Citizen-Centric Divisional Administration

Citizen Mirror - 2026

DIVISIONAL PRODUCTIVITY INDEX 1.1

National Productivity Secretariat
Ministry of Industry & Entrepreneurship Development

*Kindly note the criteria have been revised for DPI 1.1, and slightly differs from criteria for DPI 1.0. The revisions are highlighted in yellow.

Citizen-Centric Divisional Administration

Citizen Mirror-2026

DIVISIONAL PRODUCTIVITY INDEX 1.1

Institutional and Administrative Affairs

National Productivity Secretariat
Ministry of Industry & Entrepreneurship Development

Citizen-Centric Divisional Administration

Citizen Mirror-2026

DIVISIONAL PRODUCTIVITY INDEX 1.1

Indicator Report

01. Institutional and Administrative Affairs

Serial No.	Performance Indicator	Status of Performance				
		Poor-0	Weak-1	Average-2	Good-3	Excellent-4
01	Office layout and organizational structure a) Naming all the Divisions / preparation of main name board. b) Floor plan of the institution has been prepared and a number has been provided for the Division. c) Vision and Mission of the Institution have been displayed. d) Preparation of designation boards showing the names of officers and posts. e) Establishment of Divisions by managing the office space. f) Ergonomic positioning of office equipment and furniture. g) Declaration of paths. h) A methodology has been put in place for external beautification/environmental friendliness / disposal of daily waste. i) Internal beautification of the Division has been done. j) Access for the differently- abled persons has been provided. k) Proper positioning of all the posts of the institution has been ensured. l) Proper display of the organizational structure of the institution. m) Maintenance of the logbook in an up-to-date manner. n) Classification of officers based on the post. o) Miscellaneous festivals have been organized and reports have been prepared. p) Meetings of monthly meetings of the Divisional Secretariat have been prepared.	No.	05 out of A-P	08 out of A-P	10 out of A-P	All out of A-P

02	Relationship with the Public. a) Clients have been welcomed and correctly forwarded by identifying their service requirements. b) A special program has been prepared to fulfil the service requirements of differently-abled persons. c) A telephone number has been introduced to receive comments and proposals, and action has been taken to respond to telephone calls. d) Compliance to the Right to Information Act (identification of Information Officers, display of provisions, consideration of requests, and reports containing feedback information have been prepared) e) A methodology has been put in place to receive clients' proposals / opinions. f) A methodology has been put in place to take follow up action on public opinion. g) Displaying as per **eightfold rule** and services have been provided. h) The Clients' Charter has been updated and displayed; and, time has been managed in accordance therewith. i) A notice board has been prepared relating to bribery and corruption. j) Measures have been taken to avoid bribery and corruption.	No.	03 out of A-J	05 out of A-J	08 out of A-J	All out of A-J
03.	Measuring employees' performance, promotion, transfer and retirement. a) Performance reports have been prepared, and the report has been obtained on time. b) Informing on all examinations and results has been done. c) Transfers have been done properly and reports have been prepared. d) Promotions have been provided on time. e) Salary conversions have been prepared. f) Payment of salary increments has been done on time. g) Preparation of retirement files.	No.	03 out of A-G	04 out of A-G	05 out of A-G	All out of A-G
04.	Training and Development a) The annual training plan has been prepared and training requirements have been identified.	No.	03 out of A-J	05 out of A-J	08 out of A-J	All out of A-J

	b) Skills have been analysed in a manner minimizing the gap between knowledge and reports have been prepared. c) As provision for training programs has been limited, training programs have been conducted using internal resource persons. d) Percentage of employees receiving training, has been increased. e) Reports on internal training programs of the officers have been prepared. f) Reports on employees with degree level qualifications have been prepared. g) The number of employees completing the training period, has been identified. h) Reports on staff grade officers participating in specific training programs, have been prepared. i) Reports on foreign training provided for staff grade officers, have been prepared. j) Reports on training programs specialized in skills development, have been prepared.					
05.	Maintenance of personal files. a) Key operations file (relating to the personal files)- numbering and naming the files, updating the inspection sheet, proper organization of files through indexing, maintenance of a computerized database for maintaining employees' personal files. b) Updating the journal entries. c) Filing the documents in terms of Public Administration Circular No. 14/2005. d) Registers to be maintained in accordance with Procedural Rules of the Public Services Commission (maintenance and update of salary increments register, maintenance and update of loan card, annexing letters to the file, numbering the pages, use of notes, numbering and making entries in notes, forwarding files to staff grade officers through the line of command, making cross entries)	No.	Only A	Only A-D	From A to D	All of the above.
06.	Implementation of creative communication through the Media Unit. a) Updating the Facebook account operated by Media Unit of the Divisional Secretariat. b) Updating the You Tube channel operated by Media Unit of the Divisional Secretariat.	No.	05 out of A-K	08 out of A-K	10 out of A-K	All out of A-K

	c) Preparation of reports and presentation of news done by Media Unit of the Divisional Secretariat. d) Publishing through You Tube on areas of tourist attraction in the division of the Divisional Secretariat. e) Communicating all the messages and information through Whets App. f) Publishing information for the general public through notices. g) Publishing specific information of the institution through media of the Government (Television and radio) h) Presenting information to the general public through street dramas and artists. i) Newspapers have been bought daily and special articles have been filed. j) Monthly publication of newspapers. k) Internal broadcast of messages through the public address system.					
07.	Implementation of trilingual policy. a) All the naming conventions, main notice board including all the displays and notices, posters, and formats comply with trilingual policy. b) A group of officers capable of guiding the general public using the three languages, has been appointed. c) All the officers have attended bilingual training programs. d) All the officers have obtained bilingual allowance. e) Miscellaneous festivals have been organized within the division in order to promote unity among different ethnicities. f) Information could be found in three languages on website of the Office.	No	02 out of A-F	03 out of A-K	05 out of A-F	All out of A-F
08.	Conducting preliminary investigations, performing disciplinary duties. a) Identification of scope and limits relating to the investigation; and preparation of reports have been done. b) Plans relating to the investigation such as, preparation of a draft plan for investigation, collecting statements, examining documents, observation of notes, and inspection of stocks, have been made. c) Preparation of reports containing statements from persons assumed to be linked to the incident.	No.	05 out of A-H	08 out of A-H	10 out of A-H	All out of A-H

	d) Collection and examining the documents, and taking custody of documents, reports, notes, files and ledgers after being examined. e) Preparation of reports on disciplinary complaints lodged by the by general public. f) Conducing the disciplinary inquiry and allocation of dates. g) Investigation of the complaint report. h) Preparation of reports on punishments in accordance with disciplinary inquiry report.					
09.	Issue of licenses and certificates. a) Recommendation of licenses for firearms and preparation of reports. b) Recommendation of licenses for explosives and preparation of reports. c) Issue of revenue licenses and preparation of reports. d) Preparation of assessment reports and reports. e) Preparation of valuation certificates and reports. f) Issue and renewal of pawning licenses, and preparation of reports. g) Issue and annual renewal of excise licenses, and preparation of reports. h) Issue of licenses for transporting animals and preparation of reports. i) Issue of licenses for poisons and preparation of reports. j) Recommending applications for obtaining medical assistance from the President's Fund and preparation of reports.. k) Recommending applications for Mahapola and preparation of reports.. l) Presentation of bank reports and preparation of reports.. m) Presentation of summons and preparation of reports. n) Registration of names for sole proprietorships and partnership businesses, and preparation of reports. o) Granting licenses for the sale of fermented toddy prepared from Kitul Palm trees. p) Issue of licenses for felling trees, and preparation of relevant reports. (consideration of measures taken for replanting trees is mandatory)	No	05 out of A-O	08 out of A-O	10 out of A-O	All out of A-O

	q) Preparation of reports relating to the felling of trees at Government lands (consideration of measures taken for replanting trees is mandatory) r) An annual report on the felling of trees (jackfruit, breadfruit, and female palmyrah) in the divisions of Divisional Secretariats, has been prepared. s) Issue of licenses for transporting timber, and preparation of reports. t) Providing recommendations to mine for sand, stones, soil and other minerals, and preparation of reports. u) Providing recommendations to mine for gems, and preparation of reports.					
10.	Registration of persons. (a) Obtaining an initial / amended National Identity Card, and preparation of reports and a summary. (b) To obtain a National Identity Card for a lost one, and preparation of reports and a summary. (c) Issue of National Identity Cards under one-day service , and preparation of reports and a summary. (d) Processing National Identity Cards that had not been processed at the Divisional Secretariats, at divisional level. (e) Preparation of report on mobile service being held at the divisions relating to National Identity Cards not processed at the Divisional Secretariats. (f) Documents required to issue National Identity Cards under normal service have been examined for accuracy, and data has been included in the database.	No	02 out of A-F	03 out of A-F	5 out of A-F	All out of A-F
11.	Registration of businesses. (a) The computer software for registration of businesses, has been installed. (b) A register for the registration of businesses, has been maintained. (c) Copies of business certificates have been stored safely in the record room. (d) Business names, either cancelled or amended, have been included in the computer software and the register thus updating them.	No	01 out of A-D	02 out of A-D	03 out of A-D	All out of A-D

12.	Affairs of official quarters and circuit bungalows. (a) Maintenance of registers for official quarters. (b) Preparation of agreements for official quarters. (c) Preparation of reports relating to repairs on official quarters.	No	Average out of A-C	01 out of A-C	02 out of A-C	All out of A-C
13.	Coordination with the Grama Niladhari (a) Verification of the countersignature of Grama Niladhari. (b) Supervision of the Grama Niladhari offices. (c) Coordination of the rural development works.	No data is available for Activities A-C.	Data for Activities A-C is maintained in registers.	Data for Activities A-C is available at divisional level, but not analysed.	Data for Activities A-C is available at divisional level, and analysed, but such data has not been used in decision making.	Data for Activities A-C at divisional level has been analysed and used in decision making.
14.	Awareness of Human Resource Management (Completion of annual performance evaluation in accordance with Public Administration Circular, Nos. 7/98, 8/98, 28/98, and 2/2018) (a) Preparation of duty list and assignment of duties to all officers formally and updating annually; and, evaluation of performance. (b) An annual action plan has been prepared by including tasks/programs executed annually by all officers, and approval has been obtained. (c) Identification of professional development requirements for the staff, and implementation of relevant programs. (Skill map) (d) Duty manual has been prepared by all officers. (e) Preparation of human resource plan for the whole Divisional Secretariat in accordance with Public Administration Circular, 2018/2. (f) Special programs have been implemented in order to provide the staff with welfare facilities, improve and maintain them. (g) Preparation of reports relating to the issue of railway warrants, and settlement of bills. (h) Preparation of election duty assignments and reports by updating them annually. (i) Preparation of language translation duties and reports by updating them annually. (j) Reports have been prepared after issuing distress loans for the staff by updating annually.	No	05 out of A-M	08 out of A-M	10 out of A-M	All out of A-M

	(k) Reports have been prepared by recommending property loans for the staff by updating annually. (l) Declarations for assets and liabilities have been obtained from the staff by updating annually. (m) Reports on security deposits of the staff have been prepared by updating annually.					
15.	Agrahara Insurance. a) Assisting to be insured under Agrahara insurance policy. b) Taking measures relating to receiving benefits under Agrahara insurance.	No	Only the references out of A-B	Between A and B	Preparation of complete reports out of A-B.	All out of A-B
16.	Duties relating to grievances. a) A grievance officer has been appointed. b) Preparation of reports and redressing grievances through the preliminary inquiries. c) Preparation of instruction sheets in view of correctly following office systems for minimizing grievances. d) To maintain the information system to redress grievances. e) To put in place methodologies to make policies for grievances.	No	02 out of A-E	03 out of A-E	04 out of A-E	All out of A-E
17.	Duties relating to vehicles. a) Servicing vehicles. b) Repairing vehicles. c) Insuring vehicles. d) Renewal of revenue licenses of vehicles. e) Settlement of fuel bills. f) Allocation of vehicles. g) Submission of daily running charts to the Audit Office. h) Issue of fuel orders. i) Taking action on accidents involving vehicles. j) Informing the internal audit unit on expenses for maintaining vehicles.	No	05 out of A-J	08 out of A-J	10 out of A-J	All out of A-J
18.	Daily posts. a) Methodology for opening. b) Methodology for registering. c) Use of computer technology. d) Formal method of distribution. e) The officers in charge of the subject have prepared a methodology for managing the post daily.	No.	02 out of A-G	03 out of A-G	04 out of A-G	All out of A-G

	f) A mechanism for follow-up action has been prepared for daily posts. g) To check emails at least twice daily.					
19.	Leaves of officers. a) Use of finger scanners. b) Records on leaves of the officers have been maintained in the computer in an up-to-date manner. c) Maintenance of register for arrival. d) Maintenance of register for departure. e) Register for duty leave has been maintained. f) Computer software for duty leave has been installed. g) Leave registers have been maintained and updated. h) A methodology for filing leave applications has been put in place. i) Taking action to approve leave to be spent out of the country. j) Registers on late arrivals have been prepared. k) New methods have been introduced to discourage taking leaves. l) A computer software has been developed to record leaves obtained by the officers.	No	05 out of A-I	08 out of A-I	10 out of A-I	All out of A-I
20	Comprehension on the management of office systems. a) Maintenance and proper management of subject files. b) Files containing circulars have been maintained. c) Files on legal policies and precedents, have been maintained. d) Procedures have been prepared. e) Written explanations have been done. f) Call-up diaries or other methods have been used. g) Procedural rules have been prepared. h) Officers are aware of the procedure for covering the duties. i) Registers on daily post have been maintained. j) Reports relating to the relevant periods have been collected and forwarded. k) Three day / seven day law is implemented. l) Maintenance of files have been done properly. m) Files have been named and numbered. n) Letters have been annexed to the file. o) Pages have been numbered. p) Note sheets have been used.	No	05 out of A-R	08 out of A-R	10 out of A-R	All out of A-R

	q) Writing notes and numbering the note sheets have been done correctly. r) Files have been forwarded to the executive officers through the line of command.					
21.	Management of physical resources. (a) Maintenance of distribution registers with respect to office/division/officers. (b) Objections against electricity have been examined and reports have been prepared. (c) Implementation of methodologies to decrease expenses on water / electricity/ telephone bills of the division. (d) Implementation of methodologies relating to the maintenance of machinery and equipment of the division. (e) To follow a methodology on the maintenance of machinery and equipment of the division, and maintenance of a relevant register. (f) Maintenance of a register of losses and damages for the division. (g) Maintenance of a register of fixed assets for the institution. (h) There exists an intercom system in the division. (i) The division follows the policy of accuracy. (j) Responsibilities of the division have been assigned to the office assistants-KKS. (k) Supply of janitorial services. (l) Key board has been prepared. (m) Key duty has been performed well.	No	05 out of A-M	08 out of A-M	10 out of A-M	All out of A-M
22.	Use of computers and maintenance works. (a) Use of software under a minimum cost for the division. (b) Reports have been prepared for maintenance of the register of computer accessories and software of the division. (c) Reports have been prepared in order to use a formal naming convention for hardware of the division. (d) Reports have been prepared for productive use of hardware of the division (networking the printers, etc.) (e) Anti-virus software has been installed. (f) Operation systems have been installed. (g) Formatting the computers and recovery of data. (h) Reports have been prepared by inspecting the computer hardware.	No	05 out of A-P	08 out of A-P	10 out of A-P	All out of A-P

