Survey on the
Implementation of
Official Languages Policy
at Ministerial Level in Sri Lanka - 2017

Summary Report

Content

Background

Language is fundamental to human communication and a key marker of identity. Accordingly, it is essential that the language rights of every citizen of Sri Lanka is upheld. The failure to do so will adversely impact the enjoyment of full and equal citizenship, meaningful reconciliation and national unity as well as the quality of governance and the legitimacy of government.

Sub-section 12 (2) of Section 12 of Chapter III of the 1978 Constitution of Sri Lanka clearly states that, "*No citizen shall be discriminated against on the grounds of race, religion, language, caste, sex, political opinion, place of birth or any such grounds:*

Provided that it shall be lawful to require a person to acquire within a reasonable time sufficient knowledge of any language as a qualification for any employment or office in the Public, Judicial or Local Government Service or in the service of any public corporation, where such knowledge is reasonably necessary for the discharge of the duties of such employment or office:

Provided further that it shall be lawful to require a person to have sufficient knowledge of any language as a qualification for any such employment of office where no function of that employment or office can be discharged otherwise than with a knowledge of that language". Additionally, section 18 of Chapter IV of the Constitution on the subject of languages stipulates that, '*The Official Language of Sri Lanka shall be Sinhala,*' and as per the Thirteenth Amendment to the Constitution *'Tamil shall also be an official language'.*

The active involvement and effective contribution of all ministries, departments, and the administrative structure of the local government authorities are essential for the effective and efficient implementation of Official Languages Policy. The foremost responsibility for proper implementation of the Official Languages Policy has been placed on officials identified in each institution, including Chief Secretaries, Secretaries, departmental heads, and Municipal Commissioners, as outlined by the Extraordinary Gazette notification No. 1620/27 dated 2009.09.25 and the Administrative Circular No. 18/2009 dated 2009.11.25 respectively.

The Ministry of National Co-Existence, Dialogue and Official Languages has designed a guideline for developing '*Language Plans*' for all government institutions. This focuses on four key lenses through which the proper implementation of Official Languages Policy can be ensured. These are as follows:

1)   Visibility and Ambiance

2)   Administration and Documentation

3)   Service Delivery and,

4)   Institutional Commitment and Support Mechanism.

This survey focused on the extent to which each of the ministries adopted these lenses when implementing the Official Languages Policy, and the core challenges and issues faced in doing so.

Objectives

The four key objectives of this survey are;

➢ Assessing the current state of affairs with regard to implementation of Official Languages Policy at ministerial levels and understanding the type of issues faced.

➢ Setting the background required to design 'Language Plans' in each of the ministries with the technical support and guidance of the Ministry of National Co-Existence, Dialogue and Official Languages.

➢ Using the data and information gathered and analysed in this survey to ensure allocation of sufficient financial resources, and establishment of necessary policy steps for the purpose of proper implementation of Official Languages Policy.

➢ Ensuring a better, effective, efficient and quality service delivery for citizens by establishing an enabling environment that facilitates proper implementation of Official Languages Policy.

Methodology

The basis of the methodology adopted in this language survey were the four key lenses 1) Ambiance and visibility, 2) Administration and Documentation, 3) Service delivery and 4) Institutional Commitment and Support Mechanism, which have been highlighted in the *Guidebook for the Preparation of Language Plans of Public Institutions (2013),* published by the Ministry of National Co-existence, Dialogue and Official Languages.

Thus, a detailed questionnaire which covered the above was used for the collecting of information from a diverse range of officials representing each ministry. A group of 17 well - trained enumerators were deployed for conducting face-to-face interviews with respective ministerial officials in addition to independent observations carried out, particularly with regard to assessing visibility and ambiance.

A comprehensive orientation in relation to the overall methodology was conducted for secretaries or any other designated officials from each ministry. The one-day orientation programme was conducted at the Lakshman Kadirgamar Centre, Colombo, prior to the start of actual field -work for data gathering.

A Two-Day Residential Training Workshop was conducted for all field enumerators, who participated in the process of information gathering during this survey. A comprehensive training was provided to all enumerators, on conducting interviews, discussions, and observations and a thorough briefing was carried out on the administering of questionnaires and ensuring proper and accurate recording of details. Structured questionnaires were used and all data collected was put through a systematic coding and data analysis processes – mainly from a qualitative perspective.

Focal officials contributed with necessary information and ideas; the Chief Official Language Implementation Officer (COLIO), Official Language Implementation Officer (OLIO), and heads of different sections/units or any other designated officer, can be cited.

Instead of adopting a random sampling approach, this survey focused on all the ministries in the country and accordingly information gathering was carried out in 49 ministries (Annexure 02). Observations and interviews with officials were conducted only within the main premises allocated for each ministry.

