



## **CITIZENS' / CLIENTS' CHARTER**

# **MINISTRY OF RESETTLEMENT**

**Ministry of Resettlement**

**No.146, Galle Road, Colombo 03.**

**Telephone: 011-2395521**

# **CITIZENS' / CLIENTS' CHARTER**

## **MINISTRY OF RESETTLEMENT**

**“YOU ARE ENTERING INTO A PLACE READY TO SERVE YOU”**

### **OUR VISION**

**A satisfied community of resettled people who contribute positively to the society and the national economy**

### **OUR MISSION**

**To ensure secured and dignified life for the people internally displaced due to the conflicts prevailed in the Northern and the Eastern provinces by providing facilities to resettle them and implementing development projects effectively and efficiently to improve their quality of life.**

### **OUR COMMITMENT**

**We assure our commitment in delivery of our services with integrity, judiciousness, courtesy, understanding, objectivity, impartiality, transparency, accountability, promptness, efficiency and effectiveness.**

Services delivered	Service delivery standard (hours/days/weeks)	Relevant laws, codes, regulations etc.	Information/documents to be submitted (including titles of any forms to be filled, place where the form is available, any fees to be paid and the location of the payment codes)	In case you (the citizen) need help, name of officer to be contacted, designation, location, telephone, fax/email.
<b>1. Reply to letters</b> <b>Presidential Secretariat</b>  <b>Public</b>  <b>Institutions coming under the Ministry</b>  <b>Other government institutions</b>  <b>Private Institutions</b>	<b>No. of Working days</b> <b>03 days</b>  <b>03 days</b>  <b>05 days</b>  <b>05 days</b>  <b>07 days</b>	<b>Establishment code chapter XXVIII section 3 and any other relevant circulars.</b>	<b>To all</b>	<b>Mrs.T.Kenniyoodsan,</b> <b>Senior Assistant Secretary.</b>  <b>Telephone: 0112436191</b> <b>Fax: 0112395517</b>
<b>2. Approval</b> <b>Institutions coming under the Ministry</b>  <b>Other government institutions</b>	<b>02 days</b>  <b>05 days</b>	<b>Financial regulations, Establishment code, Government regulations and circulars.</b>	<b>Recommendation of the head of institution and according to relevant rules and regulations.</b>	
<b>3. Approval of allocations</b> <b>Institutions coming under the Ministry</b> <b>Urgent requests</b> <b>Others</b>  <b>Other government institutions</b> <b>Urgent requests</b> <b>Others</b>	<b>01 day</b> <b>04 days</b>  <b>01 day</b> <b>04 days</b>	<b>Establishment code, Financial regulations and relevant circulars.</b>	<b>Recommendations of the head of institution and according to relevant rules and regulations.</b>	

Services delivered	Service delivery standard (hours/days/weeks)	Relevant laws, codes, regulations etc.	Information/documents to be submitted (including titles of any forms to be filled, place where the form is available, any fees to be paid and the location of the payment codes)	In case you (the citizen) need help, name of officer to be contacted, designation, location, telephone, fax/email.
<p><b>4. Payment for services rendered.</b></p> <p>Approval of vouchers. Security service.</p> <p>Janitorial service.</p> <p>Electricity bills.</p> <p>Water bills.</p> <p>Newspaper bills. Rented vehicles' bills.</p>	<p>07 days</p> <p>05 days</p> <p>03 days</p> <p>03 days</p> <p>07 days 05 days</p>	<p>Financial regulations, Treasury and Public Administration Instructions and regulations granting authority of financial control.</p>	<p>Monthly invoice according to agreement. Voucher on general 35. - do - Monthly invoice voucher on General 35 - do - Certified bills/invoices. Voucher on General 35 Voucher on General 35 according to the agreement.</p>	<p>Mrs.T.Kennyoodsan, Senior Assistant Secretary, Telephone: 0112436191 Fax: 0112395517</p>
<p><b>5. Approval of vouchers for payment of telephone bills.</b></p> <p>Mobile phones</p> <p>Other phones</p>	<p>01 day</p> <p>03 days</p>		<p>Monthly bill certified by the office concerned and voucher or General 35</p>	<p>Mrs. T.Kennyoodsan, Senior Assistant Secretary, Telephone: 0112436191 Fax: 0112395517</p>
<p><b>6. Dispatch of cheques (Telephone)</b></p> <p>If received before 12.00 noon</p> <p>If received after 12.00 noon</p>	<p>Same day</p> <p>Following day</p>	<p>Establishment code, Finance and Public Administration circular.</p>		

