



# FINDINGS OF THE SURVEY ON RTI IMPLEMENTATION IN THE STATE SECTOR

NOVEMBER 2018

Survey done by:

**KANTAR LMRB**

“This report is an independent publication commissioned by the United Nations Development Programme (UNDP) Sri Lanka.

The contents of this report do not necessarily reflect the views of the UNDP.

Copyright © November 2018

Any revisions to this publication will be made available at [www.lk.undp.org](http://www.lk.undp.org)”

# Acknowledgements

---

This survey is an independent study commissioned by the United Nations Development Programme (UNDP) Sri Lanka.

UNDP Sri Lanka commissioned KANTAR LMRB to conduct a survey on Right to Information (RTI) Implementation in the State sector. The KANTAR LMRB team comprised of Ms. Himalee Madurasinghe- Chief Executive Officer, Ms. Rukshani Nonis- Account Director- Quantitative, Ms. Shevanie Senanayake- Research Consultant- Qualitative, Ms. Fallon Martin- Senior Research Executive- Quantitative, and Ms. Nuwani Jayasuriya- Research Executive- Qualitative of Kantar Insights, Sri Lanka.

The survey was conducted with the guidance and technical inputs provided by Ms. Chamindry Saparamadu, Technical Consultant on RTI, UNDP Sri Lanka.

Mr. Piyatissa Ranasinghe, Director General of the RTI Commission and Ms. Krishna Velupillai, Technical Specialist on Peace Building and Reconciliation of UNDP Sri Lanka provided technical inputs for questionnaire development

Field work was facilitated by the Ministry of Public Administration under the guidance of Mrs. Mala Basnayake, the Additional Secretary. The process was supported by Ms. Rimal Siriwardhane, Programme Assistant on RTI and Ms. Nauli Wimalaratne, Management and Coordination Consultant on RTI of UNDP Sri Lanka.

The report was quality assured by Ms. Sonali Dayaratne, UNDP Policy and Design Specialist (Governance and Reconciliation) of UNDP Sri Lanka. Ms. Chiranthi Rajapakse supported the process by editing and proof reading the report.

## Executive Summary

---

The Right to Information (RTI) law was enacted in Sri Lanka in 2016 and became fully operational in 2017. The law provides a key entry point for strengthening transparency and accountability in government, addressing corruption, and ultimately strengthening participatory, effective and equitable governance. The success of the RTI legal regime will depend on, among other things, the supply of information from public authorities at national, provincial and local levels to the general public. This study was aimed at exploring the awareness levels, compliance and execution of the RTI Act across the state sector with the hope that the survey findings would contribute to re-organizing of existing processes and practices in the public administration system, as well fostering a culture of transparency and accountability as envisaged by the law.

The study focused on Information Officers and Designated Officers<sup>1</sup> in public authorities. The study was conducted among a statistically representative sample of 434 officers in 287 government institutions at a 95% confidence level and 5% margin of error. In each institute, the Information Officer as well as the Designated Officer was selected for interviews. The institutes were chosen randomly across a universe of 1406 institutes which excluded judicial authorities and tribunals. Judicial authorities and tribunals were not included as it was challenging to obtain the list of authorities.

Although the study was designed using a quantitative approach, prior to the quantitative phase, a qualitative phase of 12 Key Informant Interviews were conducted to obtain a basic understanding of the current state of implementation of the Right to Information Act as well as the attitudes of the public officials regarding the RTI Act. The in-depth interviews helped uncover the relevant attributes that facilitated the development of the quantitative questionnaire.

One of the main challenges faced during the course of data collection was that a few of the public Information Officers and Designated Officers, refused to take part in the interviews due to their busy schedules in spite of having scheduled pre-fixed appointments with the survey team. It was practically very difficult to re-schedule pre-fixed appointments and several repeat appointments had to be made at times in order to secure the interview. As an alternative, hardcopies of the questionnaire had to be left to be completed and collected on a later date. As the matter aggravated, the methodology had to be changed entirely from Computer Aided Personal Interviews (CAPI) to Pen and Paper Interviews (PAPI). In addition, many of the institutions had only one officer who was seen as relevant for the role of RTI. Only one interview was conducted at such institutions and the remaining sample had to be sourced elsewhere.

The study was conducted amongst 434 officers (284 Information Officers and 150 Designated Officers) in 287 institutes. The Information Officers were skewed by middle management positions while Designated Officers were mostly from the senior management. The questionnaire flow comprised of mainly 3 sections.

1. Overall attitude and perception of officers on the RTI Act
2. Compliance and Execution of the RTI Act
3. Knowledge / awareness of the consequences of violating the RTI Act

<sup>1</sup>Information Officers and Designated Officers are those officers that are appointed in terms of Section 25 of the RTI Act for the purpose of giving effect to the provisions of the RTI Act and to hear appeals respectively.

## Overall attitude and perception of officers Towards the RTI Act

---

*A positive perception was observed regarding many aspects relating to the RTI Act. The officers strongly believed that the Act was an important way for people to exercise their right to know and that it will create proactive and meaningful participation in governance. A majority (81%) also stated that the Act is not a burden to their existing busy work load*

*82% of the officers stated that there was a support mechanism in place to seek advice on the RTI Act. The top 3 institutes/ authorities that were mentioned as providing advice are the respective seniors in the organization (70%), the RTI Commission (63%) and the RTI Website (52%). When asked about the changes in terms of the working style after the initiation of RTI, a majority (59%) of officers said there was no change. 40% of officers said their working style had changed. Zooming deeper, among the officers who said their working style had changed, **more officers agreed that they now take more effort to give information than they used to (strongly agree - 66%). At the same time, a majority also felt that their work had become more time consuming than before (strongly agree- 56%).** The study also revealed that a majority of the organizations covered in the survey complied with the relevant duties stated in the RTI Act such as publishing contact details of the RTI team on the organization website, exhibiting a poster on the RTI process etc.*

# Compliance and Execution of the RTI Act

---

According to the officers, the information officers' main role was to assist citizens when submitting requests (85%) and the designated officers' role was mostly associated with acting as mediator between the citizens and government (73%).

*80% of the interviewed officers had received training on RTI. Those who did receive training had mostly received the training from their own department and from the Ministry of Finance and Mass Media. Approximately, 36% of the officers who did not receive training believed that they have not received any training because they were appointed as Information Officers/ Designated Officers only recently.*

*88% of the officers interviewed said they had received requests from the public. If the information requests are categorized, one could observe that a significant number of requests received relate to land and property, and development projects. The officers who received information requests noted that the greatest challenge they face is that the public is not aware of the types of information that can be sought through the RTI Act (57%). 26% also mentioned that there is a lack of guidance regarding interpretation of Section 5 (on exceptions/denial of requests) under the RTI Act. 83% of the officers said they believed that it is important to increase the level of public awareness regarding the requesting process.*

25% out of those who received requests claimed that there were instances whereby requests were not processed by organizations. The top two reasons given were that the requests had insufficient information to process (25%) and they were not relevant to the organization concerned (39%).

Amongst those who had not received requests the same question was asked in a different manner to test the level of knowledge on how the process would work if they were to receive requests in future. Accordingly, a significantly high number (49%) mentioned that they would not process requests due to language barriers.

*54% claimed that more guidance was required to handle information requests that touch on issues relating to ethics and other issues that they face when providing information to the public.*

# Knowledge on the consequences of violating the RTI Act

83% of the respondents claimed that Information and Designated officers could be penalized for their misdeeds. 95% of the officers stated that they had not personally faced any such consequence for violating the Act. Only 4% of the sample had previously faced such a situation.

A majority of the officers were aware of the appeals process. Accordingly, a majority of the officers acknowledged that the citizens have the right to appeal against decisions taken by both Information Officers and Designated Officers. The top instance in which a citizen is able to appeal against decisions taken by officers was claimed to be when the Information Officer (IO) or the Designated Officer (DO) refuses to provide the requested information.

## Follow up Action and Recommendations

Based on the survey findings elaborated in this report, the following recommendations and follow up actions are proposed:

- ◆ **Institutional Infrastructure:** a majority of the officers have said their work has become more time consuming because of the information officer role. In order to address this situation, **Information Units** can be set up over time in all public authorities with adequate infrastructure and support staff to facilitate the functions of the information officers. In addition, **a computerized process whereby information requests are fed to a portal** can be designed to create more efficiency and ease of conducting work duties. The Information Officers and Designated Officers could view each request through the portal and update as required.

The data also shows that only 20% have accessed the RTI Help Desk managed by the Ministry of Mass Media for support. **This confirms the need to strengthen the RTI Help Desk and connect it to all public authorities across Sri Lanka as a State-of the Art RTI Resource Centre.**

- ◆ **Online Information Disclosure:** Currently, many public institutions do not have their own organizational websites. **Promoting ICT infrastructure and capacity in all public authorities could be a priority area of intervention through** the Information and Communication Technology Agency (ICTA). Until such time that all levels of government are internet enabled, institutions at local level could be allowed to display the contact details of information officers and designated officers as well as the online form on the district and divisional secretariat office websites

Approximately 71% of officers interviewed believe that updating the institutional website is a futile exercise because a majority of the citizens **in their geographical areas do not have access to internet. In areas where internet penetration is low, initiatives must also be undertaken to enable large segments of the public to access information via convenient access points.** Information dissemination can also be done through a variety of methods, including notice boards, newspapers, radio and TV broadcasts.



- ◆ **Proactive Information Disclosure:** the data shows that a majority of the officers publish reports online only once a year. This requires more **comprehensive guidelines to be issued with regard to frequency and extent of information disclosure by organizations.**

When analyzing the data, it becomes evident that the highest number of information requests received related to land and property, and development projects. Promoting greater proactive information disclosure related to these areas would help to address the public demand for information in these areas, as well as reduce the number of individual requests to be tackled by government institutions. Publishing RTI requests that have already been provided would also reduce the workload. In this regard, **state actors could consider replicating the UNDP-supported pilot model on proactive disclosure, which has been tested in the Kotte Municipal Council and Ministry of Home Affairs.**

- ◆ **Promoting a culture of tri-linguism:** 95% of officers interviewed said their organizational reports are published on websites only in the Sinhala language. In addition, a significantly high number of officers (49%) who have not so far received any RTI requests, said that they are unlikely to process requests, if received in another language. **The data calls for specific interventions to be undertaken to implement the Official Languages Policy in all public authorities, if RTI is to become a reality for all citizens.**

**RTI Training:** 23% of the officers said they had not received any training on RTI and they believed it is because they were recently appointed to the information officer role. In addition, gaps with regard to existing knowledge also have been established particularly with regard to responding to requests and interpreting Section 5 Exceptions. This emphasises **the need to institutionalize RTI training in public authorities to ensure training happens in a continuous and sustainable manner.** In this regard, it would be advisable to make it **mandatory for Information/and Designated officers to follow the RTI Online Training Programme administered by SLIDA within the first month of assuming the information / designated officer role.**

**Compilation of RTI Commission Orders and wider dissemination would be useful in helping the officers understand how to interpret the RTI Act.** The officers' capacity to interpret Section 5 exceptions could also be strengthened by issuing **more comprehensive guidelines in interpreting Section 5 Exceptions under the RTI Act.**

In addition, **training workshops should be designed to give the officers hands on exposure to dealing with practical challenges associated with responding to information requests** so that officers have a thorough understanding and can deal with information requests much efficiently.

- ◆ **Public Education:** as seen from the data, the main reasons for not processing RTI requests received are because the requests are not being submitted to relevant organization and the requests contain insufficient information to process. Several other studies have also highlighted the lack of awareness among general public on the RTI Act. Hence, it's seen that the Act is not used to its full potential. This can be addressed by **taking steps to educate the public on the RTI Act, focusing particularly on informing the public of the information requesting process as well as the appeals process.**

Raising public awareness could be done through multiple channels such as print and electronic media, etc. In addition, it would be beneficial to **use the existing community-based organization (CBO) forums or set up new CBO forums at the local level to assist the public with preparation of RTI requests as well as galvanize interest and develop capacities of professionals such as lawyers to act as the interface between the state and the people during the RTI process.**

In order to help the public with information with regard to relevant public authorities, it is suggested **that an inventory of public authorities with their core functions be prepared and displayed on websites.**

- ◆ **RTI Monitoring:** respondents have also identified the importance of having a system in place to monitor the quality of work done and progress on RTI. It is suggested that **RTI Monitoring be institutionalized in the State sector over time.** In this regard, the multi-tiered monitoring framework proposed by UNDP could be useful in moving forward.

# Table of Contents

---

Chapter 1	13
<b>Background to the study</b>	13
1.1. Background	13
1.2. Target group	13
1.3. Study framework	13
1.4. Research methodology and sampling	14
1.5. Questionnaire design	16
1.6. Pre- testing	16
1.7. Data collection	17
1.8 Data processing analysis	18
1.9 Challenges faced	19
Chapter 2	20
<b>Characteristics of respondents</b>	20
Chapter 3	22
<b>Attitude towards and awareness of the RTI act</b>	22
3.1. Overall attitude and perception of officers towards the RTI Act	22
3.2. Support for the Right to information implementation process	24
3.3. Training on RTI	26
3.4. Changes in responsibilities and working style	26
3.5 Proactive disclosure and record management	28
3.6 Publishing of reports	29
3.7. Record maintenance	30

Chapter 4	31
4.1. Knowledge on the role of Information Officer and Designated Officer	31
4.2. Types of information requests received	32
4.3. Completeness of the information requests and processing of incomplete requests	33
4.4. How information requests are processed by Officers	37
4.5. Prescribing fees	38
4.6. Number of days taken to process information requests	39
4.7. Reasons for rejecting requests	39
4.8. Issues faced by Information Officers	42
4.9. Other Facilities and assistance required by Information Officers and Designated Officers	43
Chapter 5	45
<b>Knowledge of the consequences of violating the RTI Act</b>	45
5.1. Instances of violating the RTI Act	45
5.2. Disciplinary Action	46
5.3. Knowledge about the appeals process	47
Chapter 6	50
<b>Conclusions and recommendations</b>	51
6.1. RTI literacy in the public sector	51
6.2. Compliance with and Execution of the RTI Act	52

## List of Figures

---

Figure 1: Research Design	14
Figure 2: Seal of the officer as proof	18
Figure 3: Business card of the officer as proof	18
Figure 4: Type of officer	20
Figure 5: Time period worked as Information officer or designated officer	20
Figure 6: Position in the organization	21
Figure 7: Length of time worked for the organization	21
Figure 8: Overall attitude of the RTI Act	22
Figure 9: Overall attitude of RTI compared between types of officers	23
Figure 10: Availability of support mechanisms	24
Figure 11: Seeking advice on RTI	25
Figure 12: Change of work style	26
Figure 13: Compliance with RTI duties	27
Figure 14: Proactive disclosure	28
Figure 15: Perceptions of proactive disclosure	28
Figure 16: Publishing of reports	29
Figure 17: The language of the reports published	29
Figure 18: Record maintenance of those who received requests	30
Figure 19: Record maintenance of those who have not received requests	30
Figure 20: Appropriateness to ask for more details from citizens regarding requests	36
Figure 21: Qualitative approach to identify elements	37
Figure 22: Process followed by those officers who have received requests	38
Figure 23: Facilities required (those who received requests)	44
Figure 24: Instances of violating the RTI Act	45
Figure 25: Disciplinary action against officers	46
Figure 26: Officers being penalized for violating the RTI act	46
Figure 27: Consequences for disclosing information	46
Figure 28: Possibility of appealing against officers	47
Figure 29: The appeal process	49

## List of Tables

---

Table 1: Institutional universe considered for the study	14
Table 2: The qualitative sample	15
Table 3: The sample considered and achieved during the study	15
Table 4: The quantitative pre-test sample completed	17
Table 5: Seeking the support of seniors in the organization	25
Table 6: Training received	26
Table 7: Frequency of publishing reports	29
Table 8: The number of years records are maintained	30
Table 9: Role of Information Officers	31
Table 10: Role of Designated Officers	31
Table 11: Receipt of requests	32
Table 12: Number of requests received	32
Table 13: How requests were received	32
Table 14: Types of information requests received	33
Table 15: Completeness of requests	34
Table 16: Response to incomplete requests	34
Table 17: Reasons why requests were not processed	36
Table 18: Prescribing fees	38
Table 19: Number of days taken to process (those who received requests)	39
Table 20: Respondents who took more than 14 days	39
Table 21: Estimated days taken to process a request (those who did not receive requests)	39
Table 22: Previous experience in rejecting requests	40
Table 23: Possibility of rejecting requests (those who did not receive requests)	40
Table 24: Possibility of rejecting requests without making a record	40
Table 25: Reasons for rejecting requests	41
Table 26: Difficulties faced by Information Officers	42
Table 27: Instances of appealing against information officers	47
Table 28: Instances of appealing against designated officers	48
Table 29: Process of appealing for another	48

## Chapter 1

# Background to the study

---

### 1.1. Background

Sri Lanka enacted a Right to Information (RTI) law in 2016, after years of lobbying and advocacy by various stakeholders. The success of the RTI legal regime depends on the efficient and effective supply of information by public authorities as they are the main duty holders under the Act. The Act is applicable to public authorities at national, provincial and local levels. Wide responsibilities have been cast upon public authorities, which need to be individually or collectively discharged for the successful operationalization of the law. In effect, institutionalizing the standard of transparency in governance that is envisaged by the RTI Act requires a radical re-organization of the existing processes and practices as well as a reorientation of the culture to one of openness in the public administration system.

