

## Provincial Public Service Commission – Western Province Citizen's Charter

#	Service provided	Time Taken to Provide the Service	Supporting Officers
01	Holding recruitment examinations by the Provincial Public Service Commission	<p><b>1. Less than 100 applications</b> The examination will be held within 02 months period on receiving applications.</p> <p><b>2. More than 100 applications</b> The examination will be held within 04 months period on receiving applications.</p>	<p>Assistant Secretary (Examinations &amp; Recruitment) Head of the Section (Examinations) Subject Officers: EXM 1, EXM 2, EXM 3</p>
	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	<p>Subject Officers: EXM1, EXM 2, EXM 3 REC 01, REC 02, REC 03, REC 04, REC 05</p>
	Recruitment to the posts (Appointment Authority vested in Provincial Public Service Commission)	<p>Step 1 : calling applications for the examination</p> <p>Step 2 : conducting the examination</p> <p>Step 3 : after releasing results recruitment is done within 03 weeks period</p>	<p>Assistant Secretary (Examinations &amp; Recruitment) Head of the Section (Examinations) Head of the Section (Recruitment) Subject Officers: REC 01, REC 02, REC 03, REC 04, REC 05,</p>
02	Conducting Efficiency Bar Examinations by the Provincial Public Service Commission.	<p><b>1. Less than 100 applications</b> The examination will be held within 01-month period upon receiving applications.</p> <p><b>2. More than 100 applications</b> The examination will be held within 02 months period upon receiving applications.</p>	<p>Assistant Secretary (Examinations &amp; Recruitment) Head of the Section (Examinations) Subject Officers: EXM01, EXM 02, EXM 03, REC 05</p>
	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	<p>Assistant Secretary (Examinations &amp; Recruitment) Head of the Section (Examinations) Subject Officers EXM 01, EXM 02, EXM 03</p>

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03	Confirmation in the Service	10 working Days	Assistant Secretary (Management & Policies) Assistant Secretary (Establishment & Finance) Head of the Section Subject Officers: EST 01, EST 06
04	Approval of grade promotions	10 working Days	Assistant Secretary (Management & Policies) 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 province and release from the province on Inter Provincial transfers / Mutual Transfers	08 Working Days	Administrative Officer Head of the Section (Transfers) Subject Officers: TRF 01, TRF 02, TRF 03, TRF 04, TRF 05
06	Absorption of officers; First Appointment	07 Working Days	Assistant Secretary (Management & Policies) Head of the Section Subject Officers EST03, EST 04
	Teacher Assistant		Assistant Secretary (Management & Policies) 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 /Service Minutes		Assistant Secretary (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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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



Prepare the board paper



Submit for the inspection of Head of the Section.



Obtain recommendations of the staff officer



Obtain recommendations of the Secretary.



Forward the board paper to the Commission for a decision.



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**