed.

- Normal money order service
- Electric money order service
- Value payable post money order
- Electric money orders (PMT)

➤ **E - Commerce :**

Here, departmental services and transactions are made via internet and mobiles phones.

➤ **Telemail Service :**

This service that started only in the post office from 02.04.2001 was expanded up to sub post offices from 09.10.2002. With the termination of telegram service on 30.09.2013 that was used to send emergency messages of the people for more than 150 years, telemail service was started and the said service has been formalized.

➤ **Fax Service**

➤ **Issuing postal identity cards**

➤ **Special services – post boxes, postal baggage, postal books**

➤ **Communication locale :**

This is the service that aims to supply various goods and services with new manner that used new marketing and modern technology communications in additions to the normal postal services. The first communication locale was opened on 27th day January 2002 with attaching to the Beruwala post office.

➤ **Agents services :**

1. National savings banking.
2. Western union money transactions.
3. Acceptance of premium of Sri Lanka Insurance Corporation.
4. Collecting motor vehicles fines.
5. Charging electricity bills.
6. Charging examination fees (Sri Lanka institute of development administration and Department of examination, Sri Lanka)
7. Acceptance of mobitel pre-paid /postpaid bills.
8. Acceptance of Sri Lanka telecom bills.
9. Payments of pensions (Including farmers and fishers)
10. Payments of social security funds.
11. Money transfer of employee's provident fund.
12. Money transfer of employer's trust fund.
13. E-channeling service.
14. Water bills paying service.
15. Corporative insurance premium paying service.
16. Receiving the insurance payment by the Ceylinco General Insurance Corporation.
17. The duties of insurance in Life Insurance Co - operation.

Free supplying services:

For Pension department and social services department, following matters are done free by the postal department by expending their provisions for the wellbeing of the people.

- Paying pensions of farmers, fishers and government officers / public aids monthly allowance.
- Giving contribution for making tuberculosis/ cancer/ leprosy aids.
- Payments of social security funds.
- In additions to this, giving free postal facilities for members of parliament.¹

¹ - 2016 P.R. (page 09, 10)

Issuing postal identity cards:

Issuing postal identity cards can be indicated as a special task implemented in Sri Lanka for the confirmation of the identity of the school's students. This is implemented all over the island by a post office network that is centered headquarters office. This process is executed as a one day services for making efficiency of this service. Within last two years, issuing postal identity cards via postal headquarters and post offices can be numerically mentioned as follows.

Issuing postal identity cards - Postal Headquarters

Postal Headquarters	2016	2017
	11,636	6,346

Issuing postal identity cards - at provincial level

Province	2016	2017
South	18,991	13,577
North	14,000	11,340
East	20,488	13,793
North west	19,568	13,326
Sabaragamuwa	16,417	11,247
North central	12,076	10,358
Western province - North	14,466	9,247
Western province - South	18,666	18,883
Uwa province	12,377	11,021
Central province	26,128	18,696

- Departmental office System -

Number of post offices	-	653
Number of sub post offices	-	3410
Number of agent post offices	-	523
Number of rural agent post offices	-	101
Number of estate post offices	-	04
Total	-	4691

How to expand the post office within the island:

Province	D.S P Division	post offices	Sub post offices	Total
Central	Kandy south	28	163	
	Kandy north	29	182	
	Nuwaraeliya	23	96	
	Matale	22	91	
Total		102	532	634
East	Ampara	10	56	
	Akkareipattu	13	52	
	Baticaloa	21	66	
	Trincomalee	13	48	
Total		57	222	279
North	Jaffna	31	142	
	Mulleitiv	05	17	
	Mannar	08	36	
	Vavuniya	08	69	
Total		52	264	316
North central	Anuradhapura	27	183	
	Polonnaruwa	12	89	
Total		39	272	311
Sabaragamuwa	Kegalle	30	196	
	Ratnapura	24	190	
Total		54	386	440
South	Galle	41	215	
	Matara	30	195	
	Hambantota	20	99	
Total		91	509	600

Uwa	Badulla	30	182	
	Monaragala	16	71	
Total		46	253	299
Western- South	Colombo north	35	92	
	Colombo south	22	87	
	Kalutara	34	140	
Total		91	319	410
Western - North	Gampaha north	28	100	
	Gampaha south	28	134	
Total		56	234	290
North West	Kurunegala north	22	153	
	Kurunegala south	21	152	
	Puttalam	22	114	
Amount		65	419	484
Total		653	3,410	4,063

Sub post office section

Number of total sub post offices	Number of total sub post offices that are delivered letters	Number of total sub post offices that are not delivered letters	Number of supra grading		Re- openings		Closings		Number of total closing offices as at 31.12.2017
			2016	2017	2016	2017	2016	2017	
2017	2017	2017	2016	2017	2016	2017	2016	2017	2017
3410	1503	1860	Nil	Nil	Nil	Nil	44	3	44

Accordingly, the number of total post offices making duties as at 31.12.2017 is 3363 and out of this, it was maintained 395 in the government's buildings and 2968 in the private buildings.

Postal services expansion measurement indicators

Expansion measurement indicators	
Number of letters receiving by one person annually	- 17
Number of persons who is provided with service by a post office	- 4572
Land extent (Square km) supplying the service by a post office	- 14
Postal service income per person	- Rs. 278,562.82
Postal service expenditure per person	- Rs. 501,467.41

Money transacted for free supplying services -

	Service	Value- Rs.	
		2016	2017
1.	Pensions Department	9,309,332,341.07	8,654,776,474.16
2.	Farmers' pensions	2,543,716,285.00	2,507,655,296.34
3.	Fishers' pensions	51,661,178.00	68,341,926.00
4.	Social Services department (payments of adults aids)	8,614,336,280.00	8,282,958,788.00
5.	Payment of monthly public aids allowance	1,582,788,253.43	1,740,779,139.00
6.	Health aids	236,598,819.00	304,869,950.00

- International postal service section -

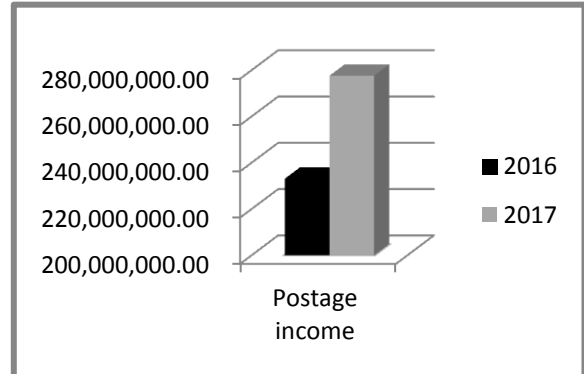
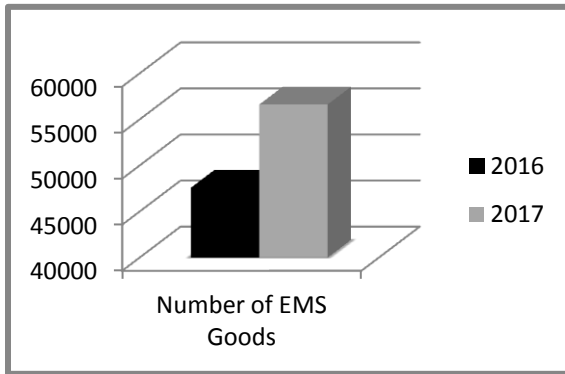
The main task of the international postal service section is to advice, monitor and control the process regarding international posts and give qualitative, efficiently and trustworthy service to the people by strategic development. Superintendent (international postal service) leads this section.

This section works with the universal postal association, a representative of the United Nations for making these affairs within legal frameworks and additionally, valuable contribution of the universal postal associations is always given to the department for deploying new trends, new services and modern technology of the global post.

Annual progress of the EMS service in the year - 2017

Month	Year 2016		Year 2017	
	Number of EMS goods	Postage income (Rs.)	Number of EMS goods	Postage income (Rs.)
January	3413	16,425,750.00	3677	18,041,925.00
February	3398	16,167,775.00	3954	19,083,850.00
March	4114	20,161,450.00	5042	25,011,275.00
April	4760	24,696,225.00	4899	24,623,950.00
May	3698	17,216,825.00	4427	20,965,625.00
June	3735	17,938,625.00	3826	18,301,875.00
July	3584	17,518,300.00	4727	23,034,375.00
August	3927	19,220,975.00	4693	23,006,575.00
September	3900	19,823,075.00	4756	23,437,175.00
October	4266	21,024,400.00	5086	25,053,075.00
November	4486	21,617,125.00	5706	27,480,125.00
December	4306	21,351,425.00	5826	29,564,800.00
Total	47587	233,161,950.00	56619	277,604,625.00

**Postage income and number of EMS goods
(For the years 2016 and 2017)**



Annual progress- 2017

It can be seen a growth of 19% in the number of the EMS items received to the post and an income growth in the year 2017 compared to 2016.

Insertion of divided data on foreign registered letters, parcel and EMS were done through a local mechanism. Insertion of divided data to the method IPS.POST was improved up to 100%.

New services implemented in the year- 2017

New services were not implemented in the year 2017 and it was fulfilled the affairs regarding the e-Packet which is to be implemented in the year 2018.

Contribution of the universal postal association

1. Proposed installment of three X –ray machines by costing Rs. 3,500,000.00 through the QSF fund in the central mail exchange in the year 2017 is on the final step.

- Money order service-

It is now executed the electric money order service (PMT) which was used electric technology as the modern method to fulfill the customer finance circulating works out of the normal money order, tele- money order, money order for value payable post parcels, fax money order and electric money order which were implemented under the money order service of the postal department of Sri Lanka.

Types of money order and maximum and minimum money to be sent and valid periods:

Type	Minimum money (Rs.)	Maximum money (Rs.)	Valid period
Normal money order	0.01 Cents	25,000.00	06 months
Tele- money order	1.00	25,000.00	02 months
Money order for value payable post parcels	1.00	5,000.00	06 months
Electric money order	1.00	25,000.00	06 months

Issuing money order:

Type	Issued amount		Issued money (Rs.)		Commission (Rs.)	
	2016	2017	2016	2017	2016	2017
Normal money order	221,858	170,328	625,407,807.78	438,709,996.05	11,186,164.78	8,767,763.67
Money order for value payable post parcels	78,730	109,091	133,273,205.32	202,118,055.13	4,759,151.50	7,174,492.00
Electric money order	1,017,275	995,148	5,977,140,836.30	5,980,449,290.83	87,995,906.66	88,873,773.50
Total	1,317,863	1,274,567	6,735,821,849.40	6,621,277,342.01	103,941,222.94	104,816,029.17

Payment of money order:

Type	Paid number		Paid money (Rs.)	
	2016	2017	2016	2017
Normal money order	218,976	271,343	919,366,642.05	1,123,810,980.77
Money order for value payable post parcels	75,400	100,047	158,372,214.53	197,524,733.27
Electric money order	951,011	936,542	6,075,041,088.98	5,946,013,292.07
British postal order	275	263	1,808,963.47	1,993,854.64
Total	1,245,662	1,308,195	7,154,588,909.03	7,269,342,860.75

- Information and telecommunication technology section -

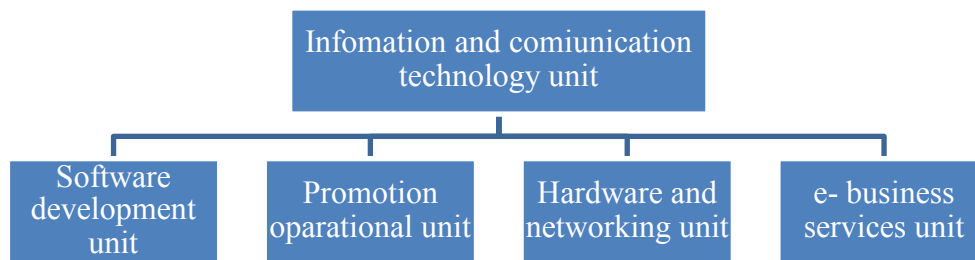
The responsibility of this section is to provide information technology solutions as to reach up to said sections' targets efficiently and effectively by covering all sections which are acting to achieve the annual targets of the postal department. Under this, the section is executed through the electric services by activating postal services and agent services implemented in this section. Accordingly, improvement of above services and adding new services were done in the relevant year by using postal network that developed under postal network development project.

History:

For making operational functions easily and efficiently of the information and communication technology unit that opened at the postal headquarters, it was implemented under three sections such as hardware and networking, software development and electric services promotions and assistance services.

Information and communication technology unit is successfully making the relevant works to maintain a large customers' network by providing island wide services and go for the goals of the department efficiently and it is controlled by an assistance superintendent under the direct supervision of the Post Master General.

Nature of the duties of information technology unit:



- Departmental software development, creation, data storage and protection and software updating are done by software development unit.
- Finding solutions to the information technological issues that are arisen when departmental operational is maintained, studying and preparing projects are done by promotions operation unit and giving these information to the development unit, promotion of prepared software, giving necessary assistance when those are implemented in postal network and administration of the section are also done by this section.
- Supply of necessary hardware to continuously maintain the postal network, identifying and doing maintenance, maintaining of official E-mail of the postal department, acting on main server system and disaster recovery unit and providing internet facilities are done by hardware and networking unit.

