

ADMINISTRATION REPORT 2009

DEPARTMENT OF SOCIAL SERVICES - EASTERN PROVINCE

01. Introduction

1.1 Brief History

The department of Social Services administered the public assistance programme in the Eastern Province. It was established in 1989 under the Ministry of Finance and Social Welfare. Later in 1992, the Department was divided into two as departments of Social Services and Probation & Child Care Services came under the Ministry of Rehabilitation, Reconstruction, and Social Welfare, Agriculture and Lands. Early part of 1996, it was brought under the Ministry of Health and Woman Affairs. Again at the later part of 1996, it again was brought back under the Ministry of Rehabilitation, Reconstruction, Social Welfare, Building and Women Affairs. Till the de-merger the department has continue under the above ministry.

1.2 Present Status

After the demerge of the North East Provincial Council, the formation of Eastern Provincial Council, and the approval granted by the Hon. Governor, the department of Social Services has become a separate department and it directly come under the purview of Ministry of Health, Indigenous Medicine, Social Service and IT Education. It was headed by the Hon. Minister of Health, Indigenous Medicine, Social Service and IT Education. The Secretary to the ministry is directly handling the administrative matters of the departments.

02. Mandate of the Department

2.1 Vision

“To work with and provide competent and coordinated effective services to all vulnerable members of the community that supports their spiritual, intellectual, economical and social well-being”.

2.2 Mission

“To join with the community in providing Social Services that meet essential needs, promote self-sufficiency and enhance the quality of life of the vulnerable community members“.

2.3 Objectives

1. Improving the livelihood of the poor.
2. To assist the Persons With Disability (PWDs) with physically and mentally affected personnel.

2.4 Functions

- i. Payment of Public Assistance Monthly Allowance (PAMA)
- ii. Supporting families living under the poverty line with self- employment grant to a maximum amount of Rs. 10,000 per family
- iii. Providing Assistive Devices to the Persons With Disability (PWD) and Children With Disability (CWD)
- iv. Assisting people suffering from contagious diseases such as T.B., leprosy, cancer and thalasimiya
- v. Provision of Maintenance Grant and Ad-hoc Grants for Elder’s Homes and Home for Persons With Disability which run by NGOs and/or Volunteer Service Organizations.
- vi. Compensating families living under poverty line whose properties and belongings damaged by accidents or natural disasters such as fire, cyclone, wild elephants attack etc. with a maximum amount of Rs.20,000/.
- vii. Providing training programme for vulnerable community members to make them strong and strengthen.

03. Organization and Management

The organizational chart and the cadre position of the Department are shown in annexes. (Please see **Annexure I and II**)

3.1 Staff

As the cadre has not revised after de-merge, the present strength is very low in the Head office. Further, the previous total cadre has divided into two during the demerger process. As such the present cadre strength has shown in annexure III.

As the cadre is not revised for last couple of years, the present staffs are working with the grate commitment to cover all the works.

3.1.1 Newly appointed officers

The following 6 Social Service officers were newly appointed during the year of 2009 to fill the existed vacancies in various divisions.

Table 1 - Newly Appointed Social Service Officers

S.No	Name	Date of Appointment
1	Mr.S.Sivanesarajah	03.08.2009
2	Mr.Ahemed Safweer	03.08.2009
3	Mr.T.Rajmohan	07.08.2009
4	Mr.W.P.Kithsiri Premalal	03.08.2009
5	Mr.W.M.L.K.Jayasingha	03.08.2009
6	Mr.W.M.Premarathna	03.08.2009

3.1.2 Staff transfers from other departments

Number of staff was transferred from other departments and joint with the department staff calibre in year 2009. The staff who has joint with the department as scheduled below:

Table 2 - Officers transferred to the department.

No	Name	Designation	Date	Transferred From
1	K.Devendran	Programme Assistant	01.06.2009	Dept .of Irrigation
2	S.Kamalathan	Programme Assistant	02.03.2009	Dept. of Co-operative
3.	H.B.Ilangasinha	Programme Assistant (Tharuna Aruna)	09.12.2009	Ministry of Education
4	K.Sumathy	Management Assistant	05.01.2009	Chief Secretary Secretariat
5	G.Sathyaselan	Driver	05.02.2009	Northern Provincial Council

3.1.3 Performance appraisal

As same in the previous years, all the performance appraisals of the staff was properly done and have been completed in the year 2009.