Against this background, the study aimed to capture the attitudes, level of RTI literacy as well as compliance with and execution of the RTI law across the public sector. The findings of the study are expected to contribute to generating a baseline of data relating to RTI implementation in the state sector which could facilitate monitoring of implementation of the RTI Act by relevant authorities and thereby contribute to improving RTI implementation over time.

### 1.2. Target group

Two target groups were identified for the survey

**Information Officers-** Individuals responsible for processing information requests of the general public, proactively disclosing information, maintaining records, preparing annual reports and developing action plans relating to RTI for the public authority

**Designated Officers-** Officers overseeing the information officer, who are responsible for RTI appeals at the first instance

### 1.3. Study framework

The Act is applicable to all state institutions at national, provincial and local levels. In addition, there are non-state institutions to which the RTI Act is applicable in terms of Section 43 of the RTI Act.

However, during an initial stakeholder meeting, a decision was taken to limit the survey scope to state owned public authorities due to resource and time constraints.

In addition, in view of the difficulties relating to access, all courts, tribunals and judicial authorities were also excluded from the study as they declined the offer to take part in the study. This is highlighted as a main limitation of the study.

The overall universe considered for the study included 1406 public authorities. The expanded list is depicted below.

**Table1: The institutional universe considered for the study**

<b>Institute</b>	<b>Universe Size</b>
National level ministries	52
Independent commissions	27
Universities and higher education institutes	28
National level departments	87
Corporations, boards and authorities	326
District secretary offices	25
Divisional secretary offices	326
Provincial departments	200
Local Government Authorities	335
<b>Total</b>	<b>1406</b>

In each institute, it was proposed that the Information Officer (IO) as well as the Designated Officer (DO) be interviewed.

Prior to the commencement of the study, an initial stakeholder meeting was held on 24th of January 2018 between UNDP, Kantar LMRB and key government stakeholders such as the RTI commission, the Ministry of Finance and Mass Media, Ministry of Public Administration, Ministry of Local Government and the Department of National Archives as well as a select key group of civil society activists .The objective of this meeting was to discuss the focus, scope and the methodology of the study in order to ensure, to the greatest extent possible, that the survey scope and deliverables are line with stakeholder expectations .

#### 1.4. Research methodology and sampling

The research was conducted using mainly a quantitative method where by a semi structured questionnaire was designed and translated by Kantar LMRB. As the RTI Act was established in the country recently, there was limited data available locally on the subject hence it was proposed to conduct a pre-qualitative phase to help design the questionnaire.

**Figure 1: Research Design**





## Methodology for initial qualitative phase

The pre-phase included 12 qualitative key informant interviews that were conducted to obtain a basic understanding of the current state of implementation of the Right to Information Act as well as the attitudes of the officials. These key informant interviews (KIIs) were conducted amongst a mix of Information Officers and Designated Officers within government institutions. This deep digging tool allowed Kantar LMRB to extract relevant attributes that aided the design of the quantitative questionnaire.

The sample of the qualitative phase is demonstrated below.

**Table2: The qualitative sample**

Area	Institute	Officer
Colombo	Western Provincial Council	IO
	Environmental Authority	IO Coordinator
	Timber Corporation	DO
	Road Development Authority	DO
	Human Rights Commission	IO
	Ministry of Health	IO
	Ministry of Home Affairs	IO
Kurunegala	Urban Council	IO & DO
Kandy	Urban Council	IO
	Education Ministry	IO & Coordinator
Galle	Bank of Ceylon	IO
	Southern Provincial Council	DO

The above sample was completed between 20th of February to 9th of March 2018.

## Methodology and sampling for quantitative survey

It was proposed that the quantitative survey be conducted among a sample of 400 officers in 200 institutions. The sample of 400 was arrived at as a statistically representative sample for individuals at a 95% confidence level with an error margin of 4.1%.

The total sample of 200 institutions was distributed across diverse types of institutions proportionate to their representation in the sample universe. This method was followed to ensure that any institute segment that had a higher number of authorities within it had a higher sample allocated to it. Due to challenges encountered (such as institutes rejecting to take part in the study, only one officer covering RTI related work in some institutes etc.) the study was actually conducted amongst 287 institutes.

**Table 3: The sample size considered and achieved during the study**

Institute type	Universe Size	% in universe	Allocated Sample Size	Actual Achieved Sample
National level ministries	52	4%	7	7
Independent commissions	27	2%	4	6
Universities and higher education institutes	28	2%	4	4
National level departments	87	6%	12	23
Corporations, boards and authorities	326	23%	46	24
District secretary offices	25	2%	4	8
Divisional secretary offices	326	23%	46	110
Provincial departments	200	14%	28	10
Local Government Authorities	335	24%	49	95
<b>Total</b>	<b>1406</b>		<b>200</b>	<b>287</b>

Once the sample for each institute type was finalized, the institutes to be covered in the study were selected randomly. At the first stage, a list was created with all individual institutes that fall within the institute category. Once the list was finalized, it was randomized based on excel formula and the required sample of institutes were selected randomly from the list. A higher sample was selected within each institute segment to substitute for rejections.

The approach of selecting institutes at random from the database, gave an equal opportunity to include all geographical areas and demographics alike. However, it did pose a limitation whereby minority segments had a lower chance of being represented in the study.

## 1.5. Questionnaire design

The questionnaire was developed by Kantar LMRB based on the guidance and technical input provided by the UNDP RTI Consultant and the Director General of the RTI Commission. The questions were categorized into three main sections.

- ◆ Part 1: Attitude and awareness levels of the RTI Act among information officers and Designated Officers
- ◆ Part 2: RTI implementation and process
- ◆ Part 3: Knowledge of the consequences of violating the RTI act

The questionnaire was initially prepared in English language and thereafter translated to the vernacular of Sinhalese and Tamil. The questionnaire translation was done by professional translators to Sinhala and Tamil languages. The back-translations were performed done by another professional translator who had not seen the original English version of the questionnaire.

## 1.6. Pre- testing

Pre- testing of the questionnaires was done after receiving the feedback and approval for the draft questionnaire by the UNDP. Initially 30 pilot interviews were planned across selected institutes in Kandy, Colombo and Jaffna districts. The pretest was conducted for a period of one month, between 29th March and 29th April 2018. The objective of the pilot was to understand any gaps in the questionnaire in terms of how questions were phrased/ translated and response options provided and to understand any possible challenges faced when administering the questionnaire.

A total of 15 institutes (5 from each district) were chosen randomly for interviewing information officers and designated officers. A total of 4 interviews were conducted in Colombo, 5 in Kandy and 2 in Jaffna as depicted below in details. The field teams faced a practical difficulty when connecting with Designated Officers due to their seniority and busy work schedules. Due to this reason, most of the scheduled interviews with Designated Officers could not be completed.

**Table4: The quantitative pre-test sample completed**

<b>Kandy</b>	<b>IO</b>	<b>DO</b>
Kandy District Secretary Office	0	0
The Department of Health Services Kandy	1	1
Department of Botanical Gardens	1	0
Kundasale Divisional Secretary Office	1	1
Nawalapitiya Urban Council	0	0
<b>Colombo</b>		
Ministry of Defense	1	1
Land Reform Commission	0	0
University of Sri Jayewardenepura	0	0
Department of Forests	1	0
Maharagama Divisional Secretary Office	1	0
<b>Jaffna</b>		
Nallur Divisional Secretary Office	0	0
Jaffna District Secretary Office	1	0
Palmyrah Development Board	1	0
Jaffna Municipal Council	0	0
Ministry of Education- North Provincial Council	0	0

The questionnaire was revised and finalized based on the input received from the pre-testing and the feedback and approval of the UNDP.

## 1.7. Data collection

Data collection for the main study was conducted between May to October 2018. Training of the field enumerators was conducted, where the enumerators were taken through the entire questionnaire, and a researcher explained the objective of each question and how to administer each question. The interviewers were requested not to provide any personal interpretation of the questions. After the briefing, the interviewers were requested to conduct mock interviews among themselves to familiarize themselves with the questionnaire.

The survey was conducted in 2 phases. During the first phase, a set of interviewers contacted the IOs of each selected organization. They introduced the survey and the objectives and requested for an appointment to meet the IO and DO. Another set of interviewers were assigned to conduct the pre-fixed interview at the scheduled date and time.

During field work, it was seen that due to the busy work schedules of the DOs, most of them were not available for the interview, even though an appointment was placed. Hence, it was decided to leave hardcopies of the questionnaire for the DO to fill in at his/her convenience. The interviewers collected the completed questionnaire at a later date. To ensure authenticity of the interview, it was requested to obtain the seal of the DO or their business card attached to the questionnaire. Examples of such business cards/ seals are depicted below.

Figure 2: Seal of the officer as proof

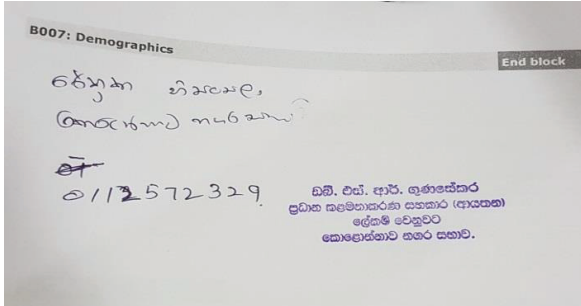


Figure 3: Business card of officer as proof



Thus, a mixed methodology was used to complete the total number of interviews. Accordingly, a total of 434 interviews were completed.

### 1.8 Data processing analysis

Data processing was conducted in-house and a team of data entry operators were used to enter the manual questionnaires into the online survey script.

100% checks for logic were fed into the survey script to minimize errors. Further, the script was incorporated with all necessary filtering and routing to enable speedy execution of the survey. The information entered into the SPSS program was analyzed using Quantum (Statistical programming languages & packages). Thereafter, an entry program was designed to generate excel tables through the SPSS data. The data was carried out by professional senior analysts under the supervision of the Head of Data Processing Department of Kantar.

The analyst of the project was provided with a pre-designed and discussed analysis plan for analysis of quantitative data for the initial data analysis.

Frequency distributions were used to describe most of the parameters which included knowledge and attitudes regarding the RTI Act and compliancy and implementation etc. The data was also disaggregated based on responses given by Information officers and Designated Officers.

## 1.9 Challenges faced

During field work, the following challenges were encountered by the field team:

- ◆ After scheduling interviews, some officers refused to take part in the interview on the scheduled day, due to busy work schedules.
- ◆ Some officers refused to take part in the study as the institute/ relevant officer had not being officially and personally informed about such a study. In this case, the letter provided by the Ministry of Public Administration was not considered sufficient.
- ◆ Many Information Officers were hesitant to face interviews and provide information without prior approval from their seniors
- ◆ Given the practical difficulty in meeting the officers at the pre-set appointment date, several repeat appointments had to be made and at times, hardcopies of the questionnaire had to be left to be collected on a later date.
- ◆ Several institutions had only one officer relevant for the role of RTI. That is, during the course of the research, it was found that not all institutes had a Designated Officer representing the organization.
- ◆ The telephone numbers available on the websites and those that were obtained from other sources such as the '1919 caller option' were at times found to be incorrect/ not in use/ busy etc. To rectify this situation, other institutes had to be randomly chosen in place of those institutes that could not be reached.
- ◆ In some institutes, the Information officers and Designated Officers did not work in the same premises which required field team to travel to several locations causing delays in data collection.

In view of the above challenges, the timeline had to be extended by several months in order to complete the required sample. At the end of September 2018, a total of 434 interviews had been completed.

## Chapter 2

# Characteristics of respondents

The survey was conducted among a total of 434 officers, i.e. 284 Information officers and 150 Designated Officers.

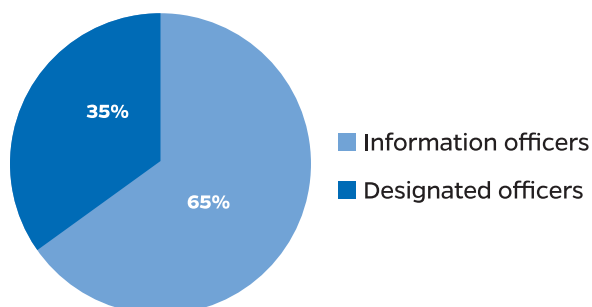
Most of the information officers (45%) were from middle management positions in the organization while Designated Officers were mostly (65%) from the senior management. 65% of the officers had worked as the Information/ Designated Officer for the respective organization for over a year while only 3% of the sample had been in the role for less than a month.

The survey also revealed that at an average, 2 information officers were assigned to RTI duties in each organization. The average number of years the officers had worked in the organization was 5 years.

