

පළාත් පාලනයේ

உள்ளூர் அரசாங்கத்தினண்



# හඬු කුරල්

VOICE OF LOCAL GOVERNMENT



SEPTEMBER 2021 ISSUE 1



**STRIDE** | CDLG  
Capacity Development  
of Local Governments



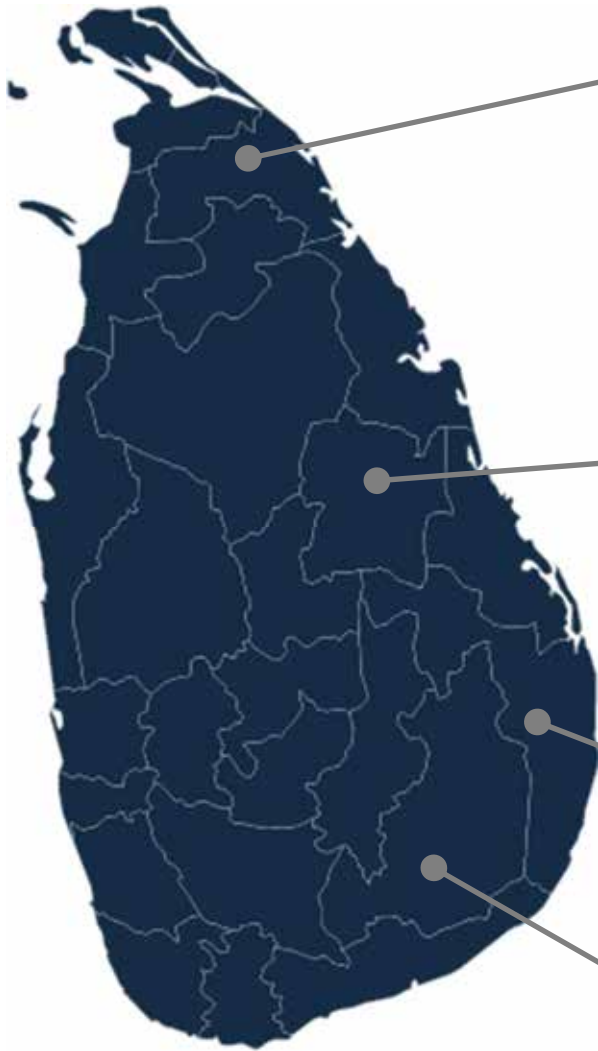
## **About CDLG**

The Capacity Development of Local Governments (CDLG) Project of UNDP Sri Lanka is part of larger efforts by the Government of Sri Lanka to strengthen the local governance system in the country. These efforts are supported by the European Union, and the World Bank. The Government of Sri Lanka implements the Local Development Support Project (LDSP) in four provinces – North, North Central, Eastern, and Uva – to strengthen local service delivery and local economic infrastructure and enhance bottom-up approaches to support public engagement in local decision-making processes, including through participatory planning and feedback mechanisms for service delivery.

The overall objective of the CDLG project, implemented by UNDP, is to strengthen the capacities of Local Authorities (LAs) to be inclusive, responsive, and accountable and be able to plan, enhance resilience, and deliver better services. The capacity development support, coupled with the fiscal support (through Basic Transfers and Performance Transfers provided through LDSP project) for inclusive service delivery and economic investment, is aimed at strengthening the role of elected representatives at the local level. It is about improving local governance systems and making local governments “fit for future”, as well as increase downward accountability of elected officials and local governments. The project also aims to strengthen mechanisms for public engagement in local decision-making processes.

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# MESSAGES FROM THE PROVINCES



## Uva Province



*"Moreover, I would like to appreciate the immense contribution and support for the establishment of the engineering laboratory in the Department of Local Government in Uva Province. It was a long-term requirement that we had in the province and the initiation and support given through the CDLG project created the opportunity to meet the capacity requirements of the institution."* **Continued on page - 43**

**M.M. Wijenayake**  
**Commissioner of Local Government, Uva Province.**

## Northern Province



“ஐரோப்பிய ஒன்றியத்தின் நிதி அனுசரணையுடன் UNDP யினால் நடைமுறைப்படுத்தப்படும் CDLG திட்டமானது உள்ளூராட்சி சபைகளை வலுப்படுத்துவதற்கான ஒரு முக்கிய திட்டமாக அமைகின்றது. இச் சிறந்த செயற்பாட்டுத் திட்டமானது STRIDE என்னும் பெரும்திட்டத்தினூடாக பல்வேறு இயலாமை அபிவிருத்தி நடவடிக்கைகளை மேற்கொண்டு வருகின்றது.”

**Continued on page - 45**

ம.பற்றிக் டிறஞ்சன்

உள்ளூராட்சி ஆணையாளர், வடமாகாணம்.

## North Central Province



“ජනතාවට සේවය සැපයීම සඳහා සියලුම නිලධාරීන් දැනුමින් හා ආකල්පමය වශයෙන් සංවර්ධනය වී සිටීම අතිශය වැදගත් වන අතරම, එම දැනුම වර්ධනය කර ගැනීමට අවසර සම්පත්වලින් තිබෙන පළාතක් වන උතුරු මැද පළාත කෙරෙහි CDLG ව්‍යාපෘතියෙහි අවධානය යොමුව තිබීම මෙම පළාතේ පළාත් පාලන ආයතනවල මානව සම්පත ඇතුළු සමස්ථ ප්‍රජාව ලද හාගයක් ලෙස සලකමි.” **Continued on page - 42**

එන්.එම්.ආර්. නිශාන්ත

පළාත් පාලන කොමසාරිස්, උතුරු මැද පළාත.

## Eastern Province



“...visualizing beyond the expectation is the beauty of the project and I firmly hope that this project brings a lot of drastic changes in the Local Authorities toward delivering services to the general public.” **Continued on page - 44**

**N. Manivannan**

**Commissioner of Local Government, Eastern Province.**

# TRANSFORMING THE DIGITAL DIVIDE OF LOCAL GOVERNMENTS

The impact of the COVID-19 pandemic has been most intensely felt at the local level. Local Governments are the first responders to the COVID-19 crisis as they play an essential role in local public service provision and ensuring the wellbeing and safety of local communities. In recognition of the critical role Local Governments play, the Capacity Development of Local Governments (CDLG) project has been providing support to enable local authorities (LAs) to continue to function effectively during the crisis and carry out essential services and operations.

Among the mounting challenges highlighted by the COVID-19 pandemic was its impact on our working environments. While much of the pre-COVID-19 fieldwork was handled in face-to-face meetings or physical consultations, the rapid and large-scale shift to working remotely brought about significant challenges to CDLG project implementation.

Although the CDLG project was formally initiated in November 2019, due to the unprecedented pandemic situation in the country, implementation of project activities stalled and only began in June 2020. Due to COVID-19 restrictions, we as a project faced the new challenge of implementing activities at sub-national level, coordinating and working with 134 local authorities, despite the inability to conduct physical consultations and field level assessments.

Through the assessment process, an overarching challenge highlighted by all the LAs was the shortage of digital resources and equipment, unreliable internet or broadband connections as well as lack of knowledge or training on appropriate digital platforms and tools. These shortcomings hindered the coordination and effective delivery of LAs mandated services. LAs expressed that due to travel restrictions and lockdowns imposed in the country, as well as their lack of digital tools and virtual





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**...the rapid and large-scale shift to working remotely brought about significant challenges to CDLG project implementation.**

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conferencing facilities they were unable to conduct meetings creating delays in responding to the crisis situation.

In immediate response to the LAs needs, the CDLG project together with the support of UNDP's IT unit provided their respective partners with support in establishing online virtual conferencing mechanisms through the provision of Zoom licenses and basic training on how to use them to facilitate better coordination of response and relief efforts on the ground. We began to communicate extensively with local government authorities over the phone emphasizing the importance of implementing a business continuity plan which utilized digital technology to develop their virtual communication capacities. I gave them personal examples of how I as a project manager was coordinating CDLG project activities from home due to UNDP's Work From Home (WFH) policy.

Subsequently, LAs realized their need for formal virtual communications equipment and training and the CDLG project with support from the EU procured digital equipment including laptops, audiovisual equipment and Zoom licenses for 134 LAs, the Departments of Local Government, Chief Secretaries at sub-national levels and related government departments. We also conducted a training programme for them which focused on a basic understanding of virtual conferencing.

The project has developed the virtual capacities of LAs to such an extent that we are now in the position to communicate with all 134 local authorities simultaneously and we are able to have regular virtual meetings and training sessions.

In addition to this, the STRIDE project supported by the World Bank (WB) which helps local authorities to strengthen their capacities in infrastructure development, planning and service delivery with the support of UNDP, undertook a virtual field mission in May 2021. WB representatives from Washington, Singapore, Manila and the country office in Colombo engaged in virtual field visits and conducted extensive provincial level consultations with sub-national stakeholders over Zoom, regarding the implementation of project activities and progress of the development of local infrastructure.

The entire field visit was conducted remotely through virtual means. The Chief Secretary of the Northern Province, relevant Government officials and the Commissioner of Local Government expressed their appreciation for UNDP in providing them with the digital tools and developing their capabilities to meet their rapidly changing digital needs, with the World Bank representative acknowledging the progress LA's had made in their virtual communication capacities.







As someone who has had extensive experience in the field, this change in context does not come as a surprise to me. Throughout my career I have worked closely with many CSOs and CBOs in the field and I am well accustomed to working with stakeholders physically at a field level. This field-based experience gave me a better understanding of the capacity gaps LAs are currently facing. I was always aware of their virtual communications needs. On a UN Ebola response mission to Liberia, I also experienced firsthand the field level implications and the realities of such a pandemic on local communities. I was able to utilize this experience in the operationalization of the CDLG project to strengthen local government authorities' capabilities to respond to community needs in a responsive and accountable manner and to deliver better.

**About the Author:** *Navaneethan Vijayakumar is the former Project Manager for UNDP's Capacity Development of Local Governments (CDLG) project. Mr. Vijayakumar began his career at the UN in 2005 as a field officer working for Tsunami affected victims, subsequently being promoted as the head of the field office in the Vanni region. He is the recipient of 3 awards for extraordinary leadership within the UN.*



# PROVINCIAL COUNCIL

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Chief Secretary  
Eastern Provincial Council

We have experienced several challenges when connecting with all LAs at any given time in the Eastern Province as a result of the vast geographical area. All LAs also do not have efficient modes of transportation which means that officials sometimes spend days attending meetings and returning to their hometowns. As a result of these challenges, it was a common occurrence to have limited participation of officials at provincial level meetings. The COVID-19 pandemic made things more challenging with health regulations limiting the number of people that could congregate at any given time. The necessity to break the meetings into smaller groups made things more complicated.

Before UNDP handed over the virtual communication equipment to LAs, we had planned on having a training programme for technical officers on how to set up and maintain this equipment. However, with the pandemic situation physical trainings were not possible. As a result, with UNDP support, the Commissioner of Local Government (CLG) Office organized virtual trainings for these staff members, enabling them to set up and operate this equipment. Assistant Commissioner Generals (ACLGs) continue to assist LAs to manage the equipment if and when LAs require further support.

At ACLG level, usually letters, telephone calls and sometimes emails were the common mode of communication. During the COVID-19 time specifically, the challenges of limiting ourselves to these means of communication were restrictive. The traditional mail system was impacted and was paralyzed. Virtual communication allowed for urgent clarifications to be made face to face. For example, during the pandemic time, CLG and ACLG offices would be supervising officials under quarantine, who required urgent support through virtual communication. Decision making time was cut down significantly therefore virtual communications channels were employed and we found them to be most useful.

The enabling of virtual communication has been a milestone in the communication system at the local level. Officials are now aware that they can be connected immediately, and this proved to be transformative in our operations. The virtual communication system brought LAs closer to CLG and ACLG offices, and the Project workshop that was organized by Local Development Support Project (LDSP) on 19<sup>th</sup> May enabled more than 130 LAs to connect and engage with each other on one platform. This was a historical first for local governance.

**About the Author:** *Mr. Nagarasa Manivannan is the Commissioner of Local Government, Eastern Province and Deputy Director of the Local Development Support Project (LDSP) implemented by the Ministry of Provincial Councils and Local Government Affairs. Mr. Manivannan joined Sri Lanka Administrative Services (SLAS) in 2004 and served in the capacity of Assistant Divisional Secretary, Divisional Secretary, Assistant Secretary to the Ministry of Provincial Public Administration, Provincial Director of Social Services and Provincial Director of Rural Industries.*



# VOICES FROM

## North Central Province



"MS Office, email සහ internet සම්බන්ධ පුහුණුව ඉතාමත් සාර්ථක ලෙස සංවිධානය කරන ලද පුහුණු වැඩසටහනකි. අප නොදන්නා, භාවිතා නොකරන තාක්ෂණික ක්‍රම පිළිබඳ හොඳ දැනුමක් ලබා ගැනීමට හැකි විය. අපගේ රාජකාරී කටයුතු වලට මෙය ඉතාමත්ම ප්‍රයෝජනවත් වේ. කාර්යාලයේ සියලු නිලධාරීන්ට මෙම දැනුම ලබා දිය හැකි නම් එය ඉතා ප්‍රයෝජනවත් වනු ඇත. මෙම පුහුණු වැඩමුළුවේ දෙවන අදියරක්ද බලාපොරොත්තු වෙමි."

වර්තා සුභාෂිති දසනායක,  
සංවර්ධන නිලධාරිණි, කැබ්රාව ප්‍රාදේශීය සභාව

"මා මීට පෙර අපද්‍රව්‍ය කළමනාකරණය පිළිබඳව පුහුණු වැඩමුළුව ගණනාවකට සහභාගිවී තිබුණත් ප්‍රායෝගිකව 3R සංකල්පයද භාවිතා කරමින් අපද්‍රව්‍ය කළමනාකරණය පළාත් පාලන ආයතනවලට ප්‍රායෝගිකව භාවිතයට ගන්නා ආකාරය පිළිබඳව හසල දැනුමක් ලබාගැනීමට මෙම අපද්‍රව්‍ය කළමනාකරණය හා පරිසර පුහුණු වැඩමුළුව තුළින් මා හට හැකිවිය. වැඩිදුර පුහුණු ලබාදීමට කටයුතු කරදෙන මෙන් ව්‍යාපෘතියෙන් හා පළාත් පාලන දෙපාර්තමේන්තුවෙන් ඉල්ලා සිටිමි."

පී.ඩී.එන්.සම්පත්, අපද්‍රව්‍ය කළමනාකරණ හා පරිසර විෂයභාර සංවර්ධන නිලධාරී, ගල්නෑව ප්‍රාදේශීය සභාව.

"CDLG ව්‍යාපෘතිය පේරාදෙණිය විශ්වවිද්‍යාලයේ ඉංජිනේරු පීඨය සමග එක්ව සංවිධානය කල "Primevera project management" පුහුණු වැඩමුළුව සඳහා මා ද සහභාගි වූ අතර එම පුහුණු වැඩමුළුව පළාත් පාලන ආයතනවල අප විසින් අධීක්ෂණය කරනු ලබන ඉදිකිරීම් හා අනෙකුත් ව්‍යාපෘති මනාව සැලසුම් කිරීමටත්, ක්‍රියාත්මක කිරීමටත් අවශ්‍ය ප්‍රායෝගික දැනුම විශ්ලේෂණාත්මකව හා තර්කානුකූලව ලබාදුන් අතිශයින් ප්‍රයෝජනවත් පුහුණුවක් බව මාගේ විශ්වාසයි."

පී.ඩබ්. පී.එම්. ගලප්පත්ති, ඉංජිනේරු, පළාත් පාලන දෙපාර්තමේන්තුව, උතුරු මැද පළාත.