The questionnaire design was first drafted in Sinhala and subsequently translated into Tamil. Further, mock interviews were also conducted with the supervision and direction of researchers to ensure the quality of information before actual information gathering in ministries.

Field -work pertaining to data gathering and other information was conducted from March 24th to July 14th 2017. Of the enumerators assigned for the field -work, 06 were male and 11 were female.

Upon recording the basic information gathered in each of the ministries, a follow-up discussion was held with officials of respective ministries to validate information gathered in the first instance and also to identify necessary suggestions and recommendations relevant to effective implementation of the Official Languages Policy within their institutional frameworks. Additionally, visual evidence has also been recorded in order to substantiate the data and information gathered by the field enumerators.

As the last step of the methodology, this summary report, which includes an overall snapshot of ministerial level implementation of the Official Languages Policy, was compiled.

Limitations of the survey

A brief explanatory note about the limitations faced while conducting this survey is included below. It is necessary to pay attention to the limitations identified when understanding the scale and scope of the language survey.

- ➢ Only the main premises of each ministry were covered in this survey. Affiliated institutions of respective ministries were not covered.

- ➢ Difficulties arose in arranging meetings and interviews with most of the relevant officials and as a result, field enumerators were compelled to gather information from an official designated by them. This created the challenge of ensuring the accuracy of some information.

- ➢ Some documents could not be accessed and observed on account of their sensitivity nature, institutional practices, and national security considerations.

- ➢ As some of the officials were newly appointed, the level of knowledge of language plans was low.

- ➢ Factors such as that some of the ministries were newly established and a few other ministries were being shifted and relocated, created challenges in collecting information.

Positive trends in relation to implementation of Official Languages Policy

➢ All the main name boards of the ministries are in compliance with Official Languages Policy.

➢ Among section name boards of 49 ministries, 384 section name boards were observed, out of which 70% are in line with Official Languages Policy.

➢ In 42 ministries, 788 designation name boards were observed, out of which 43% complied with criteria set out by the Official Languages Policy.

➢ In 40 ministries, 223 other name boards were inspected out of which 46% were in line with Official Languages Policy.

➢ Front office service was observed in 49 ministries and formal institutional arrangements for such service have been established in 36 ministries (74%).

➢ Out of 36 ministries in which front office services were available, 11 (30%) ministries reflected compliance with Official Languages Policy.

➢ Of 49 ministries, a public announcement system has been established in 18 ministries, out of which in 4 ministries, the respective services are delivered in line with the Official Languages Policy.

➢ Out of 49 ministries, sufficient physical resources required to implement Official Languages Policy were available in 39 (81%) of the ministries.

➢ The approved number of translators for 49 ministries is 94 and the available number of translators is 61. It is estimated that a further 62 translators are required for the smooth provision of services.

➢ A total of more than 240,000 letters are received monthly by all 49 ministries and among these, the overwhelming majority (70%) are in the Sinhala language, 25% are in English and 5% are in the Tamil language.

➢ Out of 42 ministries from which information was available on responses to letters, 83% of ministries have the capacity to respond in the same language as the letter as received.

➢ An officially dedicated website is operated in 43 ministries out of the 49 ministries observed. Out of these 43 ministries, 9 of them (21%) are operated in line with Official Languages Policy.

Key issues regarding the implementation of Official Languages Policy
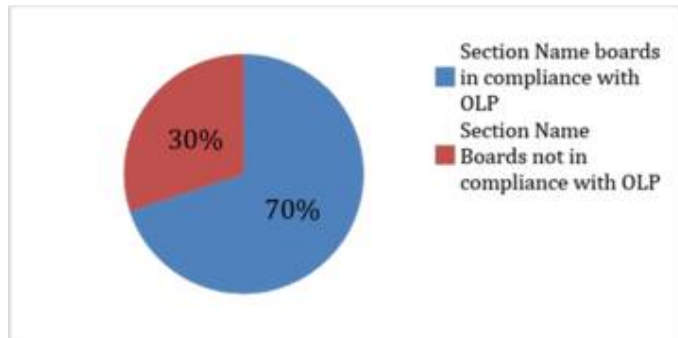
Visibility and ambiance

Introduction

The following factors will be analysed and presented under the subtopic of the usage of Official Languages Policy in relation to a diverse range of name boards, front office services, handling of telephone calls, institutional capacity to communicate in the languages of service recipients choice and the availability of public announcing system.

As part of this survey, the state of affairs with regard to name boards was observed under four categories. Thus, main name boards, section name boards, designation name boards and other name boards established within the premises of each ministry were observed.

- All the main name boards of the ministries are in compliance with Official Languages Policy.
- The use of language in some of the designation boards and other name boards were not in compliance with Official Languages Policy, while the overall number of such boards were also not sufficient.

