

Auditor General's Department  
306/72  
Polduwa Rd.  
Battaramulla.

To all the Officers

**The Effect of the Contribution of the Supporting Staff on the Audit Staff : the Branches S - 1, S- 2, S- 3, S- 4, S- 5, S- 11, S- 17, S- 20**

Due to the expansion of the duties and functions of the Auditor General's Department, and the modern tendencies on the audit reports, the Department faces the challenge of orchestrating the audit staff with optimal efficiency ensuring the maximum productivity in a manner that the salaries and allowances paid to the officers are not a burden of expenditure from the Government's perspective.

In order to face those challenges, it is necessary to obtain the services of the audit officers optimally. As such, it is stressed that you, rendering the services at the aforesaid branches by assisting the audit service, should assist the audit staff making it possible for them to deliver the maximum level of efficiency by identifying and fulfilling the requirements relating to their duty.

1. **Duties Expected from the Supporting Staff**

- (a.) Resolving the issues of the officers, and to act in a manner ensuring their grievances will be sorted out.
- (b.) Every letter (request) should be recorded in a Register, and the request should be fulfilled within 02 working days.
- (c.) In case of additional delays deemed justifiable, officers of the higher echelon should be informed thereon, and suitable action should be taken accordingly. The officer who made the request should also be notified.

- (d.) Introduction of a methodology that expedites the routine work thereby confirming that the methodology is in place. Unusual delays should be referred for the attention of the supervising officers for remedial action.  
E.g. Annual salary increments, Promotions, Salary conversions, Conducting Efficiency Bar Examinations.
- (e.) Taking action to make payments within a period of 03 days from the date of submitting the requests for travelling expenses or other payments (vouchers), and in case of errors in the vouchers / documents preventing the payments, the officer should be apprised of those errors promptly.
- (f.) In case of inability to entertain the request of the officer at branch level, the matter should be brought to the notice of the Auditor General within a fair amount of time.

## 2. Discharging the Duties of the Supporting Staff

- (a.) Properly discharging the duties assigned by the Director (Administration) , the Chief Accountant or a Supervising Officer verbally or in writing.
- (b.) Every officer should maintain a register for all the files under his custody.
- (c.) Maintenance of files with completeness. – Numbering, Index, Notes, etc.
- (d.) Maintenance of a register for letters and files received or issued.
- (e.) Requests made though telephone should be responded politely thereby fulfilling such requests.
- (f.) Refrain from using the computer facilities provided for official works, for personal use. (e.g. Face Book)

## 3. Discharging the Office Works.

Action should be taken in this regard as per the following instructions set out in my Circular, No. RDC 203, dated 17 April 1987.

- (a.) Prior to availing of leave, every officer should obtain approval thereon. Keys of the almiras, cabinets, drawers and etc. under his custody should be handed over to the Acting Officer. It is necessary to make sure that the keys under the officer's custody be dispatched to the Branch when requesting for leave due to an illness or other reason.

- (b.) The lunch interval of half an hour chosen by the officer at his discretion, should be restricted within the period from 12.00 noon to 1.30 PM.
- (c.) In case of a requirement to leave the premises of the Department during office hours, approval of the Supervising Officer should be obtained thereon by recording in the Register of Movements.
- (d.) In case of a file not received within a day after being furnished, action should be taken to enquire in that connection. It is necessary to ascertain that the files under the officer's custody are not misplaced.
- (e.) The Call-up Diaries should properly be made use of. Action should be taken to send reminders on time.
- (f.) Outbound letters, as well as internal reference notes, should be prepared politely with courtesy.
- (g.) The office should be kept clean and untidy. Pieces of paper or other garbage should not be littered.
- (h.) Care should be exercised on the security of vouchers, books, files, and the files received, documents, and draft letters under the custody of the officer.
- (i.) Garbage, such as pieces of paper, and covers, brought into the ladies rest room should not be littered on the table or the floor, and put in the dustbin placed therein. It is essentially necessary to switch off the light bulbs and the fans when leaving the rest room.
- (j.) Every officer should take action to shut down the computer and switch off the light bulbs before leaving his seat. In case of a failure to do so by mistake, another officer attached to the Branch should do so. Next, the responsibility of switching off the light bulbs and fans with respect to an officer who had left, befalls the minor employee. In case of him failing to do so, the Supervising Officers of the Branch should take the responsibility to do so.

4. If it seems that a request made by an officer, or a service to be rendered, does not take effect within a reasonable period of time, the officer shall inform the Additional Auditor General in writing, and he shall take action to resolve the issue. The Auditor General should be reported by the Additional Auditor General prior to the 10<sup>th</sup> day of the ensuing month in respect of the action taken on the complaints received within a calendar month.
  
5. The incentive scheme is proposed for the supporting staff as well, and action will be taken to issue a Circular in due course for introducing a methodology to pay incentives based on the aforesaid matters.



Gamini Wijesinghe  
Auditor General