# THE FIELD

## Northern Province

“தேர்தலின் போது விருப்புவாக்கு வழங்கும் முறையில் குறைந்தது, பெண் வேட்பாளர் ஒருவருக்கு விருப்பு வாக்குவழங்கப்படல் வேண்டும் என்ற முறை கட்டாயமாக்கப்படல் வேண்டும் அத்துடன், தேர்தலில் செல்லுபடியற்ற வாக்குகளைத் தவிர்க்கும் முகமாக முத்திரையிடலை அறிமுகப்படுத்தல் அல்லது இலத்திரனியல் வாக்குப்பதிவு மற்றும் வாக்கு எண்ணும் முறைமை அறிமுகப்படுத்தப்படல் வேண்டும்” எனவும், “ஊடகங்கள், குறிப்பாக அரச ஊடகங்கள், பெண்களின் அரசியல் பங்களிப்பினை ஊக்கிவிக்கவேண்டும் என்றும்”

**சமந்தா செபநேசராணி, வவுனியா நகரசபை உறுப்பினர் சுட்டக்காட்டினார்.**

“இப்பயிற்சிப்பட்டறையில் கோட்பாடுகளை செய்முறையுடன் இணைந்த கற்றலுடன் களத்தில் கற்றுக் கொண்டோம் அதாவது, பயிலுனர்கள் முத்தயன்கட்டு குளத்தின் கீழ் உள்ள 2km வீதியினை 4 குழுக்களாகப்பிரித்து Theodolite, total station and digital leveling advance equipment போன்ற நவீன உபகரணங்களைப் பயன்படுத்தி, சமன் செய்தல் மற்றும் கணக்கெடுப்பினை மேற்கொண்டு TEM மென்பொருளைப்பயன்படுத்தி மதிப்பீட்டினை மேற்கொண்டு பயிற்சியின் இறுதி நாளில் அதற்கான பாதிட்டினை சமர்ப்பித்தோம். அத்துடன், இப்பயிற்சிப்பட்டறையின் மூலம் எமது தேவைப்பாடு மற்றும் பாதிட்டினை மிகத் துள்ளியமாகக் கணக்கிடக்கூடிய திறனைப் பெற்றுக்கொண்டோம்”

**கிருபாகரன், தொழில்நுட்ப உத்தியோகத்தர், பிரதேச சபை, ஊர்காவந்துறை**

“UNDP நிறுவனத்தின் அனுசரணையுடன், ஐரோப்பிய ஒன்றியத்தின் நிதிப்பங்களிப்புடன் மாகாண உள்ளூராட்சி திணைக்களத்தினால் நடைமுறைப்படுத்தப்படும் CDLG திட்டத்தின் கீழ் பிரதேசசபைகளில் கடமையாற்றும் 20 தொழில்நுட்ப உத்தியோகத்தர்களுக்கான சமன் செய்தல் மற்றும் கணக்கெடுப்பு (leveling and surveying) 3 நாள் வதிவிடப் பயிற்சிப்பட்டறை நடாத்தப்பட்டது. இப்பயிற்சிப்பட்டறையின் முக்கிய நோக்கம் சமன் செய்தல் மற்றும் கணக்கெடுப்பு தொடர்பான திறனை வளர்ப்பதாகும். அது தொடர்பான திறனை வளர்த்துக்கொள்வதன் மூலம் மதிப்பீடு ஒவ்வொன்றினதும் பெறுமதிகள் மிகத்துள்ளியமாக கணிக்கக்கூடியதாக இருக்கும். இதன் மூலம் இலங்கையரசினால் அபிவிருத்திக்கு ஒதுக்கப்படும் நிதி மற்றும் பிரதேசசபைகளுக்குக் கிடைக்கும் நிதியினை வினைத்திறனாக அபிவிருத்திப்பணிகளுக்கு பயன்படுத்த முடியும். அத்துடன், மக்களின் வரிப்பணத்தில் இருந்து பிரதேச சபைக்குக் கிடைக்கும் பணம் வீண்விரயம் செய்வதனை தடுக்கமுடியும்”

**விஜயதர்சினி சுனோஜ், பொறியிலாளர், பிரதி நீர்ப்பாசனப்பணிமனை, முல்லைத்தீவு மற்றும் வளவாளர்**



# KEY HIGHLIGHTS

## Green City Master Plan Creation: Uva Province

Green city master plans were created for Bandarawela Municipal Council, Mannar Urban Council, Kattankudy Urban Council and Thalawa Pradeshiya Sabha. These plans will transform city service delivery and operations for the people, which are ecosystem friendly with lowered levels of pollution, greater energy conservation, and renewable energy sources. They can also reduce unnecessary expenses and focus on strengthening their investments and enhance their revenue generation.



## Virtual Communication for LAs

Through the provision of Zoom licenses and virtual communication equipment, CDLG has been able to enhance virtual communication capacities of 134 LAs, Provincial Councils, Provincial Departments of Local Governments in Northern, Eastern, North Central and Uva Provinces, and the Ministry of Provincial Councils and Local Government Affairs enabling them to adapt to the new normal and provide uninterrupted services. At the initial stages of the project, CDLG kept coordination with Provincial Level officials through virtual communication media. At LA level, this was not possible as the local government structures lacked virtual communication equipment. As a result of lack of resources to operate online, some of the key challenges for the local government institutions appeared at the very early stages of COVID-19, manifesting through the difficulty of coordination amongst LAs, the Offices of Commissioner and Assistant Commissioner of Local Government, and service provision during the lockdown period. Also, the Finance Commission and the Sri Lanka Institute of Local Governance were able to continue virtual consultations with their subnational level stakeholders through the Zoom licenses provided by CDLG.

## Comprehensive Assessments

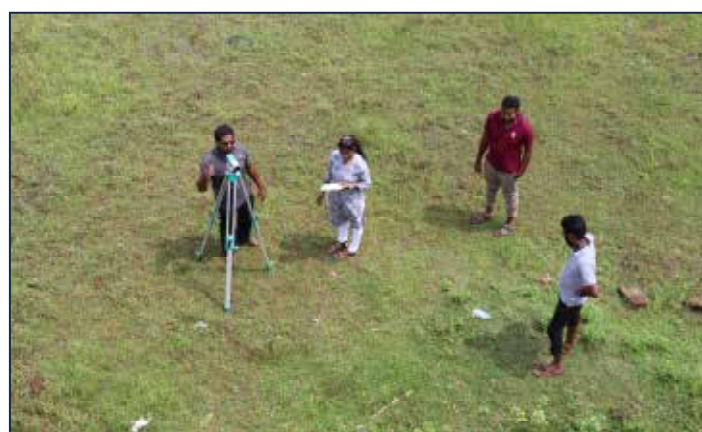
CDLG partnered with The Asia Foundation (TAF) to conduct comprehensive assessments into the capacities of local government structures on institutional, organizational and individual levels. These studies are as follows and covered the four provinces: Diagnostic Study on Local Government Institutions and Finances, Capacity Needs Assessment, Survey of Gender Responsiveness of Local Authorities, Assessment of Communication and Media Needs, and the Mapping of Subnational Data Ecosystems. The baseline studies collectively provide a comprehensive overview into the capacity of the LAs in the targeted provinces and the support required from CDLG project to improve the status quo, so that these institutions can deliver better services to the local populations. These studies will inform the Provincial Capacity Development Plans.

## Visioning Exercise

With the support of CDLG, the Federation of Sri Lanka Local Government Authorities (FSLGA), developed the vision and mission statements of 134 LAs in the project areas. The visioning exercise was a critical first step in enabling local governments to think broadly about local development, their role in promoting local development, and building consensus with local communities on shared vision and goals for each of the specific entities. The process involved a series of consultative workshops over a span of 8 days with the 134 LAs to take stock of the current situation, identifying areas for future intervention, and the creation of the vision statement. The participants were councilors, officers of the LAs and persons from the respective communities. The vision and mission statements have been adopted by the elected members of the LAs. The outcome of the visioning exercise will inform the Capacity Development Plans that will be developed and rolled out to meet the needs of local governments through the CDLG Project.

## Learning by doing

To date, through our partners, CDLG has conducted capacity development trainings for 1256 female and 1738 male officials in all 134 LAs in Northern, Eastern, Uva and North Central Provinces (69 trainings conducted under with the support of SLILG and 82 collaborating with 4 Provincial Councils). These trainings were organised as interactive and engaging sessions, adopting the learning by doing approach. One example was the 3 Day- Residential Training Programme on “Surveying and Leveling principles and its application inclusive of Modern Equipment including surveying” for the technical officers conducted by Provincial Department of Irrigation, Northern Province with the support of Department of Local Government, Northern Province. During the three days the officers received hands on experiences using modern equipment, to gain a practical understanding of the concepts.



CDLG's capacity development intervention will strengthen the service provision of LAs and enable them to be eligible for performance grants through the Local Development Support Project (LDSP) under STRIDE Project.

# නගරසභාව ගමට - පුරසබය ගමන් ගමට



Photography by MCB Media Unit - Municipal Council Bandarawela

**පොදු** සේවා සම්පාදනය කිරීමේදී සහ පුරවැසියන් හා රජය අතර විශ්වාසය ශක්තිමත් කිරීමේදී පළාත් පාලන ක්‍රම ඉතා වැදගත් වේ. ශ්‍රී ලංකාවේ පළාත් පාලන ආයතන 341 තිබේ. ඒවා මහා නගර සභා, නගර සභා සහ ප්‍රාදේශීය සභා වශයෙන් දැක්විය හැක. මෙම ආයතන පාලනය වන ප්‍රධාන නීති තුනකි. එනම් මහනගර සභා පනත (1947), නගර සභා ආඥා පනත (1939) සහ ප්‍රාදේශීය සභා පනත.

මූල්‍ය, ආදායම් නක්සේරුව හා එකතු කිරීම සහ කාර්ය මණ්ඩල පුහුණුව ඇතුළු පොදු පරිපාලනය හා කාර්ය මණ්ඩල සේවා, භෞතික සැලසුම්, පොදු මාර්ග, ඉඩම් හා ගොඩනැගිලි, පළාත් පාලන ආයතනයේ බල සීමාව තුළ ඇති සියලුම මාර්ග වැඩිදියුණු කිරීම හා නඩත්තු කිරීම, පළාත් පාලන ආයතනයේ ඉඩම් හා ගොඩනැගිලි නඩත්තු කිරීම හා ආරක්ෂා කිරීම මෙන්ම ජල සේවා, පොදු වෙළඳපොළවල්, පොළවල් නඩත්තු කිරීම, නිවාරණ සේවා, ප්‍රතිකාර සේවා, ආහාර සම්බන්ධ සනීපාරක්ෂාව, සහ අපද්‍රව්‍ය කළමනාකරණය, මාතෘ හා ළමා සෞඛ්‍යය සායන ඇතුළු මහජන සෞඛ්‍යය හා සනීපාරක්ෂාව ප්‍රවර්ධනය කිරීම, මහජන ආධාර හා පෙර පාසල් ඇතුළු සුබසාධන සේවා සහ පොදු පහසුකම් පිලිබඳ වගකීම පළාත් පාලන ආයතන වලට පැවරී ඇත. විවිධ වූ අඩුපාඩුකම් මධ්‍යයේ බොහෝ පළාත් පාලන ආයතන සිය සේවාවන් කාර්යක්ෂම ලෙස ජනතාවට ලබා දීමට උත්සුක වේ. මේ අතර සමහර පළාත් පාලන ආයතන ජනතා ගැටළු වලට සවන් දීමට සහ විසඳීමට නිර්මාණාත්මක සහ නව්‍ය වූ ක්‍රමවේද අත්හදා බලයි.

පුරසබය ගමන් ගමට යන සංකල්පයද ජනතාවට ලබා දෙන සේවාවන් කාර්යක්ෂම කිරීමටත් ජනතාවට සම්පවීමට නගර සභාවක් ගත් එක් වැයමක ප්‍රතිපලයකි. පුරසබය ගමන් ගමට යන සංකල්පය බණ්ඩාරවෙල නගර සභාව මූලිකව ආරම්භ වන්නේ 2019 වසර අගභාගයේදීය. මෙහිදී මහා නගර සභාව තුළ ඇති සියලුම අංශ සතිය අගබාගයේ එක දිනක් ගමට ගොස් ගමෙහි ඇති සුද්ද පවිත්‍ර කිරීම, අබලන් වූ දේ පිළිසකර කිරීම වැනි දෑ ගම්මුත් සමඟ එකතු වී සිදු කරයි. මෙම ගමනට මහා නගර සභාවේ ගිණුම් අංශ නිලධාරීන්ද එකතු වන අතර ඔවුන් වරපනම්, ජල බිල්පත් හිඟ මුදල් එකතු කිරීම සිදු කරයි. මෙහිදී කාලිනව වරපනම් නොගෙවීමේදී ගෙවීමට සිදුවන දඩ මුදල් සම්බන්දයෙන්ද ජනතාව දැනුවත් කරයි. මීට අමතරව විශේෂිත ගැටළු දක්වා ඇති අවස්ථාවලදී, එම නිවෙස්වලට ගොස් එම ගැටලුවලට විසඳුම් සෙවීමට අදාළ නිලධාරීන් යොමුවී ඇත. මෙසේ ගමන් ගමට යන දිනවල පොදු ගැටළු විසඳීමට ගම්මුත් එක ස්ථානයකට එක්රැස් කොට නගරාධිපති තුමා, මන්ත්‍රීවරු, ප්‍රාදේශීය ලේකම් කාර්යාල නිලධාරීන්, ග්‍රාම නිලධාරී, වසමේ පොලිස් නිලධාරීන්, සමෘද්ධි නිලධාරීන් ඇතුළු නගරසභාවේ නිලධාරීන්ගේ සහභාගිත්වයෙන් පොදු ගැටළු සාකච්ඡා කරමින් විසඳුම් ලබා දීමට බණ්ඩාරවෙල පුරසබය ගමන් ගමට වැඩසටහන කටයුතු කොට ඇත. මෙහිදී, ප්‍රාදේශීය මට්ටමින් ක්‍රියාත්මක වන උග්‍ර වගන් විදුලි සේවයද සම්බන්ධ කරගැනීමට නගර සභාව උත්සුක වී ඇත.

කොවිඩ් 19 වසංගතයට පෙර මහා නගර සභාවේ අරමුණ වූයේ මෙම සංකල්පය තවදුරටත් දියුණු කිරීමටයි. මෙහිදී, ජනතාවට අවශ්‍ය අනෙකුත් සේවාවන්ද සහිතව (උදාහරණ වශයෙන් වෛද්‍ය උපදේශ, ඇස් කණ්ණාඩි සේවා වැනි) ගම් කිහිපයක් එකට එකතු කරගෙන වඩා පුළුල්ව මෙය කරගෙන යාමට බලාපොරොත්තු විය.

නමුත්, කොවිඩ් 19 වසංගතය ලංකාවෙහි ව්‍යාප්ත වීමත් සමඟ පුරසබය ගමන් ගමට වැඩසටහනට අනේකවිධ බාධා ඇති විය. ජනතාව රැස්කිරීමට එරෙහි කොවිඩ් 19 මාර්ගෝපදේශ නිසා පුරසබය ගමන් ගමට සංකල්පය සංශෝධනය කිරීමේ අවශ්‍යතාවය මතු විය. සම්පූර්ණයෙන් මෙම වැඩසටහන අතරමග නැවත්වීමට අකමැති වූ නගරාධිපතිතුමා, ගරු ජනක නිශාන්ත රත්නායක මහතා, මෙය නිලධාරීන් සහභාගී කරගැනීමෙන් පමණක් ක්‍රියාත්මක කිරීමට තීරණය කරන ලදී. මේ අනුව, පහේ කණ්ඩායම සංකල්පය ආරම්භ කෙරුණි - නගර සභාවේ සෞඛ්‍යය සහ කර්මාන්ත අංශ නිලධාරීන් පස්දෙනා බැගින් කණ්ඩායම් 7කට වෙන්කොට එක කණ්ඩායමකට එක මන්ත්‍රී වරයෙක් බැගින් හඳුනා ගන්නා ලදී. ඔවුන් ගේ ප්‍රධාන වගකීම ගමක් ගමක් පාසා ශ්‍රමධාන වශයෙන් සිදුවන කැලෑ, කාණු සුද්ධ පවිත්‍ර කිරීම, පිළිසකර කිරීම වැනිදේ සිදුකිරීමයි.

පුරසබය ගමන් ගමට යන සංකල්පය ක්‍රියාත්මක වන විට ජනතා සහ නිලධාරී ප්‍රතිචාර ඉතා ඉහල මට්ටමක තිබුණු බවත් ඒවා සම්බන්ධව ඔවුන් දක්වන උද්යෝගය සතුටට කාරණාවක් බවත් නගරාධිපති තුමා, දන්වන ලදී.

මෙහිදී විශේෂිතම කාරණාව වන්නේ, ජනතා ප්‍රශ්න එවෙලේම කඩිනමින් විසඳා තීරණ දීම සහ ක්‍රියාවට නැංවීමේ හැකියාවයි. තීරණ ගැනීමට සහ ක්‍රියාවට නැංවීමට විවිධ රාජ්‍ය ආයතන වල අදාළ නිලධාරීන් සියලු දෙනා එක තැනක සිටීම ඉතා වාසි සහගත වන බවත්, මෙම ක්‍රියාවලිය දිගටම ගෙන යාම තුළින් ජනතා ගැටලුවලට කාර්යක්ෂම සහ ක්‍රමානුකූල විසඳුම් ලබා දීමේ හැකියාව වැඩි දියුණු කරමින් පළාත් පාලන ආයතන කෙරෙහි ජනතාවගේ විශ්වාසය දියුණු කර ගැනීමටත්





Photography by MCB Media Unit - Municipal Council Bandarawela

හැකිවන බව, බණ්ඩාරවෙල මහා නගරසභාවේ නගරාධිපතිතුමා පවසන ලදී.

