



பலாந் ஈஹா ஈஹ பலாந் பாலா கபெது ராஜ்ய அமாதாங்க
மாகாண சபைகள் மற்றும் உள்ளூராட்சி விவகாரங்கள் இராஜாங்க அமைச்சு
State Ministry of Provincial Councils and Local Government Affairs

காரீய ஈா஁தய வு஁ ஁து஁ கிரீ஁ ஈஹ ஸீகா஁஁஁ கிரீ஁஁ ஁஁வல஁ ஹா஁கா கர஁ந் ஈலாந் ஈாலா
ஈா஁தயவல காரீய ஈா஁தய ஈு஁஁஁ ஈ஁஁ ஁ஈகாரக லே஁த
஁ஈகாரக லே஁த (PERFECT 2.0)

**Supporting documents for evaluating the performance of local authorities using the Performance
Enhancement and Consolidation Tool
Support Documents (PERFECT 2.0)**

செயலாற்றுகை விருத்தி மற்றும் வலுவூட்டல் கருவியைப் பயன்படுத்தி
உள்ளூராட்சி மன்றங்களின் செயல்திறனை மதிப்பிடுவதற்கான
ஆதரவு ஆவணங்கள் (PERFECT 2.0)

Implementation by the
Ministry of Public Administration, Home Affairs, Provincial Councils and Local Government with support from
Local Government Departments



Contributed by Strengthening Subnational Governance Program (SGP), The Asia Foundation

Supporting documents for evaluating the performance of local authorities using the Performance Enhancement and Consolidation Tool (PERFECT 2.0)

This guide has been prepared to facilitate the evaluation of the performance of local government institutions using a unique assessment tool designed and developed by the Asia Foundation with the support of the Ministry of Public Administration, Home Affairs, Provincial Councils and Local Government in consultation with officials from the Local Government Departments of all nine provinces.

Under four domains, this section provides detailed explanations of each of the 200 indicators to facilitate evaluation by evaluators using PERFECT 2.0;

- Management (Indicators - 30)
- Service Delivery (Indicators - 97)
- Governance (Indicators - 48)
- Contribution to SDGs (Indicators - 25)

Performance Area		Description	Number of Indicators of PERFECT 2.0																		
Compliance	Com	Demonstrate adherence to established legal mandates, processes, and accepted procedures	<table><caption>Indicator Distribution by Performance Area</caption><thead><tr><th>Performance Area</th><th>Number of Indicators</th><th>Percentage</th></tr></thead><tbody><tr><td>Effectiveness</td><td>49</td><td>25%</td></tr><tr><td>Compliance</td><td>41</td><td>20%</td></tr><tr><td>Efficiency</td><td>41</td><td>20%</td></tr><tr><td>Innovation</td><td>35</td><td>18%</td></tr><tr><td>Inclusion</td><td>34</td><td>17%</td></tr></tbody></table>	Performance Area	Number of Indicators	Percentage	Effectiveness	49	25%	Compliance	41	20%	Efficiency	41	20%	Innovation	35	18%	Inclusion	34	17%
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Effectiveness	49	25%																			
Compliance	41	20%																			
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Inclusion	34	17%																			
Efficiency	Efy	Depicting processes that lead to desired outputs/results with minimal wasted resources, time, effort, or cost.																			
Effectiveness	Efv	Effectiveness refers to the successful achievement or fulfillment of a goal or objective. It emphasizes the extent to which something produces the desired or expected results or outcomes.																			
Inclusion	Inc	Demonstrate active engagement with marginalized groups in service delivery and planning and budgeting processes																			
Innovation	Inn	Demonstrating processes that lead to the creation or improvement of new services, improving the efficiency of service delivery, and improving management																			

A Functional Area-Management

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
1.1 : Human Resources Management	1	1.1.1 Com	Has the LA completed Annual Performance Appraisal in accordance with the Public Administration Circulars (07/98, 08/98, 28/98, 02/2018 and other)	a. Annual performance agreements have been signed by ALL existing staff members of the institution.	Ensure that each individual's performance agreement has been physically signed by the respective person, in compliance with Public Administration Circular No. 2/2018
				b. ALL existing staff members have been assigned to the annual Institutional work plan.	Observe that everyone has individual work plans <ul style="list-style-type: none"> Action plan Annual work plan
				c. Annual performance appraisals have been conducted for ALL existing staff members by comparing their job descriptions.	job details and Annual performance appraisal reports of officers should be checked
				d. Key activities and targets (KPIs) for the year have been defined in the job descriptions of ALL existing staff members.	<ul style="list-style-type: none"> job description Work plan
	2	1.1.2 Efy	Amount of funds spent for personal development per staff (% variation between the amount spent by the LA to the district average)	a. Amount spent for training programs:	Monitor and analyze payment reports, cash books, and expense ledgers related to expenses incurred for training programs
				b. Amount spent for study tours	Review and analyze payment reports, cash books, and expense ledgers related to expenses incurred for study tours
				c. Amount spent for recovering course fees	Check the relevant Income and Expenditure reports and records related to the registration of course fees
				d. Amount spent for staff motivational programs	<ul style="list-style-type: none"> Staff motivation program reports Expenditure register Payment analysis reports
				e. Amount spent for any other capacity development programs for staff	<ul style="list-style-type: none"> Expenditure register Payment analysis reports Capacity Development Plan

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				f. No of total available staff in payroll	<ul style="list-style-type: none"> Payroll Approved and current staff records
	3	1.1.3 Efv	Effectiveness in the implementation of service agreements and assigning job descriptions and performance plans and evaluations in accordance with the Public Administration Circulars (07/98, 08/98, 28/98, 02/2018, and others (% variation between the effectiveness of LA and the district average))	a. No of total available permanent staff in payroll	Local Government Staff Payroll
				b. No of permanent staff with annual performance agreements are signed	<ul style="list-style-type: none"> Annual performance appraisal reports Performance Agreements of Staff
				c. No of permanent individual staff are assigned with institutional work plan	Check the following documents. <ul style="list-style-type: none"> Job details for permanent staff Institutional Work Plan/ Action Plan
				d. No of annual staff performance appraisals completed for permanent staff after comparing with their job description	Annual performance appraisal reports and staff job descriptions.
				e. No of permanent staff with tasks and targets (KPIs) for the year are defined as per the job description	Annual performance appraisal reports and staff job descriptions.
	4	1.1.4 Efv	Effectiveness in preparation of personnel files in accordance with the Public Administration Circulars (% variation between the effectiveness of LA and the district average)	a. Number of Personnel Files updated properly on time for staff grade officials:	Personal files of staff officers
				b. Number of Personnel Files updated properly on time for non-staff grade officials:	Personal files of non- staff officers
				c. Total Number of Staff Grade Employees:	Reports on the approved staff officers
				d. Total Number of non-Staff Grade Employees:	Reports on the approved non- staff officers
	5	1.1.5 Inc	Availability of exclusive grievance redress mechanisms for LA staff	a. An established Grievance Handling Committee ensures the presence of a dedicated mechanism for addressing staff grievances in the Local Authority.	Council decision regarding the establishment of Grievance Redress Committees and Grievance redress Committee Reports

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				b. The Grievance Handling Committee maintains gender representation to ensure fair and inclusive participation.	Observe the following points <ul style="list-style-type: none"> • Grievance Redressal Committee Reports • Grievance Redressal Committee Attendance Register • Grievance redress attendance register
				c. Monthly reports of the Grievance Handling Committee are available, providing a summary of total grievances received and addressed. However, these reports do not include a breakdown based on gender (male and female disaggregation).	Monthly reports of Grievance Redressal Committee without gender discrimination
				d. Monthly reports of the Grievance Handling Committee are available, providing a summary of total grievances received and addressed, with a detailed breakdown based on gender (male and female disaggregation).	Analytical report on complaints received and resolved in the Grievance Register
	6	I.1.6 Inn	The LA adopts the following innovative practices for personnel management.	a. The Local Authority has successfully digitized all human resources details of its staff.	System with digitized Human Resource details (must be physically checked and verified)
				b. A comprehensive Skill Inventory of the LA staff is readily available, providing valuable information about the skills, qualifications, and expertise possessed by each individual.	Staff's competency report
				c. The LA has implemented an online leave application and approval system, along with a tracking mechanism, facilitating a convenient and efficient process for staff to request and manage their leave.	Although there is an online leave application system, it should still be physically verified.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				d. A Time Sheet System has been introduced by the LA to accurately track and monitor the time spent by staff on various tasks and activities, enhancing productivity and resource management.	Review the staff work plan and the corresponding detailed work steps with time frames.
I.2 Maintenance of records	7	I.2.1 Com	The Local Authority (LA) maintains the following records for enhanced office management with up-to-date details	a. Register of Power Delegation	Physically verify documents “a” to “m” to ensure they are up to date.
				b. Attendance Register	
				c. Leave Register	
				d. Departure / Movement Register	
				e. General file register	
				f. Employee security/bail Register	
				g. Public Complaints Register	
				h. Work procedure manual	
				i. Job description for all staff	
				j. Service guidebooks for at least 5 services	
				k. Fixed assets registry with updated capital Values and Depreciation	
				l. Inventory Book	
				m. Mail Inventory	
	8	I.2.3 Efv	The LA maintains the following records for better office management with UP-TO-DATE details	a. Register of Power Delegation	<ul style="list-style-type: none"> Physically observe the power delegation document. Check and confirm the council proposal related to delegation of powers
				b. Attendance Register	<ul style="list-style-type: none"> Check the attendance register. Check the fingerprint machine report if the machine was used.
				c. Leave Register	Check the updated leave register.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				d. Departure / Movement Register	Check the exit register
	9	I.2.4 Inc	The LA maintains an updated database on staff diversity and a skills inventory, encompassing the following details of ALL staff:	a. Educational Qualifications: Information regarding the educational background of staff members, including degrees obtained, institutions attended, majors or specializations, and any additional relevant qualifications.	Physically verify the existence of a relevant digital information system containing data from “a” to “h”
				b. Training Programs Attended (Local and Overseas): Details of training programs, workshops, seminars, or conferences attended by staff members, both locally and overseas. This includes information on the topics covered, duration of the training, and the issuing organizations.	
				c. Areas of Expertise: A comprehensive overview of the areas of expertise or professional specializations possessed by each staff member. This may include technical skills, industry-specific knowledge, or specialized training.	
				d. Known Life Skills: Information on life skills that staff members possess, such as leadership, communication, problem-solving, teamwork, adaptability, or any other skills relevant to their roles and responsibilities.	
				e. Extracurricular Activities: Details of staff members' involvement in extracurricular activities, such as volunteering, community service,	

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				sports, arts, or other pursuits outside of their professional responsibilities.	
				f. Language Proficiency: Information on languages spoken and proficiency levels, both in written and spoken forms.	
	10	1.2.5 Inn	The Local Authority (LA) incorporates innovative practices in record maintenance, including:	a. Web-Based Correspondence System: A web-based system is utilized for handling all correspondences, such as mail routing and internal communication, streamlining the process and ensuring efficient communication within the organization.	Web-based file-sharing system – including an online postal system and efficient internal communication
				b. Digitalized File Handling System: The LA employs a digitalized file handling system, enabling electronic storage, retrieval, and management of documents and files, eliminating the need for physical paperwork and enhancing accessibility and organization.	Review the output samples generated by the file operating system.
				c. Digital Archive System: An advanced digital archive system is implemented by the LA to securely store and preserve records, facilitating easy retrieval, reducing physical storage requirements, and ensuring long-term data integrity.	The digitized archive system should be physically checked and verified
				d. Paperless Office System: The successful implementation of a paperless office system eliminates or minimizes the use of paper documents	Observe the following points <ul style="list-style-type: none"> • Postal costs • Monthly expenses for paper • Use of digitized forms

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				and promotes the use of electronic formats, reducing costs, improving efficiency, and supporting environmentally-friendly practices.	
				e. Complete Database Restoration in Cloud Technology: The LA has restored its complete database using cloud technology, ensuring data backup, scalability, and accessibility from multiple locations, enhancing data security and enabling efficient data management.	Has CLOUD technology been used for the information system Bills paid for it
				f. Digitized Personal Files: Personal files of staff members are digitized, providing a centralized and easily accessible repository of employee information, streamlining record-keeping processes, and facilitating efficient personnel management.	Personal files should be physically checked and verified to confirm if they have been digitized
				g. Digitized Resource Profile: The LA maintains a digitized resource profile, which includes information about various resources, such as equipment, facilities, and infrastructure. This digital profile enables efficient tracking, maintenance, and utilization of resources within the organization.	Digitized resource profile
1.3 Budget Preparation	11	1.3.1 Com	The LA diligently prepares the Annual Budget in compliance with the following established protocols:	a. Preparation of Timetable: The LA prepares a timetable outlining the process and deadlines for formulating the annual budget, ensuring a systematic and timely approach.	Local government budget schedule and related council decision

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			Identify the TOP 3 revenue sources contributing to the own revenue of the LA from the following list of revenue sources i. Meat/Fish stall ii. Trade license iii. Advertisement Charges iv. Parking v. Eateries vi. Public toilets vii. Gully services viii. Crematorium xi. Weekly Fair	<p>b. Revenue Source Survey: A comprehensive survey is conducted to assess the revenue sources, enabling the estimation of own revenue for the budgetary calculations.</p> <p>c. Participatory Process for Capital Expenditure: The identification of capital expenditure needs is carried out through participatory processes, involving relevant stakeholders and community members to ensure their input and align the budget with the needs of the local community.</p> <p>d. Draft Budget Sharing: Copies of the draft budget are shared with the citizens for review and feedback before finalization, promoting transparency and allowing community members to provide valuable input.</p> <p>e. Adopted the Bylaw for the HIGHEST contributory revenue source to OWN Revenue from the list I – ix</p> <p>f. Adopted the Bylaw for the SECOND HIGHEST contributory revenue source to OWN Revenue from the list I – ix</p> <p>g. Adopted the Bylaw for the THIRD HIGHEST contributory revenue source to OWN Revenue from the list I – ix</p>	<p>Income Survey Reports and Annual Budget.</p> <ul style="list-style-type: none"> Budget consultation meeting minutes and attendance register Budget proposal receipt list <p>Documents confirming that the draft budget has been shared with the public.</p> <ul style="list-style-type: none"> Review the budget document to identify the main sources of revenue that require bylaws. Examine council resolutions and gazette notices to ensure that the bylaws have been enacted. Review the budget document to identify the main sources of revenue that require bylaws. Examine council resolutions and gazette notices to ensure that the bylaws have been enacted. Review the budget document to identify the main sources of revenue that require bylaws. Examine council resolutions and gazette notices to ensure that the bylaws have been enacted.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	12	1.3.2 Efy	The ratio of Operational Expenses to Total Operational Revenue, based on the actual amounts from the last year.	a. Total Recurrent Expenditure in last year (actual)	Income and Expenditure Report in the Final Accounts Report
				b. Total Recurrent Revenue in last year (actual)	Income and Expenditure Report in the Final Accounts Report
	13	1.3.3 Efv	The change in the percentage of actual amount of Own Revenue spent for citizen services (capital expenditure + recurrent expenses) per 1000 population, compared to the district average.	a. Actual Recurrent expenditure in last year.	<ul style="list-style-type: none"> Annual budget document Income and Expenditure Account Reports
				b. Actual Capital Expenditure in last year	<ul style="list-style-type: none"> Annual budget document Income and Expenditure Account Reports
	14	1.3.4 Inc	The LA practices the following inclusive approaches in the Annual Budget preparation processes:	a. Organized special consultations with Women Groups to seek inputs for Budget	<p>Examine the following documents to verify points “a “ to” g”</p> <ul style="list-style-type: none"> Annual budget document Reports of budget consultation meetings Attendance register consultation plan Budget proposal receipt list
				b. Organized special consultations with economically disadvantaged groups to seek inputs for Budget	
				c. Organized special consultation with socially disadvantaged groups to seek inputs for Budget	
				d. Organized special consultation with Private Sector Groups to seek inputs for Budget	
				e. Organized special consultation with Informal Business Sector Groups to seek inputs for Budget	

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				f. Organized special consultation with Informal Youth Groups to seek inputs for Budget	
				g. Organized special consultation with Informal Disable Groups to seek inputs for Budget	
	15	I.3.5 Inn	The LA employs the following innovative practices for Annual Budget preparation:	a. Organizing at least one need identification discussion in each ward using social media or ICT platforms, allowing broader participation and engagement of community members in identifying their needs and priorities.	<ul style="list-style-type: none"> • ICT or social media application used by the local authority and related information • Photographs
				b. Organizing at least one need identification discussion in each village or Grama Niladhari Division (GND) using social media or ICT platforms, ensuring inclusive participation from rural areas and capturing their specific needs and aspirations.	
				c. Utilizing ICT (Information and Communication Technology) for needs identification, leveraging digital platforms, online surveys, or mobile applications to gather input from stakeholders and efficiently gather data on the requirements of the community.	
				d. Utilizing ICT for needs prioritization, using technological tools and platforms to assess and prioritize	

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				<p>identified needs based on predefined criteria or community feedback, facilitating evidence-based decision-making.</p> <p>e. Utilizing ICT for Revenue and Expenditure Estimation, leveraging digital solutions and data analysis tools to estimate and forecast revenue streams, as well as access and analyze expenditure patterns, supporting more accurate budgetary projections and financial planning.</p>	
1.4 Revenue Generation and Collection	16	1.4.1 Com	The LA diligently collects own revenue from its key revenue sources.(Mark 1 for Yes and 0 for No)	1. Assessment rates & Acreage tax	<ul style="list-style-type: none"> • Council decisions and gazette notifications regarding taxation. • Income documents. • Annual budget • Revenue analysis report
				2. Trade taxes/Business tax/Trade License Fees	<ul style="list-style-type: none"> • Council Decisions and Gazette Notifications regarding taxation. • Income documents. • Annual budget • Income Analysis Report • Adopted (approved) and promulgated by-laws
				3. Tax on Undeveloped land	<ul style="list-style-type: none"> • Council Decisions and Gazette Notifications regarding taxation. • Income documents. • Annual budget • Income Analysis Report
				4. Taxes on certain land sales	Council Decisions and Gazette Notifications regarding taxation. In addition, it can be confirmed by checking the following documents

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
					a. Income documents b. Annual budget • Revenue analysis report
				5. Entertainment tax	c. Income documents d. Annual budget Revenue analysis report
				6. Public market and shop lease rent	e. Income documents f. Annual budget Revenue analysis report
				7. Advertising and billboard fees	• income documents • Bye-laws approved or adopted by local authorities and gazette notifications published • Annual budget Income Analysis Report
				8. Vehicle and animal taxes	• Council Decisions and Gazette Notifications regarding taxation. In addition, it can be confirmed by checking the following documents • Income documents • Bye-laws approved or adopted by local authorities and gazette notifications published • Annual budget Income Analysis Report
				9. Weekly fair fees	g. Income documents h. Annual budget Revenue analysis report
				10. Registration and inspection charges	Council decisions and gazette notifications regarding the imposition of fees. Additionally, confirmation can be obtained by reviewing the following documents • Income document • By-laws approved or adopted by local authorities and gazette notifications published • Annual budget

