

Citizens Charter

Chief Secretariat – Southern Province

Section	Serial No	Services Provided	Time taken to Provide the Service
Establish	01	To carry out activities relating to confirmation in posts, promotion and retirement of all officers in the Provincial Public Service of the Southern Province.	05 Days
	02	To approve Private Foreign leave.	03 Days
	03	To issue concessionary Vehicle Permits.	05 Days
Personnel	01	To carry out activities relating to appointments, acting appointments and transfers of officers of all Island Service.	03 Days
	02	To recruit officers for the posts of Management Assistants, Development Assistants, Information Technology Assistants, Internal Audit Officers, KKS (Appointments are given after interviews)	02 Weeks
	03	To refer the applications for foreign scholarship / training to the Development of external resources.	02 Days
	04	To grant approval for duly completed foreign duty leave applications	02 Days
	05	To recommended and forward applications for reemployment of retired officers for the approval of the Governor	03 Days
	06	To submit application for inter provincial transfers and discharge to the public service commission.	02 Days

Administration	01	To direct all letters received by the chief secretary's office to the relevant section.	By 11.00 a.m.
	02	To make transfers (except annual transfers)	03Days
	03	To grant approval for Overtime	03Days
	04	To reserve accommodation facilities in Holiday resort in Bogahapalassa/Mayurapura	05 Minutes
	05	To make recommendations to grant accident compensations	03Days
	06	To reserve pool vehicles for duties and To reserve buses.	05Minutes
Development	01	To refer requests under the right to information Act No 12 of 2016 to Information Officers.	10Minutes
	02	To refer complaints under the Programme "Tell President" to relevant institutions through computer software system.	10Minutes
	03	To take action with regard to public requests and petitions directed by the presidential Secretariat.	03 Days
	04	To send answers to question of parliament	03Days

	05	To notify decisions of committees on child, disaster management, water supply drug prevention, food production national programme, dengue prevention	03Days
	06	To prepare and update the southern provincial invitees register	02 Weeks
	07	To recommend students who pass G.C.E. (O.L.) examination for president's scholarships.	02Weeks
	08	To refer the progress reports of the programme "The nearest school is the best school" to the Ministry of Education, Isurupaya.	02Days
	09	To refer progress reports with regard to health development plans to the Ministry of Provincial Councils and local Government.	02Days
	10	To prepare the policy statement of the Southern Province.	02Weeks
Accounts	01	To release impress to divisional Secretariats	01Day
	02	To release collective provisions and provincial council member's provisions	10Minutes
	03	To forward eligible vouchers for payment.	01Day
Finance	01	To publish in the Government Gazettes provincial council Gazette notifications referred to the government press.	03Weeks

	02	To answer the draft auditor general's report and Management audit report.	07 Days and 03 Months.
	03	To get government payment/various allowances validated for the provincial councils.	02 Weeks
	04	To sent for answers to audit queries and paras of Ministries/Departments/Divisional secretariats/Local Government Authorities.	03 Days.
	05	To appoint procurement committees	03Days.
	06	To submit reports presented to the parliament by the committee on public Accounts.	10Days.
	07	To carry out activities relating to obtaining approval for the purchase of vehicles.	02Days.
Budget	01	To present supplementary estimates to the board of Ministers and approve Supplementary estimates.	02Week.
	02	To submit estimate formats for the approval of the finance commission.	Before 31 st May each year.
	03	To refer accurate stamp duty schedules to the Department of Accounts and payment's for the allocation of provisions	02Week.
	04	To refer correct court fine classifications to the Department of Accounts and payments for the allocation of provisions.	03Days.

	05	To transfer provisions without shortcoming in terms of financial rule 30 of the Southern Provincial.	07Days.
Account and Payment	01	To issue imprest cheques.	03Days.
	02	To open official bank accounts.	01Week.
	03	To approve and send specimen signature cards for official bank accounts.	03Days.
	04	To grant approval for repayment from the receipts	01Week.
	05	To release monthly account summary reports to the web side.	On or before 20 th of each month.
Internal Audit	01	To hold inquiries into petitions and Complaints Submitted to the Department.	01Month
Information Technology	01	To Update the Website	15 Minutes
	02	To Maintain SMS message service	10 Minutes
	03	To inspect Computers for problems and give solutions.	10 Minutes

Legal	01	To give legal advice for all provincial Ministries, Departments, and all Government institutions in the Southern Province.	03Days.
Statistical	01	To provide statistics information for external individuals and organization promptly on relevant occasions	01Day
Supply	01	To register suppliers.	From 15 th to 30 th December each years.
	02	To carry out activities pertaining to repairs to Machinery and equipment.	01Day