	(i) Instructions have been prepared to be followed in an emergency. (j) Reports have been prepared for instructions on the use of fire extinguishers of the division. (k) The division has used E-mail. (l) Reports have been prepared for maintaining registers on the maintenance and safety of equipment in the division. (m) The officers who received training on the maintenance of computers of the division, have prepared reports showing the progress in managing expenses and the methodology put in place for relevant maintenance works.					
23.	Health and security administration. (a) Preparation of reports on the security of the institution and work shifts. (b) Preparation of reports on the assignment of responsibilities to the site engineer/site administrators. (c) Making laws and rules for personal safety. (d) Making laws and rules for fire safety. (e) Execution of duties relating to providing uniforms. (f) Daily examination of vehicles.	No	03 out of A-F	04 out of A-F	05 out of A-F	All out of A-F
24.	Record room (a) Storing files has been done properly. (b) A separate officer has been assigned with the responsibility for the record room. (c) Formal methodologies have been prepared for the identification of files and documents. (d) Files have been accepted and issued. (e) Measures taken in terms of the Act of the Department of Archives for disposal and conservation of files. (f) A committee for disposal has been appointed. (g) Management of Forms. (h) Preparation of methodologies for identification of requirements. (i) Collection and issue of Formats, and maintenance of registers in that connection. (j) A software has been prepared for the record room.	No	05 out of A-J	08 out of A-J	10 out of A-J	All out of A-J
25	Affairs relating to productivity (a) A productivity unit has been established. (b) Creating the resource profile (according to the productivity plan) (c) Developing the dashboard.	No	05 out of A-S	08 out of A-S	10 out of A-S	All out of A-S

	(d) Preparation of audit reports based on five-fold concept. (e) A technology file has been prepared. (f) Minutes of the quality control circle meetings have been prepared. (g) Preparation of the quality control circle project. (h) Reports on case studies have been prepared. (i) Quality analysis report has been prepared. (j) Green circle report has been prepared. (k) Projects based on green concept have been prepared. (l) Reports on knowledge management projects have been prepared. (m) Preparation of Kaizen projects, and reports have been prepared. (n) Conducting audits on human resources, and the report has been prepared. (o) Report of the human resource plan has been prepared for the previous year. (p) TPM report has been prepared. (q) Twenty families have been selected at divisional level under the community-based productivity program. (r) Making presentations on quarterly basis. (s) Preparation of productivity data book.					

Citizen-Centric Divisional Administration

Citizen Mirror-2026

DIVISIONAL PRODUCTIVITY INDEX 1.1

Affairs relating to Accounting, Internal Audits, and Pensions

National Productivity Secretariat
Ministry of Industry & Entrepreneurship Development

2. Affairs relating to Accounting, Internal Audits, and Pensions

#	Performance Indicator	Status of Performance				
		Poor 0	Weak 1	Average 2	Good 3	Excellent 4
01	Administrative and human resource affairs of the Accounts Division.					
	(a) Office layout and organizational structure I. Naming all the Divisions/preparation of main name board. II. Floor plan of the institution has been prepared and a number has been provided for the Division. III. Preparation of designation boards showing the names of officers and posts. IV. Establishment of Divisions by managing the office space. V. Ergonomic positioning of office equipment and furniture. VI. Walking paths have been declared. VII. A methodology has been put in place for external beautification/environmental friendliness/disposal of daily waste.	No.	05 out of A - C	08 out of A - C	10 out of A - C	All out of A - C

	VIII. Internal beautification of the Division has been done. IX. Access for the differently-abled persons has been provided. X. Proper positioning of all the posts of the institution has been ensured (b) Relationship with the Public I. Clients have been welcomed and correctly forwarded by identifying their service requirements. II. A telephone number has been introduced to receive comments and proposals, and action has been taken to respond to telephone calls. III. Compliance with the Tight to Information Act. IV. A methodology has been put in place to receive clients' proposals/opinions. V. A methodology for taking follow-up action on public opinions has been introduced. VI. A notice board has been prepared relating to bribery and corruption. VII. Measures have been taken to avoid bribery and corruption. (c) Awareness of the human resource management. (Completion of annual performance evaluation in accordance with Public Administration Circular, Nos. 7/98, 8/98, 28/98, and ~~2/2018~~)					

	I. Preparation of duty list and assignment of duties to all officers formally and updating annually; and, evaluation of performance. II. An annual action plan has been prepared by including tasks/programs executed annually by all officers, and approval has been obtained. III. Identification of professional development requirements for the staff, and implementation of relevant programs. (Skill map) IV. Duty manual has been prepared by all the officers. V. Preparation of human resource plan in accordance with Public Administration Circular, 2018/2.					
02.Accounting Process.						
02	Presentation of monthly account summaries (B-13) (a) Presenting on the last or the following day in each month. (b) Maintenance of official bank accounts. (c) Preparation of monthly reconciliation statements. (d) Presentation prior to 10th day of the ensuing month. (e) Non-maintenance of cheques older than 06 months after the issue. (f) Non-maintenance of any unidentified debit balance older than 30 days. (g) Non-maintenance of deposit balances that had not been credited despite being deposited and older than 30 days.	No.	Only 03 out of A - G	Only 04 out of A - G	Only 05 out of A - G	All out of A - G

03.	Organizational works of the accounts division / maintenance of books for general use (F.R. 445) (a) Whether the Accounts Division maintains the following Circular files in an up-to-date manner, i. Public Administration Circulars. ii. Treasury Circulars. iii. Other Circulars. (b) Whether duty assignments to the officers of the Accounts Division have been updated ensuring the security of internal control. (c) Whether the cash book is maintained in Form General 58 by including PIV Nos., voucher numbers, revenue codes, details on expenditures, and cheque numbers. (d) Whether the cash book of the Shroff is maintained after being balanced daily in the Form General 59. (e) Whether the register of cheques and money orders is properly maintained in the format, GAM 83. (f) Whether the register of counterfoils is properly maintained in the format, GAN 20. (g) Whether the register of audit queries is maintained in an up-to-date manner by including a sufficient number of columns.	No.	Only 05 out of A - O	Only 08 out of A - O	Only 10 out of A - O	All out of A - O

	(h) Whether the inventory book/books is/are maintained and updated in the Form General 44 after being balanced by including all the assets. (i) Whether an index for books is maintained. (j) Whether the register of consumables is updated and maintained in Form General 198 after being balanced. (k) Whether a register of salaries is maintained in Form 17 of the Treasury in terms of Financial Regulation 453 (2). (l) Whether a members' register is maintained on advances. (m) Whether registers are maintained in Form General 169 on deposits. (n) Whether a register is maintained for paying travel expenses. (o) Whether a register is maintained for overtime and holiday pay.					
04.	Receipt of funds (F.R. 165) (a) Whether the receipt of cheques and money orders is always entered in the GAM 83 register. (b) Whether PIV sheets are prepared in Form General 118 with respect to every receipt of cash/cheque/money orders. (c) Facilitating the payment of exam fees, recovery of funds has been allowed. (d) Is every receipt brought to accounts by correctly identifying the relevant Head of receipt. (e) Whether a receipt in Form General 172 is issued with respect to every receipt of cash/cheque/money order.	No.	Only 03 out of A - O	Only 05 out of A - O	Only 07 out of A - O	All out of A - O

	(f) Whether the daily receipts are kept in a safe until being deposited in the bank. (g) Whether the daily receipts are deposited in the bank on the same or following day without delay. (h) Whether the receipts of bank deposits are properly filed.					
05.	Making payments (F.R. 200) (a) Whether a formal voucher/requisition is prepared and approved for every payment and entered in the cash book after being certified. (b) Whether the correct description on the expenditure is entered for every payment voucher. (c) Whether every payment voucher is properly numbered before being entered in the cash book. (d) Whether the sequential order is followed for payment cheques. (e) Whether the first signature is put by the accountant on cheques. (f) Whether it is countersigned to certify the signature. (g) Whether the relevant officers put their signatures on the counterfoil and the cash book at the time of signing the cheques. (h) Whether a register for handing over cheques is maintained with sufficient information with respect to payments being made by way of cheques. (i) Providing subsistence allowance for the Army.	No.	Only 05 out of A - I	Only 08 out of A - I	Only 10 out of A - I	All out of A - I

	(j) Whether the payment vouchers are safely maintained in files in order of months. (k) Whether the cash book is balanced daily. (l) Whether the cash book is balanced as at the last date of the month and signed by the accountant verifying accuracy.					
06	Examining the payment vouchers (a) Whether the vouchers are validated with the day stamp at the time of being received by the Accounts Division. (b) With necessary information included, whether the payment voucher is approved by an authorized officer in terms of F.R. 135. (c) Whether the payment voucher is certified only after verifying that it is complete and accurate. (d) Prior to making payments for the voucher, whether the cash book is examined to ensure that a sufficient balance exists therein. (e) Whether the payments of the year are made within the relevant year itself. (f) As for each and every payment, whether the payment vouchers are numbered in view of being identified based on the year and month. (g) Whether the stamp "Paid" is put on every voucher after the payment is made.	No.	Only 02 out of A - G	Only 03 out of A - G	Only 04 out of A - G	All out of A - G
07.	Management of Provision	No.	Only 01 out of A - E	Only 02 out of A - E	Only 03 out of A - E	All out of A - E

	(a) Whether a break-down plan for the year is prepared for the provision received for the year 2026 and payments are made accordingly. (b) Whether the bills in hand relating to overtime and travel expenses are not maintained as liabilities as at December 31 of the previous year. (c) Not incurring expenses in excess of provision made under Head No. 259 of expenditure for District Secretariat. (d) Whether the saving of provision made under Head No. 259 of expenditure for District Secretariat has been maintained under 5 % of the allocated provision. (e) Not incurring liabilities in excess of the provision made as at December 31 of the previous year.					
08	"Ad hoc" Sub-impress (a) Whether the register of "ad hoc" sub-impress is maintained with enough number of columns. (b) Are the sub-impress issued only for staff grade officers. (c) Whether the "ad hoc" sub-impress have been issued by exceeding the limit of Rs 100,000. (d) Whether the "ad hoc" sub-impress so obtained, have been settled within a period of 10 days after completion of the intended purpose for which it was given. (e) Whether the value of impress required to close the account as at 31 December has been accurately computed prior to 01 December (to the approximate value of Rs. 500,000)	No.	Only 01 out of A - E	Only 02 out of A - E	Only 03 out of A - E	All out of A - E

09.	Delegation of authority on the use of funds in terms of F.R. 135 (a) Whether a file is maintained with respect to the delegation of functions relating to the control of funds as per F.R. 135. (b) Whether the delegation of functions on the control of funds to be executed by the District Secretary, has been assigned in writing to the relevant officers by the Divisional Secretary. (c) Whether all the officers of the institution have been informed on the delegation of authority relating to the control of funds.	No.	Only 01 out of A - C	Only 02 out of A - C	Maintains an average in all 03 out of A - C	All out of A - C
10.	Examining the purchases. (a) Whether the responsibilities for making purchases have been specifically assigned to an officer. (b) Whether procurement guidelines and procurement activities exist for purchases. (c) Whether all the purchases are made in accordance with those instructions. (d) Whether a file is maintained containing Public Finance Circulars, and instructions of the Department relating to procurements. (e) Whether a register is maintained containing signatures of the members of the procurement committee. (f) Whether a file is maintained containing requests for making procurements, approvals obtained on such procurements, quotations, and purchase orders.	No.	Only 01 out of A - F	Only 02 out of A - F	Only 03 out of A - F	All out of A - F

11.	Preparation and presentation of bank reconciliation statements. (a) Whether the preparation of bank reconciliation information is done by an independent officer who is not responsible for affairs relating to cash book/salaries/purchases. (b) Whether the bank reconciliation statements are prepared and presented to the Auditor General and other relevant parties prior to the 10th day of each month. (c) Whether the bank reconciliation information consists of cheques remaining unencashed for over 06 months. If not, the mark should be awarded. (d) Whether the bank reconciliation information consists of cheques that had not been credited over a period of one month. (e) Whether action has been taken in terms of F.R. 396 on cheques that remained unencashed for over 06 months. (f) In case of unidentified debits and credits in the bank reconciliation information, whether follow-up action is taken thereon without delay.	No.	Only 01 out of A - F	Only 02 out of A - F	Only 03 out of A - F	All out of A - F
12.	Advance accounts of the public officers. (a) Whether a register for members' loans is maintained and balanced by entering the preparation and recovery of advances. (b) Balance of the general ledger as at 31 December being tallied with the individual balances.	No.	Only 01 out of A - G	Only 02 out of A - G	Only 03 out of A - G	All out of A - G

