

Ministerial Results Framework
Ministry of Public Administration, Home Affairs, Provincial Councils and Local Government

Key outcome targets in 2026

Ensuring an excellent service delivery to the general public minimizing the differences observed at provincial and divisional levels with a view to providing an optimum service to recipients avoiding duplication of tasks with the help of new strategies in information and communication technology and making a full-scale capacity development in all public services are the main objectives of the ministry. Ministry is entrusted and committed for the smooth implementation of its mandatory functions by formulating relevant policies, regulating and providing necessary guidance and facilitation in collaboration with its 10 implementing arms for sustainable development of the sector.

VISION

The Public Service, most admired and treasured by the citizens.

MISSION

We provide efficient public services with unwavering integrity and highest consistency.

We nurture highly talented public servants who are committed to excellence.

The Ministry of PA, HA, PC & LG will contribute to achieve the following **outcomes**.

Public Administration

1. Improve client satisfaction on service delivery of the ministry of 60% to 90%
2. Improve client satisfaction on service delivery of the institutions of the ministry of 60% by 90%
3. Reduce vulnerability of the retiree due to delay in payment initiation 12% by 0%

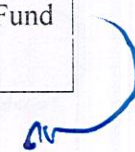
Home Affairs

1. Improve satisfaction of general public on service delivery of the ministry in 2022 to 90%
2. Increase the use of services by public on digital platforms in 2022 to 70%.
3. Improve use of E-Grama Niladhari services to 40%.
4. Improve trustworthiness of the service rendered to public to 90%
5. Improve the Citizenship rights of all persons eligible to be Sri Lankans (Dept. Registrar General) to 100%

Provincial Councils & Local Government

1. Improve client satisfaction with Local Authorities (LAs) service delivery of 20% in 2022 to 75%
2. Increase cleanliness level of cities from 70% up to 90%
3. Enhance efficiency of service delivery to the Community from 60% to 90%
4. Increase the adoption of human resource management strategy for LAs from 279 LAs to 335.
5. Improve self-financial sustainability of LAs from 25 in 2022 to 110.
6. Increase the satisfaction of SLILG trainers from 75% in 2022 to 90%
7. Increase the satisfaction of LAs that borrowed funding from LLDF to 90%
8. Increased the net value of Local Loans & Development Fund (LLDF) from Rs.4.0 Bn in 2022 to Rs.6.0 Bn.

Pradeep Yasarathna
Secretary
Ministry of Public Administration



Entity	#	Outputs	Key Performance Indicator	Baseline	Targets	
				2021/22	2024	2026
Public Administration	01	Improved delivery of services/products to the public officers within the agreed lead time as per the service charter	No. of services implemented out of total 5 services identified for digitalization.	-	1	4
			% of public officials received the transfers and promotions within the agreed time.	70	88	90
			No. of grievances addressed	-	7,000	6,500
	02	Improved and sustainable management of human resources	% of vacant positions in the cadre fully filled (Combined and all Island services)	60	70	95
			% of positions timely deployed within one month	60	70	80
			% of officials timely promoted	85	95	95
Home Affairs	03	Improved and sustainable management of human resources	% of positions kept vacant for more than 03 months	60	40	20
			% of acting cadre positions filled	N/A	60	95
			% of public officials under the purview of Home Affairs promoted timely (3 months from due dates)	N/A	100	100
	04	Improved delivery of services/products to the public within the agreed lead time as per the citizen charter	% of services provided within the agreed lead time	N/A	100	100
			% of paperless processes available out of total processes	N/A	30	100
SLIDA	05	Increased knowledge, skills and competencies among executive level public officials	Level of coverage against the training requirement (%)	100	100	100
			No. of officials gained knowledge	1,505	2,515	3,315
			% of programmes completed within the agreed time	100	100	100
			Annual revenue (Rs. Mn.)	140	208	252
NILET	06	Increased tri-lingual competency among public officials	% of public officials possess the required level of language proficiency	06	07	6.5
			Annual revenue (Rs. Mn.)	97	197	162

Dept. of Pension	07	Improved access to retirement benefits by the public officials	% of retired persons receiving retirement benefits	79	100	100
			Average time required for releasing retirement benefits (Months)	2.4	2	1
			% of persons out of total annual retirees who have received retirement benefits within one month of retirement.	94.6	96	100
RGD	08	Improved access to birth, marriage, and death certificates to the public	% of accurate certificates issued within the lead time (7 days)	95	98	100
			No. of incidences reporting with illegal certificates	0	0	0
	09	Improved access to birth, marriage, and death certified copies issue to public	% of accurate certificates issued within the lead time (5 minutes)	95	98	100
			% of accurate registration of deed within the lead time (1-2 days)	95	98	100
	10	Improved access to new land registration to the public	No. of incidences reported with illegal certificates			0
11	Improved access to certified copies of deed and extracts to public	% of accurate certificates issued within the lead time (1-3 hours)	95	98	100	
PC & LG Section	12	Improved delivery of services/products within the agreed lead time through Local Authorities (as per the Citizen's Charter)	No. of LAs implemented 30 services identified for digitalization	0	30	65
			No. of services /products provided within the agreed lead time out of 120 identified services	N/A	90	120
			No. of Local Authorities provided services through the one-stop-shop concept (Front Office)	170	170	341
			No. of LAs providing all services at least in Sinhala and Tamil languages	N/A	30	30
	13	Increased access to Digitalized services by Local Authorities	No. of Local Authorities that available with online tax payment system	65	100	341
			No. of Local Authorities that have Management Information System (MIS) for evidence-based decision making.	50	341	341
			No. of Local Authorities that have GIS & GPS mapping for all assets owned by LAs	33	196	341
			No. of Local Authorities which are linked to the digitalized Grievance Redressal System	20	50	100
	14	Increased capacities of Local Authorities for improved service delivery	No. of Local Authorities that adopt the new procurement guideline.	0	341	341
			No. of Local Authorities that adopted National LA Evaluation Criteria.	0	341	341

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National Centre for Solid Waste Mgt.	11	Improved waste management culture at Local Authority level	No. of Local Authorities that operate daily waste collection ensuring cleanliness of the LA areas.	333	341	341
	12	Increased adoption of Waste management master plans by province	No. of provinces that have waste management master plans	01	03	05
SLILG	15	Increased knowledge on management, administration and LA development in the Provincial Councils and Local Authorities	No. of LA officials passed the course	5,821	7,500	10,000
			Pass rate (%)	77	80	90
			On schedule course completion (%)	75	100	100
LLDF	16	Improved access to credit facilities to Local Authorities for development of public utilities	% of LAs received credit facilities out of those requested	44	48	90
			Value of loans granted (Rs Mn)	567.4	600.0	625.0
			Loan recovery ratio (%)	87	90	93
			Non-Performing Loan Ratio (%)	9	8	7

Abbreviations:

LLDF – Local Loans Development Fund

SLIDA – Sri Lanka Institute of Development Administration

RGD - Registrar Generals Department

SLILG – Sri Lanka Institute of Local Government

NILET - National Institute of Language Education and Training

DOP - Department of Pension

Recommended by,

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Ministry of Public Administration, Home Affairs,

Provincial Councils and Local Government

Date: 08/04/2024

Approved by,

Pradeep Yasarathna

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Secretary

Ministry of Public Administration, Home Affairs,

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Date: 09/04/2024

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