

Profile

Southern Province Road Passenger Transport Authority is established for regulating and functioning the Road Passenger Carriage services originating within the province, coming into or crossing the southern province, and also to regulate over the other matters connected therewith or incidental thereto

Be it passed by the southern provincial council as the policy of the Southern Province Road Passenger Transport Authority is as follows:

- (a) To promote the relevant services by sufficient quantity and quality to meet the passenger transport needs of the public coming under the Authority of the Southern Provincial Council and for the equitable distribution of such services throughout the Southern Province
- (b) To ensure healthy competition prevailing among the providers of such services
- (c) The regulation of the transport services of both the state and private sectors engaged in the safe, the comfortable and efficient performance of the transport requirements of the public.
- (d) To provide infra-structural facilities for all the passenger and other Para transport services which are regulated.

Introduction & Mandate

The Southern Province Road Passenger Transport Authority which is operated under the powers of the Southern Province Road Passenger Transport Authority statute no 2 of 1996 and amended statute no 1 of 2009, as per powers vested by provincial council act no 42 of 1987, Under the 13th amendment of the Democratic Socialist Republic of Sri Lanka.

Vision

To be the Premier Passenger Transport Services Facilitator in Sri Lanka

Mission

To promote the development of passenger transport service with efficiency, quality and quantity to meet the transport needs of the passengers and to provide equitable distribution of the Passenger service in southern province on the basis of social needs in friendly manner.

Thrust Areas

1. Development of Passenger Transport Facilities
2. Productivity Enhancement
3. Fully Regularized Para Transport Service
4. Institutional Capacity Enhancement
5. Good Governance

Goals

1. Development of Passenger Transport Facilities

- i. Bus Stands & Halting Places with Optimal Facilities
- ii. Continuously, Developed & Maintenance Transport Facilities

2. Productivity Enhancement

- i. IT as the backbone for transport Services
- ii. Optimized Running Time
- iii. Fully Trained & Mortivated Stake Holders for Better Service

3. Fully Regularized Para Transport Service

- i. Permitted Para Transport Services Maintained
- ii. Infrastructure Facilities & Equipment for Better Services in Place

4. Institutional Capacity Enhancement

- i. Trained & Skilled, Officers at all levels
- ii. Developed Infrastructure Facilities & equipment

5. Good Governance

- i. Conflict Free Management & Friendly Grievances Handling
- ii. Monitored & Evaluation of performance of the institution, Programmes & Projects
- iii. Adherence to the circulars, Guidelines & Recommendations

Medium Term Agency Results Framework

Department / Agency : **Southern Province Road Passenger Transport Authority**

Thrust Area 1. Development of Passenger Transport Facilities

	Goals	Key Performance Indicators (KPIs)	District / Province	Baseline 2011	Target					
					2012	2013	2014	2015	2016	2017
1.1	Bus Stands & Halting Places with Optimal Facilities	1. No of Written Complaints Regarding Bus Stand & Halting Places Facilities (Per Year)	Galle	79	68	61	54	47	40	34
			Matara	65	52	47	42	37	32	26
			Hambantota	21	13	27	24	21	18	15
		2. No of Users (Per Year)	Galle	718.9 Mn	722.79 Mn	1309.81 Mn	1297.57 Mn	1297.57 Mn	1297.57 Mn	1297.57 Mn
			Matara	512.17 Mn	562.17 Mn	1018.74 Mn	1009.22 Mn	1009.22 Mn	1009.22 Mn	1009.22 Mn
			Hambantota	298.2 Mn	321.24 Mn	582.14 Mn	576.7 Mn	576.7 Mn	576.7 Mn	576.7 Mn
		3. No. of Bus Stands	Galle	12	14	16	17	18	19	20
			Matara	5	6	9	10	11	12	12
			Hambantota	7	8	9	10	11	12	13
		4. No of Halting Places with Shelters	Galle	146	149	153	157	162	167	172
			Matara	114	117	120	123	126	129	132
			Hambantota	65	67	70	73	75	77	79
		5. No of Halting Places Marked	Galle	7904	8064	8222	8312	8380	8403	8500
			Matara	6148	6268	8390	6460	6513	6530	6750
			Hambantota	3513	3593	3663	3703	3732	3743	4000

