

Citizens' – Clients' Charter

Council Secretariat of Western Province Provincial Council

We warmly welcome you who came seeking services from the Western Provincial Council Secretariat.

Our Vision

Dignified Progression of the Western Provincial legislature.

Our Mission

Effectively and impartially provide the services and subject related contribution required by the public representatives and managing a well-disciplined, professionally skilled staff to optimally perform the tasks relevant to the legislative process to enable strengthened continuation of Western Provincial legislature.

Our Commitment

Providing services in an honest, courteous, impartial and transparent, understanding and accountable, prudent, efficient and effective manner.

Our Bond

The main role of this office is to efficiently and impartially provide services and subject related contribution required by the People's representatives who have been appointed to the Provincial Council by the public through their mandate to strongly maintain Western Provincial Legislature.

Providing facilities for the proper performance of the work of the committees and other sub-committees run by the provincial council, providing services and facilities approved by the provincial council for the public representatives, providing the services to be performed by this office to other offices involved in the affairs of the council and to the public with diligence and dedication is also part of our role.

Our clients

- People's representatives elected to the Western Provincial Council
- Other institutions and service-seeking parties associated with the Western Provincial Council
- Staff of the Provincial Council Secretariat

The services we provide to our clients have been mentioned below. Eventhough, the term of office of the Sixth Provincial Council of the Western Province has ended presently, a new Provincial Council has not been elected as the Provincial Council Election was not held. Accordingly, until a new provincial council is elected, there is no need to perform the tasks mentioned below under No. 1 and 2 relating to Provincial Council Meetings and the services

provided to other offices related to legislative functions during this period. However, the services mentioned under 2.1 and 2.2 of No. 2, i.e. the services requested by the former members of the Provincial Council and the services requested by the personal staff members of the Honorable Members are still provided. Also, submission of information and reports requested by the Chief Secretary's Office, Department of Audit, Provincial Public Service Commission and others parties continue further. Likewise, the services provided to the staff of the Council Secretariat for the optimal performance of tasks related to the legislative process have been mentioned under No. 03 below.

Standards and Conditions of Our Services

The Council Secretariat of Western Provincial Council has been established under the Staff Statute of Council Secretariat, No. 07 of 2000 to provide the necessary support services for the tasks performed by the honorable public representatives for the public welfare under the Western Provincial legislative process in relation to the subjects mentioned in List I and List III of Schedule 9 of the Constitution. Accordingly, the details of the services provided to each client group are given below.

1 Providing services to Public Representatives selected to the Western Provincial Council				
	Service Provided	Standard of service-delivery		Officials who can assist you
1.1	To assist in the proper running of the legislative affairs of the Western Provincial Council. That is, supporting the holding of provincial council meetings by carrying out paperwork, providing related subject knowledge, data and reports, and providing infrastructure. Also, providing the above mentioned facilities for running the committees.	Facilitating the honorable Members to hold the Provincial Council Meeting.	Once every fortnight	Secretary/ Coordinating Officer Council Affairs Division Secretary / Hanzard Editor Hanzard Division
		Making arrangements as per the appointment of Honorable Governor / Honorable Chairman for taking oath / pledging of new MPs.	In 01 day	Secretary/ Coordinating Officer
		To discuss and make decisions about matters to be included in the agenda of the upcoming provincial council meeting, to convene the meeting committee and to facilitate the member honorable councilors to hold the committee meeting.	Once in every fortnight (on or after the Council meeting day)	Secretary/ Coordinating Officer

	Submitting the issues submitted by the Honorable Members to the House Affairs Committee for inclusion in the House Agenda	On the next Business Advisory Committee Meeting day	Secretary/ Coordinating Officer
	Presenting to the Business Advisory Committee the Motions submitted by Honorable Members to be presented at the Provincial Council	On the next Business Advisory Committee Meeting day	Secretary/ Coordinating Officer
	Submission of statutes, regulations, rules and by-laws prepared by the ministries in charge of Provincial Council subjects and sent for submission to the provincial council for the recommendation of the Business Advisory Committee.	On the next Business Advisory Committee Meeting day	Secretary/ Coordinating Officer
	After receiving the recommendation of the House Affairs Committee to submit the questions, proposals and statutes, regulations, rules and by-laws presented by the Honorable Ministers to the House, they should be included in the agenda.	On the next Business Advisory Committee Meeting day	Secretary/ Coordinating Officer
	Preparation of the Agenda, obtaining its English and Tamil translations and printing the Agenda in tri-languages.	In 03 days	Secretary/ Coordinating Officer
	Distributing the relevant Agenda before the Council Meeting,	07 days before the Council assemblies	Secretary/ Coordinating Officer

