# EXECUTIVE SUMMARY

This Management skills project pertaining to "increase the number of recognition letters issued at the University Grants Commission (UGC) to strengthen public service delivery" is submitted to the Postgraduate institute of Management (PIM),Sri Jayawardenapura, in partial fulfilment of the requirements of the Master of Public Administration degree, 2015/2017.The organization under review in this management skills project is UGC, which is the apex body of the state university system was entrusted as per the Public administration circular no 16/92 of 13th March 1992 to recognize degrees of foreign universities if it is listed either in the Association of Commonwealth Universities (ACU) Year Book or the international Hand Book of Universities. This directive was implemented since different organizations follow different procedures in recognizing Degrees for the purpose of recruitment and promotions. There is a sizable demand for the letters issued by the UGC and social acceptance. Due to the increase in demand of the public and private sector organizations the demand cannot be fulfilled per day. Major causes for the management problem have been identified as lack of an on line system and lack of competency levels of employees to expedite the issue of recognition letters to the public. This issue has led to delay in issue of recognition letters per day and has a negative impact on the public service delivery as an organization. The purpose of the study has been identified to enhance the public service delivery since it is a public sector organization. The writer has studied the matter with internal departmental records of the Academic Affairs Department of the UGC for the year 2016 and having done a SWOT analysis and a theoretical background for the solution, the project draws on the extant literature on management information systems to outline approaches to strengthen public service delivery in today's rapidly changing higher education landscape. The project submits that administration of higher educational institutes must proactively take charge of nurturing management information system into the public service delivery so as to introduce best practices of administration. Writer has introduced an online system in collaboration with the HEIT unit of the UGC and provided training needs of the Computer Application Assistants in the Academic Affairs Department to increase their competency. The project concludes with the key finding that amidst  limitations of institutional capacity constraints exist, public service delivery can be performed through introducing management information system.