Provincial Public Service Commission – Western Province Citizen's Charter

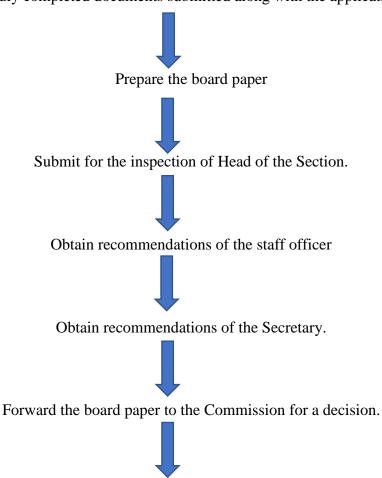
#	Service provided	Time Taken to Provide the	Supporting Officers
	Parameter Parameter	Service	Supplies Sup
01	Holding recruitment examinations by the Provincial Public Service Commission	 Less than 100 applications The examination will be held within 02 months period on receiving applications. More than 100 applications The examination will be held within 04 months period on receiving applications. 	Assistant Secretary (Examinations & Recruitment) Head of the Section (Examinations) Subject Officers: EXM 1, EXM 2, EXM 3
	Issuing results of recruitment examinations conducted by the Department of Examinations, Sri Lanka	Results will be published on the website within 02 weeks period of issuing results by the Department of Examinations, Sri Lanka	Subject Officers: EXM1, EXM 2, EXM 3 REC 01, REC 02, REC 03, REC 04, REC 05
	Recruitment to the posts (Appointment Authority vested in Provincial Public Service Commission)	Step 1 : calling applications for the examination Step 2 : conducting the examination Step 3 : after releasing results recruitment is done within 03 weeks period	Assistant Secretary (Examinations & Recruitment) Head of the Section (Examinations) Head of the Section (Recruitment) Subject Officers: REC 01, REC 02, REC 03, REC 04, REC 05,
02	Conducting Efficiency Bar Examinations by the Provincial Public Service Commission.	1. Less than 100 applications The examination will be held within 01-month period upon receiving applications. 2. More than 100 applications The examination will be held within 02 months period upon receiving applications.	Assistant Secretary (Examinations & Recruitment) Head of the Section (Examinations) Subject Officers: EXM01, EXM 02, EXM 03, REC 05
	Issuing results of Efficiency Bar Examinations conducted by the Department of Examinations, Sri Lanka	Results will be published on the official website of Western Provincial Public Service Commission within two weeks period of issuing results by the Department of Examinations Sri Lanka	Assistant Secretary (Examinations & Recruitment) Head of the Section (Examinations) Subject Officers EXM 01, EXM 02, EXM 03

#	Service provided	Time Taken to Provide the	Supporting Officers
		Service	
			Assistant Secretary
03	Confirmation in the	10 working Days	(Management & Policies)
	Service		Assistant Secretary
			(Establishment & Finance)
			Head of the Section
			Subject Officers: EST 01, EST 06
04	Approval of grade		Assistant Secretary
	promotions	10 working Days	(Management & Policies)
		Ç ,	Assistant Secretary
			(Establishment & Finance)
			Head of the Section, Subject Officers:
			EST 01, EST 02, EST03, EST04,
			EST 05, EST 06, EST 08
05	Recruitment to the		Administrative Officer
03	province and release from	08 Working Days	Head of the Section (Transfers)
	the province on Inter	00 Working Days	Subject Officers: TRF 01, TRF 02,
	Provincial transfers /		TRF 03, TRF 04, TRF 05
	Mutual Transfers		110 03, 110 01, 110 03
0.5	Absorption of officers;		Assistant Secretary
06			(Management & Policies)
	First Appointment		Head of the Section
			Subject Officers EST03, EST 04
	Teacher Assistant		Assistant Secretary
		07.W 1' B	(Management & Policies)
		07 Working Days	Head of the Section
			Subject Officer: MNP 01
	Transfer Basis		Administrative Officer
			Head of the Section (Transfers)
			Subject Officers: TRF 01, TRF 02,
			TRF 03, TRF 04, TRF 05
	Schemes of Recruitment		Assistant Secretary
	/Service Minutes		(Management & Policies)
			Assistant Secretary
			(Examinations & Recruitment)
			Assistant Secretary
			(Establishment & Finance)
			Head of the Sections
			Subject Officers: REC 01, REC 02, REC
			03, REC 04, EST 01, EST 02, EST03,
			EST04, EST 05, EST 06, EST 08
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#	Service provided	Time Taken to Provide the Service	Supporting Officers
07	Annual Transfer Appeals	10 Working Days	Administrative Officer Head of the Section (Transfers) Subject Officers: TRF 03
08	Release from the current position to other positions permanently / temporarily	07 Working Days	Administrative Officer Head of the Section (Transfers) Subject Officers: TRF 02, TRF 03, TRF 04
09	Resignation from the Post	07 Working Days	Assistant Secretary (Examinations & Recruitment) Head of the Section (Recruitment) Subject Officers: REC 01, REC 02, REC 03, REC 04
10	Granting relief period/ Release of Efficiency Bar Examination	10 Working Days	Assistant Secretary (Management & Policies) Assistant Secretary (Examinations & Recruitment) Subject Officers: EST 02, EST 03, EST 04, EST 05, EST 06, EST 08
11	Appointment to acting / performing duties	10 Working Days	Assistant Secretary (Management & Policies) Head of the Section Subject Officer: EST 01
12	Compensation approval	When duly completed applications are submitted to the Compensation Committee which is held once a month, decisions will be informed to the applicant within 3 days	Assistant Secretary (Management & Policies) Subject Officer: EST 05
13	Retirement approval	10 Working Days	Assistant Secretary (Management & Policies) Subject Officer: EST 07
14	Giving recommendations for Service Minutes and Scheme of Recruitments	10 Working Days Step 1: Examine whether the SOR is complied with the guideline. Step 2: Submit for the recommendation of the Commission and forward for the approval of the Hon. Governor	Assistant Secretary (Management & Policies) Head of the branch Subject Officer: MNP 01
15	Disciplinary appeals	10 Working Days	Administrative Officer Subject Officer ADM 04

➤ Work steps in providing your service

Check duly completed documents submitted along with the application form



Inform the decision to the relevant institution and the applicant.

> Details of the documents that should be submitted for each service can be obtained from the reception.

Flawless requests are key to successful service delivery