	posting it to the Honorable Members		
	<p>Entering the Agenda to official website and disseminating to the mass media</p> <p>Issuance of media announcements relating to special topics that would be included into future Council meeting.</p> <p>Entering the Hansard, Minutes and other reports tabled at the previous Council meeting into the website in downloadable manner.</p>	03 days before the Council assembles	Secretary/ Press Officer
	Preparing and tabling the official report and minutes related to the council meeting	Next Council day	Secretary/ Hansard Editor
	<p>Providing answers (given by the respective honorable minister) to the questions included in the agenda asked by the honorable members to the honorable members who asked the questions</p> <p>Answers (provided by the respective honorable minister)</p>	Dates of council meetings where answers will be given	Secretary/ Coordinating Officer
	Translation of all documents related to council meetings, agendas, Hansard etc. into Tamil and English languages.	In 03 days	Secretary/ Translators
	Translation of documents into Tamil and English languages on the day of the Council Meeting	Within an hour	Secretary/ Translators

		Provision of trilingual interpreter services on Council meeting days	Immediately	Secretary/ Interpreters
		Calling the media and organizing press conferences when requested by the Honorable Members to call the media on special Council meeting occasions	When required	Secretary/ Press Officer
		Providing necessary data, information, reports and statistics to the members of the provincial council for presentation in the council meetings and providing library facilities in necessary cases.	On the day the request was made	Secretary/ Press Officer
		Update and maintain the official website of the Council Secretariat by including all the information that an Honorable Member needs to refer to regarding the Western Provincial Council and its functioning.	As soon as the information is officially released	Secretary/ Press Officer
		Provision of infrastructure for holding council meetings, arrangement of security services and refreshments/ catering	On the day of the Council meeting	Secretary/ Administrative Officer
		<u>Public Petition Committee</u>		
		Facilitating members to hold the Public Petition Committee of Western Province	Every week	Secretary/ Assistant Secretary
		Submission of petitions presented to the Council by Honorable Members to the Main Petitions Committee before	Within 02 weeks	Secretary/ Assistant Secretary

		hearing by the Public Petitions Committee		
		Initiation / Convening of hearings of petitions referred to sub-committees	Within 02 weeks	Secretary/ Assistant Secretary
		Conduct on-site inspections as per sub-committee decisions	Within 03 weeks	Secretary/ Assistant Secretary
		Tabling of decisions of the Main Petition Committee	Within 02 weeks	Secretary/ Assistant Secretary
		<u>Provincial Public Accounts Committee</u>		
		When the Auditor General's reports submitted to the Council are forwarded to the Provincial Public Accounts Committee, call the Accounts Committee to investigate the reports and prepare reports incorporating the recommendations of the Accounts Committee.	As per the recommendation of the Committee	Secretary/ Deputy Secretary/Assistant Secretary
		Facilitating the honorable Members to hold the Provincial Public Accounts Committee.	Every week	Secretary/ Deputy Secretary/Assistant Secretary
		Submission of Sessional Reports to the Council	As per the decision of the Committee	Secretary/ Deputy Secretary/Assistant Secretary
		<u>Committee on Statutes and Laws</u>		
		To present recommendations as per Rules of Procedure and legislatively with regard to a law or rule brought before the Provincial Council	As per the decision of the Committee and Council decision	Secretary/ Legal Officer

		Facilitating Hon. Committee members to conduct the Committee on Statutes and Laws	As per the decision of the Committee and Council decision	Secretary/ Legal Officer
		<u>House Committee</u>		
		When a request is received about the privileges, facilities and requirements of the client Members, calling the House Committee to discuss it and reporting outcomes.	As per the decision of the Committee and Council decision	Secretary/ Coordinating Officer
		Facilitating the honorable Members to hold the House Committee.	As per the decision of the Committee and Council decision	Secretary/ Coordinating Officer
		<u>Vigilant Committee</u>		
		Convening the Vigilant Committee To examine about the complaints submitted to the Council in accordance with the rules of procedure and reporting the outcome.	As per the decision of the Committee and Council decision	Secretary/ Legal Officer
		Facilitating members to conduct the Vigilant Committee.	As per the decision of the Committee	Secretary/ Legal Officer
		<u>Committee on Rules and Procedure</u>		
		Convening of the Committee on Rules of Procedure after notification of the need to hold the Committee	Within 07 days	Secretary/ Hanzard Editor
		Facilitating the Honorable Members to conduct the Rules of Procedure Committee.	As per the decision of the Committee and Council	Secretary/ Hanzard Editor
		To report the proceedings of the committee meeting in such manner as the committee may decide	Within 02 days	Secretary/ Hanzard Editor