- Divisional information technology resource centers have been established for every division of the divisional superintendent of posts to expand the affairs of the headquarters information technology unit at divisional level. These services are continuously maintained by a group which includes technical coordinating officers and the officers of hardware and networking unit. It's administrating and operational works are done by headquarters information technology unit.
- E-business unit has been created and launched the web site, bepost.lk for starting e-business. It is maintaining this site and registering of micro, small and medium scale entrepreneurs for e-business. Making aware of the relevant entrepreneurs for this are accomplished by this unit. As well, an headquarters e-business and technological management center has been established attaching to the information technology unit for business task management, and settlement of fees paid to the entrepreneurs for managing of bepost.lk goods exchange tasks and handling all the functions.

Services made through the software crated by information technology unit:

Services maintaining successfully by starting from the year 2010

01. Acceptance of customers' bills of the electricity board – 15.01.2010
02. Acceptance of Mobitel re-paid /post-paid bills – 20.01.2011
03. Acceptance of Sri Lanka Telecom bills-01.06.2014
04. Interpersonal electric money transfer (PMT) -01.06.2010
05. Services money transfer (SMT) – 01.06.2010
06. Employees provident fund money transfer (EPF) – 01.06.2010
07. Employers trust fund money transfer (ETF) – 01.06.2010
08. Acceptance of examination fees of the Sri Lanka institute of development administration – 14.12.2013
09. Speed Post Tracking - 07.11.2013
10. Acceptance of examination fees, examination progress test fees and fees for the certified copies of the examination department of Sri Lanka – 01.06.2015
11. Acceptance of motor vehicle insurance premiums of Ceylinco insurance company – 21.05.2015
12. Acceptance of insurance premium of Ceylinco life insurance Company – 02.12.2016
13. Method for paying national savings banks' foreign currency through the post office – 09.11.2015
14. Making NSB banking through the departmental computer network – 03.03.2016
(Money deposit, withdrawals, fixed deposit)
15. E-tele mail service – 25.09.2015
16. IPS.Post service- Foreign Article Tracking (Insertion of delivery details) – 15.02.2016
17. Paying pensions - 10.06.2016

18. M-epay service (It is a method for making above mentioned electric services through the sub post offices) – 02.06.2014
19. Acceptance of installments of the social security benefit project – 08.08.2016
20. E-channeling service - (service for appointment the time of Doctors) - 20.10.2010
21. Implementation of Stores Management method - 01.01.2017
22. Water bills paying service -01.06.2017
23. Corporative insurance premium paying service – 16.08.2017
24. Implementation of e-service through sub post offices - 2017.
25. Ordering postal stamps through stamps modules – 01.01.2018

Progress gained in the year -2017

- Implementation of departmental e service through sub post offices -15.05.2017
- Creating, launching and maintaining of software that is necessary to accept water bills fees through post/sub post offices -01.06.2017
- Taking actions to implement software modules for updating of philatelic bureau fixed Stamp Indenting accounts of the philatelists by paying money through the post offices and handle continuously - 01.08.2017
- Implementing the software modules at test level for Stamp Indenting from the Accountant (stamps) that is necessary for the post offices and handle continuously - 01.08.2017
- Launching and implementing of the software related to collect cooperative insurance premiums through post offices and handle continuously - 17.08.2017
- Launching and implementing of the software related to collect insurance premium of Ceylinco insurance company through post/sub post offices and handle continuously – 01.09.2017
- When braking down of direct internet connections of Sri Lanka Telecom, Lank bell which are provided with internet connections to the main server, providing an optional direct internet facility, Dialog Lease Line for maintaining electrical service continuously.
- Taking measures to establish disaster recovery unit of the main data store at the post office building, Kurunegala and fixing necessary instruments and deploying officers for its' services
- Taking basic steps to establish disaster recovery unit of the main data store at Sri Lanka Telecom institute.
- Creation, launching and maintaining a web site, bepost.lk for opening e-Business service.

- Registering micro, small and medium scale entrepreneurs for e-business and making aware of the relevant entrepreneurs.
- Establishing a headquarters e-business and technological management center attaching to the information technology unit for business task management, and settlement of fees paid to the entrepreneurs for managing of bepost.lk goods exchange tasks and handling all the functions.
- Development of Payment Gateway and related software for initiating and maintaining of e-business promotional functions
- Nominating officer group as the e-business and technical coordinating officers and providing with relevant trainings for them by aiming the maintaining of e-business tasks by installing of e-business tasks in the complex locally and making aware the entrepreneurs.

- Planning and development section -

Postal Department of Sri Lanka is being made planning and development activities with the aim of providing an efficiently and qualitative service as adjusted to the customers' changing needs by adopting modern technology and new marketing concepts.

Postal Service clarification

Postal department's Services	Financial services	Free services and social services (These services are done without charging any fee)
Letters and parcels delivery service / Speed Post / EMS / LOGI POST / Other postal service	Collecting motor vehicle fines National savings banking/ making arrangement to pay money which is sent by the Sri Lankans in abroad via National savings bank to the beneficiaries. Paying of utility bills (SLT/CEB/Mobitel/Airtel/Huch/Etiscalat) Sri Lanka insurance corporation/Ceylinco insurance affairs/ department of examination/ SLIDA Sampath Bank money transfer method/ E channeling service/water bills paying service	<ul style="list-style-type: none"> • Payments of pensions (Public service, Farmers, Fishers pensions) • Monthly public aids allowance • Special health aids allowance (Leprosy, cancer, tuberculosis, Thalassaemia) • Elders allowance

Special projects of the postal department

Special project for developing post office network – Jaffna district

1. Supply computer appliances for 25 rural and sub-urban sub post offices.
2. Purchasing of 10 Scooters and 02 three wheelers to develop EMS/ speed post/ supply services (Logi Post).

Plans proposed to be implemented in advance

1. Introducing a business development plan for postal department

Requirement of business development plan

By observing income expenses gap of the Postal department of Sri Lanka, the government, ministry of posts, postal services and Muslim religious affairs have been now identified the necessity of acting as per the business development plan to become Postal department into affective condition financially.

With the development of communication technology, even though there is an idea that there is trend of a decreasing letters circulating and a decreasing of the necessity and important of the postal service by now, when inquiring on global trends of the world post, it has increased the business trends on following sections.

1. Business post, internet business activities (E –commerce) and supply of service by joining together.
2. Financial services (Financial Inclusion)
3. Supply services (Logistics Services)

- Building Section -

The provisions have not been allocated to construct new building for the year 2017. Followings are the new buildings which were initiated construction works.

1. Pujapitiya post office

Above constructions are done by central province road development authority and its consulting works are done by the building department. As well, coordinating of constructing works is made by postal headquarters building section.

2. Construction of Polonnaruwa Postal complex.

Construction works of this are made by the Sri Lanka Army under the supervision of district secretary, Polonnaruwa under the Rajarata Navodaya- President programme Pibidemu Polonnaruwa – District development project and its consulting works are done by the building department.

Buildings repairs (308-01-01-2001) Expenses report - (At provincial level):

Serial No:	Deputy post master general's division	Money spent (Rs.)
01.	South province	17,799,186.32
02.	Western- north	3,762,940.75
03.	Western south	16,004,692.66
04.	Central province	5,797,440.51
05.	Eastern province	5,410,856.48
06.	Uwa province	4,619,858.01
07.	Sabaragamuwa province	9,240,009.51
08.	North central province	6,049,988.50
09.	North-West province	4,813,416.87
10.	Northern province	3,654,573.97
11.	Central main exchange	4,465,880.85
12.	Postal headquarters	19,923,166.69
Total		101,542,011.12

Land acquisition

01. Actions were taken to expedite the actions for formal acquisition of the land that has not yet acquired to the postal department in 2017.
02. Collecting data on department lands related to the restructuring project of the building section initiated in 2015 has been finished and information as at 31.12.2017 has been updated.

Summary of the Acquisition of Lands of the Postal Department (As at 31.12.2017)

	State lands	Mahaweli lands	Total
Total Post office Lands formally acquired by 31.12.2017	38	10	48
Number of lands requested to be acquired by 31.12.2017	183	0	183
Number of Lands that Commissioner General of Lands have asked Divisional Secretaries to acquire	05		05
Post Offices that have been housed in rented buildings			158
Number of Post Offices that further steps should be taken to be acquired <ul style="list-style-type: none"> • Post offices that only the possession has been acquired - 116 • Post offices that even the possession has not been acquired - <u>144</u> <li style="text-align: right;"><u>260</u> 			260
Total number of post offices			654

- Assistant Superintendent (Headquarters) section –

This section that consists of call center, record room 1, record room 11, Assistant Superintendent (Headquarters) office, is governed by the Assistant Superintendent (Headquarters). Reserving holiday residence for the staff and outside parties and giving headquarters auditorium to the outside parties on rent basis are done by this unit. As well, acting on short telephone No: 1950 and direct telephone No: 0112328301 - 03 are done by the call center. Acting on all official letters received to the department are done by the record room 1 and maintaining of personal files of all the secondary, tertiary and executive officers of the postal department as well as collecting and keeping personal files of retired staff are made by record room 11.

Income generated in the year 2017 through holiday residence:

Holiday residence	Income (Rs.)
Anuradapura	348,000.00
Nuwaraeliya	707,600.00
Seegiriya	178,625.00
Trincomalee	491,000.00
Mihintale	35,000.00
Mannar	77,000.00
Kareinagar	5,000.00
Chullipuram	112,000.00
Income received from holiday residence (Rs)	1,954,225.00
Income from the Auditorium (Rs.)	969,000.00
Total income (Rs)	2,923,225.00

- Procurement Division -

The main function of the procurement Division which located in postal headquarters is to act for supply of services and purchasing of goods under the provisions of the government procurement guidelines manual and procurement code.

12 small procurement committees exist all over the island to make all the service provided and goods purchased to the postal department formal and transparent manner and make efficient the procurement affairs at provincial level. Authorization of the procurement power, coordination and issuing instructions are done by this section. Following procurements have been fulfilled in addition to the normal procurement affairs that were made for maintaining of services and maintenance works in 2017.

308 – 02-01-1201

Expenses incurred for fulfilling stationary and office needs are as follows:

Serial No:	Item	Total (Including all taxes) (Rs.)
01	Printing and supply of 03 million post cards.	1,725,000.00
02	Supply of year pebbles for 2018.	4,520,650.00
03	Supply of 15,000 SLS – 01 receipt books.	3,191,250.00
04	Supply of polysag bags	4,699,610.00
05	Supply of 02 million local speed barcodes labels.	1,173,000.00
06	Supply of packing materials (that used for covering postal bags. (wax, lead seals and tin docketts).	17,502,500.00
07	Supply of 3.75 million protected plastic seals that are used to cover postal bags).	28,031,250.00

308 – 02 – 01 -1405

Serial No:	Item	Total (Including all taxes) (Rs.)
08	Making insurance 13 scooters purchased for local speed section.	161,881.46
09	Taking insurance covers for increasing the money limit from Rs. 25.00 to Rs.20,000.00 that can be brought by a postman.	761,584.82

308 – 02 – 01 – 2001

Details of the buildings constructed and repaired within the headquarters and outside during the year are as follows.

Serial No:	Item	Total (Including all taxes) (Rs.)
10	Allocation of a partition of the headquarter post office for record room 01.	529,057.90
11	Repair the postal training center at Wellawatta.	2,642,561.05
12	Repair the ground of the stationary store at Narahenpita.	948,543.70

308 – 02 – 01 -2002

Serial No:	Item	Total (Including all taxes) (Rs.)
13	Repair of 02 electric escalators and goods transporting electric escalators completely that was installed in postal headquarters building.	2,310,982.50

308 – 02 – 01 – 1402

Serial No:	Item	Total (Including all taxes) (Rs.)
14	Establishing a disaster recovery center at Sri Lanka Telecom data center.	3,150,000.00 (For one year)

308 – 02 -01 – 2101

Serial No:	Item	Total (Including all taxes) (Rs.)
15	Purchasing of 04 small scale lorries (04 trucks) for postal department.	18,680,000.00
16	Purchasing of 8,175 cycles (Standard Paddle Bicycle) for postmen.	103,319,737.50
17	Re-ordering and purchasing of 16 Vans for postal department.	143,200,000.00
18	Re-ordering and purchasing of 06 Vans for postal department.	52,500,000.00

308 – 02 – 01 – 2102

Expenses incurred primarily for purchasing of machinery are as follows.

Serial No:	Item	Total (Including all taxes) (Rs.)
19	Supply of 100 iron safes for sub post offices.	5,681,345.00
20	Supply of 25 desktop computers for district Accountant offices.	2,493,221.25
21	Purchasing of 200 ADSL routers for post offices.	1,023,500.00
22	Supply of 200 letter scales for post offices and sub post offices.	2,400,000.00
23	Purchasing of 30 laser printers for the use of postal department.	655,500.00
24	Supply of 49 parcel scales for post offices and sub post offices.	2,225,825.00

308 – 02 – 01 - 1301/2003

Original spare parts have been taken as follows from the relevant agents and given to the mechanical engineering section for avoiding ever repair of the motor vehicles of the postal department and deploying in running for long period.

Serial No:	Item	Total (Including all taxes) (Rs.)
25	Purchasing of Mitsubishi spare parts and appliances for the motor vehicles of the postal department.	5,884,844.00
26	Purchasing of Nissan spare parts and appliances for the motor vehicles of the postal department.	9,335,404.45
27	Purchasing of tires for the motor vehicles of the postal department.	2,300,000.00
28	Making insurance the motor vehicles of the postal department for the year 2018.	6,196,821.44

308 – 02 – 01 – 2103

Expenses incurred primarily for purchasing of machinery are as follows.