**Figure 4: Type of officer**

### Type of Officers

Base: All Officers 434



**Figure 5: Time period worked as Information Officer or Designated Officer**

### How long the officer has worked for the organization as information/designated officer?

Base: All Officers 434

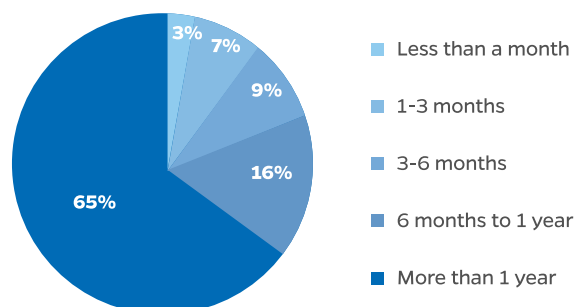


Figure 6: Position in the organization

## Position in the organization

Base: All Officers 434

■ Overall   ■ Information Officer   ■ Designated Officer

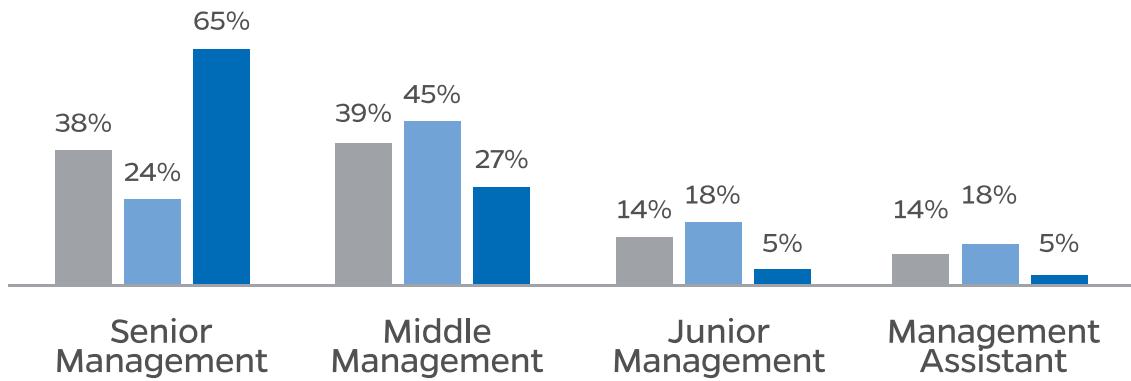


Figure 7: The numbers of years the officers have worked in the organization and number of officers in the organization

<b>Number of years worked in the organization</b>	
<b>Mean by Years</b>	4.77
<b>Number of Information Officers in the organization</b>	
<b>Mean</b>	2.34

## Chapter 3

# Attitude towards and awareness of the RTI act

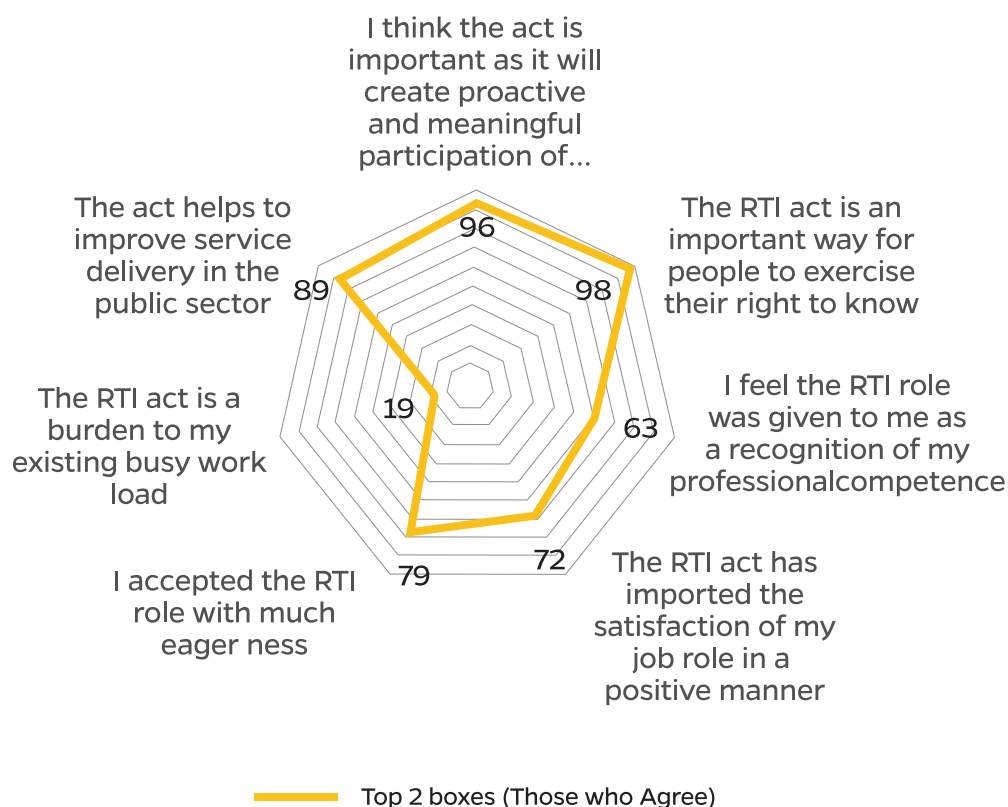
This section is focused on exploring the attitudes and opinions of the officers with regard to the Right to Information Act. It is also aimed at capturing the awareness level regarding the different components of the RTI Act.

### 3.1. Overall attitude and perception of officers towards the RTI Act

The officers were given a list of statements and were asked about the extent of their agreement or disagreement to each of the statements.

**At an overall level, the perception about the RTI Act was found to be positive.** 98% of the officers acknowledged that the Act was an important way for people to exercise their right to know while 96% thought the Act was important as it would create proactive and meaningful participation of the citizens in governance. 89% from the sample also thought the RTI Act helps improve the service delivery in the public sector.

Figure 8: Overall attitude on the RTI Act (Base: all officers who responded to the survey – 434)



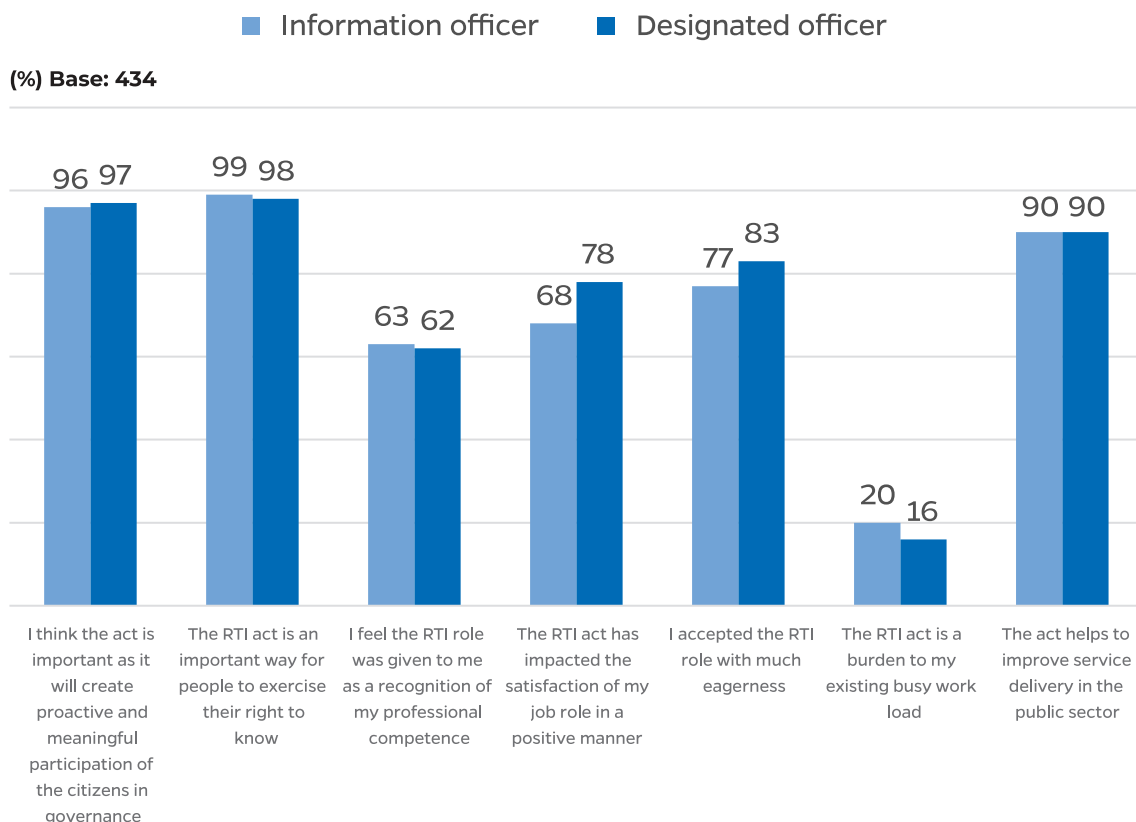


As seen in figure 9, significant variations were found with regard to the perception on how the RTI Act had impacted the level of job satisfaction of the two categories of officers. A higher number of Designated Officers (78%) stated that the RTI role has impacted the satisfaction of their job role in a positive manner compared to Information Officers (68%).

Further, a higher number of Information officers (20%) compared to Designated Officers (16%) have mentioned that the additional role has become a burden to their normal job functions.

### The overall attitude on the RTI Act compared across Information Officers and Designated Officers

Figure 9: Overall attitude of RTI compared between types of officers



### 3.2. Support for the Right to information implementation process

82% of the officers stated that there was a support mechanism in place to seek advice regarding the RTI Act. 83% of Information Officers mentioned that there was such a support system while 81% of Designated Officers interviewed agreed with the same

The top 3 institutes/ authorities that were mentioned as providing advice were the respective seniors in the organization (70%), the RTI Commission (63%) and the RTI Website (52%). This was compared across the types of officers and the results were similar. The only difference was that many Information Officers stated that their Designated Officers were among the top 3 when requesting for support. (See figure 11)

However, it was seen that even though the awareness on support available through the RTI Commission and the RTI website was high it was found that a majority of the officers (65%) had not in fact approached the RTI commission to obtain any support. Compared to Information officers, a higher number of Designated

Officers had approached the RTI commission. 89% out of those who had approached the RTI commission said they were satisfied with the support they received from the RTI Commission.

There were many officers that had also approached seniors in their organization for advice (71%). This result was skewed by information officers where 78% of Information Officers had approached their seniors for advice compared to 57% of designated officers.

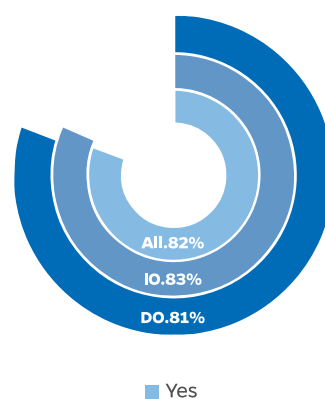
95% of those who had approached the seniors of the organization were satisfied with the support they received.

It was also seen that even though a higher number (52%) have mentioned that they can access the RTI website for support on RTI implementation only 26% of the officers had actually accessed the website for any support. Although the RTI Helpdesk managed by the Ministry of Mass Media was initiated as the main method of support for information and Designated Officers, at present the degree of approach outreach to the RTI helpdesk is 13% and is the lowest amongst all others.

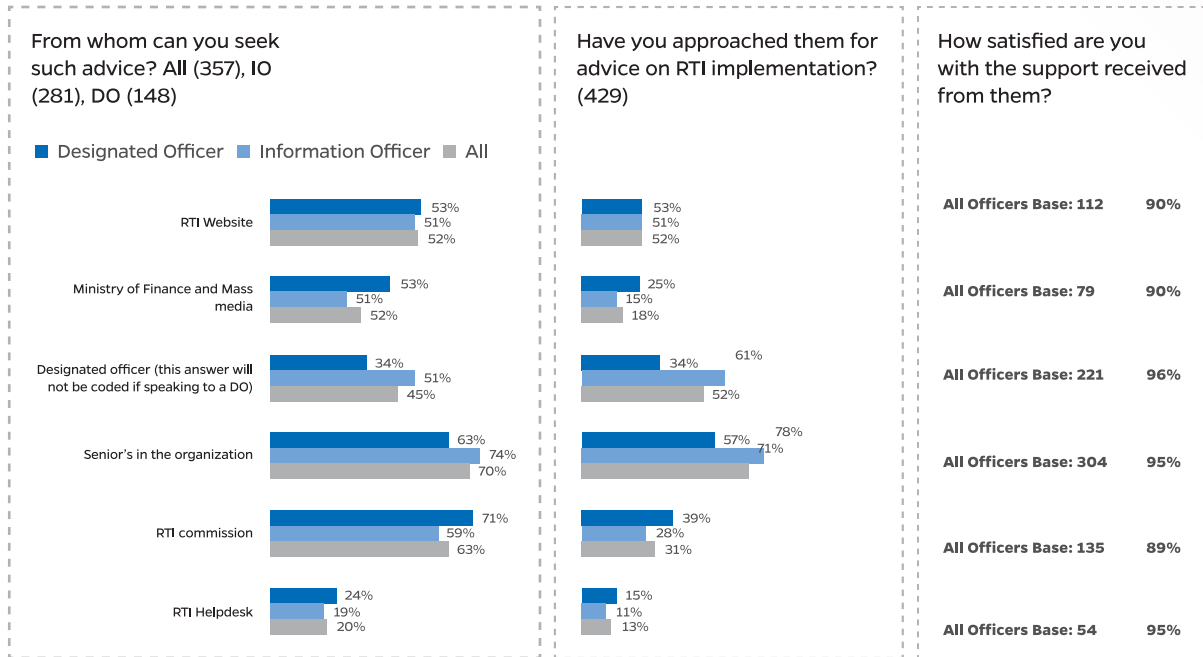
Q: Do you have a support mechanism to seek advice on the implementation of the RTI act?

Base: 434

Figure 10: Availability of support mechanisms



**Figure 11: Seeking advice on RTI (respondents who are aware of a support mechanism)**



**Table 5: Seeking the support of seniors in the organization (comparison between officer types)**

	Total	Information Officer	Designated Officer
<b>Base</b>	<b>429</b>	<b>281</b>	<b>148</b>
<b>Yes</b>	71%	78%	57%
<b>No</b>	25%	19%	38%

### 3.3. Training on RTI

80% of the interviewed officers had received training on the RTI Act. 78% of the Information Officers had received training while 22% had not received any training. Comparatively, 83% of designated officers had received training while 17% had not received such training.

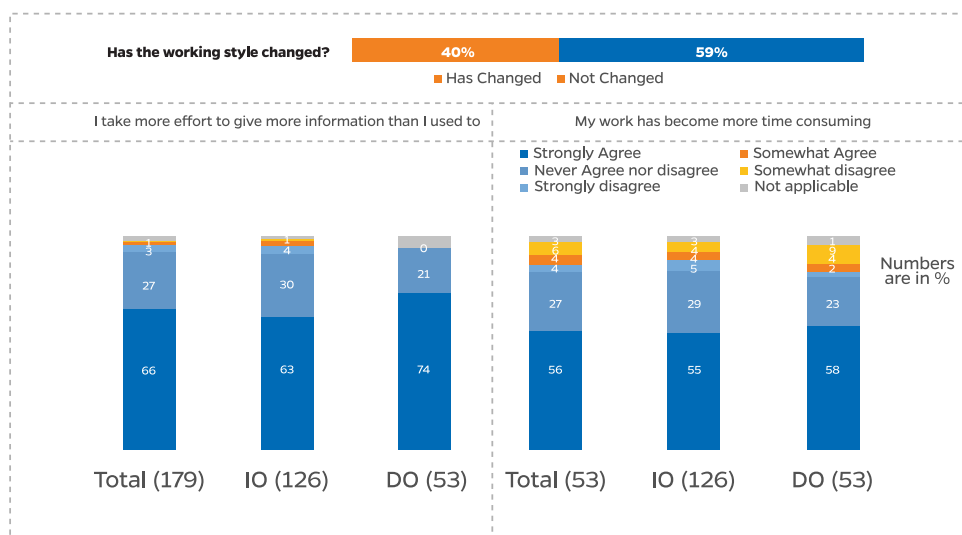
**Table 6: Training received**

	Total	Information officer	Designated officer
<b>Base</b>	<b>434</b>	<b>284</b>	<b>150</b>
<b>Yes, have received training</b>	80%	78%	83%
<b>No, have not received training</b>	20%	22%	17%

In general, those who had not received any training believed that they had not received training because they were appointed to the positions recently (36%). Another 28% said they were not sure why it was so. Those who did receive training had mostly received the training from *their respective departments* and from *the Ministry of Finance and Mass Media*. The same result was seen across both Information Officers and Designated Officers.