		<u>Special Committee Meetings</u>		
		Facilitating special committees appointed from time to time	From time to time as per calling of meetings	Secretary/ Coordinating Officer
		<u>Sub-Committees</u>		
		In addition to standing committees, providing facilities to the members of the respective sub-committees to perform the tasks of the sub-committees appointed to facilitate the tasks related to the said standing committees.	Within the time periods specified by the Committees	Officers of above Committees
1.2	Payment of Salaries and Allowances for Client -Honorable Members of Provincial Council	Remittance of salary and allowances of newly appointed Members to bank accounts. (In the first month of appointment, an account number should be provided to bank the salary.)	Having commenced the payment within the month of appointment, every month, on fixed salary payment days of government officials	Secretary/ Accountant
		Providing monthly salary details for Honorable MPs. (A written request must be submitted by the Honorable Member.)	immediately	Secretary/ Accountant
		Providing of quarterly salary details for Honorable Members. (A written request must be submitted by the Honorable Member.)	Within 01 day	Secretary/ Accountant
		Providing of annual salary details for Honorable Members.	Within 01 day	Secretary/ Accountant

		(A written request must be submitted by the Honorable Member.)		
		Issuance of Pay as you Earn income tax deduction certificate (T.10 certificate) under section 120 of the Inland Revenue Act (A written request must be submitted by the Honorable Member)	Within 01 day	Secretary/ Accountant
1.3	Provision of loans for the client - Honorable Members of the Provincial Council.	Provision of tire loan advances for Honorable Members. The relevant loan application is published in our official website.	Within 01 day (When the respective application form is duly completed and submitted by the Honorable Members.)	Secretary/ Accountant/ Administrative Officer
		Paying off interest-free loans by pledging property (land or vehicle) to Members The relevant loan application is published on our official website.	Within 02 day (When the respective application form is duly completed, recommended and submitted by the Honorable Members.)	Secretary/ Accountant/ Administrative Officer
		Giving advance to purchase a mobile phone for Honorable MPs.	Within 01 day (When the respective application form is duly completed and	Secretary/ Accountant/ Administrative Officer

		The relevant loan application is published on our official website.	submitted by the Honorable Members.)	
		Providing computer loan facilities for Hon. Members The relevant loan application is published on our official website.	Within 01 day (When the respective application form is duly completed and submitted by the Honorable Members along with prices for computers.)	Secretary/ Accountant/ Administrative Officer
1.4	Honorable Members of Provincial Council applying for foreign leave for personal travel	Recommending and forwarding the applications to the Honorable Governor when the Honorable Members apply for leave to travel abroad for personal travel. Leave application is available from the office.	Within 01 day	Secretary / Administrative Officer
	Honorable Members of Provincial Council applying for foreign leave to travel on duty purposes	Recommending and forwarding the applications to the Honorable Governor when the Members of Parliament apply for leave to travel abroad on duty. Leave application is available from the office.	Within 01 day	Secretary/Accountant / Administrative Officer

1.5	Issuance of letters certifying the positions held by Honorable Provincial Council Members and former Honorable Provincial Council members	Issuance when a request is made by the Hon.	Immediately	Secretary/Coordinating Officer
1.6	Provision of life insurance for client -Honorable Members of the Provincial Council	Forwarding the applications to the concerned insurance company after the Members have submitted their applications for life insurance of Members and health insurance for their family members. The forms to submit information to this office are published on our official website.	Within 02 day	Secretary/Administrative Officer
1.7	Payment of provincial council and committee meeting allowances for client -Honorable members of Provincial Council.	Payment of participation allowance after submission of attendance report for council meetings	Every 06 months (Within 02 days after submission of arrival report)	Secretary/Accountant/Administrative Officer
		Payment of participation allowance after submission of attendance report at committee meetings	Every 06 months (Within 02 days after submission of arrival report)	Secretary/Accountant/Administrative Officer
1.8	Appointment of staff to work in the offices of the client -Honorable Provincial Councilor Members, termination of their appointments	Issuing letters about the appointment and termination of service when the Honorable Member informs in writing about the appointment and termination of the personal staff of the	Within 02 days	Secretary/Administrative Officer

