EXECUTIVE SUMMARY

The Ministry of National Integration and Reconciliation was established to create harmony and permanent peace among people after the end of the armed conflict in Sri Lanka. Tracing the missing persons and find out the fate of them and their whereabouts are the part of the thrust area of the Ministry. However, it has been delaying for a long time without any productive actions to trace them even though there were some commissions appointed time to time. Several complaints were received by the Ministry from families of the missing persons but not even a single case was sorted out so far. It was identified as a major problem. There are several factors affecting the delays in tracing the missing persons. One of the factors is no official comprehensive records of the missing persons. In the absence of comprehensive database of missing persons, Ministry found difficulties to take any action and provide accurate, sensible, timely and quality information for the relevant decision makers of the Ministry, political leaders and other stake holders including international actors and United Nations Human Right Commissions. Further, all the complaints received were handled manually and not even recorded in a database. Manual works caused to increase the processing time and expenditure increase, lack of security, lack of confidentiality, and lack of privacy and integrity issues. It also caused undue delay to trace the missing persons and created issues of unrest among people and increased the protest and hunger strikes by the families of the missing persons.

In these circumstances MIS was introduced by the author as a solution to establish a database on missing persons through the skills project. The author has developed 5 phases of the project such as situation analysis, planning and designing, data collection, software development and testing and up running of MIS. Problems in the existing system and situation were analysed by the author with the use of SWOT, PESTEL tools and Cause Effect Diagram. This analysis manifested the real need of a comprehensive database and information system as one of the basic factors to overcome the delays on tracing the missing persons for a certain extent. As the result and the output of this skills project, 13453 data were collected from all 25 districts of Sri Lanka and software was developed and tested by the Ministry and the data entering is going on through the OMP. Further, beyond the tracing, the other decisions to be taken on behalf of the missing persons' families such as issuing the certificate of missing persons, providing economic and psycho social supports are the outcomes of the project.