Serial No:	Item	Total (Including all taxes) (Rs.)
29	Supply and fixing of air conditioned machines for server room of the postal headquarters information technology section, 04 th floor and 08 th floor.	2,051,209.75
30	Purchasing of 06 photo copy machines for postal department.	614,100.00
31	Purchasing of 04 duplicator machines for postal department.	836,740.00

308 – 02 – 01 -1203

Serial No:	Item	Total (Including all taxes) (Rs.)
32	Supply of foot-wears and socks for uniform staff of the postal headquarters and central mail exchange.	2,788,229.62
33	Supply of uniforms for the staff of postal transport unit.	208,816.25

108 – 01 – 02 – 03 – 2506

Under the project to develop postal network, the expenses made according to the action and procurement plan prepared for Jaffna district are as follows.

Serial No:	Item	Total (Including all taxes) (Rs.)
34	Purchasing of 25 desktop computers and 25 uninterruptible power supply	2,506,000.00
35	Purchasing of 25 dot metric printing machines	725,000.00
36	Purchasing of 20 scooters	2,151,000.00
37	Purchasing of 02 three wheelers	1,425,960.00

308 – 02 – 01 – 2509

Serial No:	Item	Total (Including all taxes) (Rs.)
38	Supply of multi-media projectors, screens with tripod for multi-media projectors and public calling system to the philatelic bureau	469,439.29
39	Supply of 02 color printing machines for personalize stamp printing to the philatelic bureau	570,000.00
40	Preparing philatelic bureau exhibition cabin at Airport complex, Katunayaka	3,650,000.00

- Assets management section -

The role of the assets management section is to manage and account all department assets duly. This section does the things such as documentation of department goods, lands, buildings, vehicles, machinery and specifications, computers, accounting as per the cigars programme, conducting annual board of surveys and making disposals, accounting non-financial assets and submitting those information to the ministry of finance and mass media. Followings are the activities made through the assets management section related to the year 2017.

Annual board of survey and store goods survey

During the period from 01.01.2017 to 31.12.2017, board of survey activities have been done in the offices of the divisional superintendent of posts, postal headquarters, central mail exchange and other controlling offices of the postal department and the relevant reports have been handed over to the government auditor general by March 2017.

➤ Disposal of removed goods after annual board of survey -

Disposal of goods - Removed goods after using in the year 2016

• Postal headquarters	All the goods removed with the board of survey from the all sections of the Postal headquarters were transferred to the Army signal center, Panagoda.	
• Central mail exchange	44 bicycles identified to remove from the use from Central mail exchange were sold on 12.12.2017 by calling quotations.	Rs. 26,400.00
• Mechanical engineering section	Unusable vehicles spare parts were sold on 29.03.2017 by calling quotations.	Rs.315,250.00

➤ Acquisition and disposal of the department vehicles -

- Transfer the absolute ownership of the five vehicles purchased under lease lend to the department.
- Unused excess vehicles of the department (4 Vans and 3 motor vehicles) were given to the Presidential Secretariat.
- 3 motor vehicles were given to the department of export agriculture.

- Stamp Depository -

Receiving stamps bulk and issuing stamps and managing stamps bulk by maintaining bulk in the store with the supervision and without any shortage are done by the Stamps depository of the postal department. As well, insertion on bulk data, networking the information and making inventories are done by the Stamps depository

Summary of receiving and issuing stamps from 01.01.2017 to 31.12.2017

Type	Receiving		Issuing	
	Number	Value	Number	Value
Postal stamps	102,240,000	1,877,920,000.00	115,780,000	2,492,210,000.00
Income stamps	1,000,000	50,000,000.00	1,550,000	755,000,000.00
Personalize stamps	179,000	1,795,000.00	109,000	1,095,000.00
Parliament stamps	1,950,000	19,500,000.00	2,800,000	29,250,000.00
Miniature sheets	215,500	24,358,000.00	210,000	24,071,500.00
Total	105,584,500	1,973,573,000.00	120,449,000	3,301,626,500.00

- Philatelic Bureau -

The philatelic bureau is currently governed by a Director under the supervision of the Post Master General and Deputy Post Master General (operations). Out of the main functions of this, printing and supply of stamps those are necessary to collect fees for postal goods from the post office customer of the Sri Lanka postal department and issuing colorful thematic stamps as requested by the local and foreign philatelists those are necessary to stamps collecting hobby that is deemed as the King's hobby take the important place among others. Further, preparing stamps related various products and issuing those to the market are done by this section.

For making those affairs successfully, philatelic bureau was modified as adjusted to the current situation and the Income of the year 2017 has been improved up to recorded Rs. 43m.

Around 300 million of stamps are printed annually for the letters that are exchanged per year locally and foreign countries. Out of this, 240 millions are allocated for fixed category stamps used daily in the post offices and 60 million are allocated for memorial category stamps. Printing and distributing of stamps for island wide 653 post offices and 3410 sub post offices are made by philatelic bureau and its affiliated stamps depository.

In additions to the 03 sales outlet of the philatelic bureau that sells the stamps related materials to the philatelists who engage in stamps hobby, philatelic bureau branches are maintained in the areas such as Galle, Matara, Bentara, Kandy, Nuwaraeliya and Anuradhapura.

Philatelic bureau consist of several units. They are fixed order issuing unit, customer services unit, stamps counter, stamps depository; first day covers store, computer section, museum section and personalize stamps services unit.

- **Fixed order issuing unit**

Issuing annual stamps for 5958 local and foreign fixed orders and posting stamps related products including other materials are done by this unit.

- **Customer services unit (Customer Care)**

Opening fixed order for new philatelists, depositing money of the old fixed account holders, depositing other money of the Philatelic bureau, accounting and preparing vouchers are done by this unit.

- **Stamps counter**

Selling stamps for local and foreign philatelists who comes only to purchase stamps as a hobby is done by this unit.

- **Museum section**

Postal museum which made of fixed goods collection accessory age-old communication methods reflects Sri Lankan splendor and historical expansion and consist of several communication instruments that was used to expand telecommunication services that went along the post. It can be seen at the national postal museum a stamps collection that reflects the inception and expansion of the stamp which fulfilled necessary connection with the post.

It is charged to visit the museum Rs. 5.00 from school children, Rs. 20.00 from elders, Rs.100.00 from foreign students and Rs. 200.00 foreign elders and that fees are accounted daily.

- **Personalize stamps services unit**

This service which was temporarily terminated was re-started from September 2017 and is maintained at the main counter of the Philatelic bureau as well as sub counters of Philatelic bureau such as Kandy and Nuwaraeliya.

20 stamps are included in one stamp sheet with the face value of Rs.10/-, Rs.15/-, Rs.25/-. Those are issued under the prices such as Rs.1500/-, Rs. 2000/-, Rs. 2500/- respectively.

Total Income of the Philatelic bureau in 2016:

The systematical growth of the total Income of the Philatelic bureau in the year 2016 is as follows.

Month	Income
January	1,936,835.50
February	4,026,403.00
March	2,175,284.50
April	4,159,416.50
May	2,828,589.50
June	1,463,145.50
July	1,706,322.80
August	4,449,168.00
September	1,421,219.50
October	4,985,072.00
November	6,837,711.50
December	6,976,352.64
Total	42,965,520.94

Stamps exhibitions held in 2017:

- D.S. Senanayaka Vidyalaya exhibition
- Passenger ships special counter (03 occasions)
- Thirasara Lanka
- Stamps fair (July and August)
- 50th anniversary exhibition of Philatelic bureau
- Colombo book exhibition
- Indian exhibition

(Stamps programme in 2017 has been mentioned under annex 02)

- Postal Management Training College -

Postal Management Training College was established at Wellawatta, Colombo 06 on 14th day of May 1990 with the main aim of training staff officers in the postal department. For this, then post master general, Mr. D.F. Balachandran had given the fullest contribution. When establishing this institute, there was the Wellawatta postal training institute, the first postal training institute in Sri Lanka for training the other staff of the department. Postal training institutes such as Galle, Kandy, Thambuttegama and Baticaloa and after that Jaffna and Polgahawela postal training institutes were opened under the supervision of the Postal Management Training College.

The main function of the Postal Management Training College is to empower and train the senior and secondary level officers of the department giving a helping hand to the most expanded economic, social and marketing environment based on information communication technology and marketing. This institute is conducted by the Director-trainings under the supervision of the post master general.

Details of the training programs in the year 2017

Institute		Number of courses		Number of participants		
Postal Management Training College	Internal course	8	10	380	576	
	External course	20	27	108	115	
	Higher education course	13	12	13	12	
	Languages course	0	6	0	207	
	Foreign training course	Trainings and workshops	17	27	24	35
		Seminars and conference	0	12	0	20
Postal training institute	Various courses	126	82	5294	1786	
Total		184	176	5819	2751	

* Training programmes conducted by the Postal Management Training College of the postal headquarters have been included in to the programs that conducted by the Postal Management Training College.

Training programs provisions

Head	Training workshop	Number of participants		Number of participants	
		2016	2017	2016	2017
Trainings and capacity building (308 – 02 – 01 – 2401)	Local trainings	19,949	15,234	10,856,729.10	14,883,872.13
Vote for implementation of language policy (308 – 02 – 01 – 1701)		-	-	-	1,517,163.00
Vote for foreign travels (308 – 02 – 01 – 1102)	Foreign trainings. Workshops/seminars/conferences	24	55	3,926,982.20	13,819,050.08
	Total	19,973	15,289	14,783,711.30	30,220,085.21

Training programs information

(Information related to each section have been submitted under this.)

Institute	Number of courses	
	2016	2017
Postal Management Training College	58	94
Postal training institutes	126	82
Provincial training programs	164	158
Central mail exchange	15	9
Total	363	343

- Central mail exchange -

Central mail exchange is the main postal goods exchange center of the department of postal in Sri Lanka. It makes local and foreign postal operational works related to all the section such as collecting, selecting, transport, distribution of all kinds of local and foreign postal goods submitted to the post and transfer to its destination. Central mail exchange is governed by a superintendent under the supervision of the Deputy Post Master General (operations) and this is a main section of the postal department which consist of large staff and execute 03 sections together, namely central mail exchange, accounts and administration.

Central mail exchange is mainly executed under 07 sections and said sections are governed by assistant superintendents and an Accountant.

- Local post section.
- Commercial section.
- Parcels section and Foreign post section.
- Registered section.
- Administrative section.
- Account section.

❖ Local post section

This section holds the excessive percentage of the operational functions of Central mail exchange. Under the supervision of the superintendent (CME), local post section is operated by an assistant superintendent (local posts). For easy administrating, local post section has been divided into 10 sub sections. They are,

- | | |
|-------------------------------------------|-----------------------------------------------|
| i. Stamp room | vi. Bags clerk section |
| ii. Posts room | vii. Letters turning section |
| iii. Senior inspector room | viii. Task organization officer section |
| iv. Post master (junior employer) section | ix. Task organization officer (P.S.O) section |
| v. Postal boxes section | x. Senior comparison officer section |

I. Stamp room

Stamping and cancelling of the letters posted through the central mail exchange and the letters which are posted to the postal boxes established in the town are done by this section.

- Manual date stamps and electric date stamps are used for stamping.

II. Posts room

Selecting normal letters received from letters boxes, postal bag owners, business post section, bulk post section and Colombo delivery section and sending them to the relevant offices are done here. Additionally, comparison the post received from outside provinces and referring the postal goods received from Badulla, Kandy, Jaffna and Galle mobile post offices to the destination offices are done by here. The section receives around 775 postal bags daily and around 650 postal bags are sent to the outside provincial offices. Here, posts are distributed all over the island by 04 Badulla, Kandy, Jaffna and Galle mobile post offices, Baticaloa train, department Vans and CTB buses.

III. Senior inspector room

The main function of here is to deliver letters to institutes and resident within the 15 urban zones in Colombo. Here, delivering letters have been decentralized and assumed it to 05 post offices such as Slave Island, Wellawatta, Havelock town, Borella (Including Dematagoda) and Kotahena (Including Modara) and distributing affairs of the remaining 08 divisions are done by central mail exchange.

IV. Post master (minor employee) section

All the affairs regarding the staff of primary grade is done by this section.

V. Postal boxes section

Collecting fees related to the postal boxes which were obtained by the residents in Colombo zones and giving new boxes are done by this section. 18 new postal boxes have been given in 2017 and the total postal boxes implementing now is 98.

VI. Bags clerk section

Necessary postal bags are given by this section to the central mail exchange, post and sub post offices all over the island. Actions have been taken to give two machines for re-preparing and saving the torn bags and non-sending bags to overseas and necessary infrastructure facilities to this section. 49,700 bags for covering posts and 17,000 for supply to EMS section have been purchased in the year 2017 and number of bags stitched is 12,000.

VII. Letters turning section

The main function of this section is to return the letters according to the requests of the urban residents and institutes of the Colombo zones when changing their residence and address. Additionally, this section acts on orders to transfer the address, letters received for incorrect postal boxes, letters without insufficient address, letters referred to an office, letters with incomplete destinations address to the outside provinces.