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
					Income Analysis Report
				11. Lease Rent	b. Income documents c. Annual budget d. Revenue analysis report
				12. Sale of unusable articles	a. Income documents b. Annual budget c. Revenue analysis report
				13. Library membership fees	d. Income documents e. Annual budget f. Revenue analysis report
				14. Interest on employee's loans and advances	<ul style="list-style-type: none"> Revenue document Bye-laws approved or adopted by local authorities and gazette notifications published Annual budget Income Analysis Report
				15. Temporary land lease	g. Income documents h. Annual budget i. Revenue analysis report
				16. Sales (Forms)	e. Income documents • Revenue analysis report
				17. Warrant cost	Revenue document
				18. Surcharges on non-payment of rent or lease rent	Lease recovery document
				19. Fees for issuing street line / Building line certificates	a. Income documents b. Revenue analysis report
				20. Stamp duty charged by lawyers on registration	Miscellaneous Income Register
				21. Stamp duty charged for registration of a notary public	a. Stamp duty register b. Reports obtained from the Judicial Service Commission

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	17	1.4.2 Efy	The change in the percentage of actual Own Revenue collected per 1000 population, compared to the district average.	a. Total Own revenue	Income expenditure account
				b. Total population of LA	Source of population information
	18	1.4.3 Efv	The proportion of actual Own Revenue collected by the LA against the budgeted mount.	a. Actual Own Revenue collected in previous year	Income Expenditure Account of the relevant year
				b. Budgeted Own revenue for previous year	The budget document for the previous year
	19	1.4.4 Inc	The LA has an internal policy to adopt exceptional arrangements for receiving payments from the following disadvantaged groups:	a. Senior Citizen	Internal Policy Statements adopted by the Council relating to areas "a" to "e"
				b. People with disabilities	
				c. Displaced people	
				d. People in informal settlements	
				e. Informal businesses	
	20	1.4.5 Inn	The LA uses the following for the timely submission of completed Annual Account documents/statements. (are these for revenue collection or, timely submission)	a. Mobile collection	<ul style="list-style-type: none"> • Mobile collection plan • Collection sub-documents • Evidence of program expenditure
				b. Using ICT in revenue tracking	<ul style="list-style-type: none"> • Find the relevant software. • Search software generated reports. • Physical verification.
				c. Collecting Revenue through online payment	<ul style="list-style-type: none"> • Information on installing the relevant software • Physical testing of the relevant software • Reports generated by the respective software
				d. Revenue collection through Collaborative work with other organizations	<ul style="list-style-type: none"> • Review Memorandums of Understanding (MoUs) for collaborations. • Examine the Collaborative revenue Collection Plan. • Monitor the implementation of the collaborative collection action plan.
				e. Online billing and invoicing	<ul style="list-style-type: none"> • Find the relevant software. • Trace software generated bills/invoices

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
					<ul style="list-style-type: none"> Physical verification for online operation.
1.5 Accounting and Reporting	21	1.5.1 Com	The LA ensures compliance with the following practices for submitting completed Annual Account documents/statements on time:	a. Submission of Annual Final Accounts on or before the stipulated	Documents confirming the submission of annual final accounts on or before the due date (letters of acceptance/receipt)
				b. date to relevant Authorities	<ul style="list-style-type: none"> Daily income reports Payment document Expenditure register General Cash Book
				c. Reconciliation of daily cash transactions, at the end of each day	<ul style="list-style-type: none"> Daily and quarterly income expense comparison reports Bank reconciliation's Statement
				d. Replies to audit queries are provided within 14 days	Updated audit inquiry document (The date of receipt of the audit inquiry and the date of reply should be recorded in the audit inquiry document.)
				e. Auditor General's report on final accounts are submitted to the Council.	Audit report related to the annual accounts, (the date the audit report was forwarded to the council and related meeting reports)
	22	1.5.2 Efy	The LA ensures timely submission of Income and Expense reports to ALL council members (consider the practices of the elected council period, if no elected council currently exist)	a. No expenditure and revenue details are shared with the council members	<ul style="list-style-type: none"> Copies of covering letters sent with income and expenditure reports, along with the relevant council meeting agendas. Council meeting minutes.
				b. Only once in six months (at least two times in last 12 months)	
				c. Only once in every quarter (at least 4 times in last 12 months)	
				d. Only once in every two months (at least six times in last 12 months)	
				e. Monthly submitted in last 12 months	
	23	1.5.3 Efv	The monthly income and expenditure reports shared with the council facilitate evidence-based decision-making by having	a. Variance of revenue and expenditure against budgeted and actuals	<ul style="list-style-type: none"> Annual budget Reports and graphs showing the variance between budget targets and actuals
				b. List of defaulters of Rent / Assessment Tax payments	<ul style="list-style-type: none"> Council meeting report and related arrears list List of assessment tax defaulters

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			the following characteristics:	c. The unit cost of solid waste management	Council meeting report and accounting reports detailing unit cost calculations for waste management.
				d. The unit cost of roads and storm water drainage maintenance	<ul style="list-style-type: none"> Road and storm water drainage maintenance register Unit cost of road and stormwater drainage maintenance calculated by accounting reports
				e. Variance in terms of budget and actual of own revenue for casual labors	<ul style="list-style-type: none"> Casual employee payroll Annual budget
	24	I.5.4 Inc	The LA has established internal policies for inclusive accounting and reporting on the following concepts:	a. Gender base reporting of Accounts	Check whether the LA has established internal policies for accounting and reporting covering concepts “a” to “d” <ul style="list-style-type: none"> Annual final account and analysis report Must be physically checked and confirmed
				b. Pro-Poor reporting of Accounts	
				c. SDG tagged reporting of Accounts	
				d. Climate Resilience tagged reporting of accounts	
	25	I.5.5 Inn	The LA uses ICT for the following accounting and reporting functions: The LA uses ICT for the following accounting and reporting functions:.	a. Online Revenue Tracking System	Physical inspection of online revenue collection system
				b. Online Expenses Tracking System	Physical inspection of the online cost/expenses accounting system.
				c. Online ledger Balancing System	Physical inspection of online ledger balancing system
				d. Real-time reporting of revenue and expenditure status	Physical inspection of real time reporting system of revenue expenditure status
I.6 Budget	26	I.6.1 Com	The LA adheres to basic budget management	a. Forecasting Revenue: The LA conducts a forecast of the revenue expected to	

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
Management			principles and procedures by carrying out the following actions:	be collected in each month, categorizing it under each Revenue Head. This allows for better financial planning and resource allocation based on anticipated revenue streams.	Revenue forecasting report
				b. Forecasting Expenditure: The LA estimates the expenditure expected to be incurred in each month, categorizing it under each Expenditure Head. This proactive approach helps in managing financial obligations and ensuring adequate funds are available for planned expenses.	Expenses forecasting report
				c. Monthly Expenditure Report: The LA generates and submits a report of the expenditure incurred by the end of each month, categorized under each Expenditure Head. This report provides an overview of the actual expenditure and aids in monitoring budget performance.	Monthly expenses analysis
				d. Proper Budget Amendment: The LA does not approve cases where the estimated expenditure exceeds the allocated budget without a proper budget amendment. This ensures adherence to budgetary limits and promotes responsible financial management	<ul style="list-style-type: none"> • Cost Ledger, • Supplementary Budget, • Expenditure approval • Checking of approved cases over estimated cost. • Vote Ledger, • Supplementary Budget, • Vote transfers
				e. Submission to Council: All the aforementioned reports, including revenue forecasts, expenditure	<ul style="list-style-type: none"> • Agendas, • Council report • Committee reports

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				forecasts, and monthly expenditure reports, are submitted to the Council of the LA. This facilitates transparency, accountability, and informed decision-making by the governing body.	
	27	1.6.2 Efv	The LA has achieved the following Key Budget Indicator (KBI) targets for the current year budget:	a. a. Total Recurrent Revenue (Budgeted) b. b. Total Recurrent Grants (Budgeted) c. c. Salary Related Recurrent Grants (Budgeted) d. d. Personnel emoluments (Budgeted) e. Total Recurrent Expenses (Budgeted)	<ul style="list-style-type: none"> Budgeting Budget Policy Statement Review how Key Budgetary Indicators (KBIs) have been achieved based on the final accounts.
	28	1.6.3 Efv	The percentage variance in Key Budget Indicators (KBIs) between the previous year's budget and actuals is within the following criteria:	a 1. Total Recurrent Revenue (Budgeted) a 2. Total Recurrent Revenue (Actual) b 1. Total Recurrent Grants (Budgeted) b 2. Total Recurrent Grants (Actuals) C 1. Salary Related Recurrent Grants (Budgeted) c 2. Salary Related Recurrent Grants (Actuals) d 1. Personnel emoluments (Budgeted) d 2. Personnel emoluments (Actuals) e 1. Total Recurrent Expenses (Budgeted)	<ul style="list-style-type: none"> Budget document Final accounts/Income and Expenditure accounts Variance reports and configuration files

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				e 2. Total Recurrent Expenses (Actuals)	
	29	I.6.4 Inc	Proportion of total Own Revenue allocated by the LA to fund pro-poor programs	1. Pro-poor Program 1	<ul style="list-style-type: none"> Annual budget t and expenditure analysis report Program planning reports
				2. Pro-poor Program 2	
				3. Pro-poor Program 3	
				4. Pro-poor Program 4	
				5. Pro-poor Program 5	
				6. Pro-poor Program 6	
				7. Pro-poor Program 7	
				8. Pro-poor Program 8	
				9. Pro-poor Program 9	
				10. Pro-poor Program 10	
	30	I.6.5 Inn	The LA employs the following innovative practices in budget management activities/functions:	a. Use of ICT for Tracking Revenue: The LA utilizes Information and Communication Technology (ICT) tools to track revenue. This includes the use of digital platforms, software, or systems that provide real-time monitoring of revenue collection, enabling efficient tracking and analysis of revenue streams.	It must be physically checked and confirmed. (Tracking reports)
				b. Use of ICT for Tracking Expenditure: The LA leverages ICT for tracking expenditure. Through digital systems and software, the LA can monitor and analyze expenditure data in a timely manner, ensuring transparency, accuracy, and effective financial management.	A system check should be performed. Checking the reports obtained by those computer systems
				c. Engaging Community or Community-Based Organizations (CBOs) in Revenue Generation: The LA actively involves	Documents, meeting reports, photographs confirming that income has been collected based on community participation

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				the community or Community-Based Organizations in revenue generation efforts. This may include partnering with local organizations, facilitating income- generating activities, or promoting entrepreneurial initiatives to enhance revenue streams and foster community participation.	
				d. Tracking Ward-Level Revenue Collection, including Arrears: The LA implements mechanisms to track revenue collection at the ward level, including arrears.	<ul style="list-style-type: none"> • Reports on software usage • Community Participation Programs and Mobile Services file • Revenue analysis of mobile service plans • Revenue collection progress analysis reports at the ward level

B Functional Area – Service Delivery

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
2.1 Sanitation	1	2.1.1 Com	The Local Authority (LA) has gathered the following key data on individual sanitation profiles to support evidence-based decision- making.	a. Availability of individual toilets at the household level. b. Types of soakage pits utilized. c. Assessment of the demand for individual toilets. d. Meeting minutes with the Medical Officer of Health and other officials to advance sanitation efforts within the LA area.	See if there is a list of classified toilet facilities. (Lists at GN level or Divisional (DS) Level) See if an information system has a list of classified toilet facilities. ((Lists at GN level or Divisional -DS Level)-classified according to collection pits) See if there is a list of families without toilet facilities. ((Lists at GN level or Divisional -DS-Level)) Check attendance and minutes of meetings held with the Medical Officer of Health (MOH) related to sanitation.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	2	2.1.2 Efy	The LA has allocated amount for sanitation-related activities (per 1000 citizens) from own revenue for the following purposes (Calculated as the difference in percentage compared to district average): – consider previous year actual expenditure	a. Construction, maintenance, and repair of public toilets.	Examine the budget allocation of funds for construction and repair of public toilets under "Health Programme". (Under Recurring and Capital Expenditure)
				b. Financial assistance to construct individual toilets.	Check the allocation in the budget for construction of public toilets.
				c. Conducting awareness campaigns on sanitation and hygiene.	<ul style="list-style-type: none"> Check the allocation in the budget for health hygiene awareness. Awareness program details Council resolutions
				d. Population	
	3	2.1.3 Efv	Utilization of funds allocated for sanitation from own revenue compared to the budgeted and actuals in previous year	a. Fund Allocated for Sanitation in last Budget (budgeted amount in previous year)	Last year budget
				b. Fund utilized for Sanitation as per last year Accounts (budgeted amount in previous year)	<ul style="list-style-type: none"> Last year final accounts Expenses analysis report
				c. Fund utilized for health awareness programs as per last year Accounts (budgeted amount in previous year)	<ul style="list-style-type: none"> Last year final accounts Expenses analysis report
				d. Expenditure from own revenue spent for casual staff and other recurrent expenses providing gully emptier services (budgeted amount in previous year)	<ul style="list-style-type: none"> Last year final accounts Expenses analysis report
				e. Capital expenditure from own revenue spent related to gully emptier (budgeted amount in previous year)	<ul style="list-style-type: none"> Last year final accounts Expenses analysis report

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	4	2.1.4 Inc	The Local Authority (LA) has collected detailed data on sanitation needs, specifically focusing on the following vulnerable groups within the community:	a. Women-headed households	<ul style="list-style-type: none"> Availability of secondary data obtained from survey reports or divisional secretariat regarding women headed families. Availability of a list of households with women headed families in LA level, Divisional Secretariate level or village level.
				b. Samurdhi - beneficiaries	Survey reports and related documents regarding "Samurdhi" beneficiaries within the jurisdiction
				c. People with disabilities	<ul style="list-style-type: none"> Survey reports and related documents Availability of reports or survey data on health and hygiene needs
				d. People living in informal settlements (slums / temporary houses / etc)	Availability of list or records at GN level or DS level regarding households with people living in informal settlements Availability of reports or survey information regarding health and sanitation requirements
	5	2.1.5 Inn	The Local Authority (LA) adopts the following innovative practices to enhance sanitation-related services:	a. Mobile toilets for large gatherings.	<ul style="list-style-type: none"> Register of Construction of Mobile Latrines (toilets) / Asset Document. Mobile toilet maintenance schedule. Employee deployment file for maintenance / Employee assignment file. File containing information about events where mobile toilets were provided. Expenditure document (value spent on mobile toilets).). Summary Income Statement / Summary of Income Statement Monthly Consolidated Receipts (Income Earned from Mobile Toilet rent Facilities)
				b. Construction of toilets using low-cost technologies.	<ul style="list-style-type: none"> Check low cost toilet construction plans.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
					<ul style="list-style-type: none"> Expense information from the Payment Analysis report. Check the allocation of funds for construction of low-cost toilets in the annual budget. Check the actual cost of construction in the final accounts
				c. Implementation of toilets with environmentally friendly disposal methods.	<ul style="list-style-type: none"> Check that an environmentally friendly disposal method is used. Number of existing treatment plants
				d. Treatment of septage collected from soakage pits through sewage treatment plants.	<ul style="list-style-type: none"> Physically check the number of treatment plants available. Number of loads of waste disposed or information if available in LA
				e. Collaborating with other government agencies to provide toilets for individuals.	<ul style="list-style-type: none"> List of collaborating institutions and beneficiaries List of collaborating institutions
				f. Mobile toilets for large gatherings.	Documents confirming the partnership of non-governmental organizations (project reports, partnership agreement, meeting reports)
2.2 Solid Waste Management	6	2.2.1 Com	The Local Authority (LA) is committed to providing Solid Waste Management (SWM) services while adhering to the following fundamental requirements:	a. Collection of organic and other wastes segregated at the household- level	<u>Physically check the information below. .</u> <ul style="list-style-type: none"> Having a solids separation plan with separate roads, separate collection, and separate chambered vehicles. Disposal points (see availability of polythene and other plastics)
				b. Providing support for home-composting programs to encourage residents to compost their organic waste.	<ul style="list-style-type: none"> Having a home composting plan Having an information system regarding home composting. Allocation of money in the budget for domestic composting. Ensuring through actual costs for home composting

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				c. Composting organic waste at the LA level to process and utilize the compost for various purposes.	<ul style="list-style-type: none"> Daily production reports Physical examination of the location Monthly/Quarterly/Annual Sales Information. If the concerned local authority does not process the compost but joins with another nearby local authority to process the compost, check the relevant written agreement.
				d. Recycling plastic materials to reduce their environmental impact and promote sustainable waste management.	<ul style="list-style-type: none"> Contractual information for the relevant work Documents including daily production reports and sales information related to plastic, metal, paper and glass recycling. Physical examination of the places
				e. Recycling metal to conserve resources and minimize waste sent to landfills.	
				f. Recycling papers to reduce the demand for new paper production and promote recycling culture.	
				g. Recycling glass to decrease the environmental impact of glass disposal and foster a circular economy.	
				h. Following a collection schedule that provides information on vehicles, locations, days, and times for waste collection.	<ul style="list-style-type: none"> Updated Collection Worksheet and Roadmap. An instant vehicle tracking system
				i. Utilizing a routing map to define efficient collection routes for each waste collection vehicle, optimizing the waste management process.	<ul style="list-style-type: none"> Collection Performance Report Vehicle driving records Garbage collection schedule Garbage collection route map[©]
				j. Utilizing engineered sanitary landfill facilities for inert wastes (other than organic and recyclable wastes) to	Physical verification (having a uniform system to prevent leachate, a system to collect the leachate

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				ensure safe and environmentally sound disposal.	solution, an air control system and a monitoring system to prevent environmental damage).
	7	2.2.2 Efy	Percentage variation in the actual cost of waste collected by the LA (per MT) when compared with the district average.	a. Actual expenses for salaries, overtime and other additional payments for all permanent staff engaged in solid waste collection and transport in last year (consider all permanent staff who utilize more than 50% of his/her time for SWM)	Expenses analysis report
				b. Number of permanent staff in who utilize more than 50% of his/her time for solid waste collection and transport in a month (consider last year)	Expenses analysis report
				c. Actual expenses for salaries, overtime and other additional payments for all TEMPORARY / CASUAL staff engaged in solid waste collection and transport in last year (consider all temporary/casual staff who utilize more than 50% of his/her time for SWM)	Expenses analysis report
				d. Number of temporary/casual staff in who utilize more than 50% of his/her time for solid waste collection and transport in a month (consider last year)	Staff List
				e. Actual expenses for ALL other recurrent expenses related to solid waste collection and transport (fuel, vehicle maintenance, chemicals, site management, etc)	Expenses analysis report
				f. Average collection of waste per month in MT, during last year	Reports on garbage collection

