

EXECUTIVE SUMMARY

The Ministry of Provincial Councils and Local Government is the cabinet ministry of the Government of Sri Lanka. The Ministry has conducted several studies to identify the core issues related to poor quality of services delivery of Local Authorities. All of those studies have identified four main issues such as inefficient and ineffective service delivery, citizen unfriendly services, poor social accountability and transparency, and less social inclusiveness are as root causes for poor quality of service delivery of Local Authorities.

In addition to that the Doing Business Index (DBI) of Sri Lanka is in the rank of 111. DBI considers 190 countries as economics. The rankings are determined by sorting the aggregate distance to frontier scores on ten criteria. Three criteria of DBI are directly affected by the efficiency of the performance of service delivery process of Local Authorities. Most related criteria is 'Dealing with construction permits'. Sri Lanka is in the 76th of this criteria, 157th of the criteria of 'Registering property' and 158th in 'Paying Taxes'. Hence, improving the status of Sri Lanka in these areas requires the improvement of the efficiency and the effectiveness of the service delivery by the Local Authorities.

The Ministry appoint a domain expert team to study propose a solution for these issues. The domain expert team carefully studied the functions of service delivery process of 30 Local Authorities all over the country covering all districts. Based on the results of the study the team proposed a project to introduce a model structure for the Front Office at Local Authorities and develop a standard guideline to be used to implement Front Office. As well as the team proposed to implement Front Office a LA as pilot. As per the instructions are given by the domain expert team, the Ministry selected and implemented a Front Office at Wariyapola Pradeshiya Sabah as pilot. As well as trained staff members on Front Office operations.

The developed guidelines and model structures can be used to introduce Front Office concept not only Local Authorities but also any government organization which is providing its services at the office premise such as Divisional Secretariats.