04. Department properties

4.1 Buildings

The department was newly constructed a Vocational Training centre at Uppaveli with the financial assistance of the line Ministry. The works was started in 2008 and completed the two blocks namely; dormitory and Kitchen. The total budget for this project is Rs. 8.564 million. However, within the budget amount the department was able to manage to construct the building with the accessibility facilities specially targeting the Persons with Disabilities. Further in year 2009, the department planned to start the three story building to conduct the trainings at the centre. But due to the other commitments it was not able to the department to allocate the required money to commence the works.

In addition to the above work the department has put up the fence at the Varothaya Nagar land which going to be use for the purpose of rehabilitation centre. The total estimated cost of this project is Rs. 2.717. Till December, 2008 Rs1.0 Million were

spent. Due to the financial restriction the work has brought forward for the year 2009 and at the end of the year the whole work was completed and now it is ready to start the construction works within the premises.

4.2 Machinery and Equipment

The following equipments were purchased during the year 2009 to distribute to the Head office and the district offices.

Table 3 - Machinery and Equipment

No	Furniture & Equipment	Quantity	Amount
1	Filling Cabinet - Steel	07	122,460.00
2	Plastic Chair	30	28,050.00
3	Fan Ceiling	02	7,000.00
4	Wall Clock	02	6,900.00
5	Inter Com System - Extention	01	60,380.00
6	Executive Chair – Hi Back - Damro	05	47,750.00
7	U.P.S Stabilizer – 2Kv	02	141,120.00
8	Pen Drive	34	71,800.00
9	Counter Table with 2 Drawers & Cupboard	01	18,750.00
10	MP ₃ Voice Recorder	03	18,900.00
11	External Hard Disk – 320 GB	01	12,400.00
12	HP Pavilion Laptop - DVET	01	149,500.00
13	Water Dispenser	02	43,000.00
14	Executive Table 72"x36" - Damro	03	114,495.00
15	Executive Table 60"x30" - Damro	02	76,350.00
16	Executive Table 96"x36" - Damro	01	48,780.00
17	Executive Visitor Chair – Full Set	05	38,525.00
18	Stabilizer	01	8,750.00
19	Epson Printer LQ - 2180	01	95,000.00
20	Spiral Binding Machine	01	42,000.00
21	Stapler Heavy Duty	01	21,800.00
22	Photocopier Digital Printer (Network Printing)	01	100,800.00
Total		107	1,274,510.00

4.3 Vehicles

By the end of the year the department had two vehicles; a lorry with the registration number **EP JR 9775** and a car with the registration number **EP 19 – 5030**. It is very urgent to procure double cap for the department to monitor the field level activities.

05. Financial Expenditure for the year

5.1 Expenditure Statement

5.1.1 Financial Statement

The recurrent expenditure for year 2009 is 117.935 Mn.

Table 4 – Recurrent Expenditure

No	Name of Programme	2009 Allocation Rs.	Actual Expenditure Rs.	Progress in %
1	Recurrent Expenditure	132,510,000.00	117,935,561.41	89%

5.1.2 Capital Expenditure - PSDG

The capital expenditure under the PSDG for the year 2009 is 15.3 Mn.

Table 5 - Capital Expenditure - PSDG

No.	Name of Programme	2009 Allocation	Actual Expenditure	Progress in %
1	Maintenance Expenditure	18,000,000.00	15,300,000.00	85%

5.1.3 Capital Expenditure - CBG

The following table gives the picture about the capital expenditure incurred under the CBG for the year 2009. However, the progress has not shown a very good situation. The reason for that is major portion of allocation was allocated to procure a vehicle for the department. But due to the permission and fund release at the last point make the department to unused the allocation.