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	8	2.2.3 Efv	The proportion of the actual amount of revenue generated by the LA from waste management over the budgeted amount for the same.	g. Annual Collection of Waste during the Last Year in MT	Reports on garbage collection
				a. Budgeted revenue from recycling of wastes in last year	Income analysis report
				b. Budgeted revenue from sales of composting in last year	<ul style="list-style-type: none"> • Solid Waste Collection Cost Analysis Report. • Expenditure Document / Monthly Consolidated Expenditure Summary
				c. Budgeted any other revenue from solid wastes collected in last year	
				d. Actually collected revenue from recycling of wastes in last year	
				e. Actually collected revenue from sales of composting in last year	Budget document (estimated income of SWM management)
	9	2.2.4 Inc	The LA has implemented several measures to address the welfare of sanitary workers, which include:	f. Actually collected any other revenue from solid wastes collected in last year	Budget
				a. Providing at least ONE medical check-up every three months.	<ul style="list-style-type: none"> • Organized medical check up for sanitation workers Test programs and reports
				b. Supplying uniforms to all workers.	<ul style="list-style-type: none"> • Budget Document (Allocation for Uniforms) • Uniform Issuance register
				c. Ensuring that Personal Protective Equipment is provided to all employees.	<ul style="list-style-type: none"> • Amount allocated for PPE as per budget • Expenditure as mentioned in the budget • PPE Issuance register • Expenditure (expenditure incurred to purchase personal protective equipment- PPE).
				d. Organizing at least ONE training program every TWO months.	<ul style="list-style-type: none"> • List of Organized training for sanitation workers (with images) • Participatory attendance register. • Cost ledger (expense incurred)
				e. Introducing special recognition measures such as awards and staff of the week recognition.	<ul style="list-style-type: none"> • List of Employees Evaluation Program (with Pictures)

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	10	2.2.5 Inn	The LA has adopted several innovative practices for delivering SWM (Solid Waste Management) services, which include:	f. Establishing an internal policy to support sanitary workers and their families.	<ul style="list-style-type: none"> • Council Consensus / Decision which approved the internal policy.
				a. Implementing waste to energy programs, such as biogas, pyrolysis, and producer gas initiatives.	<ul style="list-style-type: none"> • Energy from waste project reports.
				b. Processing recyclable materials using shredders and crushers.	Estimated revenues and estimates related to program implementation and actual income and expenditure <ul style="list-style-type: none"> • Reports on related settings • Machinery Inventory / Fixed Assets Register. • Physical verification
				c. Utilizing baling machines to reduce the volume of recyclable materials.	<ul style="list-style-type: none"> • Check the daily machine Logbook of the bailing and palleting machine sales information documents
				d. Creating pellets from plastics for more efficient recycling.	
				e. Establishing recycling centers at schools to promote waste separation and recycling education.	<ul style="list-style-type: none"> • List of recycling centers establishes including schools. • Collection register including information from collection centers. • Payment information
				f. Collaborating with Community-Based Organizations (CBOs) and the private sector to operate recycling collection centers.	<ul style="list-style-type: none"> • MoUs with CBOs and private sectors. • Monthly collections records. • Payment informations
				g. Implementing innovative programs to promote recycling, such as rewards systems and special incentive schemes.	<ul style="list-style-type: none"> • Date and Number of Innovative Programs Implemented Review of Rewards and Incentive Schemes: Details of any rewards or incentives received for recycling efforts.
				h. Utilizing Information and Communication Technology (ICT), such as apps and websites, to encourage recycling.	<ul style="list-style-type: none"> • Physically inspect ICT systems related to waste management (website and app)

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				i. Employing real-time tracking systems for waste collection vehicles to optimize efficiency.	• Check Real Time Tracking system
				Facilitating real-time information sharing with citizens to increase awareness and engagement in waste management practices.	• Test real-time information sharing systems with community in a practical way
2.3 Prevention of Communicable	11	2.3.1 Com	The LA possesses the following basic data on communicable diseases in the area:	a. A list of areas requiring periodic disinfection.	<ul style="list-style-type: none"> • List and map of disinfectant application areas • List of staff, deployed disinfection activities check • List areas where disinfectants are planned to be applied • Cost details for each area in the list
				b. A map of dengue-prone areas	Check out maps of dengue prone areas. (Manual or digital)
				c. Last five years data on dengue in LA area	See if there is a physical or digital form of information system based on information from the past 5 years.
				d. Last five years data on water-borne diseases in LA area	See if there is a physical or digital form of information system based on information from the past 5 years
				e. Register on inspections related to Dengue	Check medical test program and register
				f. Register on inspections related to eateries	Check medical test program and register
	12	2.3.2 Efy	Amount spent (per 1000 population) from own revenue for prevention of communicable diseases	a. Amount spent in last year for permanent staff related expenditure (other than staff salaries) such as overtime, additional payments, etc for Prevention of Communicable Diseases from Own Revenue (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost	Check expenses analysis report

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	
				b. Amount spent in last year for temporary / casual staff related expenditure from Own Revenue such as wages, overtime, additional payments, etc for Prevention of Communicable Diseases (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	Check expenses analysis report
				c. Any other recurrent cost incurred in last year for Prevention of Communicable Diseases from Own Revenue	Check expenses analysis report
				d. Total Capital Expenses spent for Prevention of Communicable Diseases from Own Revenue Last Year	Check cost analyst report and cost ledger
				e. Population of LA	Secondary data obtained from DS Office or information data base
	13	2.3.3 Efv	The ratio of actual funds spent on prevention of communicable diseases over funds allocated from own revenue for the same in the budget	a. Total Recurrent Expenses allocation for Prevention of Communicable Diseases from Own Revenue Last Year	Last year budget
				b. Total Recurrent Expenses spent for Prevention of Communicable Diseases from Own Revenue Last Year	Last year budget
				c. Total Capital Expenses allocations made for Prevention of Communicable Diseases from Own Revenue the budget of Last Year	Check expenses analysis report

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				d. Total Capital Expenses spent for Prevention of Communicable Diseases from Own Revenue the budget of Last Year (actual)	Check expenses analysis report
	14	2.3.4 Inc	Availability of disaggregated data on communicable diseases for vulnerable groups, specifically under the following categories	a. Gender segregated data on available communicable diseases	Verify the Availability of Gender-Disaggregated data on Communicable Disease. Category-wise at LA/Ward/GN Level: Ensure the information is accessible either physically or digitally
				b. Data on communicable diseases affecting low-income households.	Verify Communicable Disease Data Categorized by Low-Income Families Ensure the information is available either in physical or digital form.
				c. Data on communicable diseases among people with disabilities.	Verify Communicable Disease Data Categorized by disable people Ensure the information is available either in physical or digital form.
				d. Data on communicable diseases in informal settlements.	Verify Communicable Disease Data Categorized by informal settlers Ensure the information is available either in physical or digital form
	15	2.3.5 Inn	The LA pursues the following innovative practices to prevent spread of communicable diseases	a. Mapping of communicable disease-prone areas	Check out maps of infectious disease outbreaks created by LA. (physically or digitally)
				b. Using GIS technology for gathering data on communicable diseases	Through a system audit and related reports
				c. Using mobile technology (Apps) to collect data on communicable diseases	Physically check existing Apps and phone numbers to collect information related to communicable diseases.
				d. Using mobile or web-based technology for inspection on dengue	Check if the relevant software is currently active
				e. Using mobile or web-based technology for inspection on eateries	Check if the relevant software is currently active
	16		Compliance in delivering	a. Registration of users	Check beneficiary attendance register

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
2.4 Child and Mother care services		2.4.1 Com	of Child and Mother Care services with the procedures laid out by MOH	b. Periodic consultation with MoH on needs c. Mechanism for receiving complaints	Check the counsellors' registers and meeting minutes. <ul style="list-style-type: none"> A complaint box. Complaints register Check if available a separate phone number for complaints <ul style="list-style-type: none"> Check if available, an App and a separate phone number for complaints
	17	2.4.2 Efy	Amount spent (per 1000 population) from own revenue for delivering Child and Mother Care services	a. Amount spent in last year for permanent staff related expenditure from Own Revenue (other than staff salaries) such as overtime, additional payments, etc for delivering mother and childcare services (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	<ul style="list-style-type: none"> Expenditure Ledger / Expenditure Documents (Child and Maternal program costs) Annual budget document
				b. Amount spent in last year for temporary / casual staff related expenditure from own revenue such as wages, overtime, additional payments, etc for delivering mother and childcare services (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	<ul style="list-style-type: none"> Expenditure Ledger / Expenditure Documents (Child and Maternal program costs) Annual budget document

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				c. Any other recurrent cost incurred from Own Revenue in last year for delivering mother and childcare services	• Expenditure Ledger / Expenditure Documents (Child and Maternal program costs)
				d. Total Capital Expenses spent for Delivering Child & Mother Care from Own Revenue Last Year	• Annual budget document
				e. Population of LA	• Resource profile (population)
	18	2.4.3 Efv	Ratio of funds spent on Mother and Child care services over funds allocated from own revenue for the same in the budget.	a) Total Recurrent Expenses allocated for Delivering Child & Mother Care from Own Revenue Last Year	• Detailed budget
				b) Total Recurrent Expenses spent for Delivering Child & Mother Care from Own Revenue Last Year	• Income and expenditure accounts Vote ladger
	19	2.4.4 Inc	The LA has ensured compliance with the following established operational procedures	a. Seating Arrangement	Facilities physically check
				b. Toilet facilities	
				c. Electricity	
				d. Toilet facilities	
				e. Drinking water	
				f. Kids play area	
				g. Breast feeding room	
				h. Wheelchair access	
				i. Bilingual instructions	
				j. No of Mother and Childcare clinics (managed by MoH and LA) in the LA area	
				k. Name and location of the mother and clidcare clinic considered for this question	
	20	2.4.5 Inn	The LA uses the following innovative practices to	a. Leveraging resources from local donors for improving services in the child and mother care centres	• Donation list of local donors or file. • Inventory document. • Receipt letters issued to individuals

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			deliver Child and Mother Care services	b. Organizing shrmadhana campaigns with the support of the community	<ul style="list-style-type: none"> On community participation programs records and Participation Lists (Photographs) Program files and documents
				c. Engaging periodically with MOH and officials to review operations	Related documents and meeting minutes
				d. Operating an exclusive complaints handling mechanism in the LA-facilitated child and mother care centres	Receiving External Complaints Related to Child and Maternity Clinics. Mechanism of Acquisition: Process for receiving and documenting complaints. Complaints Register and Actions Taken: Record of complaints and the steps taken to resolve them, including issues related to roads..
2.5 Public Toilets	21	2.5.1 Com	The LA has ensured compliance with the following established operational procedures	a. All public places required public toilets are identified	Check the need identification for public toilets. Check the survey report
				b. An updated Public Toilet Register with all maintenance and ownership details	<ul style="list-style-type: none"> Check the public toilet register. Check it out Legal ownership of property ie deeds and transfer of ownership document Inspection of public toilet cleaning work plan Check the Monitoring plan of the public toilets cleaning tasks Physically check for cleanliness of tolets
				c. By-laws passed relating to regularization, control and levy	<ul style="list-style-type: none"> Council resolution for by-laws Physically inspect the bylaws. Gazette in which the bye-laws are published
				d. Operations manual with operations and maintenance instructions and procedures for public toilets	Check availability of operational manual
				e. Inclusion of public toilets in fixed assets registry	Check fixed assets register

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	22	2.5.2 Efy	Ratio of funds actually spent on public toilets over revenue collected from public toilets	a. Amount spent in last year for permanent staff related expenditure from Own Revenue (other than staff salaries) such as overtime, additional payments, etc for delivering services related to public toilets (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	For information, Check the final accounts and cost analysis reports
				b. Amount spent in last year for temporary / casual staff related expenditure from own revenue such as wages, overtime, additional payments, etc for delivering services related to public toilets (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	, Check the final accounts and cost analysis reports
				c. Any other recurrent cost incurred from Own Revenue in last year for delivering services related to public toilets	Check final accounts and revenue reports
				d. Total Revenue generated from Public Toilets in last year (revenue from lease, user fees, rent, etc)	Check final accounts and revenue reports
	23	2.5.3 Efv	The ratio of funds actually spent on public toilets (capital and recurrent)	a. Total Recurring Expenses spent on Public Toilet Facilities from Own Revenue Last year on actual terms	Final Accounts and Expenditure Register

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			from own revenue over the budgeted amount for the same	b. Total Capital Expenses spent on Public Toilet Facilities from Own Revenue Last year on actual terms	Final Accounts and Expenditure Register
				c. Total Recurring Expenses Allocate on Public Toilet Facilities from Own Revenue Last year as per last year budget	Last year budget
				d. Total Capital Expenses Allocate on Public Toilet Facilities from Own Revenue Last year as per last year budget	Last year budget
	24	2.5.4 Inc	The LA has incorporated the following women, children, elderly, and disability-friendly facilities in LA- owned public places/toilets:	a. Easy wheelchair access	Physical observations and related documents and reports
				b. Handrails for the elderly	
				c. Tactile markings for visually impaired individuals	
				d. Clear instructions in the language of choice	
				e. Child-friendly facilities	
				f. Adequate lighting within the area and passages	
				g. No of Public toilets managed by LA in the LA area	
				h. Name and location of the mother and childcare clinic considered for this question	
	25	2.5.5 Inn	The LA adopts the following innovative practices in managing and operating public toilets:	a) Implementing a non-contact system for fee collection and sanitizing to promote hygiene and convenience for users.	Physical observation
				b) Engaging in Public Private Partnership for the construction or maintenance of public toilets, enhancing efficiency and resource allocation.	Relevant agreements if conducted as PPP projects

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				c) Utilizing Information and Communication Technology (ICT) for receiving user feedback, enabling better service improvements based on user experiences.	Physically observe
				d) Providing additional facilities for users such as seating areas and access to drinking water to enhance comfort and convenience during their visit.	Physically observe
2.6 Food Hygiene	26	2.6.1 Com	The LA has ensured compliance with the following established legal and operational procedures for ensuring food hygiene, which include:	a. Maintaining an updated register on food sample investigations.	Verify Documentation Recording of Food Samples for Testing Confirm advance payments made for PHI for purchasing food samples.
				b. Notifying ALL violators within the stipulated time frame.	Follow-up on food product inspection. Check the registers where the action taken by MOH has been recorded for this purpose.
				c. Taking legal action against all violators.	Check case file /register
				d. Ensuring a copy of the regulations on food hygiene is available and accessible.	Check of having a Copy of Food Control Act and Regulations
				e. Maintaining an updated registry on approved food handling/processing institutions.	<ul style="list-style-type: none"> Survey reports conducted annually to update approved food processing and handling establishments. Information document/reports
	27	2.6.2 Efy	The actual recurring expenses are done by the LA from its own revenue per food handling institution for regulating food hygiene standards (% change compared to the district	a. Amount spent in last year for permanent staff related expenditure from Own Revenue (other than staff salaries) such as overtime, additional payments, etc for engaging in food hygiene inspection, testing and regulation related activities (Consider the percentage of time used by the staff	Monitor annual accounts and cost analysis reports.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			average).	assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	
				b. Amount spent in last year for temporary / casual staff related expenditure from own revenue such as wages, overtime, additional payments, etc for engaging in food hygiene inspection, testing and regulation related activities (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	Monitor annual accounts and cost analysis reports.
				c. Any other recurrent cost incurred from Own Revenue in last year for engaging in food hygiene inspection, testing and regulation related activities	
				d. Number of Food handling Institutes in the LA area	Check Income Survey Reports, Income Statements and Budgets
	28	2.6.3 Efv	Ratio of actual expenditure incurred by the LA for regulating food hygiene standards over funds allocated from own revenue in the budget for the same.	a. Actual expenditure incurred by the LA for regulating food hygiene standards	Check account reports and payment analysis reports
				b. Budgeted expenditure incurred by the LA for regulating food hygiene standards	Check Annual budget
	29	2.6.4 Inc	The LA has an internal policy that includes	a. Informal businesses	• Internal policies prepared for groups at risk (a-d groups)
				b. Women-led businesses	

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			special considerations for businesses owned by vulnerable	c. Businesses led by people with disabilities	<ul style="list-style-type: none"> Approved the implementation of internal policies Council approval/Decisions. Confirmation that internal policies are implemented. Documents and files.
				d. Businesses run by Samurdhi beneficiaries	
	30	2.6.5 Inn	The LA adopts the following innovative practices to improve food hygiene:	a. Utilizing GIS technology for gathering data on Food Handling Institutions (FHIs).	Data collection system of food suppliers using GIS technology.
				b. Implementing grading for ALL eateries within the last six months to ensure food safety standards are met.	<ul style="list-style-type: none"> Restaurant Rating Document. Criteria used for ranking. Ranking survey reports by criteria..
				c. Monitoring FHIs through a web-based monitoring system for real-time oversight and quality control.	Physically check the relevant web page
				d. Operating an exclusive complaints handling mechanism focused on FHIs to address concerns promptly.	<ul style="list-style-type: none"> Recording of public complaints regarding food. Immediate redressal mechanism for complaints received.
				e. Implementing a system to track the health and hygiene of staff working in food handling institutions, ensuring a safe and hygienic environment for food preparation and handling.	System testing and documentation testing
2.7 Repair and maintenance	31	2.7.1 Com	Percentage of gazetted roads owned by the LA over the total number of roads owned by the LA. (The following details of the roads should be made available in the gazette)• Basic data and	a. Number of Roads in the Area	<ul style="list-style-type: none"> Road inventory (having basic information such as drainage systems) Inventory of rainwater drains
				b. Number of Roads gazette with Basic data and information of roads including drains and titles for roads	Gazette notification

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			information records on roads and drains. • Legal title of the roads has been obtained under statutory provisions):		
	32	2.7.2 Efy	The actual amount spent by the LA on road and storm water drainage (per 1000 citizens) from own revenue (% change compared to the district average).	a. Amount spent in last year for permanent staff related expenditure from Own Revenue (other than staff salaries) such as overtime, additional payments, etc for ensuring proper construction and maintenance of roads and stormwater drainage in LA area. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	<ul style="list-style-type: none"> Income Expenditure Analysis Reports Last year's budget document
				b. Amount spent in last year for temporary / casual staff related expenditure from own revenue such as wages, overtime, additional payments, etc for ensuring proper construction and maintenance of roads and stormwater drainage in LA area. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	<ul style="list-style-type: none"> Income Expenditure Analysis Reports Last year's budget document
				c. Any other recurrent cost incurred from Own Revenue in last year for ensuring proper construction and maintenance	<ul style="list-style-type: none"> Income Expenditure Analysis Reports Last year's budget document