VIII. 03 sections such as task organizing officer section, task organizing officer (PSO) section and senior comparison officers section are executed in the central mail exchange. All the administrative affairs of the all postal services officers and posts selecting officers of the country postal section, listing shifts –works and documentary works (keeping with relevant documents and giving necessary information) are done by this section.

As a whole, around 2,731,000 normal letters have been delivered within the letter distributing zones in Colombo city per month in the year 2017 and, around 8,321,500 normal letters have been selected and delivered to the outside provinces. Since 11,052,500 normal letters have been delivered per month in 2017, it has been able to get large progress than the year 2016 through the letters delivery and sending letters to outside provinces.

❖ Commercial section

With the development of technology communication, even though the inter-personal letter exchange is becoming remote from the customers systematically by now, it is clear from the reports that business community trend to use the post generally to meet their business goals. By understanding this situation, it is the prime aim to modify the post as adjusted to the expectations of the business community who use the post mostly with the aim of generating more income compared to the modern business conditions and supply with them more facilities.

By considering administration and supervision affairs, 06 sections receiving income mostly to the postal department and all the paying sections of the Central mail exchange including commercial section

- ✓ Business post section
- ✓ Bulk post section
- ✓ Local speed section
- ✓ Postal stamps machines section
- ✓ Non-owing letters office
- ✓ Post office (CME)
- ✓ Cashier Section is executed under an assistant superintendent.

Business post section

This section has facilitated to post business letters to the leading institutes of the island on the post-payments basis and for this; the service has been provided to the institutes under the number BM and M on the money or a bank security given according to the postage incurred by those institutes. In additions to this, the section will be received letters from government institutes under free posts facility and letters bulk that is related to the charges made by the postal headquarters for the institutes that posted letters as bulk on pre-fees. This section collects large Income to the postal department and monthly letters capacity of this section is between 6 - 8 million. Monthly gross Income takes a value between Rs.100-130 million.

Month	Number of letters		Income (Rs.)	
	2016	2017	2016	2017
January	6,737,485	8,327,042	103,909,507.00	126,546,089.00
February	6,896,434	6,887,603	106,019,373.00	105,983,285.00
March	7,139,308	8,031,459	114,985,491.00	131,019,256.00
April	6,779,545	7,821,622	106,532,502.00	119,541,883.00
May	7,060,226	7,620,040	114,343,319.00	118,618,550.00
June	7,013,736	6,779,896	107,264,141.00	109,751,061.00
July	7,124,769	8,066,893	112,658,773.00	122,090,926.00
August	6,942,688	7,667,770	107,909,325.00	123,621,486.00
September	6,998,907	6,783,103	108,803,271.00	107,119,454.00
October	7,394,663	7,905,984	116,290,015.00	125,540,041.00
November	6,627,052	7,811,822	104,781,651.00	124,275,645.00
December	6,821,748	7,351,804	109,013,080.00	118,264,240.00
Total	83,536,561	91,055,038	1,312,510,448.00	1,432,371,916.00

Bulk post section

The number of registered institutes with this section up to 2017 is 101 by paying monthly fees prescribed by the postal department. Acceptance of registered and normal postal goods posted by those institutes and paid fees by stamps machines by visiting those institutes and handing over the postal boxes received with address to that institutes and postal goods addressed to that institutes by visiting those institutes are done by this section.

Number of letters received by Bulk post section in the years 2016 and 2017 and the relevant postage are as follows

Year	Letters capacity					Total
	Registered letters	Registered parcels	Registered foreign letters	Normal letters	Normal parcels	
2016	4,126,051	88,701	11,833	24,446,242	20,323	28,693,150
2017	4,812,348	111,982	10,314	23,596,260	21,923	28,552,827
Total	8,938,399	200,683	22,147	48,042,502	42,246	57,245,977

Month	Income (Rs.)	
	2016	2017
January	444,000.00	674,000.00
February	1,028,000.00	1,518,000.00
March	956,000.00	974,000.00
April	408,000.00	298,000.00
May	460,000.00	382,000.00
June	574,000.00	386,000.00
July	678,000.00	954,000.00
August	712,000.00	552,000.00
September	470,000.00	432,000.00
October	282,000.00	726,000.00
November	646,000.00	350,000.00
December	540,000.00	618,000.00
Total	7,198,000.00	7,864,000.00

Local speed section (SPEET POST / LOGI POST)

With the aim of fulfilling the needs of local customers who expect a speed postal service, this section has been established. Main center of this has been established at central mail exchange, Colombo and necessary provisions has been provided to deliver the speed postal goods received by this and addressed to Colombo, Kandy, Kurunegala, Kegalle, Galle and Matara on the same day and deliver the speed postal goods addressed to other delivering offices on the following day.

Acceptance of speed postal goods by visiting registered institutes and providing Logi Post facilities is the service given by this section. Currently, this service is speedily becoming famous island wide. During the year 2017, monthly speed postal goods capacity of this section is closed to 100,000.

Month	Number of exchanged goods		Income (Rs.)	
	2016	2017	2016	2017
January	46,544	75,413	4,906,785.00	7,874,835.00
February	45,744	65,939	4,444,697.00	7,244,250.00
March	55,477	82,700	5,355,745.00	8,453,685.00
April	46,149	63,899	4,270,210.00	6,534,040.00
May	48,105	66,371	4,366,190.00	9,152,405.00
June	72,864	58,680	6,506,735.00	5,944,025.00
July	68,091	84,232	6,504,825.00	8,546,310.00
August	74,429	76,978	7,868,235.00	7,797,745.00
September	74,748	72,964	7,473,585.00	7,321,063.50
October	75,628	93,184	7,793,245.00	7,720,490.00
November	73,987	76,930	7,557,380.00	7,747,360.00
December	65,981	63,149	7,929,465.00	6,555,505.00
Total	747,747	880,439	74,977,097.00	90,891,713.50

Postal stamp machines section

According to the needs of the postal department, providing postal stamps machines, referring for repairs and administration affairs, issuing licenses those are necessary to purchase and use the postal stamps machines according to the requests received from the private sector, Insertion money to the stamps machines of the private sector, maintaining monthly and annual Income reports on the money inserted to stamps machines and making aware the relevant offices and post offices regarding the provisions allocated to the government institutes as per the budget proposals.

Report on useable postal stamps machines

	2016	2017
Government departments	1448	1464
Private	1478	1518
Owned by the postal department	260	297
Total	3186	3279

Non-owing letters office

Local and foreign postal goods which cannot be delivered to the island wide addresses on various reasons and cannot be found receiver are sent to this section by island wide post offices. After that, acting to open and deliver the distributable postal goods, if there are undistributable and valuable materials, selling at public auction and depositing those money to the accounts of the postal department, if there are invaluable papers, selling those papers for paper recycling and the depositing the Income to the accounts of the postal department are the main functions that are done by this section.

Local and foreign postal goods which cannot be delivered to the addresses on various reasons are opened at this section in presence of the board of survey that is appointed by the post master general. Out of those, valuable goods will be sold at public auction and credited the Income to the Income of the postal department. Following is the report of the Income received from the said auction in the years 2016 and 2017.

Year	Income (Rs.)
2016	1,269,400.00
2017	1,175,600.00

As well, the Income received by this section selling waste papers for recycling in those years are mentioned below.

Year	Income (Rs.)
2016	323,932.00
2017	250,087.50

Post office (CME)

According to the grading of the postal department, this is executed as a Grade 1 post office, its administrative affairs is under the Deputy Post Master General (Western) and operational affairs are made under the central mail exchange. All the counter services providing to the people by an island post office are provided from this office and a mostly valuable service is provided to the customers by the communication locale that has been established in this office. Telemail received from island wide post and sub post offices and addressed to the address located the zones from 01 to 15 in Colombo is delivered by this section. From 01.08.2017, this office is opened from 06.00am to 21.00 hours in every day for customer convenience. Daily telemail capacity operated by this office during the years 2016 and 2017 are as follows.

Year	Number of received telemail	Number of transmitted telemail	Number of delivered telemail
2016	5800	4261	109698
2017	8468	6173	106892

Cashier Section

Accounting all income received from the business, postal stamps, local speed, postal boxes, EMS of the central mail exchange, Colombo delivery section, non-owing letters office and maintenance section and making all the payments such as staff salary, substitutes salary, overtimes, travelling expenses and travelling expenses allowances, allowances are done by this section.

❖ Parcels section

Making local and foreign parcels operational affairs are made under the following sections of the central mail exchange.

- Local parcels section.
- Foreign parcels section.
- Parcels office.

Foreign parcels section

The role of this section is to deliver the parcels received from the foreign countries to the customers of every part in the island. Here, parcels are delivered to the people who came to the foreign parcels counter located at central mail exchange. When making these activities, it also takes the assistance from the staff of the Customs department.

Further, there is a method to check and send the parcels enabling to get them from a close post office to the persons who are in the remote areas of the island and receive those parcels. This foreign parcels section has been decentralized and accordingly, divisional foreign parcels offices have been established in Galle, Kandy, Jaffna, Trincomalee and Katunayaka. Those divisional foreign parcels offices distributed the parcels received to the people of those areas.

Details of receiving and dispatch of the foreign parcels section in 2017:

	Air parcels	Sea parcels	M-Bag	CD Packets
Received from foreign countries	38427	15518	1692	10768
Dispatch to divisional offices	14182	4070	265	2208
Distribution made from the counter	22723	11117	1283	8232

Income received from foreign parcels counter -

Parcels operational fess	Rs.	5,185,900.00
Warehouse fees	Rs.	2,354,520.00
Turning fees	Rs.	250,123.47
Total	Rs.	7,790,543.47

Local parcels section

This section transfers the local normal parcels, value payable post parcels and parcels for government service locally. Accordingly, this section sends parcels items to all the post offices in the island, dispatch receiving parcels and deliver within the Colombo municipal council limit.

Details of parcels in Local parcels section in 2017 -

	Normal parcels	VPP parcels
Received from the counter	51,961	3,178
Received from outside provinces	61,358	71,516
Sent to outside provinces	97,972	73,657
Delivery in Colombo urban area	17,334	1185

Stamps Income earned by local parcels section is **Rs. 13,885,200.00**.

Parcels office

Administration and operational affairs of parcels section are supervised by this section.

❖ Foreign post section

Central mail exchange is executed within 05 sections consisting of five assistant superintendents. As well, there is an account section under an Accountant. Foreign post section has three sections. They are:

- Foreign post office.
- Foreign posts (operations) section.
- EMS section.

Foreign post office

EMS section and foreign posts (operations) section are controlled and supervised by this section. This section has two sections such as operations and accounts.

Account section acts together with the international account section. It makes collections for foreign postal goods received to this country and payments to be paid to the Air Companies.

Foreign posts (operations) section

This section acts to bring and dispatch the post received by air and the comparison of air post brought that manner is occurred by the foreign posts (operations) section. This section receives a post received from 120 introductory offices in 73 foreign countries.

Further, it send the airport to 85 cities in 71 countries and by now, it is observed that number of normal letters received to foreign section is low and the number of the foreign letters sent to the foreign countries is low.

As well, it can be observed that receiving small packets is fast increased. These small packets will be categorized and dispatched as to expedite the sending to the people and a security measure.

Postal activities of this section are done by computer programs according to the regulations of the universal post association. Foreign registered bags received to this section will be handed over to the registered letters section and no action will be taken in this section regarding registered letters.

Details of receiving and dispatches of normal letters, small packets in this section

	Receiving		Dispatch	
	2016	2017	2016	2017
Small packets	2,093,308	2,411,465	13,124	14,265
Printed materials	211,603	210,843	170,012	153,783
Post cards	27,044	22,364	1,367,719	1,549,077
Speed goods	2,923	1,874	1,782	1,574

	Receiving (weight)kg		Dispatch (weight) kg	
	2016	2017	2016	2017
Sea posts (letters posts)	3352.510	2614.000	1232.500	1098.450
Air post (letters posts)	425,479.550	562,866.750	147,587.7	138,070.5

Expedited Mail Service (EMS)

This is an important section of the postal department which executes with the aim of providing speed service to the customers. As well, this section sends EMS goods received by EMS section's counter and received by post offices of outside provinces as well as deliver the EMS goods received from foreign countries within Sri Lanka.

This distribution is successfully made through the EMS section's counter and the divisional parcels offices such as Katunayaka investment promotions Zone, Trincomalee, Galle, Kandy and Jaffna and bringing the customers' close post office.

Receiving from foreign countries and sending to foreign countries of business parcels as well as normal parcels are made by these services.

There are 02 sections namely receiving and dispatch sections in the EMS section and Said all the activities are made with help of the computers.