  ➢ In relation to section name boards in 49 ministries, 384 such name boards were observed, out of which 30% of the section name boards were not in compliance with Official Languages Policy.
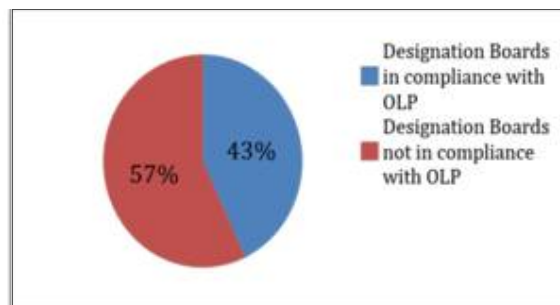

The following table illustrates the variance in the use of languages in the 30% of section name boards, which were not in line with Official Languages Policy.

Table 1: Use of Language in the Ministries where section name boards are not in conformity with OLP

Language used on section name boards not in conformity with OLP	Percentage
Only Sinhala language	7%
Only Tamil language	0%
Only English language	16.5%
Only Sinhala and English languages	6%
Only Tamil and English languages	0%

➢ In 42 ministries, a total of 788 designation name boards were observed as part of this survey, out of which 57% were not in compliance with Official Languages Policy.
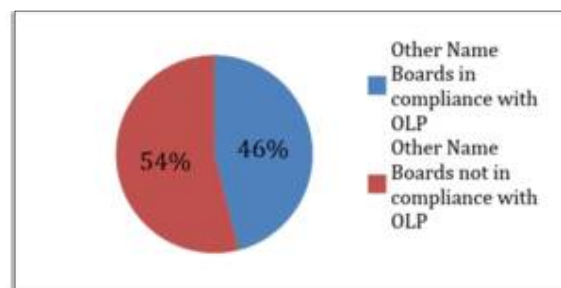

The table below demonstrates the use of languages in the 57% of designation name boards, which were not in line with Official Languages Policy.

Table 2: Use of language where designation name boards are not in conformity with OLP

Language used on designation name boards not in conformity with OLP	Percentage
Only Sinhala language	6%
Only Tamil language	0.5%
Only English language	42.4%
Only Sinhala and English languages	6.3%
Only Tamil and English languages	1.8%

➢ In 40 ministries, a total of 223 other name boards ("other name boards" here refer to such signage as the vision, mission, building structure etc) were observed, out of which 54% were not in compliance with the requirements of Official Languages Policy.
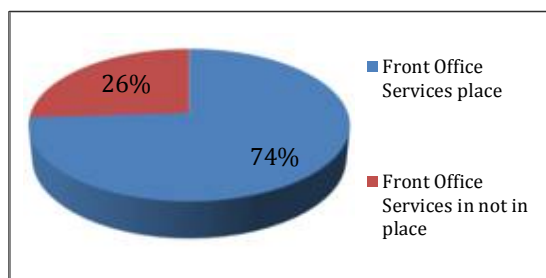

The following table reveals the use of languages in the 54% of other name boards, which were not in line with Official Languages Policy.

Table 3: Use of language where name boards are not in conformity with OLP

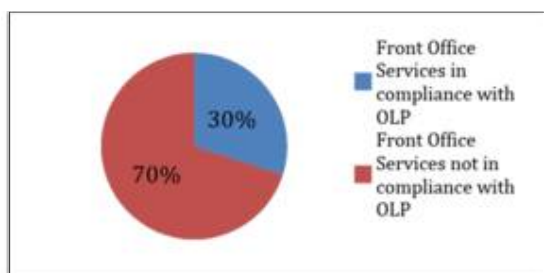| Language used where name boards are not in conformity with OLP	Percentage
Only Sinhala language	6%
Only Tamil language	0.5%
Only English language	40.5%
Only Sinhala and English languages	6 %
Only Tamil and English languages	1 %

- Officials appointed and deployed to front office services are unable to deliver their services in line with Official Languages Policy and they did not have required Tamil language competency.

➢ The front office services of 49 ministries were observed in this survey and in 13 ministries (26%) as shown, no proper front office service mechanism has been established.

○ No proper front office service structure was established at all in 8 of the ministries.

○ Front office services were delivered through security officers in 5 of the ministries.

➢ Out of the 36 ministries in which front office services were in place, in 26 ministries (70%) it was observed that respective services were not delivered in line with Official Languages Policy.

As part of this survey, in order to gather information with regard to the level of bilingual competency of officers employed in front office services, face -to-face interviews were carried out with 57 officials. Findings are presented in the table below.

Table 4: Language skills of Front Office staff

Designation	Number of Officers	Officers with Sinhala and Tamil language Skills	Percentage
Receptionists	37	8	21.6%
Development Assistance Officers	3	0	0%
Office Assistants	17	6	35%
Total	57	14	24.5%

When respective officers are unable to respond in the Tamil language, the steps mentioned in the following table have been taken to manage the situation:

Table 5: Action taken where officers are unable to respond in the Tamil Language

Action Taken	Percentage
Referral to an officer having Tamil language skills/ receiving the support from an officer who knows Tamil	51%
Speaking in English	12.2%
Speaking either in Sinhala or English languages	2%
Directing to the respective section/division	2%
No solution given	32.7%

➢ Out of 49 ministries, no public announcement system has been established in 31 ministries.

