

Citizens'/Clients' Charter

State Ministry of Provincial Councils and Local Government Affairs

Our Vision : Empowerment of provincial and local government

Our Mission : Creation a provincial council and local government system which provides an efficient, cooperative, novel as well as higher and quality community services responsible to the people

“Now you enter to the place where the service will be provided to you.”

If you expect to obtain the following services, that could be fulfilled within the specified time whenever you have completed the all relevant requirements

Se .No.	Service provided	Requirements to be fulfilled (Information/documents/formats to be submitted)	Maximum time taken to render the service	Relevant Division
01.	Providing information as per Right to Information Act	<ul style="list-style-type: none">• Duly filled format RTI 01 / request letter /request made by Fax	14 days	All Additional Secretaries
02.	Payments to miscellaneous projects	<ul style="list-style-type: none">• Project approval letter• Agreement• Bill• Report on work completion• Request letter with the recommendations of local authority• Recommendation of Local Government Commissioner• Voucher with recommendation and approval of relevant Division	04 day	Accounts Division
03.	Issuance of bid applications	<ul style="list-style-type: none">• Request letter• Cash payment receipt	30 minutes	Accounts Division
04.	Release of bid security	<ul style="list-style-type: none">• Request letter• Bid security copy	01 hour	Accounts Division
05.	Release of performance bond	<ul style="list-style-type: none">• Request letter• Certificate for work completion	01 hour	Accounts Division
06.	Release of auction items	<ul style="list-style-type: none">• Permission letter• Cash payment receipt	03 hours	Accounts Division
07.	Reservation of circuit bungalow- Kandalama	<ul style="list-style-type: none">• Application• Cash payment receipt	01 hour	Administration and Training Division

08.	Making payments to the services provided from outside	<ul style="list-style-type: none"> • Request letter • Bill 	01 week	Administration and Training Division
09.	Release of property loans surety deeds	<ul style="list-style-type: none"> • Request letter • Certificate for completion the loan payment • Certificate for revocation of power of attorney in land registrar office 	01 day	Administration and Training Division
10.	Applying the benefits of Public Services Provident Fund of former officers of ministers' staff	<ul style="list-style-type: none"> • Request letter • Application for obtaining the benefits • Service termination letter • A certified copy of pass book • Certified copy of National Identity Card • Forwarding the request to P.S.P.F. Office • Receipts and payments from Public Services Provident Fund 	01 day One month	Administration and Training Division
11.	Issuance of consent letters related to foreign training	<ul style="list-style-type: none"> • Request letter • Completed application relevant to foreign training • Recommendation of provincial council 	45 minutes	Administration and Training Division
12.	Vehicle transfers	<ul style="list-style-type: none"> • Request letter • Vehicle transfer application • Certificate for no legal issue • A copy of certified fixed assets register 	01 hour	Administration and Training Division Expenditure Monitoring Division
13.	Issuance of letter to Controller of Immigration and Emigration for extension of residential visa time period	<ul style="list-style-type: none"> • Request letter • Relevant recommendations 	01 hour	Local Government Division
14.	Providing information of local government institutions	<ul style="list-style-type: none"> • Request letter 	01 hour	Local Government Division
15.	Providing recommendations to the Treasury to purchase the vehicles for provincial council/local government	<ul style="list-style-type: none"> • Recommendation of Vehicle Purchase Provincial Committee • As per National Budget Circular 03/2018,completed documents requested 	05 days	Provincial Councils /Local Government Division
16.	Taking action on public complaints	<ul style="list-style-type: none"> • Relevant complaint letter • Other documents relevant to complaint 	02-10 days	Local Government/Provincial Councils division

17.	Issuance of vehicle import permits on concessionary terms to the provincial council members	<ul style="list-style-type: none"> • Application as per the format mentioned in Circular 1/20131/2013 	05 days	Provincial Councils Division
18.	Submission of vehicle import permits on concessionary terms	<ul style="list-style-type: none"> • Letter of Chief Secretary • Applications related to Circular and incidental documents 22/99 	03 days	Provincial Councils Division
19.	Acquisition of lands for the development purposes and relevant activities	<ul style="list-style-type: none"> • Format L.A.3 including other incidental documents 	03 days	Provincial councils Division
20.	Providing privileges and facilities of the members of provincial councils	<ul style="list-style-type: none"> • Expenditure Management Circular of Presidential Secretariat 	05 days	Provincial Councils Division
25.	Approval of project proposals	<ul style="list-style-type: none"> • Covering letters with recommendations of Local Government Commissioner Assistant Local Government Commissioner and • Detailed estimate related to the project proposal with the recommendation of Provincial Engineer • Duly filled formats (C or RC) 	03 days	Development Division
26.	Forwarding the bills relating to projects to Accounts Division	<ul style="list-style-type: none"> • Covering letters with the recommendations of Local Government Commissioner and Assistant Local Government Commissioner • Original copy of the bill with the recommendation of Provincial Engineer • Letter for Contract award • Original copy of the agreement • Quality Inspection Reports and original copies of bills in respect of that • Work Completion Report • Photographs of name board • Photographs before and after implementation the project 	05 days	Development Division
27.	Release the retentions	<ul style="list-style-type: none"> • Covering letter with the recommendations of Local Government Commissioner and Assistant Local Government Commissioner • F.R. 237 Schedule 1 A (iii) format with the 	02 days	Development Division

		recommendation of Provincial Engineer <ul style="list-style-type: none">• Duly filled Requisition paper• Request letter of contractor/contract society		
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N.B.: It is kindly requested to hand over the necessary documents fulfilled by all the clients subsequent to accurate check. Our period of service is based on providing the accurate information by you.

**Secretary
State Ministry of Provincial Councils and Local
Government Affairs**

We commit to frequently enhance the services provided under the Charter.