	(c) Whether two registers are maintained for debtors and creditors. (d) Whether the loans are settled within a period of 03 months. (e) Not incurring expenses in excess of the provision. (f) Whether the loan balances of officers who have been transferred in, have been settled and the loan balances of officers who have been transferred out have been recovered correctly (as per the Budget 118 Circular) (g) Presentation of annual accounts as at 19 February.					
13.	General Deposits Account. (a) Whether the General Deposits Account is maintained with a classification as has been instructed through the State Accounts Circular No. 243/2015 relating to the Deposits Account, 6003 for District Secretariats. (b) Whether the new deposits are correctly identified and brought to accounts in terms of the new Circular. (c) Whether action is taken in terms of F.R. 571 and 572 on lapsed deposits in the General Deposits Account. (d) Whether the balance has been exceeded within a period of one year. (e) Whether a control account is prepared monthly for general deposits. (f) Non-maintenance of general deposits balances for over 02 years except for compensation for lands.	No.	Only 01 out of A - G	Only 02 out of A - G	Only 03 out of A - G	All out of A - G

	(g) Non-termination of deposits for compensation of lands within a period of 10 years.					
14.	Computation, payment and accounting for monthly salaries. (a) Whether the GSP software is used for computing monthly salaries with its password maintained under supervision of the accountant. (b) Whether salary information of all the officers are entered in the Treasury 17 register. (c) Whether the accountant signs with respect to each officer who prepared/checked the salary documents to ensure accuracy. (d) Whether signatures of all the officers are obtained on the salary sheets to verify the receipt of salaries. (e) Whether the inclusion of salary information pertaining to a new/transferred officer is done solely on the letter of appointment or salary particulars. (f) Whether the salary control accounts are prepared monthly to verify the accuracy of computing the salaries. (g) Whether the monthly abetment cheques are submitted to the relevant institutions without delay.	No.	Only 01 out of A - G	Only 03 out of A - G	Only 04 out of A - G	All out of A - G
15.	Stock registers and surveys on articles. (a) Whether the office separately maintains registers for inventoried items, electrical fittings, computers and accessories, consumables, and book catalogue.	No.	Only 01 out of A - I	Only 02 out of A - I	Only 03 out of A - I	All out of A - I

	(b) Whether the accounts and internal systems of control of the institution are maintained in a manner that every asset is entered in the said registers. (c) Whether those registers are maintained in a tallied and updated manner. (d) Whether tallying the stock books, identification of items, appointment of boards of survey, and fixing dates have been done in respect of survey on articles. (e) Conclusion of the survey on articles prior to 30 April. (f) Whether the survey has concluded affairs relating to articles that should have been disposed in the years prior to 30 June. (g) Whether the stores of the office has been established with enough shelves based on the articles. (h) Whether Bin cards are maintained by marking stock levels with respect to storing the articles. (i) Whether orders are made in a manner avoiding shortages or excesses.					
16.	Management of fixed assets. (a) Whether the fixed assets are uploaded monthly. (b) Whether the liabilities are uploaded monthly. (c) Whether all the assets of the office are encoded by including division/category/serial number. (d) Whether the fixed assets in the inventory have been formally handed over through a temporary ledger based on divisions.	No.	Only 01 out of A - G	Only 02 out of A - G	Only 03 out of A - G	All out of A - G

	(e) Whether the balances in BOS report have been tallied with the inventory. (f) Whether the costs of disposals have been correctly eliminated from the ledger and CIGAS program as at December 31 of the previous year. (g) Whether the fixed assets control account tallies with the BOS report.					
17.	Reporting and management of expenses (a) Whether expenditure reports are prepared monthly and presented to the Ministries and Departments after allocation of provision. (b) Whether prompt action is taken on the deficit of provision. (c) Whether the development and field officers attached to the office from the Ministries and Departments for which provision is made, are effectively coordinated on the utilization of provision. (d) Preparation of annual estimates. (e) Whether proper action is taken to ensure prompt utilization of provision in case of under-utilization of provision.	No.	Only 01 out of A - E	Only 02 out of A - E	Only 03 out of A - E	All out of A - E
18.	Affairs on revenue licenses of vehicles. (a) Vehicle revenue licenses shall be issued daily. (b) Vehicle revenue licenses are verified. (c) Issue of notices on the non-use of vehicles. (d) Issue of temporary revenue licenses for vehicles. (e) Providing estimates for vehicles.	No.	Only 01 out of A - H	Only 02 out of A - H	Only 03 out of A - H	All out of A - H

	(f) Issue of copies for the lost revenue licenses. (g) Recovery of dues relating to revenue licenses. (h) Transfer of unregistered papers.					
19.	Maintenance of vehicles. (a) Daily running charts of each month being presented to the Auditor General prior to the 10th day of ensuing month.	No.	Reported 02 days ago.	Reported after 02 days.	Reported after 10 days.	Reported before 10 days.
20.	Taking action on the losses. (a) Action should be taken on losses in terms of F.R. 109 within a period of one year. (b) Monies recoverable in terms of F.R. 109 should be recovered in full within a period of one year.	No.	Only 01 out of A - B	Activities from A to B have been executed up to certain extent.	Monies for the Activity B has been recovered without completing the Activity A.	All the activities from A to B have been completed.
03.	Internal audits.					
21.	Institutions, accounts, development plans, social development, lands, other Departments, Registrar. (a) Measures taken to ensure systematicness of the internal control. (b) Methodologies put in place to disclose errors and frauds relating to key activities of the division. (c) Whether environmental audits are conducted. (d) Performance audit.	No.	Only 01 out of A - D	Only 02 out of A - D	Only 03 out of A - D	All out of A - D
22	Audit queries and audit and management committees. (a) Replying to the audit queries and management.	No.	Only 01 out of A - D	Only 02 out of A - D	Only 03 out of A - D	All out of A - D

	(a) Whether the instructions given comply with the decisions taken by the district audit committees. (b) Whether the audit queries are replied within a period of 30 days. (c) It is shown that the matters pointed out in the audit query, have been corrected. (d) A methodology has been devised to avoid further inefficiencies in the matters pointed out in the audit query.					
23	Audits have been conducted covering the entire accounts division. 1. Auditing the final accounts/deposit accounts. (a) It is considered as to whether action has been taken in accordance with Circulars and Financial Regulations. I. Advances to public officers "B" account. II. Appropriation account. III. General deposits account. 2. Auditing the fixed /current assets. (b) To ensure that Financial Regulations and Circulars have been followed. I. Inventoried items. II. Consumables. III. Survey on articles. 3. Auditing the salaries.	No.	Only 01 out of A - H	Only 02 out of A - H	Only 03 out of A - H	All out of A - H

	(c) To ensure that Financial Regulations and Circulars have been followed. I. Computer database. II. Salaries control account. III. Salary register. IV. Other. 4. Audits on the maintenance of registers and books. (d) To ensure that Financial Regulations and Circulars have been followed, and measures taken on the safety of assets. I. Register of fixed assets. II. Computer accessories and software. III. Register of securities. IV. Cheques and money orders. V. Other registers. VI. Register of liabilities. VII. Other essential registers. 5. Auditing on the control of Government vehicles. (e) To ensure that Circulars and Financial Regulations have been followed. I. Fuel consumption test. II. Daily running charts. III. Supply of fuel. IV. Taking measures on losses and damages. V. The log books has been maintained.					

	6. Auditing the bank reconciliation statements. (f) Compliance with the Financial Regulations is taken into consideration. I. Preparation for the audit. II. Lapsed cheques. 7. Utilization of provision / control of imprests. (g) Performance audit. I. Control of imprests. II. Legers of expenses. III. Under/over utilizations. 8. Auditing the Annual Procurement Plan/ Action Plan (h) Performance audits. I. Procurement Plan. II. Action Plan.					
24	Audit queries. (a) Whether there are queries included in the sub-sections of the 154 report of the Auditor General. I. No queries. II. Less than 02 queries are there. III. Whether there are audit queries on the Advances to public officers "B" account.	No data is available.	Data is maintained in registers.	Data of the audit queries is available, but not analysed.	Data of the audit queries is available, and analysed, but such data has not been used in decision making.	Data of the audit queries has been analysed and used in decision making.
04.	Affairs relating to pensions.					

25.	Payment of pensions to the pensioners residing in the division of the Divisional Secretariat. (a) Preparation of pension files (civil, widowed, orphaned, disabled, armed forces, other) (b) Processing the monthly pensions for the pensioners residing in the division of the Divisional Secretariat. (c) Posting the vouchers of the pensioners receiving their pensions from the bank. (d) Pensions have been revised in accordance with amended pension grants. (e) Payment of W&OP pensions has been commenced. (f) Revisions on pension have been made in accordance with the Circulars. (g) Miscellaneous information collected from the pensioners has been filed thereby updating the database. (h) A report has been issued annually on the payment of pensions. (i) Reports on the payment of pensions have been issued where necessary. (j) Applying for VISA and letters with salary particulars have been issued. (k) Civil pension files sent after being opened newly, have been formally accepted and scanned. (l) Formal acceptance of pension files being transferred in.	No	Only 01 out of A - Q	Only 02 out of A - Q	Only 03 out of A - Q	All out of A - Q

	(m) Action has been taken to send through the registered post the pension files either transferred in or out. (n) Providing vouchers for guardians of the pensioners. (o) Providing life certificates for guardians of the pensioners. (p) Taking action on the settlement of pension bills pertaining to local authorities. (q) Granting railway warrants to the pensioners.					
25.	Record room (a) Systematic maintenance of files.. (b) Assigning duties of the record room separately to an officer. (c) Preparation of formal methodologies to identify files and documents. (d) Acceptance and issue of files. (e) Measures taken for disposal and conservation of files in accordance with the Department of Archives. (f) Management of Formats. (g) Preparation of methodologies for the identification of requirements. (h) Collection and issue of Formats, and maintenance of registers in that connection.	No.	Only 01 out of A - H	Only 02 out of A - H	Only 03 out of A - H	All out of A - H

Citizen-Centric Divisional Administration

Citizen Mirror-2026

DIVISIONAL PRODUCTIVITY INDEX 1.1

Planning

National Productivity Secretariat
Ministry of Industry & Entrepreneurship Development

3.Planning.

Serial No.	Performance Indicator	Status of Performance				
		Poor 0	**Weak** 1	**Average** 2	**Good** 3	**Excellent** 4
01.	**Affairs relating to institutional and human resources of the Planning Division**					
01.	**a) Office layout and organizational structure** q) Naming all the Divisions / preparation of main name board. r) Floor plan of the institution has been prepared and a number has been provided for the Division. s) Preparation of designation boards showing the names of officers and posts. t) Establishment of Divisions by managing the office space. u) Ergonomic positioning of office equipment and furniture. v) Paths have been declared. w) A methodology has been put in place for external beautification/environmental friendliness / disposal of daily waste. x) Internal beautification of the Division has been done. y) Access for the differently-abled persons has been provided. z) Proper positioning of all the posts of the institution has been ensured. **b) Relationship with the public.**	None	05 out of A-C	08 out of A-C	10 out of A-C	All out of A-C.

	I. Clients have been welcomed and correctly forwarded by identifying their service requirements. II. A telephone number has been introduced to receive comments and proposals, and action has been taken to respond to telephone calls. III. Compliance to the Right to Information Act. IV. A methodology has been put in place to receive clients' proposals / opinions. V. A methodology has been put in place to take follow up action on public opinion. VI. A notice board has been prepared relating to bribery and corruption. VII. Measures have been taken to avoid bribery and corruption. **c) Awareness of human resource management.** (Completion of annual performance evaluation in accordance with Public Administration Circular, Nos. 7/98, 8/98, 28/98, and 2/2018) (n) Preparation of duty list and assignment of duties to all officers formally and updating annually; and, evaluation of performance. (o) An annual action plan has been prepared by including tasks/programs executed annually by all officers, and approval has been obtained. (p) Identification of professional development requirements for the staff, and implementation of relevant programs. (Skill map) (q) Duty manual has been prepared by all officers. (r) Preparation of human resource plan in accordance with Public Administration Circular, 2018/2.					