➢ In 14 ministries out of the 18 ministries in which a public announcement system has been established, the respective functions were not in operation in line with the Official Languages Policy.

Table 6: Language used in Public Announcement Systems

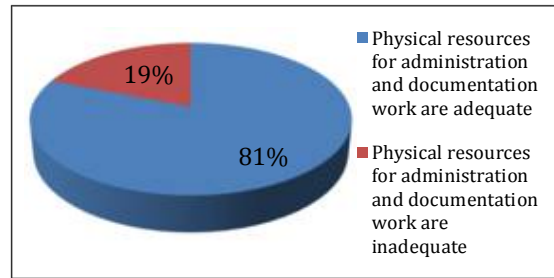| Languages being used	Percentage
Only Sinhala	55.6 %
Only the Sinhala and English languages	22.2 %
Sinhala, Tamil and English	22.2 %

➢ Out of 49 ministries, a hotline service has been established in 5 ministries out of which the respective service was delivered in compliance with Official Languages Policy in only 2 ministries. The other three ministries only had the capacity to deliver their hotline service in Sinhala and English.
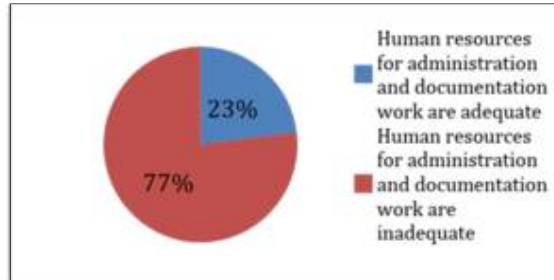
B. Administration and Documentation

This section assesses the extent to which ministries are capable of conducting functions connected to "**Administration and Documentation**" in line with the fundamentals of Official Languages Policy. Furthermore, this survey focused on the sufficiency of physical and human resources needed for proper implementation of Official Languages Policy, use of a bilingual approach in documents prepared during the last six months, and adequacy of translators.

Most of the ministries as a whole did not have sufficient human resources with necessary language competencies, certain challenges faced by them, particularly in relation to preparation of documents and reports were observed.

Sufficient physical resources required for the purpose of proper implementation of Official Languages Policy were not in place with 9 ministries (19%) out of 49 ministries

➢ Sufficient human resources required for the purpose of proper implementation of Official Languages Policy were not in place in 38 ministries (77%) out of 49 ministries.

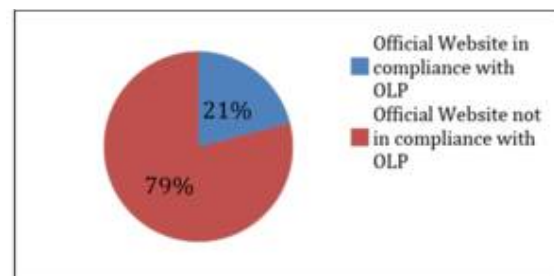The total number of vacancies for translator positions is 48 in all 49 ministries.

C. Service Provision

Introduction

The main objective of this section is to assess the extent to which the officials of ministries are capable of communicating with service recipient citizens in both official languages, and the degree to which such officials apply the bilingual approach in line with principles of the Official Languages Policy in delivering respective services to people. Thus, the ability to respond in the same language to letters received by ministries, the bilingual competency of officers employed in respective divisions, the application of a bilingual approach in communicating with people and the compliance with Official Languages Policy in terms of operationalising the respective ministerial websites were assessed in this survey.

● Despite websites being maintained in all three languages by a majority of ministries, it was observed that most of the documents hosted are actually available in the English language only.

➢ In 34 ministries (79%) out of 43 ministries in which official websites are maintained, compliance with Official Languages Policy was not observed.

➢ In 28 (65%) of the ministries, some information was available only in Sinhala and Tamil languages.

➢ In 6 (14%) of the ministries, information in websites was only available in English.

- In terms of bilingual capacity of officers in responding in Tamil to letters received from the public, the lack of Tamil language proficiency of officers was observed as one of the core concerns to be attended. Manner and method of responding to letters in the Tamil language is illustrated below.