Table 6 - Table 6 - Capital Expenditure - CBG

No	Name of Programme	Allocation Rs.	Expenditure Rs.	Progress in %
1	Capital Expenditure	600,000.00	1,199,947.00	33.3%

5.2 PSDG & CBG Programmes

The following tables illustrate the breakdown of activities of capital works implemented under the PSDG and CBG for the year 2009.

Table 7 - Programmes and Projects under PSDG

No	Description of Work	Allocation	Expenditure	Financial Progress
1	Const. Of Boundary wall for rehabilitation centre at Varothayanagar, Trincomalee	1,717,000	1,717,000.00	100%
2	Building for St.Joseph Elders Home,Uppuveli,Trincomalee	2,000,000	1,000,000.00	50%
3	Const. building for Onthachchimadam Elders home	2,278,000	2,278,000.00	100%
4	Ozanam Center for mentally retared children,Sathurukondan	1,097,000	1,097,000.00	100%
5	Const .building for East Ceylon Islamic physically Handicapped Welfare Center, Kattankudy	2,253,000	2,253,000.00	100%
6	Building for Darshanam school for visually handicapped , Kallady,Batticaloa	2,000,000	1,000,000.00	50%
7	Const. Of Building for Kattankudy Elders Home, Batticaloa	1,281,000	1,000,000.00	78%
8	Const. Of Fence for the St.Josephs Elders Home , Batticaloa	2,000,000	2,000,000.00	100%
9	Const. of a building for Sarana Eldes Home, Sadunpura.	1,374,000	1,374,000.00	100%
10	Const.of Building for Sarana Disable Children Home, Ampara,Uhana	2,000,000	1,581,000.00	70%
Total		18,000,000.00	15,300,000.00	

Table 8 - Programmes and Projects under PSDG

No	Description of Work	Allocation	Expenditure	Financial Progress
1	Procurement of Vehicle	3,732,000	-	-
2	Improvements of Machineries	500,000	382,862	76.57%
3	Furniture & Office equipment	718,000	642,075	89.42%
4	Building repair	1,050,000	974,970	92.85%
Total		6,000,000	1,999,907	

5.3 Financial Auditing

The following table gives the picture about the audit query the department received and replied for the year 2009.

Table 9 - Financial Auditing

Query Type	Received	Replied
1. General Audit Queries	-	-
2. Internal Audit Queries	01	01

5.4 Board of Survey

Board of Survey up to December 2009 has been carried out and the books were finalised.

06. Achievements of the Department for the year 2009

6.1 Relief for the Society

6.1.1 Payment of Public Assistance Monthly Allowance (PAMA)

This is one of the crucial payments which draw the major portion of the expenditure of the department. The PAMA is a payment which the Poor people/families with no

means of earning livelihood are paid monthly. The fixed allowance amounts as per the dependents are as follows:

Table 10 – PAMA Payment rates

	<u>Beneficiaries</u>	<u>Amount</u>
1	Chief Occupant	100/=
2	One Dependent	120/=
3	Two Dependent	150/=
4	Three Dependent	180/=
5	Four Dependent	210/=
6	Five Dependent	250/=
7	Five Dependent & above	300/=

As due to the long last conflict, tsunami and displacement made more poor families in the Province. As a result the department has face a problem is more demand for the above payment. Even though it is a small amount the poor families are very much interested to have the payment and the card which sometimes gives the priority to providing the other services.

Even though the war came to an end, it left thousands of families who are financially vulnerable in the Province became more desperate and the demand for such payment has increase and the poor people expected this type of support from the department. Department has taken action to assist the most vulnerable members of the society. However **40,540** recipients were benefited from this allowance in last year with over **68.37million**, being spent according to the reports received from the DS offices all around the Province. (Please See **Annexure IV** for full details)

6.1.2 Rehabilitation of Families under Poverty Line

Poor families, who have the ability to do a particular self-employment business but could not due to lack of resources, were assisted to start income generating activities. The maximum amount could be granted is Rs **10,000** per family, which experienced the

amount is not sufficient to start a sound income generating activity. Therefore, the Department has requested the Ministry to increase the amount up to Rs.20,000 to enable the beneficiaries to start a sustainable business to get more benefit from the project. Further the department has take steps to negotiate with NGOs to provide further assistance in addition to the department's support. During the year 2009, **541 families** were benefited by spending **4.68 million**. (Please See **Annexure V** for more details)

