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## CIVIL STATUS DIVISION

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**PART A: STRATEGIC NOTE OF DEPARTMENT**

**I. Major Achievements for 2013**

- Registration and delivery of birth, death and marriage certificates and issue of National Identity Cards as at August:

	<b>Registration</b>	<b>Delivery</b>
Birth Certificates	9,545	202,189
Death Certificates	6,308	8,927
Marriage Certificates	6,043	44,093
Identity Cards	52,898	45,961
<b>Total</b>	<b>74,794</b>	<b>301,170</b>

- Simplified procedures to facilitate marriages between Non Citizens.
- Issue of new smart identity cards as from the 1st October, 2013.
- Scanning and electronic archiving of data of Civil Status Registers from 1920 to 2001.

**II. Major Constraints and Challenges and how they are being addressed**

- A significant portion of Civil Status records is paper based.
  - Scanning and Electronic archiving of documents.

**III. Strategic Direction 2014-2016**

- Migrate to a more technology based Civil Status Services.
- Improve customer service by setting up a fraud proof ID system.

**IV. Priority Objectives and Major Services to be provided for 2014-2016**

**Programme 241: Civil Status Affairs**

***Sub-Programme 24101 :Civil Status Services***

- Priority Objective:           • Ensure a reliable Civil Status Records System.
- Major Service:               • Timely delivery of birth, death and marriage certificates.

**Civil Status Division – continued**

**Sub-Programme 24102 : National Identity Card Services**

Priority Objective:           • Provide an efficient and effective customer oriented service with a fraud proof system.

Major Service:               • Timely delivery of National Identity Cards.

**V. SUMMARY OF FINANCIAL RESOURCES BY PROGRAMMES AND SUB-PROGRAMMES**

Code	Programmes and Sub-Programmes	Rs	Rs	Rs	Rs
		2013 Estimates	2014 Estimates	2015 Planned	2016 Planned
241	<b>Civil Status Affairs</b>	<b>79,852,000</b>	<b>87,080,000</b>	<b>88,130,000</b>	<b>90,805,000</b>
24101	Civil Status Services	79,852,000	76,800,000	76,750,000	78,900,000
24102	National Identity Card Services	-	10,280,000	11,380,000	11,905,000
	<b>Total</b>	<b>79,852,000</b>	<b>87,080,000</b>	<b>88,130,000</b>	<b>90,805,000</b>

**VI. SUMMARY OF FUNDED POSITIONS BY PROGRAMMES AND SUB-PROGRAMMES**

Code	Programme	Total		% Distribution	
		In Post by Dec 2013	In Post by Dec 2014	2013	2014
241	<b>Civil Status Affairs</b>	<b>151</b>	<b>172</b>	<b>100%</b>	<b>100%</b>
24101	Civil Status Services	151	152	100%	88%
24102	National Identity Card Services	-	20	-	12%
	<b>Total</b>	<b>151</b>	<b>172</b>	<b>100%</b>	<b>100%</b>

**PART B: SERVICES TO BE PROVIDED AND PERFORMANCE INFORMATION**

<b>PROGRAMME 241: Civil Status Affairs</b>							
<b>Outcome:</b> An efficient and effective, customer-oriented service with a fraud proof system.							
<b>Outcome Indicator</b>				<b>2012 Actual</b>	<b>2014 Target</b>	<b>2016 Target</b>	<b>2023 Target</b>
Percentage of population with an electronic fraud proof ID card				-	100%	100%	100%
<b>DELIVERY UNITS</b>	<b>SERVICES TO BE PROVIDED</b>	<b>PERFORMANCE</b>					
		<b>Service Standards (Indicators)</b>	<b>2012 Actual</b>	<b>2014 Targets</b>	<b>2015 Targets</b>	<b>2016 Targets</b>	
<b>SUB-PROGRAMME 24101: Civil Status Services</b>							
Civil Status Division	S1: Policy and Management Services	SS1: Reform strategy to deliver long term ESTP Outcomes formulated	-	June	June	June	
		SS2: % of requests acknowledged within 5 working days	95%	95%	100%	100%	
Civil Status Unit	S2: Timely Delivery of Civil Status Services	SS1: Percentage of birth, marriage and death certificates issued within 1 day.	95%	100%	100%	100%	
<b>SUB-PROGRAMME 24102: National Identity Card Services</b>							
National Identity Card Unit	S1: Timely delivery of new ID card	SS1: % of cards issued within 2 weeks	-	100%	100%	100%	