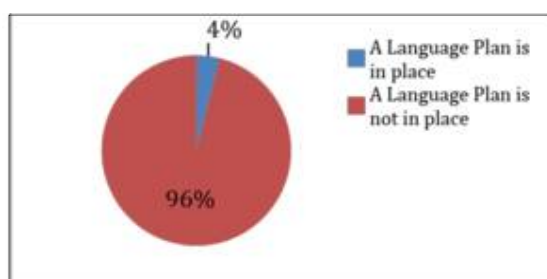**Table 7: Methods of responding to correspondence received in the Tamil Language**

Method	Number of Ministries	Percentage (%)
Receiving assistance from an officer with Tamil language skills	31	73.8
Receiving the support of a translator outside the ministry	5	11.9
Responding in Sinhala or English in the case of urgent matters	2	4.8
Receiving the help of a translator from the same ministry	4	9.5
Total	42	100.0

D. Institutional Commitment and Support Mechanism

This section summarises the degree to which assigned officials of ministries have provided sufficient and dedicated intervention for the purpose of strengthening the institutional commitment towards effective implementation of the Official Languages Policy. Additionally, the focus is on 1) Ambiance and visibility, 2) Administration and documentation, 3) Service delivery and 4) Institutional Commitment and Support Mechanism which have been emphasised by the *"Guidebook for the Preparation of Language Plans of Public Institutions,"* published by the Ministry of National Co-existence, Dialogue and Official Languages.

Accordingly, specific attention has been given in this survey to factors such as the formulation of language plans and their current status, categorisation of staff in line with their language proficiency levels, conducting language skill development programmes, deploying and positioning staff having bilingual proficiency to most appropriate service points, maintaining records of staff receiving incentives on language proficiency and resource mobilisation for the purpose of implementing language plans.

- It was observed that in 47 out of 49 ministries (96%) there were no language plans in place.

- A well- designed and approved language plan was in place only in one ministry.

- None of the ministries reflected an organised and proper resource allocation for the purpose of implementing language plans.

- Some effort to implement language plans was observed in 8 ministries (16%).

- In an overall assessment, categorisation of staff in line with corresponding language proficiencies has not been accomplished in 44 (90%) ministries while it has been accomplished in 5 (10%) ministries.

- Identification of the requirement for conducting of language skill development programmes was observed in 28 (57%) ministries while these have been conducted in 21 (43%) of the ministries.

- In 34 (69%) of ministries no language skill development programmes have been conducted, whereas these have been conducted in 15 (31%) ministries.

Suggestions and Recommendations

According to the information gathered and analysis carried out on the overall assessment of this survey, which focused on the current status of the implementation of Official Languages Policy in line with the four fundamental criteria mentioned above and the comments and feedback gathered through face-to-face interviews with a diverse range of assigned officials, a set of suggestions and recommendations are presented below.

All suggestions and recommendations proposed are in line with respective administrative circulars and the legal and policy framework explained in Annexure 01 of this report.

A. **Visibility and ambiance**

- All name boards not in compliance with Official Languages Policy should be designed and placed with correct spelling and in proper order (Sinhala, Tamil then English) while steps should be taken to ensure increasing the number of name boards where required. Additionally, necessary administrative regulations should be formulated if needed.

- Action should be taken to ensure that all "other name boards" displayed in ministries are in line with Official Languages Policy while non-complying name boards should be corrected/re-fixed. Additionally, necessary administrative regulations should be formulated if needed.

- Since front office service plays a decisive role in relation to implementation of Official Languages Policy, immediate action should be taken by all respective ministries in which either the said service has not been established or where it is being performed by security officers in order to rectify such gaps.

- Staff with adequate language proficiency should be stationed at front office service points and such arrangements should be integrated with the institutional framework.

- Necessary action should be taken by respective ministries in which public announcement systems and hotline services have been established, to ensure that such services are carried out in line with the Official Languages Policy.

- Action is required guaranteeing that all forms and templates issued by the front office service are in compliance with Official Languages Policy.

B. **Administration and documentation**

- A needs-assessment should been conducted to identify the required number of translators for respective ministries. Action should then be taken to fill all vacant translator position in all ministries.

- An audit should be carried out in relation to adequacy of physical resources required to effectively implement the Official Languages Policy in all ministries and such resource gaps should then be rectified.

- While taking steps to bridge the gaps of human resources with sufficient language competencies, all necessary and relevant documents needed to ensure proper implementation of Official Languages Policy should be designed and made available to the public. Further, all existing documents that are not in line with Official Languages Policy should be rectified immediately.

C. **Service delivery**

- Action should be taken not only regarding the letters received by ministries, but also the letters being sent to institutions and individuals by ministries to ensure delivery in line with Official Languages Policy. Enhancing the level of knowledge of officials of ministries with regard to their corresponding legal and policy related responsibilities and obligations to do so should also be considered a timely necessity.

- Action should be taken to ensure that the content of websites of respective ministries are in line with Official Languages Policy and thus such information should be accessible and available in Sinhala and Tamil languages. Administrative regulations are required to ensure websites of ministries and their affiliated government institutions are within a uniform framework, which ensures that these are maintained in compliance with the principles of the Official Languages Policy.