		Honorable Members of Provincial Council (The model form is included in the Members' Awareness Manual and in the official website.)		
1.9	Provision of official telephone facilities for Honorable Members	Provision of official telephone facilities for MPs The Honorable Member must submit his request in writing.	Within 01 day	Secretary/ Administrative Officer
1.10	Provision of free postal facilities for Honorable Members	Provision of free postal facilities for Members The Honorable Member must submit his request in writing.	Within 01 day	Secretary/ Accountant/ Administrative Officer
1.12	Facilitating the obtaining of duty passports for Honorable Members	Recommending and forwarding to the Chief Secretary the requests submitted by Honorable Members for obtaining duty passports. (The Honorable Member must submit his request in writing)	On the day itself	Secretary/ Coordinating Officer
1.13	Facilitating the obtaining of license for the Honorable Members to keep a government-owned firearm for life protection	Recommending and forwarding to the Chief Secretary the requests submitted by the Honorable Members for obtaining Firearms Licenses. (The Honorable Member must submit his request in writing.)	On the day itself	Secretary/ Coordinating Officer
1.14	Providing library facilities for Honorable Members	Facilitating the acquisition of data, information, reports and statistics required by honorable members for the presentation of the Provincial Council system, the Western	As soon as a request is made	Secretary/ Press Officer

		<p>Provincial Council, its functioning and history.</p> <p>The library can be used on every meeting day and whenever requested.</p> <p>Editing of special books, academic collections, commemorative publications as and when required</p>		
1.15	Provision of provincial council official identity cards to Honorable Members.	The Honorable Member should submit the relevant documents and photographs according to the instructions included in the MLA's awareness manual.	within 03 days after completing and submitting the request	Secretary / Administrative Officer
1.16	Providing training opportunities for Hon. Members	<p>Organizing an awareness program for new members after a new provincial council is formed.</p> <p>Organizing local and foreign training workshops to develop knowledge related to provincial council tasks and provincial council subjects</p>		Secretary/ Accountant/ Administrative Officer/ Coordinating Officer/ Press Officer

2	Providing services to other institutions associated with the Western Provincial Council and parties that expect services from the Western Provincial Council			
2.1	Providing services to the institutions involved in the legislative process of the Western Provincial Council, the Private Staff of Honorable Members and Office Bearers and other parties requiring services.			
	Service Provided	The standard of Service Providing		The officers who can help you
2.1.1	Coordinating the officials of other offices who are contacted and called for Provincial Council meetings.	Informing the relevant parties to act in due time according to the orders given in the provincial council meeting held every fortnight.	Fortnightly	Secretary / Coordinating Officer
2.1.2	Payment of participation allowances for officials who conduct committee meetings of the Provincial Council.	After submission of attendance report of committees.	within 02 days of submission of attendance report	Secretary / Accountant / Administrative Officer
2.1.3	Providing security for Council meetings, providing media coverage, providing technical services, refreshment activities, granting permission to observe meetings, to facilitate the visiting parties who come with the expectation of obtaining information for research and study activities, obtaining library facilities, etc..	Informing the Ministerial Security Division, media organizations, technical service providers, catering personnel and other relevant parties about the dates of the meetings.	Once a fortnight. (After approval of the agenda)	Secretary / Administrative Officer / Press Officer
2.1.4	Issuance of identity cards for staff members of	Issuance of identity cards when the Office Bearers recommend the issuance of identity	within 03 days after completing and	Secretary / Administrative Officer

	Office Bearers and officials	cards to their staff members and submit the relevant documents.	submitting the request	
2.1.5	Issuance of Passes for visitors observing Council Meetings and providing Media Coverage	Issuance of passes for staff members and representatives of Honorable Members/Office Bearers to observe Council Meetings. Issuance of passes to journalists to cover assembly meetings	After the requests are made, on the day of the meeting	Secretary/Press Officer
2.1.6	Issuance of passes for refreshments	Issuance of refreshment passes for Office-Bearers, officers, guests and journalists on Council Meeting days	On Council Meeting Day	Secretary / Administrative Officer / Press Officer
2.1.7	Providing information to Electronic and Print Media	Preparation of news reports after release of official reports and releasing them to electronic and print media	according to the occasion,	Secretary / Press Officer
2.1.8	Maintaining library facilities	Maintaining library facilities in such a way that students and researchers who study the Provincial Council system, Western Provincial Council, its functioning and history can get information.	As requested	Secretary / Press Officer
2.1.9	Informing the parties who are called for the committee meetings	Facilitating the parties participating in the meetings and informing the relevant parties within the specified period as ordered by the committees. Provision of accommodation and infrastructure during meeting days. Providing refreshments to parties called to testify in committees.	within the specified period as directed by the Provincial Council and Committees	Secretary / Deputy Secretary / Assistant Secretary / Administrative Officer/ Coordinating Officer