පුරස්ඛය ගමන් ගමට තුලින් විසඳා ගැනීමට හැකිවී ඇති ගැටළු තුලින් එකක් වන්නේ වලස්බැද්ද ගම්මානය හා සම්බන්ධ ගැටලුවයි. මෙම ගම්මානය එක්තරා කාල වකවානුවක දී ජීවත් වීමට පවා නුසුදුසුයි යයි පවසා තිබූ ප්‍රදේශයකි. මෙම ගමට යාමට තිබූ පාර නාය යාම් වලට නිතර ලක් විය. විකල්ප මාවතක අවශ්‍යතාවය ඉතා දැඩිව තිබුණද, මෙවැනි මාවතක් ඉදිකිරීමට අවශ්‍ය බිම් කොටස් ගම්වැසියන්ගෙන් ලබාගැනීමේදී විවිධ ප්‍රමාදයන් ඇති විය.

පුරස්ඛය ගමන් ගමට තුලින් නිලධාරීන්ට එම ප්‍රදේශයේ ඉහල ඉඩම් වල පදිංචිකරුවන් සමග පුළුල් ලෙස සාකච්ඡා කොට විකල්ප මාර්ගයක් සෑදීමට අවශ්‍ය බිම් කොටස් වෙන් කර ගැනීමට හැකිවිය.

කොවිඩ් - 19 තුන් වන රැල්ල ආරම්භ වීමත් සමගම ක්‍රියාත්මක කෙරුණු සංවර්ණ සීමා සමගම පුරස්ඛය ගමන් ගමට සංකල්පය අනුවර්තනය කිරීමේ අවශ්‍යතාවය ඇතිවිය. මෙම තත්වය දිගටම පැවතුනහොත්, විකල්ප විසඳුමක් ලෙස පුරපති සමග ගෙයින් ගෙට යන සංකල්පය ආරම්භ කිරීමට බණ්ඩාරවෙල මහා නගර සභාව සැලසුම් කොට ඇත. මෙහිදී පුරපති නිවසින් නිවසට ගොස් ජනතාවගේ ගැටළු වලට සවන්දී ඔවුන්ට විසඳුම් ලබාදීමට කටයුතු කිරීම අරමුණ වේ.

ජනතාවගේ විශ්වාසය දිනා ගැනීමටත් සේවාවන් කාර්යක්ෂම කරගැනීමටත් ගන්නා මෙවැනි උත්සහයන් නිරතුරු ප්‍රසංශාවට ලක්විය යුතු අතර එම වැයම් තවදුරටත් වැඩිදියුණු කරගනිමින් පවත්වාගෙන යෑමේදී ජනතා උපදෙස් සහ යෝජනා වැදගත් වේ. විශේෂයෙන්ම කොවිඩ් 19 වසංගතයත් සමග මෙම වැඩසටහනට ඇති වූ බාධාවන් මැඩලමින් මෙමගින් ලබාදුන් සේවාව අඛණ්ඩව පවත්වාගෙන යෑමේදී නව තාක්ෂණික මෙවලම් භාවිතාව වැනි අදහස් යතාර්ථවාදී ලෙස තේරුම් ගැනීමටත් ඒවා ක්‍රියාත්මක කිරීමේ ප්‍රායෝගික බව වටහා ගැනීමටත් ජනතා අදහස් උපකාරී වේ.

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**...විවිධ වූ අඩුපාඩුකම් මධ්‍යයේ බොහෝ පළාත් පාලන ආයතන සිය සේවාවන් කාර්යක්ෂම ලෙස ජනතාවට ලබා දීමට උත්සුක වේ.**

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# VOICES FROM THE FIELD

## Uva Province

*"I am grateful to the CDLG project and the EU for its efforts to strengthen the capabilities of local authorities. Creating a safe environment for participants by following health guidelines is especially important during this epidemic period. I would like to appreciate the three-day workshop on project management and proposal development, because I believe the knowledge I gained through this program will be very useful for my personal and professional life."*

**Mr. Thilak Suraweera, Development Officer, Badalkumbura Pradeshiya Sabha - Monaragala District**



*"Documents and office management training for LAs of Badulla District, organized by SLILG in the Badulla PS Conference Hall on March 5th, 2021, was the first time in three years that I had participated in a training program after joining local government. This is a good opportunity for staff like us and I would like to thank you for this initiation which will help to develop the capabilities of the local authorities in the province."*

**Mr. L.D.B.G.P. Liyanage, Management Assistant, Welimada Pradeshiya Sabha - Badulla District**

*"කාන්තා මන්ත්‍රීවරියක් වශයෙන් මම විවිධ පුහුණු වැඩසටහන් සඳහා සහභාගී වී සිටිමි. එම වැඩසටහන් අතර පළාත් පාලනය පිළිබඳ ඩිජිටල් පාඨමාලාව විශේෂ වන්නේ, සභාවේ කටයුතු කිරීමේදී සහ දෛනිකව අප මුහුණ දෙන අභියෝගයන්ට සාර්ථකව මුහුණ දීම සඳහා එයින් ලබාගත් දැනුම හා අත්දැකීම් වැදගත් වන බැවිනි. එසේම එය මගේ දේශපාලන ජීවිතයට සැබවින්ම ප්‍රයෝජනවත් වනු ඇත. නවද මෙයින් ලැබෙන ප්‍රතිලාභ ගම්මානවල ප්‍රජාවන්ට සේවය කිරීමට උපකාරී වේ. සැමියාගේ වැටුපෙන් සියලු විෂයම් කළමනාකරණය කිරීමට උත්සාහ කරන අප වැනි කාන්තාවන්ට මෙම අවස්ථාව ලබා දීම පිළිබඳව උචිත පළාත් සභාව සහ CDLG ව්‍යාපෘතියට මම හඳුන්වන්නේ ස්තූතියෙන් වෙමි. මෙම අධ්‍යාපන අවස්ථාව අපගේ සැලසුම් කුසලතා වර්ධනය කරගැනීමට මහඟු පිටුවහලක් වේ යැයි මම ප්‍රාර්ථනා කරමි"*

**ආර්. එනීෂා උදේනි හෙරිට්චේවා, මන්ත්‍රීනී, බදුල්ල ප්‍රාදේශීය සභාව**



## Eastern Province



*"I learnt from the training attended on Local Government Laws and Procedure that, the Local Authorities are vested authority to levy acreage tax. But now Agrarian Department are collecting this tax in the form of water tax. We are negotiating with Agrarian Department to allow us collect this acreage tax."*

**Mr. L. M. Irfan, Secretary, Irakkaamam**

*"I learned how to deal with grievances while working in our community and how to balance our personal and professional life through the workshop on grievances organized by UNDP."*

**Ms. Yaalini Narenthiranaath, Secretary, Trincomalee Town and Gravets**



*"The virtual equipment provided by UNDP is very useful since it helps in keeping our communications without fail. Especially, during the second wave of the COVID-19 pandemic, we continue the meeting with staff via Zoom by using this equipment."*

**Hon. Thiyagarajah Saravanapavan, Mayor of Batticaloa Municipal Council**

## Northern Province



*"We were given a big task during this COVID-19 pandemic. Being declared essential service with limited resources, we took immediate action and faced various challenges. We carried out the sanitation and other prevention activities in all the Pradeshiya Sabha areas in the Kilinochchi district. Then, we made a request to the Chief Secretary of the Northern Province through the Commissioner of Local Government and got the support from UNDP through CDLG project. We were able to get the required support including PPE for health labourers, fogging machines and appropriate chemicals for disinfection. Earlier we were using Lysol and chlorin for chemical sprayer without proper PPE,*

*health labourers had side effects. With the support of UNDP, we are able to carry out our work in efficiently."*

**Mr. Nadarajah Pirabharan, Assistant Commissioner of Local Government - Kilinochchi**

# KEY HIGHLIGHTS

## COVID-19 Response



CDLG completed its consultative information gathering workshops in the North, East, North Central and Uva provinces involving all 134 LAs to formulate Capacity Development Plans for the provinces. These workshops brought together provincial and local level staff to identify institutional, organizational and individual capacity gaps that needed to be addressed. One of the key areas that was considered was the need for improving collaboration between different levels and units of central, deconcentrated and devolved government. Inspired by the discussions at the workshop, Kalmunai Municipal Council reached out to the Office of the Regional Director of Health Services to improve their COVID-19 related response. They have entered into an MOU where they now share resources to combat COVID-19 in an effective and integrated manner.

During the first wave of COVID-19, one of the major challenges facing local authorities was the lack of PPE available to frontline workers and key staff including those in waste collection and sanitation



services. To ensure that Divisional Secretariats and local authorities are operating effectively and to minimize the risk to public servants, CDLG distributed personal protective equipment and sanitization items to front-line officers of local authorities in the Eastern, North Central, Northern and Uva provinces amounting to Rs. 43,986,023.84 (approximately 750,000 items). This included basic prevention kits, chemicals and sanitizing equipment including gloves, bleaching powder, protective goggles, non-contact infrared thermometers, safety clothing, disinfectant liquid, hand sanitizers, power sprayers and disposable face masks to prevent the spread of infection in the four provinces. Utilizing these PPE kits, frontline sanitation workers were able to successfully carry out the decontamination and sanitization of public places including bus stands, marketplaces, schools, and polling locations for the 2020 parliamentary elections.

## Strengthening By-Laws



CDLG partnered with the Federation of Sri Lanka Local Government Authorities (FSLGA) to support local councils to respond to the COVID-19 pandemic by strengthening the legal framework of local authorities. In this regard with the support of CDLG, FSLGA assisted 134 local authorities to amend/develop 21 By Laws to promote a pandemic free environment. CDLG supported FSLGA's efforts in developing the methodology for the initiative and participated at the validation workshops at the provincial level organized by FSLGA. These 21 By-Laws regulate a very broad spectrum of community services such

as public performances at road sites, public toilets, public facilities and health protection, guesthouses and lodges, canteens and eating houses, annoying and dangerous trades, common bathing places, selling at streets/hawkers, fairs and market places, private education centers, barber saloons, disposal of hazardous waste in public places, public halls, beauty parlors, laundry and washing centers, food production, hotels, sales outlets of vegetables and fruits and disposal of waste. These By-Laws are of paramount importance to the society specifically for containing the COVID-19 pandemic at a local level. The most important and durable impact of the set of 21 By-Laws will be to establish standards for local governments to adhere.



## உள்ளூராட்சி அதிகார சபையில் பெண்கள்



எனது பூர்வீகம் கிழக்கு மாகாணத்தில் உள்ள வாழைச்சேனை என்னும் ஒரு அழகிய நகராகும். இது உலக புகழ் பெற்ற பாசிக்குடா கடற்கரையிலிருந்து சுமார் 3KM தூரத்தில் அமைந்துள்ளது. எமது குடும்பத்தின் வருமானத்தை ஈட்டுகின்ற ஒரே தனி நபராக எனது தந்தை வாழைச்சேனை கடதாசி ஆலையில் பணிபுரிந்தார். அதேவேளை எனது தாய் எங்களை பராமரிப்பதில் தனது முழு நேரத்தையும் அர்ப்பணித்தார்.

எனது சிறுபராயம் முதல் இப்பிரதேசத்தில் பல பிரச்சினைகள் இருப்பதை காணமுடிகின்றது. குறிப்பாக பெண்களும் சிறார்கள்மும் பல பிரச்சனைகளுக்கு முகம் கொடுப்பதை நான் கண்டிருக்கிறேன். போரினால் பாதிக்கப்பட்ட விதவைகள், கணவன்மார் மற்றும் பிள்ளைகளை இழந்த பெண்கள் உதவி இன்றி வாழ்வதையும் கண்டிருக்கின்றேன். இப்பெண்கள் தமது அன்றாட வாழ்க்கையை கொண்டு செல்வதற்கு மிகவும் கஷ்டப்படுகின்றார்கள் இதன் காரணமாக சில பெண்கள் மத்திய கிழக்கு நாடுகளுக்கு பணிப்பெண்களாக செல்கின்றனர். அவர்களுடைய தீர்மானமானது, குறிப்பாக பிள்ளைகளுக்கு, பாரிய சமூக மற்றும் உள நல பிரச்சனைகளை ஏற்படுத்துகின்றது. பாடசாலைக்கு அதிக தொலைவு செல்ல ஏற்படுவதால் அதிக மாணவர்கள் பாடசாலையிலிருந்து இடை விலகுகின்றனர். எமது பகுதியில் படிப்பறிவு விகிதம் மிகவும் குறைவாகவே காணப்படுகிறது.

ஆழமாக வேரூன்றியிருந்த மீண்டும் மீண்டும் இடம்பெறும் பிரச்சனைகளுடன் வளர்ந்து வந்த எனக்கு சமூகத்துடன் சேவை ஆற்றுவதில் உணர்ச்சிபூர்வமான ஈர்ப்பு ஏற்பட்டது. பல்வேறு பிரச்சனைகளினால் பாதிக்கப்பட்டுள்ளவர்களுக்கு அவர்களின் வாழ்க்கையை மீண்டும் கட்டி எழுப்புவதற்கு உதவ வேண்டிய தேவை இருந்தது. அதன் விளைவாக சமூக சேவையில் ஈடுபட்டதுடன் பெண்கள் கிராமிய அபிவிருத்தி சங்கத்தில் செயற்படும் உறுப்பினராக இணைந்தேன். இருபது வருடங்களாக நான் விபலானந்தா கல்லூரியில் ஆசிரியையாக சேவையாற்றியதுடன் இப்பிரதேசத்திலுள்ள இளைஞர்களுக்கிடையில் உறுதியான உறவுகளை வளர்த்துக் கொண்டேன்.

உள்ளூராட்சி மட்டத்தில் பெண்களுக்கு 25% இட ஒதுக்கீடு அறிமுகப்படுத்தப்பட்ட பின்னர் ஓர் அரசியல் கட்சியில் இணையுமாறு வேண்டுகோள் விடுக்கப்பட்டது. பிரதேச சபைகள் மக்களுக்கு நெருக்கமாக உள்ள ஆட்சி பிரிவுகளாகும். இவைகள் மக்களின் வாழ்க்கை சிறப்பாக அமைவதற்கு முக்கியமான அதிகாரங்களையும் பொறுப்புகளையும் கொண்டுள்ளன. எமது பிரதேசத்திலுள்ள மக்களின் வாழ்க்கையை மேம்படுத்துவது தொடர்பில் எனக்கு அதிக ஆர்வம் இருந்தபடியினால் நான் அந்தக் கட்சியில் கட்சியில் இணைவதற்கு தீர்மானித்தேன். 2018 வருடம் வாழைச்சேனை பிரதேச சபை தவிசாளராக நான் தெரிவு செய்யப்பட்டேன்.

எனது இவ் அரசியல் பயணத்தில் எனக்கு மிகவும் உறுதுணையாக இருந்தவர் எனது கணவர் என்பதை பெருமையுடன் கூறுகின்றேன். அவர் ஆசிரியராக தொழில் புரிகிறார். அந்த அரசியல் கட்சியில் சேருமாறு எனக்கு அழைப்பு வந்த போது அவர் அதனை ஏற்றுக் கொள்ளுமாறு உற்சாகப்படுத்தினார். ஆனால் எனது குடும்ப உறுப்பினர்கள் நண்பர்கள் மற்றும் எனது ஊரைச் சேர்ந்த சிலர் எனது முடிவிற்கு ஆதரவு அளிக்கவில்லை. ஏனெனில் அரசியல்

பெண்களுக்குரியதல்ல என்பதும் பெண்களால் எதையும் பொது வெளியில் அடைய முடியாது மேலும் அவர்களுடைய வகிபாகம் வீட்டுடன் மட்டுப்படுத்தப்பட்டுள்ளது என்பதும் அவர்களின் கருத்தாகும்.

இதற்கும் மேலாக நான் பல சவால்களுக்கு முகம் கொடுக்க வேண்டி இருந்தது. இதற்கு எனது பால்நிலை மட்டுமல்ல நான் சார்ந்த சமூகமும் காரணமாகும். தேர்தலின் போது எனது நேர்மை மற்றும் கண்ணியம் என்பவற்றில் சேறு பூசுவதற்கு சமூக வலைத்தளம் மூலம் பிரச்சாரம் மேற்கொள்ளப்பட்டன.