### 3.4. Changes in responsibilities and working style

**Figure 12: Change of work style**



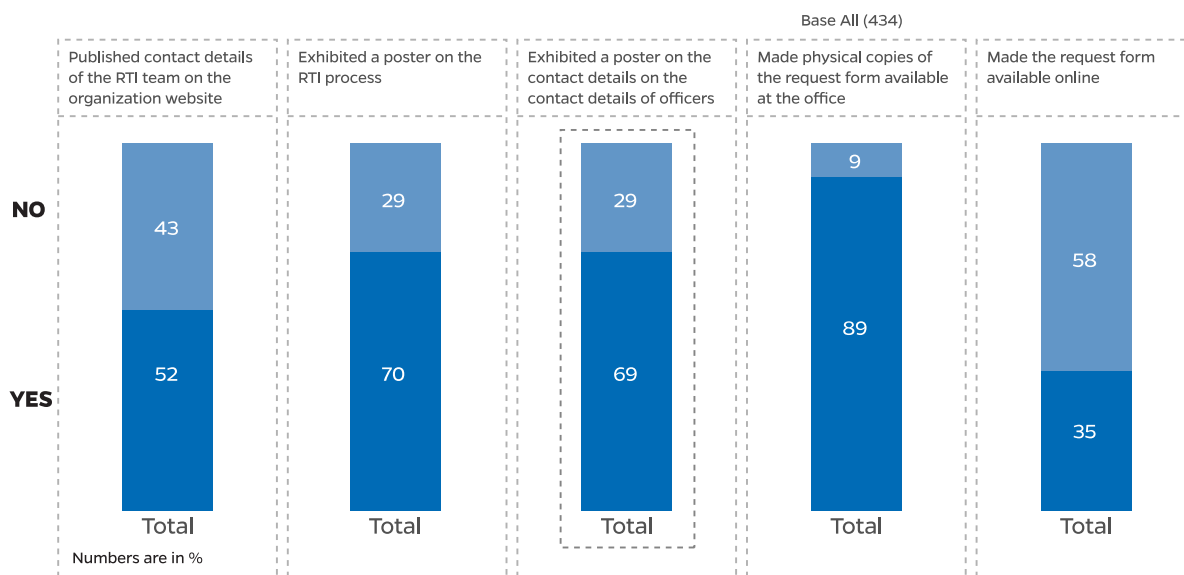
When asked about the changes in working style after the introduction of RTI, a majority (59%) of officers said there was no change while 40% of officers said their working style had changed. In order to explore more on how the working style had changed, a few statements were shown, and the respondents were asked to indicate the extent of their agreement or disagreement. 66% of the officers agreed that they now take greater effort to give information than they used to. At the same time, a majority, 56% also felt that their work has become more time consuming than before.

The officers were then given a list of duties to find out how their respective , organizations were in compliance with the RTI Act. The duties that were assessed in the survey were

- ◆ Publishing contact details of the RTI team on the organization website
- ◆ Exhibiting a poster on the RTI process
- ◆ Exhibiting a poster with the contact details of the information/ and designated officers
- ◆ Making physical copies of the RTI request form available at the office
- ◆ Making the RTI request form available online

The study revealed that most of the officers complied with duties such as *exhibiting posters on the RTI process (70%), exhibiting posters with the contact details of related officers (69%) and making physical copies of the request form available at the office (89%)*. Comparatively, *the duties relating to making the request form available online (35%) and publishing of contact details on the organizational website (52%)* scored poorly.

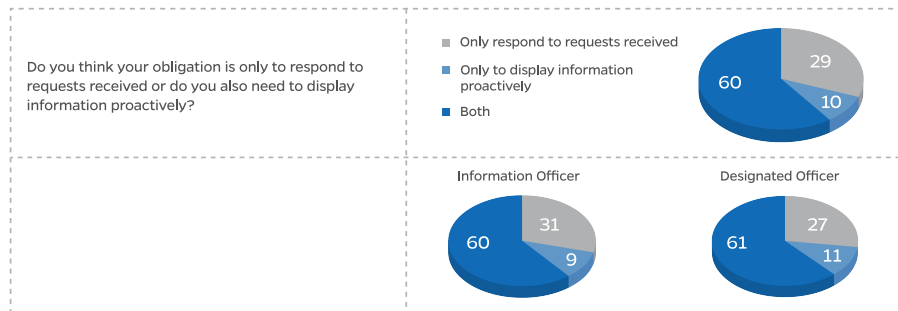
**Figure 13: Compliance with RTI duties**



### 3.5 Proactive disclosure and record management

Proactive disclosure of information was also one of the key areas that was assessed during the survey. Under this section, the main thing that was looked at was the officers' knowledge on responsibilities related to proactive disclosure. As such, it was seen that out of the 434 officers interviewed for the survey, 60% of the officers said it was their obligation to both respond to requests and display information proactively. No significant difference

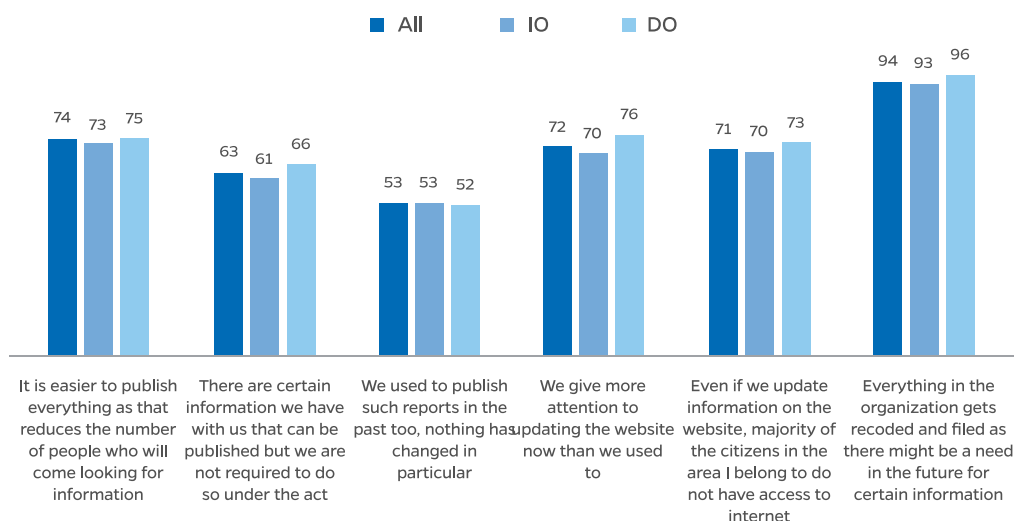
Figure 14: Proactive disclosure



53% believed that there has been no change from then to now as they used to publish such reports earlier as well. 94% said that all information in the organization was recorded as there might be a need for it in future. 74% of the respondents stated that it was much easier having to proactively disclose information as it reduced the number of people who requested information.

With regard to online disclosure, 72% have mentioned that *they give more attention now to updating their websites*. However, a similar number, 71% have also mentioned that *updating their website is a futile exercise because a majority of the citizens in the area do not have access to internet*.

Figure 15: Perceptions of proactive disclosure

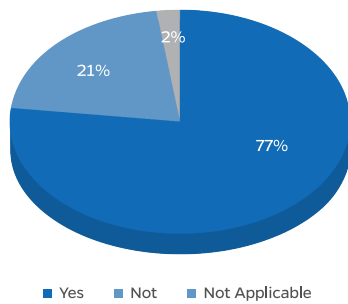


### 3.6 Publishing of reports

77% stated that their organization publishes reports with information to assist citizens to exercise their right to information meaningfully.

**Figure 16: Publishing of reports**

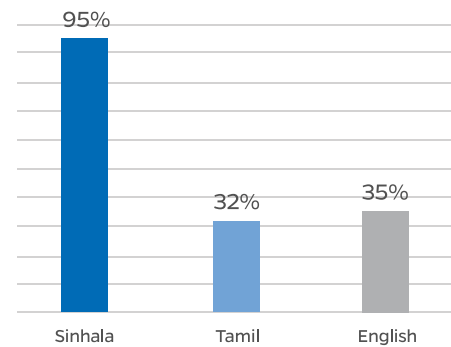
Q: Does your organization publish any reports with information to assist citizens to exercise their rights to information meaningfully? Eg. Of reports include progress reports of departments, statistics reports, Performance reports etc.?



Base: All Respondents 434

**Figure 17: The language of reports published**

Q: In what language are these reports published?



Base: Those who publish reports (336)

These reports are said to be published mainly in Sinhalese (95%) while 35% are usually published in English and 32% published in Tamil. (In some organisations the reports were published in multiple languages)

65% of the officers, both Information Officers and Designated Officers, publish their reports on an *annual basis*. Examples of the types of reports published were uncovered through the qualitative phase and some of them include: progress reports of departments, statistical reports, performance reports, etc.

**Table 7: Frequency of publishing reports**

	Total	Information officer	Designated officers
<b>Base</b>	<b>336</b>	<b>213</b>	<b>123</b>
<b>More than twice a year</b>	19%	17%	23%
<b>Twice a year</b>	7%	7%	7%
<b>Once a year</b>	65%	66%	62%
<b>Less than once a year</b>	4%	5%	3%
<b>Not applicable</b>	4%	4%	5%
<b>Don't know</b>	1%	1%	-

Q: How often do you publish such records?

### 3.7. Record maintenance

The study showed that records are *maintained in both manual and electronic formats*. While 36% of the sample said they maintain such records for 12 years, 21% said they maintain records for only 10 years only while 19% said they maintain such records for as many years as possible

**Figure 18: Record maintenance at the organization of all officers who received requests Base: 383**

Q: In what format do you maintain records?



The officers who did not receive requests claimed that the records in their organization are stored mostly using *both electronic and paper formats* (90%) and not in one particular format. 31% of the sample said they maintain such records for 10 years, 27% said they maintain records for 5 years only while 24 % said they maintain such records for many years as possible.

**Figure 19: Record maintenance at the organization of all officers who have not received requests Base: 51**

Q: In what format do you maintain records?



**Table 8: The numbers of years records are maintained**

All numbers are in %	Those who have received requests	Those who have not received requests
<b>Base</b>	<b>383</b>	<b>51</b>
<b>We don't maintain records</b>	<b>0</b>	<b>-</b>
<b>For 5 years only</b>	<b>13</b>	<b>27</b>
<b>For 10 years only</b>	<b>21</b>	<b>31</b>
<b>For 12 years only</b>	<b>36</b>	<b>8</b>
<b>For more than 12 years</b>	<b>9</b>	<b>4</b>
<b>I maintain them for as many years as possible (always)</b>	<b>19</b>	<b>24</b>
<b>Not applicable</b>	<b>1</b>	<b>2</b>
<b>Don't know</b>	<b>1</b>	<b>4</b>



## Chapter 4

### 4.1. Knowledge on the role of Information Officer and Designated Officer

The questionnaire captured the officers' understanding /and knowledge with regard to their main functions under the RTI Act. According to the officers, an Information Officers main role was highlighted as assisting citizens when submitting requests (85%). Apart from this, *obtaining and recording of requests received by the public* (79%) and *acting as an interface between the citizens and government* (70%) was mentioned by a majority of the Information Officers.

The Designated Officer's role was also seen as *an interface between the citizens and government* (73%). The DO role was also associated with *hearing appeals concerning decisions of the Information Officers and making decisions* (71%).

The following diagrams illustrate the answers in more detail.

#### Information Officers (284)

Table 9: Role of Information Officers

<b>Obtaining and recording of requests received by the public</b>	79%
<b>Assisting citizens when they submit requests</b>	85%
<b>Accepting/ Rejecting applications</b>	49%
<b>Acting a mediator between the citizens and government</b>	70%
<b>Answering the questions of the citizens</b>	65%
<b>Cataloging and indexing the information in the custody of the organization</b>	45%

#### Designated Officers (150)

Table 10: Role of Designated Officers

<b>To help assist citizens who are not satisfied with the decision made by the IO</b>	66%
<b>Hear appeals against decisions of the information officers and give a decision based on that</b>	71%
<b>Acting a mediator between the citizens and government</b>	73%
<b>Cataloging and indexing the information in the custody of the organization</b>	41%

Q: How would you best describe the role of an Information Officer/ Designated Officer?

## 4.2. Types of information requests received

88% of the officers interviewed said that they had received requests from the public. 12% of the officers interviewed said that they had not received any information requests from the public.

**Table 11: Receipt of requests**

	<b>Total</b>
<b>Base</b>	<b>434</b>
<b>Yes, received requests</b>	<b>88%</b>
<b>No, did not receive requests</b>	<b>12%</b>

An average of 18 requests have been received from the public since the officer assumed duties relating to RTI. These requests were mostly received by hand (70%), by post (64%) and verbally in person (29%). Apart from this, 10% had received requests by email and 6% by telephone.

**Table 12: Number of requests received**

	<b>Total</b>
<b>Base</b>	<b>383</b>
<b>Average number of requests received by an officer during his/her tenure as a RTI officer</b>	<b>18.18</b>

**Table 13: How requests were received**

	<b>Total</b>
<b>Base</b>	<b>383</b>
<b>Verbally in person</b>	<b>29%</b>
<b>By post</b>	<b>64%</b>
<b>By email</b>	<b>10%</b>
<b>By hand</b>	<b>70%</b>
<b>By telephone</b>	<b>6%</b>
<b>Other (specify)</b>	<b>1%</b>
<b>Not applicable</b>	<b>2%</b>

With respect to the requests received, requests regarding *land and property, and development projects*, constituted the largest categories of information requests. Information requests regarding *health issues and law making* were categories that received a minimum of information requests.

**Table 14: Types of information requests received**

<b>All numbers are in %</b>	<b>Total</b>
<b>Base</b>	<b>383</b>
<b>Regarding human resource management e.g. promotions, placements, appointments</b>	<b>25</b>
<b>Land and property</b>	<b>68</b>
<b>Procurements including tenders</b>	<b>19</b>
<b>Development projects</b>	<b>62</b>
<b>Education services e.g. school admissions, selection of principals, scholarships etc.</b>	<b>7</b>
<b>Health issues e.g. treatments given to patients, mother and child care, spreading of disease etc.</b>	<b>3</b>
<b>Environment e.g. protecting of forests, canals, garbage collection etc.</b>	<b>16</b>
<b>Law and order e.g. police matters, security, disappearances etc.</b>	<b>10</b>
<b>Internal administration of the organization e.g. organizational charts, board meetings, minutes</b>	<b>15</b>
<b>Law making</b>	<b>4</b>
<b>Social service and welfare e.g. funding for flood relief</b>	<b>21</b>
<b>Miscellaneous</b>	<b>38</b>
<b>Not applicable</b>	<b>3</b>
<b>Don't know</b>	<b>0</b>

### **4.3. Completeness of the information requests and processing of incomplete requests**

According to the officers interviewed, a majority of the information requests were complete and had all the required criteria. 44% of the officers said that 5 out of 5 requests received were complete and had all relevant details.

**Table 15: Completeness of requests (respondents were asked to estimate out of five requests how many on average were complete)**

<b>Q: How many requests were complete and had all the required criteria?</b>	<b>Total</b>
Base	383
All 5 requests	44%
4 out of 5 requests	19%
3 out of 5 requests	15%
2 out of 5 requests	6%
1 out of 5 requests	8%
None were in the correct format	3%
Not applicable	4%
Don't know	1%

In the case of incomplete requests - a majority of both officers who had received requests and had not received requests, mentioned that *they will assist the citizen to submit their requests correctly (87% / 69% respectively) or request the citizens to come back with a complete and clear request (25%/ 12%respectively).*

**Table 16: Response to incomplete requests**

<b>All numbers are in %</b>	<b>Those who received requests</b>	<b>Those who did not receive requests</b>
	<b>383</b>	<b>51</b>
<b>I will advise the citizen on how to submit the request correctly</b>	18	18
<b>I will assist the citizen to submit the correct request</b>	87	69
<b>I will tell the citizen to come back with a complete and clear request</b>	25	12
<b>I reject requests when they are incomplete/ do not have the required criteria</b>	6	2
<b>Other (specify)</b>	2	-
<b>Not applicable</b>	2	16
<b>Don't know</b>	1	2

Processing of requests is defined as the process of issuing a registration number and recording of the request in the system. If a request was not processed, it meant the Information Officer did not record the specific requests in the system and did not issue a corresponding registration number to the citizen applying for the information.