6.1.3 Payment of Sick Persons Allowance

Based on the recommendations given by the Health Professionals, the assistance is normally given to all patients suffering from a myriad of contagious diseases such as TB, Cancer, Thalasaemia and Leprosy in order to control the spread of these diseases as well as support the families who are unable to look after the patients due to the existing poverty in their family. The payment is normally made on a monthly basis and the break down of such payment is listed below:

Table 11- Sick Persons Allowance

No.	Name of diseases	Monthly Payment	Additional amount for dependents
1	T.B.	Rs.250 per patient	Rs. 50
2	Leprosy	Rs 250 per patient	Rs 50
3	Cancer	Rs 250 per patient	Rs 50
4	Thalasaemia	Rs. 500 per patient	

The total number of beneficiaries benefited from the sick persons allowance for the year 2009 was recorded as follows:

Table 12 - Payment Details of Sick Person Allowances

	TB	Leprosy	Cancer/ Thalasaemia	Total
No. of beneficiaries	153	92	595	840
Financial assistance given	508,020	356,800	3,654,730	4,519,550

To review the full details please refer the **annexure IV**.

6.2 Action for Rehabilitating the Person with Disabilities (PWDs)

The supports available with the department for Person with Disabilities (PWDs) are:

- a) Providing assistive devices / equipments.
- b) Providing self employment training and follow ups
- c) Supporting rehabilitation centres and homes by the way of providing grants
- d) Referral system with the NGOs and other partners for the assistances

6.2.1 Assistive devices / Equipments

Assistive devices for Person with Disabilities such as spectacles, wheelchairs, tricycles, hearing aids, crutches, artificial limbs, and white canes were provided based on the requirements and the recommendation. Basically these equipments / devices were issued based on the recommendation and advice of the medical professionals. The support equipment provided for the year 2009 is shown below:

Table 13 - Distribution of Assistive Devices

S.No	Equipment		No. of Beneficiaries
1	Wheel Chair		119
2	Try Cycle		77
3	Spectacles		38
4	Hearing Aids	Pocket Type	43
		Behind the Ear	27
5	Crutches	Under Arm	26
		Fore Arm	25
6	White Cane		10
Total			365

Please refer **Annexure-VI** for full details.

6.2.2 Vocational Training for the Person with Disabilities.

The main objective of the department is to assist the person with disabilities by the way of rehabilitating them by providing suitable vocational training to enable them to seek their own livelihoods. This is through harnessing the talent from these people and providing training that will be suitable to their needs. This will help them to be independent through starting self employment or looking for employment opportunities in the relevant areas.

Unfortunately, there is no any department owned Vocational Training Centre which purely can train the PWDs in the Province. Hence the available VTCs in other provinces also conduct their courses in Sinhala medium which discourage those who cannot speak Sinhala language to apply. Therefore most of the persons with disabilities in the EP do not have access to specialized vocational training courses which could help them a lot.

As a result of the above situational analysis the department has identify the need for the vocational training centre to be constructed. As such the department has start to construct a vocational training centre at Uppuveli and presently 2 portion of the blocks were completed with full accessibility and the balance works to be commenced. It is decided to start the balance work in year 2010. After its completion the centre will provide services to person with disabilities in the Eastern Province especially in the field of small scale business development and management courses. These courses will travel in par with the self-employment grants provided by the department to the beneficiaries to make their business effective and success.

6.2.3 Assistance to Victims of natural Disaster

In order to alleviate the suffering of most poor people and families after natural calamities such as fire, wild animal attacks, cyclones, etc, the department is giving financial/material assistance to repair their damaged houses, belongings and utensils. The victims would be compensated with a maximum amount of **Rs. 20,000** as compensation for the damages. During the year 2009 under review, over **445** families were assisted with the amount of **Rs. 3.73 Million** being spent. (See **Annexure VII** for detailed breakdown.)