நான் தவிசாளராக நியமிக்கப்பட்ட பின்னர் மூன்று பிரதேச செயலக பிரிவுகளுக்கு பொறுப்பாக சேவையாற்ற வேண்டியிருந்தது. இதனால் இப் பகுதிகளுக்கு நான் அடிக்கடி விஜயங்கள் மேற்கொள்வேன். பெண்களால் வெற்றிபெற முடியாது மற்றும் பெண்கள் தீர்மானமெடுக்கும் பதவிகளுக்கு பொருத்தமற்றவர்கள் என்ற கருத்து நிலவியதால் நான் பாரிய சவால்களுக்கு முகம் கொடுத்தேன். எப்படியாயினும் எனது கட்சியின் வலுவான ஆதரவுடன் தவிசாளருக்குரிய கடமைகளை வினைத்திறனுடன் நிறைவேற்றக்கூடியதாக இருந்தது.

இது எனது அரசியல் பயணத்தின் ஆரம்பமாக இருப்பினும் இதுவரை மேற்கொண்ட எனது பயணம் தொடர்பில் நான் பெருமையடைகிறேன். கல்வி பின்புலத்திலிருந்து வந்த காரணத்தினால் இப்பிரதேசத்தில் நூலகங்கள் அமைப்பதற்கான முன்னெடுப்புகளை மேற்கொண்டிருக்கின்றேன். இதனால் படிப்பறிவு வீதம் முன்னேற்றமடையுமென எதிர்பார்கின்றேன்.

சமூகத்திலுள்ள பிரச்சனைகள் மற்றும் தேவைகள் என்பவற்றை அடையாளம் காண்பதற்கும் அதனைத் தொடர்ந்து அவற்றை நிவர்த்தி செய்வதற்குத் தேவையான பாதிட்டு நிதியை ஒதுக்குவதற்கும் உதவக் கூடிய வலுவான வலைப்பின்னல் எமது பிரதேசத்திலுள்ளது. சமூகமட்ட சிவில் அமைப்புகள் மற்றும் தன்னார்வ தொண்டர்கள் பிரதேசத்திலுள்ள தேவைகள் தொடர்பில் தகவல்களை சேகரித்து பிரதேச சபைகளுக்கு தெரியப்படுத்துகின்றனர். மாணவர் சமூகத்துடன் எனக்குள்ள தொடர்பு காரணமாக மாணவர்கள் வழிநடத்தும் சமூக குழுக்கள் தமது பிரச்சனைகளை எமக்கு வெளிப்படுத்துகின்றார்கள். சமூகத்தின் முதுகெலும்பாக உள்ள கிராம அதிகாரிகளுடன் நாம் நெருங்கிய தொடர்பை பேணுகின்றோம். அதே போன்று மாகாணத்திலுள்ள ஏனைய அமைப்புகளுடனும் தொடர்பை பேணுகின்றோம். நேருக்கு நேர் தொடர்பாடல்களில் முடக்கம் சார்ந்த இடையூறுகள் காரணமாக நாங்கள் Zoom மற்றும் WhatsApp மூலம் தொடர்புகளை மேற்கொள்கின்றோம். இவ் வலையமைப்புகள் மூலம் இப்பிரதேசத்தில் பெண்கள் தலைமை தாங்கும் குடும்பங்களுக்கு 100 வீடுகள் கட்டும் பணியை மேற்கொள்ளக்கூடியதாக இருந்தது. முடக்க காலத்தின் போது குறைந்தது 30 குடும்பங்களுக்கு உலர் உணவு போன்ற உடனடி தேவைகளை வழங்கக் கூடியதாகவும் இருந்தது.

எனது தைரியம் காரணமாக இலங்கையில் ஒரு பெண் தவிசாளராக என்னால் கடமையாற்ற முடிந்தது. (2018 ம் ஆண்டு தேர்தலின் கீழ் இலங்கையில் 7 பெண் தவிசாளர்கள்/முதல்வர்கள் நியமனம் பெற்றனர்). அரசியலில் மிக குறைந்த அளவில் பெண்கள் பங்கேற்பு உள்ள நிலையில் அர்த்தமுள்ள முன்னேற்றத்திற்கான நேரம் வந்துள்ளது.

எதிர்காலத்தில் தலைவிகளாகக் கூடிய எனது சக பெண்களுக்கு நான் கூறும் செய்தியாவது “உங்களது வெற்றிக்கான பயணங்களை ஒரு போதும் கைவிடாதீர்கள். எமது உரிமைகளை நாம் அனுபவிப்பதற்கும் மற்றும் ஏனையவர்கள் அவர்களுடைய உரிமைகளை அடைவதற்கும் அரசியலில் ஈடுபடுவது ஒரு ஆக்கபூர்வமான வழியாகும்”. நாங்கள் மாற்றத்தை ஏற்படுத்துவதாயின் தீர்மானம் எடுப்பவர்களாக இருக்க வேண்டும். பெண்களின் பங்கேற்பு நாட்டின் நிலையான அபிவிருத்திக்கு இட்டு செல்லும். எனது இயலுமைக்குட்பட்ட வகையில் உள்ளூராட்சியில் அரசியல் தலைமைத்துவத்தில் ஈடுபடுவதற்கு நான் அடிமட்ட நிலை பெண்களை அணி திரட்டுகிறேன். இதனால் அரசியலில் பெண்களின் பங்கேற்பு முன்னேற்றமடையும். இப்பெண்களின் முயற்சிக்கும் எமது பிரிவிலுள்ள எதிர்கால தலைவிகளாகக் கூடியவர்கள் மற்றும் தேர்ந்தெடுக்கப்பட்ட பெண் அதிகாரிகள் ஆகியோரின் இயலுமை மற்றும் திறன்கள் என்பவற்றை மேம்படுத்துவதனுடாக அரசியலில் பெண்களின் வினைத்திறன் மிக்க பங்கேற்பை அதிகரிப்பதன் மூலம் பெண்களின் அந்தஸ்தை மேம்படுத்துவதற்கும் உதவுமாறு CDLG குழுவிற்கு அழைப்பு விடுக்கிறேன்.



# VOICES FROM THE FIELD

## North Central Province



"පළාත් පාලන ආයතනවල වර්තමානයේ පවතින ගැටළු හඳුනාගෙන ඒවාට විසඳුම් සෙවීමේ අරමුණ ඇතිව සංවිධානය කර ඇති මෙම වැඩමුළුව අතිශයින්ම ඵලදායී වැඩමුළුවක් වියට හේතුව මෙම වැඩමුළුව සඳහා පළාත් පාලන ආයතනවල සියළුම තරාතිරම්වල නිලධාරීන්, දේශපාලන නියෝජිතයන්, පළාත් පාලන දෙපාර්තමේන්තුවේ නිර්ණා ගන්නා නිලධාරීන් මෙන්ම පළාත් සභාවේ ජේෂ්ඨ නිලධාරීන් සහභාගිත්වය තුලින් පළාත් පාලන ආයතනවලට සාමාන්‍යමතව බලපාන බොහොමයක් ගැටළු පිළිබඳව සාකච්ඡා කිරීමටත් සාමූහිකව විසඳුම් සෙවීමටත් අවශ්‍ය පරිසරය මෙතුලින් නිර්මාණය වූ බව මගේ හැඟීමයි."

**හේරත් සෙනාරත්න, සභාපති, මැදවිච්චිය ප්‍රාදේශීය සභාව**

"දේශගුණික අවධානම් තක්සේරුකරණය පාදක කරගත් දත්ත පද්ධතියක් පවත්වා ගැනීමත්, එම දත්ත පදනම් කරගනිමින් පළාත් පාලන ආයතනවල මෙන්ම අනෙකුත් දෙපාර්තමේන්තුවල සැලසුම් සකස් කිරීම පිළිබඳව මෙම පුහුණු වැඩමුළුවෙන් හොඳ අවබෝධයක් ලබාගැනීමට හැකිවිය. මෙහිදී ලබාගත් දැනුම පළාත් කෘෂිකර්ම දෙපාර්තමේන්තුවේ උන්නතිය වෙනුවෙන් භාවිතා කිරීමට මා බලාපොරොත්තු වන අතර මේ පිළිබඳව වැඩිදුර පුහුණුවක් ලබාදෙන්නේ නම් ඉතාමත් අගයකොට සලකමි"

**ජෙ.ඩී.ආර්. තිරිමාන්න, කෘෂිකර්ම උපදේශක, පළාත් කෘෂිකර්ම දෙපාර්තමේන්තුව**



## Eastern Province

*"We participated in a GIS training conducted by the University of Peradeniya and organized by UNDP which was very useful one. It was also seen as moving away from our traditional technical systems and adopting new approaches for road inventory, road surveying, and mapping."*

**Mr Arulpiragasam Amalraj, Technical Officer, Koralalpattu West**

*"Public relations and communications are two eyes. While working with the community as public servants, we lose our temper many times and miss having effective communication with the public. The workshop organised by UNDP under the CDLG project stimulated us to have a good relationship with effective communication."*

**Mr Mohamaod Newsath, Development Officer, Muthur**



## Uva Province

*"I would like to appreciate the workshops and training that the CDLG project offers for LA staff and elected members. Especially the knowledge and awareness I gained through the workshop in which I participated with the statutes/By-Laws and budgeting helped me win the LA annual budget with a high number of votes."*

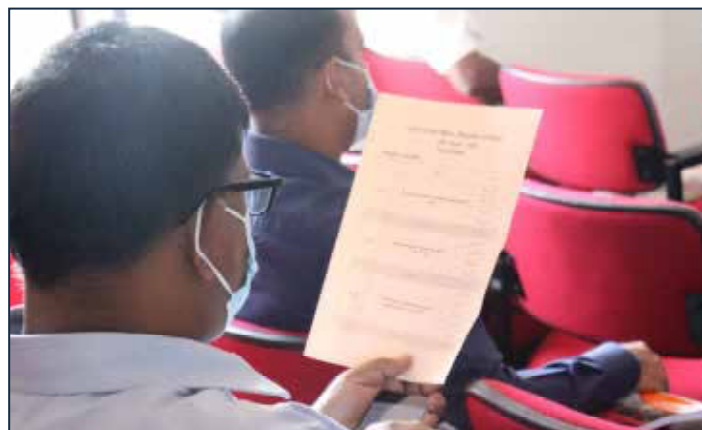
**Hon. Priyantha Amarasiri, Former Mayor of Badulla - Municipal Council**



# KEY HIGHLIGHTS

## Diploma Course on Local Government for Elected and Administrative Officials

CDLG launched the Diploma Course on Local Government for Elected and Administrative Officials of Local Governments in collaboration with SLILG in the Uva Province. There were 50 participants of which 50% were female. This was the first time that a Diploma Course on Local Governments was initiated out of Colombo, benefitting officials working in other cities. The participants were enthusiastic about the program and keen on utilizing the knowledge they gained to improve their service delivery.



## The State of Sri Lankan Cities (SoSLC)

In order to support evidence-based and participatory decision making at the local level, CDLG partnered with UN Habitat to include 19 cities to the State of Sri Lankan Cities website. The SoSLC data portal brings together city and provincial-level spatial and statistical data. This helps local planners and decision makers to build sustainable cities, generate evidence, data and policy tools to analyze urban processes, make evidenced-based decisions and integrated urban policies and plans. Close to 80 officials in local authorities, provincial councils and national level data institutions were provided with training on uploading, updating, and managing the database.

## Work manual for Uva Province

A work manual for the Uva Province was developed simplifying the processes in place, so that all officials were clear on the correct procedures to follow. This manual was initially prepared for the local authorities in the North Central Provincial Council and thereafter customized for the Uva Province with a series of participatory discussions. The implementation of this work plan manual is intended to support the streamlining of the processes in the Uva Province and to provide clarity to existing and new staff joining the provincial level public service. It will support the staff to avoid duplication of activities and will make the processes more efficient. CDLG will customize these manuals for the Northern and Eastern Provinces as well.

## First Steering Committee Meeting

The first Steering Committee Meeting of the STRIDE Project was held with the participation of government and non-governmental counterparts. As per the STRIDE Financial Agreement, this National Steering Committee for STRIDE Programme is to include a balanced representation from relevant Ministries involved with the execution of the programme, representatives from the provinces and local authorities of the target areas and representatives of the Civil Society and co-chaired by EU Delegation and the State Ministry of Provincial Councils and Local Government Affairs. This Committee was set up with the objective of providing strategic oversight and guidance to the Programme to make sure of the transparent, accountable and responsive result-oriented project delivery.



## Study on subnational governance e-systems mapping

CDLG commissioned EML Consultants to conduct a study on subnational governance e-systems mapping in Provincial and Local Government Institutions in Sri Lanka. The objective of the study was to take stock of different e-systems (such as e-revenue, e-accounting, e-procurement, asset management, store management, learning management, human resources management, front office management, online payment, file management, fleet management, e-library, online regulatory services, management information systems, mobile applications etc.) used by the sub-national level government institutions (such as Provincial Councils, Provincial Planning Secretariats, Management Development Training Units, Provincial Revenue Departments, Department of Local Governments, Municipal Councils, Urban Councils, Pradeshiya Sabhas etc.) in Sri Lanka. Through this study, CDLG intends to understand, best e-systems that can be potentially adopted by other provinces, the current and future needs of the sub-national and local governments (including the pandemic lockdown and similar scenarios in the future), challenges in adopting e-solutions, and possible recommendations on enhancing e-local governance. The study is currently underway and the findings hope to inform the formulation of the Provincial Capacity Development Plans.

# Best practices of participatory and innovative local governance from India

## About the interviewee



Anuya Kuwar is the Programme Officer Asia Region, Commonwealth Local Government Forum (CLGF). Anuya is responsible for CLGF projects and programmes in South Asia. She currently coordinates CLGF's Department for International Development (DFID) funded programme reducing poverty through local economic development (LED) in the Commonwealth in South Asia and at the country-level in India. She is also a member of the team managing the Commonwealth Women in Local Government Network (ComWLG) working to support work in local politics and decision making. She has a Masters degree in Social Work and a BA in Psychology.

## About CLGF

Established in 1995, Commonwealth Local Government Forum (CLGF) promotes and strengthens democratic local government to support sustainable development across the Commonwealth, facilitate the exchange of good practices in the local government structures and services and seeks to provide a collective voice to advocate for greater empowerment at the local level. It is an international network which facilitates four areas of activities: Advocacy, Programmes, Knowledge and Research, and Exchange networks. CLGF works closely with a range of partners including the Commonwealth, the United Nations and the European Union to promote and support democratic local government in the Commonwealth and to ensure that local government is recognized as an important sphere of government in development. CLGF uniquely brings together all levels of government, with more than 200 members in 47 Commonwealth countries, including: local government associations; councils; and ministries with responsibility for local government; together with associate members – universities and professional organizations.

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***“Some States have taken a step further and have increased the reservation for women to 50%. As a result, 10 – 11 States in India have 50% seats mandatorily saved for women in local government.”***

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## **In your experience with closely working with local government system in India, what are some of the best practices used to improve participatory local governance?**

I must say that there are many examples from the South Asia region. In India, the constitution itself recognises local government and there is a clear-cut demarcation of rural and urban local government. As a result of this recognition, with detailed information on the functions, powers and responsibilities of these local institutions (73<sup>rd</sup> and 74<sup>th</sup> amendments to the constitution) local governance is not at the mercy of any authority and can operate with considerable level of independence. In the rural local government, there are three tiers: Gram Panchayat (village level), Panchayat Samiti (block level), and Zila Parishad (district level). Urban local government consists of Nagar Palikas, Municipal Councils and Municipal Corporations.

In the rural local government system in India, the Gram Sabha is a primary and the largest body of Panchayat Raj system and plays an integral role in the Panchayati Raj and village development. Gram Sabha is defined in the Constitution of India under Article 243(b). The Panchayat implements development programs under the overarching mandate, supervision and monitoring of the Gram Sabha. All decisions of the Panchayat are taken through the Gram Sabha and no decision is official and valid without the consent of the Gram Sabha. Holding a Grama Sabha is mandatory, at least two to four times in a year. People use the forum of the Gram Sabha to discuss local governance and development, and make need- based plans for the village. All local level decisions, for example decisions pertaining to planning, budgeting, needs to be clearly discussed and approved in the Grama Sabha. The decisions taken by the Gram Sabha cannot be annulled by any other body. The power to annul a decision of the Gram Sabha rests with the Gram Sabha only.