Medium Term Agency Results Framework

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Thrust Area 1. Development of Passenger Transport Facilities

	Goals	Key Performance Indicators (KPIs)	District / Province	Baseline 2011	Target					
					2012	2013	2014	2015	2016	2017
1.2	Continuously, Developed & Maintenance Transport Facilities	1. No of Written Complaints (Per Year)	Galle	178	157	142	127	110	95	79
			Matara	145	123	110	97	86	73	61
			Hambantota	96	70	63	56	49	42	35
		2 No of Users (Per Year)	Galle	718.9 Mn	722.79 Mn	1309.81Mn	1297.57Mn	1297.57Mn	1297.57Mn	1297.57Mn
			Matara	512.17 Mn	562.17 Mn	1018.74Mn	1009.22Mn	1009.22Mn	1009.22Mn	1009.22Mn
			Hambantota	298.2 Mn	321.24 Mn	582.14 Mn	576.7 Mn	576.7 Mn	576.7 Mn	576.7 Mn
		3-.No of Maintained (Per Year)								
		- Bus Stand	Galle	12	2	2	2	3	4	4
			Matara	5	2	1	2	3	3	4
			Hambantota	7	1	2	1	2	3	4
		- Yards	Galle	12	2	4	2	3	4	6
			Matara	5	2	0	2	2	3	2
			Hambantota	7	1	2	2	3	3	4
		- Sanitary	Galle	5	-	1	1	1	1	1
			Matara	1	-	1	0	1	0	0
			Hambantota	4	-	0	1	1	2	1
		- Halting places With Shelters	Galle	15	2	2	2	2	3	2
			Matara	11	2	2	2	3	3	2
Hambantota	8		1	1	3	4	2	2		
- Halting places Marked	Galle	192	50	30	30	40	35	35		
	Matara	148	35	30	30	30	35	35		
	Hambantota	85	25	40	40	30	30	30		

Medium Term Agency Results Framework

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Thrust Area 2. Productivity Enhancement

	Goals	Key Performance Indicators (KPIs)	District / Province	Baseline 2011	Target					
					2012	2013	2014	2015	2016	2017
2.1	IT as the backbone for transport Services	1. No of Users (Per Year)	Galle	718.9 Mn	722.79 Mn	1309.81Mn	1297.57Mn	1297.57Mn	1297.57Mn	1297.57Mn
			Matara	512.17 Mn	562.17 Mn	1018.74Mn	1009.22Mn	1009.22Mn	1009.22Mn	1009.22Mn
			Hambantota	298.2 Mn	321.24 Mn	582.14 Mn	576.7 Mn	576.7 Mn	576.7 Mn	576.7 Mn
		2. No of Web Users	Galle	4560	6750	15750	20250	24750	45000	60000
			Matara	3550	5250	12250	15750	19250	35000	50000
			Hambantota	2040	3000	7000	9000	11000	20000	30000
		3. No. of Information Displaying Point	Galle	7	7	15	17	19	21	24
			Matara	Null	5	5	7	9	11	13
			Hambantota	3	3	5	7	9	11	13
		4. No of Web Application	Province	5	6	7	8	9	10	11
		5 No of Log Sheet Machine	Galle	15	15	18	18	19	19	19
			Matara	12	12	13	14	15	16	17
			Hambantota	8	8	9	10	10	11	12
		6. No of CCTV Camera	Galle	Null	Null	6	8	11	14	18
			Matara	Null	Null	2	6	9	11	12
			Hambantota	Null	Null	2	6	8	9	10

Medium Term Agency Results Framework

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Thrust Area 2. Productivity Enhancement