6.2.4 Supporting Rehabilitation Centres and Homes

Most of the families do not have adequate facilities to look after their children who have disabilities due to poverty and various other reasons. As such the responsibility has been shouldered to Government and NGOs to take care and support these people. This leads the increase of number of caring homes. Unfortunately there are no state owned rehabilitation centres for person with disabilities in the EP. But fortunately there are some registered homes which run by the voluntary service organizations with the support of department and well wishers.

These homes are run under the supervision of Divisional Secretaries and the monitoring parts were carrying out by the Social Service Officers. With their recommendations the maintenance grants as well as Ad-hoc grant are paid annually. The maintenance grant is paid at the rate of **Rs.500/-** per inmate on a monthly basis. Ad-hoc grant is given for equipping and maintaining the facilities at the home. For this purpose the homes receive a maximum amount of **Rs. 115,000/-** per year. The following table is given the full picture of the above assistances.

Table 14 - Maintenance and Ad-hoc grants for homes

No	Home	No. of Beneficiaries	Maintenance Grant	Ad Hoc Grant	Total
1	Al Ameen Disabled Day Care Center, Sainthamaruthu, Ampara.	25	30,000.00	-	30,000.00
2	Sarana Disabled Children Home, Uhana.	27	160,500.00	40,000.00	200,500.00
3	Vazhvosai School for Hearing Impaired, Batticaloa.	69	232,533.33	-	232,533.33
4	Osanam Centre for the Mentally Retarded Children, Batticaloa.	67	372,000.00	-	372,000.00
5	Dharisanam school for the Visually Handicapped, Kallady, Batticaloa.	25	112,983.43	37,500.00	150,483.43
6	Eastern Islamic Disabled Welfare Association- Kattankudy, Batticaloa.	40	155,000.00	102,825.00	257,825.00
7	School for Hearing Impaired, Trincomalee.	21	83,700.00	-	83,700.00
	Total	274	1,146,716.76	180,325.00	1,327,041.76

6.2.5 Care for Elders and Destitute

Due to the prevailed war situation and displacement in the EP many families have been rendered homeless and they compelled to live in temporary shelters. As a result people especially the aged people cannot afford a suitable residence while they moving from one temporary shelter to the other when the circumstances demand. As such most of the families have their elderly members of their family's put in elders' home where at least life is much more bearable. This has led to the rise of elderly people seeking admission at the few existing elder's homes.

As a result there is need to put up more facilities for the elderly in every district as well as day care centres in every division in order to meet the demands of the affected target group. The department has therefore been appealing to the voluntary organizations that can afford to set more elder's homes in order to cater for the large numbers that need the services of the homes.

However the assistance provided by the Government to these voluntary organizations is not adequate to enable them admit more people in the existing homes. Nevertheless the department spent more than **Rs. 1,221,762.70** as Maintenance Grant and Ad-hoc Grant to the elder's homes and the number of elders who benefited out of this money was **190**. The maintenance grant for the elders is normally paid at the rate of **Rs. 500/-** per person per month. (See **Annexure IX** detailed break down)

07. Special Events

7.1 Assistance to Pulmoddai IDPs

Due to the effort taken by the government to bring the peace to the country create more displacement in the North and East Province. As such the IDPs from Wannai area were brought to Trincomalee and temporarily the accommodation was given at the Polmodai area in the Kuchcheveli DS division. For those IDPs the department with the collaboration of number of UN agencies specially UNHCR and NGOs have been extend his support to minimize the basic requirement of those affected people. The following assistances were extended by the department with the support of the other agencies.

- Issued assisted devices such as Try cycles, Wheel Chairs, Crutches, White canes and Walking frames to the wounded people

The following Assisted devices has been issue to the Pulmoddai IDPs

1. Wheel Chair	–	17
2. Tri Cycle	–	02
3. Crutches (Under Arm)	–	19
4. Crutches (Fore Arm)	–	13
5. White Cane	–	06
6. Walking Frames	–	02

- The PAMA payment was made to the existed and new beneficiaries at the camp site with the support of Northern Province Department of Social Services and the Divisional Secretary, Kuchceveli.
- The Physiotherapy treatment also been arranged with the collaboration of LCDRC, Trincomalee every month and the required advice and guidance were given to the needy IDPs at the site.
- The artificial limps also were distributed among the amputees at the camp. The LCDRC with the support of the Centre for Handicap, Kundasalai has made arrangement to do the measurement and fitting of these artificial limps at the site itself. This was a very successful programme and we were able to assist almost 15 amputees at the camp in Pulmodai.
- Organized weekly visit and discussed the problems of the IDPs and refer the cases as soon as possible to the relevant agencies to resolve the problems at the earliest.