Services delivered	Service delivery standard (hours/days/weeks)	Relevant laws, codes, regulations etc.	Information/documents to be submitted (including titles of any forms to be filled, place where the form is available, any fees to be paid and the location of the payment codes)	In case you (the citizen) need help, name of officer to be contacted, designation, location, telephone, fax/email.
<p><b>7. Performance report of staff officers.</b></p> <p>Assessment at the beginning of the year.</p> <p>Assessment at the middle of the year.</p> <p>Assessment at the end of the year.</p>	<p>01 week</p> <p>01 week</p> <p>01 week</p>	<p>Rules and regulations and instructions issued by the government.</p>	<p>Duly perfected performance report of staff officers.</p>	<p>Mrs. T.Kenniyoodsan, Senior Assistant Secretary, Telephone: 0112436191 Fax: 0112395517</p>
<p><b>8. Assessment</b></p> <p>At General office</p> <p>At other offices</p>	<p>01 week</p> <p>02 weeks</p>	<p>Rules and regulations and other instructions.</p>	<p>Performance report on the form applicable to the post.</p>	<p>Mr.K.Nikarilkanth, Assistant Secretary. Telephone: 0112430235 Fax: 0112395517</p>
<p><b>9. Approval of Annual Increment</b></p>	<p>01 week</p>	<p>Establishment code, Financial regulations and terms and conditions governing the appointment.</p>	<p>Performance report with assessment.</p> <p>General 132 General 135</p>	
<p><b>10. Leave</b></p> <p>Entering the particulars of leave in the register.</p>	<p>02 days</p>	<p>Establishment code, Government circulars and regulations.</p>	<p>Leave application. General 125 (a)</p>	<p>Mrs. T.Kenniyoodsan, Senior Assistant Secretary, Telephone: 0112436191 Fax: 0112395517</p>

Services delivered	Service delivery standard (hours/days/weeks)	Relevant laws, codes, regulations etc.	Information/documents to be submitted (including titles of any forms to be filled, place where the form is available, any fees to be paid and the location of the payment codes)	In case you (the citizen) need help, name of officer to be contacted, signation, location, telephone, fax/email.
11. Salary of casual employees. Approval for payment.	01 day	Establishment code, Finance and Public Administration circular.	Attendance form.	Mrs. T.Kenniyoodsan, Senior Assistant Secretary, Telephone: 0112436191 Fax: 0112395517
12. Agrahara Insurance Forwarding of claims.	05 days	National Insurance fund. Treasury and Public Administration instruction.	Diagnosis document, Agrahara form, Medical certificates and receipts.	
13. Approval for payment of overtime and traveling expenses Overtime vouchers. Travelling claim vouchers	01 day 01 day	Provision of Establishment code, Financial regulations and other relevant circulars	Duly certified vouchers or General 35 (a) including attendance certificate and other necessary attachments. Duly certified form General 277 and other necessary documents.	Mr.K.Nikarilkanth, Assistant Secretary. Telephone: 0112430235 Fax: 0112395517
14. Payment of loans/advances Granting of Approval Festival advance Special advance Distress loan Vehicle/Property loan	 02 days 02 days 02 days 02 weeks	Establishment code and Treasury circular.	Application for festival advance/loan and other required documents.	