- Immediate steps should be taken by officials responsible and authorised to maintain and update currently active websites in the respective ministries, to ensure that information therein is in line with Official Languages Policy.

- An audit should be conducted at the levels of both ministries and sections within respective ministries, in order to identify the scale and scope of the requirement for staff with bilingual proficiency.

- Steps should be taken to ensure that at least one staff member with adequate language proficiency is positioned in each section of the respective ministries enabling them to deliver a quality service that complies with Official Languages Policy. Short and medium term administrative and policy level strategic approaches should be designed to this end.

- Public awareness programmes at ministry level or relevant departmental levels should be planned and conducted in line with Official Languages Policy. In particular all necessary action should be taken to prevent undue delays occurring in providing translations in Tamil language.

D.   Institutional Commitment and Support Mechanism

● Guidance and advice with regard to designing and formulating language plans should be sought from the Ministry of National Co-Existence, Dialogue and Official Languages.

● Action should be taken to ensure that *Language Committees* and *Language Plans* are formulated by all ministries (as per the administrative circular 18/2009).

● The Chief Official Language Implementation Officer (COLIO) and the Official Language Implementation Officer (OLIO) should be act in line with the administrative circular 18/2009.

● Steps should be taken to ensure that sufficient resources are mobilised to formulate language committees and implement language plans in all relevant ministries.

● Action should be taken by the administration of all ministries to ensure that staff who completed language proficiency levels are positioned at most relevant service points.

● Action should be taken to record information connected to language skill and proficiencies of staff of ministries and thus, a system should be designed to ensure such staff are employed at suitable service points.

● Programmes aimed at positively transforming the attitudes of government officials with regard to the importance of implementing Official Languages Policy, should be designed and implemented by all respective ministries in collaboration with the Ministry of National Co-Existence, Dialogue and Official Languages.

E.   Other suggestions and recommendations emphasised by officials of ministries

● When recruitments are done to public service, the Official Languages Commission, Public Service Commission and Ministry of Public Administration should work in close collaboration. In addition to the level of language proficiency of staff already employed in government service, language proficiency in writing, reading and speaking should be made compulsory for all new recruitments.

● The Ministry of National Co-Existence, Dialogue and Official Languages and the Department of Official Languages should work in close collaboration with all respective divisional and district administrative authorities to identify key challenges faced by government staff in learning languages, and should take necessary action to mitigate such barriers.

- The Ministry of National Co-Existence, Dialogue and Official Languages should take necessary action to review as to why Official Languages Policy is not properly implemented in some of the ministries and all other institutions functioning under the preview of respective ministries.

- Steps should be taken by the Ministry of National Co-Existence, Dialogue and Official Languages and the Department of Official Languages in order to design and execute a proper system through which can be identified the diverse range of issues and challenges encountered in relation to policies and practices by officers and institutions at divisional and district levels in implementing the Official Languages Policy.

- A comprehensive evaluation should be conducted with regard to the existing language proficiency exam system from an administrative and policy level perspective as most of the officials have suggested that the current system has not been practical.

- Action should be taken to build knowledge and to sensitise relevant officers about functions of all respective government officers and corresponding responsibilities with regard to the implementation of Official Languages Policy.

- Necessary steps should be taken to ensure that all respective designated officials having the responsibility of ensuring proper implementation of Official Languages Policy, are sensitised and oriented to communicate to their respective higher administrative authorities and policy makers about key issues and challenges encountered in implementing the Official Languages Policy.

- Action should be taken under the supervision of the Official Language Commission to conduct an annual language audit in order to review and assess the progress of implementation of Official Languages Policy at the national level ensuring that all Sri Lankans obtain equitable services regardless of their language identity.

- Where the level of knowledge about fundamental functions of the Official Languages Commission is insufficient, action should be taken to increase the number of branch offices of the Official Language Commission enabling people smoother access thereto.

Annexure 1

LIST OF CIRCULARS /CABINET PAPERS RELEVANT TO OLP

Designation and delegation of responsibilities for implementing Official Languages Policy – Extraordinary Gazette Notification 1620/27 dated September 25, 2009 gives information with regard to delegation of responsibilities for implementing Official Languages Policy.

Public Administration Circular No. 01/2014 (111) – This circular dated August 22, 2016 provides information in relation to the revised payment schedule for translation and typesetting.

Public Administration Circular No. 12/2008 (111) – This circular dated May 16, 2016 provides information in relation to the provisions for holding written and viva examination on Other Official Language proficiency, once in two years.

Public Administration Circular No. 01/2014 (11) – Since the grace period given for staff of public service was not sufficient to achieve their necessary language proficiency of the Other Official Language, all staff recruited for government/provincial government service till June 30, 2012 have been provided with an extended grace period till December 31, 2018 to reach the required language proficiency levels and information connected thereto is given in the circular dated January 14, 2016.