7.2 International Senior Citizens Day & Children Day Celebration

The Provincial level Senior Citizens Day & Children's Day Celebration was held at the Town Hall, Sammanthurai on 25.10.2009. It was presided over by Mr.U.L.A.Azeez Secretary, Ministry of Health, Eastern Province. Hon. M.L.A.M. Hizbullah, Minister of Health and Social Services, Eastern Province was the Chief Guest and the Minister of Road Development was the Guests of Honour for the event. The Chief Guest and the Guests of Honour has awarded the prizes and gifts to the winners of the competitions. Director Social Services and the staff of this Department and most of the Senior

Citizens Society Members of the Eastern Province have participated in this event. Number of well organized cultural programmes too was staged at the Town Hall, Sammanthurai.

7.3 International Day for Persons With Disabilities celebration

The International Day for Person with Disabilities celebration was held on 07.12.2009 at T/Vikneswara Maha Vidyalayam, Trincomalee. This function was organized with the collaboration of NGOs who are working in the field of Disability in Trincomalee District. This event was preside over by the District Social Service Officer Mrs.S.Pirakala, and the Project Manager, LCDRC, Trincomalee Mr.P.Thirumugam was participated as the Chief Guest. Disabled Person organizations (DPOs) have staged a number of cultural programmes. The LCDRC staff has demonstrated the physiotherapy exercises and its success with the live examples which create amazing awareness among the general public. Number of NGOs was sponsored for the programme. The selected Person with Disabilities were honoured at the stage by giving the gift and cash prize to him/her for the services they have been extended to the society.

7.4 Padavisripura Mobile Service

Ministry of Health And Social Services has organized a mobile service at Padavisripura Divisional Secretariat Division in Trincomalee district which was held on 30.04.2009. The whole department come under the Ministry of Health and Social Services were took part in the mobile Service. As this is the border division in Trincomalee district, the people faced numbers of problem specially access the available services. As such the Ministry has decided to conduct a mobile service which would enable the offices to deliver the services at the door steps of the beneficiaries.

The Minister of Health, Eastern Province Hon. M.L.A.M. Hisbulla was the Chief Guest and he has distributed the following worth of items to the beneficiaries in the division.

1. Wheel Chair	– 26,400.00
2. Self Employment Grant	– 60,000.00
3. Causal Relief Assistance	– 56,000.00

08. Constraints Faced by the Department

8.1 Office space

Presently the department of Social Services and Department of Probation and Child Care Services have shared one building which is located next to the Provincial Council Building at Inner Harbour Road, Trincomalee. As these departments shared a limited space, both departments have face difficulties to perform efficiently as the space to move is very limited. Therefore, it is an urgent need to find a suitable place to shift the office where more space available.

8.2 Revision of Cadre

The department cadre has not revised last couple of years. The cadre of the Director of Social Services should be upgraded to class I of SLAS as in other Provinces in order to coordinate the work with the Divisional Secretaries.

Further it is necessary to get the cadre approval for the District Social Service Officers. Again the above cadre should be up graded as Assistant Directors (Non- SLAS) in each district to coordinate all the works at the district level. In addition to this need cadre approval for safe house and Vocational training centres which going to be opened in near future.

8.3 Financial Provision

Another limitation face by the department is lack of financial provision. Respective higher authorities should take necessary action and should ensure that the enough provision is allocated for the department for its efficient and effective functions.

8.4 Vehicle Requirement

The department has a car which is almost completed his life time and it not suitable for the field visits. As the department staff and director need to have regular visit for 3 districts it is immediate need to provide with a double cap pick – up to do the regular field level monitoring to ensure the successful implementation of department activities.

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