Services delivered	Service delivery standard (hours/days/weeks)	Relevant laws, codes, regulations etc.	Information/documents to be submitted (including titles of any forms to be filled, place where the form is available, any fees to be paid and the location of the payment codes)	In case you (the citizen) need help, name of officer to be contacted, designation, location, telephone, fax/email.
<b>15. Railway season ticket</b>  Forwarding of monthly season ticket application  Forwarding of 3 month season ticket application	Before 10 <sup>th</sup>  Before 10th	Establishment code, Rules of the Department of Railways and Government regulations.	Recommended form General 223.	<b>Mr.K.Nikarilkanth,</b> Senior Assistant Secretary, Telephone: 0112430235 Fax: 0112395517
<b>16. Issuance of holiday warrants.</b>	02 days	Rules of the Department of Railways and other Government regulations	Recommended form General 21 and approval of leave	
<b>17. Issuance of fuel to pool vehicles.</b>	01 day	Financial regulations and Treasury circulars	Running chart, fuel receipt and General 35 voucher.	<b>Mrs. T.Kenniyoodsan ,</b> Senior Assistant Secretary, Telephone: 0112436191 Fax: 0112395517
<b>18. Repairs to pool vehicles</b>	07 days	Guideline, Treasury circular.	Price recommended claim and recommendation from motor vehicle Engineer.	
<b>19. Application for exemption from obtaining revenue license.</b>	03 days	Treasury and Public Administration circulars pertaining to motor vehicles.	Revenue license forms in use (MTS – 2)	<b>Mr.K.Nikarilkanth,</b> Assistant Secretary. Telephone: 0112430235 Fax: 0112395517
<b>20. Vehicle insurance</b>	04 days	Instructions issued by National Insurance fund, Treasury and Public Administration.	Recommendation for renewal and insurance certificate in force. General 35 voucher.	

Services delivered	Service delivery standard (hours/days/weeks)	Relevant laws, codes, regulations etc.	Information/documents to be submitted (including titles of any forms to be filled, place where the form is available, any fees to be paid and the location of the payment codes)	In case you (the citizen) need help, name of officer to be contacted, designation, location, telephone, fax/email.
<b>21. Allocation of funds</b>  In the case of sudden disasters, release of allocations to Government Agents for the supply of cooked meals for 03 days and dry rations for 02 weeks for displaced people.	Within 2 – 3 hours on receipt of letter of request for allocation.	As per relevant financial regulations.	Circulars issued by the Ministry and Departments, Establishment code and Treasury circulars.	Mr.N.Sooriyakumar, Chief Accountant, 2 <sup>nd</sup> Floor, Telephone: 0112435202 Fax: 0112436173
Release of allocations to Government Agents for reconstruction or rehabilitation of houses damaged due to internal Conflict.	Within 2 – 3 days on receipt of letter of request for allocation.	As per relevant financial regulations.		
Release of allocations to District Secretaries for supply of dry rations to displaced people living in refugee camps.	Within 2 -3 days on receipt of letter of request for allocation.	According to the instructions of the circular issued by the Ministry/Departments.		



Services delivered	Service delivery standard (hours/days/weeks)	Relevant laws, codes, regulations etc.	Information/documents to be submitted (including titles of any forms to be filled, place where the form is available, any fees to be paid and the location of the payment codes)	In case you (the citizen) need help, name of officer to be contacted, designation, location, telephone, fax/email.
22. Payment for supply of goods and services	Within 3 days	According to Establishment code, financial regulations and Treasury circulars	According to Establishment code, financial regulations and Treasury circulars	Mr.M.M.M.Mahir, Accountant, 2 <sup>nd</sup> Floor. Telephone: 0112436174 Fax: 0112436173
23. Payment of Overtime and traveling expenses	Within 3 days	In accordance with Establishment code, financial regulations and other Treasury circulars.		
24. Payment of Distress loan	According to the order of receipt of applications.	In accordance with Establishment code, financial regulations and other Treasury circulars.		
25. Payment of Advance	On receipt of Vouchers within 24hrs	In accordance with Establishment code, financial regulations and other Treasury circulars.		
26. Refund of Deposits	Within 3 days after receipt of relevant documents.	In accordance with Establishment code, financial regulations and other Treasury circulars.		
27. Corporate Plan/ Action Plan				
Calling of proposals for formulation of Action plan. From District Secretaries. From Project office. From the public.	Within 01 month	In accordance with government and Ministry circulars and instructions.	Project proposal, recommendation by District Secretary, Project details and estimates. (Specimen form is available at Planning unit).	
Calling of estimates for approved projects.	01 week	In accordance with government and Ministry circulars and instructions.		
Granting approval for allocations. To District Secretaries. To Project offices.	02 days 03 days	In accordance with government and Ministry circulars and instructions.		
Calling of performance reports and completion reports of projects for which allocations have been made.	02 weeks	In accordance with government and Ministry circulars and instructions.	Project proposal, recommendation by District Secretary, Project details and estimates. (Specimen form is available at Planning unit).	