Public Administration Circular No. 01/2014 (1) – This circular dated September 29, 2014 contains information in relation to provision of a grace period till June 30, 2016 for government officers who did not receive sufficient opportunity to obtain proficiency of the other official language.

Management Service Circular No. 04/2014 – This Management Service circular dated September 25, 2014 includes provisions connected to the implementation of Official Languages Policy and the corresponding incentive payments for officers of state corporations, statutory bodies, government banks and companies fully owned by the government.

Public Administration Circular Letter 01/2014 – This document includes the template, which should be sent to the Director General of respective institutions for the purpose of deciding the level of language proficiency to be achieved by officers not included in the Public Administration Circular dated January 21, 2014.

Public Administration Circular No. 01/2014 – This circular was issued superseding the Public Administration Circular No. 07/2007 dated May 28, 2007 and its amendments are connected to the implementation of Official Languages Policy which had been recommended by the committee appointed by the cabinet of ministers to study and provide recommendations regarding the level of official languages proficiency required to be obtained by the officers of public service.

Public Administration Circular Letter 04/2012 – This circular dated August 30, 2012 re-emphasises the significance of using official languages in relation to correspondence by public institutions.

Public Administration Circular Letter 01/2011 (1) – This circular dated December 21, 2011 includes information with regard to the application of language competencies of officers of public service who receive incentive payments for language proficiency as per the Public Administration Circulars No. 29/98 and 03/2007 for their respective service delivery.

Public Administration Circular Letter 01/2011 – This circular dated October 12, 2011 includes information with regard to the application of language competencies of officers of public service who receive incentive payments for language proficiency as per the Public Administration Circulars No. 29/98 and 03/2007 for their respective service delivery.

Public Administration Circular 12/2003 (11) – This circular dated August 05, 2011 states that as per the provisions of Public Administration Circular No. 12/2003 (1), payments for translators or translations can be based either on the number of words of the document to be translated or on the translated document.

Public Administration Circular 12/2003 (1) – This circular issued on October 20, 2010 indicates provisions connected to payments for translations of documents and speeches.

Public Administration Circular Letter 03/2010 – This circular emphasises the procedure of usage of languages in connection with the correspondence of government institutions.

Public Administration Circular Letter 04 – This circular letter clarifies the fact that the officers performing as translators, without any disturbance to the duties of their respective institutions and subject to the approval of the head of the respective department; have the ability to engage in translation work of other government institutions and are thus entitled to receive any respective payment as per the provisions provided in public administration circular No. 12/2003.

Public Administration Circular 18/2009 – This circular issued on November 2, 2009 entails the re-emphasis of provisions contained in Extraordinary Gazette Notification No. 1620/27 dated September 25, 2009; and vesting of the powers to Secretaries of ministries, Chief Secretaries of Provincial Councils, department heads and secretaries of Provincial Public Service Commissions to execute the same with regard to their respective institutions.

Public Administration Circular 15/2009 – This circular No. 15/2009 dated August 26, 2009 has information emphasising the fact that all secretaries of ministries, chief secretaries of provincial councils, departments heads and chairmen of corporations should take necessary action to adhere to provisions stipulated in Chapter IV of the Constitution with regard to the languages as per the advice provided in administration circulars No. 25/89. 25/89 (1), 22/91 and the administration circular letter No. 01/2006.

Public Administration Circular 07/2007 (1) – This circular provides an Introduction to sub section 12:11:12 of Chapter II of the Establishment Code. It further states that all service agreements of public service and recruitment procedures should be amended to include these provisions while all appointment letters from July 01, 2007 should be inclusive of these provisions.

Public Administration Circular 07/2007 – This circular issued on May 28, 2007 includes provisions connected to enabling officers of public service to deliver their respective services in the Sinhala and Tamil languages.

Public Administration Circular 03/2007 – This circular dated February 09, 2007 covers provisions with regard to incentive payments to public officers who obtain proficiency of more than one official language. These provisions are not relevant to officers who joined the public service after July 01. 2007.

Public Administration Circular 31/96 – This circular dated November 08, 1996 includes provisions in relation to eliminating barriers encountered in implementing the Official Languages Policy.

Public Administration Circular 36/92 – This circular dated December 18, 1992 includes provisions with regard to office necessities needed for the implementation of Official Languages Policy.

Public Administration Circular 22/91 – This circular dated June 17, 1991 covers the decision of Cabinet of Ministers with regard to the fact that information of all kinds of formats/templates of public institutions should be included in Sinhala, Tamil and English languages. It further states that all forms/templates not complying with parameters of this provision should be withdrawn from usage.

Public Administration Circular 51/90 – This circular dated December 07, 1990 contains information about action to be taken by all secretaries of ministries, chief secretaries of provincial councils, departments heads and chairmen of corporations for the purpose of implementing Official Languages Policy.