We do have very active Grama Sabhas with great participation and also those with average participation. One specific example of these Grama Sabhas in action is in the preparation of Gram Panchayat Development Plans. Gram Panchayats have been mandated for the preparation of GPDP for economic development and social justice. Panchayats have a significant role to play in the effective and efficient implementation of flagship schemes/ programmes on subjects of National Importance for transformation of rural India. The GPDP planning process has to be comprehensive and based on participatory process which involves full convergence with schemes of all related Central Ministries/Line Departments related to 29 subjects listed in the Eleventh Schedule of the Constitution. Gram Panchayat Development Plan is an important initiative that needs continuous people's active participation in the decision-making process for their socio and economic development. Gram Panchayats have to call for special Gram Sabha in order to prepare the GPDP wherein the active and inclusive participation of all the citizens is ensured resulting in integrated development plans. People's participation in preparation of the development plan also ensures their participation in its implementation. Gram Sabha ensures that people's needs get reflected in the development plans rather than a top-down approach. There is greater convergence and linkage between State and Central government schemes. Also, the Gram Sabha can take a call on tapping Corporate Social Responsibility (CSR) resources or Public Private Partnerships for such development plans which cannot find sufficient resources through government schemes and programmes.

## **Are there any specific examples of best practices you wish to share on improving women's participation?**

There is a provision in the constitution focused on inclusiveness and transparency – this is the reservation for women and backward classes in society. As a result, there are groups of individuals who, without these constitutional protections might have remained underrepresented in governance. For women, this reservation is 33% and 10-12% reservation for persons belonging to these low represented and backward classes. Some States have taken a step further and have increased the reservation for women to 50%. As a result, 10 – 11 States in India have 50% seats mandatorily saved for women in local government. In some instances, there are states that have about 75% women elected to local government – some females getting elected through the reserved seats mechanism and some securing their seats as general candidates. I would like to note here that everything does not happen exactly in

the ideal scenario, but this remains a revolutionary step for India and I am unaware of any other country in the region with a 50% reservations being made for women in local government.

It is important that citizens in the Gram Panchayat have a complete understanding of issues and activities that are being carried out in their area. The concept of a 'Mahila Sabha' first emerged in the state of Maharashtra when women self help groups and women members of the community came together and called for a Mahila Sabha for their fight against alcoholism. Constitutional amendments were made in the Maharashtra State as well as Himachal Pradesh State Panchayati Raj Acts, after which organising Mahila Sabha before Gram Sabha became a mandatory process. There are about 10-12 states in India which regularly organize the Mahila Sabhas.

Simply put, these are women assemblies for the women electorate in the Panchayat. Women's participation in Gram Sabhas augments the efficacy of Panchayats though it is a different matter that women do not always participate in Gram Sabhas in large numbers, mainly due to societal limitations, customs and traditions. In order to give voice to women at the level of grassroots' democracy, separate Mahila Sabhas are convened. The objective is to include women's issues in Gram Sabha resolutions especially those issues affecting the women. It is mandatory that before each Grama Sabha a Mahila Sabha takes place. This is a platform for women elected representatives, women self-help groups, and women electorate in general to come together and to put forward the problems and challenges in the village that they, as women feel should be prioritized. In many instances, the Mahila Sabhas take up issues for raising educational standards, addressing water and sanitation problems, livelihood issues – areas which are not generally not considered and discussed by men at male dominated Grama Sabhas.

The resolutions/decisions taken collectively, in the meetings are further presented in Gram Sabha. With members of the Gram Sabha and other community members, the issues are included in the village level planning process i.e. Gram Panchayat Development Plans. Of course, there might be areas that this is not perfectly implemented, but I strongly believe that this is a very good beginning to incorporate women's voices at local decision-making level. In most instances that well trained people are elected at local level, you see that in those areas Mahila Sabhas and/or Grama Sabhas are operating well.

**Are there any specific ways that local governments India have been able to continue and improve their service delivery through innovative approaches during COVID-19 times?**

At Rural Local Government level, it is mandatory to create local level disaster management plans. As a result the local governments are able to quickly galvanize and mobilize the Gram Panchayat network and the frontline health workers. As a result of these plans, when disaster strikes local government does not have to wait for the state/central government to react and proceed to address the disaster. This proved to be enormously helpful when combatting COVID-19.

Sometimes there is possibility that local governments can be overwhelmed by more traditional responsibilities endowed to them, like health and sanitation and miss out on a range of crucial services that they can provide for the citizenry. Local economic development (LED) is such an area. It is a key function that the local governments have been endowed with via the Constitution of India. However, many a times local authorities are unaware of their responsibilities and powers vis-à-vis LED. At the city level in India, CLGF has worked with 3 smart cities in the state of Madhya Pradesh to integrate LED into

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city service provision, with a focus on small and micro-enterprise start-ups, including establishing incubator centres. A pilot in Jabalpur Smart City brought together a range of different partners to work with the Municipal Corporation. In addition to providing successful mentoring and a space for new businesses, the incubation centre worked with CLGF to develop a specific area for support to women-led start-ups.

Smart city concept is basically identifying the potentials of the cities and developing those to become more inclusive, liveable, and sustainable cities that have innovative solutions to their city specific issues. A specific example of such intervention is the design by a young entrepreneur of a device that measures body temperature at the entrance of public buildings and automatically opens doors if the temperature is normal. Another example is the one who designed a robot that ensured the corona patients wards are properly sanitised. This reduced the need for human contact. The support provided by the incubation centre has been live changing for these individuals to grow economically and to create livelihoods in some cases.

During the COVID-19 time, the Jabalpur Smart City Incubation Centre (JIC) continued its support to the incubates through an online Start-up Pathshala. This is one of the examples of how the challenges posed by the COVID-19 pandemic and subsequent nation-wide lock down were converted into an opportunity by JIC along with CLGF and other partners. The incubates and entrepreneurs were quite depressed due to uncertainty looming over their future as a result of the complete shutdown of the incubation centre. Start-up Pathshala was an online platform created for a month long orientation and training on start-ups with the vision to inculcate innovation and entrepreneurship among the youth of Madhya Pradesh. Every-day two hours online sessions were conducted by the various industry/field/sector experts. By the end of the 30th day, participants acquired a good understanding about startups, its various stages such as idea generation, idea shortlisting, idea validation, funding, developing a business model, revenue model, startup India registration, pitch deck presentation, finding investors and mentors around, marketing and the basics of business finance etc. At the end of this programme, top 100 startup ideas from registered participants were identified and a small grant amount plus 1-year virtual incubation support was provided to the selected participants.

CLGF was an active partner in conceptualizing, planning these webinar discussions and as well as conducting sessions. Over 10,000 people from across the Madhya Pradesh State as well as other parts of India registered for this online training. Incubates/participants were encouraged to consider COVID-19 pandemic as an opportunity and adjust their start-up/business model as per the need and demand of the time. A few start-ups modified and developed their businesses accordingly such as supply of online grocery and medicine, detection of mask, body temperature and sanitising tunnel etc. The sessions were broadcasted live on Facebook page of Jabalpur Incubation Centre and the videos are available on YouTube. The total viewership of the program has crossed 3 Lakh. This was an important way that a local authority in Madhya Pradesh sought to create conducive environment for livelihood improvements.

**In your experience what are your suggestions for improving youth participation in local governance? Are there any specific examples you could share with us from India?**

Culturally, in the Asian region, we are used to seeing older male candidates. However, there are a group of young leaders including women leaders who are passionate about joining local politics. But I have observed in my experience with working with these individuals that the aspirations they have are not usually long term. Most of the time they would like to be part of Panchayat system, but they are not necessarily interested to climb up the ladder and later end up in Lok Sabha.

One good practice that could be implemented is the reservation of certain number of seats in local government for young candidates belonging to a certain age category. With this we would be able to provide opportunities for young people who are really interested in local governance. Apart from the example of the incubation centre and the enthusiastic participation of youth, currently in some States there have been instances where youth input and comments have been sought in the development and evaluation of Citizen Charter.

# KEY HIGHLIGHTS

## Diploma program in community leadership

CDLG commenced a Diploma program in Community Leadership targeting women elected members and women leaders in the community in the Uva Province. The 6 month program has attracted 90 participants out of which 22 are elected female councilors. The course aims to provides the participants with knowledge and skills on how to be strong women leaders in their communities.





## Issues and challenges faced by women and children during COVID-19

With the support of the grassroots level Civil Society Organizations (CSOs), namely, Women in Need (WIN), Women Development Centre (WDC), and Organization For Elangai Refugees Rehabilitation (OfERR Ceylon), CDLG organized a series of meetings at district level in Vavuniya, Jaffna, Anuradhapura and Batticaloa to discuss issues and challenges faced by women and children during COVID-19. The participants were female members of the Local Government, District Women Development Officers, District Child Development Officers, Officers from the Department of Education, OICs of Women and Children Sections of the Police, Officers from the Human Rights Commission, Officers from the Legal Aid Commission and Judicial Medical Officers. These meetings were the first steps in addressing a crucial gap in the work that these CSOs were facing in their work - the lack of interaction with local level elected members in the community. This was a roadblock in reaching local decision-makers and in addressing these issues at the local level. These meetings enabled the CSOs to build important connections with elected officials, to allow issues to be discussed at decision-making forums at the local level.



## Understanding climate vulnerability risks

Climate Vulnerability Risk Assessment was initially conducted in the Uva Province and later rolled out in the rest of the Provinces as well. Hazards such as floods, droughts, landslides, strong wind, lightning, and heat stress were considered for analysis in the study targeting the Uva Province. The Globally accepted "World Risk Index" was exclusively used for the vulnerability and risk assessment process to select climate vulnerable hotspots. The participatory stakeholder consultations at regional to community level were conducted for data gathering, analysis and implementation of the study. The purpose of these assessments is to facilitate the availability and use of climate data in local planning and decision-making processes, thereby enhancing resilience at the local level in the selected provinces. It is intended that these studies identify hotspots (or local areas with high risk and low adaptive capacity) by conducting vulnerability and risk assessment with local communities, and integrating the findings into local level planning and design adaptation activities around these risks. The findings of the study will be utilized to implement a GIS based Web Information system and develop tools for visualization analysis. Local and Provincial level staff will be trained to collect relevant data in each component of climate related parameters and on how to use these data and incorporate them into local level planning.

# පළාත් පාලනයේදී පුරවැසි ප්‍රඥප්ති (Citizens' Charters) හඳුන්වාදීමේ වැදගත්කම

**පුරවැසි** - සේවාවලට ප්‍රඥප්තියක් යනු රාජ්‍ය ආයතනයන් විසින් තම සේවාවන් සැපයීමේදී එවැනි සේවාවන් ලබා ගැනීමට පුරවැසියන්ට අයිතියක් ඇති බව පිළිගෙන සිදුකරනු ලබන ලිඛිත බැඳීමකි. රාජ්‍ය සේවාවන් පුරවැසියන් විසින් සෘජුව හෝ වක්‍රව බදු මගින් අරමුදල් සපයනු ලබන බැවින්, ඔවුන්ගේ අවශ්‍යතාවයන්ට ප්‍රතිචාර දක්වන සහ සාධාරණ පිරිවැයකින් කාර්යක්ෂමව සපයනු ලබන විශේෂිත සේවාවක් අපේක්ෂා කිරීමට ඔවුන්ට අයිතියක් ඇත.

පුරවැසි ප්‍රඥප්තියක් මගින් එකී ආයතන අදාළ සේවාවන් ප්‍රකාශ කර ඇති තත්වයන්ට හා ප්‍රමිතීන්ට අනුව ඉටුකරනු ලබන බවට සහතික වෙයි. පුරවැසි ප්‍රඥප්තියක් සාමාන්‍යයෙන් රාජ්‍ය ආයතනයක් මගින් සපයනු ලබන සේවාවන්, සේවාවලින් විසින් සම්පූර්ණ කලයුතු අවශ්‍යතා සහ එක් සේවාව ලබා දීමට ගතවන කාලය ප්‍රදර්ශනය කරයි.

පුරවැසි ප්‍රඥප්තිය හඳුන්වාදීමේ අරමුණ වන්නේ පුරවැසියන්/සේවාවලින් සහ රාජ්‍ය ආයතනය අතර සම්බන්ධතාව වැඩිදියුණු කිරීම සහ සේවාවලින්ගේ අවශ්‍යතාවන්ට අනුව සේවා සැපයීම විධිමත් කිරීමයි. පුරවැසි ප්‍රඥප්තියක් යනු ප්‍රදර්ශන පුවරුවක් පමණක් නොවන අතර එය සේවා සැපයීම විධිමත් කිරීමේ ක්‍රමවේදයකි. මෙම ක්‍රමවේදය නිසි ලෙස පිළිගෙන ක්‍රියාත්මක කරන්නේ නම්, පුරවැසියන්ගේ අවශ්‍යතාවන්ට සරිලන පරිදි ඔවුන්ගේ සැලසුම්, ප්‍රතිපත්ති, ක්‍රියාවලීන් සහ කාර්ය සාධනය සකස් කිරීමට ආයතනවලට හැකියාව ඇත.

රාජ්‍ය පරිපාලන හා ස්වදේශ කටයුතු අමාත්‍යාංශය විසින් අංක 05/2008 වකුලේඛය නිකුත් කිරීමත් සමඟ පුරවැසි ප්‍රඥප්තිය හඳුන්වාදීමේ වැඩසටහන ශ්‍රී ලංකාවේ ආරම්භ කරන ලදී. සේවාවන් ලබාගැනීම සඳහා මහජනතාව පළාත් පාලන ආයතන සමඟ සෘජුව සම්බන්ධවන බැවින් පළාත් පාලන ආයතන සඳහා පුරවැසි ප්‍රඥප්තිය හඳුන්වාදීම අත්‍යවශ්‍ය කර්තව්‍යයක් ලෙස සැලකිය හැක. එබැවින් පළාත් පාලන ආයතන ඒ සඳහා තම ප්‍රමුඛ අවධානය යොමුකල යුතුවේ.

පුරවැසි ප්‍රඥප්තිය සේවා සපයන්නන් සහ සේවා ලාභීන් යන දෙපාර්ශවයටම වැදගත් වේ.

## සේවා සපයන්නන් සඳහා පුරවැසි ප්‍රඥප්තියේ ඇති වැදගත්කම

- සේවාවලින්ගේ තෘප්තිය සඳහා මූලික අවධානය යොමු කරන බැවින් ආයතනයේ වැඩ සංස්කෘතිය සහ නිලධාරීන්ගේ ආකල්ප වෙනස්වීමට හේතුවේ.
- සපයනු ලබන සේවාවන්හි ගුණාත්මකභාවය පිළිබඳව රාජ්‍ය නිලධාරීන්ගේ කැපවීම ඇති බව සහතික කරයි.
- සේවා සැපයීමේ ක්‍රියාවලිය අඛණ්ඩව සමාලෝචනය කොට ප්‍රතිනිර්මාණය කිරීමට සහයවේ.
- අත්‍යවශ්‍ය නොවන වැඩ පියවරයන් ඉවත්කිරීම තුළින් සේවා සැපයීම පහසු සහ කාර්යක්ෂම වේ.
- සේවා අත්පොත් නිර්මාණය තුළින් නවක නිලධාරීන්ට පවා පහසුවෙන් සේවා සැපයීම සිදුකල හැක.
- පහසුවෙන් නිරීක්ෂණය කිරීම / ඉක්මන් තීරණ ගැනීම / නිසි මහජන සම්බන්ධතා වර්ධනය වීම.
- කාර්ය සාධන ඇගයීම් / විනය පවත්වා ගැනීම පහසුවීම.
- රැකියා තෘප්තිය සහ අඛණ්ඩව වැඩිදියුණු වීමට සහය වීම.
- ක්‍රමවේදයන්හි විනිවිදභාවය, කාර්යක්ෂමතාව, සාධාරණත්වය, වගවීම සහ ඵලදායිතාවය වර්ධනය වීම සහ දූෂණය අඩු වීම.