Details of receiving and dispatch goods in the EMS section in 2017

	Receiving from foreign countries		Sending to foreign countries	
	2016	2017	2016	2017
EMS goods	99,978	100,676	47,997	56,344

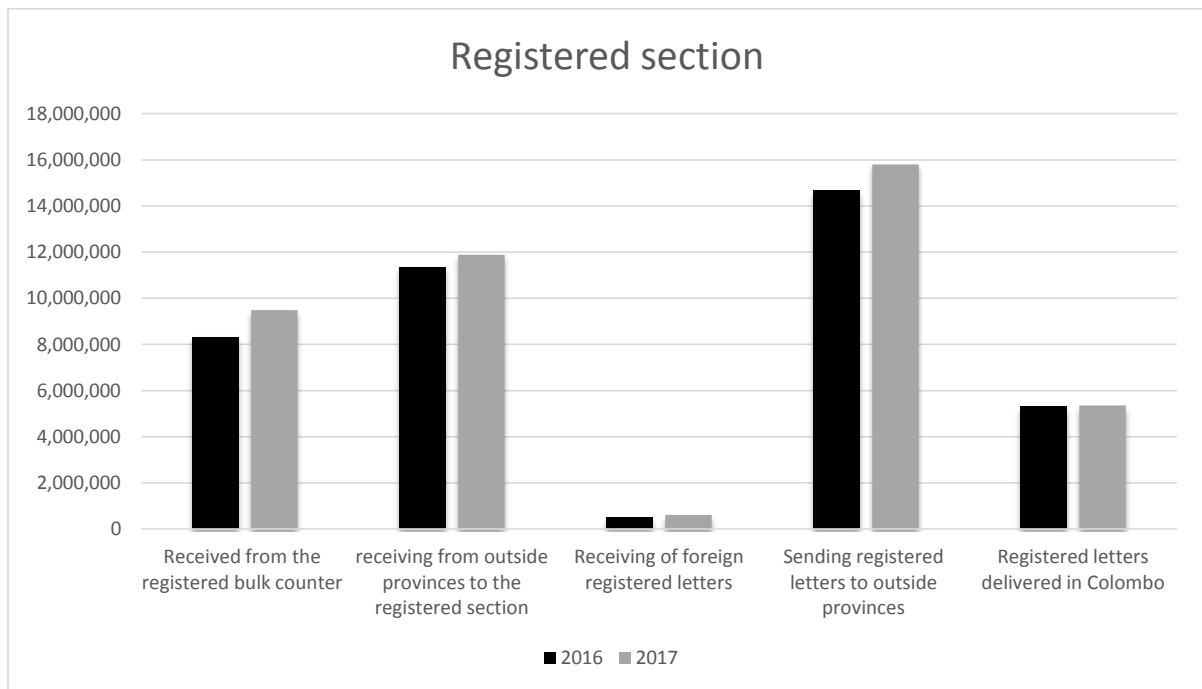
	Receiving from the EMS section counter of the central mail exchange		receiving from outside provinces	
	2016	2017	2016	2017
Number of EMS goods	12,269	12,912	35,318	43,707
Postal fee Income (Rs.)	65,248,000	70,237,450	167,913,950	207,367,175

Total postal fee Income for EMS goods	
2016 (Rs.)	2017(Rs.)
233,161,950.00	277,604,625.00

❖ **Registered Section**

All the activities regarding local and foreign registered letters are done by this section. Dispatch all the letters received from registered bulk counter of the central mail exchange and received from outside provinces to the relevant destination, dispatch foreign registered letters collected from the offices of whole country to that destination countries and dispatch registered letters received from foreign countries for delivering in this country are made by this section.

Function	Letters capacity	
	2016	2017
Received from the registered bulk counter	8,309,927	9,482,191
receiving from outside provinces to the registered section	11,347,825	11,876,997
Receiving of foreign registered letters	487,411	600,321
Sending registered letters to outside provinces	14,673,824	15,797,960
Registered letters delivered in Colombo	5,292,516	5,344,906



❖ **Admin branch**

All the approved cadre to the central mail exchange is around 2,100 and the administrative affair of the said staff are done by an assistant superintendent under following sections.

- Admin 1
- Admin 11
- Maintenance and maintenance Instruments.

Admin 1 and 11 sections engage in the duties regarding all establishments, discipline and trainings in relations to the staff of the central mail exchange and maintenance and maintenance instruments section makes the maintenance affairs including the rapier of water-electricity system and technology activities of the central mail exchange and maintenance affairs of letters boxes of the 15 zones in Colombo and repairs of instruments.

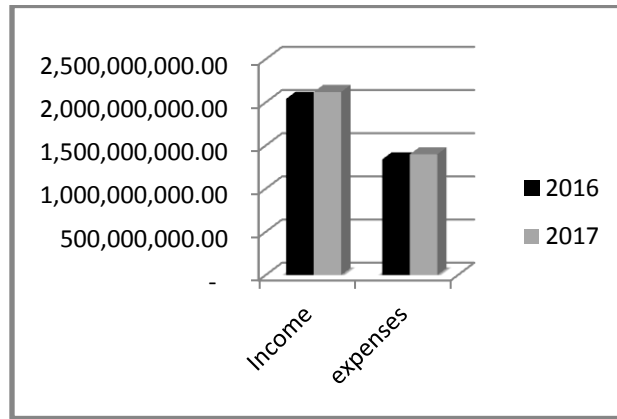
❖ **Account branch**

Paying various payments including salary, allowances and overtimes of the large employees of the central mail exchange and all the expenses related to the said section are done by the account branch that is controlled by an Accountant. It is maintained the cash flow formally on the instructions of the Post master general and the Chief account.

Income –expenses summery in central mail exchange

	2016	2017
Income	2,042,701,694.94	2,121,122,104.52
Expenses	1,341,370,292.18	1,398,830,191.04

Income –expenses progress



(Income –expenses progress of the central mail exchange is mentioned under the annex 03)

- Postal transport section -

The responsibility of this section is to maintain the postal operational system efficiently by deploying vehicles for postal department daily island wide posts transportations, Executive officers' transport facilities, field duties and other official needs. Postal transport section is executed under the supervision of the Post Master General (operations) and controller (operations) and all the operational functions are done by the postal transport inspector. Under the supervision of postal transport inspector, supervisory officers, Van clerks, postal services officers, drivers and postal assistants have been deployed for all duties and operational functions here. Since a large number of vehicles of the department are used diesel, a fuel filling station has been established at the central mail exchange for giving fuel to those vehicles and it is controlled by the staff of the transport section.

During the year 2017, 22 new Vans, 04 small scale Lorries and 13 motor cycles were purchased and strengthened this section by identifying the need of fulfilling the postal transport more efficiently. With the aim of developing the postal transport activities in Northern Province, two three wheelers and 10 motor cycles were purchased and attached to the main post office in Jaffna.

As well, after identifying the excessive used vehicles held in the postal department, 06 motor vehicles have been transferred to the Presidential secretariat and the department of export agriculture and excess small Vans have been transferred to the Presidential secretariat.

Accordingly, during the year 2017, 137 vehicles namely 124 Vans, 16 Lorries, 32 motor cycles and 02 three wheelers for posts transport activities, 41 double cabs, 17 motor vehicles and 02 jeeps for staff officers' transport requirement, and 03 buses for personnel duties have been deployed in services.

For maintain outside posts transport service efficiently by covering all- island, 35 Vans and two Lorries have been attached to post offices located in 15 main cities and strengthen the transport network. In additions to that, 23 postal Vans are daily executed by connecting from central mail exchange to main cities of outside provinces and postal transport functions of the central mail exchange have been strengthened by operating 42 transport services daily for Colombo urban division and foreign postal transport functions.

Postal transport section has always acted to give the transport contribution that is needed for speed postal services such as speed post, EMS post, Logi post introduced newly by the postal department as adjusted to the new needs.

Vehicles of the postal transport section as at 31.12.2017:

Brand	Vehicles as at 01.01.2017	Condemned vehicles	Vehicles purchased	Vehicles transferred	Vehicles owned by the transport section as at 31.12.2017
Cars	23	-	-	06	17
Vans	106	-	22	04	124
Lories	12	-	04	-	16
Jeeps	02	-	-	-	02
Cabs	41	-	-	-	41
Buses	03	-	-	-	03
Motor cycles	09	-	23	-	32
Three wheelers	-	-	02	-	02
Total	196	-	51	10	237

Payments made to the railway department in the year 2017 for postal transport.

Month	Year 2016	Year 2017
January	2,039,981.31	2,366,997.85
February	1,951,175.76	1,990,621.25
March	2,199,324.03	2,565,615.50
April	1,932,891.84	2,093,672.75
May	2,166,552.85	2,304,689.70
June	2,302,865.80	2,131,488.20
July	2,200,735.95	2,261,802.75
August	2,384,025.81	2,470,696.80
September	2,203,405.50	2,279,339.10
October	2,202,203.37	2,243,786.85
November	2,343,670.10	2,342,760.45
December	2,300,897.00	1,985,193.25
Total	26,227,729.32	27,036,664.45

Payments made to the CTB in the year 2017 for posts transport:

Province	Amount for 2016	Amount for 2017
North-west	1,652,052.87	1,725,908.25
	1,723,372.76	1,723,220.12
	1,717,095.88	1,719,954.49
	1,719,952.49	1,719,952.49
	6,812,474.00	6,889,035.35
North	425,154.00	429,649.50
	420,849.00	339,372.25
	313,303.50	275,451.50
	384,700.50	179,757.00
	1,544,007.00	1,224,230.25
South	1,386,920.30	1,356,556.76
	1,385,725.12	1,281,499.85
	1,293,040.23	1,353,693.46
	1,289,627.50	1,386,920.30
	5,355,313.15	5,378,670.37
East	1,719,753.72	1,701,332.87
	1,650,919.92	1,575,963.13
	1,696,671.58	1,691,386.39
	1,714,322.24	1,714,322.24
	6,781,667.46	6,683,004.63
Uwa	1,166,804.26	1,137,856.38
	1,163,442.38	1,120,323.76
	1,141,678.88	1,138,871.13
	1,129,643.52	1,166,804.26
	4,601,569.04	4,563,855.53
Sabaragamuwa	2,628,528.00	2,734,505.62
	2,732,728.43	2,628,266.39
	2,895,706.42	2,895,706.42
	2,705,139.74	2,705,139.74
	10,962,102.59	10,963,618.17
Central	2,270,599.68	2,267,295.56
	2,262,912.05	2,214,972.65
	2,274,414.62	2,247,619.29
	2,288,286.30	2,288,286.30
	9,096,212.65	9,018,173.80
North-central	938,008.50	912,697.50
	929,571.50	912,697.50
	912,037.50	912,697.50
	912,697.50	912,697.50
	3,692,315.00	3,650,790.00
Western - south	1,597,275.26	1,610,387.18
	1,595,381.86	1,573,879.32
	1,598,941.75	1,597,385.11
	1,605,719.13	1,605,719.13
	6,397,318.00	6,387,370.74
Western - north	541,827.00	499,481.12
	535,904.87	487,909.13
	535,588.62	484,481.25
	534,501.00	534,501.00
	2,147,821.49	2,006,372.50
Total	57,390,800.38	56,765,121.34

- Coordinating and Marketing section -

From the beginning of the postal department, it has been acting for providing services at post offices level and social welfare activities by giving the priority and by now, it has come to the profit earning activities by introducing new services to the government and private institutes and the people to reach for the business level systematically.

Agent services initiated by this section in the year 2017:

1. E-COMMERCE service (opening the service through bepost.lk)
2. Issuing third party insurance certificated of the cooperative insurance company through the post offices.
3. Acceptance of paying water bills through the post offices.

Income of Coordinating and Marketing section

Annual Income received from registering newspapers and magazines -	Rs.	618,000.00
Annual Income received from business reply covers service -	Rs.	145,000.00
Total Income	Rs.	763,000.00

Money collected for the year 2017 under the controlled account of the department of examination:

Quarter	Income (Rs.)
1 st Quarter	1,281,907.20
2 nd Quarter	928,888.80
3 rd Quarter	248,869.60
4 th Quarter	1,143,301.60
	3,602,967.20

- Postal income for M bulk related to the year 2017 is Rs. : **331,178,179.00**

Payments for posts transport by express buses under one day letters delivery in 2017. (From January to December)

Post office	Amount (Rs.)
Galle	62,485.00
Matara	235,500.00
Nugegoda	40,086.00
Maharagama	13,565.00
Total	351,636.00

- Total money paid to the railway department in 2017 is Rs.27,036,664.45
- Total money paid to the CTB in 2017 is Rs. 56,970,064.84

- Mechanical engineering section -

Within the postal transport over the island, there are 237 vehicles for operational and administrative activities. Out of these vehicles, about 150 vehicles are being made repairs and maintenance works at mechanical engineering section at Narahenpita. In addition to this, repairs and maintenance works of outside vehicles are made under the approvals of the post master general.

Remaining vehicles as at 31.12.2016	21	Departures after for repairs and services	798
Attendances for repairs and services	804	balance	27
Total	825	Total	825

- Above figure is included 05 full engines repairs and 02 half repairs in the year 2017.
- Number of remaining vehicles in the yard as at 31.12.2017 is 27.
- Number of the vehicles maintained and serviced from 01.01.2017 to 31.12.2017 is 361.
- Number of frequency referred to this section for vehicles repairs and maintenance works by the postal transport section from 01.01.2017 to 31.12.2017 is 804. Out of these vehicles, 39 vehicles were referred for casualty repairs under the insurance claims.

Money expended for vehicles maintenances:

• Purchasing tires	Rs. 2,469,288.00
• Purchasing spare parts	Rs. 30,558,130.00
• For repairs from outside institutes	Rs. 4,652,485.81
• Purchasing engine oil, brake oil and power steering oil	Rs. 970,390.00
• Purchasing batteries	Rs. 53,407.00
• Purchasing instruments	Rs. 287,500.00
• Purchasing office equipment	Rs. 69,304.00
• For wheel balancing	Rs. 57,000.00
Total amount	Rs. 39,117,504.81

In addition to the mechanical engineering section at Narahenpita, two small repairs sections are maintained in:

- The Colombo transport section
- The Galle transport section

- Supply office -

The supply office consists of stationary store, forms store, machines room and factory. In addition to the functions related to these sections, it makes the institutional affairs of staff of the above sections and Accountant (stamps) and mechanical engineering office.