Public Administration Circular 36/90 – Information about Official Languages Policy and official correspondence is mentioned in this circular dated September 10, 1990.

Public Administration Circular 36/89 – Chapter II of the Establishment Code has been amended by this circular in order to enable it to implement provisions regarding Official Languages Policy mentioned in Chapter IV of the Constitution.

Cabinet Paper No. 13/1748/520/001 – As per a decision taken by the Cabinet of Ministers at its meeting held on January 03, 2014, approval has been given with effect from 2014 to recognise all government institutions on the basis of "*recognising government institutions according to the location in which those are situated instead of those being recognised on the basis of ethnicity.*"

Cabinet Paper No. 08/0681/326/005 – As per a decision taken by a Cabinet meeting held on April 09, 2008, on the subject of "*the need for including Tamil language terms for all government programmes of which only Sinhala language terms have been used,*" it has been made mandatory that Tamil and English language terminologies in line with Sinhala language should be prepared with the assistance of the Department of Official Languages.

Annexure 2 List of Ministries surveyed

1 MINISTRY OF MEGAPOLIS AND WESTERN DEVELOPMENT
2 MINISTRY OF PARLIAMENTARY REFORMS AND MASS MEDIA
3 MINISTRY OF AGRICULTURE
4 MINISTRY OF DEFENSE
5 MINISTRY OF INTERNAL AFFAIRS, WAYAMBA DEVELOPMENT AND CULTURAL AFFAIRS
6 MINISTRY OF LANDS
7 MINISTRY OF POSTS, POSTAL SERVICES AND MUSLIM RELIGIOUS AFFAIRS
8 MINISTRY OF PRISON REFORMS, REHABILITATION, RESETTLEMENT AND HINDU RELIGIOUS AFFAIRS
9 MINISTRY OF TOURISM DEVELOPMENT AND CHRISTIAN RELIGIOUS AFFAIRS
10 MINISTRY OF BUDDHA SASANA
11 MINISTRY OF DISASTER MANAGEMENT
12 MINISTRY OF HILL COUNTRY NEW VILLAGES, INFRASTRUCTURE AND COMMUNITY DEVELOPMENT
13 MINISTRY OF SPECIAL ASSIGNMENTS
14 MINISTRY OF SCIENCE, TECHNOLOGY AND RESEARCH
15 MINISTRY OF RURAL ECONOMY
16 MINISTRY OF PETROLEUM RESOURCES DEVELOPMENT
17 MINISTRY OF POWER AND RENEWABLE ENERGY
18 MINISTRY OF SUSTAINABLE DEVELOPMENT AND WILDLIFE
19 MINISTRY OF FISHERIES AND AQUATIC RESOURCES
20 MINISTRY OF SPORTS
21 MINISTRY OF SKILL DEVELOPMENT
22 MINISTRY OF TRANSPORT AND CIVIL AVIATION
23 MINISTRY OF CITY PLANNING AND WATER SUPPLY
24 MINISTRY OF REGIONAL DEVELOPMENT
25 MINISTRY OF LABOUR AND TRADE UNION
26 MINISTRY OF LAW AND ORDER AND SOUTHERN DEVELOPMENT
27 MINISTRY OF MAHAWELI DEVELOPMENT
28 MINISTRY OF NATIONAL POLICIES AND ECONOMIC AFFAIRS
29 MINISTRY OF HOME AFFAIRS
30 MINISTRY OF IRRIGATION AND WATER RESOURCES
31 MINISTRY OF HOUSING AND CONSTRUCTIONS
32 MINISTRY OF INDUSTRIES AND COMMERCE
33 MINISTRY OF PLANTATION INDUSTRIES
34 MINISTRY OF PORT AND SHIPPING
35 MINISTRY OF WOMEN AND CHILD AFFAIRS
36 MINISTRY OF DEVELOPMENT STRATEGIES AND INTERNATIONAL TRADE
37 MINISTRY OF FOREIGN AFFAIRS
38 MINISTRY OF FOREIGN EMPLOYMENT
39 MINISTRY OF NATIONAL INTEGRATION AND RECONCILIATION
40 MINISTRY OF JUSTICE
41 MINISTRY OF PRIMARY INDUSTRIES
42 MINISTRY OF PROVINCIAL COUNCILS AND LOCAL GOVERNMENT
43 MINISTRY OF PUBLIC ADMINISTRATION AND MANAGEMENT
44 MINISTRY OF PUBLIC ENTERPRISE DEVELOPMENT
45 MINISTRY OF SOCIAL EMPOWERMENT AND WELFARE
46 MINISTRY OF EDUCATION
47 MINISTRY OF FINANCE
48 MINISTRY OF HEALTH
49 MINISTRY OF HIGHER EDUCATION AND HIGHWAYS