## පුරවැසියන්/සේවාවලින් සඳහා පුරවැසි ප්‍රඥප්තියේ ඇති වැදගත්කම

- එකඟ වූ කාලරාමුව ඇතුළත ගුණාත්මක හා ප්‍රතිචාරාත්මක සේවාවන් ලබාදීම සඳහා ආයතන සහ නිලධාරීන් වගකිව යුතු බවට පුරවැසියන් දැනුවත් කිරීම සහ බලගන්වීම.
- අදාළ ආයතනය මගින් අපේක්ෂා කළ හැකි සේවාවන් මොනවාද යන්න පහසුවෙන් දැනගැනීමට උපකාරීවීම.
- ගෙවන බදු වලට අගයක් ලැබීම.
- ලබා ගත හැකි සේවා පිළිබඳ දැනුවත්භාවය වැඩි දියුණු වීම.
- පිරිවැය අඩු වීම, කාලය ඉතිරි කර ගැනීම සහ දෛනික ක්‍රියාකාරකම් සැලසුම් කිරීම පහසුවීම.
- නමන්ගේ අයිතිවාසිකම් පහසුවෙන් සාක්ෂාත් කර ගැනීමට හවුල්වීම.
- සේවාවන් ලබාගැනීමට යෑමේදී සිදුවන මානසික ආතතියෙන් හා බලාපොරොත්තු සුන්වීමෙන් මිදීමට ඇති හැකියාව.

## ප්‍රායෝගික පුරවැසි ප්‍රඥප්තියක තිබිය යුතු අංග පහත දැක්වේ.

1. දැක්ම හා මෙහෙවර ප්‍රකාශන.

2. ආයතනය මගින් සපයනු ලබන සේවාවන් පිළිබඳ විස්තර.
3. තොරතුරු දැනගැනීමේ පනතට අදාළ නිලධාරීන් පිළිබඳ තොරතුරු.
4. සේවාවලාභීන් පිළිබඳ විස්තර.
5. එක් එක් සේවාවලාභී කණ්ඩායමට සපයනු ලබන සේවාවන් පිළිබඳ විස්තර.
6. සේවා ප්‍රමිතීන් / තත්ත්වයන්.
7. සේවා ලාභීන් විසින් සම්පූර්ණ කළ යුතු අවශ්‍යතා.
8. සෑම සේවාවක් සඳහාම කාල රාමු නියම කිරීම.
9. සේවා ලබා ගැනීම සඳහා සම්බන්ධ වියයුතු නිලධාරීන් පිළිබඳ පැහැදිලි තොරතුරු.
10. තොරතුරු පහසුකම් සපයන කවුන්ටර පිළිබඳ පැහැදිලි තොරතුරු.
11. සේවා සපයන ආයතනයේ බැඳීම් හා සේවාවලාභීන්ගේ අයිතිවාසිකම් වලට අදාළ විධිවිදාන.
12. සේවාවන් පිළිබඳ සෂ්ඨිමකට පත් නොවන අවස්ථාවක දී අභියාචනා ඉදිරිපත් කළ යුතු ආකාරය සහ ඒවාට සහන ලබාදීමේ ක්‍රමවේදය පිළිබඳ විස්තර.
13. මහජනතාවගේ යෝජනා / අදහස් ලබාගැනීමේ ක්‍රමවේදයන් පිළිබඳ තොරතුරු.

**පුරවැසි ප්‍රඥප්තියක් ක්‍රියාත්මක කිරීමේදී අනුගමනය කළ යුතු පියවරන්**

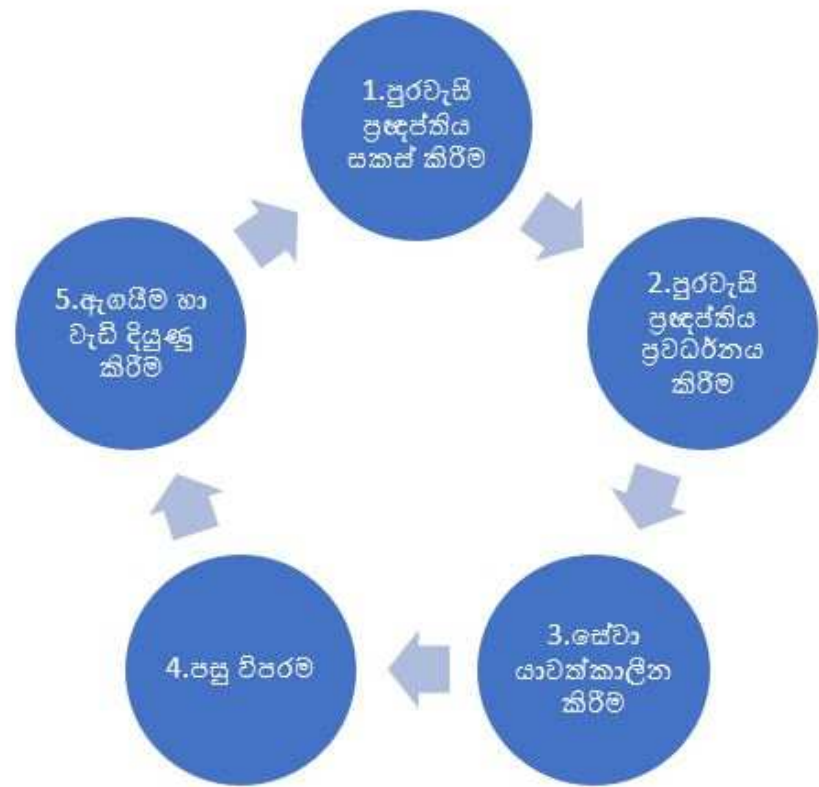
රාජ්‍ය පරිපාලන හා ස්වදේශ කටයුතු අමාත්‍යාංශය විසින් 2008 වසරේදී ඉදිරිපත් කරන ලද පුරවැසි ප්‍රඥප්තිය ව හඳුන්වාදීම සඳහා වූ මාර්ගෝපදේශයන්ට අනුව පුරවැසි ප්‍රඥප්තියක් ක්‍රියාත්මක කිරීමේ දී සෑම ආයතනයක්ම පහත සඳහන් පියවර පහ (05) සම්පූර්ණ කළයුතු වේ.

1. පුරවැසි ප්‍රඥප්තිය විධිමත්ව සකස් කිරීම
2. පුරවැසි ප්‍රඥප්තිය ප්‍රවර්ධනය කිරීම
3. සේවා යාවත්කාලීන කිරීම
4. පසු විපරම
5. ඇගයීම හා වැඩි දියුණු කිරීම

**1. පුරවැසි ප්‍රඥප්තිය විධිමත්ව සකස් කිරීම**

**1.1 කාර්ය අත්පොතක් (කාර්ය පරිපාටි සංග්‍රහයක්) සකස් කිරීම**

- පුරවැසි ප්‍රඥප්තිය පිළියෙල කිරීම සඳහා කණ්ඩායමක් / මූලික පිරිසක් (Core Group) තෝරා ගැනීම.
- පළාත් පාලන ආයතනයේ දැක්ම හා මෙහෙවර ප්‍රකාශය සමාලෝචනය කිරීම.
- දැක්ම හා මෙහෙවර යටතේ ආයතනය මගින් සපයනු ලබන ප්‍රධාන සේවාවන් හඳුනා ගැනීම.
- එවැනි සේවාවක් ලබාගනු ලබන කොටස් සේවාවලාභීන් සහ සේවා පිළිබඳ උන්දුව දක්වන වෙනත් අදාළ පාර්ශවයන් (Stakeholders) හඳුනා ගැනීම.
- සේවා ලාභීන් විසින් සම්පූර්ණ කළයුතු ආකෘති පත්‍ර, ඉදිරිපත් කළයුතු තොරතුරු හා සාක්ෂි වශයෙන් ඉදිරිපත් කළයුතු ලිපි ලේඛණ වැනි එක් එක් සේවාවන් ලබාගැනීම සඳහා වන අවශ්‍යතා හඳුනා ගැනීම.
- ලියකියවිලි සකස් කිරීම, නිර්දේශ කිරීම,



සහතික කිරීම, අනුමත කිරීම යන එක් එක් ක්‍රියාවලියේ දී වගකිව යුතු නිලධාරීන් සහ එක් එක් පියවරයන් ඇතුළත් කර වැඩ ප්‍රවාහයක් (Work Flow) හඳුනා ගැනීම.

- එක් එක් පියවරක දී බලතල පැවරීම සහ නිලධාරීන්ට අභිමතය පාවිච්චි කිරීමට ඇති හැකියාව හඳුනා ගැනීම.
- කාර්ය ප්‍රවාහයේ එක් එක් පියවර සඳහා අවශ්‍ය වන කාලය තක්සේරු කිරීම.
- එක් එක් පියවරක දී ඇතිවන ප්‍රමාදයන් හඳුනා ගැනීම සහ එවැනි ප්‍රමාදයන් අඩු කරගත හැකි ආකාරයන් පරීක්ෂා කිරීම.
- වැඩ ප්‍රවාහය තුළ ඇති සමාන්තර හෝ අනවශ්‍ය පියවරයන් හඳුනා ගැනීම.
- එක් එක් පියවරේ දී සම්පූර්ණ විය යුතු තත්ව හෝ ප්‍රමිති අවශ්‍යතා හඳුනා ගැනීම.
- සේවය සැපයීම සඳහා අවශ්‍ය වන සම්පූර්ණ කාලසීමාව තක්සේරු කිරීම.
- ඉහත කරුණු සම්බන්ධයෙන් සේවා ලබන්නන් / සේවා පිළිබඳ උනන්දුවක් දක්වන වෙනත් පාර්ශවයන්/කාර්ය මණ්ඩලය සහ මෙවැනි පාර්ශවයන් නියෝජනය කරන සංගම් වල අදහස් ලබාගැනීම.

**1.2 ප්‍රඥප්තිය පිළියෙල කිරීම**

- ඉහත සකස් කරන ලද අත්පොතෙහි සඳහන් ආයතනය විසින් සපයනු ලබන සේවාවන් ද එක් එක් සේවය ලබාදීම සඳහා ගතවන කාලය ද, එවැනි සේවාවන් ලබා ගැනීමට මහජනතාව විසින් සම්පූර්ණ කළයුතු අවශ්‍යතාවයන් ද ඇතුළත් කර ලියකියවිලික සකස් කිරීම. මෙය පුරවැසි ප්‍රඥප්තියේ මුල් කෙටුම්පත වේ.
- මෙම කෙටුම්පත අදහස් හා යෝජනා ලබා ගැනීම සඳහා කාර්ය මණ්ඩලය අතර බෙදා හැරීම.
- එලෙස ලැබෙන අදහස් හා යෝජනා ඇතුළත් කර ප්‍රඥප්තිය නැවත සකස් කිරීම.
- ප්‍රඥප්තිය එලදායී ලෙස ක්‍රියාත්මක වීම සහතික කිරීම සඳහා මූලිකත්වය ගන්නා නිලධාරියෙක් හඳුනා ගැනීම.
- ප්‍රඥප්තිය පිළියෙල කරන අවස්ථාවේ දී පහත සඳහන් අවශ්‍යතා සම්පූර්ණ වී ඇත්දැයි පරීක්ෂා කළ යුතුය.

- ප්‍රඥප්තිය පහසුවෙන් භාවිතා කල හැකි වීම සඳහා සරල විය යුතුය.
- ප්‍රඥප්තිය කාර්යාලීය පරිශ්‍රය තුළ මැනවින් දර්ශනය වන ස්ථාන වල ප්‍රදර්ශනය කළ යුතුය.
- ප්‍රඥප්තිය සකස් කිරීම ජ්‍යෙෂ්ඨ නිලධාරීන්ට පමණක් සීමා නොවිය යුතුය. එය ක්‍රියාත්මක කරන කාර්ය මණ්ඩලයේ සහ එයින් ප්‍රතිලාභ ලබන මහජනතාවගේ ද, ආයතනවල ද අදහස් හා යෝජනා ලබාගත යුතුය.
- පලාත් පාලන ආයතනය තුළ ප්‍රතිචාරාත්මක පසුබිමක් සකස්කිරීම පුහුණු සහ සාකච්ඡාවන් හරහා සිදුකල යුතුය.
- පලාත් පාලන ආයතනය විසින් සපයනු ලබන සෑම සේවාවක් ඉදිරියෙන්ම එම සේවාව ලබාගැනීමට මහජනතාවට ඇති අයිතිය ද සේවා ප්‍රමිතීන් ද එලෙස සඳහන් කරන ලද ප්‍රමිතීන්ට අනුකූල නොවූ සේවාවන් සපයන අවස්ථාවක දී ඒ සඳහා ගත හැකි පිළියම් ද සඳහන් කිරීම.
- සේවාවක් ලබා ගැනීමේ දී අනුගමනය කළයුතු ක්‍රියා පටිපාටි/පිරිවැය/ගාස්තු ආදිය පිළිබඳව වෙබ් අඩවි/ප්‍රදර්ශන පුවරු/වීඩියෝ/අත්පොත්/විමසීම් කවුළු ඇතුළුව ප්‍රඥප්තියේ සඳහන් කර ඇති සෑම ස්ථානයකම ප්‍රදර්ශනය කිරීම.
- ප්‍රඥප්තියේ ඇතුළත් කර ඇති බැඳීම, සේවාවන් ලබන්නා හා සේවාවන් සපයන්නා විසින් සම්පූර්ණ කළයුතු පොරොන්දුවක ස්වභාවයෙන් පැහැදිලිව සඳහන් කිරීම.
- සේවා ප්‍රඥප්තිය පිළිබඳව අදහස් ලබා ගැනීමට, කාර්ය සාධන විගණනයට සුදුසු ව්‍යුහයක් සැකසීම සඳහා අඩුම තරමින් මාස 06 කට වරක් ප්‍රඥප්තිය පිළිබඳ සමාලෝචනය කිරීම සඳහා වැඩ සටහනක් සැකසීම.
- පලාත් පාලන ආයතනය විසින් සපයනු ලබන එකිනෙකට වෙනස් සේවාවන් වෙනුවෙන් ද පලාත් පාලන ආයතනයට අනුබද්ධිත එකිනෙකට වෙනස් ආයතන වෙනුවෙන් ද වෙන් වෙන් වශයෙන් ප්‍රඥප්ති සකස් කළ හැකිය.

**2. ප්‍රවර්ධන අදියර**

- පුරවැසි ප්‍රඥප්තිය පිළිබඳ සියලු තොරතුරු මහජනතාව වෙත ලබා දී ඇති බව ඒ ඒ පලාත් පාලන ආයතනය විසින් සහතික විය යුතු වේ.
- විස්තර පත්‍රිකා හෝ අත් පත්‍රිකා මගින් ප්‍රඥප්තිය පිළිබඳ තොරතුරු හා විස්තර මහජනතාවට ලබාදිය යුතුය. එවැනි පත්‍රිකාවක් සංකීර්ණ (කෙටි) පැහැදිලි, සරල හා තේරුම් ගැනීමට පහසු ඒවා විය යුතු ය.
- ප්‍රඥප්තිය මුද්‍රණය කොට කාර්යාලය ඉදිරිපිට ප්‍රදර්ශනය කළ යුතුය. එය විධිමත් ආකාරයෙන් සකසා වෙබ් අඩවියේද ප්‍රදර්ශනය කළ යුතු ය.
- මහජන නියෝජිතයින්ට හා උනන්දුවක් දක්වන සියළු පාර්ශවයන්ට ප්‍රඥප්තියේ පිටපත් යැවිය යුතුය.

### 3. සේවාවන් යථාවත් කිරීමේ අදියර

- යම් පළාත් පාලන ආයතනයක් විසින් හිඟත් කරන ලද ප්‍රඥප්තිය මගින් ලබා දී ඇති සේවාවක් ඉටුකර ගැනීමට නොහැකි අවස්ථාවන් උදාවිය හැකිය. මෙවැනි අවස්ථාවක දී එය ආයතනයේ ප්‍රතිරූපයට හා විශ්වාසනීයත්වයට අයහපත් බලපෑමක් උද්ගත කරනු ඇත. එවිට ආයතනය විසින් ප්‍රඥප්තිය මගින් ලබාදීමට එකඟ වී ඇති සේවාවන් මහජනතාවගේ විශ්වාසය තහවුරු කිරීමට හැකිවන පරිදි යථාවත් කිරීම සඳහා යෝග්‍ය ක්‍රියාමාර්ග වහාම ගත යුතුය. එය සේවාවන් යථාවත් කිරීම නම් වෙයි.
- සේවාවන් විධිමත්භාවයට පත් කිරීම ප්‍රතික්‍රියාකාරී හෝ පූර්ව ක්‍රියාකාරී ආකාරයට කළ හැකිය. යම් සේවයක් සම්බන්ධව මහජනතාව සැතීමට පත් නොවන අවස්ථාවක කරනු ලබන පැමිණිල්ලක් සම්බන්ධයෙන් ආයතනයක් විසින් කඩිනම් ප්‍රතිකර්ම යොදනු ලැබීම ප්‍රතික්‍රියාකාරී ආකාරයට සේවා යථා තත්වයට පත් කිරීම වේ.
- එවැනි පැමිණිල්ලක් ඉදිරිපත් කිරීමට පෙර තමන්ට ප්‍රඥප්තියෙහි දක්වා ඇති ප්‍රතිඥාවන් ඉටු කිරීමට නොහැකි බව දන්වා සිටීම පූර්ව ක්‍රියාකාරී ආකාරයට සේවා යථාවත් කිරීම වේ.
- ආයතනයට නමත් ප්‍රතිඥා දී ඇති ආකාරයට කටයුතු කළ නොහැකි බවට ඒත්තු යන අවස්ථාවක දී ඒ පිළිබඳව කරුණු පැහැදිලි කොට සේවා ලාභියාට දැන්විය යුතුය.