**PART C: INPUTS - FINANCIAL RESOURCES**

**1. SUMMARY BY ECONOMIC CATEGORIES**

Code	Economic Categories	Rs	Rs	Rs	Rs
		2013 Estimates	2014 Estimates	2015 Planned	2016 Planned
21	Compensation of Employees	53,797,000	66,405,000	66,905,000	69,505,000
22	Goods and Services	23,155,000	16,975,000	18,525,000	18,600,000
24	Interest	-	-	-	-
25	Subsidies	-	-	-	-
26	Grants	-	-	-	-
27	Social Benefits	-	-	-	-
28	Other Expense	2,900,000	2,700,000	2,700,000	2,700,000
31	Acquisition of Non-Financial Assets	-	1,000,000	-	-
32	Acquisition of Financial Assets	-	-	-	-
	<b>Total</b>	<b>79,852,000</b>	<b>87,080,000</b>	<b>88,130,000</b>	<b>90,805,000</b>

**2. SUMMARY FOR YEAR 2014**

Code	Programme	Rs	Rs	Rs	Rs
		Compensation of Employees [code 21]	Goods and Services [code 22]	Subsidies/ grants [code 25-28]	Acquisition of Assets [codes 31-32]
241	Civil Status Affairs	66,405,000	16,975,000	2,700,000	1,000,000
	<b>Total</b>	<b>66,405,000</b>	<b>16,975,000</b>	<b>2,700,000</b>	<b>1,000,000</b>

**Programme 241 : Civil Status Affairs**

**Sub-Programme 24101: Civil Status Services**

Item No.	Details	Rs	Rs	Rs	Rs
		2013 Estimates	2014 Estimates	2015 Planned	2016 Planned
<b>21</b>	<b>Compensation of Employees</b>	<b>53,797,000</b>	<b>58,800,000</b>	<b>60,200,000</b>	<b>62,250,000</b>
21110	Personal Emoluments	47,032,000	50,775,000	52,575,000	54,525,000
21111	Other Staff Costs	6,225,000	7,425,000	7,025,000	7,125,000
21210	Social Contributions	540,000	600,000	600,000	600,000
<b>22</b>	<b>Goods and Services</b>	<b>23,155,000</b>	<b>14,300,000</b>	<b>13,850,000</b>	<b>13,950,000</b>
22010	Cost of Utilities	4,075,000	4,125,000	4,235,000	4,235,000
22020	Fuel and Oil	-	60,000	60,000	60,000
22030	Rent	5,000,000	4,700,000	4,700,000	4,700,000
22040	Office Equipment and Furniture	10,385,000	600,000	500,000	500,000
22050	Office Expenses	275,000	345,000	345,000	345,000
22060	Maintenance	2,075,000	2,175,000	1,650,000	1,650,000
	<i>of which:</i>				
22060005	<i>IT Equipment</i>	<i>1,900,000</i>	<i>1,825,000</i>	<i>1,300,000</i>	<i>1,300,000</i>
22070	Cleaning Services	25,000	75,000	85,000	90,000
22100	Publications and Stationery	1,150,000	2,050,000	2,100,000	2,200,000
22120	Fees	50,000	50,000	55,000	50,000
22900	Other Goods and Services	120,000	120,000	120,000	120,000