Number of supply in 2017:

- Money order pads - 6500
- New purchasing - 40 (the cost is about Rs. 290,000/-)
- New safes - 100
- Year blocks - 4800
- Minor procurement - 45
- Date stamps, brass stamps, lead stamps - 384

Income of the supply section in 2017:

Income from re-selling of packing materials used in the packing store -

Plastic neck ties (7363 kg)	- Rs.	404,965.00
lead stamps (238 kg)	- Rs	32,130.00
Selling of papers removed from the factory (2204 kg)	- Rs	30,856.00
Selling of cardboards removed from stationary store (722 kg)	- Rs	5,054.00
Total Income	- Rs	473,005.00

Posta forms store

- Issuing general receipt books - G 172 - 36,690
- RB speed post barcode labels - 1,033,000
- RF foreign registered barcode labels - 614,500
- Sending printed registered labels - 15,000,000
- Sending empty registered labels - 20,000,000
- Stamps albums (large) - 700
- Stamps albums (small) - 250
- Diaries - 7000
- Day dairies - 6000

Services performed from the factory in the year 2017:

- Repairs of iron almirah locks - 100
- Steal cabinets locks - 200
- Stamps cabinets - 05
- Repairs of furniture - 365
- Preparing name boards - 15
- Preparing postal bags - 40
- Repairs of concrete letters boxes doors - 50

- Investigations section -

Department's investigations section is executed by a controller (investigations) under the supervision of the Deputy Post Master General (Admin) This section takes actions to avoid frauds and corruptions for maintaining departmental process formally and make the necessary actions regarding the discipline of the staff.

Role of the controller (investigations) section:

- Assigning complaints referred by the Post Master General and Deputy Post Master General (Admin) for investigations to the headquarters investigations inspectors and taking actions to hold investigations for that.
- Making quick inspections at post offices.
- Training new investigations inspectors.
- Taking actions to hold disciplinary inquiries against officers where necessary and acting to hold the formal disciplinary inquiries.
- Preparing relevant reports for inquiries made by public services commission, Parliamentary advisory committee, Ombudsman and the ministry of the department when necessary.

Controller (Investigations) section - Investigations report

	Primary disciplinary inquiries	Formal disciplinary inquiries
Remaining as at 01.01.2017	468	16
Number of receiving in 2017	75	3
Number of finalizing in 2017	302	07
Remaining as at 31.12.2017	241	12

- Department account process -

The Chief Accountant is responsible to the Post Master General regarding the department accounts matters. 03 first class accountants as the Chief Accountant, Chief internal auditor and the Chief Accountant (stamp depositary) and 10 Accountants under the subjects nominated by the Deputy Chief Accountant are serving in the postal headquarters and a group of 28 Accountants including divisional district Accountants and the Accountants who serve in the central mail exchange and stamps section act to maintain the departmental account process.

Post offices, sub post offices and district accounts offices are connected as a main accounts unit of the postal department which is maintained account system that is characteristic to the department. The post account is prepared primarily and through this, it is made a comprehensive report on daily financial activities and money circulating and by this, it is cleared the income- expenditure state of the relevant section.

- All Financial review -

All Financial review of the postal department

Description	2013 (Rs. million)	2014 (Rs. million)	2015 (Rs. million)	2016 (Rs. million)	2017 (Rs. million)
Income	5,907	6,557	6,711	6,578	6,996
Expenditure (Re-current)	8,766	9,541	11,756	12,284	12,599
(Deficit)/excess	(2,859)	(2,984)	(5,045)	(5,706)	(5,603)

All Financial review

Income of the year 2016 was Rs. 6,578m and Income of the year 2017 is Rs.6,996m. Accordingly, increase of the income is Rs.418m.

Re-current expenditure of the postal department in the year 2016 was Rs.12,284m and expenditure of the year 2017 is Rs. 12,599. Accordingly, there is an increase of Rs, 315m.

❖ Expenses review

Review of Re-current expenditure

Re-current expenditure on the year 2017 reflects an increase of Rs. 315m compared to 2016. It is a moderate increase of Rs. 2.5m compared to 2016. Increase of salaries and overtime expenses on increased rates as well as payments of salaries for new recruitments are the mains reasons to increase the all re-current expenditure.

The estimated re-current expenditure of the year 2017 is Rs.12,627, while utilization is Rs. 12,599m. This is 99.7 as a percentage.

Capital expenditure review

Rs. 135m has been allocated as the capital expenditure in the year 2016 by the annual estimate while this has been increased up to Rs. 522m in the year 2017. 8175 bicycles, 20 Van and 04 small scale Lorries for postal transport which was a long term necessity of the postal department were purchased during the year 2017.

(Expenses reports have been indicated under annex 04)

Income review

The income of the year 2016 was Rs. 6,578m while it has been increased up to Rs. 6,996m in 2017. Accordingly, the increase is Rs. 418m.

(Income reports have been indicated under annex 05)

Description	2013 (Rs)	2014 (Rs)	2015 (Rs)	2016 (Rs)	2017 (Rs)
Operational expenditure	894,887,537	1,038,131,227	1,040,518,809	1,049,703,984	1,022,757,133
Personnel emoluments	7,871,113,549	8,503,357,661	10,715,168,034	11,234,464,926	11,576,348,346
Total	8,766,001,086	9,541,488,888	11,755,686,843	12,284,168,910	12,599,105,479

Capital expenditure review

Description	2013 (Rs)	2014 (Rs)	2015 (Rs)	2016 (Rs)	2017 (Rs)
2001- Building repairs	53,897,284.84	56,008,208.00	59,231,521.10	58,772,128.00	101,542,011.00
2002- Plant and machinery	6,075,315.37	6,189,899.00	6,726,561.11	7,823,987.00	7,970,539.00
2003- Repairs of motor vehicles	5,573,991.31	3,462,958.00	5,691,896.45	4,159,169.00	4,570,664.00
2101 –Purchasing of motor vehicles	78,290,000.00			2,921,100.00	317,966,738.00
2102 – Furniture and office equipment	11,695,279.65	13,920,119.00	44,999,999.91	29,301,340.00	31,848,044.00
2013 Plant and machinery	13,634,477.38	13,480,266.00	16,861,476.66	7,897,292.00	20,717,291.00
2104 – New buildings	34,999,590.76	34,895,784.00	39,999,347.00	8,000,000.00	-
2401 – Trainings and capacity building	8,868,148.66	9,852,726.00	16,884,944.31	10,856,729.00	14,883,871.00
2502 - Investments	5,800,000.00	5,989,462.00	5,952,163.61	5,828,493.00	5,982,488.00
Total	218,834,087.97	143,796,422.00	196,347,883.15	135,560,239.00	505,214,647.00

All income state of the department during last 05 years

Year	Income Rs. m	Income growth (%)
2013	5908	19
2014	6557	11
2015	6710	2.3
2016	6578	-1.97
2017	6996	2.5

- Internal audit section -**Internal audit section**

Since the financial transactions and are made daily by the 653 postal offices that has been expanded all over the island and due to finance transmission, it should be subjected to an audit. Its functions are made by an officer group including Chief internal auditor, Accountant (internal auditor), assistant superintendent (account inspection), assistant postal account inspector. Accordingly, during the year 2017, it have been audited 04 post offices, 03 district account offices and business posts section, bulk posts section, admin section and foreign parcels section in the central mail exchange.

Audit and management committees

Under the audit and management circular DMA/2009(i), 5 management committees has been held. For this, a representative of the department of audit, a representative of audit and management department and chief internal auditor of the ministry including all the executive officers of the department were participated. Here, it has been acted to avoid the weaknesses of the department and give necessary leads.

Government audit affairs

A special unit of the department of audit has been established in the department. Through this, audits are often performed by supervising all the affairs of the department and it has been an assistance to maintain the departmental activities with transparency and responsibility.

By this, reports are submitted to the top management by identifying financial frauds and faults occurred in the post offices and other institutes of the department and weakness of the internal controlling system.

- Administration of Decentralized departments relevant duties -

Department administration of the postal department that provides services daily to the customers of island wide, have been decentralized under 10 provinces to fulfil the current services and the new services with efficiency. All administrative, operational and account activities of the said provinces are made under the direct supervision of the provincial Deputy Postmaster Generals. Provincial combination and the progress have been mentioned below.

Deputy Post Master General (western province- north)

This province has 04 supra grade post office, 20 first class post offices, 32 second class post offices, 233 sub post offices and 76 agent post offices and human resource management activities in connection with the staff are done by the senior secretary (Admin) –western province- north and district controlling officer (Gampaha) under the full supervision of the Deputy Post Master General (western province- north). The postal operational system of the above post offices are executed by two divisional superintendents of posts namely divisional superintendents of posts –Gampaha- north and Gampaha south. All the financial and accounts activities of the province is performed by the district Accountant – Gampaha on the leads and instructions of the Deputy Post Master General (western province- north) as planned by the top administration of the department.

The works of 15 projects have been completely finished by using the provisions of Rs. 3,790,000 allocated to the western province- north for buildings repairs with efficiency and effectively. As well, steps have been taken to revise postal delivery zones for maintaining efficiently the postal affairs of the province and act to purchase the furniture and equipment, and new machineries and conducted the training programs including a language training program for the staff. Further, it has been acted to conduct sales promotional programs to meet target income of the department.

Deputy Post Master General (western province- south)

All the operational, administrative and accounts activities of the said province is performed with the contribution of a senior administrative secretary, two district controlling officers (Colombo and Colombo –south), three divisional superintendents of posts (Colombo –north, Colombo –south and Kalutara), two district Accountants (Colombo –south and Kalutara), and said province has the following post offices system.

Supra grade post office	I grade post offices	II grade post offices	Sub post offices	Agent post offices
11	43	37	295	92

Necessary actions have been taken to repair the buildings, purchase of furniture and machinery and office equipment under the provisions allocated for infra-structure facilities that is necessary to perform the relevant postal operational affairs of this Deputy Post Master general's province through the contribution of all the staff.

As well, steps have been taken to improve the efficiency of all the staff through the trainings and capacity building programs and increase the target income of the department through the marketing promotional programs.

Eastern province

All the postal affairs of the province are maintained by four divisional superintendents of posts - Baticaloa, Trincomalee, Ampara and Akkareipattu, district controlling officers- Baticaloa and district Accountant –Baticaloa on the full supervision and operation of the Deputy Post Master General (East) For providing Infra-structure facilities that are necessary to maintain the said activities efficiently, steps have been taken to repair of post offices buildings, repairs of machinery and office equipment, purchase of furniture and office equipment, machines and maintain and repair of postal vehicles.

Trainings have been given to the staff by expending all the provisions allocated for trainings and capacity buildings in the province.

North West province

All the postal affairs of the province are maintained by the senior administrative secretary (north-west), two district controlling officers (Kurunegala and Chilaw), three divisional superintendents of posts (Kurunegala –north, Kurunegala- south, Chilaw) two district Accountant (Kurunegala and Chilaw), under the full operation and supervision of the Deputy Post Master General (North- west). Steps have been taken to provide infra-structure facilities related to the staff, promote the capacity building of the staff through conducting training programs and meet the target income of the department by making aware (marketing promotional programs) of the peoples and business institutes.

Uwa province

Senior administrative secretary (Uwa province), divisional superintendents of posts (Badulla, Bandarawela and Monaragala), district controlling officer (Badulla), district Accountant (Badulla) work under the Deputy Post Master General (Uwa) and they maintain the admin, operational and accounts activities in the province formally. For maintaining postal management affairs and operational system in Uwa province formally and efficiently, it has been acted effectively to deploy the provisions allocated to that province in the year 2017.

Southern province

Senior administrative secretary (south province), two district controlling officers (Galle and Matara), divisional superintendents of posts (Galle, Matara and Hambantota) and district Accountants (Galle and Matara) act under the Deputy Post Master General (South). It has been acted to gain maximum benefits from the provisions allocated to formalize the postal activities in the province and conducted the necessary training for human resource development.

North province

Three divisional superintendents of posts (Jaffna, Mannar and Vavuniya), district controlling officer (Jaffna) and district Accountant (Jaffna) act under the full supervision and operation of the Deputy Post Master General (South).

Sabaragamuwa province

06 staff officers as the divisional superintendents of posts (Kegalle and Ratnapura), district Accountants (Kegalle and Ratnapura) and district controlling officers (Kegalle and Ratnapura) act with the Deputy Post Master General (Sabaragamuwa).

Necessary infra-structure facilities have been provided to maintain the affairs of the province efficiently by making repairs of buildings, machines and vehicles and purchasing of furniture, office equipment and machinery from the provisions allocated to that province.

As well, training programs have been conducted to train and develop the staff of two districts of the province and through this, contribution has been given to increase all the income of the province.

North-central province

Four staff officers as the divisional superintendents of posts (Anuradhapura and Polonnaruwa), district Accountant (Anuradhapura) and district controlling officer (Anuradhapura) act with the Deputy Post Master General (North-central province). Steps have been taken to increase the infra-structure facilities and meet the office requirements by expending efficiently all the provision allocated for that province and training programs have been conducted over the year to build capacity of the staff. So also, World postal day memorial ceremony- 2017 was conducted with dignified manner by the North-central province.