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				of roads and stormwater drainage in LA area.	
				d. The actual Capital Expenses made by the LA on road and stormwater drainage from own revenue in the last year	<ul style="list-style-type: none"> Income Expenditure Analysis Reports Last year's budget document
				e. Population	Population related data
	33	2.7.3 Efv	The ratio of funds spent by the LA on roads and storm water drains (capital + Recurrent) from its own revenue compared to the amount budgeted for the same.	a. The actual Recurring Expenses made by the LA on road and storm water drainage from own revenue in the last year	Expenditure Ledger/ Expenditure Documents (cost on maintenance of roads and drains)
				b. b. The actual Capital Expenses made by the LA on road and storm water drainage from own revenue in the last year	Last year's expense analysis reports
				c. The planned Recurring Expenses made by the LA on road and storm water drainage from own revenue in the last year	Last year budget
				d. The planned Capital Expenses made by the LA on road and stormwater drainage from own revenue in the last year	Last yuear busget
	34	2.7.4 Inc	The LA maintains a Road Inventory that includes a scoring criterion based on connectivity to social and economically critical services, which incorporates the following aspects:	a. Roads leading to schools	Check that there is a council approved road classification criterias and road inventory.
				b. Roads leading to hospitals	
				c. Roads leading to industries / industrial areas	
				d. Roads leading to markets / fairs	
				e. Roads leading to mother and childcare facilities	
				f. Roads leading to plantation and agricultural areas	

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	35	2.7.5 Inn ১৯৯	The LA adopts the following innovative practices for maintaining roads and stormwater drainage:	a. Utilizing mobile technology for data collection to efficiently gather information on road conditions and drainage.	Mobile App used to collect information
				b. Implementing GIS technology for maintaining the road inventory, enabling effective mapping and tracking of road assets.	Prepared updated road inventory using GIS technology
				c. Utilizing a web-based portal for analyzing road-related data, facilitating data-driven decision-making for maintenance and improvement.	<ul style="list-style-type: none"> Internet-based tools for information analysis Evidence of software usage
				d. Introducing community-led programs for the maintenance of roads and stormwater drainage, promoting community involvement and ownership.	<ul style="list-style-type: none"> Community-led roads and storm drains maintenance programs Attendance register Photographs and documents proving expenses incurred
				e. Enlisting private sector support through partnerships for the maintenance of roads and storm water drainage, fostering collaboration and expertise.	<ul style="list-style-type: none"> Programs related to roads and drainage systems maintenance with private sector participation.
				f. Implementing an ICT-based complaints handling system, allowing citizens to report road and drainage issues and ensuring prompt and efficient resolution.	<ul style="list-style-type: none"> IT-based complaint management handling information systems and related documentation Grievance Redressal Mechanism"
2.8 Markets / Public Market /	36	2.8.1 Com	The LA ensures compliance with the following legal and operational requirements for managing and operating	a. Enacting by-laws to regulate control and levy fees in accordance with the law.	Check if the bylaws are available
				b. Signing updated formal agreements regarding market stalls	Check for updated rental agreements.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
Commercial Complex			public markets / commercial complexes:	with relevant stakeholders.	
				c. Taking appropriate action against those who violate the agreement or established rules.	Court Proceedings and case files
				d. Ensuring that trade stalls are utilized only for approved businesses as per the guidelines.	Relevant agreements and guidelines / Manuals
				e. Regularly revising the rent of trade stalls using valuations conducted within the last three years to ensure fairness and accuracy.	Estimation reports and council approvals
	37	2.8.2 Efy	The actual amount spent by the LA on operational expenses of public markets/commercial complexes (per 1000 citizens) from own revenue (% change compared to the district average).	<p>a. Amount spent in last year for permanent staff related expenditure from Own Revenue (other than staff salaries) such as overtime, additional payments, etc for managing LA owned Markets / Public Market / Commercial Complex in LA area. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)</p> <p>b. Amount spent in last year for temporary / casual staff related expenditure from own revenue such as wages, overtime, additional payments, etc for managing LA owned Markets / Public Market / Commercial Complex in LA area. (Consider the percentage of time used by the staff assigned for this task. For ex.</p>	<p>Income Summary/ Income Documents (generated own revenue)</p> <ul style="list-style-type: none"> Expense ledger (Actual operational cost incurred for public market, commercial shopping malls. <p>• Expense ledger (Actual operational cost incurred for public market, commercial shopping malls.</p>

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	
				c. Any other recurrent cost incurred from Own Revenue in last year for managing LA owned Markets / Public Market / Commercial Complex in LA area.	• Expense ledger (Actual operational cost incurred for public market, commercial shopping malls.
				d. Population	• Resource Profile (Jurisdiction Population Secondary Data) • Population Information Reports
	38	2.8.3 Efv	The Ratio of annual operational costs on public markets/commercial complexes over total annual revenue received from public markets/commercial complexes.	a. The actual amount spent by the LA on operational expenses of public markets/commercial complexes from own revenue	• Final accounts of cost ledger (annual operating cost of public markets and commercial shopping malls)
				b. The actual Revenue collected by the LA on operational expenses of public markets/commercial complexes from own revenue	• Income Summary/ Income Documents (Total Income Earned from Public Markets and Commercial Malls)
				c. Total no of commercial complexes owned by LA	• List of Commercial Complexes of LA
				d. Total no of permanent public markets/fairs owned by LA	• List of Permanent public market/fairs of LA
				e. Total no of commercial spaces/units in the existing commercial shopping complexes, public markets and other public areas owned by the LA	Income Summary/ Income Documents (Total Income Earned from Public Markets and Commercial Malls)
	39	2.8.4 Inc	The LA has implemented the following measures to	a. Giving priority to women-led businesses.	• Council Approval on Women's Entrepreneurship Internal Policy

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			facilitate access and use by disadvantaged groups:		<ul style="list-style-type: none"> Council Consensus/Decision Gender-Disaggregated Data System Check the Designated Spaces allocated for women accordingly the Internal Policy
				b. Providing priority for people with disabilities.	<ul style="list-style-type: none"> Internal Governance Policy Prioritizing People with Disabilities Council Resolution/Decision on a Disability Information System Special Services Organized for Categories a and b (e.g., training programs, business promotion services, dedicated payment counters)
				c. Allocating space for local producers.	Conducted for Sales and Marketing Promotion Programs
				d. Allocating space to promote local tourism.	Information related to the activities that have been launched to provide opportunities to promote local tourism
	40	2.8.5 Inn	The LA adopts the following innovative practices for operating public markets	a. Utilizing the Public Private Partnership (PPP) model for construction.	<ul style="list-style-type: none"> Memorandum of Understanding/Partnership Agreement Files related to the construction done
				b. Implementing PPP for maintenance of public markets.	<ul style="list-style-type: none"> Memorandum of Understanding/Partnership Agreement Files related to the maintenance activities carried out
				c. Engaging citizens and community groups for maintenance and repairs.	<ul style="list-style-type: none"> Memorandum of Understanding/ Joint Partnership Agreements Files related to maintenance
				d. Utilizing mobile technology for effective communication with shop owners.	Check the existing software system
				e. Using an online database for efficient market management.	Monitor the information system including updated online data to check the use of online data systems for market management

Core performance area	S N o	Cod e	Evaluation criteria	Options	Supporting Documents
2.9 Weekly Fair				f. Implementing online and bank payments for rentals to enhance convenience.	Check the applicable online payment method and system
				g. Utilizing market space for digital advertising to increase own revenue.	Physical observation and examination of relevant information records
	41	2.9.1 Com	The LA ensures compliance with the following legal and operational requirements for managing and operating weekly fairs:	a. Enacting by-laws to regulate control and levy fees for the weekly fairs.	Check Relevant by-laws and gazette notification
				b. b. Zoning the stalls according to the wet and dry nature of items for sale.	Relevant design and physical inspection
				c. c. Maintaining a register to record revenue from the weekly fair.	Income register
				d. d. Keeping a register for vendors registered with the LA for participation in the weekly fairs.	Relevant registration documents
	42	2.9.2 Efy	The actual amount spent by the LA on operational expenses of weekly fairs (per 1000 citizens) from own revenue (% change compared to the district average).	a. Amount spent in last year for permanent staff related expenditure from Own Revenue (other than staff salaries) such as overtime, additional payments, etc for operating and maintaining weekly markets/fairs in LA area. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	Cost Ledger (Actual operating costs incurred for weekly fair)
				b. Amount spent in last year for temporary / casual staff related expenditure from own revenue such as wages, overtime, additional payments, etc for operating and maintaining weekly markets/fairs in LA area. (Consider the percentage of	Cost Ledger (Actual operating costs incurred for weekly fair)

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	
				c. Any other recurrent cost incurred from Own Revenue in last year for operating and maintaining weekly markets/fairs in LA area.	Cost Ledger (Actual operating costs incurred for weekly fair)
				d. Population	Resource Profile (Population)
	43	2.9.3 Efv	The proportion of annual operational cost by the LA on weekly fairs compared to the total annual revenue received from weekly fairs.	a. The actual Recurring Expenses made by the LA on weekly fairs in the last year	Expenditure Ledger / Expenditure Documents (Annual operating cost for weekly market)
				b. පළාත් පාලන ආයතනය සති පොලවල් මෙහෙයුම් තුළින් රැස්කළ සත්ය ආදායම	Income Summary/ Income Document Annual income earned by weekly market
				c. No of designated locations where the weekly fairs are operated by the LA	List of Weekly Fairs
	44	2.9.4 Inc	The LA has an internal policy that outlines the criteria for allocating spaces in public markets and fairs, prioritizing:	a. Women vendors	Priorities for allotment of fairgrounds and market spaces to the parties mentioned in a to d
				b. Vendors with disabilities	
				c. Local entrepreneurs	
				d. Other vulnerable vendors	
	45	2.9.5 Inn	The LA adopts the following innovative practices for operating weekly fairs:	a. Utilizing the Public Private Partnership (PPP) model for setting up weekly fairs, promoting efficient management and resource allocation.	<ul style="list-style-type: none"> Documents that prove PPPs Memorandum of Understanding / Partnership Agreement. Council decision and approval.
				b. Leveraging the land used for weekly fairs for revenue-making purposes when the fair is not in operation, optimizing the use of resources.	<ul style="list-style-type: none"> Letters and agreements confirming that the site where Satipola is held has been given to other income generation sources (on non-existent days). Council Approval

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				c. Engaging citizens for maintenance and repairs of the fairgrounds, fostering community involvement and ownership.	<ul style="list-style-type: none"> Documents related to proof of community participation in maintenance and repair activities. Council decision and approval"
				d. Organizing 'thematic weekly fairs' with specific themes such as local food or local handicrafts, creating unique and appealing experiences for visitors and vendors.	<ul style="list-style-type: none"> Council approval obtained for themed weekly fair. Documents that can be proven to be based on themes

Practices of National Bibliography

The practice of using a national bibliography is concerned with compiling a comprehensive list of all publications published in a particular country or region. This list usually includes books, periodicals, newspapers, government publications, and various other documents in various formats such as electronic and audio-visual media.

There are several reasons why the practice of using a national bibliography is important. First, it provides an insightful account of the country's intellectual and cultural products that can be used for research and historical purposes. It can also act as a tool to identify gaps in a country's publishing industry by promoting the development of new subject matter..

Second, a national bibliography can help librarians and other information professionals build and manage their collections. By consulting the bibliography, they can identify and acquire materials relevant to the needs and interests of their patrons.

Third, a national bibliography can be used to promote cultural exchange between different countries. By ensuring that a country's literary output is more visible and accessible to readers in other countries, bibliography can help foster a greater understanding and appreciation of different cultures.

Overall, the practice of using a national bibliography is an important tool for promoting scholarship, cultural exchange, and the development of the publishing industry. It helps facilitate the dissemination of knowledge and ideas as well as providing a valuable resource for researchers, librarians and other information professionals.

The National Library and Documentation Services Board (NLDSB) is responsible for compiling and maintaining the National Bibliography in Sri Lanka. NLDSB publishes a monthly publication called "Sri Lanka National Bibliography" which lists all publications, books, periodicals, newspapers, government publications and other materials produced in the country during the month in various formats..

The National Bibliography of Sri Lanka is available in both print and electronic formats and is widely used by librarians, researchers and other information professionals. The NLDSB also maintains an online database of the National Bibliography of Sri Lanka accessible through their website.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
<p>In addition to compiling the National Bibliography, the National Library and Documentation Services Board (NLDSB) also provides training and support to librarians and other information professionals in Sri Lanka on how to use and access the National Bibliography. They also work to promote the development of the publishing industry in Sri Lanka by encouraging local publishers to submit their publications to the National Bibliography..</p> <p>Overall, the practices of the National Bibliography of Sri Lanka are focused on providing a comprehensive record of the country's intellectual and cultural production, promoting the development of the publishing industry, and facilitating access to information for researchers, librarians and other information professionals.</p> <p><u>Points to consider in arranging comfortable furniture for libraries:</u></p> <p>There are several factors to consider when choosing the chairs specifically for a library, including comfort, durability, artistry, and functionality. Some of the specifications you will need to consider are (materials, science of measuring individual performance in the work environment, design and design, size and space, stacking or flexing capacity, noise reduction, accessibility, fire safety, maintenance and cleaning, sustainability)</p>					
2.10 Management of Libraries and Reading Rooms	46	2.10.1 Com	The LA ensures compliance with the following legal and operational requirements for managing and operating public libraries:	a. Enacting library by-laws or adopting standard by-laws relating to libraries.	<ul style="list-style-type: none"> • The council decision to enact the library by-laws and the gazette notice that published it • Council decision of adoption of the library standard bylaws <p>The decision and the gazette notification that published it.</p>
				b. Practicing the use of the national bibliography in maintaining the books register.	Index / National Bibliography
				c. Conducting an Annual Board Survey by the end of January.	Annual Book Survey Report
				d. Maintaining a membership register for library users.	Register of Readers (Members).
				e. Keeping a fines register to record fines imposed on late returns or other library infractions.	Register of fines
				f. Ensuring the cleanliness of toilets in the library premises.	Physical examination
				g. Adopting green concepts to promote environmental sustainability in library operations.	Physical examination

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				h. Providing comfortable furniture for library users to enhance their reading and studying experience.	Physical examination
	47	2.10.2 Efy	The actual amount spent by the LA on operational expenses of libraries per active member (Active member means who lends from library at least once in a month) (% change compared to district average).	a. Amount spent in last year for permanent staff related expenditure from Own Revenue (other than staff salaries) such as overtime, additional payments, etc for operating and maintaining libraries and reading rooms in LA area. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	<ul style="list-style-type: none"> Last year income and expenditure analysis report පසුගිය Expenses ledger
				b. Amount spent in last year for temporary / casual staff related expenditure from own revenue such as wages, overtime, additional payments, etc for operating and maintaining libraries and reading rooms in LA area. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	<ul style="list-style-type: none"> Last year income and expenditure analysis report පසුගිය Expenses ledger
				c. Any other recurrent cost incurred from Own Revenue in last year for operating and maintaining libraries and reading rooms in LA area..	<ul style="list-style-type: none"> Last year income and expenditure analysis report පසුගිය Expenses ledger
				d. Capital expenditure spent in last year from own revenue for operating and	<ul style="list-style-type: none"> Last year income and expenditure analysis report පසුගිය

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				maintaining libraries and reading rooms in LA area..	• Expenses ledger
				e. Total Number of Members in all libraries	• Library List / Library Members list
				f. Number of Active Members in all libraries	
				g. No of Public libraries (Supra) managed by LA	
				h. No of Public libraries (I) managed by LA	
				i. No of Public libraries (II) managed by LA	
				j. No of Public libraries (III) managed by LA	
				k. No of LA owned reading rooms managed by LA	List of Reading Room
				l. No of reading rooms supported but NOT owned by LA	• Lending register • Members attendance
	48	2.10.3 Efv	The annual average number of books lent per member per day (% change compared to the district average).	a. Number of days opened for public in last year	Attendance register
				b. Number of Books Lent in all libraries during last year	Lending register
				c. Number of Active Members	Membership register

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	49	2.10.4 Inc	The LA has provided the following stipulated facilities for disabled readers:	a. Wheelchair access to ensure easy entry and movement within the library.	<ul style="list-style-type: none"> Physical examination Check the slope of the wheelchair access
				b. Toilet facilities designed for people with disabilities, promoting inclusivity and accessibility.	<ul style="list-style-type: none"> Physical examination Toilets that do not have disabled access and do not have features used by the disabled should not be considered disabled toilets. <p><u>Essential accessories for disabled toilets:</u> <i>When designing a disabled accessible toilet, it is important to ensure that it meets the needs of disabled people and provides a safe and inclusive environment. Here are some essential accessories and features to consider in that regard. (grab bars, wheelchair accessible layout, wheelchair accessible toilet, accessible sink, hand dryers and paper dispensers, mirror placement, emergency warning horns, non-slip floor surfaces, clear signage</i></p>
				c. An exclusive section for visually handicapped individuals, offering resources tailored to their needs.	Physically check
				d. Services in sign language to assist deaf or hearing-impaired readers.	Physically check
				e. Tactile access for the visually impaired, enabling them to navigate and use library resources effectively.	Physically check Check if the library has a Braille section
	50	2.10.5 Inn	The LA adopts the following innovative practices for operating libraries	a. Utilizing a web-based library management system to streamline library operations and enhance user experience.	Physical check whether digital based management system (software system) is operational

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				b. Providing eLearning facilities to offer online educational resources and opportunities to library members.	Physically check the facilities
				c. Offering digital membership cards (SMART cards) to members, enabling convenient and efficient access to library services.	Physically check the relevant facilities
				d. Organizing events to promote education, fostering a learning culture within the community.	<ul style="list-style-type: none"> • Program list for educational campaigns • Participation attendance • Expense report • Council approval <p><u>(eLearning facilities) e-learning facilities:</u> <i>To successfully support the realization of e-learning, there are several physical infrastructures that can be considered. These facilities help create an environment conducive to online learning and ensure a smooth and productive experience for learners. Some of the essential physical infrastructure for e-learning are (high-speed internet facilities, computers and laptops, audio-visual equipment, web camera and microphone, interactive whiteboards, learning management systems (LMS), dedicated video conferencing tools,</i></p>
				e. Arranging events to promote culture, celebrating diversity and heritage within the LA area.	<ul style="list-style-type: none"> • Program files of work done for cultural outreach • Participation Name List
				f. Conducting webinars on different subjects, providing opportunities for knowledge sharing and continuous learning.	Reports related to proof of delivering lectures to various readers organized through web technology