	Goals	Key Performance Indicators (KPIs)	District / Province	Baseline 2011	Target					
					2012	2013	2014	2015	2016	2017
2.2	Optimized Running Time	1.No of Written Requests (Per Year)	Province	438	375	338	301	100	60	-
		2. Reduced No of Hours in selected Routes (Per Year)	Province	0.4 Mn	2.4 Mn	2.7 Mn	1 Mn	1Mn	1 Mn	-
		3.No of Commendation (Per Year)	Province	42	250	300	350	425	450	-
2.3	Fully Trained & Mortivated Stake Holders for Better Service	1. No of Written Complaints (Per Year)	Province	1210	1150	1035	920	805	690	575
		2. % of Decreased Accidents (Per Year)	Province	To be identified (100)	5%	7%	9%	11%	13%	15%
		3. No of Inspections (Per Year)	Province	1050	750	650	550	450	350	250
		4. No of Persons Trained & Motivated	Province							
		- Passenger Bus Crew	Province	4200	4350	4500	4650	4800	4950	5100
		- School vehicle Crew	Province	Null	Null	400	800	1200	1600	2000
		- Three Wheeler Crew	Province	Null	Null	1000	2500	4000	5500	7000

Medium Term Agency Results Framework

Department / Agency : **Southern Province Road Passenger Transport Authority**

Thrust Area 3. Fully Regularized Para Transport Service

	Goals	Key Performance Indicators (KPIs)	District / Province	Baseline 2011	Target					
					2012	2013	2014	2015	2016	2017
3.1	Permitted Para Transport Services Maintained	1. % of Decrease Critical incidents Reported (Per Year)	Province	To be identified (100)	-	5%	10%	15%	20%	25%
		2. No of Written Complaints (Per Year)	Province	125	465	4000	3600	3200	2800	2400
		3. No of Vehicle on Road without permit								
		- Three Wheel	Galle	29500	31000	23200	12000	6000	2000	0
			Matara	26100	28000	20300	10500	5250	1750	0
			Hambantota	16500	19000	14500	7500	3750	1250	0
		- School Service	Galle	825	900	450	0	0	0	0
			Matara	630	700	350	0	0	0	0
			Hambantota	478	525	265	0	0	0	0
		- Cab Service	Province	225	500	600	-	-	-	-
3.2	Infrastructure Facilities & Equipment for Better Services in Place	1. No of Written Complaints (Per Year)	Province	248	250	225	200	175	150	125
		2. No of Users Used Metered Taxis (Per Year)	Province	1.35 Mn	19.16 Mn	27.74 Mn	551.15 Mn	642.4 Mn	733.6 Mn	824.9 Mn
		3. No of Metered Taxis	Galle	15	465	1350	2700	3150	3600	4050
			Matara	12	360	1060	2110	2460	2810	3160
			Hambantota	10	260	760	1510	1760	2010	2260

Medium Term Agency Results Framework

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Thrust Area 4. **Institutional Capacity Enhancement**

	Goals	Key Performance Indicators (KPIs)	District / Province	Baseline 2011	Target					
					2012	2013	2014	2015	2016	2017
4.1	Trained & Skilled, Officers at all levels	1. No of Complaints against Officers (Per Year)	Province	120	101	90	29	68	10	5
		2. No of Trained (Per Year)		150	150	180	180	180	180	180
4.2	Developed Infrastructure Facilities & equipment	1. % of Time spent by customer	Province	To be identified (100)	80%	70%	60%	50%	40%	35%
		2. No of Complaints (Per Year)		92	80	72	64	56	25	10
		3. Cost for Equipment (Per Year)		1.5 Mn	2 Mn	3Mn	3 Mn	2 Mn	2 Mn	2 Mn

Medium Term Agency Results Framework

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Thrust Area **5.Good Governance**

	Goals	Key Performance Indicators (KPIs)	District / Province	Baseline 2011	Target					
					2012	2013	2014	2015	2016	2017
5.1	Conflict Free Management & Friendly Grievances Handling	1. No Of Complaints Against Operators & Crew (Per Year)	Province	5500	5000	7000	6300	5600	4900	4200
		2. No Of Complaints Against staff (Per Year)		112	115	104	93	82	71	60
		3. No of Handled Grievances (Per Year)		80	60	54	48	42	36	30
5.2	Monitored & Evaluation of performance of the institution, Programmes & Projects	1. Performance review Reports provided on time	Province	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		2. Quarterly review reports produced		Quart early	Quart early	Quart early	Quart early	Quart early	Quart early	Quart early
5.3	Adherence to the circulars, Guidelines & Recommendations	1. No of audit queries (per Year)	Province	3	3	3	3	2	2	2
		2. no of queries successfully handled (Per Year)		3	3	3	3	2	2	2