

To - All Secretaries of Ministries

Chief Secretaries of Provincial Councils

Heads of Departments / Institutions

To provide Technical Assistance to reconstruct the Sri Lanka Government Service in order to ensure that it will perform to fulfill the aspirations / expectations of the General Public of Sri Lanka

Your kind attention is drawn to the letter, ref. no. PCMD/AD/2/1/26 and the letter dated 09th April 2012 forwarded to you by the Secretary to His Excellency, The President with relevant advice/instructions and further, to the Circular No. 01/12 dated 19/06/2012, issued by the Secretary, Productivity Promotion.

At the discussions held with the conveners of the Management Reforms Forum, it was observed that Technical Assistance from external sources was an absolute necessity in order to fulfill the tasks cited below.

1. Prepare a 05-year Plan for the period 2012 – 2016/Update same.
2. Prepare framework indicating results of Tasks/Duties performed by the Ministry / Institution.
3. Determine/Identify 06 Main Task fulfillment Indicators (Performance Indicators) based on areas of main task fulfillment.(Key Performance Indicators - For Key Result Areas)
4. Identify “gaps” in services provided by your institutions and “fill in”/complete, wherever necessary, as determined under the leadership of the Management Reforms Forum or the Registered Advisor in identifying the “shortcomings “ in your institution.

As a part of the programme to provide Technical Assistance to Ministries/Institutions in order to rectify the above mentioned areas, this Ministry has identified certain Resource Personnel through a systematic procedure to provide such assistance and registered them with the Ministry. The list of such identified and registered personnel is included in the web-site of this Ministry, along with a short resume/bio-data, of the personnel.

Instructions to be followed by your Ministry/Institution, when obtaining assistance from the registered advisors are as cited below.

1. Obtaining assistance from Registered Personnel will be strictly as per the Task needed to be completed with specific Terms of Reference, and a Task Assignment Register should be maintained.

Rough specimen of the register to be used is included in Annexure 1.

It is a requirement that the Terms of Reference be specified by the Management Reforms Forum and further, they are responsible for the format of the Task Assignment Register too.

2. Requests citing tasks to be completed (Request For Proposals) could be forwarded to this Ministry.

For this purpose, a suitable specimen form is included in the Annexure 11 and is found in the web-site of this Ministry.

3. This Ministry will call for quotations from Registered Advisors who are skilled in the areas where Technical assistance is required as per the terms of reference indicated in your specimen application.(as per task assignment where assistance is required).

The Technical Evaluation Committee will study the quotations, identify and recommend a suitable Advisor or an Advisory Institution to fulfill the task/assignment, as required by the application.

4. In “filling”/completing the identified service gaps,

1. Solution to minimize the service gaps should initially be proposed by the External Resource Person.

11. The O2 parties should initially agree on the final solution and this should be implemented with the involvement of the External Advisor.

111. As and when required, the Management Reforms Forum, Registered Advisor and this Ministry could arrive at a Tri-partite Agreement to complete the task assigned.

1v. Main task fulfillment indicators which could be used as “Performance Trackers”, should be included in order to keep a track of the progress during the operation in search of the final solution.

v. In order to evaluate the solution proposed by the Registered Advisor and also the results on activating the solution, it is a requirement that 03 members of the Management Reforms Forum should be named.

5. If the task assigned with specified Terms of Reference is integrated with the action plan of the Management Reforms Forum or a part of it, this Ministry could be a party to fund the cost incurred in completing the task assigned.

I earnestly hope that your institution will upgrade the performance (Task Fulfillment) to a much higher level having strictly adhered to the above procedures and obtained the services of these advisors, who are registered with our Ministry with regard to providing Technical Assistance.

W.M.Bandusena

Secretary

Ministry of Public Management Reforms

Copies :

1. Secretary to His Excellency, The President)
2. Secretary to the Cabinet of Ministers)
3. Secretary to the Hon. Prime Minister)
4. Chief Executive Officer / Senior Ministers' Office)For Information only, please
5. Secretary, Ministry of Finance and Planning)
6. Chairman/ Finance Commission)
7. Secretary, Ministry of Public Administration and Internal Affairs)
8. Auditor General

Annexure 1

Specific Forms for conditions regarding services to be provided with reference to tasks assigned with specific Terms of Reference.

1. Background (Determine/identify Customer, Determine/identify Service, Identify “Gaps” in Services at the time of providing services)
2. Reasons for prioritizing this “gap”(Implementation of Mahinda Chinthanaya, Value Addition for customers, Impact on Business Community)
3. Common or Specific objectives for assignment (either one, two or three)
4. Scope of Assignment
5. Expected result (As per customer expectations, Main/Final Results as indicated by Main Task fulfillment indicators)
6. Methodology adopted in compilation of the Progress Report
7. Information with regard to Bio-data of Advisors
8. Implementation Schedule
9. Individual responsibilities as per implementation program
10. Progress Review
11. Estimate of Cost (Total Expenditure)