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 <div style="text-align: center;"> <p>ශ්‍රී ලංකා සංවර්ධන පරිපාලන ආයතනය</p> <p>இலங்கை அபிவிருத்தி நிர்வாக நிறுவகம்</p> <p>SRI LANKA INSTITUTE OF DEVELOPMENT ADMINISTRATION</p> </div>		
<p>First Efficiency Bar Examination for Officers of Sri Lanka Accountants' Service - 2019(I)</p>		
<p>Time: 03 Hours</p>	<p>Report Writing and Presenting Information to Management (08)</p>	<p>විභාග අංකය Index No / சுட்டெண்</p> <p>.....</p>

- Answer only five (05) questions.

1. Prepare a report including the challenges that can emerge and solutions you propose for the following problem.

A public sector institution, which serves almost 05 lakhs of people, is daily visited by a huge number of clients and receives a large number of telephone calls requesting various information and seeking various clarifications. Each divisional staff officer has pointed out, at the monthly progress review meeting, that giving priority to the enquiries of the people is one reason for lagging in daily performance, in the context of piling up of work due to corona pandemic and transport issues that prevailed in the recent period. Having paid attention to these, the head of your institution has assigned you the responsibility of studying the manner as to how methods of information and communication technology can be used to accelerate the service delivery of the Department and submit a report.

(20 Marks)

2. Ten (10) Development Officers and Management Service Officers, who served at the Accounts Division, have left the Division on annual transfers. In place of them, new officers have reported for duty in your Division. Accounts Division, which is one of the busiest Divisions, is now manned by a majority of new officers, who have no previous experience in public service. Therefore, draft the basic contents that you would include in a lecture, if you are planning to conduct a training session for these officers on “The functions of the Accounts Division and your responsibilities in performing those functions”.

(20 Marks)

3. You, who reported for duties as a new Accountant at a Divisional Secretariat, has been informed through a letter by the Divisional Secretary to pay attention to the complaints received with regard to reports of overpayment of pensions and delays in pension revisions and prepare a mechanism to solve the issues. Prepare a file minute to be submitted to the Divisional Secretary including the actions that you are going to take and your proposals to minimize future occurrences of such issues.

(20 Marks)

4. In order to provide the services to the people in a more efficient manner, the Ministry where you work has devised a new system to reserve circuit bungalows and payment of fees to obtain various permits through the Ministry website.

However, the auditors, by sending an audit query, has observed that the bank statements on the receipt of funds and reports obtained through the system do not tally with each other. Draft an internal audit programme to prevent such discrepancies in the future.

(20 Marks)

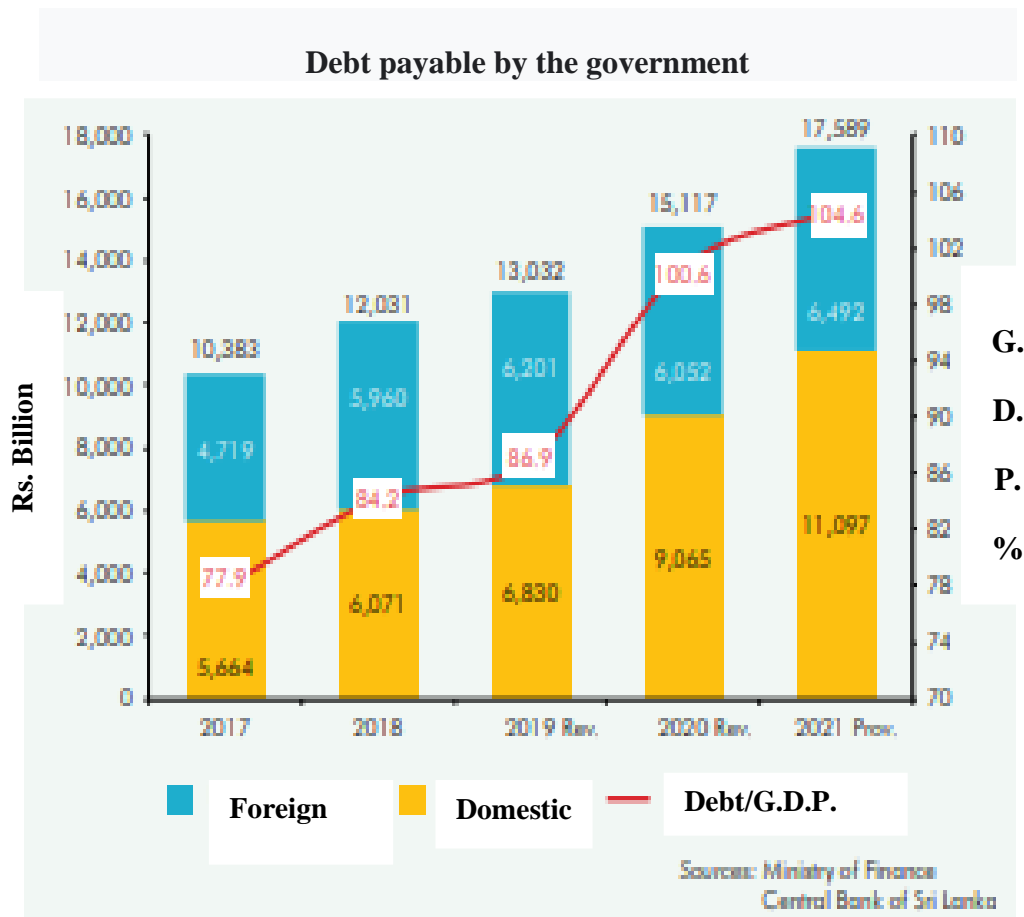
5. The behaviour of the Sri Lankan rupee against the US dollar during the past five years is demonstrated by the following chart. Analyse the data provided and prepare a management report the including the future challenges that Sri Lanka will have to experience and the steps that the government sector should take.

(20 Marks)



6. Following chart shows the scheduled repayment of debts of Sri Lanka for the past few years. Use the financial data given and prepare an analytical report including the adverse effects that Sri Lanka has to face in the future and your solutions for same.

(20 Marks)



7. Explain the significance of following topics in providing services.

- i. Using information technology for data analysis
- ii. Orderly maintenance of progress reports
- iii. Internal Audit Process
- iv. Strengthening e-procurement in public sector

(20 Marks)