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				g. Digitally documenting old books and manuscripts, preserving historical knowledge for future generations.	Check for digital preservation methods used for old books and manuscripts
				h. Undertaking or supporting research initiatives to contribute to the advancement of knowledge.	Check out the reports and theses related to the various research projects that have been helped
				i. Providing mobile library services, bringing books and resources to communities beyond the physical library space	Plan related to maintaining mobile library service. •Log book of records of the vehicle used •Lending Register of Mobile Library
2.11 Playgrounds	51	2.11.1 Com	The LA ensures compliance with the following legal and operational requirements for managing playgrounds:	a. Enacting by-laws to regulate control and levy fees pertaining to playground usage and management.	By-law and published gazette notification
				b. Possessing relevant documents to confirm the legal ownership of the playgrounds.	Fixed assets registry and deeds, plans
				c. Maintaining a register with records of maintenance and improvements made by the LA for the playgrounds.	Playground maintenance registry
				d. Keeping a register for booking playgrounds for exclusive use, ensuring fair and organized access to the facilities.	Stadium Reservation Register
	52	2.11.2 Efy	The actual amount spent by the LA on the maintenance of playgrounds (per 1000 population) from own revenue (% change	a. Amount spent in last year for permanent staff related expenditure from Own Revenue (other than staff salaries) such as overtime, additional payments, etc for operating and maintaining LA owned play grounds in LA area. (Consider the percentage of	• Expenditure Ledger /final Accounts (Expenditure incurred on stadium maintenance)

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			compared to the district average).	time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	
				b. Amount spent in last year for temporary / casual staff related expenditure from own revenue such as wages, overtime, additional payments, etc operating and maintaining LA owned play grounds in LA area. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	• Expenditure Ledger /final Accounts (Expenditure incurred on stadium maintenance)
				c. Any other recurrent cost incurred from Own Revenue in last year for operating and maintaining LA owned play grounds in LA area.	• Expenditure Ledger /final Accounts (Expenditure incurred on stadium maintenance)
				d. No of LA owned play grounds in the LA area	List of Play Grounds of LA
				e. Population	Resource Profile (Population) Secondary Data
	53	2.11.3 Efv	The ratio of actual funds spent by the LA on annual maintenance expenses for playgrounds from own revenue over the budgeted allocations for the same.	a. The actual amount spent by the LA on the maintenance of playgrounds from own revenue in the last year	Expenditure Ledger (Costs incurred for stadium maintenance and operations)
				b. The planned allocation by the LA on the maintenance of playgrounds from own revenue in the last year	Budget Document (Allocation Value for Stadium Maintenance)

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	54	2.11.4 Inc	The LA has made the following facilities available in playgrounds to ensure access and safety for women, children, and disabled individuals:	a. Wheelchair access to enable easy movement within the playground for disabled individuals. b. Proper lighting within the playground to ensure safety during evening hours. c. Proper lighting in the access roads leading to the playground to enhance safety and visibility. d. Safety fence around the playground to prevent unauthorized access and enhance security. e. Separate toilets for men and women to provide privacy and convenience for all users. f. Name and location of the playground considered to answer this question	Physical check whether facilities a-e are provided for safety of women children and disabled persons
			<p><i>Note for Good Lighting: Good lighting is essential in public and children's playgrounds to ensure a safer, more visible, and stimulating environment. Here are some specifications to consider for the presence of good lighting in public and children's playgrounds:</i></p> <p><i>The level should be suitable for different activities and should be evenly distributed to minimize shadows and dark spots.</i></p> <p><i>Safety standards: Comply with local safety standards and regulations for outdoor lighting. These standards may include guidelines on light levels, brightness control, prevention of light pollution and electrical safety.</i></p> <p><i>Uniformity and Color Rendering: Uniform light distribution aims to eliminate harsh contrasts between bright and dark areas. Also, prioritize lighting fixtures with high color rendering properties to improve visibility and improve object and surface recognition.</i></p> <p><i>Glare Reduction: Use glare-reducing lighting fixtures to ensure the comfort and safety of playground users. Direct glare interferes with vision and can cause discomfort or temporarily impair vision. Consider using fixtures with proper covers or diffusing elements to reduce direct glare.</i></p> <p><i>Durability and Weatherability: Choose lighting fixtures that are durable, weatherproof, and suitable for outdoor use. The fixtures chosen should be able to withstand rain, humidity, temperature fluctuations, and other possible impacts.</i></p> <p><i>Energy efficiency: Choose energy-efficient lighting solutions aimed at reducing energy consumption and minimizing environmental impact. LED (Light Emitting Diode) lighting technology is a popular choice for its outdoor applications due to its energy efficiency, long life and controllability.</i></p> <p><i>Lighting Controls: Consider adjusting lighting controls to adjust light levels based on time of day, usage patterns and energy saving needs. Motion sensors or timers are capable of turning lights on or off when needed, contributing to energy efficiency and cost savings.</i></p>		

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			<p>Working Pathway and safety lighting: Install working path lighting to illuminate walkways, entrances, exits and areas around playgrounds to avoid potential hazards. This ensures safety of working and minimizes the risk, falls or accidents.</p> <p><i>Adequate coverage: Ensure that all essential areas within the playground, such as playing equipment, seating areas, pathways and gathering spaces, are adequately lit to promote safety and visibility..</i></p> <p><i>Aesthetics: Consider the aesthetic appeal of the lighting design to create an inviting and visually pleasing environment. Lighting fixtures that complement the overall design and ambiance of the playground can enhance the user experience.</i></p> <p><i>Emergency Lighting: Install emergency lighting systems or backup power supplies to provide lighting during power outages or emergencies. Emergency lighting should direct users safely to exits or evacuation routes.</i></p>		
	55	2.11.5 Inn	The LA adopts the following innovative practices in managing playgrounds:	a. Utilizing spaces in playgrounds for revenue generation through advertisements, optimizing the use of available resources.	<ul style="list-style-type: none"> • In order to generate revenue in the stadium, Providing opportunity for advertising billboards Billboards etc. Income register
				b. Engaging youth groups in playground maintenance, fostering community involvement and ownership.	<ul style="list-style-type: none"> • Documents that confirming Maintenance activities are done with the participation of young people. • Playground Maintenance File • Agreed contracts (with youth personnel)
				c. Involving the private sector in providing facilities within the playgrounds, leveraging expertise and resources for enhanced services.	<ul style="list-style-type: none"> • Agreement with the private sector in getting facilities • Documents confirming agreements and facilities provided
				d. Collaborating with the private sector to offer recreational services in the playgrounds for a fee, providing additional amenities and activities for the public.	<ul style="list-style-type: none"> • If stadiums are provided for recreational services Details of applicable security deposit amount • Entertainment tax revenue • Initialized files for each activity. • Open contracts with the private sector
2.12 Crematorium	56	2.12.1 Com	The LA ensures compliance with the following legal and operational	a. Enacting by-laws to regulate and control the functioning of crematoriums.	<ul style="list-style-type: none"> • Check the crematorium by-laws have been published and Gazette Notice

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			requirements for managing crematoriums:	b. Maintaining a regular record of all dead bodies cremated at the crematoriums.	<ul style="list-style-type: none"> Cremation Acceptance/booking Register Crematorium maintenance register
				c. Obtaining the deed and plan in respect of every crematorium to ensure legal ownership and proper documentation.	<ul style="list-style-type: none"> Deeds and land transfer evidencing legal title Fixed Asset Register
				d. Implementing an operations manual for the crematorium, detailing the procedures and guidelines for its proper functioning.	Crematorium Operations Manual (Works procedure)
	57	2.12.2 Efy	The actual operational cost incurred by the LA per cremation (% change compared to the district average)	a. Amount spent in last year for permanent staff related expenditure from Own Revenue (other than staff salaries) such as overtime, additional payments, etc for operating and maintaining LA owned crematoriums in LA area. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	<ul style="list-style-type: none"> Expenditure Ledger (cost per body to cremation) Crematorium Expenditure Register (if maintained)
				b. Amount spent in last year for temporary / casual staff related expenditure from own revenue such as wages, overtime, additional payments, etc operating and maintaining LA owned crematoriums in LA area. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	<ul style="list-style-type: none"> Expenditure Ledger (cost per body to cremation) Crematorium Expenditure Register (if maintained)

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				c. Any other recurrent cost incurred from Own Revenue in last year for operating and maintaining LA owned crematoriums in LA area.	<ul style="list-style-type: none"> Expenditure Ledger (cost per body to cremation) Crematorium Expenditure Register (if maintained)
				d. No of LA owned crematoriums in LA area	<ul style="list-style-type: none"> List of Crematoriums
				e. Number of Cremations done last year	Cremation Register
	58	2.12.3 Efv	The ratio of actual funds spent by the LA on the annual maintenance expenses for the crematorium from own revenue compared to the budgeted allocations for the same.	a. The actual amount spent by the LA on operational expenses of Crematorium from own revenue in the last year	Income Expenditure Analysis Report
				b. The amount planned by the LA on operational expenses of Crematorium from own revenue in the last year	Last year budget
	59	2.12.4 Inc	The LA has an internal policy concerning the allocation and charges for economically disadvantaged groups for using crematoriums, which includes the following details:	a. Eligibility criteria to determine who qualifies as economically disadvantaged for availing the benefits.	Internal Policy on Affordable Cremation Options for provision of relief for Economically Disadvantaged Individuals:
				b. Requirement of approval from the council to ensure proper oversight and authorization.	Council approval for internal policy
				c. Observations from the District Local Government (DLG) or Central Local Government (CLG or ACLG) to ensure compliance with regulations.	Letters giving Commissioner's observations (CLG /ACLGs)
				d. Public display of the policy to provide transparency and accessibility to all concerned stakeholders.	It is confirmed that the information was publicly disclosed through advertisements and publications.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	60	2.12.5 Inn	The LA adopts the following innovative practices in managing crematoriums:	a. Implementing online booking facilities to provide convenient and efficient cremation scheduling for families.	Availability of online cremation reservation facility Check it out
				b. Engaging citizens in maintenance activities, fostering a sense of community ownership and involvement.	<ul style="list-style-type: none"> • Agreements entered into with the community for maintenance work • Activities register (Work program files)
				c. Utilizing renewable energy sources to reduce the environmental impact of crematorium operations.	<ul style="list-style-type: none"> • Renewable Energy Sources Availability: • Agreements with the Electricity Board • Monthly Electricity Reimbursement Documentation Electricity Bill Register"
				d. Offering additional facilities for visitors, enhancing their experience during memorial services and cremation ceremonies.	confirmation that the facilities are provided for external visitors
2.13 Cemeteries / burial grounds	61	2.13.1 Com	The LA ensures compliance with the following legal and operational requirements for managing cemeteries/burial grounds:	a. Every cemetery has been declared in the Gazette under the Cemeteries and Burial Grounds Ordinance.	<ul style="list-style-type: none"> • Designation of Burial Grounds by the Minister according to the burial grounds and Coffin Ordinance • Gazette Notifications Published
				b. By-laws relating to cemeteries have been approved to regulate their management and use.	Council approval/decision given to the by-laws and Gazette in which the bye-laws are gazetted
				c. Every cemetery has been enclosed by a wall of 6 feet high or a fence providing security and privacy.	Each cemetery is enclosed with a boundary wall/fence with seven-foot-high (verified through physical inspection)
				d. The deed and the plan in respect of every cemetery have been obtained, ensuring proper ownership and documentation.	<ul style="list-style-type: none"> • Cemetery register • Fixed Asset Register Deeds or plans, assignment orders
				e. A Register of dead bodies buried in every cemetery has been maintained,	Record of details of dead bodies buried

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				recording burial information for documentation purposes.	
				f. A layout plan for allocating space for burials in the cemetery has been drawn up, effectively organizing the burial spaces.	Approved burial ground plan
	62	2.13.2 Efy	The actual operational cost incurred by the LA per burial/cremation by own Revenue (% change compared to the district average).	a. Amount spent in last year for permanent staff related expenditure from Own Revenue (other than staff salaries) such as overtime, additional payments, etc for operating and maintaining LA gazetted cemeteries or burial grounds in LA area. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	Expenses analysis report
				b. Amount spent in last year for temporary / casual staff related expenditure from own revenue such as wages, overtime, additional payments, etc operating and maintaining LA gazetted cemeteries or burial grounds in LA area.. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	Expenses analysis report

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				c. Any other recurrent cost incurred from Own Revenue in last year for maintaining LA gazetted cemeteries or burial grounds in LA area..	Expenses analysis report
				d. No of LA owned LA gazetted cemeteries or burial grounds in LA area.	List of Gazetted cemeteries
				e. No of dead bodies buried or cremated last year in all LA gazette cemeteries	Details of buried or cremated dead bodies
	63	2.13.3 Efv	The proportion of funds spent by the LA from own revenue for the annual maintenance expenses for cemeteries/burial grounds compared to the budgeted allocation for the same.	a. Recurrent Expenses Made by the LA from its own revenue for the annual maintenance expenses for cemeteries/burial grounds in last year	Expenses analysis report
				b. Recurrent Expenses allocated by the LA from its own revenue for the annual maintenance expenses for cemeteries/burial grounds in last year	Last year budget
	64	2.13.4 Inc	The LA has an internal policy on allocation and charges for economically disadvantaged groups for using cemeteries and burial grounds, which includes the following details:	a. Eligibility criteria to determine who qualifies as economically disadvantaged for availing the benefits	Prepared internal policy with criteria for charging the economically disadvantaged persons
				b. Requirement of approval from the council to ensure proper oversight and authorization.	Check Council approval
				c. Observations from the Department of Local Government (DLG) to comply with regulations and guidelines.	Letters with observations of Assistant Commissioner of Local Government and Commissioner of Local Government

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				d. Public display of the policy to provide transparency and accessibility to all concerned stakeholders.	Gazette notices and other documents to prove public display of internal policy
	65	2.13.5 Inn	The LA adopts the following innovative practices to manage cemeteries/burial grounds:	a. Implementing online facilities for booking burial slots, making the process more convenient and accessible for families.	Data system confirming online booking facility
				b. Engaging citizens in maintenance activities to foster community participation and ensure well-maintained burial grounds.	<ul style="list-style-type: none"> Agreement with community groups for maintenance Programs and documents proving maintenance
				c. Utilizing renewable energy sources, such as solar power, for lighting in the cemetery, promoting sustainability and energy efficiency.	<ul style="list-style-type: none"> Contracts with the Electricity Board to confirm the use of renewable energy sources for lighting. Electricity bill payment register
				d. Providing additional facilities for visitors, such as seating areas, restrooms, or memorial spaces, to enhance their experience during visits..	Documents proving the facilities provided for the community
2.14 Environmental Protection	66	2.14.1 Com	The LA ensures compliance with the following legal and operational requirements in issuing Environmental Protection Licenses (EPLs), maintaining a registry of existing industries and details of EPLs issued	a. Register of licensed sites, containing records of industries and businesses that have obtained valid EPLs.	<ul style="list-style-type: none"> Survey reports on places where environmental permits are to be obtained List of places to obtain environmental permits
				b. Register of potential sites without EPL, identifying locations where EPLs are required but have not been obtained.	<ul style="list-style-type: none"> EPL issuing register
				c. Taking legal action by the Local Authority against agencies that failed to obtain Environmental Protection Licenses, enforcing compliance with environmental regulations.	<ul style="list-style-type: none"> Environmental Protection Permit Issuance register List of locations where environmental protection permits should have been obtained but not obtained

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				d. Register of inspections conducted to monitor and address violations of environmental regulations, ensuring proper enforcement of EPL conditions.	Court Case documents evidencing legal action taken against establishments that have not obtained environmental protection permits
	67	2.14.2 Efy	The average number of days taken by the LA to issue an EPL, provided that proper documentation is submitted (benchmark: 7 days).	a. Total of Number of Days taken to Issue EPL (Sum of days taken for All EPL issued) in the Last year. (Sum of Difference from issued date and Submitted date), (Data should be displayed in EPL Registry)	<ul style="list-style-type: none"> Environmental Protection licenses Issuance registration Annual number of licenses issued and issuance timelines Citizen Charter
				b. Total Number of EPL issued during last year (Data should be displayed in the EPL Registry)	Last year EPL register
	68	2.14.3 Efv	The Proportion of actual revenue collected by the LA from issuing EPLs compared to the budgeted amount.	a. The actual revenue collected by the LA from issuing EPLs in the Last year	•Last year EPL register and income generated
				b. b. The Planned revenue collected by the LA from issuing EPLs in the Last year	Last year budget
	69	2.14.4 Inc	The LA has an internal policy on environmental protection regulations for informal and micro industries, which includes the following details:	a. Eligibility criteria to determine which informal and micro industries e covered under the policy.	Internal policy formulated for small and informal industries incorporating appropriate criteria
				b. Requirement of approval from the council to ensure proper oversight and authorization.	•Council approval for internal policy
				c. Observations from the Department of Local Government to comply with regulatory requirements.	Letters received from Assistant Commissioner of Local Government and Commissioner of Local Government in relation to observation of the internal policy
				d. Public display of the policy to provide transparency and accessibility to all concerned stakeholders.	Documents confirming that the internal policy is on public display

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	70	2.14.5 Inn	The LA adopts the following innovative practices for issuing EPLs:	a. Implementing an online system for obtaining EPL services, streamlining the application process and making it more accessible to applicants.	Physically check whether an online system is in place to enabling the service online
				b. Utilizing a web-based system for managing all EPL holders, facilitating efficient record-keeping and monitoring of compliance.	Verify if the management and maintenance of EPL holders are conducted through an active website.
				c. Using mobile technology for data collection of EPL holders, enabling real-time updates and improving data accuracy.	Physically examine the use of mobile technology
				d. Establishing an exclusive complaints handling mechanism for EPL services, ensuring prompt resolution of issues and feedback from applicants and EPL holders.	Environmental Protection licenses Complaints Register (Evidence of Intervention to Resolve Complaints)
2.15 Fleet / Equipment Maintenance	71	2.15.1 Com	The LA ensures compliance with the following legal and operational requirements in managing and maintaining fleet/equipment:	a. Separate logbooks are maintained, kept up to date, for each vehicle, recording essential information and activities.	Log book for vehicle
				b. Separate logbooks are maintained for each machinery, documenting relevant details and maintenance records.	Vehicle Maintenance register
				c. An updated register of vehicles is maintained, providing a comprehensive record of all vehicles in use.	Updated vehicle register
				d. Annual survey reports of vehicles are conducted to assess their condition and ensure roadworthiness.	Annual Survey Reports (of Vehicles) Fuel consumption reports