02.	**Planning**					
02	**Preparation of resource profile.** A. The resource profile has been prepared in accordance with the correct format for obtaining basic information of the division. (This sub-criterion will be auto-filled when the resource profile in "Annex 01" format is filled and submitted.) B. The map of divisions and the map containing the divisions of Grama Niladharis, have been prepared. C. The archive (Thombuwa) has been prepared for every Grama Niladhari division. D. A register of resources has been prepared for every Grama Niladhari division. E. A report containing basic information of the division has been prepared. F. Tourist attractions in every Grama Niladhari division have been identified the resource profile so prepared. G. Development requirements of the division have been identified using the resource profile and prioritized. H. Development requirements in the Grama Niladhari divisions have been prioritized in the resource profile. I. The resource profile so prepared, comprises the progress of development programs implemented in the preceding years. J. The resource profile has been prepared and the report has been furnished to the Divisional Secretary and the District Secretary.	None.	04 out of A-J	05 out of A-J	06 out of A-J	All out of A-J
03.	**Distribution and update of data and information under the system of operations.** Operations room (consider whether information relating to 05 preceding years exists, examining the	None.	04 out of A-H	05 out of A-H	06 out of A-H	All out of A-H

	reports and notes as per documents and registers; processing data based on the relevant formats) A. The operations room has been positioned in a manner that the officers and general public could obtain information. B. Information relating to 05 years has been presented after being analyzed. C. Attractiveness in presenting information is seen. D. A proper methodology has been put in place to update the information. E. A system exists in order for the users to collect information in the forms of hard or soft copies. F. An officer has been appointed in charge of the operations room. G. The resource profile has been prepared as an E-book. H. All of the information is displayed on the website, and a computer program has been developed.					
04.	**Development of strategies.** A. To examine as to whether long term plans have been prepared in accordance with Sustainable Development Goals. I. A strategic plan has been prepared. II. The rural development plan has been prepared. III. The combined development plan has been prepared. IV. Midterm plans have been prepared. B. In preparing those plans, development proposals have been obtained from all of the stakeholders. C. The development proposals , so obtained, have been further analyzed through the instruments of management, thereby preparing a report.	None.	04 out of A-I	05 out of A-I	06 out of A-I	All out of A-I

	D. The said plans have been prepared based on data and information relating to the preceding years. E. Challenges faced during the implementation of Sustainable Development Goals have been identified, and reports have been prepared by including the success stories. F. The strategic plan has been communicated to the internal and external stakeholders of the institution. G. Awareness programs have been held as to assigning responsibilities to the officers of each division and supervision with respect to the plans that have been prepared based on the strategic plan. H. Key performance indicators and targets have been identified relating to the strategic plans so prepared. I. Methodologies have been put in place to measure the progress of those targets.					
05.	**Preparation of Annual Action Plan.** A. The Annual Action Plan has been prepared in accordance with the strategic plan. B. The Annual Action Plan has been implemented within the specified periods. C. Each officer has been apprised of indicators, targets and activities mentioned in the Action Plans prepared. D. A methodology has been prepared to measure on quarterly basis the progress of targets and activities defined annually. E. Revised Action Plans have been prepared based on requirements. F. Measures are underway to take follow-up action and act accordingly on the Annual Action Plans. G. Work plans have been prepared to identify trends in the activities identified.	None.	04 out of A-H	05 out of A-H	06 out of A-H	All out of A-H

	H. All the information has been displayed on the website, and a computer program has been developed.					
06.	**Physical progress of the development programs.** A. Decentralized provision (100 %, 02 Marks, 99 % - 75 %, 1.5 Marks, 74 % - 50%, 01 Mark) Progress has been achieved. B. Rural infrastructure development (100%, 02 Marks, 99%-75%, 1.5 Marks, 74 % - 50 %, 01 Mark) Progress has been achieved. C. Provincial Council provision (100%, 02 Marks, 99%-75%, 1.5 Marks, 74 % - 50%, 01 Mark) Progress has been achieved. D. Provision made by the Line Ministry (100%, 02 Marks, 99%-75%, 1.5 Marks, 74 % - 50%, 01 Mark) Progress has been achieved. E. Provision made by the Presidential Secretariat (completed projects/total number of projects) progress has been achieved by 100 %. F. No continuing projects. **Utilization of financial provision received on development programs.** A. Decentralized provision (100 %, 02 Marks, 99 % - 75 %, 1.5 Marks, 74 % - 50%, 01 Mark) Progress has been achieved. B. Rural infrastructure development (100%, 02 Marks, 99%-75%, 1.5 Marks, 74 % - 50 %, 01 Mark) Progress has been achieved. C. Provincial Council provision (100%, 02 Marks, 99%-75%, 1.5 Marks, 74 % - 50%, 01 Mark) Progress has been achieved. D. Provision made by the Line Ministry (100%, 02 Marks, 99%-75%, 1.5 Marks, 74 % - 50%, 01 Mark) Progress has been achieved. E. Provision made by the Presidential Secretariat (completed projects/total number of projects) progress has been achieved by 100 %.	No data is available for Activities A-B.	Data for Activities A-B is maintained in registers.	Data for Activities A-B is available at divisional level, but not analysed.	Data for Activities A-B is available at divisional level, and analysed, but such data has not been used in decision making.	Data for Activities A-B at divisional level has been analysed and used in decision making.

	F. No continuing projects.					
07.	**Affairs relating to meetings.** A. Conducting meetings monthly, give reasons if meetings have not been conducted, preparation of reports correctly, implementation of decisions and taking follow-up action. (for the 12 preceding months) I. Divisional coordination committee. II. No. of meetings of the coordination committee. III. Progress in the implementation of decisions.	No data is available for Activity A.	Data for Activity A is maintained in registers.	Data for Activity A is available at divisional level, but not analyzed.	Data for Activity A is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activity A at divisional level has been analyzed and used in decision making.
08.	**Special development programs (special programs implemented successfully without being assigned through Circular instructions)** I. Rural villages have been developed. II. Export village programs have been prepared. III. Creating programs to promote tourism industry. IV. Implementation of home gardening projects. V. Implementation of programs relating to food safety. VI. Assisting miscellaneous surveys.	No data is available for Activities A.	Data for Activity A is maintained in registers.	Data for Activity A is available at divisional level, but not analyzed.	Data for Activity A is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activity A at divisional level has been analyzed and used in decision making.
09.	**Office system, progress review meeting, assigning duty lists to every officer.** I. A methodology has been prepared to distribute and assign duties. II. A methodology has been prepared to ensure coordination between the division and Divisional Secretariat. III. Monthly progress reports have been sent to the District Secretariat. IV. Progress of the development officers of the division has been submitted to the Divisional Secretariat weekly.	No data is available for Activities A-B.	Data for Activities A-B is maintained in registers.	Data for Activities A-B is available at divisional level, but not analyzed.	Data for Activities A-B is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-B at divisional level has been analyzed and used in decision making.

	Evaluation of projects. **Preparation of suitable Formats, awarding marks by examining reports, taking measures relating to problems and further action**. I. Preparation of a methodology for evaluation. II. No. of reports for evaluations. III. Action taken in accordance with evaluation reports.					
10	**Examining the contract register.** I. Identification of qualifications required to appoint contractors. II. An application has been prepared. III. Information on the registration of contractors has been communicated. IV. Registration has been done by following a proper methodology. V. Maintenance of the contractors' register in an up-to-date manner. **Maintenance of files/documents** A. Mentioning the essential matters by correctly identifying the issues based on requirements / requests. B. Conducting the feasibility study by taking into consideration the report of the Development Officer, and opinions of the Grama Niladhari and general public. C. Approval of the proposal. D. Preparation of the report on right methodology to suit the proposal. E. Estimation, preparation of the estimate, approval of the plans. F. Formal report has been prepared in accordance with Financial Regulations. G. The activities such as, calling for tenders, procurement process, procurement decision including the BEC, PC, AC reports, have been included in the Agreement.	No data is available for Activities A-B.	Data for Activities A-B is maintained in registers.	Data for Activities A-B is available at divisional level, but not analyzed.	Data for Activities A-B is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-B at divisional level has been analyzed and used in decision making.

	H. Plans and instructions have been obtained with respect to commencement of works on time and maintenance of the log book. I. Done as per the methodology followed in supervision. J. Preparation of the report for maintaining the progress as required. K. Maintenance of the proper standard for raw materials and providing recommendations. L. Takeover of the project with the final bill given and amendments approved properly; collection of the inventory, and preparation of reports. M. Finalization of works and bills have been examined. N. It is ensured in supervision that the works have been executed properly. O. Bills on work done have been examined, and recommendations have been given. P. Quality assurance reports have been obtained for the project. Q. The project has been forwarded to the relevant institutions for maintenance. R. Retention monies have been released after being satisfied with works done satisfactorily during the period of maintenance. S. Follow up action has been taken half-yearly on every project completed.					

Citizen-Centric Divisional Administration

Citizen Mirror-2026

DIVISIONAL PRODUCTIVITY INDEX 1.1

Land Division

National Productivity Secretariat
Ministry of Industry & Entrepreneurship Development

4.Land Division

Serial No.	Performance Indicator	Status of Performance				
		Poor 0	**Weak 1**	**Average 2**	**Good 3**	**Excellent 4**
01.	**Institutional and human resource affairs of the Land Division**					
	a) Office layout and organizational structure. a) Naming the Division/preparation of the main name board. b) Floor plan of the Division and a number has been given to the Division. c) Preparation of designation boards showing the names of officers and posts. d) Establishment of Divisions by managing the space. e) Ergonomic positioning of office equipment and furniture. f) Declaration of paths. g) A methodology has been put in place for external beautification/environmental friendliness / disposal of daily waste. h) Internal beautification of the Division has been done. i) Access for the differently-abled persons has been provided. j) Proper positioning of all the posts of the institution has been ensured. **b) Relationship with the Public**	None.	05 out of A-C.	08 out of A-C.	10 out of A-C.	All out of A-C.

	i. Clients have been welcomed and correctly forwarded by identifying their service requirements. ii. A telephone number has been introduced to receive comments and proposals, and action has been taken to respond to telephone calls. iii. Compliance with the Right to Information Act. iv. A methodology has been put in place to receive clients' proposals / opinions. v. A methodology has been put in place to take follow up action on public opinion. vi. A notice board has been prepared relating to bribery and corruption. vii. Measures have been taken to avoid bribery and corruption. **c) Awareness of human resource management** (Completion of annual performance evaluation in accordance with Public Administration Circular, Nos. 7/98, 8/98, 28/98, and 2/2018) (s) Preparation of duty list and assignment of duties to all officers formally and updating annually; and, evaluation of performance. (t) An annual action plan has been prepared by including tasks/programs executed annually by all officers, and approval has been obtained. (u) Identification of professional development requirements for the staff, and implementation of relevant programs. (Skill map) (v) Duty manual has been prepared by all officers. (w) Preparation of human resource plan in accordance with Public Administration Circular, 2018/2.					

02	**Land Affairs**					
	Affairs relating to Land Kachcheris a) Conducting Land Kachcheris formally (Annual plan for Land Kachcheris, conducting Land Kachcheris, publishing the names, objections, providing grants for lands) i. The L.C.157 register has been updated. ii. Applications have been filed properly. iii. Identification of lands. iv. In case of lack of Government lands, action has been taken to acquire lands through the expansion of villages. b) Conducting Land Kachcheris of the Government, and taking action in that connection. i. Calling for applications. ii. Conducting the preliminary inquiry. iii. Publishing notices for objections. iv. Inclusion to the Form General 105. v. Conducting Land Kachcheris after inspecting the lands. vi. Publishing the temporary list of selections. vii. Forwarding for approval the final list of selections.	None.	05 out of A-B.	08 out of A-B.	10 out of A-B.	All out of A-B.
03.	**Maintaining the land registers up-to-date.** a) Permits, ledgers, and grants have been properly and safely filed. b) In issuing grants, it is mentioned in the permit and the ledger. c) Whether those documents have been properly kept in the grant files after registration of successor activities.	No data is available for Activities A-C.	Data for Activities A-C is maintained in registers.	Data for Activities A-C is available at divisional level, but not analyzed.	Data for Activities A-C is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-C at divisional level has been analyzed and used in decision making.
04.	**Affairs relating to encroachments.** a) Continuous submission of the monthly reports by GramaNiladharis. • Maintaining the forest offences report register in a manner that information	No data is available for Activities A-D.	Data for Activities A-D is maintained in registers.	Data for Activities A-D is available at divisional	Data for Activities A-D is available at divisional level, and analyzed,	Data for Activities A-D at divisional level has been analyzed and

	would be collected through the GramaNiladhari divisions (it should be mentioned as "Yes/No" in the report at divisional level) b) Eviction notices have been issued. • Issue of eviction notices for the lands reported through Form General A.60. c) Filing cases with respect to eviction notices issued. • Cases have been filed formally. d) Acquisition of lands that have been encroached. • Taking over the rights to such lands.			level, but not analyzed.	but such data has not been used in decision making.	used in decision making.
05.	Duties relating to the acquisition of lands (time taken for each step should be observed (duration between commencement and completion), and maximum marks should be awarded for minimum duration) a) Activities such as, publishing notices as per Section 02, publishing notices as per Section 04, requesting for surveys, and publishing newspaper advertisements, have been done. • Acquisition files have been maintained and updated. b) Ensuring timeliness (examining 04 files and observe whether those files have not been updated over longer periods) • Carry out the test as per Section 09 without delay. c) Issue of 10(01) decisions for files on which the test has been completed as per Section 09. • Issue of decisions as per Section 10(01) d) Issue of decision 17 with respect to files that have been assessed. • Decision has been taken as per Section 17. e) Take over and hand over of enjoyment, and proper maintenance of the copies of documents. • Completion of the handing over of enjoyment following the issue of 38(a).	No data is available for Activities A-G.	Data for Activities A-B is maintained in registers.	Data for Activities A-G is available at divisional level, but not analyzed.	Data for Activities A-G is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-G at divisional level has been analyzed and used in decision making.

	f) Ensuring that compensation has been paid without delay. • To expedite the payment of compensation. g) Examining 04 files. • Lands so acquired, should be registered under Section 44, rights of the Government should be registered. • Maintenance of the register of summaries relating to the acquisition of lands. • Proper maintenance of registers on the receipts and payments of monies relating to the acquisition.					
06.	**Collection and accounting for land revenue.** The registers relating to, the registration of long-term lease, registration of annual lease, recovery of long-term lease rents, lease rent index (register of revision of funds), lease rent ledger, and documents on daily collection of funds, should be prepared as per correct Formats. a) Register on the registration of long-term lease, and lease ledger have been maintained and updated. b) Registers relating to annual lease rents and yield tax, have been maintained. c) Control account and deficit control account, have been maintained properly. d) Recovery of lease rents (long term , annual and yield) has been done properly. e) Measures for the recovery of outstanding lease rents, have been taken. f) Requests have been made for grants in case that payments have been made in full for a lease period of 30 years for dwelling, and assessment process has been completed, as well as the land is occupied for 10 years.	No data is available for Activities A-F.	Data for Activities A-F is maintained in registers.	Data for Activities A-F is available at divisional level, but not analyzed.	Data for Activities A-F is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-F at divisional level has been analyzed and used in decision making.

07.	**Administration, management and follow-up action relating to Government lands.** a) Formal handover of files and ledgers on grants and licenses. • Proper handover of all the documents relating to the subject of lands at the time of being transferred. b) The land division has taken action to provide grants for religious temples for free. c) Lands have been released to the Urban Development Authority and National Housing Development Authority. d) Grants have been given freely for the lands where Government universities were established. e) Action has been taken to revoke a grant. f) Taking action on the requests received. • To expedite the activities such as, Nomination of succession, transfer of original ownership, transfer of life interest, and giving as a security. g) Examining the survey registers, filing and maintenance of plans properly. • Surveying lands and taking measures to ensure the safety of plans. h) Identification of lands to be given on lease. Recommendations for lands to be given on lease being forwarded to the Provincial Land Commissioner by the Land Commissioner. • Leasing of lands.	No data is available for Activities A-H.	Data for Activities A-H is maintained in registers.	Data for Activities A-H is available at divisional level, but not analyzed.	Data for Activities A-H is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-H at divisional level has been analyzed and used in decision making.
08	**Resolution of land conflicts.** a) Taking measures to resolve land conflicts. b) Taking preliminary action for resolving land conflicts.	No data is available for Activities A-B.	Data for Activities A-B is maintained in registers.	Data for Activities A-B is available at divisional level, but not analyzed.	Data for Activities A-B is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-B at divisional level has been analyzed and used in decision making.