Out of **the officers who had received requests**, a majority (75%) claimed that there were not many instances where the requests were not processed. This response was the same among both Information Officers and Designated Officers.

The remaining 25%, who stated that there were instances where the requests were not processed, were asked the reasons for not processing information requests. The top two reasons given were that *the requests had insufficient information to process (25%) and they were not relevant to the organization concerned (39%)*. Other reasons that were highlighted were that *the requests were based on personal opinions, that they invaded the privacy of citizens, and that they were regarding agreements signed under confidentiality or information relating to medical records*.

To test the knowledge of **those who had not received requests**, they were given several instances and asked of the types of requests that cannot be processed. 65% of the respondents said that they would not process a request *if they were it was not relevant to the organization, and 61% of the sample claimed that they would not process verbally given requests as well as requests that posed a threat to defense and national security and those relating to international agreements signed under confidentiality*. A significantly high number (49%) mentioned that they would not process requests due to language barriers.

The below table below has been colour coordinated to depict possible reasons for which requests may not be being processed. The colour blue represents those reasons that are not covered by the RTI Act, while the colour green depicts those reasons that are covered by the RTI Act.

39% of those who received requests and 65% of those who did not receive requests said they would not process a request if they were not relevant to the organization. However, this is an area that needs to be addressed as this is not in line with the RTI Act. Likewise, 25% of those who received the requests and 29% of those who did not receive requests said that they would not process requests with insufficient information to process. If a request has insufficient information to be processed it should be the obligation of the information officer to rectify this and process the request. Submission to the wrong authority and language barriers had significantly higher scores than the rest amongst those who did not receive requests, although these are not covered as exemptions in the RTI Act.

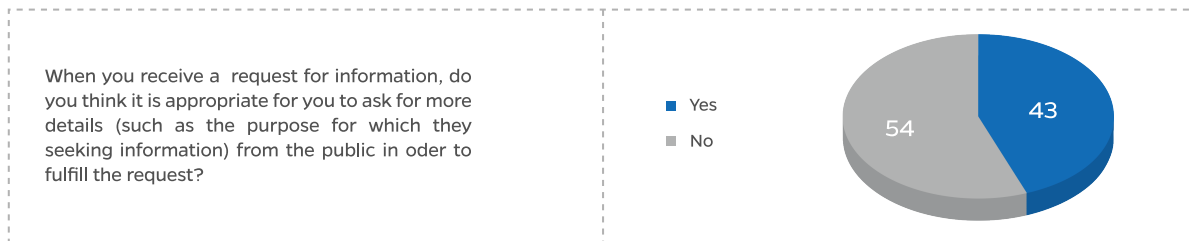
**Table 17: Reasons why requests were not processed**

All numbers are in %	Those who received requests (Base 93)	Those who did not receive requests (Base 51)
Those that are not relevant to my organization	39	65
Requests with insufficient information to process	25	29
Because of the type of request was for a personal opinion	19	-
When it invades the privacy of citizens	19	57
Submission to the wrong authority	17	33
Information that relates to the medical records of a third party	15	43
International agreements signed under confidentiality	12	61
Information supplied from a third party to a public authority	12	31
The information related to commercial, trade secrets or intellectual property	10	49
When questions are worded in such a way that answers cannot be provided for them	9	31
Information that will harm investigation or prosecution of offenders	9	57
Submission of wrong format	8	37
Requests that have ongoing inquiries	6	24
Verbally given requests	5	61
Requests that pose a threat to defense and national security	5	61
Information exchanged between a professional and a public authority and the law prohibits such disclosure	5	49
Language barriers	4	49
The request involved extreme harm to the economy	4	47
Not applicable	3	4
Information requests that are received over call/ telephone	2	37
Don't know	1	2

Only 43% thought it was appropriate to ask for more details from the public in order to fulfill the request (Figure 20)

**Figure 20: Appropriateness to ask for more details from citizens regarding requests submitted**

Base: All Respondents (434), Information Officers (284), Designated Officers (150)

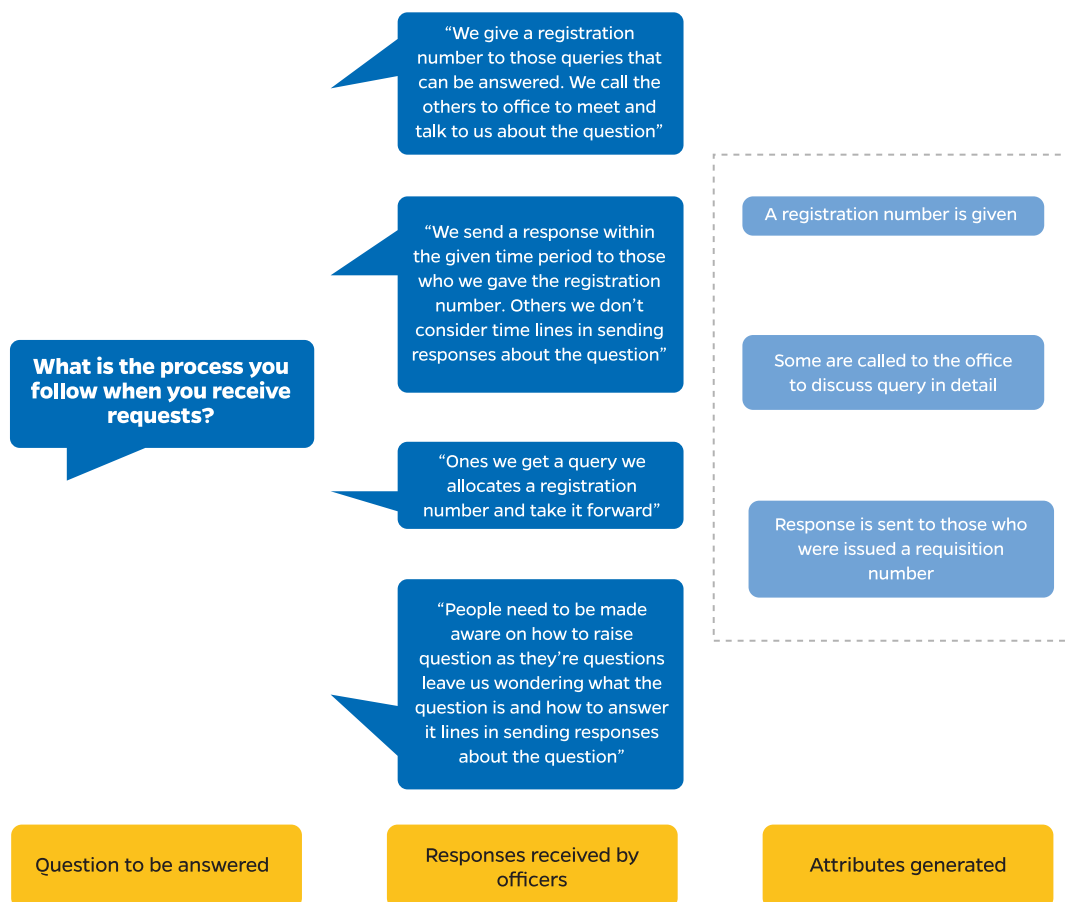


#### 4.4. How information requests are processed by Officers

During the qualitative in-depth discussions held with the Information Officers and Designated Officers covering their experiences and concerns with the implementation of the RTI Act, there were certain responses and concerns that were observed to be common across many. These concerns were analyzed and used to identify attributes that represented the majority of the Information officers and Designated Officers interviewed during the qualitative phase for the purpose of formulating the quantitative questionnaire.

At certain stages, Officers conveyed their experiences in different stages. The responses given by the officers differed depending on the role as well as the organization they were representing. Even though feedback given was varied in terms of negative/positive perception, degree of gravity and complication, the responses were elicited to represent the different perceptions of officers and fed into the quantitative questionnaire. E.g.: When adjusting the responses received in the qualitative discussion to the quantitative questionnaire, comments received by officers were broken into common phrases that represented a holistic idea of what was conveyed.

Figure 21: Qualitative approach to identify elements regarding process followed by officers



The Information Officers and Designated Officers were asked how information requests are processed. This was done through a pre-drafted list of processes which was generated through the qualitative phase. The officers were requested to read through the list and rank the steps followed by them when processing a request.

**Figure 22: Process followed by those officers who have received requests**

Base: 383



#### 4.5. Prescribing fees

93% of the officers said they prescribe fees based on *what is decided and gazetted by the RTI Commission*.

Of the officers who did not receive any information requests, 84% said they would prescribe fees based on *what is decided and gazetted by the RTI Commission*

**Table 18: Prescribing fees**

Base	Those who received requests (Base 383)	Those who did not receive requests (51)
I prescribe a fee based on what is decided and gazetted by the commission	93%	84%
I prescribe a fee based on the request followed by my own intuition	2%	-
I prescribe a fee based on the evident social class of the citizen	2%	-
Other (specify)	2%	-
Not applicable	4%	10%
Don't know	1%	6%



#### 4.6. Number of days taken to process information requests

On average, an officer took 10 days to process an information request. This can be considered a positive situation, as the RTI Act requires that all information requests should be processed within 14 days of receipt.

**Table 19: Number of days taken to process a request (by those who received requests)**

<b>Base: Those who received requests</b>	<b>240</b>
<b>Average number of the days taken to process an information request</b>	<b>10.01</b>

**Table 20: Respondents who took more than 14 days**

<b>Base: Those who received requests</b>	<b>240</b>
<b>Number of respondents who took more than 14 days to process</b>	<b>5</b>

Around 2% of officers took 2 days in excess of the stipulated 14 days to process requests. On average, the officers who had not yet received requests said that they would take up to 9 days to process a request. This is a positive finding with regard to their knowledge.

**Table 21: Number of days to process a request (those who did not receive requests)**

<b>Base: Those who did not receive requests</b>	<b>37</b>
<b>Mean of the days to process an information request</b>	<b>9.46</b>

#### 4.7. Reasons for rejecting requests

Processing of requests, as explained earlier was defined as the process of issuing a registration number and recording of the request in the system. If a request was not processed, it means the information officer did not record the specific requests in the system and did not issue a corresponding registration number to the citizen applying for the information. Rejection of a request on the other hand, refers to a situation where the information officer records the specific request in the system and issues a corresponding registration number to the citizen applying for the information, but upon review of the request, refuses to share the relevant information requested.

Only 36% out of those who received requests stated that there have been instances when they had to reject requests.

**Table 22: Previous experience in rejecting requests**

	<b>Total</b>	<b>Information officer</b>	<b>Designated officer/Head of department</b>
<b>Base</b>	<b>383</b>	<b>255</b>	<b>128</b>
<b>Yes</b>	36%	35%	38%
<b>No</b>	62%	64%	60%
<b>Not applicable</b>	2%	1%	2%

The respondents who did not have any experience with processing requests were asked if it is possible to reject requests and 53% claimed it is possible to do so.

84% of those who had not received requests said it is not possible to reject requests without making a record of them

**Table 23: Possibility of rejecting requests (Responded by those who did not receive requests)**

	<b>Total</b>
<b>Base</b>	<b>51</b>
<b>Yes</b>	<b>53%</b>
<b>No</b>	<b>39%</b>
<b>Not applicable</b>	<b>8%</b>
<b>Don't know</b>	<b>53%</b>

**Table 24: Possibility of rejecting requests without making a record (responded by those who did not receive requests)**

	<b>Total</b>
<b>Base</b>	<b>51</b>
<b>Yes</b>	<b>8%</b>
<b>No</b>	<b>84%</b>
<b>Not applicable</b>	<b>8%</b>

The top 3 reasons for rejecting requests given by those who received requests were highlighted as: requests were not relevant to the respective organization (46%), *requested information would invade the privacy of other citizens* (40%), and *because the type of information requested for was for a personal opinion* (25%).

The respondents who did not have any experience with processing requests were asked if it is possible to reject requests and 53% claimed it is possible to do so.

According to them, the top 3 possible reasons to reject a request would be; if requests pose a threat to defense and national security (85%), relate to international agreements signed under confidentiality (78%), and when the requested information would invade the privacy of citizens (70%).

84% of those who had not received requests said it is not possible to reject requests without making a record of the requests.

**Table 25: Reasons for rejecting request**

All numbers are in %	Those who have received requests (Base 138)	Those who have not received requests (Base 27)
Requests for obtaining personal opinions	25	67
When questions are worded in such a way that answers cannot be provided for them	24	41
for requests that have ongoing inquiries	14	52
When it invades the privacy of citizens	40	70
Requests that pose a threat to defense and national security	17	85
International agreements signed under confidentiality	22	78
Requests involving extreme harm to the economy	8	63
The information related to commercial, trade secrets or intellectual property	11	63
Information that relates to the medical records of a third party	13	52
Information exchanged between a professional and a public authority and the law prohibits such disclosure	13	63
Information that will harm investigation or prosecution of offenders	17	67
Information supplied from a third party to a public authority	19	30
Information is available with the public authority	7	22
Information requests that are received over call/ telephone	9	41
Those that are not relevant to my organization	46	63
Not applicable	5	-
Don't know	1	-

## 4.8. Issues faced by Information Officers

The respondents also highlighted difficulties that they faced whilst performing their duties as Information Officers.

57% of the respondents said their greatest difficulty was that the *public is not aware of the types of information that can be sought through the RTI Act*. 26% also mentioned that *there is a lack of guidance when deciding what type of information can be shared and what cannot be shared*.

Respondents who had not received requests also highlighted difficulties they anticipated in dealing with requests. 47% of the respondents said the greatest difficulty expected they could anticipate is that the public was not informed enough on how to use the RTI Act. 43% stated that *there is a need for detailed guidelines on interpreting exemptions*.

**Table 26: Difficulties faced by Information Officers**

All numbers are in %	Those who have received requests (Base 383)	Those who have not received requests (Base 51)
The need for a detailed guideline that helps me decide which information can be given and which information cannot be given	26	43
Instances where I might have to give private information knowing that it will be used to cause discomfort to the relevant party	22	16
Difficulties in handling the public	14	14
Personal threats made to get information cannot be obtained	4	6
The RTI role needs to be given importance and therefore the task of delegating my usual work to others	10	8
The general public assuming that we need to be available every time they are free	14	10
When the information requested is used to create problems and interfere and disrupt ongoing projects	8	12
When the general public are not informed enough about how to use the information act	54	47
When the general public are not made aware of what type of information can be sought and what cannot	57	43
When citizens who come to make requests humiliate us in front of others by scolding us for the problems they face	5	14
I think a person with more authority in the organization is fitted for the information officer role because what happens is that I do not have enough authority to take action as I want to	9	4
The seniors in the organization see me asking questions as a burden	3	6
I am in charge of even the designated officer's duties too	12	14
I had to put everything away for this post	1	2
No one else has a responsibility towards a timeframe	5	6
The departments have their own needs which need to be protected and this is not covered by the act, the act only covers points to safeguard the government. It should be more specific institute wise	11	8
No difficulties faced	15	16
Not applicable	4	8
Don't know	0	2

#### 4.9. Other Facilities and assistance required by Information Officers and Designated Officers

During the qualitative discussions a common theme that emerged was the need to create more awareness and educate both officers as well as general public about the implementation of the act.

Many officers were concerned about the parameters of information that should actually be available to the public, and the level of information that was requested. The officers raised the concern that many requests were with regards to petty personal conflicts. Ethical concerns were raised by the officers with regard to disclosing certain information that could be detrimental to the personal lives of individuals of the general public.