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				e. Annual survey reports of machineries are conducted to assess their condition and ensure operational efficiency.	Annual Survey Reports (of Machinery)
				f. Fuel consumption rate of each vehicle is checked once every six months, monitoring fuel efficiency.	Reports related to fuel consumption inspection report (vehicles)
				g. Fuel consumption rate of each machinery is checked once every six months, monitoring fuel efficiency.	•Fuel consumption report on machineries
				h. Revenue licenses and insurance cover for each vehicle are obtained before the specified date, ensuring legal compliance and protection.	Insurance and revenue licenses
				i. Arrangements are made to obtain daily running charts or charts of running hours before the issuance of fuel orders, maintaining fuel consumption records.	<ul style="list-style-type: none"> Fuel Order Issuance Register Running notebooks/reports
				j. Monthly returns on vehicle usage are submitted to the Government Audit, providing accurate and transparent records of vehicle operations.	Correspondence files proving that running note summaries have been sent to Audit on a monthly basis
	72	2.15.2 Efy	The actual amount spent by the LA on fleet/equipment maintenance (per 1000 citizens) from own revenue (% change compared to the district average).	a. Amount spent in last year for permanent staff related expenditure from Own Revenue (other than staff salaries) such as overtime, additional payments, etc for repair and maintenance of LA owned fleet of vehicles and equipment. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if	Expenditure Ledger / Expenditure Register (Cost spent on maintenance of vehicles and machinery) Vehicle file

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				the staff is engaged only 20% for this task)	
				b. Amount spent in last year for temporary / casual staff related expenditure from own revenue such as wages, overtime, additional payments, etc repair and maintenance of LA owned fleet of vehicles and equipment. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	Expenditure Ledger / Expenditure Register (Cost spent on maintenance of vehicles and machinery) Vehicle file
				c. Any other recurrent cost incurred from Own Revenue in last year for repair and maintenance of LA owned fleet of vehicles and equipment.	Expenditure Ledger / Expenditure Register (Cost spent on maintenance of vehicles and machinery) Vehicle file
				d. Population	Resource profile (population)secondary data
	73	2.15.3 Efv	The proportion of funds spent by the LA from own revenue for maintenance and repairs of fleet/equipment compared to the budgeted allocation for the same.	a. Recurrent Expenses Made by the LA from its own revenue for maintenance and repairs of fleet/equipment in the last year	Expenditure Ledger/ Expenditure Register (Costs incurred for maintenance and repair of vehicles and machinery)
				b. Recurrent Expenses allocate by the LA from its own revenue for maintenance and repairs of fleet/equipment in the last year	<ul style="list-style-type: none"> Budget document (Value/cost of provision for repair and maintenance of vehicles and machinery)

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	74	2.15.4 Inn	The LA adopts the following innovative practices for maintenance:	a. Implementing energy-saving solutions to reduce operational costs and promote environmental sustainability.	<ul style="list-style-type: none"> Information to prove that energy conservation strategies are being used Contracts and documents confirming the use of renewable energy
				b. Employing real-time tracking of LA vehicles for efficient monitoring and better fleet management.	<ul style="list-style-type: none"> Use of software to monitor and manage vehicles Physically check if a Real Time Tracking system is in place
				c. Utilizing a web-based information system to centralize and organize data on all fleet/equipment maintenance, ensuring easy access to records and timely maintenance updates.	Software system relating to maintenance of vehicle and machineries.
				d. Providing parking facilities with shelters for all fleet vehicles, protecting them from environmental elements and extending their lifespan.	Physically check
				e. Modifying vehicles for different uses within the LA, optimizing their utility and increasing versatility.	Information about modified vehicles as per requirement
				f. Collaborating with other government institutions to acquire vehicles/equipment through partnerships, promoting resource-sharing and cost-effectiveness.	Existing partnership agreement with other government agencies for procurement of vehicles and machinery
2.16 Fixed Asset Maintenance	75	2.16.1 Com	The LA ensures compliance with the following legal and operational requirements in managing	a. Deeds and plans in respect of immovable properties have been prepared and protected, ensuring proper documentation and protection of ownership rights.	<ul style="list-style-type: none"> Fixed Asset Register Deeds and deeds related to plans Check the measures taken to protect the property

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			and maintaining all fixed assets:	b. An annual plan of operation and maintenance assets is prepared and made available, outlining the scheduled maintenance activities and ensuring proper upkeep.	Prepare annual work plan for operations for maintenance of fixed assets
				c. An updated Assets Register is maintained, providing an accurate and comprehensive record of all fixed assets.	<ul style="list-style-type: none"> Fixed assets register (updated)
				d. Budget is allocated for the operation and maintenance of assets, ensuring adequate funds for the upkeep and functioning of fixed assets.	Budget (Operation and maintenance provision allocated separately for each property)
				e. Disbursements are carried out in adherence to the annual plan, ensuring that the allocated budget is utilized appropriately for maintenance and operation activities.	<ul style="list-style-type: none"> Operation and maintenance programs carried out using allocated budget allocations Expense incurred
	76	2.16.2 Efy	The actual amount spent by the LA on fixed asset maintenance (per 1000 population) from own revenue (% change compared to the district average).	a. Amount spent in last year for permanent staff related expenditure from Own Revenue (other than staff salaries) such as overtime, additional payments, etc for repair and maintenance of LA owned fixed assets. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	<ul style="list-style-type: none"> Cost ledger Cost incurred for maintenance of fixed assets Income Summary (own revenue)
				b. Amount spent in last year for temporary / casual staff related expenditure from own revenue such as wages, overtime,	<ul style="list-style-type: none"> Cost ledger Cost incurred for maintenance of fixed assets Income Summary (own revenue)

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				additional payments, etc for repair and maintenance of LA owned fixed assets. (Consider the percentage of time used by the staff assigned for this task. For ex. 100% cost for full time staff, use 20% of the cost if the staff is engaged only 20% for this task)	
				c. Any other recurrent cost incurred from Own Revenue in last year for repair and maintenance of LA owned fixed assets.	<ul style="list-style-type: none"> • Cost ledger Cost incurred for maintenance of fixed assets • Income Summary (own revenue)
				d. Population	<ul style="list-style-type: none"> • Resource profile (population) secondary data
	77	2.16.3 Efv	The proportion of actual funds spent by the LA from own revenue for fixed asset maintenance compared to the budgeted allocation for the same	a. a. Actual funds spent by the LA from its own revenue for fixed asset maintenance in the Last year	Expense ledger (Total amount spent on maintenance of fixed assets)
				b. b. Planned funds to spend by the LA from its own revenue for fixed asset maintenance in the Last year	<ul style="list-style-type: none"> • Budget document (Provision set aside for maintenance of fixed assets)
	78	2.16.4 Inn	The LA adopts the following innovative practices in fixed asset maintenance:	a. Implementing energy-saving solutions to reduce operational costs and promote environmental sustainability.	Evaluation of energy saving solutions adopted in fixed asset maintenance
				b. Utilizing a web-based information system to centralize and organize data on all fixed assets, enabling efficient tracking of maintenance activities and facilitating data-driven decisions.	Fixed asset management information system based on websites
				c. Engaging citizens in asset management, encouraging public participation in monitoring and providing feedback on fixed asset maintenance and utilization.	<ul style="list-style-type: none"> • Written evidence of community participation in the maintenance of fixed assets • Attendance register • Income Expenditure Reports

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				d. Collaborating with the private sector to explore long-term revenue generation opportunities using LA fixed assets, such as public-private partnerships for development or leasing arrangements.	<ul style="list-style-type: none"> Photographs Partnership agreements with the private sector for the use of property Documents proving the use of the property
2.17 Construction / Building Regulation	79	2.17.1 Com	The LA ensures compliance with the following legal and operational requirements in regulating constructions/buildings:	a. Provision of building plan approval service, in accordance with a basic organizational plan, to ensure that construction activities adhere to the specified guidelines and regulations. b. Maintaining a Building Application Register to record and track applications for building permits, ensuring proper documentation and monitoring of the approval process. c. Keeping a Register for approval of allocation of lands applications, documenting the approval status of land allocations for construction purposes. d. Maintaining a Register of authorized and unauthorized buildings, providing a comprehensive record of approved and unapproved constructions within the LA's jurisdiction. e. Taking legal action against those who violate building planning regulations, ensuring compliance and deterring unauthorized construction activities.	Service guidelines prepared in relation to confirmation of approval for construction along with service guidelines Register of building construction applications Land Subdivision Approval Document <ul style="list-style-type: none"> Survey reports conducted to identify unauthorized constructions Register of unauthorized constructions identified accordingly Case file related to building permit violation

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	80	2.17.2 Efy	The average number of days taken by the LA to issue construction/building approval when proper documentation is submitted (benchmark: 14 days).	a. Total of Number of Days taken to Issue Construction/Building Approval (Sum of days taken for All Construction/Building Approval) in the Last year. (Sum of Difference from issued date and Submitted date), (Data should be displayed in Construction/Building Approval Registry)	<ul style="list-style-type: none"> Record of Building Construction Permit Issuance (Total Number of Construction Permits Issued) Number of permits issued within 14 days.
				b. Total Number of Construction/Building Approved during last year (Data should be displayed in the Construction/Building Approval Registry)	Building Plan Approval register
				c. Registry)	
	81	2.17.3 Efv	The proportion of revenue estimated by the LA from construction approval in the budget compared to the actual revenue collected for the same.	a. The actual revenue collected by the LA from issuing Construction/Building Approvals in the Last year	<ul style="list-style-type: none"> Final accounts and income analysis reports Building Construction Permit Issuance register (Actual Income Earned from Building Construction Permit Issuance)
				b. The planned revenue collected by the LA from issuing Construction/Building Approvals in the Last year	Budget document (expected annual income/estimated income from building construction permits)
	82	2.17.4 Inc	The LA has an internal policy on regulating informal settlements, which includes the following details:	a) Eligibility criteria to determine the parameters and conditions for regulating informal settlements.	Regulation of Informal settlement and Prepared Internal Policy
				b) Requirement of approval from the council to ensure proper oversight and authorization of the policy.	Council approval/Decision.
				c) Observations from the Department of Local Government (DLG) to comply with regulatory requirements and	Letters relating to observations received from the Assistant Commissioner of Local Government and the Commissioner of Local Government on internal policy.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	83	2.17.5 Inn	The LA adopts the following innovative practices for building regulations:	guidelines.	
				d) Public display of the policy to provide transparency and accessibility to all concerned stakeholders and the general public.	Relevant documents to prove that it was displayed for public information.
				a) Utilizing GIS technology for tracking building regulations, enabling efficient monitoring and data management of construction activities.	Examine the digital mapping data system based on GIS technology in constructions and building regulation
				b) Establishing an exclusive complaints handling mechanism for monitoring service quality, ensuring prompt resolution of issues related to building regulations.	Check the database available for regulating public complaints received regarding building construction
				c) Implementing online tracking of the status of issuing construction approval, providing real-time updates to applicant's stakeholders.	Check that the system for tracking the progress of the construction permit issuance process is in place (complaint tracking system).
				d) Introducing online submission of applications for construction approval, streamlining the application process and making it more accessible to applicants.	Check the relevant online database
				<p>Features of complaint handling mechanisms for monitoring the quality of service: A specialized complaint handling mechanism for monitoring the quality of service in provincial government institutions serves a crucial function in resolving citizens' issues, improving service delivery, and ensuring accountability. Several common features of such mechanisms are outlined below:</p> <p>User-friendly complaint submission: Providing citizens with an easy-to-use interface for submitting complaints regarding service quality. This could be a dedicated portal, a mobile application, or a helpline</p>	

Core performance area	S N o	Cod e	Evaluation criteria	Options	Supporting Documents
				<p>number. The system should allow for various formats of complaint submissions, including text, voice, or multimedia formats..</p> <p>Centralized Complaint Management: Maintaining a centralized system to monitor and manage complaints received from citizens. This system must capture all relevant information about the complaint, including the complainant's details, the date and time of submission, the nature of the complaint, and any supporting evidence or documentation.</p> <p>Automated Acknowledgment and Follow-up: Send automatic acknowledgments to complainants upon receipt of their complaints, ensuring attention to their needs. Provide a unique complaint reference number through the system, allowing complainants to track the progress of their complaints.</p> <p>Classification and Prioritization: Enable the classification and prioritization of complaints based on the severity, urgency, or nature of the issue. This aids in allocating appropriate resources and expediting the resolution of critical complaints.</p> <p>Complaint Escalation and Resolution Workflow: If necessary, establish an efficient workflow for complaint resolution with the ability to escalate complaints to higher authorities. Set predefined timelines for directing and resolving complaints to responsible individuals or departments. Ensure that complainants receive continuous updates regarding the progress of their complaints.</p> <p>Integration with Service Distribution Systems: Integrate the complaint handling mechanism with existing service distribution systems to facilitate barrier-free information exchange and provide assistance in resolving complaints. This integration ensures that complaints are directly linked to relevant services or processes, making it easier to identify areas for improvement..</p> <p>Analysis and Reporting: Produce detailed reports and analyses on complaint patterns, response times, resolution rates, and other key metrics. This sharp intelligence assists local authorities in identifying recurring issues, assessing service quality trends, and making data-driven decisions for process improvements.</p>	

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				<p>Feedback and Follow-up: Allow customers to provide feedback on the resolution of their complaints. This feedback loop ensures the assessment of the effectiveness of complaint handling mechanisms and continuously enhances service quality. Conduct follow-up surveys or interactions to measure customer satisfaction and gather suggestions for further improvements.</p> <p>Anonymity and Privacy: Offer the option for complainants to submit complaints anonymously to encourage open and honest feedback. Ensure that measures for confidentiality and data protection are in place to safeguard the personal information of complainants.</p> <p>Communication and Public Awareness: Establish clear communication channels to inform citizens about the complaint handling process, its procedures, and how to access it. Promote awareness through various channels such as websites, social media, and local community engagement initiatives.</p> <p>Training and Capacity Building: Provide training and capacity-building programs for staff involved in handling complaints. This ensures they possess the necessary skills, knowledge, and sensitivity to handle complaints effectively and deliver satisfactory outcomes..</p> <p>Continuous Improvement: Subject complaints handling mechanisms should be continually assessed for effectiveness and efficiency through feedback, performance indicators, and periodic reviews. Utilize the insights gained to identify areas needing improvement and implement necessary changes to enhance service quality and citizen satisfaction. By establishing these features, a robust complaints handling mechanism can be set up to promote transparency, accountability, and monitoring of service quality within local government institutions..</p>	
2.18 Trade License	84	2.18.1 Com	The LA ensures compliance with the following legal and operational requirements in processing and issuing trade licenses:	a) Enacting by-laws for dangerous and offensive businesses for which licenses are to be obtained or adopting standard by-laws promulgated by the Minister for that purpose.	<ul style="list-style-type: none"> Relevant bye-laws and gazette notification Council approval related to adoption of standard by-laws (trade licenses)
				b) Maintaining a Trade License Register to record and track all issued trade	<ul style="list-style-type: none"> Survey reports on businesses that require trade licenses and those that do not.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				licenses, ensuring proper documentation and monitoring.	<ul style="list-style-type: none"> Based on the information of the survey report, the document classified as businesses that require trade tax and businesses that require trade licenses. Trade license income register.
				c) Complying with Gazette notification and council decision regarding taxation, adhering to the approved taxation regulations for trade licenses.	<ul style="list-style-type: none"> Annual Revenue Imposition Gazette Notification. Council approval / decision from the council to levy revenue (Meeting Minutes)
				d) Using application forms recommended by the Medical Officer of Health, ensuring that health and safety considerations are taken into account during the license application process	Approval from Medical Officers of Health for Trade License Applications
	85	2.18.2 Efy	The average number of days taken by the LA to deliver a trade license when proper documentation is submitted (benchmark: 14 days).	a) Total Number of Days taken to Issue Trade License (Sum of days taken for All issued Trade License) in the Last year. (Sum of Difference from issued date and Submitted date), (Data should be displayed in Trade License Registry)	<ul style="list-style-type: none"> Trade License Application register Trade License Issuance register
				b) Total Number of Trade License issued during last year (Data should be displayed in the Trade License Registry)	Record of last year trade license issuance
	86	2.18.3 Efv	The actual revenue collected by the LA from issuing trade licenses compared to the budgeted amount.	a) The actual revenue collected by the LA from issuing Construction/Building Approvals in the Last year	Last year revenue analysis report
				b) The Planned revenue collected by the LA from issuing Construction/Building Approvals in the Last year	Last year budget

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	87	2.18.4 Inc	The LA has an internal policy for regulating informal businesses, which includes the following stipulated features:	a. Eligibility criteria to determine the qualifications and requirements for informal businesses to operate within the LA's jurisdiction.	Prepared internal policy including eligibility criteria for informal businesses.
				b. Requirement of approval from the council to ensure proper oversight and authorization of the policy implementation.	Council Approval / Decision. (Check Meeting Minutes)
				c. Observations from the Department of Local Government (DLG) to comply with regulatory guidelines and standards.	Letters regarding supervision from the Assistant Commissioner of Local Government and the Commissioner of Local Government.
				d. Public display of the policy to provide transparency and accessibility to all concerned stakeholders and the general public.	Letters confirming that the internal policy has been displayed to the public
	88	2.18.5 Inn	The LA adopts the following innovative practices for issuing trade licenses:	a. Online delivery of the application submission process, providing a convenient and accessible way for applicants to apply for trade licenses.	Check the online application submission system
				b. Real-time tracking of the processing of applications, enabling applicants to monitor the status of their applications and ensuring efficient processing times.	Physically inspect the relevant process
				c. Operating an exclusive complaint handling mechanism to address any issues or concerns related to trade license applications promptly.	Related complaints operational records and data system

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				d. Using a computerized information system for managing all data related to trade licenses, facilitating efficient data storage and retrieval for better decision-making.	Physical inspection of the relevant online data system
				e. Utilizing mobile technology for data collection on commercial establishments in the LA, enabling quick and accurate data collection for trade license evaluations.	Physical inspection of the relevant online data system
				f. Engaging students, youth, or citizens in data collection to involve the community in the trade license process and ensure a comprehensive understanding of local business activities.	<ul style="list-style-type: none"> • Students and youth are used to collect data. • Council approval obtained • File proving that the council approval was executed • Attendance register of members • Questionnaires, cost details, photos •
2.19 Change of Property Ownership.	89	2.19.1 Com	The LA ensures compliance with the following legal and operational requirements in processing and issuing ownership certificates:	a. Maintaining an updated assessment register, recording all relevant information and assessments related to ownership certificates.	<ul style="list-style-type: none"> • Assessment report • Assessment notice
				b. Maintaining a register with applications, categorizing them based on their status, such as issued, rejected, or in-progress, to track the progress of each application efficiently.	Document showing the status of applications for issuance of ownership certification
				c. Making available an application form in the language of choice, offering applicants the option to complete the form in a language they are comfortable with.	Application forms should be bilingual (Sinhala, Tamil). Physically check