2.1.1 0	Appointment of Private Staff of members of the Provincial Council, staff of Office Bearers and casual staff, payment of salaries and allowances and termination of service	When notified in writing about the appointment and termination of service of the Private Staff of Honorable Members and Office Bearers, issuance of letters about such appointment and termination of service (The specimen format is included in the Members' Awareness Manual and in the official website.)	Within 02 days	Secretary / Administrative Officer
		Payment of Salaries and Allowances of Private Staff of Office Bearers and Payment of Salaries and Allowances of Casual Staff.	03rd working day of every month	Secretary / Accountant / Administrative Officer
		Payment of Private Staff salaries and allowances after confirming that no amendments have been made by the Honorable Members in their Private Staffs.	on 10th of next month	Secretary / Accountant / Administrative Officer
2.1.1 1	Making the Private Staff members of the Honorable Provincial Council and Office Bearers to Contribute to the Public Service Provident Fund and payment of benefits to them	Making the Private Staff members of the Honorable Provincial Council members and Office Bearers to contribute to the Public Service Provident Fund (The relevant form is included in the official website.)	In the first month of contribution to the Public Service Provident Fund	Secretary / Administrative Officer
		Sending detailed reports on the contributions charged to the Public Service Provident Fund from the monthly salaries of the Private Staffs of Provincial	Sending with reduction cheque after payment of salary every month	Secretary / Accountant / Administrative Officer

	<p>Council Members and Office Bearers and the contribution made by the government along with the relevant remittance cheques to the Office of the Public Service Provident Fund.</p> <p>Entering the details in the Public Service Provident Fund website</p>		
	<p>Intimation in writing to the Private Staff members entitled to receive Public Service Provident Fund benefits when they have completed service having served for a sufficient time period, to apply for the Public Service Provident Fund benefits to which they are entitled.</p>	<p>within 03 days</p>	<p>Secretary / Accountant / Administrative Officer</p>
	<p>When the relevant application is completed and submitted by the staff members, entering the details of their subscriptions and termination of service on the Public Service Provident Fund website and the relevant applications and other documents shall be forwarded to the Public Service Provident Fund office</p>	<p>As soon as the information is received</p>	<p>Secretary / Accountant / Administrative Officer</p>
	<p>After receipt of Public Service Provident Fund benefit grants through cheques, the cheques are banked in the official account and the benefits are paid to the relevant parties.</p>	<p>within one week of cheque clearance</p>	<p>Secretary / Accountant / Administrative Officer /</p>

2.2	Submitting the required reports to other offices connected with the Western Provincial Council Secretariat standards Staff who can help you			
	Service Provided	The standard of Service Providing	The officers who can help you	
2.2.1	Submitting reports to the Chief Secretary's Office, Audit Department, Provincial Public Service Commission and other parties on due date	Monthly Account Summary	as per instructions given by circulars issued by the Provincial Treasury	Secretary / Accountant
		Prediction of the need for imprests		
		Annual report on imprest requirement		
		Remittance of receipts to Provincial Treasury	On every tenth day of every month	Secretary / Accountant
		<u>Submission of quarterly reports</u> <ul style="list-style-type: none"> • Quarterly reports on imprests • Bank Reconciliation Quarterly Report • Quarterly report on remittances • W&OP contribution reductions • PSPF reductions • Levy of stamp duty 	At the end of every quarter	Secretary / Accountant
		Imprest settlement	At the end of the accounting year (31 st December)	Secretary / Accountant
		Annual estimate	As per the instructions given by the circulars issued by the Provincial Treasury	Secretary / Accountant
		Other reports related to estimates		
		Bank Reconciliation Statement	before 15 th of the following month	Secretary / Accountant