09.	**E-slims Information System.** a) Inputting primary data. 0-500 500-1000 1000-2000 Over 2000 b) Inputting data in detail. 0-500 500-1000 1000-2000 Over 2000	No data is available for Activities A-B.	Data for Activities A-B is maintained in registers.	Data for Activities A-B is available at divisional level, but not analyzed.	Data for Activities A-B is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-B at divisional level has been analyzed and used in decision making.
10.	**Preparation of plans for land use.** a) Observe whether the plan has been updated annually. b) The plan should have been printed for the current year. ✓ Key performance indicators and initial targets should be mentioned therein. ✓ Progress in achieving targets should be mentioned based on key performance indicators. c) 1Proposals in the plan (number), have been implemented. d) Rehabilitation of lands damaged after previous year, and execution of activities for conserving catchment areas. e) Updated data on land use, is in your possession. • The data should be maintained in a file (updated data should be presented for the current year) • Applying for Government lands – formats for registering persons without lands have been obtained and updated. f) Annual Action Plan for the current year has been prepared. • Should be completed 100 % thus showing financial and physical progress.	No data is available for Activities A-F.	Data for Activities A-F is maintained in registers.	Data for Activities A-F is available at divisional level, but not analyzed.	Data for Activities A-F is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-F at divisional level has been analyzed and used in decision making.

	• Annual Action Plan for the current year has been prepared. • Progress of the Action Plan for the period current year should be presented. • Success of the project proposals presented, has been justified. • Progress reports have been prepared. • New and special proposals have been made by presenting progress reports.					
11.	**Agricultural works in the Divisional Secretariat** (a) Action Plan for agricultural works has been prepared. (b) Reports of agricultural committees and new proposals/problems, have been prepared. (c) A report has been prepared by identifying the young agricultural entrepreneurs. (d) Reports on innovative ideas have been prepared to promote agriculture. (e) A contribution of 50 % has been obtained for agricultural projects, and the district agricultural committee and the divisional committee have been informed thereon. (f) A registration report on the establishment of farmer development associations, has been prepared. (g) The agricultural resource profile has been prepared.	None.	3 out of A-G.	04 out of A-G.	05 out of A-G.	All out of A-G.
12.	**Procedure for the record room has been <u>put in</u> place.** (a) Storing files has been formalized. (b) A separate officer has been assigned with the responsibility for the record room. (c) Proper methodologies have been made to identify files and documents. (d) Acceptance and issue of files. (e) Actions to be taken on the disposal and conservation of files have been defined in accordance with the Department of Archives.	No data is available for Activities A-G.	Data for Activities A-G is maintained in registers.	Data for Activities A-G is available at divisional level, but not analyzed.	Data for Activities A-G is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-G at divisional level has been analyzed and used in decision making.

Citizen-Centric Divisional Administration

Citizen Mirror-2026

DIVISIONAL PRODUCTIVITY INDEX 1.1

Field Affairs

National Productivity Secretariat
Ministry of Industry & Entrepreneurship Development

5.Field Affairs

Serial No.	Performance Indicator	Status of Performance				
		Poor 0	**Weak 1**	**Average 2**	**Good 3**	**Excellent 4**
01.	Relationship with the Public A. Clients have been identified and statistical analysis has been done (inclusion of data for a period of 05 years.) B. A methodology has been put in place in order for the clients to obtain necessary information and assistance. C. Measures have been taken to provide a convenient, flexible and qualitative service for the clients. D. Methodologies have been prepared to collect from the clients the opinions, proposals and complaints relating to services provided by the institution. E. A mechanism has been prepared to entertain the clients' opinions, proposals and complaints. F. Satisfaction of the clients has been analyzed.	None of the necessary data exists.	Data exists in the documents.	Data is maintained at divisional level without being analyzed.	Data is maintained at divisional level and analyzed, but such data has not been used to take any decision.	Data at divisional level has been analyzed and used for decision making.
02.	Proper implementation of office systems. A. Duties have been assigned formally. B. Jog descriptions have been updated. C. Steps in executing duties and procedural rules have been defined.	No	02 out of A-J	03 out of A-J	04 out of A-J	All out of A-J

	D. Files containing circulars, instructions, and precedents have been updated. E. Subject files register has been updated. F. Duty manual has been prepared. ~~Performance agreement for the year 2022 has been prepared.~~ G. Proper awareness exists on trilingual policy. H. Proper awareness exists on Right to Information Act. I. Proper awareness exists on bribery and corruption.					
03	Preparation of long-term plans in accordance with Sustainable Development Goals. A. Targets and indicators relevant to the subject in the strategic plan in compliance with the 17 Sustainable Development Goals, have been recognized. B. Challenges in implementing 17 Sustainable Development Goals have been identified, and reports containing the success stories in facing such challenges, have been prepared.	None of the necessary data exists.	Data exists in the documents.	Data is maintained at divisional level without being analyzed.	Data is maintained at divisional level and analyzed, but such data has not been used to take any decision.	Data at divisional level has been analyzed and used for decision making.
04.	Preparation of annual Action Plan. A. Preparation of Action Plan in accordance with duty assignment. B. Increasing the number of creative programs in accordance with the scope. C. Recognition of indicators for measuring the tasks and identification of targets qualitatively. D. Practical implementation of programs presented, and preparation of data reports.	None of the necessary data exists.	Data exists in the documents.	Data is maintained at divisional level without being analyzed.	Data is maintained at divisional level and analyzed, but such data has not been used to take any decision.	Data at divisional level has been analyzed and used for decision making.
05.	Presentation of future programs and the ones already implemented. A. Preparation of the future program in accordance with the Action Plan. B. Presentation of the future program on the date specified.	None of the necessary data exists.	Data exists in the documents.	Data is maintained at divisional level without being analyzed.	Data is maintained at divisional level and analyzed, but such data has not been	Data at divisional level has been analyzed and used for decision making.

	C. Presentation of the program already implemented, on the date specified. D. Explanation of reasons for amendments, if any; and, examine as to whether such reasons were unavoidable.				used to take any decision.	
06.	Maintenance of the field book. A. Maintaining the field book in accordance with the implemented program. B. Seeking supervision of a staff grade officer. C. Preparation of half-yearly progress reports. D. Creating the program book.	No.	01 out of A-D	02 out of A-D	03 out of A-D	All out of A-D
07.	Creating a database for the subject, A. Maintaining a database relevant to the subject (over a period of 05-10 years) B. Inclusion of general information of the division (over a period of 05-10 years) C. Updating by ensuring accuracy. D. Database has been created in a way that the necessary information is retrieved promptly. E. Preparation of a current situation report for every Divisional Secretariat. F. Identification of problems in the divisions of Divisional Secretariats through case studies and basic management principles.	None of the necessary data exists.	Data exists in the documents.	Data is maintained at divisional level without being analyzed.	Data is maintained at divisional level and analyzed, but such data has not been used to take any decision.	Data at divisional level has been analyzed and used for decision making.
08.	Implementation of programs. A. Obtaining a formal approval for programs. B. Formal supply of goods and services required for the program. C. Proper settlement of advances and making payments. D. Beneficiaries have received the expected outcome (fulfillment of targets) E. Implementation of special programs outside the scope of the subject, and preparation of reports.	None of the necessary data exists.	Data exists in the documents.	Data is maintained at divisional level without being analyzed.	Data is maintained at divisional level and analyzed, but such data has not been used to take any decision.	Data at divisional level has been analyzed and used for decision making.
09.	Presentation of progress. A. Presentation of progress reports in the specified format. B. Accurate presentation of progress reports.	None of the necessary	Data exists in the documents.	Data is maintained at divisional level without	Data is maintained at divisional level and analyzed,	Data at divisional level has been analyzed and used for decision making.

	C. Participation in the progress review meetings. D. Exchange and identification of success stories through case studies. E. Creating a dashboard to annually identify the progress of Divisional Secretariats, and devise a methodology to take follow-up action. F. Making presentations quarterly/half-yearly/annually.	data exists.		being analyzed.	but such data has not been used to take any decision.	
10.	Utilization of provision. A. Examining the register of provision, examining the relevant file. B. Utilization of provision within the specified period. C. Optimal utilization of provision allocated. D. Returning the provision that has not been utilized due to unavoidable circumstances.	None of the necessary data exists.	Data exists in the documents.	Data is maintained at divisional level without being analyzed.	Data is maintained at divisional level and analyzed, but such data has not been used to take any decision.	Data at divisional level has been analyzed and used for decision making.

Citizen-Centric Divisional Administration

Citizen Mirror-2026

DIVISIONAL PRODUCTIVITY INDEX 1.1

Registrar Division

National Productivity Secretariat
Ministry of Industry & Entrepreneurship Development

06. Registrar Division

No	Performance Indicator	Status of Performance				
		Poor 0	Weak 1	Average 2	Good 3	Excellent 4
1Administrative and human resource affairs of the Registrar Division.						
01	(a) Office layout and organizational structure. I. Naming the Division/preparation of the main name board. II. Floor plan of the Division and a number has been given to the Division. III. Preparation of designation boards showing the names of officers and posts. IV. Establishment of Divisions by managing the space. V. Ergonomic positioning of office equipment and furniture. VI. Declaration of paths.	None.	05 out of A-C.	08 out of A-C.	10 out of A-C.	All out of A-C.

	VII. A list of maps has been prepared including maps of the divisions of Registrars. VIII. A methodology has been put in place for external beautification/environmental friendliness / disposal of daily waste. IX. Internal beautification of the Division has been done. X. Access for the differently-abled persons has been provided. XI. Proper positioning of all the posts of the institution, and a plan has been prepared to manage emergencies. XII. Access for the differently-abled persons has been provided. XIII. Janitorial facilities have been provided (staff / clients) (b) Relationship with the public. I. Clients have been welcomed and correctly forwarded by identifying their service requirements. II. A telephone number has been introduced to receive comments and proposals, and action has been taken to respond to telephone calls. III. Compliance with the Right to Information Act. IV. A methodology has been put in place to receive clients' proposals / opinions.					

	V. Seating facilities have been provided adequately. Availability of seats suitable for registering marriages. • Seating facilities have been arranged for waiting. • A suitable table and a pen have been placed. • Facilities have been provided to fill applications. • Specimen for filling applications have been prepared. • Boards have been placed in view of awareness of the clients. • Availability of water, newspapers and magazines for reading. Vi A methodology has been put in place to take follow up action on public opinion. Vi.A notice board has been prepared relating to bribery and corruption. Viii.Measures have been taken to avoid bribery and corruption.					
2.	Activities of the Registrar					

02.	Awareness on human resource management (Completion of annual performance evaluation in accordance with Public Administration Circular, Nos. 7/98, 8/98, 28/98, and 2/2018) A. Preparation of duty list and assignment of duties to all officers formally and updating annually; and, evaluation of performance. B. An annual action plan has been prepared by including tasks/programs executed annually by all officers, and approval has been obtained. C. Identification of professional development requirements for the staff, and implementation of relevant programs. (Skill map) D. Duty manual has been prepared by all officers. E. Preparation of human resource plan in accordance with Public Administration Circular, 2018/2.	None.	02 out of A-E.	03 out of A-E.	04 out of A-E.	All out of A-E.
03	Comprehension on the management of office systems. (a) Maintenance of key operations file. (b) Maintenance and proper management of subjects file. (c) Maintenance of Circular file. (d) Maintenance of files containing legal policies and precedents.	None.	05 out of A-M.	08 out of A-M.	10 out of A-M.	All out of A-M.

	(e) Use of call-up diary or other methodology . (f) Preparation of procedures. (g) Methodology for covering duties and awareness thereof. (h) Maintenance of registers relating to daily post. (i) Collection and forwarding the reports relevant to the period. (j) Execution of three day / seven day law. (k) Maintenance of files. F. Naming and numbering of files. G. Annexing letters to the file. H. Numbering of pages. I. Use of note sheets. J. Writing notes and numbering the note sheets. K. Forwarding files to the executive officers through the line of command. L. Making cross entries. M. Indexing files. (l) Use of computers. • Using E-mails for sending letters. • Computer software for the subject. • Use of computers to facilitate the execution of duties relating to the subject. (m) Disposal of files.					

	• Forwarding files to the record room. • Methodology to retrieve files from the record room. • Maintenance of registers on the disposal of files.					
04	Issue of marriage, birth, and death certificates. (a) Proper completion of columns in the Register R.B.92 (within a period of one week) • The application should be properly documented, fees have been charged, and receipts have been issued. • Examining the R.B.92 book within a day (works completed by 100 %/ works completed by 80 % / works completed by 50 % / less than 50 %) • A certificate has been issued within a period of one week since the date of request. (b) Filing the applications of the preceding month in order of serial number, and completed applications have been filed in order. (c) Examining the register of audit queries and the relevant files ; and, the applications that were audited, have been properly stored.	No data is available for Activities A-C.	Data for Activities A-C is maintained in registers.	Data for Activities A-C is available at divisional level, but not analyzed.	Data for Activities A-C is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-C at divisional level has been analyzed and used in decision making.