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				d. Providing a printed guide explaining the process of obtaining an ownership certificate, along with appeal procedures, to inform applicants about the necessary steps and potential recourse if e. needed.	<ul style="list-style-type: none"> Computerized data system designed to manage the process of issuance of change of ownership certificates. Printed guide
	90	2.19.2 Efy	The average number of days taken by the LA to process Change of Ownership Certificate applications (benchmark: 14 days).	a. Total Number of Days taken to process Change of Ownership Certificate applications (Sum of days taken for All issued Ownership Certificates) in the Last year. (Sum of Difference from issued date and Submitted date), (Data should be displayed in Ownership Certificates Registry)	<ul style="list-style-type: none"> Register of Issuance of Certificates of Property Ownership (Total Number of Certificates Issued) Assessment register <ul style="list-style-type: none"> Number of Property Ownership Certificates issued including 14 days
				b. Total Number of Change of Ownership Certificates issued during last year (Data should be displayed in the Ownership Certificates Registry)	Register of Issuance of Certificates of Property Ownership (Total Number of Certificates Issued)
	91	2.19.3 Efv	The proportion of actual revenue collected by the LA from issuing Change of Ownership Certificates compared to the budgeted amount for the same.	a. The actual revenue collected by the LA from issuing Ownership Certificates in the Last year	Income analysis report
				b. The Planned revenue collected by the LA from issuing Ownership Certificates in the Last year	Budget Document (expected income to be earned by Certificates of ownership Change of Property Title)
	92	2.19.4 Inn	The LA adopts the following innovative practices for issuing Change of Ownership	a. Online delivery of the application submission process, providing a convenient and accessible way for applicants to apply for Change of Ownership Certificates.	Online Application Submission System

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			Certificates:	b. Real-time tracking of the processing of applications, enabling applicants to monitor the status of their applications and ensuring efficient processing times.	<ul style="list-style-type: none"> Certificate Issuance Process Proof of ability to supervise each case
				c. Operating an exclusive complaint handling mechanism to address any issues or concerns related to Change of Ownership Certificate applications promptly.	Mechanism in place to handle complaints received in this regard
				d. Using a computerized information system for managing all data related to issuing change of property ownership, facilitating efficient data storage and retrieval for better decision-making.	<ul style="list-style-type: none"> Data management database system Specific characteristics of the software system
2.20 Other regulatory services	93	2.20.1 Com	The LA implements the following measures during block out of land for sales:	a) Maintaining a register with details of the block out of land, recording relevant information about the process.	<ul style="list-style-type: none"> Land Subdivision Register (Land Partition Record Register)
				b) Obtaining approval for the block-out plan to ensure adherence to regulations and guidelines.	<ul style="list-style-type: none"> Land subdivision register (Related documents of plan approval) Check Approved plan
				c) Establishing an agreement with the seller outlining the terms and conditions of the land sales.	Check relevant agreements
				d) Collecting tax revenue from the sales of land blocks to ensure proper Revenue management and compliance with tax regulations.	Revenue analysis report

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	94	2.20.2 Efy	The average number of days taken by the LA to process street line/building line certificates is 2 days, which serves as the benchmark.	a. Total Number of Days taken to process Steetline Certificate applications (Sum of days taken for All issued Steetline Certificate) in the Last year. (Sum of Difference from issued date and Submitted date), (Data should be displayed in Steetline Certificate Registry)	<ul style="list-style-type: none"> Steet line certificate application register Check last year setline certification and building limit issuing register.
				b. Total Number of Steetline Certificate issued during last year (Data should be displayed in the Steetline Certificate Registry)	Check last year steetline certification and building limit issuing register
	95	2.20.3 Efy	The average number of days taken by the LA to issue ownership certificates is 2 days, which serves as the benchmark.	a. Total Number of Days taken to process ownership certificates (Sum of days taken for All issued ownership certificates) in the Last year. (Sum of Difference from issued date and Submitted date), (Data should be displayed in ownership certificates Registry)	Check the last year ownership certificate issuing register 9total number of certificates issued)
				b. Total Number of Steetline Certificate issued during last year (Data should be displayed in the Steetline Certificate Registry)	Check the last year ownership certificate issuing register
	96	2.20.4 Efy	The average number of days taken by the LA to issue a Certificate of Conformity is 14 days, which serves as the benchmark.	a) Total Number of Days taken to process Certificate of Conformity (Sum of days taken for All issued Certificate of Conformity) in the Last year. (Sum of Difference from issued date and Submitted date), (Data should be displayed in Certificate of Conformity	Check the Building Compliance Certificate (Certificate of Conformity) Issuance Document

Core performance area	S No	Cod e	Evaluation criteria	Options	Supporting Documents
3.1 Strengthening Citizen Engagement.	1	Com	operational requirements for constituting and convening advisory committees for the following subjects:	b) Environmental management and safeguarding	<ul style="list-style-type: none"> Advisory Committee Appointed Reports and Committee Reports Committee meeting minutes Committee attendance documents <ul style="list-style-type: none"> Committee convening letters
				c) Revenue generation strategies	
				d) d. Engineering and public works related issues	
				e) Local economic development initiatives	
				f) Any other relevant matters	
	2	3.1.2 Efy	The percentage of recommendations made by the advisory committee that were accepted by the Council (% change compared to district average).	a. Number of advice recommended by The Advisory Committees during last year	Advisory Committee Reports
				b. Number of Advisory committee Recommendation made during last year	Council meeting minutes
	3	3.1.3 Efv	The proportion of actual expenditure incurred for facilitating community participation over the budgeted allocation for the same.	a) The actual expenses incurred for facilitating committees during last year	Expenses report
				b) The planned expenses incurred for facilitating committees during last year	Annual budget
	4	3.1.4 Inc	Percentage of women in committees	a. Total no of members in the advisory committee	Advisory Committee Appointed Reports
				b. No of women members in the advisory committee	Women List in the Advisory Board
				c. Total no of members in the Readers' Committee in the Public Library	Readers' Committee list
				d. No of women members in the Readers' Committee in the Public Library	
				e. Name of the Statutory Committee No 1	Various Statutory Committees List
				f. Total no of members in the Statutory Committee No 1	

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				g. Total no of women members in the Statutory Committee No 1	
				h. Name of the Statutory Committee No 2	
				i. Total no of members in the Statutory Committee No 2	
				j. Total no of women members in the Statory Committee No 2	
				k. Name of the Statutory Committee No 3	
				l. Total no of members in the Statutory Committee No 3	
				m. Total no of women members in the Statory Committee No 3	
				n. Name of the Statutory Committee No 4	
				o. Total no of members in the Statutory Committee No 4	
				p. Total no of women members in the Statory Committee No 4	
				q. Name of the Statutory Committee No 5	
				r. Total no of members in the Statutory Committee No 5	
				s. Total no of women members in the Statory Committee No 5	
				5	
b. Conducting at least ONE community work per month (Shramadana, etc.)	Reports on Community Program				
c. Utilizing social media for needs identification	Physically checking social media				

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				d. Conducting surveys to assess citizen satisfaction	Survey reports
				e. Collaborating with DS and other government agencies	Contracts, agreements or reports
3.2 Council Meetings	6	3.2.1 Com	The LA ensures compliance with legal and operational requirements for citizens to access council meetings through the following measures:	a. Enacting a by-law for council affairs to regulate access and procedures.	By-laws and Gazette Notification or Rules
				b. Providing access to the Citizen Gallery during Council Meetings for the public to observe.	Inspection of photos and space
				c. Making Council Meeting Minutes accessible to citizens	Checking the media provided access (libraries, offices, websites)
	7	3.2.5 Inn	The LA utilizes the following ICT applications for council meetings:	a) Live streaming of council meetings through platforms like YouTube Channel to enable remote viewing.	Physically checking whether facilities related to “a” to “c” are provided
				b) Providing online access to a digital repository of council meeting Minutes for easy reference and retrieval.	
				c) Maintaining an online repository of council meeting recordings for convenient access and review.	
3.3 Public Communication	8	3.3.1 Com	The LA has ensured compliance with the following legal and operational requirements to ensure free access to all important LA documents:	a) Providing open access to LA Budgets by ensuring hard copies are available for the public.	Reports on the distribution of the budget document
				b) Ensuring open access to Council Meeting Minutes by making hard copies available for the public.	Physical inspection (libraries, offices, website)
				c) Ensuring open access to final accounts by making hard copies available for the public.	Physical inspection (libraries, offices, website)
				d) Providing online access to LA budgets for easy and convenient viewing.	Physical inspection of online system

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				e) Providing online access to Final Accounts for easy accessibility.	Physical inspection of online system
				f) Offering online access to council meeting minutes to facilitate public access and transparency.	Physical inspection of online system
	9	3.3.2 Efy	Average number of days taken to respond to RTI requests (% change compared to the district average).	a. The sum of the days taken to reply to all the RTI requests during last year (Total of all differences of Difference between the RTI request date and Reply date)	•Information requests and documentation •Number of applications responded to during the year
				b. Total RTI Cases received for the Last Year	Information requests and documentation
	10	3.3.3 Efv	The proportion of RTI requests that have been addressed or resolved by the LA.	a. Total RTI Cases received for the Last Year	Information requests and documentation
				b. Total RTI Cases answered during the Last Year	Number of applications responded to during the year
	11	3.3.4 Inc	The LA has taken measures to ensure the availability of the following key documents in both national languages:	c. Annual Budget	Check whether documents and records from “a “ to “e” are available in both national languages
				d. Council Meeting Minutes	
				e. Citizen Charter	
				f. Service Guideline for all the Products and Services	
				g. Final Audit report	
	12	3.3.5 Inn	The LA utilizes various ICT applications for public communication, including:	a. An interactive website.	Check whether documents and records from “a “ to “e” are available in both national languages
				b. Regular SMS communication with citizens.	Physically observe
				c. Regular communication through platforms like WhatsApp or Telegram.	Physically observe
				d. The availability of an official Facebook page for the LA.	Will an official Facebook account be updated and carried over? Check it out.
3.4 Grievanc	13	3.4.1 Com	The LA has established a Grievance Redress	a. All complaints are promptly acknowledged in writing.	Public complaint register

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
e Redress Management			Management system, adhering to the following stipulated grievance handling procedures	b. Each complaint is recorded in a register, either manually or digitally.	Complaints register or information system
				c. Resolved complaints are duly recorded in the register.	Public Complaints informed by digital media
				d. Clear timelines for redressing complaints are disclosed to the complainants.	Complaints and reply letters
				e. Responses to complaints are communicated in writing to the concerned parties.	Check whether the complainant has been informed in writing stating the action taken to resolve the complaint and the resolution
	14	3.4.2 Efv	The average time taken to resolve a grievance (percentage change compared to the district average).	a. total Number of days spent to address Grievances Last Year (Sum of the Total of Date Difference Grievance Received and Date Address for the Last Year)	Grievances reported files
				b. Total Number of Grievances addressed	Grievance Register
	15	3.4.3 Efv	The proportion of grievances redressed out of total grievances reported.	a. Total Number of Grievances Received Last Year	Grievance Register
				b. Total Number of Grievances addressed Last Year	Reports on responses to grievances
	16	3.4.4 Inc	The LA has established exclusive mechanisms for addressing grievances of disadvantaged groups, which include the following:	a. An exclusive arrangement has been made to receive complaints from persons with disabilities.	<ul style="list-style-type: none"> The institution should check whether it has access to the relevant facilities Physically check if there is a special counter or phone number reserved for disabled persons to complaint.
				c. Women staff have been assigned to handle grievances of women.	Check the information and job description of women staff deployed for grievance handling.
				d. Staff engaged in grievance handling have been trained in gender and social inclusion.	<ul style="list-style-type: none"> Check the training register maintained. Relevant training program records.
				e. Exclusive staff is available to handle grievances in the language of choice.	Check the information about the language ability of the staff.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				f. Procedures for appealing decisions on grievances are clearly published in the language of choice.	Physically check
				g. Instructions on the grievance redress mechanism of the LA are published in the language of choice.	Physically check
	17	3.4.5 Inn	The LA utilizes the following ICT applications for Grievance Redress:	a. The public can share grievances using a web platform.	Physically check the online system
				b. The public can share grievances using a mobile application.	Physically testing the availability of mobile software system
				c. The public can share grievances through social media channels.	Physically testing the availability of mobile software system
				d. Respondents can view the status of complaints made through the web or smartphone.	Physically check
				e. LA officials can view the progress status of Grievance Redress through computers and/or smartphones.	Physically check
	18	3.5.1 Com	The LA has ensured compliance with the following legal and operational requirements for procurements:	a) A procurement committee has been appointed and approved by the Council.	<ul style="list-style-type: none"> Council members appointment reports Supplier Registration Document Annual procurement plan.
				b) The suppliers' registrar is updated annually with blacklisted suppliers.	Check the blacklist register.
				c) There is an annual procurement plan and timetable available.	Check the annual procurement plan time schedule approved by the council.
				d) Proper maintenance of procurement documents is done for each and every procurement.	Procurement register

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				e) Procurements have been carried out according to the plan.	Check the actual procurement plan and annual procurement plan.
				f) The procurement plan has been approved by the council.	Check the council meeting minutes whether the procurement plan is approved by the council.
	19	3.5.2 Efy	The proportion of the total amount spent on purchases outside the procurement plan compared to the total cost of all purchases.	a. Total Cost of Procurement made outside the during the last Year	Check the expenses Ledger and Revenue Expenditure Account and Procurement Plan
				b. Total Cost of Procurement Made during the last Year	Check the Cost analysis reports
	20	3.5.3 Efv	The proportion of the amount spent on purchases compared to the total cost of purchases in the procurement plan.	a. Total Cost of Procurement made outside the during the last Year	Check the Cost analysis reports
				b. Total Cost of Procurement Made during the last Year	Check procurement plan
	21	3.5.4 Inc	The LA has implemented a procurement policy that prioritizes.	a. Total Cost of Procurement Made during the last Year	Check the procurement policy approved by the council to identify clauses relating to priorities given to local businesses.
				b. Total Cost of Procurement in the Procurement Plan in the Last Year	Check the procurement policy approved by the council to identify clauses relating to priorities given to women.
				c. Local businesses	Check the procurement policy approved by the council to identify clauses relating to priorities given to disable personal.
	22	3.5.5 Inn	The LA pursues the following innovative approaches in procurement processes:	a. Women-owned businesses	Physically check the publications entered on the web site.
				b. Businesses owned by people with disabilities	Physically check the publications entered on the web site.
				c. Publishing announcements on the LA website.	Physically check the electronic procurement system with its functionality.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents							
				d. Publicizing outcomes of contracts on the LA website.	Physically check the inventory tracking system of the procurement							
3.6 General Audit	23	3.6.1 Com	The LA ensures compliance with the following legal and operational requirements for audits:	a. Responding to audit queries within 14 days of receiving them.	Check the audit query document							
				b. Maintaining an updated Audit Inquiry Register.	Check the audit query document							
				c. Updating the audit report to include recommendations by the Auditor General.	Check the status of implementation of recommendations against audit recommendations with audit queries							
				d. Submitting all audit queries and opinions to the Council meeting.	Check the council meeting minutes							
	24	3.6.2 Efy	The LA has obtained a satisfactory audit opinion on the final accounts for the last five years.		2018	2019	2020	2021	2022	2023		
				Unqualified								
				Qualified								
				Adverse Opinion								
				Disclaimer								
	25	3.6.3 Efv	The proportion of action points implemented by the LA in response to audit queries.	a. Total Points of Audit queries raised in the Audit Report in last audit report	Check the audit query document							
				b. Total Points of Audit queries successfully answered in last audit report	Answers to audit queries Documents/Reports/Bills related to the determination of relevant issues							
	26	3.6.4 Inn	The LA employs the following innovative practices in auditing:	a. Appointment of a qualified and designated Audit Compliance Officer	Appointment letter/ council report related to appointment of auditors							
				b. Establishment of an External Audit Advisory Committee with appropriate members	Council report relating to the appointment of Audit Advisory Committees							
				c. Proactive disclosure of External and Internal Audit Reports to the public	Procedures for public disclosure of audit inquiries							

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
3.7 Internal audit				d. Utilization of ICT for continuous tracking of audit queries	Physically check the tracking system.
				e. Presenting updated progress review statements on audit queries and recommendations to the council.	Audit Committee Meeting Minutes
	27	3.7.1	The LA ensures compliance in internal auditing by:	a. Formally appointing the Internal Auditor	<ul style="list-style-type: none"> Letter of appointment of Internal Audit Officer Assignment document and job description
				b. Providing Monthly Internal Audit Reports	Check monthly internal audit reports
				c. Presenting monthly Internal Audit reports to the Council	Relevant council approval report and monthly internal audit reports
	28	3.7.2 Efv	The average number of audit findings per month (% change compared to the district average).	a. Total Number of Internal Audit Finding for the last year	Check last year's internal audit reports
	29	3.7.3 Efv	Percentage of audit findings addressed/responded to out of total audit findings (% change compared to the district average).	a. Total Number of Internal Audit Finding for the last year	Check last year's internal audit reports
				b. Total Number of Internal Audit Findings Addressed during last year	<ul style="list-style-type: none"> Answers given to reports for internal audit queries. Internal audit query register
	30	3.7.5 Inn	The LA pursues the following innovative practices in Internal Auditing:.	a. Audit on compliance of accounting practices.	Internal Auditor Audit Program
				b. Audit on compliance of processes and procedures.	Check the audit reports.
				c. Audit on compliance of cost-effectiveness	Check the audit reports
3.8 Annual	31	3.8.1 Com		a. Activities with a timeline.	Annual action plan
				b. Activities with costing.	Annual action plan

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
Action Plan			The LA has made available an action plan for the year which includes:	c. Activities with designated responsibilities within the LA.	Annual action plan
				d. Council approval for the annual action plan	Council Report/Committee Report which approved the annual action plan.
	32	3.8.2 Efy	The proportion of the total amount spent on works/activities in the activity plan compared to the total amount allocated for the same in the budget.	a.Total Amount spent on works/activities of the Activity Plan of last year	Cost analysis reports (document showing the cost incurred for the works/projects implemented)
				b.Total Amount Planned on works/activities of the Activity Plan of the last year	Check out the annual action plan and/or budget for the next year.
	33	3.8.3 Efv	The proportion of the total amount allocated for works/activities in the activity plan from the budgeted total recurrent / operational cost.	a.Total amount allocated on works/activities of the Activity Plan in the last year	<ul style="list-style-type: none"> Annual action plan budget
				b.Total Amount Planned on works/activities of the Activity Plan of the last year	Payment Book/Expenditure Register
	34	3.8.4 Inc	The proportion of the total amount allocated for inclusive works/activities focusing on the following sectors in the activity plan from the total estimated value of the activity plan	a. Women empowerment	<ul style="list-style-type: none"> Cost analysis reports Documents showing the annual action plan and the amount of money allocated to each of its activities
				b. Support to women-headed households	
				c. Support to people with disabilities	
				d. Youth empowerment	
				e. Support to elders	
	35	3.8.5 Inn	The LA has pursued innovative projects along the following categories in the annual plan:	a. LED-focused initiatives	<ul style="list-style-type: none"> Local authority's annual action plan and budget Files related to projects.
				b. Public-Private Partnership (PPP) initiatives	
				c. Renewable energy projects	
				d. Climate-resilient related initiatives	
	36		The LA has developed	a. Vision	