<p><b>28. Media Services</b></p> <p>Updating the website of the Ministry.</p> <p>Releasing information about the activities of the Ministry to the media.</p> <p>Checking/Releasing to the media.</p> <p>Releasing information about the activities of the Hon. Minister to the media.</p> <p>Dispatching media officers to cover urgent events.</p> <p>Convening of Media discussions.</p> <p>Forwarding of payment vouchers of Media unit to Accounts branch.</p>	<p>Daily</p> <p>03 hours</p> <p>01 day</p> <p>Immediately</p> <p>02 hours</p> <p>04 hours</p> <p>01 day</p>	<p>Approval of Officer in charge of Media with the knowledge of Minister/Secretary</p>		<p>-----,</p> <p>Advisor, Media Unit Telephone: 0112395520 Fax: 0112395512</p>
<p><b>29. Internal Audit</b></p> <p>Maintenance of Internal control and documentation</p> <p>Internal examination of accounting system, comparison with policies, rules and regulations and reporting.</p> <p>Maintenance of records pertaining to utilization of resources and assessment of control system.</p> <p>Maintenance of security of assets.</p> <p>Reporting of Internal Audit works.</p>	<p>1 week</p>	<p>Financial regulations, Establishment code, Treasury circulars and Ministry circulars.</p> <p>Guidelines regarding internal audit.</p>	<p>Internal audit report.</p>	<p>Mrs.R.P.S.Rajapaksa, Accountant, Internal Audit Unit, Telephone: 0112395519 Fax: 0112395522</p>

### **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 and in any case within 7 days of their receipt.

Deliver the services within the declared time durations provided specified information, documentation and fees are furnished along with the request.

In case of likely or inevitable delay in making a final decision or when an issue is disputed, we shall promptly communicate with you.

### **Complaint redressed system**

Courteous and helpful service will be extended by all the 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 officers.

<b>Name</b>	<b>Mr.M.M.Nayeemudeen</b>	<b>Mrs.T.Kenniyoodsan</b>
<b>Designation</b>	<b>Additional Secretary</b>	<b>Senior Assistant Secretary</b>
<b>Location</b>	<b>Ministry of Resettlement</b>	<b>Ministry of Resettlement</b>
	<b>146, Galle Road, Colombo 03.</b>	<b>146, Galle Road, Colombo 03.</b>
<b>Telephone</b>	<b>0112395516</b>	<b>0112436191</b>
<b>Fax</b>	<b>0112395523</b>	<b>0112395517</b>
<b>Email</b>	<a href="mailto:addlscel@resettlementmin.gov.lk"><b>addlscel@resettlementmin.gov.lk</b></a>	

**All complaints will be acknowledged by us within 07 days and final reply on the action taken will be communicated within 02 weeks.**

**We welcome suggestions from citizens/service recipients;**

- **We hold periodical meetings with users/user representatives and if you wish to be associated with this please contact telephone No. 0112395109.**
- **Please also enter your details at our website [www.resettlementmin.gov.lk](http://www.resettlementmin.gov.lk) indicating your willingness to be available for consultation, survey on the points enlisted in the Charter.**
- **Citizens' / Clients' 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. While we are ready to serve you, we request you to help us in the following way (give details relevant to the departments concerned) to serve you better.**

**We are committed to constantly revise and improve the services being offered under the Charter.**

**LET US JOIN HANDS IN MAKING THIS CHARTER A SUCCESS!**

[PDF to Word](#)