05	Having examined the statement sheets received within a period of one month; (a) Works completed by 100 %/ works completed by 80 % / works completed by 50 % / less than 50 %. (b) Action has been taken to forward a file containing error-free statement sheets to the zonal office for approval within a period of one week from the date of hand over. (c) Whether the relevant instruction sheets have been prepared. (i) An instruction sheet has been issued when accepting a statement sheet with errors. / examining the statement sheet for the date of approval and revision. (ii) The register has been revised within a period of one week based on an approved statement sheet. (d) To examine using the files as to whether all have been sent relating to the preceding month. (e) The second copy has been sent to the central record room for revision.	No data is available for Activities A-C.	Data for Activities A-C is maintained in registers	Data for Activities A-C is available at divisional level, but not analyzed.	Data for Activities A-C is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-C at divisional level has been analyzed and used in decision making.
06	Collection of registers from rural registrars. a) Examining the relevant registers. The Register, ලි.ප.ලී.87 has been used for accepting original copies.	No data is available for	Data for Activities A-C is maintai	Data for Activities A-C is available	Data for Activities A-C is available	Data for Activities A-C at divisional level has been

	b) Examining the relevant registers. The Register, ලි.ප.කී.8 5 has been used for accepting duplicate copies. c) Examining the record room. Original registers have been stored safely.	Activities A-C.	ned in registers	at divisional level, but not analyzed.	at divisional level, and analyzed, but such data has not been used in decision making.	analyzed and used in decision making.
07.	Administration of rural registrars. a) Information such as, name, address, date of appointment, date of retirement, and official address should be included. • A register containing information about rural registrars, has been maintained. b) Documents such as, birth certificate, certificate of marriage, letter of appointment, extension of service, substitute appointments, etc. should be included. • A file has been maintained including information for each registrar. c) Preparation of Action Plan for the current year • Annual plans have been prepared for training the registrars.	No data is available for Activities A-F.	Data for Activities A-F is maintained in registers.	Data for Activities A-F is available at divisional level, but not analyzed.	Data for Activities A-F is available at divisional level, and analyzed, but such data has not been used in	Data for Activities A-F at divisional level has been analyzed and used in decision making.

	d) Payment vouchers of the preceding month has been prepared and presented for payment. • Payments of the registrars have been made on time. e) Having inspected an office within a period of 03 months, the Format, ලි.ප.නි.92 should be available in the file. • Offices of the registrars have been inspected.				decision making.	
08.	Stores and the modal stores. a) Orderliness, planning, lack of non-essential items. • The space allocated for the record room and the stores, has been properly utilized. b) To mention the maximum and minimum levels of orders. • A methodology has been made to place orders before the stationeries run out. c) Numbering, labeling, and coloring. • Formats and documents in the stores and the record room can be easily found. d) Availability of fire extinguishers and sand baskets. • Safety measures have been taken for the safety of record room and the stores. e) Inclusion of documents to be taken to the courts, in the register. • A register for movements has been maintained.	No data is available for Activities A-F.	Data for Activities A-F is maintained in registers.	Data for Activities A-F is available at divisional level, but not analyzed.	Data for Activities A-F is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-F at divisional level has been analyzed and used in decision making.

09.	Submission of reports. a) In case of the availability of relevant documents; • A register has been prepared including when and to whom the reports should be sent. b) To examine the date to be sent and the actual date sent of the document. • Reports have been sent on time. c) Completion of all works relating to the preceding month • C. R. 01 and C. R. 02 have been computerized.	No data is available for Activities A-D.	Data for Activities A-D is maintained in registers.	Data for Activities A-D is available at divisional level, but not analyzed.	Data for Activities A-D is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-D at divisional level has been analyzed and used in decision making.
10	Use of computers and maintenance works. (a) Maintenance of a Register of Fixed Assets for computer accessories and software. (b) Use of computer software for office use under minimum costs. (c) Use of a proper numbering system for hardware. (d) Productive use of hardware (networking of printers, etc.) (e) Use of official E-mail address.	No data is available for Activities A-G.	Data for Activities A-G is maintained in registers.	Data for Activities A-G is available at divisional level, but not analyzed.	Data for Activities A-G is available at divisional level, and analyzed, but such	Data for Activities A-G at divisional level has been analyzed and used in decision making.

	(f) Maintenance of registers for safety and maintenance of equipment. (g) The methodology prepared in order for the officers trained on the maintenance of computers to do the maintenance works, and progress in the management of expenses.				data has not been used in decision making.	
11.	Acceptance of monies. (a) Whether the relevant officers are well aware of the fees to be paid for each activity. (b) Recovery of monies correctly and issue of receipts. (c) Whether a summary is prepared on the daily receipts. (d) Making payments to the Shroff correctly. • PIV • Receipts (Billion 172) file. (e) Preparation of a summary on the receipt and deposit of monies. (f) Maintenance of cash book.	No data is available for Activities A-G.	Data for Activities A-G is maintained in registers	Data for Activities A-G is available at divisional level, but not analyzed.	Data for Activities A-G is available at divisional level, and analyzed, but such data has not been used in decision making.	Data for Activities A-G at divisional level has been analyzed and used in decision making.
12.	Record room (a) Systematic maintenance of files. (b) Assigning duties to a separate officer relating to the record room.	No data is available for	Data for Activities A-H is maintai	Data for Activities A-H is available	Data for Activities A-H is available	Data for Activities A-H at divisional level has been

	(c) Availability of proper methodologies to identify files and documents. (d) Acceptance and issue of files. (e) Measures taken for disposal and conservation of files in accordance the Department of Archives. (f) Management of Formats. (g) Preparation of methodologies for the identification of requirements. (h) Collection and issue of Formats, and maintenance of registers in that regard.	Activities A-H.	ned in registers.	at divisional level, but not analyzed.	at divisional level, and analyzed, but such data has not been used in decision making.	analyzed and used in decision making.

Citizen-Centric Divisional Administration

Citizen Mirror-2026

DIVISIONAL PRODUCTIVITY INDEX 1.1

Registrar Division

National Productivity Secretariat
Ministry of Industry & Entrepreneurship Development

7. **Special Projects**

Out of the special projects implemented in the division of your Divisional Secretariat beyond your official duties in view of effective rural development aligning with the theme “A thriving nation- A beautiful life”, 02 brief reports pertaining to the topics given below, should be presented.

1. **Rural Development Approaches**
2. **Digitalization for Innovation and Productivity**
3. **Projects Implemented under the Clean Sri Lanka Program**

Divisional Productivity Index 1.1
Special Project Evaluation Specifications

Includes: Definitions, Purpose, and When to give marks and instructions for evaluation

Special Project: Each Divisional Secretariat (DS) is to submit two project proposals, each with 750-word limit. Additionally, similar to DPI 1.0 in 2025, following details can be separately included for each project:

- Name of the project (max 20 words)
- Scope of the project (max 75 words)
- Success of the project (max 75 words)
- Key Performance Indicators/ Goals (max 50 words)
- Impact on the beneficiaries (50 words)

DSs are encouraged to enter figures, statistics and other evidence to objectively describe the project, rather than subjective description.

Purpose of this document: This document defines each sub-criterion in the Special Project Evaluation Framework for the Divisional Productivity Index 1.1. It gives the purpose of each item and gives simple instructions for a human evaluator or an AI-assisted evaluator.

How to use this document: Use it after reading the full project submission and all evidence. The first eight criteria give an individual project score out of 90. The last criterion gives a comparative merit score out of 10 after all projects are reviewed.

Core evaluation rule: Score only what is supported by the project report and attached evidence. Do not assume, infer, or add information that is not in the submission.

Language guide: The wording is kept simple and direct so that evaluators can use it consistently.

- First, evaluate each project on its own under Criteria 1 to 8. This gives a score out of 90.
- Second, compare all projects with each other under Criterion 9. This gives a score out of 10.
- Finally, add both scores. Final Special Project Score = Individual Project Score out of 90 + Comparative Merit Score out of 10.
- Rank projects from 1 to n after the final score is calculated. If two projects have the same final score, use the higher Comparative Merit Score to decide the order. If still tied, use the higher Outcomes and Impact score.

Overall Mark Allocation

No.	Criterion	Marks	Scoring note
1	Problem Definition and Local Relevance	10	10 sub-criteria. 1 mark each. Score only clear and supported points.
2	Innovation and Uniqueness	10	10 sub-criteria. 1 mark each. Score only clear and supported points.
3	Implementation Quality	15	15 sub-criteria. 1 mark each.
4	Measurable Outputs	20	10 sub-criteria. 2 marks each.
5	Outcomes and Impact	20	10 sub-criteria. 2 marks each.
6	Sustainability	5	5 sub-criteria. 1 mark each.
7	Replicability / Scalability	5	5 sub-criteria. 1 mark each.
8	Clarity and Evidence	5	5 sub-criteria. 1 mark each.
9	Comparative Merit Score	10	5 sub-criteria. 2 marks each. Score after all projects are reviewed.
	Total	**100**	**Final score = Individual Project Score out of 90 + Comparative Merit Score out of 10.**

1. Problem Definition and Local Relevance (10 marks)

Criterion definition: Assesses whether the project starts from a real and clearly stated local problem. It also checks whether the need is proven with local facts and evidence.

Purpose: To make sure the project is based on a genuine local need and not on a general or unsupported idea.

Scoring instruction: Award 1 mark for each fulfilled sub-criterion. Total: 10 marks.

General evaluation instruction: Read the project and its evidence. Award marks only for points that are clearly stated and supported. Do not give marks for claims that are vague or unsupported.

General AI-assisted evaluation instruction: Find the exact text or evidence that supports each sub-criterion. If the evidence is missing, unclear, or only implied, mark it as not satisfied and write a short reason.

Sub-criterion	What it means / Definition	Purpose	When to give marks	Instructions for evaluation
1.1 Clear problem statement	The project states the problem in simple and exact words. The reader can understand what is wrong or missing.	To make sure the evaluator can see the real issue from the beginning.	Give 1 mark if the problem is specific and easy to understand. Do not give the mark for a broad theme only.	Look for a direct problem statement. Do not guess the problem from the background.
1.2 Key issues identified	The project shows the main causes, service gaps, delays, risks, or needs linked to the problem.	To show that the project team understood the problem before proposing a solution.	Give 1 mark if at least two key issues are clearly stated or explained.	Extract the named key issues. If the project repeats the same problem without causes or parts, do not award the mark.
1.3 Evidence used to prove the problem	The project uses records, reports, survey findings, statistics, complaints, minutes, or other evidence.	To avoid judging a problem only by opinion.	Give 1 mark if the evidence clearly supports the problem.	Check whether evidence is linked to the problem. Do not accept general statements without proof.
1.4 Background and causes explained	The project explains how the problem started, continued, or became important.	To understand the setting of the problem and why action was needed.	Give 1 mark if the background and causes are explained in a reasonable way.	Look for words such as cause, reason, background, trend, delay, shortage, gap, or previous situation.
1.5 Impact on people or the institution	The project explains how the problem affected citizens, staff, service delivery, cost, time, access, or trust.	To check whether the problem has a real effect.	Give 1 mark if the impact is clearly described. Stronger answers include numbers or examples.	Identify who was affected and how. Do not give the mark if the impact is only claimed, not explained.
1.6 Presented in measurable terms	The problem is expressed using numbers, percentages, counts, time, cost, backlog, service volume, or other measures.	To make the problem possible to measure before and after the project.	Give 1 mark if at least one clear measure is used for the problem.	Find measurable values. Do not treat words like “many” or “high” as enough unless supported by numbers.
1.7 Direct local relevance	The project is linked to local needs, local priorities, or a local administrative issue.	To ensure that the project is not only a general national issue, but a real local need.	Give 1 mark if the local connection is direct and clear.	Look for the DS division, local community, local office, or local service issue. Do not infer local relevance without evidence.
1.8 Local data used	The project uses data from the area, office, community, beneficiaries, or local records.	To show that the project was designed using local facts.	Give 1 mark if local data is included and used in the explanation.	Check whether the data is local. National data alone is not enough for this mark.
1.9 Solution fits the local context	The proposed solution is practical for the area and suits its people, resources, and administrative setting.	To check whether the project is realistic for the place where it is used.	Give 1 mark if the project explains why the solution can work locally.	Find evidence about local resources, local partners, office capacity, or community needs.

1.10 Logical link between facts and problem	The facts, causes, local needs, and proposed action fit together in a clear line of reasoning.	To prevent unrelated evidence from being used just to fill the report.	Give 1 mark if the problem, evidence, and solution are logically connected.	Check whether the evidence supports the stated problem and the project response. Do not award if the parts feel disconnected.

2. Innovation and Uniqueness (10 marks)

Criterion definition: Assesses whether the project uses a new, useful, and context-sensitive approach. The innovation may be new to the office, the area, the service, or the method of delivery.

Purpose: To recognise fresh ideas that improve productivity, service quality, or public value.

Scoring instruction: Award 1 mark for each fulfilled sub-criterion. Total: 10 marks.

General evaluation instruction: Read the project and its evidence. Award marks only for points that are clearly stated and supported. Do not give marks for claims that are vague or unsupported.

General AI-assisted evaluation instruction: Find the exact text or evidence that supports each sub-criterion. If the evidence is missing, unclear, or only implied, mark it as not satisfied and write a short reason.

Sub-criterion	What it means / Definition	Purpose	When to give marks	Instructions for evaluation
2.1 New or different approach	The project uses a method that is new to the office, area, or service process.	To identify projects that do more than repeat routine work.	Give 1 mark if the project clearly shows what is new or different.	Look for a stated new method, new process, new tool, or new service arrangement.
2.2 Different from past practice	The project explains how the new approach differs from earlier methods.	To prove that the project is not only normal work under a new name.	Give 1 mark if the previous method and the new method are compared.	Check for before/after process descriptions. If no past practice is mentioned, do not award this mark.
2.3 Original idea or local adaptation	The project shows its own thinking or adapts an idea to suit local needs.	To reward practical creativity, not copying.	Give 1 mark if the project shows original thinking or a strong local adaptation.	Do not reject a borrowed idea if it has been adapted well. Do not award if it is copied without change.
2.4 Evidence for innovation	The project gives proof that the new approach was actually used.	To make sure innovation is real and not just claimed.	Give 1 mark if documents, photos, data, screenshots, minutes, or records prove the new approach.	Find evidence that the innovation was implemented. A plan alone is not enough unless the criterion asks only for planning.