In instances where personal ethics were questioned, it was the strong will and firm stand of the IO or DO in charge that mostly resulted in the final judgement on whether the requested information should be disclosed:

*“In these instances, what I do is send the reply to the requestor saying that the information cannot be provided under these and these circumstances; if they want they can appeal to the higher authority, then I can go ahead with the decision they give me, but if I feel like it shouldn't be disclosed, I say so (DO)”*

There was also an instance where a DO had to refuse to provide information due to the knowledge that the information was being requested in order to tarnish the name of a colleague:

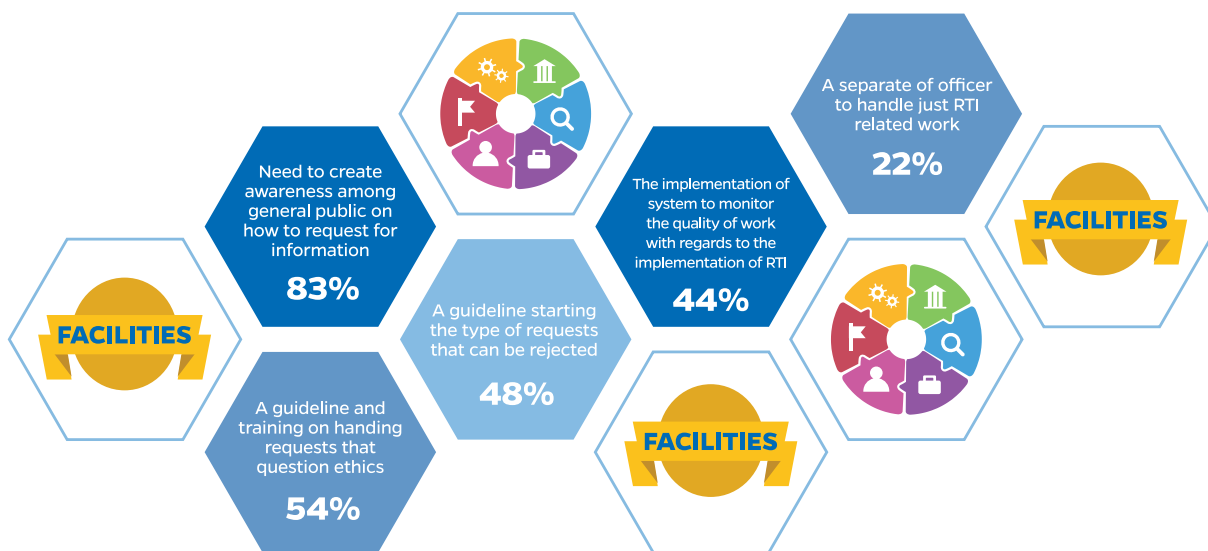
*“As a woman I understand the situation of another woman, and I clearly know why someone would be requesting for information regarding working schedules and such of an officer; I spoke to my senior as well, and we came to the decision not to provide such information, and as a result I am still getting threatening calls. I have informed the necessary parties of the situation, but the anonymity of the requestor has made the other party feel that they have some power over us...(IO)”*

This and other such situations could be observed as being situations commonly faced by those holding the responsibility of providing information to the public. This led the suggestion that it would be better if the general public was made more aware of the RTI Act in general as well as its scope and limitations.

In the quantitative survey, 83% of the officers said the level of public awareness needs to be increased on how to request for information. 54% claimed that a guideline was required to handle difficult requests pertaining to ethics. 44% also stated that they require a system to monitor the quality of work done for RTI.

Figure 23: Facilities required (those who received requests)

Base: 383



## Chapter 5

# Knowledge of the consequences of violating the RTI Act

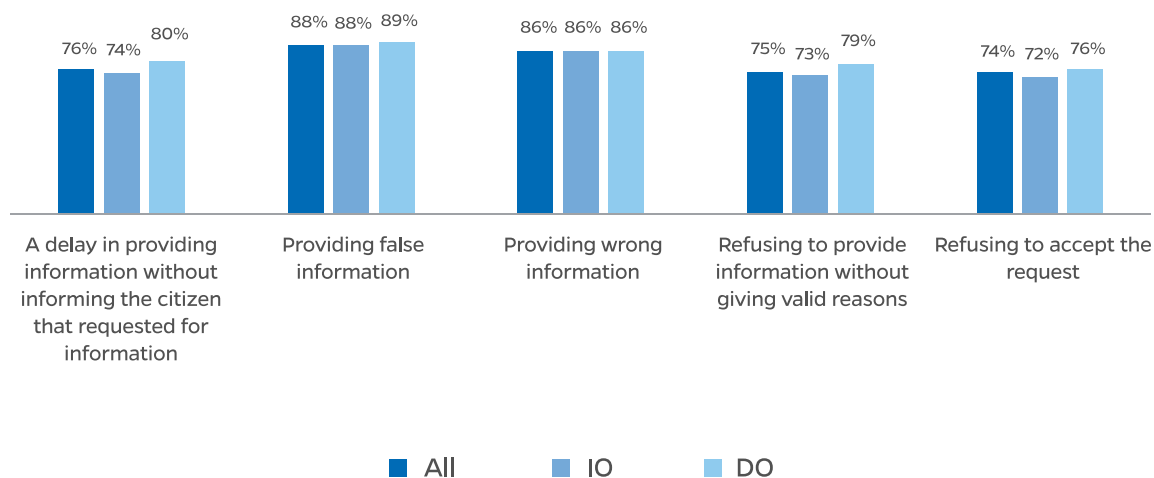
### 5.1. Instances of violating the RTI Act

The officers' knowledge was assessed with regard to the consequences of violating the RTI Act. Several instances were read out to the respondents and they were asked to select the instances they consider a violation of the RTI Act.

- ◆ A delay in providing information without informing the citizen who requested for information
- ◆ Providing false information
- ◆ Providing wrong information
- ◆ Refusing to provide information without giving valid reasons
- ◆ Refusing to accept the request

It was seen that a majority thought that all instances above constitute a violation. However, providing false/ and/or wrong information were considered the most serious. No significant difference in knowledge was seen amongst the Information Officers and Designated Officers within this regard.

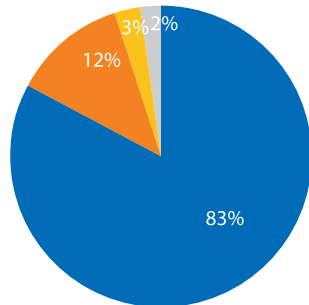
**Figure 24: Instances of violating the RTI Act**



## 5.2. Disciplinary Action

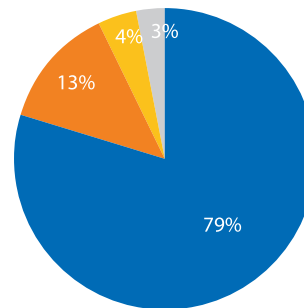
**Figure 25: Disciplinary action against officers**

Q: Can disciplinary action be taken against information officers?



■ Yes  
■ No

Q: Can disciplinary action be taken against Designated officers?



■ Yes  
■ No

Base: 434

The officers were asked if it was possible to take disciplinary action against Information Officers and/or Designated Officers for not abiding by the RTI Act. The officers' awareness on possible disciplinary actions and whether it can be taken against both Information Officers and Designated Officers was also looked at.

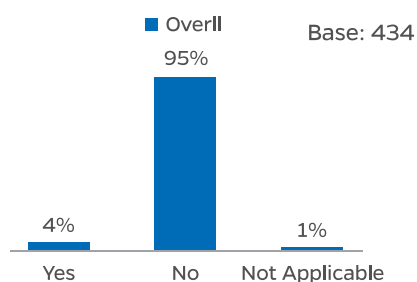
83% of the respondents claimed that Information Officers could be penalized for their misdeeds. Only 79% said that Designated Officers could also face the same consequences.

95% of the officers stated that they did not personally face any such case, while 4% of the sample had previously faced such a case. 53% of the sample thought that officers can be punished for disclosing information at times.

However, it was interesting to see note that 47% of the sample was of the opinion that there was no consequence of for giving out information that should not be given.

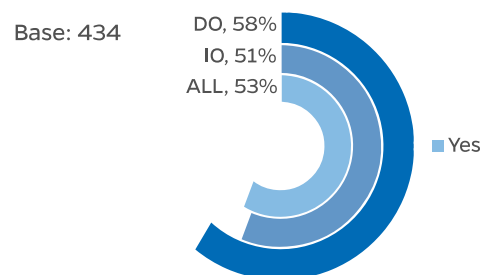
**Figure 26: Officers being penalized for violating the RTI act**    **Figure 27: Consequences for disclosing information**

Q: Have you or any other member in your organization being penalized for violating the RTI Act



Base: 434

Q: Can an officer be subject to punishment for disclosing information



Base: 434



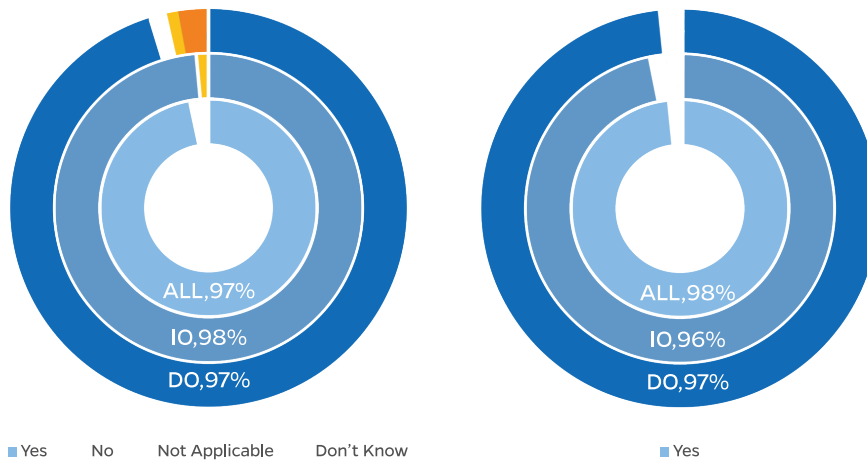
### 5.3. Knowledge about the appeals process

According to majority of the officers, citizens have the right to appeal against decisions taken by both Information Officers and Designated Officers. 97% of the officers at an overall level claimed that citizens have the right to appeal against decisions taken by the Information Officers while 96% of the officers at an overall level claimed likewise for the Designated Officer’s decisions.

**Figure 28: Possibility of appealing against officers**

Q: Does a citizen have the right to appeal against a decision taken by an information officer?

Q: Does a citizen have the right to appeal against a decision taken by a Designated officer?



Base: 434

The top instance in which a citizen is able to appeal against decisions taken by officers was claimed to be **when the IO or the DO refuses to give information (90% at an overall level)**. Apart from this, all other instances highlighted were also significantly scored.

**Table 27: Instances of appealing against Information Officers**

	All officers who mentioned that a citizen can appeal against a decision	Information officers who mentioned that a citizen can appeal against a decision	Designated Officers who mentioned that a citizen can appeal against a decision
<b>All numbers are in %</b>			
Base	189	129	60
If the citizen is unsatisfied with the answers provided by the IO	87	89	83
If IO refuses to give information	90	92	87
If IO delays providing information	83	83	83
Not applicable	3	2	5
Don't know	1	0	3

**Table 28: Instances of appealing against Designated Officers**

	<b>All officers who mentioned that a citizen can appeal against a decision</b>	<b>Information officers who mentioned that a citizen can appeal against a decision</b>	<b>Designated Officers who mentioned that a citizen can appeal against a decision</b>
<b>All numbers are in %</b>			
Base	<b>189</b>	<b>129</b>	<b>60</b>
If the citizen is unsatisfied with the answers provided by the DO	81	77	87
If DO refuses to give information	<b>86</b>	<b>83</b>	<b>91</b>
If DO delays providing information	76	73	81
Not applicable	6	8	3
Don't know	3	4	2

**Table 29: Process of appealing for another**

**Q: Can a citizen get another person to appeal on his behalf?**

	Total	Information Officer	Designated Officer
Base	434	284	150
Yes, if the other citizen is duly authorized in writing by the aggrieved party	45%	44%	<b>47%</b>
Yes, at all times	45%	9%	9%
No, at all times	<b>46%</b>	<b>47%</b>	45%

Base: 434

The percentage of officers who thought that another citizen can appeal on behalf of someone else, if the other citizen is duly authorized in writing by the aggrieved party, were almost equal to those who did not think so.

Information Officers agreed mostly on the latter, while more Designated Officers thought it was possible to appeal on behalf of another.

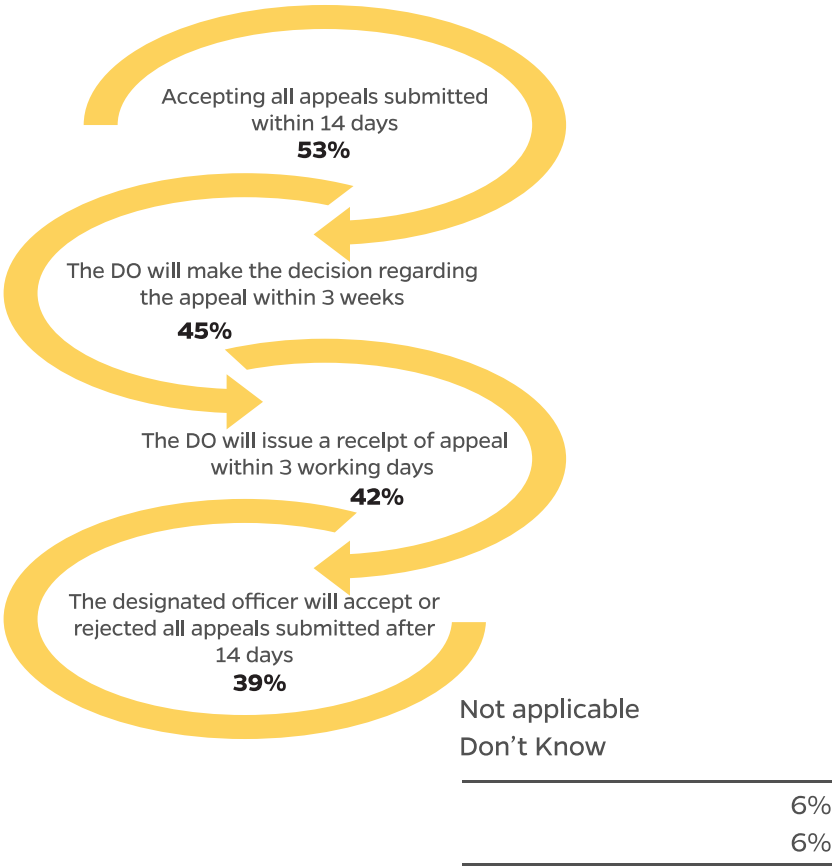
Each respondent was asked what they thought was the correct appeals process once an appeal is received by the designated officer. 53% said the first step is to accept all appeals submitted within 14 days. It is seen that most emphasis in the appeal process is given to this step in contrast to the other steps mentioned.

According to 45%, the second step follows where the DO will make the decision regarding the appeal within 3 weeks. 42% claimed the next step is to issue a receipt of appeal within 3 working days, and 39% said the Designated Officer will then accept or reject the appeal within 14 days. This step has been given the least prominence by Information and Designated Officers.

Base: 434

**What is the appealing process followed if the appeal is sent to the Designated officer?**

Figure 29: the appeal process



## Chapter 6

# Conclusions and recommendations

---

The survey on RTI implementation in the state sector was conducted with the objective of obtaining an overall understanding of the level of implementation of the RTI Act in the state sector, as well as to generate a baseline of data relating to RTI Implementation in the State sector following the first year of full operationalization of the Act. These baselines could contribute to setting targets in a RTI Monitoring Framework. It is hoped that the data will contribute to improving RTI implementation over time.

