



**Ministry of Labour Relations and Manpower
Agency Results framework**

Vision

“Contended productive labour force in Sri Lanka ”

Mission

“Contributing towards the achievement of economic growth and social stability through Industrial peace , Harmony ,social security, employment generation and productivity promotion to ensure decent work in Sri Lanka”

Thrust Areas (72 Indicators)

- 1.Industrial Peace and Harmony
- 2.Labour Standards and Enforcement
- 3.Social Security
- 4.Productivity Promotion
5. Employment and Manpower
6. Resource Management

Thrust Area 1- Industrial Peace and Harmony (23 Indicators)

No	Goals	KPI	Baseline 2007	Target/Benchmark					Lead Unit
				2008	2009	20010	2011	2012	
1	Industrial disputes reduced	% of disputes and strikes reduced	Present Level=25	10	10	10	10	10	IR
		Mediation Centers increased	Present Level=3	6	9	12	15	18	IR
		% increase of individual Counseling increased	Present Level=960 Persons per year	5	5	5	5	5	IR
		%of settlements of conciliations increased	Present Level=5683	5	5	5	5	5	IR
		% of No of arbitrations reduced	Present Level=32	6	6	6	6	6	IR
	Social Dialog strengthened	% increase in No of collective agreements	Present Level=45	5	5	8	10	10	IR
		No of DLACC established	Present Level=14 Districts	16	18	20	24	All districts	IR
		% reduction in No of Industrial disputes	Present Level Plantation=7321	5	5	5	5	5	IR
		% reductions in No of termination cases	Present Level=227	2	2	2	2	2	IR
	Collective bargaining and agreements enhanced	% increase in No of collective agreements signed and updated	Present Level=45	5	5	8	10	10	IR
		%Reduction of man days lost	Present Level=39237	10	10	15	20	20	IR

Thrust Area 2-Labour standards and enforcement (11 Indicators)

No	Goals	KPI	Baseline 2007	Target/Benchmark					Lead Unit
				2008	2009	2010	2011	2012	
1.	Terms and conditions of employment improved and maintained	% of (violations of provisions of wages board and shop and office act and BRA act(S&OEA and WBO)	No of court cases i. WBO =192 ii.S&OEA=51	5	5	5	5	5	LS
2	International Labour standards maintained	No of ILO convention ratifications (Cum)	40	42	42	42	42	42	FR
3	National labour standards improved and maintained	Labour Productivity increased	4.5(All sectors)	4.5	4.5	4.6	4.6	4.7	FR
4	Results oriented labour inspectorate	% increase of inspections per officer/ annual	Field Off= 200*35*12=96000	5	5	5	5	5	PRT
			Labour Off = 423*20*12	5	5	5	5	5	PRT
		% increase of productive inspections per officer/ annual	FO=200*35*12=36000	5	10	15	20	25	PRT
			LO=423*20*12=50760	5	10	15	20	25	PRT
5	Safety and health ensured at workplace	% reduction No of accidents reported	Fatal = 78 Non Fatal = 1850	10	10	10	10	10	ISD/NI OSH/OSH
		Establishment of regional safety centers	1	1	2	5	-	-	ISD
		Development of OSH guidelines and code of practices stds	Nil	1	1	1	1	1	ISD/NI OSH/O HD
6	Labour laws enforced and prosecuted	No of cases filed-EPF	Present level=3687	3800	4000	4200	4400	4600	Legal
		Amount of arrears recovered excluding EPF	Present Level=191.2Mn	200	210	220	230	240	LS

Thrust Area 3. Social security – (19 Indicators)

No	Goals	KPI	Baseline 2007	Target/Benchmark					Lead Unit
				2008	2009	2010	2011	2012	
1.	EPF coverage enhanced	% increase of establishments covered	60,000	10	10	10	10	10	EPF
		No of employees enrolled	2.1 Mn	20000	25000	30000	30000	30000	EPF
2	EPF benefits expanded	Amendments for EPF Act	Nil	event		-	-	-	EPF
		New benefit scheme introduced	Nil	Event	Event	-	-	-	EPF
3	EPF system improved	Re registration of employees for EPF	Nil	1Mn	1.2Mn	Balance	New registrations	New registrations	EPF
		Cycle time i. Employer registration	2 weeks	2 weeks	1 week	3 days	3 days	3 days	EPF
		ii. Refund process (sending determination letters)	Month	3 weeks	2 weeks	1 weeks	4 days	3 days	EPF
		iii Member registration	2 Wks	9Days	8 Days	7 Days	5 Days	3 Days	EPF
		Iv Loan schemes	4 Wks	3 Wks	2Wks	2 Wks	1.5 Wks	1 Wk	EPF
		V Mode of access expanded	18 regional office	28regional office	All ACL office	Web Based Mobile	Teller	-	EPF
4	Payment of Gratuity ensured	No of violations	1723	1975	2300	2530	2780	3055	legal
		No of court cases	1078	1245	1350	1485	1620	1780	legal
5	Maternity benefits ensured	% of violations	22	10	10	10	10	10	W&C Div
		No of Court Cases	nil	nil	nil	nil	nil	nil	W&C Div