2.5 More efficient or effective	The project shows that the new approach saves time, reduces cost, improves quality, reduces steps, or gives better results.	To connect innovation with productivity improvement.	Give 1 mark if the project clearly explains or proves better efficiency or effectiveness.	Look for process changes, reduced delays, improved output, or better user experience.
2.6 Fits the institutional or local setting	The new solution is designed for the staff, systems, people, resources, and rules of the office or area.	To value practical innovation that can work in real conditions.	Give 1 mark if the project explains why the innovation suits the setting.	Look for links to local resources, staff capacity, technology, legal process, or local partners.
2.7 Creative thinking by the team	The project shows that the team analysed the issue and designed a solution, rather than only following a standard instruction.	To recognise initiative and problem-solving by public officers.	Give 1 mark if the submission shows team ideas, analysis, or creative action.	Look for locally designed steps, brainstorming, team decisions, or a new workflow.
2.8 Use of technology or digital tools	The project uses digital tools, data systems, online services, dashboards, GIS, mobile tools, or other technology where useful.	To support digital public service improvement.	Give 1 mark if technology is used in a meaningful way. Do not give the mark for simple typing or printing only.	Check whether the technology changed the process or improved the service.
2.9 Progressive service improvement	The project improves access, inclusion, transparency, citizen convenience, environmental value, gender sensitivity, or service fairness.	To recognise modern and people-centred public service ideas.	Give 1 mark if the project shows a progressive improvement beyond routine output.	Look for citizen-centred, inclusive, transparent, green, or fair service elements.
2.10 Possible to continue or expand	The innovation can be used after the project period and may be expanded or repeated.	To value ideas that can live beyond a one-time activity.	Give 1 mark if there is evidence that the new approach can continue or grow.	Look for maintenance plans, staff ownership, low cost, guidelines, or repeatable steps.

3. Implementation Quality (15 marks)

Criterion definition: Assesses how well the project was planned, carried out, monitored, and supported by teamwork and stakeholders.

Purpose: To check whether the project was managed in a practical and organised way.

Scoring instruction: Award 1 mark for each fulfilled sub-criterion. Total: 15 marks.

General evaluation instruction: Read the project and its evidence. Award marks only for points that are clearly stated and supported. Do not give marks for claims that are vague or unsupported.

General AI-assisted evaluation instruction: Find the exact text or evidence that supports each sub-criterion. If the evidence is missing, unclear, or only implied, mark it as not satisfied and write a short reason.

Sub-criterion	What it means / Definition	Purpose	When to give marks	Instructions for evaluation
3.1 Clear objectives	The project states what it wants to achieve.	To guide all project activities.	Give 1 mark if the objectives are clear and linked to the problem.	Extract the objectives. If they are missing or vague, do not award.
3.2 Realistic plan	The project has a clear and practical plan.	To show that the project was prepared before action.	Give 1 mark if the plan is practical and matches the project scope.	Look for a plan, work schedule, steps, or action plan.
3.3 Timeline set	The project gives dates, periods, milestones, or deadlines.	To check whether implementation was time-bound.	Give 1 mark if a timeline is included.	Find dates or milestones. General phrases like “soon” are not enough.
3.4 Resources identified	Human, financial, physical, technical, or partner resources are identified.	To show that the project had the support needed to work.	Give 1 mark if resources are clearly stated.	Extract the resources listed or used.
3.5 Responsibilities assigned	The project says who did what.	To support accountability.	Give 1 mark if officers, teams, committees, or partners have roles.	Look for assigned roles, not only names.
3.6 Risks considered	Possible risks or challenges are identified.	To show readiness for problems.	Give 1 mark if risks or challenges are stated.	Look for risks, barriers, constraints, or mitigation issues.
3.7 Risk response planned	The project explains how risks or challenges were managed.	To check whether the team acted early or wisely.	Give 1 mark if actions to handle risks are explained.	Do not award if risks are named but no response is given.
3.8 Activities completed as planned	The planned work was carried out in an organised way.	To show actual implementation.	Give 1 mark if implementation steps are completed or mostly completed.	Compare plan and action. Look for evidence of completed steps.
3.9 Quality maintained	The project shows attention to accuracy, service quality, standards, or user needs.	To show that work was not only done, but done well.	Give 1 mark if quality control or good service practice is shown.	Look for standards, checks, supervision, or feedback.
3.10 Efficiency during execution	The project used time, cost, staff, or materials carefully.	To link implementation with productivity.	Give 1 mark if efficiency is shown with evidence or a clear explanation.	Look for saved time, fewer steps, shared resources, or reduced cost.
3.11 Monitoring carried out	Progress was checked during the project.	To ensure that the project was managed, not left alone.	Give 1 mark if monitoring or review happened.	Look for review meetings, progress reports, checklists, dashboards, or supervision.
3.12 Records kept	Project activities were documented.	To help verification.	Give 1 mark if records, minutes, photos, reports, or registers are provided.	Check for attached evidence or clear record references.
3.13 Teamwork used	Staff worked together across persons or units.	To recognise internal cooperation.	Give 1 mark if teamwork is shown.	Look for team roles, joint work, or cross-unit action.
3.14 Stakeholder collaboration	The project involved relevant external or internal stakeholders.	To recognise wider support and coordination.	Give 1 mark if stakeholders are named and their role is shown.	Do not award for a name list only. Look for what each stakeholder did.

3.15 Problems solved during implementation	When difficulties appeared, the team took action and kept progress.	To recognise practical management.	Give 1 mark if the project explains a problem and how it was handled.	Find problem-solution evidence during implementation.

4. Measurable Outputs (20 marks)

Criterion definition: Assesses whether the project outputs are shown in clear numbers and can be checked against records or other evidence.

Purpose: To make sure the project has concrete outputs that can be measured and verified.

Scoring instruction: Award up to 2 marks for each sub-criterion. Total: 20 marks. Use 2 for clear and well-supported evidence, 1 for partial evidence, and 0 for missing or weak evidence.

General evaluation instruction: Read the project and its evidence. Award marks only for points that are clearly stated and supported. Do not give marks for claims that are vague or unsupported.

General AI-assisted evaluation instruction: Find the exact text or evidence that supports each sub-criterion. If the evidence is missing, unclear, or only implied, mark it as not satisfied and write a short reason.

Sub-criterion	What it means / Definition	Purpose	When to give marks	Instructions for evaluation
4.1 Outputs counted	The project gives numbers for outputs, such as people served, cases completed, forms processed, systems built, or trainings held.	To make outputs clear and verifiable.	Give up to 2 marks if outputs are clearly counted.	Extract output numbers. Do not count general claims.
4.2 Baseline shown	The situation before the project is shown.	To allow comparison.	Give up to 2 marks if baseline data is clear.	Find "before" data or starting condition.
4.3 After-project data shown	The situation after implementation is shown.	To see what changed after the project.	Give up to 2 marks if after-project data is clear.	Find "after" data or current result.
4.4 KPIs or indicators used	The project uses clear indicators to measure output.	To make measurement consistent.	Give up to 2 marks if indicators are named and used.	Extract KPIs or indicators. Do not invent them.

4.5 Target vs achievement compared	The project compares planned targets with actual achievements.	To check performance against intention.	Give up to 2 marks if both target and achievement are shown.	Look for target and actual values.
4.6 Progress shown with numbers	Increase, reduction, percentage, time saved, backlog reduced, or other progress is shown numerically.	To show the scale of improvement.	Give up to 2 marks if progress is shown in numbers.	Check that the number is linked to project output.
4.7 Reliable source used	Output data comes from records, registers, reports, surveys, dashboards, or other clear sources.	To support data quality.	Give up to 2 marks if the source is stated or attached.	Identify the data source. Do not accept unsupported numbers.
4.8 Data presented clearly	Tables, charts, lists, or short explanations make the output easy to read.	To help fair review.	Give up to 2 marks if the data is clear and organised.	Check for clear presentation and labels.
4.9 Time period stated	The outputs are linked to a clear time period.	To know when the output was achieved.	Give up to 2 marks if dates or period are stated.	Look for project period, month, year, or duration.
4.10 Data is consistent	Numbers and statements do not conflict with each other.	To avoid errors in scoring.	Give up to 2 marks if the data is logical and consistent.	Flag any mismatch or impossible value. Award only if consistent.

5. Outcomes and Impact (20 marks)

Criterion definition: Assesses whether the project created real improvements for citizens, the office, service delivery, productivity, or local development.

Purpose: To measure the value created by the project beyond the completion of activities.

Scoring instruction: Award up to 2 marks for each sub-criterion. Total: 20 marks. Use 2 for clear and well-supported evidence, 1 for partial evidence, and 0 for missing or weak evidence.

General evaluation instruction: Read the project and its evidence. Award marks only for points that are clearly stated and supported. Do not give marks for claims that are vague or unsupported.

General AI-assisted evaluation instruction: Find the exact text or evidence that supports each sub-criterion. If the evidence is missing, unclear, or only implied, mark it as not satisfied and write a short reason.

Sub-criterion	What it means / Definition	Purpose	When to give marks	Instructions for evaluation

5.1 Real change shown	The project shows a real change in service, behaviour, access, quality, cost, time, or public benefit.	To separate outputs from actual effects.	Give up to 2 marks if the change is clear.	Find the change caused by the project, not just activities.
5.2 Before and after compared	The project compares the situation before and after the project.	To prove improvement.	Give up to 2 marks if the comparison is clear.	Look for before/after values or descriptions.
5.3 Quantitative evidence used	The project uses numbers to prove outcomes or impact.	To measure the size of the change.	Give up to 2 marks if numerical evidence supports impact.	Extract numbers linked to outcomes.
5.4 Qualitative evidence used	The project uses feedback, testimonials, case notes, observations, or interviews.	To capture improvements that numbers alone may not show.	Give up to 2 marks if qualitative evidence is relevant.	Look for quoted feedback, summaries, or verified observations.
5.5 Service quality improved	The project improves accuracy, speed, reliability, fairness, access, or citizen experience.	To assess service improvement.	Give up to 2 marks if quality improvement is shown.	Find evidence of better service quality.
5.6 Efficiency improved	The project saves time, reduces cost, reduces steps, cuts waste, or improves staff productivity.	To connect impact to productivity.	Give up to 2 marks if efficiency gain is clear.	Look for saved time, reduced cost, fewer visits, or less duplication.
5.7 Public benefit stated	The project explains how citizens, businesses, communities, or service users benefited.	To keep the assessment people-centred.	Give up to 2 marks if beneficiaries and benefits are clear.	Identify the beneficiary group and the benefit.
5.8 Impact verified	Reports, registers, feedback, case studies, photos, dashboards, or other evidence verify the impact.	To avoid awarding marks for unsupported success claims.	Give up to 2 marks if verification evidence is provided.	Find evidence that confirms the stated impact.
5.9 Impact likely to continue	The project gives reason to believe the result will continue.	To assess whether impact is more than short-term.	Give up to 2 marks if continued benefit is shown.	Look for continued use, ownership, budget, routine process, or policy link.
5.10 Impact can help other areas	The project shows that the improvement can be useful to other areas or offices.	To support learning across Divisional Secretariats.	Give up to 2 marks if transfer value is shown.	Look for lessons, model, guideline, or repeatable practice.

6. Sustainability (5 marks)

Criterion definition: Assesses whether the project can continue and keep producing positive results over time.

Purpose: To recognise projects that are not one-time activities but can continue as useful practice.

Scoring instruction: Award 1 mark for each fulfilled sub-criterion. Total: 5 marks.

General evaluation instruction: Read the project and its evidence. Award marks only for points that are clearly stated and supported. Do not give marks for claims that are vague or unsupported.

General AI-assisted evaluation instruction: Find the exact text or evidence that supports each sub-criterion. If the evidence is missing, unclear, or only implied, mark it as not satisfied and write a short reason.

Sub-criterion	What it means / Definition	Purpose	When to give marks	Instructions for evaluation
6.1 Long-term plan	The project has a clear plan to continue after the first activity.	To avoid one-off results.	Give 1 mark if a realistic continuation plan is shown.	Look for future actions, maintenance, or routine adoption.
6.2 Resources for continuation	The project identifies staff, funds, equipment, partners, or other resources for the future.	To test whether continuation is practical.	Give 1 mark if future resources are identified.	Extract the resources and how they will be used.
6.3 Monitoring and improvement plan	The project has a plan to review and improve the work over time.	To support continuous improvement.	Give 1 mark if monitoring or review is planned.	Look for review dates, indicators, responsible officers, or feedback loops.
6.4 Risk management for the long term	Long-term risks and responses are identified.	To protect the project from failure after launch.	Give 1 mark if both risks and responses are included.	Do not award for risks alone without response.
6.5 Link to SDGs or development goals	The project links its benefits to SDGs or accepted development priorities.	To connect the project with wider public value.	Give 1 mark if the link is specific and relevant.	Check whether the goal is named and the link is explained.

7. Replicability / Scalability (5 marks)

Criterion definition: Assesses whether the project model can be repeated in another Divisional Secretariat or expanded to a larger scale.

Purpose: To support sharing of good practices and wider use of strong project models.

Scoring instruction: Award 1 mark for each fulfilled sub-criterion. Total: 5 marks.

General evaluation instruction: Read the project and its evidence. Award marks only for points that are clearly stated and supported. Do not give marks for claims that are vague or unsupported.

General AI-assisted evaluation instruction: Find the exact text or evidence that supports each sub-criterion. If the evidence is missing, unclear, or only implied, mark it as not satisfied and write a short reason.

Sub-criterion	What it means / Definition	Purpose	When to give marks	Instructions for evaluation
7.1 Easy to repeat	The project can be used in another Divisional Secretariat with reasonable effort.	To identify models that can help other offices.	Give 1 mark if repeatability is clear.	Look for a simple model or repeatable process.
7.2 Steps documented	The project has written steps, guidelines, formats, process maps, or templates.	To allow others to follow the model.	Give 1 mark if documents or clear steps are provided.	Find the documents or described steps.
7.3 Resource-efficient model	The project can be repeated without very high cost or special resources.	To support practical replication.	Give 1 mark if the project explains low-cost or efficient resource use.	Look for use of existing staff, existing systems, shared resources, or low-cost tools.
7.4 Can be scaled up	The project can serve more people, more areas, or more services if expanded.	To recognise growth potential.	Give 1 mark if a scaling path is explained.	Find the expansion plan or wider-use idea.
7.5 Best practices or benchmarking shared	The project identifies lessons, best practices, or comparisons with other units or offices.	To promote learning across the system.	Give 1 mark if best practices or benchmarking are clearly stated.	Look for lessons learned, comparisons, or knowledge sharing steps.

