

Citizen's Charter

Provincial Public Service Commission – Western Province

“You are entering into a place ready to serve you”

Our Vision....

Creating an excellent, ideal and proud provincial public service.

Our Mission....

To create and maintain a provincial public service with creative, efficient, disciplined and satisfied officers who are required to provide maximum service to the clients impartially within the powers vested in them and to ensure good governance.

Our Commitment....

Through this citizen's /client's charter our commitment in delivery of our services with

Integrity
Judiciousness
Courtesy
Understanding
Objectivity and Impartiality
Transparency
Accountability
Efficiency and Effectiveness

No	Service Provided	Time Taken to Provide Service	Supporting Officers
01	Issuing results of examinations conducted by the Western Provincial Public Service Commission 1. Recruitment Examinations 2. Efficiency Bar Examinations Issuing results of Examinations Conducted by the Department of Examinations, Sri Lanka 1. Recruitment Examinations 2. Efficiency Bar Examinations	From the date of Examination 1. Less than 100 application within 02 months 2. Applications More than 100 and less than 1000 - within 03 months 3. More than 1000 applications - within 06 months Within 02 weeks period of issuing results by the Department of Examinations, Sri Lanka	Senior Assistant Secretary Head of the Section (Examinations) Subject Officers: EXM 01, EXM 02, EXM 03, EXM 04, EXM 05
02	Recruitment for Posts (After completing above no 01)	From the date of interview 1. Less than 100 applications - within 02 months 2. Applications More than 100 -and less than 1000 within 03 months 3. More than 1000 applications - within 06 months	Senior Assistant Secretary Assistant Secretary (Recruitment) Head of the Section (Examinations) Head of the Section (Recruitment) Subject Officers: REC 01, REC 02, REC 03, REC 04, REC 05, REC 06
03	Giving recommendations for New Service Minutes and Scheme of Recruitments and forward for the approval of Hon. Governor	02 Months (For making relevant amendments and obtaining recommendation of the Commission)	Senior Assistant Secretary Head of the Section (Establishment) Subject Officer: MNP 01
04	Confirmation in the Service	03 Weeks	Senior Assistant Secretary Assistant Secretary (Establishment) Head of the Section (Establishment) Subject Officers: EST 01, EST 06
05	Approval of Grade Promotions	03 Weeks	Senior Assistant Secretary Assistant Secretary (Establishment) Head of the Section (Establishment) Subject Officers: EST 02, EST03, EST04, EST 05, EST 06, EST 08
06	Granting Concession Period for Efficiency Bar Examinations	03 Weeks	Senior Assistant Secretary Assistant Secretary (Establishment) Subject Officers: EST 02, EST 03, EST 04, EST 05, EST 06, EST 08
07	Approval of Retirement	02 Weeks	Senior Assistant Secretary Head of the Section Subject Officer: EST 07
08	Resignation from the Post	02 Weeks	Assistant Secretary (Recruitment) Head of the Section (Recruitment) Subject Officers: REC01, REC 02, REC 03, REC 04, REC 05, REC 06
09	Appointment to Acting / Performing Duties	02 Weeks	Senior Assistant Secretary Head of the Section Subject Officer: EST 01
10	Absorption of officers for New Service Minutes	02 Weeks	Assistant Secretary (Recruitment) Head of the Section (Recruitment) Subject Officers: REC01, REC 02, REC 03, REC 04, REC 05, REC 06

No	Service Provided	Time Taken to Provide Service	Supporting Officers
11	Absorption of officers for the relevant Grades in New Service Minutes/ Scheme of Recruitments	03 Weeks	Senior Assistant Secretary Assistant Secretary (Establishment) Head of the Section (Establishment) Subject Officers: EST 02, EST 03, EST 04, EST 05, EST 06, EST 08
Absorption for Western Provincial Public Service			
12	Newly Recruited Officers	03 Weeks	Assistant Secretary (Recruitment) Head of the Section (Recruitment) Subject Officers REC 02, REC 06
	Teacher Assistant	03 Weeks	Senior Assistant Secretary Head of the Section (Establishment) Subject Officer: MNP 01
	Transfer Basis Recruitments	03 Weeks	Administrative Officer Head of the Section (Transfers) Subject Officers: TRF 01, TRF02,TRF 03, TRF 04
13	Approval of Compensations	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 (Establishment) Head of the Section (Establishment) Subject Officer: EST 05
14	Recruitment and Release from the Western Province on Transfer / Mutual Transfer basis	02 Weeks	Administrative Officer Head of the Section (Transfers) Subject Officers: TRF 01, TRF 02, TRF 03, TRF 04, TRF 05
15	Western Provincial Annual Transfer Appeals	02 Weeks	Administrative Officer Head of the Section (Transfers) Subject Officer: TRF 06
16	Releasing from Western Provincial Public Service Permanently/ Temporarily	02 Weeks	Administrative Officer Head of the Section (Transfers) Subject Officers: TRF 02, TRF 03, TRF 04, TRF 05
17	Disciplinary Appeals	02 Months (for calling reports and giving approval)	Administrative Officer Subject Officer: ADM 04
	Appeals for Reinstatement		
	Other Appeals		

Our Expectation

We appreciate your confidence placed upon us and expect you to be reasonable, fair and prompt in making your requests for our services, are true correct and comprehensive in furnishing information to us and have an adequate understanding of what we can and cannot be delivering.

Our Standards

- ❖ We shall respond to all written communications promptly.
- ❖ Deliver the services within the declared time durations provided specified information, documentation along with the request.
- ❖ In case of likely or inevitable delay in making a final decision or when an issue disputed, we shall promptly communicate with you.

Complaint redress system

Courteous and helpful service will be extended by all staff. If you have any complaints to make with respect to the delivery of the above standards you are welcome to register your complaints with the following officer.

Name : U.K.D. Maheshika Thilani
Designation : Senior Assistant Secretary
Located at : Provincial Public Service Commission (Western Province)
Telephone : 011 2879610
Fax : 011 2879512
Email : ppscwpse@sitnet.lk

Work steps in providing your service

Check duly completed documents submitted along with the application form

Prepare the board paper by the Subject Officer

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

Flawless requests are key to successful service delivery

❖ We welcome suggestions from citizens/ service recipients.

❖ Submit your comments and suggestions regarding the points enlisted in the charter to our website www.psc.wp.gov.lk

❖ Citizen's /Client's Charter is a joint effort between you and us to improve the quality of service provided by us and to serve you to the best of your satisfaction.