Central province

Senior administrative secretary (Central province), district controlling officer (Kandy), three divisional superintendents of posts (Kandy-north, Kandy-south and Nuwaraeliya and district Accountant (Kandy) act with the Deputy Post Master General (Central province). As well, money order service office is maintained under the full supervision of the Deputy Post Master General (Central province).

For maintaining postal affairs of the said province, it has been gained maximum benefits from the provisions allocated to that province.

For maintaining postal affairs of the said province, it has been gained maximum benefits from the provisions allocated to that province.

World postal day memorial ceremony- 2017

In Concourse with the World postal day commemoration that is held annually by the postal department, it has been implemented large quantity of the social welfare works in the North-central province and conducted a blood donation camp, medical clinic, (non-infectious diseases, suvanari, eyes, dental, lung diseases, kidney) with the participation of 500 persons as a social welfare programmes on 08.10.2017 and a sales promotional programs and made the repairs of post - sub post offices' buildings.

In additions to that, World postal day memorial ceremony- 2017 was held under the leadership of His Excellency the President, Maithripala Sirisena with participation of the all the staff of the postal department at the Budhdhi Mandapaya on 09.01.2017. Here, It was appreciated the efficiency of all the staff of the postal family with postmen who have acted with dedication in collecting income and given the contribution to provide most efficient postal service and appreciated the postal offices which have achieved the excellence by providing efficient service. Additionally, the entire agent institutes which were given the assistance for external institute's competitions at the world postal day ceremony by giving the contribution to maximize the performance of the department were participated to this event.

Special achievements obtained by the department in the year 2017:

- Providing necessary facilities to supply of the services to the people with efficient and useful manner by adopting the information technology.
- Giving observer state to the postal department of Sri Lanka for the period of 04 years from the Administration & Postal Operation Council.
- Awarding the "Best Performing Country 2017" award to the postal department of Sri Lanka amongst 82 countries.

- A little from social responsibility works -

During 2017, social responsibility works made for the social welfare by all the staff who owned by the office system from rural level sub post offices to provincial Deputy Post Master General offices in the postal department are as follows:

- 1) Conducting various dansela including the Bath Dansela conducted at 10th consecutive year for the devout who come to visit the final Randoli Parahera of the Esela Parahera held in the spectral province.
- 2) Conducting religious programmes such as Pirith Pinkams.
- 3) Giving spectacles and conducting blood donation camp.
- 4) Grants of dry food items, garments and financial grants
- 5) Tree planting programmes (distributing of various plants such as coconut plants, cashew plants, Ayurveda plants)
- 6) Grant of amnesty to the castles who dedicated to death.
- 7) Conducting art affairs (Vesak dramas, Vesak lanterns, Christmas tree) and cultural affairs (Oil anointing ceremony, Christmas festival)
- 8) Construction of Sramadana campaign for preparing and clearing of post offices premises
- 9) Construction of Buddha mansion.
- 10) Conducting medical clinics.
- 11) Implementation of dengue combatting programmes.
- 12) Implementation of electricity conservation programmes.
- 13) Taking necessary actions to protect the environment.
- 14) Establishing green committees and security committees.

Sports achievements at national level obtained in the year 2017:

- Wining open championship at “C” category of the public services badminton tournament (Male Teams) - 2017.
- Wining open ancillary championship at “B” category of the public services badminton tournament (Female Teams) - 2017.
- Wining the public services table tennis tournament (championship and solo championship).
- Wining the 800m, 1500m and 3000m at the public services athletic tournament.
- Wining the sport events at the Brunei sport meet by the J.A. Nimalsiri who was qualified for going foreign sport meets after winning the sport events in athletic events for postal department (Puttalam – Anamaduwa, Siyambalagashena sub post office).

දෙපාර්තමේන්තු සමස්ත කාර්ය මණ්ඩලය

ඇමුණුම 01

අංකය	තනතුර Designation	සේවාව Service	වැටුප් කේතය Salary Code	අනුමත සංඛ්‍යාව	සිටින සංඛ්‍යාව	කොන්ත්‍රාත් පදනම මත
1.	තැපැල්පති	ශ්‍රී ලංකා පරිපාලන සේවය	SL 3/ 2006	1	1	
2.	නියෝජ්‍ය තැපැල්පති	ශ්‍රී ලංකා පරිපාලන සේවය	SL1/ 2006	4	3	
3.	නියෝජ්‍ය තැපැල්පති	දෙපාර්තමේන්තුගත	SL1/ 2006	9	3	
4.	ප්‍රධාන ගණකාධිකාරී	ශ්‍රී ලංකා ගණකාධිකාරී සේවය	SL1/ 2006	1	1	
5.	ප්‍රධාන අභ්‍යන්තර විගණක	ශ්‍රී ලංකා ගණකාධිකාරී සේවය	SL1/ 2006	1	1	
6.	ජ්‍යෙෂ්ඨ තැපැල් අධිකාරී	දෙපාර්තමේන්තුගත	SL1/ 2006	19	13	
7.	තැපැල් අධිකාරී	දෙපාර්තමේන්තුගත	SL1/ 2006	56	29	
8.	සහකාර අධ්‍යක්ෂ	ශ්‍රී ලංකා තොරතුරු තාක්ෂණ සේවය හා සන්නිවේදන සේවය	SL1/ 2006 SL1/ 2006	2	0	
9.	සිවිල් ඉංජිනේරු	ශ්‍රී ලංකා ඉංජිනේරු සේවය	SL1/ 2006	1	1	
10.	යාන්ත්‍රික ඉංජිනේරු	ශ්‍රී ලංකා ඉංජිනේරු සේවය	SL1/ 2006	1	0	
11.	ගණකාධිකාරී	ශ්‍රී ලංකා ගණකාධිකාරී සේවය	SL1/ 2006	25	21	
12.	සහකාර තැපැල් අධිකාරී (විමර්ශන)	දෙපාර්තමේන්තුගත	MN7/2006 A	51	27	2
13.	සහකාර තැපැල් අධිකාරී (ගිණුම් පරීක්ෂණ)	දෙපාර්තමේන්තුගත	MN7/2006 A	40	12	
14.	සහකාර තැපැල් අධිකාරී (ප්‍ර.තැ.කා.)	දෙපාර්තමේන්තුගත	MN7/2006 A	53	04	
15.	ප්‍රධාන ගොඩනැගිලි පරීක්ෂක	ශ්‍රී ලංකා තාක්ෂණික සේවය (විශේෂ)	MN7/2006 A	1	0	
16.	භාෂා පරිවර්තක	භාෂා පරිවර්තන සේවය	MN6/2006 A	2	1	
17.	අයවැය සහකාර	දෙපාර්තමේන්තුගත	MN4/2006 A	1	0	
18.	සංවර්ධන සහකාර	දෙපාර්තමේන්තුගත	MN4/2006 A	70	65	
19.	තැපැල් සේවා නිලධාරී	දෙපාර්තමේන්තුගත	MN3/2006 A	5164	4553	
20.	ගොඩනැගිලි පරීක්ෂක	ශ්‍රී ලංකා තාක්ෂණික සේවය (විශේෂ)	MN3/2006 A	12	1	
21.	වැඩ මූලික	ශ්‍රී ලංකා තාක්ෂණික සේවය (විශේෂ)	MN3/2006 A	2	1	
22.	රාජ්‍ය කළමනාකරණ සහකාර සේවය	රාජ්‍ය කළමනාකරණ සහකාර සේවය	MN2/2006 A	189	109	
23.	උප තැපැල් ස්ථානාධිපති	රාජ්‍ය කළමනාකරණ සහකාර සේවය	MN1/2006 A	3412	3358	
24.	නඩත්තු සහකාර	දෙපාර්තමේන්තුගත	MT1/2006 A	15	9	
25.	* රියදුරු	ඒකාබද්ධ සේවය	PL3/2006 A	1	1	
26.	*රියදුරු	දෙපාර්තමේන්තුගත	PL3/2006 A	186	135	
27.	*තැපැල් සහායක (කාර්මික)	දෙපාර්තමේන්තුගත	PL3/2006 A	82	46	
28.	* තැපැල් සහායක (කාර්මික නොවන)	දෙපාර්තමේන්තුගත	PL3/2006 A	12602	12602	
29.	*බංගලා භාරකරු	දෙපාර්තමේන්තුගත	PL3/2006 A	04	0	
30.	*සහායක බංගලා භාරකරු	දෙපාර්තමේන්තුගත	PL3/2006 A	04	0	
31.	*ලියාපදිංචි ආදේශක			4788	4120	
	ප්‍රාථමික මට්ටමේ එකතුව			*17,667	16,904	
	මුළු එකතුව			26,799	25,117	3

* ප්‍රාථමික මට්ටම

මුද්දර වැඩසටහන - 2017

අංකය 02

B#	Item	Stamps Value	Request Qty	S/S Value	Request Quantity	FDC Value	Request Qty
936	National Meelad Un Nabi - 2017	Rs.15.00				Rs.45.00	
935	Endemic Birds of Sri lanka (1/4)	Rs.4.00		Rs.64.00		Rs.94.00	
	Endemic Birds of Sri lanka (2/4)	Rs.10.00					
	Endemic Birds of Sri lanka (3/4)	Rs.15.00					
	Endemic Birds of Sri lanka (4/4)	Rs.35.00					
934	Christmas - 2017 (1/2)	Rs.15.00		Rs.50.00		Rs.80.00	
	Christmas - 2017 (2/2)	Rs.35.00					
933	Sri Lanka - Korea Diplomatic Relations 40th Anniversary (1/2)	Rs.10.00		Rs.60.00		Rs.90.00	
	Sri Lanka - Korea Diplomatic Relations 40th Anniversary (2/2)	Rs.50.00		Rs.300.00 (Sheetlet)			
932	Golden jubilee of Philatelic Bureau - 2017	Rs.35.00				Rs.65.00	
931	7 th Buddhist Summit - 2017	Rs.25.00		Rs.25.00		Rs.55.00	
930	D. B. Danapala - 2017	Rs.10.00				Rs.40.00	
929	World Post Day - 2017 (1/2)	Rs.15.00		Rs.50.00		Rs.80.00	
	World Post Day - 2017 (2/2)	Rs.35.00					
928	70th Anniversary of Parliament Democracy	Rs.12.00				Rs.42.00	
927	Colombo Fort Railway Station Centenary	Rs.10.00				Rs.40.00	
926	8th Conference of the Association of SAARC Speakers and Parliamentarians	Rs.12.00				Rs.42.00	
925	World Children's Day - 2017	Rs.10.00				Rs.40.00	
924	Personalize Definitive Stamp (2017) - Kandyan Dancer	Rs.10.00				Rs.80.00	
	Personalize Definitive Stamp (2017) - Punkalasa	Rs.15.00					
	Personalize Definitive Stamp (2017) - Dondra Head Light House	Rs.25.00					
923	Most Ven. Bosse Dammarakkitha Mahanayake Thero - 2017	Rs.10.00				Rs.40.00	
922	150 th Anniversary of Ceylon Tea - 2017 (2/2)	Rs.70.00		Rs.70.00		Rs.100.00	
	150 th Anniversary of Ceylon Tea - 2017 (1/2)						
921	United Nations Day of Vesak 2561 (1/20)	Rs.15.00		Rs.300.00 (Sheetlet)		Rs.450.00 (5 covers)	
	United Nations Day of Vesak 2561 (2/20)	Rs.15.00					
	United Nations Day of Vesak 2561 (3/20)	Rs.15.00					
	United Nations Day of Vesak 2561 (4/20)	Rs.15.00					
	United Nations Day of Vesak 2561 (5/20)	Rs.15.00					
	United Nations Day of Vesak 2561 (6/20)	Rs.15.00					
	United Nations Day of Vesak 2561 (7/20)	Rs.15.00					
	United Nations Day of Vesak 2561 (8/20)	Rs.15.00					
	United Nations Day of Vesak 2561 (9/20)	Rs.15.00					
	United Nations Day of Vesak 2561 (10/20)	Rs.15.00					

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	United Nations Day of Vesak 2561 (11/20)	Rs.15.00				
	United Nations Day of Vesak 2561 (12/20)	Rs.15.00				
	United Nations Day of Vesak 2561 (13/20)	Rs.15.00				
	United Nations Day of Vesak 2561 (14/20)	Rs.15.00				
	United Nations Day of Vesak 2561 (15/20)	Rs.15.00				
	United Nations Day of Vesak 2561 (16/20)	Rs.15.00				
	United Nations Day of Vesak 2561 (17/20)	Rs.15.00				
	United Nations Day of Vesak 2561 (18/20)	Rs.15.00				
	United Nations Day of Vesak 2561 (19/20)	Rs.15.00				
	United Nations Day of Vesak 2561 (20/20)	Rs.15.00				
920	State Vesak Festival - 2017	Rs.15.00			Rs.45.00	
919	Vesak - 2017 (1/3)	Rs.8.00	Rs.33.00		Rs.63.00	
	Vesak - 2017 (2/3)	Rs.10.00				
	Vesak - 2017 (3/3)	Rs.15.00				
918	160th Anniversary Of The First Postage stamp of Sri lanka (Six Pence) - 2017 (1/4)	Rs.15.00	Rs.60.00		Rs.90.00	
	160th Anniversary Of The First Postage stamp of Sri lanka (Four Pence) - 2017 (2/4)	Rs.15.00				
	160th Anniversary Of The First Postage stamp of Sri lanka (Eight Pence) - 2017 (3/4)	Rs.15.00				
	160th Anniversary Of The First Postage stamp of Sri lanka (Nine Pence) - 2017 (4/4)	Rs.15.00				
917	Ferguson High School Centenary - 2017	Rs.15.00			Rs.45.00	
916	Centenary of Sri Lanka Girl Guides - 2017	Rs.15.00			Rs.45.00	
915	Montague Jayewickreme	Rs.10.00			Rs.40.00	
914	Asian Development Bank - 2017	Rs.10.00			Rs.40.00	
913	National Integration and reconciliation week - 2017	Rs.10.00			Rs.40.00	
912	Visakha Vidyalaya - 2017	Rs.10.00			Rs.40.00	
911	Commemoration of 30th Anniversary IYSH - 2017	Rs.10.00			Rs.40.00	
910	Sri Lanka Broadcasting Corporation - 2017	Rs.10.00			Rs.40.00	