6	Shramawasan a benefits expanded	No of benefit schemes	3	3	3	3	3	3	SVF
		No of beneficiaries (reduction)	100	100	100	100	100	100	SVF
7	Workmen's compensation (Benefits) ensured	No of court cases	1291	5	5	5	5	5	DWC
		No of compensation provided	276	6	6	6	6	6	DWC

Thrust Area 4.Productivity promotion – 10 Indicators

No	Goals	KPI	Baseline 2007	Target/Benchmark					Lead Unit
				2008	2009	2010	2011	2012	
1	National productivity policy reviewed and structure created	Event (1st year) Strategic Plan in place	Not Available	event	Event	event	event	event	NPS
2	Productivity enhanced No of Institutions covered	Coverage	1160	1300	1600	2000	2500	3000	NPS
		Public	160	160	700	700	700	700	NPS
		Private	Nil	-	300	300	300	300	NPS
		Schools	1000	1000	1200	1400	1400	1500	NPS
		Community	Nil	-	500	600	700	800	NPS
3	Productivity Culture developed (applications issued for national award)	No of participants for award ceremony Pub Pvt(ser &Mfg) Sch Com	5020	10% Increas e	20% Increas e	25% Increa se	30% Increa se	40% Increas e	NPS
		Public	1735	10% Increas e	20% Increas e	25% Increa se	30% Increa se	40% Increas e	NPS

		Private(Service and Manufacturing)	600	10% Increase	20% Increase	25% Increase	30% Increase	40% Increase	NPS
		Schools	2685	10% Increase	20% Increase	25% Increase	30% Increase	40% Increase	NPS
		Community	Nil	Nil	5000	10000	20000	30000	NPS

Thrust Area 5. Employment and Manpower-(13 Indicators)

No	Goals	KPI	Baseline 2007	Target/Benchmark					Lead Unit
				2008	2009	2010	2011	2012	
1	Comprehensive manpower policy prepared and implemented	Cabinet approved Manpower Policy established	Not Available	Event	Event	Update	Update	Update	EPD
		No of sectors covered	Nil	2	2	2	2	2	EPD
		No of studies conducted	Nil	2	2	2	2	2	EPD
2	Comprehensive labour market information system established	Hit count	Existing 1000	2000	5000	6000	8000	10000	LMI
		No of times updated	2	4	4	4	4	4	LMI
		No of new sectors/areas covered	Existing level not available	2	2	2	2	2	LMI
3	Employability development system established	No of persons participated to training programme	7000	8000	9000	10000	11000	12000	EPD
		No of direct Employment Opportunities provided	10000	11000	12000	13000	14000	15000	EPD
4	Employment creation system established	No of Employment opportunities created	8000	8500	9000	9500	10000	10500	EPD

5	Employment promotion system established	No of carrier guidance programmes	832	1618	1780	1930	2070	2020	CGD
		No of Job fairs	16	80	80	80	80	80	CGD
		No of Job Clubs	Not available	3000	4500	6000	7500	9000	CGD
		No of Career Fairs	Not available	5	8	10	12	15	CGD

Thrust Area 6. Resource Management (8 Indicators)

No	Goals	KPI	Baseline 2007	Target/Benchmark					Lead Unit
				2008	2009	2010	2011	2012	
1	Human resources (Ministerial) developed and productively utilized	No of persons with developed professional skills (No of persons trained -foreign)	84	90	90	90	90	90	Admin and FR
		no of persons with developed professional skills (No of persons trained-local)	532	60	70	80	90	100	Admin and FR
2	Financial resources productively utilized	No of audit issues	11	9	7	5	5	5	Finance
		No FR transfers	29	20	15	12	11	10	Finance
		% utilization of allocation	95	95	97	97	98	98	Finance
		Supplementary Estimates	Nil	Nil	Nil	Nil	Nil	Nil	Finance
3	Productive use of all resources	No of audit queries	6	5	5	5	5	5	Finance
		No of PAC queries	1	Nil	Nil	Nil	Nil	Nil	Finance

Abbreviations

BRA -	Budgetary Relief Allowance Act
IR -	Industrial Relations Division
LS -	Labour Standards Division
EPD -	Employment Planning Division
CGD -	Career Guidance Division
DLACC	District Labour Advisory Councils
LMI -	Labour Market Information Unit
NPS -	National Productivity Secretariat
DWC -	Workmen's Compensation Office
EPF -	Employee Provident Fund
FR -	Foreign Relation Division
PRT -	Planning Research and Training Division
SVF -	Shrama Vasana Fund
ISD -	Industrial Safety Division
OHD -	Occupational Hygiene Division
NIOSH -	National Institute of Occupational Safety and Health
NILS	National Institute of Labour Studies
PTFPI	Presidential Task force on Productivity Improvement