### 4. පසු විපරම් කටයුතු

සෑම පළාත් පාලන ආයතනයක්ම ප්‍රඥප්තියට අනුව කටයුතු කිරීම සහතික කිරීම සඳහා අඛණ්ඩ පසු විපරම් ක්‍රියාවලියක නිරතවීම අවශ්‍ය වේ. පළාත් පාලන ආයතනයක් තුළ දැනටමත් පවත්නා ක්‍රියාවලියක් මගින් හෝ එසේත් නැත්නම් එලදායී පසු විපරම් හා ප්‍රතිචාර පද්ධතියක් පිහිටුවීම මගින් පසු විපරම් කටයුතු පවත්වාගෙන යා හැකිය.

- පළාත් පාලන ආයතනය තුළ දැනටමත් පවතින අභ්‍යන්තර යාන්ත්‍රණය භාවිතා කිරීම

සේවා සැපයීමේ කාර්ය සාධනය මැනීම සඳහා දැනටමත් භාවිතා කරනු ලබන තත්ත්ව/එලදායීතා කව ඇත්නම් ආයතනය තුළ ඇති සෑම ශාඛාවක්/ඒකකයක් /කොටසක් විසින් සතිපතා/මාසිකව/වාර්ෂිකව කාර්ය සාධන වාර්තා අධ්‍යයනය කළ හැකිය.

- තොරතුරු ලබාගැනීමේ හා ප්‍රතිචාර ලබා ගැනීමේ ක්‍රම පද්ධතියක් පිහිටු වීම

ප්‍රඥප්තිය ක්‍රියාත්මක වීම පිළිබඳව ප්‍රතිචාර හා අදහස් ලබා ගැනීමට පහත සඳහන් මෙවලම් යොදාගත හැකිය.

- (අ) මහජන අදහස් ලබා ගැනීමේ ආකෘති පත්‍ර.
- (ආ) යෝජනා හා අදහස් බහාලිය හැකි පෙට්ටියක් සවි කිරීම.
- (ඇ) අදාළ ප්‍රවෘත්ති/තොරතුරු අධ්‍යයනය කිරීම.
- (ඉ) උපදේශන අධ්‍යයනයක්.
- (ඊ) සේවාවන් පිළිබඳව මහජනතාවට දැනුම් දිය හැකි ක්‍රමවේදයක් ඇති කිරීම - Hotline
- (උ) සේවා ලාභීන් අතර සම්බන්ධයක් කිරීම.

- එලදායී ප්‍රතිචාර පද්ධතියක් මගින් පසු විපරම් කළමනාකරණය කිරීම

මහජනතාවට පැමිණිලි ඉදිරිපත් කිරීම සඳහා කවුළු පිහිටුවීම. මෙම කවුළු මැනවින් ජනතාවට දර්ශනය වීම සහතික කිරීම පිණිස කැපී පෙනෙන ස්ථානයක පිහිටු විය යුතුය. මේ කවුළු වෙත පැමිණිලි ආකෘති පත්‍ර සහ ඇමතිය යුතු නිලධාරීන්/ශාඛා දැක්වෙන ලැයිස්තුවක් යනාදී සුදුසු සහ ප්‍රමාණවත් පහසුකම් සපයා දිය යුතුය.

අතෘප්තියට පත් සේවාවලාභීන්ගේ පැමිණිලි විසඳීමේ කටයුතු කරන කාර්ය මණ්ඩලයට ගැටළු විසඳීමේ ශිල්පක්‍රම පිළිබඳ පුහුණුවක් ලබාදීම.

මහජන පැමිණිලි සම්බන්ධව නිරන්තරයෙන් කටයුතු කරන ආයතනයක් බැවින් සෘජු හෝ ක්ෂණික දුරකථන ඇමතුම් පහසුකම් ලබාදිය යුතුය.

ලැබෙන සියළුම පැමිණිලි සලකුණු කිරීමටත්, ලදපත් හිඟත් කිරීමටත් ක්‍රමවේදයක් සකස් කිරීම. පළාත් පාලන ආයතනයක් විසින් සපයනු ලබන සේවාවක් පිළිබඳව ලැබෙන සාමාන්තමක මෙන්ම ධනාත්මක ප්‍රතිචාර පිළිබඳව අදාළ අංශ හා නිලධාරීන් වෙත දැනුම් දිය යුතුය. සාමාන්තමක ප්‍රතිචාර මගින් කඩිනම් විසඳුම් අපේක්ෂා කරන අතර ධනාත්මක ප්‍රතිචාර මගින් සේවාවක් පිළිබඳව අගය කිරීමක් කෙරෙයි.

සාමාන්තමක ප්‍රතිචාරයක් මගින් නිලධාරීන් තුළ ඇතිවිය හැකි කලකිරීමක් හෝ පසුබෑමක් ඔවුන් කරනු ලබන සේවාවන් පිළිබඳව ලැබෙන ධනාත්මක ප්‍රතිචාර මගින් මඟ හැරෙයි. මෙලෙස ලැබෙන ධනාත්මක ප්‍රතිචාර පුවත්පත් ලිපි, වාර්තා මගින් ප්‍රචාරය කිරීම මගින් කාර්ය මණ්ඩලය තුළ උනන්දුව හා තෘප්තිය අඛණ්ඩව පවත්වා ගත හැකිය.

5. ඇගයීම සහ වැඩි දියුණු කිරීම

පළාත් පාලන ආයතනයකට එක්කෝ තමන් වෙත දැනටමත් පවතින යාන්ත්‍රණයක් පාවිච්චි කර තත්වය/ ඵලදායීතාවය වර්ධනය කරගත හැකිය. නො එසේ නම් මහජනතාවගෙන් ලැබෙන පැමිණිලි ගැන ක්‍රමානුකූලව කටයුතු කිරීමට අධීක්ෂණ නිලධාරීන්ට තමන් හා කටයුතු කරන අනෙකුත් නිලධාරීන්ගේ කටයුතු පසු විපරම් කිරීමට හැකිවන ආකාරයට නියාමක කමිටුවක් පිහිටුවිය හැකිය. පළාත් පාලන ආයතනයේ නගරාධිපති/සභාපති, නාගරික කොමසාරිස්/ලේකම් හා අනෙකුත් ජ්‍යෙෂ්ඨ නිලධාරීන්ගෙන් මෙම කමිටුව සමන්විත වෙයි. මෙම කමිටුවේ කටයුතු අතරට ආයතනය මගින් සපයනු ලබන සේවාවන්ගේ තත්වය හා ගුණය වැඩි දියුණු කිරීමට අවශ්‍ය කටයුතු සැලසුම් කිරීම, ප්‍රතිපත්ති තීරණය කිරීම, උපාය මාර්ග ක්‍රියාත්මක කිරීම, සම්බන්ධීකරණය, පසු විපරම, ඇගයීම හා කළයුතු වෙනත් කටයුතු අයත් වේ.

මෙම කමිටුව මගින් සිදුකරන අනෙකුත් කටයුතු පහත සඳහන් වේ.

- මුලින් තීරණය කල ප්‍රමිති ලගාකර නොගත් සේවාවන් ආශ්‍රිත ගැටළු හඳුනා ගැනීම
- නිමැවුම් හෝ සේවා සඳහා වන ප්‍රමිති වඩාත් යථාර්ථවාදී මෙන්ම ලගා කරගත හැකි බවට සහතික කිරීම සඳහා යලි තීරණය කිරීම
- පළාත් පාලන ආයතනයේ අරමුණු ලගාකර ගැනීමට බාධාවක් නොවන පරිදි ව්‍යාප්ත කළහැකි, අඩු කළ හැකි හෝ ඉවත් කළහැකි නිමැවුම් හෝ සේවා වර්ග හඳුනා ගැනීම
- නිමැවුම් හෝ සේවාවන් සඳහා නියම කර ඇති ප්‍රමිතීන් තවදුරටත් වැඩිදියුණු කළහැකි ක්‍රමවේදයන් හඳුනා ගැනීම

පළාත් පාලන ආයතනයන් සියල්ල රාජ්‍ය පරිපාලන හා ස්වදේශ කටයුතු අමාත්‍යාංශය විසින් 2008 වසරේ හඳුන්වාදුන් ඉහත මාර්ගෝපදේශයන්ට අදාලව තම ආයතනය සඳහා පුරවැසි ප්‍රයෝජනීය සකස්කිරීමට කටයුතුකලයුතු අතර ඒ සඳහා පළාත් පාලන ධාරිතා සංවර්ධන (CDLG) ව්‍යාපෘතියේ සහාය ලබාගැනීමට උගව, උතුරුමැද, උතුර සහ නැගෙනහිර පලාත්වල පළාත් පාලන ආයතනවලට හැකියාව ඇත.

**පුරවැසි සේවාවලට ප්‍රයෝජනීය ජ්‍යෙෂ්ඨතා ප්‍රවේශය** Citizen Charter

Let's dedicate to service - Protecting citizen rights

ඔබ අදාළ සේවාවට හා දේශීය සේවාවට ප්‍රවේශයෙන් හිමි වන සේවාව ඉටු කිරීම සඳහා අපට ගත වන උපරිම කාලය  
 තර්කයක් නොමැතිව නිවැරදිව තොරතුරු සපුරා ඇති බවට සහතික කිරීමෙන් අපට ඔබගේ සේවාව ඉටු කිරීමට වඩා වේගයෙන් කටයුතු කිරීමට හැකිවේ.

If you provide relevant details & documents correctly, the maximum time that we spend to complete your services

අංකය Sl. No	සේවාව Service	දායක සේවාව Branch	සේවාව සපුරා වන විට වේලාව Time
01	විදේශ සේවාවලට ඉටු කිරීමේ සේවාව Consent sign of residency certificate	සාමාන්‍ය පරිපාලන Administrative	විදේශ සේවාව විට 15 මිනිත් 15 Minutes
02	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Issuing revenue certificate	සාමාන්‍ය පරිපාලන Administrative	විදේශ සේවාව විට 15 මිනිත් 15 Minutes
03	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Business name registration	සාමාන්‍ය පරිපාලන Administrative	විදේශ සේවාව විට 15 මිනිත් 15 Days
04	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Issuing motor permits (Truck, Van)	සාමාන්‍ය පරිපාලන Administrative	විදේශ සේවාව විට 15 මිනිත් 05 Weeks
05	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Providing recommendation to obtain identity facilities	සාමාන්‍ය පරිපාලන Administrative	විදේශ සේවාව විට 15 මිනිත් 10 Minutes
06	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Issuing tender invitation permits	සාමාන්‍ය පරිපාලන Administrative	විදේශ සේවාව විට 15 මිනිත් 01 Hour
07	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Issuing bus carting permits	සාමාන්‍ය පරිපාලන Administrative	විදේශ සේවාව විට 15 මිනිත් 01 Minutes
08	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Issuing permits railway permits	සාමාන්‍ය පරිපාලන Administrative	විදේශ සේවාව විට 15 මිනිත් 01 Minutes
09	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Issuing & certification of order service national identity card	සාමාන්‍ය පරිපාලන Administrative	විදේශ සේවාව විට 15 මිනිත් 01 Minutes
10	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Issuing Birth / Marriage / Death certificate	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 15 Minutes
11	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Assessment of personal name to birth certificate	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 01 Hour
12	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (less than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 01 Day
13	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (more than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 05 Days
14	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (less than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 01 Hour
15	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (more than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 05 Days
16	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (less than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 01 Hour
17	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (more than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 05 Days
18	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (less than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 01 Hour
19	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (more than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 05 Days
20	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (less than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 01 Hour
21	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (more than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 05 Days
22	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (less than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 01 Hour
23	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (more than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 05 Days
24	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (less than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 01 Hour
25	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (more than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 05 Days
26	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (less than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 01 Hour
27	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (more than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 05 Days
28	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (less than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 01 Hour
29	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (more than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 05 Days
30	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (less than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 01 Hour
31	වැඩේ සේවාවලට ඉටු කිරීමේ සේවාව Registration of post bank / bank (more than 01 year)	විදේශ සේවාව පරිපාලන Registrar	විදේශ සේවාව විට 15 මිනිත් 05 Days

An example of a Citizen Charter

# Supporting women-led organizations to address sexual and gender based violence and advancing gender equality at sub-national level

Among the myriad of challenges presented by COVID-19, one of the most devastating was the stark increase in the incidence of sexual gender-based violence (SGBV) in Sri Lanka. To understand the impact of COVID-19 on women in Sri Lanka, specifically on SGBV, in April 2020, UNDP conducted a rapid assessment, obtaining input from grassroot level Civil Society Organisations (CSOs) working with survivors of SGBV and domestic violence. It was found that SGBV and domestic violence was on the rise and that such survivors were unable to access shelters and other services due to restrictions on movement.

It was clear that a well-coordinated and organized intervention would be required on the part of those working on SGBV and the donor community, in providing relief to survivors of SGBV. As an immediate response to vulnerabilities exacerbated by COVID-19, UNDP Sri Lanka's Capacity Development of Local Governments (CDLG) Project, sought to provide support to CSOs working with survivors of SGBV and domestic violence, in order to provide uninterrupted services during this challenging time. The European Union as the key donor of the CDLG Project supported the CDLG team's intervention with enthusiasm, assisting the team to roll out emergency support promptly.

CDLG strengthened the links with three CSOs namely, Women in Need (WIN), Women Development Centre (WDC), and Organization For Elangai Refugees Rehabilitation (OfERR Ceylon), that have a long-standing history of supporting shelters and providing legal assistance and counselling to vulnerable women and children. CDLG followed a three-pronged approach in tackling the issue of SGBV and domestic violence by;

1. Strengthening legal and counselling services offered by the three CSOs,
2. Supporting and expanding on the shelters available for SGBV and domestic violence survivors,
3. Linking women elected members of local authorities with grassroot level stakeholders working on SGBV.







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***“ SGB Violence is like a disease in a community, bringing physical and emotional suffering to many. It can have long term effects on not only those that are directly affected but on their families as well. One important way to combat SGBV and support those affected is by raising awareness, especially at the grassroot level.”***

**Sinnathamby Sooriyakumary – President, OfERR (Ceylon)**

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### **1. Strengthening legal and counselling services offered by the three CSOs**

Legal support is crucial in SGBV cases and it was clear that with the increase in the number of such cases, these grassroot level CSOs would need support to strengthen their ability to provide uninterrupted services. The majority of cases received by the three CSOs were on domestic violence, SGBV, and maintenance cases, with an increase in emotional violence and cyber violence issues being reported. With the support of CDLG, WIN allocated 1 lawyer for each of their centres in Jaffna, Badulla, Batticaloa and Anuradhapura. Through their network of offices in the project areas, WIN provided legal advice to 486 victims, whilst 97 new cases were filed in domestic courts from 16th September 2020 to 31st March 2021. WDC allocated two lawyers in Vavuniya and Anuradhapura, in addition to creating 5 women forums endowed with the responsibility to connect clients with Legal Aid Commissions in the project areas, among others. So far, WDC has been able to support 13 cases in courts, and 40 cases that are at the consultation stage. With three lawyers working with OfERR Ceylon, they have supported a total of 42 clients.

Survivors of SGBV often suffer from psychological issues connected with the abuse, which if not treated, could present dire consequences to them and their families. With the objective of supporting survivors of SGBV holistically, CDLG supported WIN, WDC and OfERR Ceylon to station 7 counsellors able to provide guidance and support in the project areas. Through OfERR Ceylon, 74 survivors of SGBV have received psychosocial support, whilst WDC has supported 150 persons. WIN has provided psychosocial counselling for 769 new survivors, allocating 1 counsellor each for the 4 centres in Anuradhapura, Badulla, Jaffna and Batticaloa from 16th September 2020 to 31st March 2021.

Apart from counsellors, WDC has 7 mediators in the project areas who function as first responders when survivors of SGBV come forward. They have sessions with the survivor and refer them to the relevant institutions that are in a position to assist them. These mediators are trained as social workers and are closer to the communities so that women can open up to them with their issues more freely.