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		2016	2017	Percentage
1001	Salaries and Wages	472,773,786.34	583,283,885.94	
1002	Overtime and Holiday Pay	280,736,835.53	330,794,304.68	
1003	Other Allowances	507,700,080.52	398,341,336.68	
1101	Travelling Expenses - Domestic	13,739,581.95	14,299,450.70	
1201	Stationery and Office Requisites	6,887,488.90	8,337,237.45	
1202	Fuel	21,652,228.45	21,828,623.00	
1203	Diets and Uniforms	317,160.30	2,825,558.00	
1301	Vehicles	295,194.20	237,645.85	
1302	Plant, Machinery and Equipment	2,999,216.52	2,205,302.37	
1303	Building and Structure	65,068.00	897,792.00	
1401	Transport	888,550.00	648,651.00	
1402	Postal and Communication	101,008.89	92,009.63	
1403	Electricity and Water	12,549,416.63	12,512,205.21	
1405	Others	1,010,911.15	1,603,506.96	
1506	Property Loan Interest	5,943,641.97	6,272,618.04	
2001	Building Rehabilitation & Improvement	3,714,032.74	4,467,881.85	
2002	Plant, Machi. & Equip. - Reha. & Impro.	4,734,140.40	5,150,707.00	
2003	Vehicles	427,748.82	766,045.42	
2102	Furniture & Office Equip. - Acquisition	2,400,802.50	900,173.75	
2103	Plant, Machinery - Acquisition	1,963,910.17	2,753,833.51	
2401	Capacity Building - Training	469,488.50	642,774.00	
	TOTAL	1,341,370,292.48	1,398,830,191.04	

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		2016	2017	Percentage
R001	WARE HOUSE CHARGES	2,678,140.00	3,500,662.76	
R002	BULK MAIL CHARGES	174,242,280.00	172,752,208.00	
R003	BUSINESS MAIL CHARGES	1,084,535,013.00	1,139,289,862.00	
R004	FRANKING MACHINE CHARGES	573,675,307.09	574,323,787.75	
R005	SPEED POST	64,234,953.00	78,149,158.50	
R006	EMS	64,167,445.00	75,676,235.00	
R007	FOREIGN PARCEL	215,020.00	-	
R009	HANDLING CHARGES	5,092,750.00	5,362,849.70	
R010	LETTER COLLECTION CHARGES	7,393,161.00	8,136,473.00	
R016	MONEY ORDER COMMISION	31,163.00	46,281.00	
R037	MAIL BOX CHARGES	4,485,977.00	4,312,000.00	
R038	MAIL BAG CHARGES	37,500.00	16,000.00	
R046	BUSINESS REPLY COUPON	438,224.85	465,123.28	
R049	RENT	122,500.00	69,000.00	
R052	OTHERS	1,992,468.00	1,663,028.81	
R056	FREE POST	59,334,484.00	57,357,008.00	
R066	MAIL MANAGEMENT	34,409.00	2,426.72	
	TOTAL	2,042,710,794.94	2,121,122,104.52	

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Code	Object	Revised Estimate 2017	Total Expenditure from 2017/01/01 2017/11/31	December	Total Expenditure from 2017/01/01 2017/12/31	Saving	%
	Recurrent Expenditure	12,627,729,000	11,550,273,818	1,048,831,661	12,599,105,479	28,623,521	0.25
	Personal Emolument	11,598,000,000	10,616,963,233	959,385,113	11,576,348,346	21,651,654	0.20
1001	Salaries and wages	6,162,000,000	5,632,415,697	508,277,378	6,140,693,075	21,306,925	0.35
1002	Overtime and holiday Pay	886,000,000	808,370,105	77,285,166	885,655,271	344,729	0.04
1003	Other Allowances	4,550,000,000	4,176,177,431	373,822,569	4,550,000,000	(0)	(0.00)
	Travelling Expenses	49,900,000	43,986,613	4,160,932	48,147,545	1,752,455	3.51
1101	Domestic	35,900,000	31,553,501	2,774,995	34,328,496	1,571,504	4.38
1102	Foreign	14,000,000	12,433,112	1,385,937	13,819,049	180,951	1.29
	Supplies	242,300,000	203,218,502	36,824,148	240,042,650	2,257,350	0.93
1201	Stationery and Office Requisites	167,000,000	153,565,171	12,202,020	165,767,191	1,232,809	0.74
1202	Fuel	45,300,000	42,818,793	2,299,782	45,118,575	181,425	0.40
1203	Diets and Uniforms	30,000,000	6,834,538	22,322,346	29,156,884	843,116	2.81
	Maintenance Expenses	55,500,000	45,661,356	9,074,720	54,736,076	763,924	1.38
1301	Vehicles	33,000,000	31,067,075	1,596,263	32,663,338	336,662	1.02
1302	Plant, Machinery and Equipment	11,000,000	7,812,155	3,041,939	10,854,094	145,906	1.33
1303	Building and Structure	11,500,000	6,782,126	4,436,519	11,218,645	281,355	2.45
	Services	599,294,000	564,056,893	33,720,452	597,777,345	1,516,655	0.25
1401	Transport	329,000,000	317,550,451	11,222,040	328,772,491	227,509	0.07
1402	Postal and Communication	86,300,000	82,440,200	3,750,516	86,190,716	109,284	0.13
1403	Electricity and Water	77,100,000	70,581,605	5,777,392	76,358,997	741,003	0.96
1404	Rents and Local Taxes	63,700,000	58,458,316	5,038,570	63,496,886	203,114	0.32
1409	Others	43,194,000	35,026,321	7,931,934	42,958,255	235,745	0.55
	Transfers	77,100,000	72,392,891	4,643,665	77,036,556	63,444	0.08
1505	Subscription and Contribution Fees	35,000,000	33,823,421	1,139,686	34,963,107	36,893	0.11

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1506	Property Loan Interest	42,100,000	38,569,470	3,503,979	42,073,449	26,551	0.06
	Other Recurrent Expenditure	5,635,000	3,994,330	1,022,631	5,016,961	618,039	10.97
1701	Loses and Write off	3,500,000	3,499,897	(99)	3,499,798	202	0.01
1703	Implementation of the Official Languages	2,135,000	494,433	1,022,730	1,517,163	617,837	28.94
	Capital Expenditure	522,000,000	230,096,227	275,118,420	505,214,647	16,785,353	3.22
	Rehabilitation and Improvement	125,872,000	60,039,656	54,043,559	114,083,215	11,788,786	9.37
2001	Building and Structure	112,872,000	51,956,157	49,585,854	101,542,011	11,329,989	10.04
2002	Plant Machinery and Equipment	8,000,000	4,748,752	3,221,787	7,970,539	29,461	0.37
2003	Vehicles	5,000,000	3,334,747	1,235,917	4,570,664	429,336	8.59
	Acquisition of Capital Assets	375,128,000	158,688,024	211,577,049	370,265,073	4,862,927	1.30
2101	Vehicles	322,000,000	143,200,000	174,499,738	317,699,738	4,300,263	1.34
2102	Furniture and Office Equipment	32,108,000	9,624,289	22,223,755	31,848,044	259,956	0.81
2103	Plant and Machinery	21,020,000	5,863,735	14,853,556	20,717,291	302,709	1.44
2104	Building and Structure	-			-	-	
	Human Resources Development	15,000,000	10,870,047	4,013,824	14,883,871	116,129	0.77
2401	Staff Training	15,000,000	10,870,047	4,013,824	14,883,871	116,129	0.77
	Enhancing Postal Services & Stamps						
	Other investment	6,000,000	498,500	5,483,989	5,982,488	17,512	0.29
2509	Other	6,000,000	498,500	5,483,989	5,982,488	17,512	0.29
	Total Expenditure	13,149,729,000	11,780,370,045	1,323,950,081	13,104,320,126	45,408,874	0.35

Revenue Code	Description		
R001	Warehouse charges	2,784,344.28	4,196,382.12
R002	Bulk mail charges	368,740,024.54	405,331,989.29
R003	Business Mail Service	1,084,540,083.00	1,139,296,595.00
R004	Franking Machine Chargers	1,269,545,476.15	1,326,546,735.80
R005	Speed Post	82,220,827.82	101,739,805.94
R006	E.M.S.	234,056,283.00	285,800,356.00
R009	Parcel handling charges	7,343,443.00	7,648,290.70
R010	Letter Collection Charges	7,393,161.00	7,886,523.00
R011	Postal Stationary Revenue	21,022,215.00	21,089,320.00
R012	Commission of Examination	2,608,200.00	3,534,677.00
R014	Stamp Revenue	2,156,784,141.70	2,285,597,680.00
R035	Telemail Charges	53,850,553.16	55,706,925.06
R037	Mail Box Charges	9,815,702.60	10,541,656.00
R040	Newspapers Registration	735,575.00	590,050.00
R041	Photocopy Charges	8,011,874.78	11,675,782.71
R043	Post Code Books	12,920.00	4,355.00
R046	Business Reply Coupon	402,958.85	566,883.63
R047	Philatelic Bureau Cash	8,169,017.95	13,860,367.64
R049	Rent Income of Canteen	817,099.79	620,624.59
R051	Internet Com.	55,856.00	0
R052	Other	7,547,101.61	6,122,000.91
R054	Telephone Revenue	2,477,620.57	6,105,525.09
R060	Circuit	1,553,250.00	1,791,358.00
R067	Hybrid Tele mail	979,983.00	1,068,491.00
R007	Foreign Parcel	1,418,015.00	1,253,922.85
R008	International Post	366,633,688.22	283,130,618.58
R013	Unpaid Letter Charges	510,805.00	568,921.00
R015	NSB Charge	133,550,371.00	146,494,950.41
R016	Money Order Commission	103,741,152.03	104,863,120.17
R017	C.E.B. Bill Commission	253,300,859.10	329,865,998.77
R018	Traffic Fine Commission	157,154,945.00	160,814,315.00
R019	Fisheries Pension Commission	636,420.00	638,865.00
R020	Farmers Pension Commission	9,163,497.00	12,062,211.00
R021	Com. On Public Assis.	879,642.00	792,414.00
R022	Social Security Commission	4,319,988.32	6,262,875.53
R024	Commission of Mobitel Card	4,000.00	0
R025	Commissioner of Exam Fees	29,226,242.55	25,975,362.11

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R026	Commission of Insurance	3,927,173.00	6,609,304.52
R028	Western Union	19,906,931.21	19,992,247.84
R029	Sl. Commission	413,512.50	243,294.00
R030	LOLC Rent	9,409,833.00	1,572,370.00
R031	DFCC WARDANA BANK Com	3,530,282.42	2,925,307.84
R034	Fax Charges	863,605.00	0
R036	Email	6,042.00	0
R038	Mail Bag Charges	4,254,836.50	2,372,066.00
R039	Returned Charges	5,021.12	10,931.10
R042	Clearance Fees	685,336.40	732,227.60
R044	A.P.O. Application	36,475.00	129,765.00
R045	Rent Income of Auditorium	4,665,175.00	4,522,924.00
R048	G.R.N. Copies	295,262.14	112,079.53
R050	Computer Typing	500.00	0
R053	Commission Reload	534,223.39	543,743.00
R055	Locale Profit	1,365,611.95	4,543,038.21
R056	Free post	105,922,713.41	120,787,686.82
R057	Mobitel Bill Collection com.	2,794,223.38	4,171,189.27
R059	Postal Exam Revenue	266.63	3,312.00
R062	Email Based Services	3,385.00	0
R063	Scan Gram	120.00	0
R064	SLIDA Payment	35,697.00	20,352.00
R065	Telecom	9,266,435.35	14,535,615.75
R066	Mail Management	15,955,334.00	12,545,031.89
R068	Ceylinco Insurance	2,023,156.27	3,168,257.92
R069	U Generations	217,722.30	63,362.61
R070	NSB Foreign Remittance	3,269.03	2,856.81
R071	E-Channeling	0	10,480.00
R072	Ceylinco Life Insurance	4,155.48	18,993,517.34
R073	Water Bill Collection	0	4,308,610.00
R074	Co-Operative Insurance Com.	0	144,312.20
R075	Advertising Mail Charges	0	3,831,000.00
		6,578,133,636.50	6,996,940,832.15