		Appointment of Annual Commodity Survey Board	Before December 15 th	Secretary / Accountant
		Conducting Board of survey	Before January 15 th	Secretary / Accountant
		Submission of Board of survey report	Before January 31 st	Secretary / Accountant
		Completion of the recommendations given in the Board of survey report	Before April 15 th	Secretary / Accountant
		Answering audit queries	as dictated by the audit	Secretary / Accountant/ Administrative Officer
2.2.2		Report on Implementation of Special Programs under Dengue Control Project	Before 05 th of every month	Secretary / Administrative Officer
		Quarterly report on staff	at the end of each quarter before 05 th of the following quarter	Secretary / Administrative Officer
		Annual report on staff	before 31 st January at the end of each year	Secretary / Administrative Officer
		A record of maintenance of IT equipment and other systems	Before 04 th of every month	Secretary / Administrative Officer
		Preparation of monthly reports of leave	at the end of every month	Secretary / Administrative Officer
		Reporting to the Chief Secretariat about the daily inspection reports conducted on safety	Before 05 th of every month	Secretary / Administrative Officer

		Reporting to the Chief Secretariat about the daily inspection reports conducted on sanitation	Before 05 th of every month	Secretary / Administrative Officer
		Sending the list of officers on duty on Saturdays, Sundays and holidays to the Chief Secretariat	Every week before Friday	Secretary / Administrative Officer
		Sending a list of names of workers coming to provide sanitation service on Saturdays to the Chief Secretariat	Every Thursday Before 2.00 p.m.	Secretary / Administrative Officer
		Production of reports under Right to Information Act	as requested from time to time	Secretary / Information Officer
		Production of reports under Right to Information Act	as requested from time to time	Secretary / Information Officer
3	Provision of services to Provincial Council Secretariat staff			
	Service Provided	The standard of Service Providing		The officers who can help you
3.1	Payment of Salaries, Allowances for Council Secretariat Staff	Payment of Salaries, Allowances to Staff	on the date as prescribed by circulars	Secretary/Accountant /Administrative Officer
3.2	Provision of loans for Government Officials	Distress loans	Within 03 days after submission of applications.	Secretary/Accountant /Administrative Officer
		Debt relief loans	Within 03 days after submission of applications.	
		Bicycle loan	Within 03 days after submission of applications.	

		Event and special advance payment	Within 02 days of submission of festival and special advance applications.	Secretary/Accountant
		Property Loans	The bank will pay when the applicant submits the documents to the respective bank.	Secretary/Accountant /Administrative Officer
		Vehicle loan		
3.3	Grant of Holiday Railway Warrants	When a request is made by an officer for obtaining Holiday Railway Warrants	within 02 days of submitting the request	Secretary / Administrative Officer
3.4	Issuance of Service Certificates for officers	When a request is made in writing by an officer	within 02 days of submitting the request	Secretary / Administrative Officer
3.5	Payment of overtime, travel expenses for staff	on completion and submission of overtime, travel expenses vouchers	within 02 days	Secretary / Accountant / Administrative Officer
3.6	Providing training opportunities for the staff	according to an annual training plan for the staff and according to the need of the officers	according to Human Resource Development Plan	Secretary / Administrative Officer

Our aim is to provide the best service to our clients.

Thank you for your trust in the services provided by our office, and by submitting your requests to receive services from our office in a fair, reasonable and timely manner, and by submitting the necessary documents duly filled and correctly efficient and quality service can be provided without any delay. Therefore, we have included a lot of information on our official website to provide a sufficient understanding of the services that can be expected and not expected from our office and we would like to inform you that by paying attention to it, the services can be obtained more quickly.

If you want to get more information about the services you need, you can contact the following officials related to the provision of those services.

Council Secretary - 0112092800 / 01 Fax 0112092803
Email - secretarywppc@slt.net.lk
Accountant - 0112092812
Legal Officer - 0112092809
Administrative Officer - 0112092807 (Information Officer)
Hazard Editor - 0112092798
Coordinating Officer - 0112092805
News Officer - 0112092804

Complaints and compliments about our services

Our office staff will take measures to provide the above services in a courteous and efficient manner. The time taken to provide the services has been mentioned above, and in case of any delay or problem, our staff will promptly notify you of the reason.

Also, if you have any displeasure, complaint or praise regarding our standards above, please inform the following officer about it, and you will be informed within 03 days of the action taken on all the complaints referred to us by you. When you submit a complaint, providing us with the correct contact phone numbers, postal and email addresses etc. will enable us to provide an efficient service.

Name : Mr. Lasith A. Withana

Designation: Coordinating Officer

Telephone No. : 0112092805 Fax No. : 0112092803 Email : secretarywppc@slt.net.lk