It was also identified that raising awareness about SGBV, including legal frameworks and institutions that can assist, was crucial due to the lack of awareness of this issue in public. WDC has conducted basic legal awareness on SGBV issues and domestic violence to 600 community leaders in the project areas, who can in turn disseminate and use this information in their interactions with the communities. OfERR



Ceylon has conducted 5 capacity building sessions involving 200 participants raising awareness on prevention, protection and action to be taken in SGBV.

Sinnathamby Sooriyakumary – President, OfERR (Ceylon) notes that, “SGB Violence is like a disease in a community, bringing physical and emotional suffering to many. It can have long term effects on not only those that are directly affected but on their families as well. One important way to combat SGBV and support those affected is by raising awareness, especially at the grassroots level.”

As a result of the limitations on congregating people during COVID-19 restrictions, WIN is in the process of developing a series of short videos by lawyers and psychologists to raise awareness on issues such as the psychological impact of the lockdown, its impact on children and the working community, domestic violence in the eyes of law, cyber violence against women, and the steps to be taken if you face SGBV.

Whilst it is true that the knowledge of the public is low on the legal framework on these crimes, it is also true that in some instances the law is not adequate to address these issues. For example, Sri Lanka does not have comprehensive laws governing cyber-crimes against women. However, these crimes are more common than one would like to consider. There is a serious lack of knowledge amongst police in dealing with cyber-crimes against women. Therefore, WIN has developed standard operating procedures (SOPs) for the police on cyber-related crimes against women and will be developing a digital training manual based on the SOPs. This manual will cover the whole process of a cyber-related crime – how to file complaints, record complaints, interview victims, prosecute, and handle victims of cyber violence. Even though the SOPs target the police, it is anticipated that it will benefit other organizations that deal with victims of abuse as well.

## **2. Supporting and expanding on the shelters available for survivors of SGBV and domestic violence**

One of the main concerns during the COVID-19 pandemic has been the lack of shelters to house the victims of SGBV. To address this immediate need, CDLG supported WIN to open a shelter in Anuradhapura to provide support to women and girl survivors of gender-based violence. The shelter provided a solution to vulnerable women in Anuradhapura, who otherwise, would have been placed in shelters in Colombo which would have required them to travel to Anuradhapura for their case hearings. The shelter can provide services to 15 women. Additionally, through CDLG support, WDC were able to maintain their shelter facilities in Anuradhapura, Batticaloa, Vavuniya and Kalmunai, whilst OfERR Ceylon was able to sustain shelters in Vavuniya, Mullaitivu and Kilinochchi.

“Emergency shelter service is an essential support service and a holistic approach in responding to victims of SGBV. It not only provides a safe space but protection for women and girls at risk of their lives. In a secure environment, they will regain their strength, build self-esteem and empower themselves. It is the responsibility of the state to provide protection for all citizens, which includes women and girls, which in turn includes women shelters”, said Niroshika Wegiriya, Project Coordinator/Legal Officer, at WIN.

## **3. Linking women elected members of local authorities with grassroots level stakeholders working on SGBV to allow issues to be discussed at the decision-making level.**

Whilst these grassroots level organizations were very active in their communities, one of the main gaps observed was the lack of interaction with local level elected members in the community. This was a roadblock in reaching local decision-makers and in addressing these issues at the local level. As a result, WIN, WDC and OfERR Ceylon collectively organised meetings in Vavuniya, Jaffna, Anuradhapura and Batticaloa, with the participation of female members of the Local Government, District Women Development Officers, District Child Development Officers, Officers from the Department of Education, OICs of Women and Children Sections of the Police, Officers from the Human Rights Commission, Officers from the Legal Aid Commission and Judicial Medical Officers. These meetings enabled broader discussions on the issue of SGBV and how it can be addressed on an individual and collective level. These meetings enabled the CSOs to build important connections with elected officials, to allow issues to be discussed at decision-making forums at the local level.

Speaking on the topic, Chandrathilaka Liyanarachchi, Program Manager, WDC says, “Most importantly, during these discussions, we were able to identify the gaps in local development initiatives, prioritise the need to enhance capacities of elected women local councils members, and address the barriers in the space of women in politics, especially SGBV and other forms of discrimination.”

Whilst much more remains to be done in combatting and addressing the social and psychological issues surrounding SGBV, with the strong networks and enduring experience of CSOs such as WIN, WDC and OfERR Ceylon, the CDLG project was able to provide significant support during this challenging time. Specifically, it is anticipated that the networks that have been built between elected women officials and grassroots level CSOs are sustained, even beyond the project period, for issues relating to gender-based violence to be raised and addressed in-depth at local decision-making levels.

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***“Emergency shelter service is an essential support service and a holistic approach in responding to victims of SGBV. It not only provides a safe space but protection for women and girls at risk of their lives. In a secure environment, they will regain their strength, build self-esteem and empower themselves. It is the responsibility of the state to provide protection for all citizens, which includes women and girls, which in turn includes women shelters”***

**Niroshika Wegiriya Project Coordinator/Legal Officer (WIN)**

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# MESSAGES FROM THE COMMISSIONERS

## North Central Province



පළාත් පාලන ආයතනයක් නම බලප්‍රදේශයේ ජනතාවගේ උපතේ සිට මරණය දක්වාම ඔවුන්ගේ සුභ සිද්ධිය උදෙසා ක්‍රියා කරන ආයතනයකි. නමුත් මෑත කාලයේ විවිධ හේතූන් මත පළාත් පාලන ආයතන හා මහජනතාව අතර තරමක දුරස් වීමක් දක්නට ලැබේ. ඒ සඳහා ආයතනයේ නිලධාරීන්ගේ දැනුම, ආකල්ප, කුසලතා තුළ පවත්නා අඩුපාඩු මෙන්ම නව තාක්ෂණය ආදේශකර නොගැනීම වැනි කරුණු බලපා ඇත.

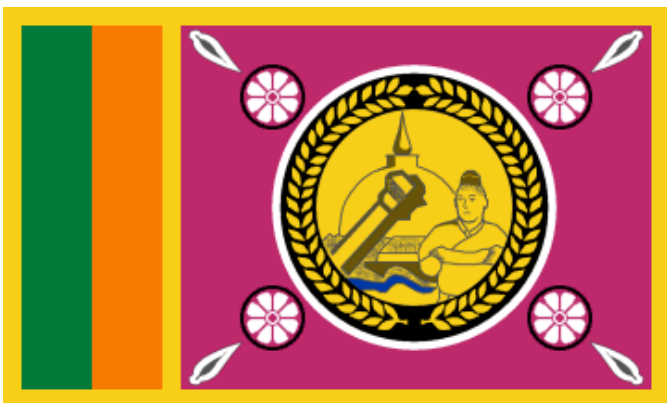
පළාත් පාලන දෙපාර්තමේන්තුව උතුරු මැද පළාත් සභාව හා රේඛීය අමාත්‍යාංශය සමඟ ඒකාබද්ධව මෙම තත්ත්වය කළමනාකරණය කර ගැනීමට යාමේදී එක්සත් ජාතීන්ගේ සංවර්ධන වැඩසටහන (UNDP) මගින් සුවිශාල දායකත්වයක් සැපයීමට ඉදිරිපත් සිටීම සතුටට කරුණකි. පළාත් පාලන ආයතනයන්හි ධාරිතා සංවර්ධන (CDLG)

ව්‍යාපෘතිය මගින්, මානව සම්පත හා තාක්ෂණය, අපේක්ෂිත ආයතනික සංවර්ධනය සඳහා ඵලදායීව හා මිනුම් ලී අයුරින් ක්‍රියාවට නැංවීමට කටයුතු කිරීම උතුරු මැද පළාතේ සියලු ජනතාව ලැබූ ජයග්‍රහණයකි.

විශේෂයෙන්ම ධාරිතා සංවර්ධන වැඩසටහන් ක්‍රියාත්මක කිරීමේදී තොරතුරු තාක්ෂණය මෙන්ම පද්ධති සංවර්ධනය (System Development) පදනම් කරගනිමින් වැඩසටහන් ක්‍රියාත්මක කිරීම කෙරෙහි CDLG ව්‍යාපෘතියෙහි අවධානය යොමු වී තිබීම අතිශයින්ම අගය කළ යුතුය. ජනතාවට සේවය සැපයීම සඳහා සියලුම නිලධාරීන් දැනුමින් හා ආකල්පමය වශයෙන් සංවර්ධනය වී සිටීම අතිශය වැදගත් වන අතරම, එම දැනුම වර්ධනය කර ගැනීමට අවැසි සම්පත්වලින් හිඟ පළාතක් වන උතුරු මැද පළාත කෙරෙහි CDLG ව්‍යාපෘතියෙහි අවධානය යොමුව තිබීම මෙම පළාතේ පළාත් පාලන ආයතනවල මානව සම්පත ඇතුළු සමස්ථ ප්‍රජාව ලද භාග්‍යයක් ලෙස සලකමි. ඒ අනුව, මෙම පළාතේ මහජන සුභසෞභ උදෙසා CDLG ව්‍යාපෘතියේ අනුග්‍රහය ඉදිරියේදීත් නොමදව ලැබෙනු ඇතැයි අපේක්ෂා කරමි.

එන්.එච්.ආර්. හිශාන්ත

පළාත් පාලන කොමසාරිස්, උතුරු මැද පළාත.



# OF LOCAL GOVERNMENT

## Uva Province



*Capacity Development of Local Governments (CDLG) project covers all sectors of local government institutes in Sri Lanka. Finding solutions for the development of individual, institutional, and social capacities simultaneously in a single project is a significant endeavor and an initiative. The significance of this project was to focus on all the upper and lower sections of the institution to increase the capacity of the staff assigned to the local government sector.*

*Further, the project has a uniqueness that we have not seen in other projects in recent years, and that minor staff and labourers on a basic wage scale will also benefit from this project. This is an important initiation in the project as the contribution and involvement of all sectors of an organization to the success of service delivery is recognized at the national level.*

*Furthermore, the CDLG project has been active in the province since the beginning of 2020 and during that time it was a great support to the development of local government institutions in the province. I would like to highlight the COVID-19 support we have received from the project during this crisis. It has helped to ensure the health and hygiene of staff, institutions, and the community. Moreover, I would like to appreciate the immense contribution and support for the establishment of the engineering laboratory in the Department of Local Government in Uva Province. It was a long-term requirement that we had in the province and the initiation and support given through the CDLG project created the opportunity to meet the capacity requirements of the institution.*

*I would like to pay tribute to all the initiatives undertaken by the CDLG Project in the Uva Province. Special thanks to the United Nations Development Programme (UNDP) and the European Union (EU) as funding and development partners for this initiative in the province. I also wish the CDLG team and UNDP Sri Lanka and wish them all the best in their development support to the government.*

**M.M. Wijenayake,**  
**Commissioner of Local Government, Uva Province.**



# MESSAGES FROM THE COMMISSIONERS

## Eastern Province



*CDLG is a name that is widely pronounced by many recently including staff from top to bottom level including the Chairperson and councilors of the Local Authorities in the Eastern Province. The CDLG project is not merely a simple training program that has been conducted in the past. It genuinely concentrates on building the actual capacity of Local Authorities. Capacity Development of Local Authorities is not a recent development for Local Authorities., The approach under this project is entirely different when compared to programs held in the past. The actual capacity development of the Local Authorities will not be attained until we*

*measure the present level of capacity of the Local Authorities. The capacity programs in the past have taken a top to bottom approach, whereas CDLG uses a bottom to top approach, where all the parties concerned are being consulted before preparing capacity building initiatives. That is the angle that this project specifically focuses on. Before we think about the destination to be reached, we should know where we are at, currently. Based on this principle CDLG initially invested significantly to increase the present capacity levels of LA's. With this background study and analysis, the project received a clear vision toward where the LAs want to be. Hence, the joint effort of both implementing partners as well as the stakeholders would facilitate a clear pathway to take the Local Authorities toward their anticipated destination. Arrangements both technical as well as logistical have been made available to the Local Authorities to enhance their capacities and ensure their independent operation. In practice the good part of the projects were discontinued once the project was completed, where exit strategy including sustainability were not give much attention. However, LDSP has a clear exit as well as sustainability strategy to take the process even after the completion of the project as a mode of continuous learning practice to the LAs to ensure that they continue to develop even after they reach their destinations. Hence, visualizing beyond the expectation is the beauty of the project and I firmly hope that this project brings a lot of drastic changes in the Local Authorities toward delivering services to the general public. Hope to continue with the project to make more positive changes in the Local Authorities of Eastern Province to make them successful institutions in the Eastern Province.*

**N. Manivannan**  
**Commissioner of Local Government, Eastern Province.**



# OF LOCAL GOVERNMENT

## Northern Province



முகாமைத்துவ அபிவிருத்தி பயிற்சி அலகு – வடமாகாணம், வடமாகாண திணைக்களங்களான வீதி அபிவிருத்தித் திணைக்களம், நீர்ப்பாசன திணைக்களம், கட்டிடத் திணைக்களம் மற்றும் SLILG, FSLGA போன்ற தேசியமட்ட நிறுவனங்கள் ஊடாகவும் அரசு உத்தியோகத்தர்கள் மற்றும் உள்ளூராட்சி சபை உறுப்பினர்களுக்கான இயலளவு மேம்பாட்டு பயிற்சிகளை வழங்கி வருகின்றது. அத்துடன் எதிர்கால தேவைகள் மற்றும் சவால்களுக்கு முகங்கொடுக்கக்கூடிய வகையில் உள்ளூராட்சி சபைகளை வலுப்படுத்தும் பல்வேறு திட்டங்கள் முன்மொழியப்பட்டு அதற்கான வேலைத்திட்டங்கள் அனைத்து பங்குபற்றினர்களுடன் இணைந்து முன்னெடுக்கப்பட்டு வருகின்றமை சிறப்பம்சமாகும். மக்களின் தேவைகளை மிகவும் துரிதமாகவும் வினைத்திறனுடனும் செயற்படுத்துவதற்கு

தொழிநுட்பரீதியிலான அபிவிருத்தியினையும் இத் திட்டம் கொண்டிருப்பது மற்றுமொரு சிறப்பம்சமாகும்.

அரசு சேவை, மாகாணசபைகள் மற்றும் உள்ளூராட்சி அமைச்சு, மற்றும் வடக்கு மாகாண சபை ஆகியவற்றின் ஒத்துழைப்புடன் உள்ளூராட்சி திணைக்களத்தின் ஊடாக, உலகவங்கி மற்றும் ஐரோப்பிய ஒன்றியத்தின் நிதி அனுசரணையுடன் செயற்படுத்தப்படும் LDSP திட்டத்துடன் இவ் இயலளவு மேம்பாட்டுத் திட்டத்தையும் உள்ளிணைந்து செயற்படுத்துவது திட்டங்களை வினைத்திறனாக அமுல்படுத்துவதற்கு உந்துசக்தியாக அமைவது குறிப்பிடத்தக்க விடயமாகும். மற்றும் COVID-19 இடர் காலத்தில் தொடர்புகளை இலகுவாக மேற்கொள்ள இத் திட்டத்தின் ஊடாக இலத்திரனியல் தொடர்பாடல் சாதனங்கள், கணினிகள், நிழல்பிரதியியந்திரங்கள் வழங்கப்பட்டமை உள்ளூராட்சி திணைக்களம் மற்றும் உள்ளூராட்சி சபைகளின் வேலைத்திட்டங்களை தங்குதடையின்றி மேற்கொள்ள ஒரு பேருதவியாக இருந்தது.

COVID-19 இடர் காலத்திலும் அரசு உத்தியோகத்தர்கள் தமது கடமைகளை தொடர்ச்சியாக மேற்கொள்வதற்கான உதவிகளை மேற்கொண்டதுடன் பொது இடங்களை தொற்று நீக்கம் செய்து மக்களின் பாதுகாப்பை பேணுவதற்கு இத்திட்டத்தின் ஊடாக உதவிகள் பெறப்பட்டதும் குறிப்பிடத்தக்கதாகும்.

மேலும் உள்ளூராட்சி திணைக்களம் இத் திட்டத்தினை UNDP உடன் இணைந்து செயற்படுத்துவது மகிழ்ச்சியை தருவதுடன் UNDP மற்றும் ஐரோப்பிய ஒன்றியத்திற்கு மனமார்த்த நன்றிகளையும் இத்திட்டம் அதன் இலக்கினை அடைய வாழ்த்துகளையும் தெரிவித்துக் கொள்கின்றேன்.

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