8. Clarity and Evidence (5 marks)

Criterion definition: Assesses whether the project is written clearly and whether the claims can be checked through evidence.

Purpose: To make the evaluation fair, transparent, and easy to verify.

Scoring instruction: Award 1 mark for each fulfilled sub-criterion. Total: 5 marks.

General evaluation instruction: Read the project and its evidence. Award marks only for points that are clearly stated and supported. Do not give marks for claims that are vague or unsupported.

General AI-assisted evaluation instruction: Find the exact text or evidence that supports each sub-criterion. If the evidence is missing, unclear, or only implied, mark it as not satisfied and write a short reason.

Sub-criterion	What it means / Definition	Purpose	When to give marks	Instructions for evaluation
8.1 Clear objective	The project objective is stated in a simple and clear way.	To make the project easy to review.	Give 1 mark if the objective is clear.	Extract the objective. Do not infer it.
8.2 Clear project steps	The project steps are shown in a logical order.	To show how the project moved from problem to result.	Give 1 mark if the steps are easy to follow.	Look for a sequence of actions.
8.3 Evidence-based decisions	Key decisions are supported by data, facts, records, or feedback.	To reward sound decision-making.	Give 1 mark if decisions are clearly supported by evidence.	Find the decision and its evidence.
8.4 Logical link between steps	Each step connects well with the next step.	To avoid scattered activities.	Give 1 mark if the flow is logical.	Check whether problem, action, output, and outcome are connected.
8.5 Evidence is easy to verify	The evidence is labelled, relevant, and easy to match with the claim.	To make evaluation fair and fast.	Give 1 mark if the evidence can be checked without confusion.	Check for clear file names, tables, dates, references, or attachments.

9. Comparative Merit Score (10 marks)

Criterion definition: Assesses how the project stands when compared with all other submitted projects. This score covers comparative problem strength, local relevance, innovation, progressive value, and the remaining merit that may not be fully captured in the first 90 marks.

Purpose: To reward projects that are not only good on their own, but stronger, more novel, more progressive, or more useful than most other submissions.

Scoring instruction: Score this criterion only after all projects have been evaluated under Criteria 1 to 8. Award up to 2 marks for each sub-criterion. Total: 10 marks.

General evaluation instruction: Read the project and its evidence. Award marks only for points that are clearly stated and supported. Do not give marks for claims that are vague or unsupported.

General AI-assisted evaluation instruction: Find the exact text or evidence that supports each sub-criterion. If the evidence is missing, unclear, or only implied, mark it as not satisfied and write a short reason.

Sub-criterion	What it means / Definition	Purpose	When to give marks	Instructions for evaluation
9.1 Comparative strength of problem and local relevance	This compares how important, urgent, local, and well-proven the problem is when placed beside all other submitted projects.	To reward projects that address a stronger and more locally important issue than most others.	After all projects are scored under Criteria 1 to 8, compare the project with the full pool. Award up to 2 marks for strong comparative local relevance and problem strength.	Compare the project with the set of submissions. Do not rely only on its own score. Identify whether the local problem is clearly stronger than others.
9.2 Comparative level of innovation and uniqueness	This compares how original, different, and useful the project idea is when compared with other projects.	To reward projects that stand out for genuine novelty, not only routine improvement.	Award up to 2 marks if the project shows a more original or distinctive solution than most submissions.	Compare the method with other project methods. If many projects use the same idea, mark it lower unless this one adds a clear new feature.
9.3 Progressive or novel public service value	This looks at newer and forward-looking elements such as digital use, inclusion, citizen convenience, transparency, green practice, data use, or service fairness.	To capture progressive ideas that may not be fully covered in the first 90 marks.	Award up to 2 marks if the project shows clear progressive value beyond routine service delivery.	Look for modern public service features. Do not award for buzzwords unless the feature is actually used.
9.4 Comparative development and productivity value	This compares how much the project can improve local development, citizen benefit, productivity, cost, time, quality, or access compared with other projects.	To recognise projects with stronger overall public value.	Award up to 2 marks if the project has higher development or productivity value than most submissions.	Compare expected or proven value across projects. Use evidence from Criteria 4 and 5, but judge relative strength.
9.5 Overall distinction in the project pool	This is the final comparative judgement of how much the project stands out across quality, ambition, evidence, novelty, learning value, and possible replication.	To help ranking from 1 to n when projects have close scores.	Award up to 2 marks for overall distinction. Use this only after reviewing all submitted projects.	Place the project within the full set. Explain briefly why it stands above, matches, or falls below others.

Comparative Scoring Guide for Criterion 9

Important rule: The comparative score should not simply repeat the first 90 marks. It should show how the project performs when compared with the full group of submitted projects.

Score range	Meaning
9-10	Outstanding among all submissions. Very strong local need, clear novelty, progressive value, and high public value.
7-8	Strong comparative merit. Clearly above many submissions.
5-6	Moderate comparative merit. Good project, but similar to many others.
3-4	Limited comparative merit. Some value, but less distinctive than most submissions.
0-2	Weak comparative merit. Little comparative strength, novelty, or progressive value is shown.

Visibility of the Two Parts

Part	Content	Visibility
Part 1	Score and write-up for Criteria 1 to 8	Visible to verification officers
Part 2	Comparative score, rank, and 50-word explanation	Not visible to verification officers during factual verification

Verification of Part 1

Verification officers shall verify only Part 1 of the AI-assisted evaluation. Verification is based on two components: correctness of facts and project completion. Each component carries 50%.

Correctness of Facts - 50%

Level	Score
100% of facts are correct	50%
75% to 99% of facts are correct	37.5%
50% to 74% of facts are correct	25%
25% to 49% of facts are correct	12.5%
At least 10% of facts are correct	5%
Less than 10% of facts are correct, or facts cannot be verified	0%

Verification officers shall check whether the numbers, dates, outputs, outcomes, beneficiary data, and evidence reference in the write-up are correct.

Project Completion - 50%

Level	Score
Project is 100% completed	50%
Project is 75% to 99% completed	37.5%
Project is 50% to 74% completed	25%
Project is 25% to 49% completed	12.5%
Project is at least 10% completed	5%
Project is less than 10% completed, not started, or cannot be verified	0%

Final Verification Score = Correctness of Facts Score + Project Completion Score

Annex 01

Divisional Productivity Index

General Information - 2026

1. General Information and Data

1. **Name of the Divisional Secretariat** -...

2. **General Information**

    I. No. of Grama Niladhari Divisions :- ....

    II. No. of Villages :- ....

    III. No. of Electorates :- ....

    IV. No. of Municipal / Urban Councils :- ....

    V. No. of Pradeshiya Sabhas :- ....

    VI. No. of Police Stations :-...

    VII. No. of Agrarian Services Centers :-.. ....

    VIII. No. of Post Offices :- ....

    IX. No. of Sub Post Offices :..

    X. No. of Agency Post Offices :..

    XI. No. of Registrar Divisions :..

    XII. Land Area of the Division:-...

    XIII. Total Population :-...

    XIV. Population of Females : ....

    XV. Population of Males : ....

XVI. Percentage of Ethnicities and No. of Families (2026)

Ethnicity	No.	Percentage of the Ethnicity	No. of Families	Percentage
Sinhalese				
Tamil				
Muslim				
Catholic				
Other				

XVII. Percentage Distribution of Population by Sector (2026)

Distribution of Population	Percentage
Urban	
Rural	
Estate	

XVII. Labor Force Participation Rate

Employment Rate		
Unemployment Rate		
Per Capita Income (USD)		
Number/Rate of Child Dependents		

Number/Rate of Elderly Dependents		
Number/Ratio of Dependencies		
Aging Index		

XVIII. Employment Rate by Major Economic Sectors

Agriculture Rate		
Rate of Industries		
Rate of Services		
No and Rate of Persons Proceeding Abroad for Foreign Employment		

XIX . Economic Revitalization Projects and Programmes

No. of Small Scale or Medium Scale Entrepreneurs	
Number of Projects Engaged in Export Production (Industrial or Agricultural)	
Number of Garden Projects	
Number of Projects Implemented to Uplift the Tourism Sector	
Number of Economically Empowered Families	
No. of Families Withdrawn from Samurdhi Program	
Gini Coefficient of Household Income	

Gini Coefficient of Household Expenditure	
Food Ratio	
Average Household Size at Divisional Secretariat Level	

XX. Social Data.

Poverty Rate	
Percentage of Poor Households	
Literacy Rate	
Crude Birth Rate (per 1,000 population)	
Crude Death Rate (per 1,000 population)	
Number of Individuals Rehabilitated from Drug Abuse	
Number/Percentage of Out-of-School Children	
Number of Incarcerated Persons	
Number of Crimes Committed in the Division of the Divisional Secretariat	
Number of Traffic Accidents in the Division of the Divisional Secretariat	

No. of Pensioners in the Division of the Divisional Secretariat	
No. of Miscellaneous Associations in the Division of the Divisional Secretariat	

XXI. Education Information

Education Zones				
Total No. of Schools				
• National Schools				
• Provincial Council Schools (Primary , Secondary)				
• Piriven				
• Special Schools Owned Privately				
• International Schools				
Total No. of Teachers				
Total No. of Teachers at National Schools				
No. of Provincial Council School Teachers (Primary/Secondary)				
No. of Pirivena Teachers				
No. of Teachers at Privately Owned Special Schools				
No. of Teachers at International Schools				
Total No. of Students (School)				
Teacher/ Student Ratio				

No. of Preschool Teachers	
No. of Preschools	
No. of Preschool Children	
No. of Dhamma Schools (Sinhala/Tamil/Muslim/Catholic)	
No. of Dhamma School Teachers	
No. of Dhamma School Students	

XXII. Health Information

No. of General Hospitals	
No. of Base Hospitals	
No. of Divisional Hospitals	
No. of Primary Healthcare Units	
No. of MOH Offices	
No. of PHI Divisions	
No. of Ayurvedic Hospitals	

No. of Hospital Beds	
No. of Patients per Medical Officer	
No. of Nursing Officers	
No. of Pregnant Mothers	
No. of Live Births	
No. of Stillbirths	
No. of Maternal Deaths	

No. of Low Birth Weight Babies in Government Hospitals	
No. of Malnourished Children	
No. of Deaths in Government Hospitals	
Information on All Patients	
No. of Malaria Patients	
No. of Dengue Patients	
No. of Leprosy Patients	
No. of Elephantiasis Patients	
No. of Kidney Patients	
No. of Diabetes Patients	
No. of Patients with Venereal Diseases	

2. **Land Information**

i. Lands Owned by Government (Square Kilometers):- ....

ii. Internal Reservoirs (Square Kilometers.) :- ....

iii. Forests (Square Kilometers) :-...

iv. No. of Environmental Conservation Projects : ....

3. **Road Expansion**

No. of Class A Roads	
No. of Class B Roads	
No. of Class C,D,E Roads	

4.**Places of Religious Worship**

No. of Buddhist Temples	
No. of Kovils	
No. of Mosques	
Number of Catholic Churches	

5.**Office Information**

I. **Approved Cadre** -……………………………………….

II. **Actual Cadre** -……………………………………….

Designation	Approved Cadre	Actual Cadre	Vacant / (Excess)
Senior			
Divisional Secretary			
Assistant Divisional Secretary			
Accountant			
Assistant Director -Planning			
Total			
Tertiary			
Administrative Officer			
Administrative Officer (Gramaniladari officer)			
Additional Registrar			
Samurdhi Manager			
Translator (Sinhala – English)			
Translator (Sinhala – Tamil)			
Information Communication Technology Officer			
Total			
Secondary			
Development Coordinator			
Development Officer			
Technical Officer			
Public Management Assistant			
Draughtsman			
Information Communication Technology Assistant			
Grama Niladhari			
Technical Assistant			
Data Entry Operator			
Samurdhi Development Officer			
Total			

Primary			
Driver			
Electrician			
Office Assistant			
Office Assistant (Multipurpose Department)			
Circuit Keeper			
Total			

7. **Achievements of the Institution**

……
……
……
……
……
……
……
……
……
……
……
……
……
……
……
……
……
……………………………………………………………………………………………………

2.Financial Results

1. Current Status of Financial Progress and Favorable Trends

01	Expenditure	Total Expenditure								
		2024			2025			2026		
	Recurrent Expenditure	Estimated Value	Actual Expenditure	Percentage	Estimated Value	Actual Expenditure	Percentage	Estimated Value	Actual Expenditure	Percentage
01	Salaries and Wages									
02	Overtime and Holiday Pay									
03	Other Allowances									
04	Travel Expenses									
05	Stationeries									
06	Fuel									
07	Food and Uniforms									
08	Maintenance of Vehicles									
09	Maintenance of Machines and Machinery									
10	Maintenance of Buildings									
11	Posts and Communication									
12	Electricity and Water									
13	Lease Rents									
14	Other									
15	Interest on Property Loans									

Total Recurrent Expenditure (Percentage)										
No	Capital Expenditure	Estimated Value	Actual Expenditure	Percentage	Estimated Value	Actual Expenditure	Percentage	Estimated Value	Actual Expenditure	Percentage
		2024			2025		2026			
01	Buildings and Constructions									
02	Maintenance of Machines and Machinery									
03	Maintenance of Vehicles									
04	Acquisition of Furniture and Office Equipment									
05	Acquisition of Machines and Machinery									
06	Buildings and Constructions									
07	Staff Training									
Total Capital Expenditure										

2. Current Status of Overhead Cost and Favorable Trends

No	Overhead Cost	Indicator	Year of the Overhead Cost		Trend (Plans for Minimizing Overhead Cost)
			2024	2025	
