



**Ministry of Constitutional Affairs and National Integration  
Agency Score Card -ASC**

**Abbreviations**

Results achievement is represented as:



Achieved



Partly Achieved



Not Achieved

**Thrust Area 1 Constitutional Affairs**

Goal: Increased awareness among the public (officials, general public & students) of the provisions in the constitution)

No	Key Performance Indicators	Status	Baseline 2008	Targets				
				2009	2010	2011	2012	2013
1.1	Increase in the # of administrators who are aware of the provisions in the fundamental rights chapter	Target		10%	10%	20%	20%	20%
		Achievement						
		Status						
1.2	Increase in the number of members of the public who believe that the implementation of the 13 <sup>th</sup> amendment facilitates a solution to the ethnic conflict	Target		10%	10%	20%	20%	20%
		Achievement						
		Status						

1.3	Increase in the % of students who perform well in the subject "Citizens Education and Good Governance"	Target		10%	10%	20%	20%	20%
		Status						
		Achievement						

Goal 2: Ensure that all citizens have basic legal documentation such as NIC, birth certificates, etc.

No	Key Performance Indicators	Status	Baseline	Targets				
				2007	2008	2009	2010	2011
2.1	1.1 Reduction in the number of applications to the Divisional Secretariats for legal documentation	Target	2006	Actual				
		Achievement						
		Status						
2.2	Increased number of names in the electoral register	Target	2007	10%	10%	20%	20%	20%
		Achievement						
		Status						
2.3	Reduction in the time taken to obtain EPF/ ETF (estate sector)	Target	(2008) 12 weeks	10 weeks	8 weeks	4 weeks		
		Status						
		Achievement						

### Thrust Area 2. National Integration & Peace Building

Goal: Ensure greater integration of ethnic groups within the community

No	Key Performance Indicators	Status	Baseline 2008	Targets				
				2009	2010	2011	2012	2013
2.1	The number of integrated events (cultural/religious) that are conducted bi-lingually with all communities participating in the 29 bi-lingual Divisions	Target						

	The number of integrated events (cultural/religious) that are conducted bi-lingually with all communities							
		Achievement						
		Status						
2.2	Reduction in the number of incident/conflicts among ethnic groups in the 29 bi-lingual Divisions	Target						
	Reduction in the number of incident/conflicts among youth belonging to ethnic groups							
		Achievement						
		Status						

### Thrust Area 3. Implementing the Official Language Policy

Goal: Increasing bi-lingual capability in the public sector

No	Key Performance Indicators	Status	Baseline 2008	Targets				
				2009	2010	2011	2012	2013
1.1	% of officers who are able to conduct business in both official languages in the 29 bi-lingual Divisions	Target	08 Audit	20% increase	20%	20%	20%	20%
		Status						
		Achievement						
1.2	Increase in the # of trilingual forms and signs in public offices and public places	Target	08 audit	20% increase	20% increase	20% increase	20% increase	20% increase
		Status						

		Achievement						
1.3	Reduction of complaints about violations of language rights and other language related issues	Target	2008 Official Language Commission	10% Decrease	10% Decrease	10% Decrease	10% Decrease	10% Decrease
		Status						
		Achievement						

#### **Thrust Area 4. Access to Justice and Good Governance**

Goal: Increase the capacity of rights holders to access justice

No	Key Performance Indicators	Status	Baseline 2008	Targets				
				2009	2010	2011	2012	2013
1.1	Increase in the number of complaints to police on human rights violations	Target		10%	10%	20%	20%	20%
		Status						
		Achievement						
1.2	Reduce the # of violations that go unreported to the police (reported to NGOs and other sources)	Target		10%	10%	20%	20%	20%
		Status						
		Achievement						
1.3	Increase the % of satisfied claim holders who made reports to the police	Target		10%	10%	20%	20%	20%
		Status						
		Achievement						
1.4	Increase in the number of persons seeking legal aid	Target		10%	10%	20%	20%	20%
		Status						
		Achievement						