**Civil Status Division - continued**

Item No.	Details	Rs	Rs	Rs	Rs
		2013 Estimates	2014 Estimates	2015 Planned	2016 Planned
<b>28</b>	<b>Other Expense</b>	<b>2,900,000</b>	<b>2,700,000</b>	<b>2,700,000</b>	<b>2,700,000</b>
28211	Transfers to Non-Profit Institutions	900,000	900,000	900,000	900,000
28212	Transfers to Households	2,000,000	1,800,000	1,800,000	1,800,000
<b>31</b>	<b>Acquisition of Non Financial Assets</b>	-	<b>1,000,000</b>	-	-
31132	Intangible fixed Asset	-	1,000,000	-	-
31132401	<i>Upgrading of ICT</i>	-	<i>1,000,000</i>	-	-
	<i>of which :</i>				
	<i>Computerisation of Cash Office</i>	-	<i>1,000,000</i>	-	-
	<b>Total</b>	<b>79,852,000</b>	<b>76,800,000</b>	<b>76,750,000</b>	<b>78,900,000</b>
<b>Sub-Programme 24102: National Identity Card Services</b>					
<b>21</b>	<b>Compensation of Employees</b>	-	<b>7,605,000</b>	<b>6,705,000</b>	<b>7,255,000</b>
21110	Personal Emoluments	-	5,900,000	6,000,000	6,550,000
21111	Other Staff Costs	-	1,605,000	605,000	605,000
21210	Social Contributions	-	100,000	100,000	100,000
<b>22</b>	<b>Goods and Services</b>	-	<b>2,675,000</b>	<b>4,675,000</b>	<b>4,650,000</b>
22010	Cost of Utilities	-	570,000	570,000	595,000
22030	Rent	-	450,000	450,000	500,000
22040	Office Equipment and Furniture	-	200,000	200,000	200,000
22050	Office Expenses	-	165,000	165,000	165,000
22060	Maintenance	-	100,000	100,000	100,000
22070	Cleaning Services	-	50,000	50,000	50,000
22100	Publications and Stationery	-	900,000	2,900,000	2,800,000
	<i>of which:</i>				
22100001	<i>Paper and Materials</i>	-	<i>500,000</i>	<i>2,500,000</i>	<i>2,500,000</i>
22100003	<i>Printing and Stationery</i>	-	<i>400,000</i>	<i>400,000</i>	<i>300,000</i>
22120	Fees	-	200,000	200,000	200,000
22900	Other Goods and Services	-	40,000	40,000	40,000
	<b>Total</b>	-	<b>10,280,000</b>	<b>11,380,000</b>	<b>11,905,000</b>

**PART D: INPUTS - HUMAN RESOURCES**

**STAFFING (FUNDED POSITIONS) BY PROGRAMMES AND SUB-PROGRAMMES**

Salary Code	Position Titles	In Post by Dec 2013	Funded Positions by December		
			2014	2015	2016
<b>Programme 241: Civil Status Affairs</b>		<b>151</b>	<b>172</b>	<b>172</b>	<b>172</b>
<b>Sub-Programme 24101: Civil Status Services</b>		<b>151</b>	<b>152</b>	<b>152</b>	<b>152</b>
18 00 91	Registrar of Civil Status	1	1	1	1
18 63 84	Deputy Registrar of Civil Status	1	1	1	1
18 53 69	Principal Civil Status Officer	7	5	5	5
18 41 59	Senior Civil Status Officer	16	13	13	13
18 29 54	Civil Status Officer	66	67	67	67
01 53 72	Senior Financial Operations Officer <i>(Personal)</i>	1	1	1	1
01 45 65	Financial Officer/ Senior Financial Officer	2	2	2	2
01 33 55	Assistant Financial Operations Officer <i>(Personal)</i>	-	-	-	-
21 33 57	Assistant Procurement and Supply Officer <i>(Personal)</i>	1	1	1	1
08 45 64	Office Management Assistant	2	2	2	2
08 41 61	Office Supervisor	1	1	1	1
08 30 56	Management Support Officer	18	21	21	21
08 22 54	Clerical Officer/Higher Clerical Officer <i>(Personal)</i>	1	1	1	1
08 17 50	Office Clerk	9	9	9	9
08 38 63	Confidential Secretary	-	-	-	-
08 31 56	Senior Word Processing Operator	1	1	1	1
08 21 52	Word Processing Operator	4	4	4	4
24 31 46	Head Office Care Attendant	1	1	1	1
24 14 42	Office Care Attendant/Senior Office Care Attendant	16	18	18	18
16 20 55	Machine Minder/Senior Machine Minder(Bindery)	3	3	3	3
<b>Sub-Programme 24102: National Identity Card Services</b>		<b>-</b>	<b>20</b>	<b>20</b>	<b>20</b>
	Network Administrator (New)	-	-	-	-
18 53 69	Principal Civil Status Officer	-	2	2	2
18 41 59	Senior Civil status Officer	-	3	3	3
18 29 54	Civil Status Officer	-	3	3	3
	Head Operations and Support (New)	-	-	-	-
	Assistant Operations and Support	-	-	-	-
08 51 70	Office Management Executive	-	1	1	1
08 45 64	Office Management Assistant	-	1	1	1
08 30 56	Management Support Officer	-	5	5	5
24 17 45	Driver	-	-	-	-
24 14 42	Office Care Attendant/Senior Office Care Attendant	-	5	5	5
	Stores Attendant	-	-	-	-
	<b>Total</b>	<b>151</b>	<b>172</b>	<b>172</b>	<b>172</b>