The survey covered a sample of 434 officers in 287 government institutions at a 95% confidence level and 5% margin of error. The institutes were chosen randomly across a universe of 1,406 institutes, excluding judicial authorities and tribunals. Data collection was done using mainly quantitative methods, where by a semi structured questionnaire was designed and administered. The study aimed to capture attitudes, level of RTI literacy as well as compliance with and execution of the RTI law across the public sector.

## 6.1. RTI literacy in the public sector

The overall perception about the RTI Act among Information Officers and Designated Officers was found to be positive. When comparing across information officers and designated officers, significant disparities were found with regard to their perception of the RTI Act, particularly in respect of their satisfaction with their job role. A higher number of Designated Officers believed that their satisfaction with their job had increased due to the Information Officer role being given to them. However, in contrast, when compared with Designated Officers, a higher number of Information Officers mentioned that their additional role on RTI had become a burden to their usual work. During the study, it was found that whilst some organizations have information coordinators within the department for RTI related work, others did not. In some institutes, there was only one officer to perform the RTI related functions.

**Recommendations:** *In order to address this situation, Information Units can be set up over time in all public authorities, with adequate infrastructure and support staff to facilitate the functions of the Information Officers. In addition, a computerized process whereby information requests are fed to a portal can be designed to create more efficiency and ease of conducting work carrying out duties. The Information Officers and Designated Officers could view each request through the portal and update as required.*

The data also shows that only 20 % have accessed the RTI Help Desk managed by the Ministry of Mass Media for support. *This confirms the need to strengthen the RTI Help Desk and connect it to all public authorities across Sri Lanka as a State-of - the - art RTI Resource Centre.*

The study revealed that most of the organizations covered in the survey claim to comply with the relevant duties stipulated under the RTI Act. The tasks of making of physical copies available online and publishing contact details on the organizational websites scored poorly compared to other tasks.

**Recommendation:** Currently, many public institutions do not have their own organizational websites. Promoting ICT infrastructure and capacity in all public authorities could be a priority area of intervention through the Information and Communication Technology Agency (ICTA). Until such time that all levels of government are internet enabled, institutions at local level could be allowed to display the contact details of information officers and designated officers as well as the online form on the district and divisional secretariat office websites

Approximately 71% of officers interviewed believe that updating the institutional website is a futile exercise because a majority of the citizens in their geographical areas do not have access to internet. In areas where internet penetration is low, initiatives must also be undertaken to enable large segments of the public to access information via convenient access points. Information dissemination can also be done through a variety of methods, including notice boards, newspapers, radio and TV broadcasts.

## 6.2. Compliance with and Execution of the RTI Act

23% of the officers said they had not received any training on RTI and they believed it was because they were recently appointed to the Information Officer role. In addition, gaps with regard to existing knowledge also have been established - particularly with regard to responding to requests, interpreting Section 5 exceptions, and penalties under the RTI Act (for example 58% of the sample thought that officers can be punished for disclosing information at times).

**Recommendations:** there is a need to institutionalize RTI training in public authorities to ensure training happens in a continuous and sustainable manner. In this regard, it would be advisable to make it mandatory for Information Officers and/or Designated Officers to follow the RTI Online Training Programme administered by SLIDA within the first month of assuming the Information / Designated Officer role.

Compilation of RTI Commission Orders and wider dissemination would be useful in helping the officers understand how to interpret the RTI Act. The officers' capacity to interpret Section 5 exceptions could also be strengthened by issuing more comprehensive guidelines relating to interpreting Section 5 exceptions under the RTI Act.

In addition, training workshops should be designed to give the officers hands on exposure in dealing with practical challenges associated with responding to information requests so that officers have a thorough understanding and can deal with information requests more efficiently.

The data also shows that a majority of the officers publish reports online only once a year. Furthermore, when analyzing the data, it becomes evident that the highest number of information requests received relate to land and property, and development projects

**Recommendations:** More comprehensive guidelines need to be issued with regard to the frequency and extent of information disclosure by organizations.

*Additionally, it's necessary to promote greater proactive information disclosure relating to priority areas such as land and property, and development projects, which would help address the public demand for information in these areas. In this regard, state actors could consider replicating the UNDP-supported pilot model on proactive disclosure, which has been tested in the Kotte Municipal Council and Ministry of Home Affairs.*

*The data calls for specific interventions to be undertaken to implement the Official Languages Policy in all public authorities, if RTI is to become a reality for all citizens.*

As seen from the data, the main reasons for not processing RTI requests received were because the requests had not been submitted to the relevant organization, and because the requests contained insufficient information to be processed. Several other studies have also highlighted the lack of awareness among the general public on the RTI process. Hence, the Act is seen to be not used to its full potential.

**Recommendations:** *take steps to educate the public on the RTI Act, focusing particularly on the practical use of the Act, information requesting process, as well as the appeals process. It is suggested that a variety of communication channels be used, in addition to electronic and print media, such as RTI clinics, mobile theatre etc. and that such communication campaigns be initiated at Grama Niladari level to ensure widest outreach.*

*In addition, it would be beneficial to use existing CBO forums or set up CBO forums at the local level to assist the public with preparation of RTI requests, as well as to galvanize the interest and develop capacities of professionals such as lawyers to act as the interface between the state and the people during the RTI process.*

*In order to help the public with information with regard to relevant public authorities, it is suggested that an inventory of public authorities with their core functions be prepared and displayed on websites*

**Annexure: The Survey Sample**

<b>Name of the Institute</b>	<b>Type of Institute</b>
Provincial Income and Expense Department, Ratnapura	Provincial Department
Provincial Department, Nagoda, Galle	Provincial Department
Water Resources Board	Corporations, Boards and Authority
District Secretariat, Gampaha	District Secretariat Office
Ayurvedic Waidya Sabhawa, Provincial Department	Provincial Department
Ayurvedic Waidya Sabhawa, Provincial Department	Provincial Department
Department of Govt. Information	National Level Department
Valikamam South Pradeshiya Sabhawa	Local Authority
ISB Services Limited	Corporations, Boards and Authority
Malaria Office, Ratnapura	Provincial Department
Department of National Physical Planning	National Level Department
Sri Lanka Telecom	Corporations, boards and Authority
Ministry of National Integration & Reconciliation	National Level Ministry
Ministry of National Language and Social Integration	National Level Ministry
Ministry of Health	National Level Ministry
Department of Archeology	National Level Department
Fisheries and Aquatic Resources Ministry	National Level Ministry
Local Government Office, Monaragala	Local Authority
Sri Lanka Institute of Textile and Apparel Ratmalana	Universities and Higher Education Institute



National Film Corporation of Sri Lanka	Corporations, Boards and Authority
Ministry of National Dialogue	National Level Ministry
Ministry of Social Empowerment and Welfare	National Level Ministry
Sri Lanka Cashew Corporation	Corporations, Boards and Authority
Sri Lanka Social Security Board	Corporations, Boards and Authority
Sri Lanka Social Security Board	Corporations, Boards and Authority
Development Lotteries Board	Corporations, Boards and Authority
Nikaweratiya Pradeshiya Sabhawa	Local Authority
Chief Secretariat Office, Provincial Council, Kurunegala	Provincial Department
Department of Engineering, Provincial Council, Kurunegala	Provincial Department
Ceylon Petroleum Storage Terminals Limited, Oil Installation, Kolonnawa.	Corporations, Boards and Authority
Divisional Secretariat Office, Navithanveli	Division Secretariat Office
SahakaraPradeshiya Lekam, PradeshiyaKaryalaya, Weligama.	Local Authority
PradeshiyaLekamOffice, Weligama.	Local Authority
Defence Services Command and Staff College, Batalanda	Universities and higher education institute
Department of Buddhist Affairs	National Level Department
Wellawaya Pradesheeya Sabaha	Local Authority
Divisional Secretariat Office Oddamavadi	Divisional Secretariat Office
Colombo Divisional Secretariat	Divisional Secretariat Office
Pradeshiya Lekam Karyalaya, Maharagama	Local Authority
Pradeshiya Lekam Karyalaya, Maharagama	Local Authority

Divisional Secretariat Office Diwulapitiya	Divisional Secretariat Office
Divisional Secretariat Office Diwulapitiya	Divisional Secretariat Office
Postgraduate University, Peradeniya	Universities and Higher Education Institute
Local Government, Monaragala	Divisional Secretariat Office
Divisional Secretariat Office, Medagama	Divisional Secretariat Office
Department of Animal Production and Health	National Level Department
Ass. Director, Department of Export Agriculture	National Level Department
Pradeshiya Sabhawa Kalpitiya	Local Authority
Pradeshiya Sabhawa Anamaduwa	Local Authority
Urban Council, Weligama.	Local Authority
Department of Social Service, Kurunegala	National Level Department
Kuliyapitiya Urban Council.	Local Authority
Pradesheeya Sabhawa Akmeemana	Local Authority
Divisional Secretariat Office UdapalathaGampola	Local Authority
Divisional Secretariat Office Yatagama	Divisional Secretariat Office
Department of Agriculture	National Level Department
Department of Agriculture	National Level Department
Socio Economics and Planning Center, Department Of Agriculture	National Level Department
Divisional Secretariat Office Abangagakorale	Divisional Secretariat Office
Divisional Secretariat Office Abangagakarale	Divisional Secretariat Office
Provincial Road Development Authority- Western Province	Provincial Department
Sri Lanka Inventors Commission	Independent Commissions
Uwaparagama Pradeshiya Sabhawa, Ambagasdowa.	Local Authority
Mediation Board Commission	Independent Commissions

National Education commission	Independent Commissions
Finance Commission	Independent Commissions
Hikkaduwa Municipal Council	Local Authority
Sri Lanka Inventors Commission	Independent Commissions
Lanka Coal Company (Pvt) Ltd	Corporations, Boards and Authority
The Government Information Center	Corporations, Boards and Authority
Dept. Of Animal Production & Health	National Level Department
Dept. Of Animal Production & Health	National Level Department
Divisional Secretariat, Kandy	Divisional Secretariat Office
Divisional Secretariat, Kandy	Divisional Secretariat Office
Pradeshiya Sabhawa, Mahaoya	Local Authority
Pradeshiya SabhawaBaddegama	Local Authority
Haputhale Nagara Sabhawa, Haputhale.	Local Authority
Bandarawela Pradeshiya Lekam Karyalaya	Divisional Secretariat Office
Haputhale Pradeshiya Lekam Karyalaya	Divisional Secretariat Office
Green Line Auto Parts	Corporations, Boards and Authority
Divisional Secretariat Office Pallepola	Divisional Secretariat Office
Divisional Secretariat Office, Natthandiya	Divisional Secretariat Office
Divisional Secretariat Office, Mahawewa	Divisional Secretariat Office
Divisional Secretariat Office, Madampe	Divisional Secretariat Office
Pradeshiya Sabhawa Karuwalagaswewa	Local Authority
Divisional Secretariat Office Puttalama	Divisional Secretariat Office
Divisional Secretariat, Kandy.	Divisional Secretariat Office
Divisional Secretariat Office, Karaitheevu	Divisional Secretariat Office

Divisional Secretariat Office, Karaitheevu	Divisional Secretariat Office
Divisional Secretariat Office, Karaitheevu	Divisional Secretariat Office
Divisional Secretariat Sammanthurai	Divisional Secretariat Office
Divisional Secretariat Office, Samanthurai	Divisional Secretariat Office
Urban Council, Weligama.	Local Authority
Pradesheeya Sabhawa Alawwa	Local Authority
Divisional Secretariat Office Galle	Divisional Secretariat Office
Divisional Secretariat Office Niyagama	Divisional Secretariat Office
Pradesheeya Sabhwa Baddegama	Local Authority
Dept. of Animal & Health	National Level Department
Divisional Secretariat Office, Narammala.	Divisional Secretariat Office
Divisional Secretariat Office, Kuliypitiya.	Divisional Secretariat Office
Pradeshiya Lekam Karyalaya Harispaththuwa	Divisional Secretariat Office
Pradeshiya Lekam Karyalaya Galagedara	Divisional Secretariat Office
Horticulture Crop Research & Development Institute, Dept. of Agriculture	National Level Department
Horticulture Crop Research & Development Institute	National Level Department
Pradeshiya Lekam Karyalaya Gagaihala Korale	Divisional Secretariat Office
Pradeshiya Lakam Karyalaya Tangalle	Divisional Secretariat Office
Pradeseya Lakam Karyalaya Tangalle	Divisional Secretariat Office
Pradeseya Lakam Karyalaya Dekwalla	Divisional Secretariat Office
Pradeseya Lakam Karyalaya Dekwalla	Divisional Secretariat Office
Sinnakadaimannar North Mannar Town	Local Authority
Sahakara Pradeshiya Lekam Dabulla	Local Authority
Divisional Secretariat, Dabulla	Divisional Secretariat Office
Divisional Secretariat Office, Rattota	Divisional Secretariat Office

Sri Lanka Institute of Local Governance, No17, Malalasekaramw, Colombo 7	Universities and Higher Education Institute
PradeshiyaLekamKaryalaya, Hakmana.	Divisional Secretariat Office
PradeshiyaLekamKaryalaya, Hakmana.	Divisional Secretariat Office
Divisional Secretariat Office Hambantota	Local Authority
Divisional Secretariat Office Rattota	Divisional Secretariat Office
Postal department, Post master general, postal headquarters,	National Level Department
Administration Officer, Divisional Secretary Office Pallepola	Divisional Secretariat Office
Pradeshiya Lekam Karyalaya Yakkalamulla	Divisional Secretariat Office
Pradeshiya Lekam Karyalaya Thirappane	Divisional Secretariat Office
Pradeshiya Lekam Karyalaya Horaporthans	Divisional Secretariat Office
Pradeshiya Lekam Karyalaya, Thalawa	Divisional Secretariat Office
Pradeshiya Lekam Karyalaya KahatagasDigiliya	Divisional Secretariat Office
Pradeshiya Lekam Karyalaya KahatagasDigiliya	Divisional Secretariat Office
Horana Pradeshiya Lekam Karyalaya	Divisional Secretariat Office
Agalawatte Pradisheya Sabwa	Local Authority
Bulathsinhala- Pradeshiya Sabhawa	Local Authority
Horana Pradisheya Sabhawa	Local Authority
Horgan Municipal Council	Local Authority
Horana Municipal Council	Local Authority
Sri Lanka Air Force Headquarters	National Level Department
Lanka Coal Company (Pvt) Ltd	Corporations, Boards and Authority
Pradeshiya Lekam office Colombo	Local Authority

Rakna Arakshaka Lanka Ltd	Corporations, Boards and Authorities
Ministry of Health	National Level Ministry
Sri Lanka Kala Mandalaya	Corporations, Boards and Authority
National Education Commission	Independent commissions
State Timber Corporation	Corporations, Boards and Authority
Consumer Affairs Authority	Corporations, Boards and Authority
State Timber Corporation	Corporations, Boards and Authority
Urban Development Authority (UDA) - Head Office	Local Authority
National Design Center	Corporations, Boards and Authority
Rajjaya Wewili Arakshanaya	National Level Department
Ministry of Provincial Councils & Local Government	Provincial departments
Department of Posts	National Level Department
Water Resources Board Head Office	Corporations, Boards and Authority
Sri Lanka Cashew Corporation	Corporations, Boards and Authority
Registrar General's Department	National Level Department
Department of Probation and Child Care Services	National Level Department
Department of Probation and Child Care Services	National Level Department
Sri Lanka Tourism Development Authority	Corporations, Boards and Authority
National Gem & Jewellery Authority	Corporations, Boards and Authority
Sri Lanka Inventors Commission	Independent Commission