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
3.9 Strategic Plan		3.9.1 Com	and made available a comprehensive strategic plan for the current year, comprising the following key components:	b. Mission	Strategic plan of the local authority
				c. Objectives	
				d. Specific project plans/concepts	
				e. Financial plan with contributions from own revenue	Relevant financial plan and budget document
				f. Financial plan with contributions from other revenue sources.	
	37	3.9.2 Efy	The proportion of activities taken from the Strategic plan compared to the total number of activities in the Annual Work Plan.	a. Total number of Activities in Strategic Plan / Corporate plan for the Last year	Strategic plan
				b. Total number of Activities in Activity plan for the Last year	Action plan
	38	3.9.4 Inc	The proportion of activities related to inclusion in the Strategic plan compared to the total number of activities in the Strategic Plan.	c. Total number of Activities in Strategic Plan / Corporate plan	Strategic plan / Institutional plan
				d. Total number of Inclusion Activities in Activity plan for the Last year	Last year action
	39	3.9.5 Inn	The LA has pursued the following innovative initiatives within its Strategic Plan:	a. Mainstreaming of Sustainable Development Goals (SDGs)	Check whether the local authority has adopted the innovative initiatives from “a” to “f” of the strategic plan.
				b. Renewable energy-related projects	
				c. Strengthening Local Economic Development (LED)	
				d. Climate change and Adaptation initiatives	
				e. Specific plans for revenue-generating projects	

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				f. Plan for handling pandemics/disease outbreaks	
3.10 Medium Term Plan	40	3.10.1 Com	The LA has made available a Medium-Term Plan with the following key features.	a. Needs identified for each GND	Medium Term Plan (Four Year Plan) (Checking whether key attributes considered are included)
				b. Needs identified for each ward	
				c. Yearly Work Plan with a defined timeline	
				d. Activities with costing for the first year	
	41	3.10.2 Efy	The proportion of the total number of works/activities selected from the LA's medium-term plan compared to the total number of works identified in the LA's budget.	a. The total number of works/activities from the LA's medium-term plan	Medium term plan
				b. The total number of works identified in the LA's budget.	Budget
	42	3.10.3 Efv	Number of works/activities completed out of the total activities identified for the current year in the Medium-Term Plan.	a. Number of works/activities completed which identified for the current year in the Medium-Term Plan.	<ul style="list-style-type: none"> • Medium term Plan • Current year's budget document • Projects implemented in the current year
				B. Number of works/activities which identified for the current year in the Medium-Term Plan.	<ul style="list-style-type: none"> • Current year budget • Medium term plan
	43	3.10.4 Inc	The LA has taken measures to ensure inclusivity in the planning process and identify the needs of various groups, including:	a. Women-headed households	Check whether parties "a" to "e" have been included in the planning process
				b. People with disabilities	
				c. Elders	
				d. Youth and children	
				e. Local entrepreneurs	
	44	3.10.5 Inn	The LA has utilized the following ICT applications	a. Conducting surveys to identify needs through digital technologies.	Check out the information system on the use of digital technology-enabled survey methods

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			in various stages of the planning process:	b. Utilizing ICT for prioritizing needs	Physically check whether information and communication technologies (ICT) and prioritize needs are being used
				c. Tracking project implementation through ICT	Examination of the relevant information system
				d. Employing GIS technology for project management	<ul style="list-style-type: none"> Examination of relevant information system Examine evidence of the use of GIS technology for project management.
3.11 Specific Project Plans	45	3.11.1 Com	The LA has made Specific Project Plans for with long-term development objectives with the following key features	a. Long term revenue generation plans with business plans	Relevant project plans
				b. Feasibility studies of high-value and high-impact infrastructure development plans	Relevant feasibility reports
				c. Local Economic development plan with specific activities	Relevant plans and reports
	46	3.11.2 Efy	The proportion of actual funds used for 'specific projects' compared to the total own revenue (% change compared to district average).	a. Actual amount spent for specific project in last year	<ul style="list-style-type: none"> Documents showing actual expenditure incurred by self-generated income for each particular project Check with the budget
				a. Actual amount spent for specific project in last year	Last year income analysis report
	47	3.11.3 Efv	The proportion of the number of specific projects completed out of the total number of specific projects.	a. Total Number of Total Special Projects Identified in the Last Year Action Plan	Last year action plan
				b. Total Number of Total Special Projects Completed in the Last Year Action Plan	Completed special project files.
	48	3.11.4 Inc	The LA has developed plans to address the specific needs of the	a. Women-headed households	Reports on the identification of women-headed households in the local authority area and the plans prepared by the local authority to meet their special needs

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			following groups:	b. People with disabilities	Reports on the identification of disable people in the local authority area and the plans prepared by the local authority to meet their special needs
				c. Unemployed youth	Reports on the identification of unemployed youth in the local authority area and the plans prepared by the local authority to meet their special needs
				d. Senior citizens	Reports on the identification of senior citizens in the local authority area and the plans prepared by the local authority to meet their special needs
				e. Any other specific disadvantaged groups	Reports on the identification of vulnerable communities in the local authority area and the plans prepared by the local authority to meet their special needs

D: Contribution to SDGs

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
5.1 Strengthening Citizen Engagement	1	1.2.1	Citizens living below national poverty line	a. Data NOT available with LA	If the local government fails to provide any information related to poverty, no marks will be awarded for this
				b. Data is available in hard copies	Physically check availability of latest updated information related to poverty.
				c. Ward-level data is available but NOT analyzed	Physically check whether recent updated information on poverty is available at ward level and no analysis has been done.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				d. The ward-level analysis is done but NOT used for any decision making	Physically check whether recent updated information on poverty has been analyzed at the ward level but not used for any decision-making process.
				d. The ward-level analysis is done AND used for any decision making	Physically check with evidence that recent updated information on poverty has been analyzed at the ward level and used for decision-making.
	2	1.4.1	Data on basic facilities (Toilet and Drinking water) for households	a. Data NOT available with LA	If the local authority fails to provide any information related to toilets and drinking water, no marks will be awarded for this.
				b. Data is available in hard copies	Physically check availability of recent updated information related to toilets and drinking water
				c. Ward-level data is available but NOT analyzed	Physically check that recent updated information regarding toilets and drinking water is available at ward level and no analysis has been done.
				d. The ward-level analysis is done but NOT used for any decision making	Physically check whether recent updated information related to toilets and drinking water has been analyzed at ward level but not used for any decision making process..
				The ward-level analysis is done AND used for any decision making	Physically check with evidence that latest updated information related to toilet and drinking water is analyzed at ward level and used in decision making process..
	3	3.3.5	Data on dengue infections	a. Data NOT available with LA	If the local authority fails to provide any relevant information about dengue infections, no marks will be awarded for this.
				b. Data is available in hard copies	Physically check availability of relevant updated recent information on dengue infection.
				c. Ward-level data is available but NOT analyzed	Physically check that relevant updated recent information on dengue infection is available at ward level and no analysis has been done..

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				d. The ward-level analysis is done but NOT used for any decision making	Physically check that relevant updated recent information on dengue infections has been analyzed at ward level but not used for any decision making process..
				e. The ward-level analysis is done AND used for any decision making	Physically check with evidence that relevant updated recent information on dengue infections is analyzed at ward level and used in decision making process..
	4	3.6.1	Data on Road Accidents	a. Data NOT available with LA	If the local authority fails to provide any information related to road accident data, no marks will be awarded for this.
				b.Data is available in hard copies	Physically check availability of updated recent information on road accident data.
				c.Ward-level data is available but NOT analyzed	Physically check whether recent updated information on road accidents is available at ward level and no analysis has been done..
				d.Data on Health Centers and Dispensaries (public and private)	Physically check whether relevant updated recent information on road accidents has been analyzed at ward level but not used for any decision making process..
				e.The ward-level analysis is done AND used for any decision making	Physically verify with evidence that relevant updated recent information on road accidents has been analyzed at ward level and used in decision making process..
	5	3.7.2	Data on Health Centers and Dispensaries (public and private)	a. Data NOT available with LA	If the local authority fails to provide any relevant information about health centers and dispensaries, no marks will be awarded for this.
				b.Data is available in hard copies	Physically check availability of relevant updated recent information about health centers and dispensaries.
				c.Ward-level data is available but NOT analyzed	Physically check that relevant updated recent information about health centers and dispensaries is available at ward level and no analysis has been done.

Core perform ance area	S N o	Code	Evaluation criteria	Options	Supporting Documents
				d.Data on Health Centers and Dispensaries (public and private)	Physically check that relevant updated recent information about health centers and dispensaries has been analyzed at ward level but not used for any decision making process..
				e.The ward-level analysis is done AND used for any decision making	Physically check with evidence that relevant updated recent information about health centers and dispensaries is analyzed at divisional level and used in decision making process.
	6	4.5.1	Data on People living with disabilities	a. Data NOT available with LA	No marks will be awarded if the local authority fails to provide any relevant information about persons with special needs.
				b.Data is available in hard copies	Physically check availability of relevant updated recent information about persons with special needs.
				c.Ward-level data is available but NOT analyzed	Physically check that relevant updated recent information about persons with special needs is available at ward level and no analysis has been done.
				d.Data on Health Centers and Dispensaries (public and private)	Physically check that relevant updated recent information about persons with special needs has been analyzed at ward level but not used for any decision making process.
				e.The ward-level analysis is done AND used for any decision making	Physically check that relevant updated recent information about persons with special needs has been analyzed at ward level AND used for any decision making process.
	7	16.3	Data on crimes recorded	a. Data NOT available with LA	If the local authority fails to provide any relevant information about recorded crimes, no marks will be awarded for this.
				b.Data is available in hard copies	Physically check availability of relevant updated recent information on recorded crimes.

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
				c.Ward-level data is available but NOT analyzed	Physically check that relevant updated recent information on recorded crimes is available at Ward level and but no analysis has been done.
				d.Data on Health Centers and Dispensaries (public and private)	Physically check that relevant updated recent information on recorded crimes has been analyzed at ward level but not used for any decision making process..
				e.The ward-level analysis is done AND used for any decision making	Physically check with evidence that relevant updated recent information on recorded crimes is analyzed at ward level and used in decision making process.
	8	3.4.2	Data on Suicides	a. Data NOT available with LA	If the local authority fails to provide any relevant information about suicides, no marks will be awarded for this.
				b.Data is available in hard copies	Physically check the availability of relevant updated recent information on suicides.
				c.Ward-level data is available but NOT analyzed	Physically check that relevant updated recent information on suicides is available at Ward level and no analysis has been done.
				d.Data on Health Centers and Dispensaries (public and private)	Physically verify that recent relevant updated information on suicides has been analyzed at Ward level but not used for any decision-making process.
				e.The ward-level analysis is done AND used for any decision making	Physically check with evidence that relevant updated recent information on suicides is analyzed at divisional level and used in decision-making process.
	9	3.c.1	Data on Health workers (public and private)	a. Data NOT available with LA	If the local authority fails to provide any relevant information about health workers (public and private), no marks will be awarded for this.
				b.Data is available in hard copies	Physically check availability of relevant updated recent information about health workers (public and private).

Core perform ance area	S N o	Code	Evaluation criteria	Options	Supporting Documents
				c.Ward-level data is available but NOT analyzed	Physically check that relevant updated recent information about health workers (public and private) is available at divisional level and no analysis has been done.
				d.Data on Health Centers and Dispensaries (public and private)	Physically check that relevant updated recent information on health workers (public and private) has been analyzed at divisional level but not used for any decision making process.
				e.The ward-level analysis is done AND used for any decision making	Physically check with evidence that relevant updated recent information on health workers (public and private) has been analyzed at Ward level and used in decision making process.
5.2 Plans and policies	10	1.5.4	Disaster risk management plan	a.No such plan	No such disaster risk plan is in place.
				b.Plan is available but no involvement of LA in preparing the plan	Physically verify evidence that the local authority has participated in the preparation of such a risk management plan.
				c Plan is available AND LA engaged in preparing the plan	Physically verify that there is a risk management plan in place and evidence that the local authority has participated in its preparation.
				d.LA implemented less than 50% of activities in the plan	Physically Check if the local authority has implemented more than 50% of the Activity plan
				e.LA implemented more than 50% of activities in the plan	Physically Check if the local authority has implemented more than 50% of the Activity plan
	11	5.1.1	Gender Equality policy	a. No such Gender Equality policy	If there is no such gender policy, no marks will be awarded
				b. The Gender Equality policy is available but no involvement of LA in preparing the Gender Equality Policy	Check for physical evidence that the local authority has participated in the formulation of such gender equality policy.

Core perform ance area	S N o	Code	Evaluation criteria	Options	Supporting Documents
				c. c. The Gender Equality policy is available AND LA engaged in preparing the Gender Equality policy	Physically verify evidence that the local authority has participated in formulating such a gender policy.
				d. LA has prepared an Action Plan based on the Gender Equality Policy	Check if the local authority has an action plan based on gender equality.
				e. LA has implemented more than 50% of activities identified in the Action Plan.	If such water and sanitation policy is not in place, no marks will be earned
	12	6.b.1	Gender Equality policy	a.No such Water and sanitation policy	Physically verify evidence that the local authority has participated in formulating such water and sanitation policy
				b. The Water and sanitation policy is available but no involvement of LA in preparing the Water and Sanitation Policy	Physically verify evidence that the local authority has participated in formulating such water and sanitation policy
				c. The Water and sanitation policy is available AND LA engaged in preparing the Water and Sanitation Policy	If such water and sanitation policy is not in place, no marks will be earned
				d. LA has prepared an Action Plan based on the Water and Sanitation Policy	Check whether the local government has prepared an action plan based on the water and sanitation policy
				e. LA has implemented more than 50% of activities identified in the Action Plan.	Check if the local authority has implemented more than 50% of the Activity plan
	13	12.6.1	The LA has published the annual	No such sustainability report	Without such a sustainable record no marks will be awarded

Core perform ance area	S N o	Code	Evaluation criteria	Options	Supporting Documents
			sustainability report with the following topics: Introduction:	b. The sustainability report is available but no involvement of LA in preparing the sustainability report	Physically verify evidence that the local authority has participated in the preparation of such a sustainability report
			a. Organizational Profile:	c. The sustainability report is available AND LA is engaged in preparing the sustainability report	Physically verify evidence that the local authority has participated in the preparation of such a sustainability report
			b. Materiality Assessment:	d. LA implemented less than 50% of activities in the sustainability report	Check if the local authority has implemented more than 50% of the sustainability report.
			c. Governance:	e. LA implemented more than 50% of activities in the sustainability report	Check if the local authority has implemented more than 50% of the sustainability report.
			d. Social Performance:		
5.3 Own revenue allocations	14	1.b.1	e. Environmental Performance:		
			f. Economic Performance:		
			g. Stakeholder Engagement:		
			h. Future Outlook:	a. a. Expenses made for Pro-poor activities (excluding personnel emoluments) Last Year	Find a list of last year's activities for low income earners with proof of expenditure
			i. Verification and Assurance:		
			j. GRI Index:	b. Actual Own revenue Last Year	Last year's Own revenue from final accounts
			k. Other Disclosures:		
			The proportion of expenses made for pro-poor activities (excluding personal emoluments) from own revenue, with a comparison to the district average.		

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	15	1.a.2	The proportion of expenses allocated for Health and Social Protection (excluding personal emoluments) out of own revenue, with a comparison to the district average	a. Expenses made for Health and Social Protection activities (excluding personnel emoluments) Last Year	<ul style="list-style-type: none"> Final account Relevant activity plan Vote Ledger Financial analysis reports Variance reports
				b. Actual Own revenue Last Year	Last year's Own revenue from final accounts
	16	5.c.1	The proportion of public allocations for gender equality and women's empowerment from own revenue, with a comparison to the district average.	a. Expenses made for gender equality and women's empowerment activities (excluding personnel emoluments) Last Year	<ul style="list-style-type: none"> Find the list of last year's activities for gender equality and women's empowerment with proof of expenditure Cost analysis
				b. Actual Own revenue Last Year	Last year's final accounts and income analysis reports
	17	2.1.1 Other, Efv	The proportion of expenses made for programs reducing undernourishment (excluding personal emoluments) out of own revenue, with a comparison to the district average.	a) Expenses made for reducing undernourishment activities (excluding personnel emoluments) Last Year	Last year's final account and expenditure analysis
				b) Actual Own revenue Last Year	Last year's final accounts and income analysis reports

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
	18	2.1.2 Other, Efv	The proportion of expenses made for food-based agricultural programs (excluding personal emoluments) out of own revenue, with a comparison to the district average.	a. Actual amount spend for food-based agricultural programs (excluding personal emoluments)	<ul style="list-style-type: none"> Find the list of activities of food-based agriculture programs completed in the last year with cost evidence Last year's final accounts and expense analysis reports
				b. Actual Own revenue Last Year	Last year's final accounts and income analysis reports
	19	17.5.1 Other, Efv	The proportion of funds allocated for the promotion of investment in the local government area out of own revenue, with a comparison to the district average.	a. Expenses allocated for the activities of promotion of investment in the local government area Last Year	Find the list of activities of investment promotion programs completed last year with proof of expenditure
				b. Actual Own revenue Last Year	Last year's final accounts and income analysis reports
5.4 Women Members	20	5.5.1	The proportion of women council members in the Local Government, with a comparison to the district average.	a. Number of Women Councils in the Council	Elected Members list of the local authority
				b. Total Number of Members in the Council	Elected Members list of the local authority
	21	5.5.2	The proportion of women in	a. Total Number of Women in Managerial Positions	Total number of women at management level

Core performance area	S No	Code	Evaluation criteria	Options	Supporting Documents
			managerial positions (Department Heads), with a comparison to the district average	b. Total Number of People in Managerial Positions	Total number of employees at managerial level
5.5 Civil Society engagement සමාජ සම්බන්ධතා	22	11.3.2	The number of registered and functional civil society structures per 1000 people, with a comparison to the district average.	a. Number of registered Civil Societies in LA area	Document or list of registered civil organizations in the area obtained from a recognized institution (Divisional Secretariat/Department of Statistics)
				b. Population	Secondary data of the local authority areas -
Land use	23	11.1.1	The proportion of urban population living in slums, informal settlements, or inadequate housing, with a comparison to the district average.	a. Population Live in Slums, informal settlements	Relevant survey reports / source documents based on calculation
	24	11.3.1	The proportion of unutilized land, with a comparison to the district average and the percentage change over time.	a. Area Cover Unutilized Land	Land Survey Report/ Register of Unutilized Lands
				b. Total Area of Land	Relevant data reports and source reports

Core performance area	S N o	Code	Evaluation criteria	Options	Supporting Documents
5.6 Energy	25	7.2.1	The proportion of renewable energy in the total final energy consumption, with a comparison to the district average and the percentage change over time.	a. Units of use of Renewable Energy by the LA	Reports on the amount of renewable energy units used by the local authority
				b. Total units of Energy used by LA	Reports the total energy units used by the local authority.