Department of National Museum Sri Lanka	National Level Department
Wild Life department	National Level Department
National Human Resources Development Council	National Level Department
Kamkaru Wandu Komasaris Karyalaya	Provincial Department
Kamkaru Wandu Komasaris Karyalaya	Provincial Department
National Film Corporation of Sri Lanka	Corporations, Boards and Authority
Sri Lanka Press Council	Corporations, Boards and Authority
Urban Development Authority (UDA) - Head Office	Local Authority
National Intellectual Property Office	National Level Department
Department of Samurdhi Development	National Level Department
Department of Immigration & Emigration	National Level Department
PradisheyaSabhawa, Agunakolapalassa	Local Authority
School of Agriculture	Universities and Higher Education Institute
PradisheyaSabhawa, RambukpothaBadulla	Local Authority
PradeshiyaSabhawa, Rambukpotha	Local Authority
PradeshiyaSabhawa, Passara	Local Authority
PradeshiyaSabhawa, Passara	Local Authority
SoranathotaPradeshiyaKaryalaya	Local Authority
PradeshiyaLekamKaryalayaMegahakiula	Divisional Secretariat Office
PradeshiyaLekamKaryalayaBeliaththa	Divisional Secretariat Office
PradeshiyaLekamKaryalayaBeliaththa	Divisional Secretariat Office
MirigamaDivisional Secretariat	Divisional Secretariat Office
PradeshiyaSabhawaBeruwala	Local Authority

PradeshiyaLekmamBeruwala	Divisional Secretariat Office
PradeshiyaLekamDondagama	Divisional Secretariat Office
BeruwelaPradisheyaSabhawa	Local Authority
BeruwalaPradisheyaLekamKarlya	Divisional Secretariat Office
WandurawalaPradeshiyaSabhawa	Local Authority
PadukaPradeshiyaSabhawa	Local Authority
PadukaPradeshiyaLekam	Divisional Secretariat Office
PalathsabahMegahakiula	Local Authority
PalathsabahMegahakiula	Local Authority
HanwellaPradisheyaSabhawa	Local Authority
MaduruluvaPradeshiya	Local Authority
PradeshiyaLekamKaryalayaMathugama	Divisional Secretariat Office
SeethawakaPradeshiyaSabhawa	Local Authority
MillaniyaPradeshiyaLekam	Divisional Secretariat Office
AgalawattaPradeshiyaLekamKaryla	Divisional Secretariat Office
BaduraliyaSahakaraPradeshiyaLekam	Divisional Secretariat Office
KalutharaNagraSabhawa	Local Authority
KalutharaNagrasabhawa	Local Authority
KalutharaNagraSabhawa	Local Authority
AturaliyaPradeseyaSabhawa	Local Authority
PradeshiyaSabhawaWeeraketiya	Local Authority
PradeshiyaLekamKaryalayaMatara	Divisional Secretariat Office
Divisional Secretariat Office Soranathota	Divisional Secretariat Office
PradeshiyaLekamKaryalayaGaligamuwa	Divisional Secretariat Office
Zonal Quarts Zonal Education Office Kegalle	Provincial department
PradeshiyaMahalekamKaryalayaPadaviya	Local Authority



PradeshiyaLekamMadawacciya	Divisional Secretariat Office
PradeshiyaLekamKaryalayaPadawiya	Divisional Secretariat Office
Divisional Secretariat Office Kuliypitiya	Divisional Secretariat Office
KaduwelaMahaNagraSabhawa	Local Authority
KesbewaNagraSabhawa	Local Authority
BorellasgamuwaNagrasabhawa	Local Authority
KesbewaPradeshiyaLekma	Local Authority
HanwellaPradeshiyaLekma	Local Authority
Divisional Secretariat Office Ganewatta	Divisional Secretariat Office
Divisional Secretariat Office Bamunakotuwa	Divisional Secretariat Office
PradeshiyaSabhawaLankapura	Local Authority
Divisional Secretariat Office Welikanda	Divisional Secretariat Office
Divisional Secretariat Office Dimbulagala	Divisional Secretariat Office
PradeshiyaLekamKaryalayaHomagama	Divisional Secretariat Office
PradeshiyaSabhawaRideegarm	Local Authority
KaduwelaNagaraSabhawa	Local Authority
PradeshiyaLekamKaryalayaHomagama	Divisional Secretariat Office
PradeshiyaLekamKaruwalagaswewa	Divisional Secretariat Office
PradeshiyaSabhawaKaruwalagaswewa	Local Authority
Divisional Secretariat Office Maho	Divisional Secretariat Office
KiriellaPradeshiyaLekamKaryalaya	Divisional Secretariat Office
BandaragamaPradeshiyaSabhawa	Local Authority
PradeshiyaLekamKaryalayaBandaragama	Local Authority
KotteMahaNagaraSabhawa	Local Authority
KolonnawaNagaraSabhawa	Local Authority
SiyabalanduwaPradeshiyaSabhawa	Local Authority

Divisional Secretariat Office Bamunakotuwa	Divisional Secretariat Office
Divisional Secretariat Office Ganewatta	Divisional Secretariat Office
SahakaraPradeshiya lean, Kotapola	Local Authority
Divisional Secretariat Office Anamaduwa	Divisional Secretariat Office
PradeshiyaLakemaKaryalayaKotapola	Local Authority
PradeshiyaSabhawaPasgoda	Local Authority
KatuwanaPradeseyaSabhawaMiddeneya	Local Authority
Pagoda PradeshiyaSabhawa, Urubokka.	Local Authority
KatuwanaPradeshiyaSabhawa, Middeniya	Local Authority
Divisional Secretariat Office Rajagiriya	Divisional Secretariat Office
Divisional Secretariat Office Rathmalana	Divisional Secretariat Office
Divisional Secretariat Office Rathmalana	Divisional Secretariat Office
Divisional Secretariat Office DehiwalaGalkissa	Divisional Secretariat Office
NagaraSabhawaMoratuwa	Local Authority
Divisional Secretariat Office Kotikawaththa	Divisional Secretariat Office
Divisional Secretariat Office Mulleriyawa	Divisional Secretariat Office
Divisional Secretariat Office Kolonnawa	Divisional Secretariat Office
NagaraSabhawaKolonnawa	Local Authority
Divisional Secretariat Office Moratuwa	Divisional Secretariat Office
Divisional Secretariat Office DehiwalaGalkissa	Divisional Secretariat Office
Divisional Secretariat Office Moratuwa	Divisional Secretariat Office
Divisional Secretariat Office Diulapitiya	Divisional Secretariat Office
District Secretariat Office Kaluthara	District Secretariat Office
Divisional Secretariat Office Madirigiriya	Divisional Secretariat Office

Divisional Secretariat Office Divulapitiya	Divisional Secretariat Office
Municipal Council, Gampaha	Local Authority
Divisional Secretariat Office Diulapitiya	Divisional Secretariat Office
Divisional Secretariat Office, Rideegama	Divisional Secretariat Office
Divisional Secretariat Office Kirialla	Divisional Secretariat Office
Divisional Secretariat Office Palmadulla	Divisional Secretariat Office
Divisional Secretariat Office Palmadulla	Divisional Secretariat Office
Divisional Secretariat Office Mahara	Divisional Secretariat Office
Divisional Secretariat Office Diulapitiya	Divisional Secretariat Office
MulatiyanaPradeshiaKaryalaya	Local Authority
PradeshiaLekamkaryalaya, Mulatiyana.	Divisional Secretariat Office
PradeshiaSabhawa, Mulatiyana.	Local Authority
Management Assistant, Mulatiyana	Local Authority
Divisional Secretariat Office, Dompe	Divisional Secretariat Office
Divisional Secretariat Office, Welivitiya-Divi	Divisional Secretariat Office
Divisional Secretariat Office, Thawalama	Divisional Secretariat Office
Divisional Secretariat Office, Balapitiya	Divisional Secretariat Office
Divisional Secretariat Office, Balapitiya	Divisional Secretariat Office
Divisional Secretariat Office, Ambalangoda	Divisional Secretariat Office
Divisional Secretariat Office, Neluwa	Divisional Secretariat Office
Divisional Secretariat Office, Neluwa	Divisional Secretariat Office
Divisional Secretariat Office Elpitiya	Divisional Secretariat Office
Divisional Secretariat Office, Nagoda	Divisional Secretariat Office
Divisional Secretariat Office Panadura	Divisional Secretariat Office
Divisional Secretariat Office Walallavita	Divisional Secretariat Office
Divisional Secretariat Office Polpithigama	Divisional Secretariat Office
Divisional Secretariat Office Polpithigama	Divisional Secretariat Office

District Secretariat Office Kurunegala	District Secretariat Office
District Secretariat Office Kurunegala	District Secretariat Office
District Secretariat Office Kurunegala	District Secretariat Office
Divisional Secretariat Office Mallawapitiya	Divisional Secretariat Office
Divisional Secretariat Office Kurunegala	Divisional Secretariat Office
Divisional Secretariat Office Ibbagamuwa	Divisional Secretariat Office
Divisional Secretariat Office Mallawapitiya	Divisional Secretariat Office
Divisional Secretariat Office Wariyapola	Divisional Secretariat Office
Divisional Secretariat Office Welikanda	Divisional Secretariat Office
Divisional Secretariat Office Aranayaka	Divisional Secretariat Office
Divisional Secretariat Office Lankapura	Divisional Secretariat Office
Divisional Secretariat Office Lankapura	Divisional Secretariat Office
Divisional Secretariat Office Thamankaduwa	Divisional Secretariat Office
Divisional Secretariat Office Thamankaduwa	Divisional Secretariat Office
Divisional Secretariat Office Welikanda	Divisional Secretariat Office
Divisional Secretariat Office Medirigiriya	Divisional Secretariat Office
Divisional Secretariat Office Hingurakgoda	Divisional Secretariat Office
Divisional Secretariat Office Hingurakgoda	Divisional Secretariat Office
Divisional Secretariat Office Mahara	Divisional Secretariat Office
Divisional Secretariat Office Dvulapitiya	Divisional Secretariat Office
Divisional Secretariat Office Walallavita	Divisional Secretariat Office
District Secretariat Office Gampaha	District Secretariat Office
Divisional Secretariat Office Wallallavita	Divisional Secretariat Office
Divisional Secretariat Office, Gampaha	Divisional Secretariat Office
Municipal Council, Gampaha	Local Authority
Divisional Secretariat Office Medagama	Divisional Secretariat Office

Divisional Secretariat Office Madulla, Dambagalla	Divisional Secretariat Office
Divisional Secretariat Office Passara	Divisional Secretariat Office
District Secretariat Office, Kegalle	District Secretariat Office
Divisional Secretariat Office, Dehiovita	Divisional Secretariat Office
Divisional Secretariat Office, Rambukkana	Divisional Secretariat Office
Divisional Secretariat Office, Mawanella	Divisional Secretariat Office
Divisional Secretariat Office, Rabukkana	Divisional Secretariat Office
Divisional Secretariat Office, Ruwanwalle	Divisional Secretariat Office
Divisional Secretariat Office, Aranayaka	Divisional Secretariat Office
District Secretariat Office, Kegalle	District Secretariat Office
Divisional Secretariat Office, Ruwanwalle	Divisional Secretariat Office
Divisional Secretariat Office, Badalkubura	Divisional Secretariat Office
Divisional Secretariat Office, Badulla	Divisional Secretariat Office
Divisional Secretariat Office, Passara	Divisional Secretariat Office
Divisional Secretariat Office, Lunugala	Divisional Secretariat Office
Divisional Secretariat Office, Lunugala	Divisional Secretariat Office
Divisional Secretariat Office, Ahatuwewa	Divisional Secretariat Office
Divisional Secretariat Office, Ahatawewa	Divisional Secretariat Office
Divisional Secretariat Office, Wariyapola	Divisional Secretariat Office
Divisional Secretariat Office, Walallavita	Divisional Secretariat Office
Divisional Secretariat Office, Akurassa	Divisional Secretariat Office
Divisional Secretariat Office, Welipitiya	Divisional Secretariat Office
Divisional Secretariat Office, Welipitiya	Divisional Secretariat Office
Divisional Secretariat Office, Malimbada	Divisional Secretariat Office
Divisional Secretariat Office, Buththala	Divisional Secretariat Office
Divisional Secretariat Office, Buththala	Divisional Secretariat Office

Divisional Secretariat Office, Monaragala	Divisional Secretariat Office
Divisional Secretariat Office, Monaragala	Divisional Secretariat Office
Divisional Secretariat Office, Walivitadevithura	Divisional Secretariat Office
Divisional Secretariat Office, Benthota	Divisional Secretariat Office
Divisional Secretariat Office, Kadawathsathara,galle	Divisional Secretariat Office
Divisional Secretariat Office, Kadawath Sahara -Galle	Divisional Secretariat Office
Divisional Secretariat Office, Ambalangoda	Divisional Secretariat Office
Divisional Secretariat Office Beliatta	Divisional Secretariat Office
Divisional Secretariat Office Beliatta	Divisional Secretariat Office
Divisional Secretariat Office Okewela	Divisional Secretariat Office
Divisional Secretariat Office Okewela	Divisional Secretariat Office
Divisional Secretariat Office Walasmulla	Divisional Secretariat Office
Divisional Secretariat Office Weeraketiya	Divisional Secretariat Office
Divisional Secretariat Office NiyagamaThalgaswala	Division Secretariat Office
Divisional Secretariat Office Hikkaduwa	Divisional Secretariat Office
Divisional Secretariat Office Hikkaduwa	Divisional Secretariat Office
Divisional Secretariat Office Karandeniya	Divisional Secretariat Office
Divisional Secretariat Office, Akmeemana	Divisional Secretariat Office
Divisional Secretariat Office, Akmeemana	Divisional Secretariat Office
Divisional Secretariat Office, Bope	Divisional Secretariat Office
Divisional Secretariat Office, Habaraduwa	Divisional Secretariat Office
Divisional Secretariat Office, Siyabalanduwa	Divisional Secretariat Office
Divisional Secretariat Office, Bentota	Division Secretariat Office

Divisional Secretariat Office, Karandeniya	Divisional Secretariat Office
Divisional Secretariat Office, Elpitiya	Divisional Secretariat Office
Divisional Secretariat Office, Habaraduwa	Divisional Secretariat Office
Divisional Secretariat Office, Baddegama	Divisional Secretariat Office
Divisional Secretariat Office, Yakkalamulla	Divisional Secretariat Office
Divisional Secretariat Office, Yakkalamulla	Divisional Secretariat Office
Divisional Secretariat Office, Baddegama	Divisional Secretariat Office
Divisional Secretariat Office, Gonapeenuwala	Divisional Secretariat Office
Divisional Secretariat Office Gonapeenuwala	Divisional Secretariat Office
Divisional Secretariat Office, Imaduwa	Divisional Secretariat Office
Divisional Secretariat Office, Imaduwa	Divisional Secretariat Office
Divisional Secretariat Office, Akuressa	Divisional Secretariat Office
Divisional Secretariat Office, Thawalama	Divisional Secretariat Office
Divisional Secretariat Office, Weeraketiya	Divisional Secretariat Office
Divisional Secretariat Office, Ibbagamuwa	Divisional Secretariat Office
Divisional Secretariat Office, Madulla, Dabagalla	Divisional Secretariat Office
Divisional Secretariat Office, Rideegama	Divisional Secretariat Office
Divisional Secretariat Office, Kegalle	District Secretariat Office
Divisional Secretariat Office, BopePoddala	Divisional Secretariat Office

202-204, Bauddhaloka Mawatha, Colombo 7  
Tel:+94 11 2580691 | Email: [socialmedia.lk@undp.org](mailto:socialmedia.lk@undp.org)  
Web: [www.lk.undp.org](http://www.lk.undp.org)



@UNDPSriLanka