

**Citizen Charter  
Council Secretariat  
Central Provincial Council**

**Vision**

A prosperous Medarata...i~

**Mission**

To contribute and act as a coordinator to implement the laws, rules and policies approved by the legislature to bring political, religious, social, educational and economic prosperity to the people living in the Central Province.

**Our services**

To provide the services that we should perform as public servants for our clients: the Honorable Members of Parliament, in an honest, legal, courteous, impartial, understanding, responsible, efficient, transparent and effective manner.

This is expected to prevent delay, corruption and irregularities in the work done by the institution.

**Our role**

The main role of this office is to efficiently and impartially provide the necessary services and subject related support to the people's representatives who are appointed to the Provincial Council in order to carry out the Legislature of the Central Provincial Council.

Among our tasks is to provide the necessary facilities for the formal carrying out of the activities of all the committees of the provincial council and to efficiently provide the services and facilities to the public who interact with the council.

**Our Service receivers**

- People's representatives elected to the Central Provincial Council
- Other institutions and the public associated with the Central Provincial Council
- Council Secretariat Staff

**The responsibilities assigned to the Council Secretariat can be summarized as follows.**

<b>Index No.</b>	<b>Subject</b>	<b>Service</b>	<b>Time period</b>	<b>Documents to be submitted</b>	<b>The officer bound to provide the service</b>
01	<b>Facilitating the proper carrying out of the legislative</b>	Preparing the annual plan for holding the council meeting	During the month of January	Code of Conduct	Hansard Editor/ Council Affairs Development Officer

<b>affairs of the Central Provincial Council</b>	i Facilitating the Members to hold the council meeting	Twice a month		Hansard Editor/ Council Affairs Development Officer
	ii Organizing activities according to the dates set by the Hon. Governor, Chairman for taking of oath/pledge by the Members of the Provincial Council.	01 Day	Gazette	Hansard Editor/ Council Affairs Development Officer
	iii Convene the Council Affairs Committee to make decisions on the matters to be included in the agenda of the upcoming Council meeting and arrange necessary facilities for the Honorable Members to hold the Committee.	Twice a month (on or after the meeting day)		Hansard Editor/ Council Affairs Development Officer
	iv Preparation of the agenda, translation and printing of the agenda	In 03 days		Council Secretary/ Assistant Secretary/ Hansard Editor
	v Distributing the relevant agenda before the council meeting and posting it to honorable members.	07 days before the assembly meeting	Council meeting agenda	Hansard editor
	vi Uploading the agenda to the official website and hand over to the media.  ➤ Issuing press releases on special topics included in the upcoming council meeting. ➤ Uploading Hansard reports, Office minutes and other reports housed in the previous council meeting to the website.	03 days before the assembly meeting		Council Affairs Development Officer/ Head of Monitoring Section
	vii Preparing and submitting the official report and Office minutes related to the council meeting	next council meeting day	Hansard Report	Hansard editor
	viii Providing answers to the questions asked by the Honorable Members included in the agenda (provided by the Honorable Minister) to the Honorable Members who asked the questions.	council meeting day on which answers are supposed to be provided	Answers given by the Minister	
	ix Translation of all documents related to council meeting, agendas, Hansard etc. into Tamil and English languages.	Within 03 days		Hansard Editor/Translators
	x Providing necessary data, information reports, statistics to Hon. provincial council members to present in council meeting, and providing library facilities in necessary cases.	Date of submission of requests		Hansard Editor / Council Affairs Officer / Head of Monitoring Section

		xi Updating and maintaining the official website of the Council Secretariat with all the information required by an Hon. Member related to the Central Provincial Council and its operations.	As soon as information reports are officially released		Head of Monitoring Section
		xiii Provision of infrastructure for holding council meeting, arrangement of security services and refreshments	Provincial council meeting days		Council Secretary/ Assistant Secretary/ Administrative Officer/ Council Affairs Development Officer
02	Committee of Provincial Public Accounts	i. Committee of Provincial Public Accounts	Within the day		Council Affairs Officer
		ii. Referring the Auditor General's report received by the Council Secretariat for the attention of the Council	02 Weeks	Auditor General's report	Hansard editor
		iii. Referring the tabled Auditor General's reports to the Committee of Provincial Public Accounts for further action as per the order of the Council	01 Week	Auditor General's report	Hansard Editor / Council Affairs Development Officer
		iv Obtaining clarifications from the relevant Ministries and Departments for the Auditor General's reports submitted to the Committee of Provincial Public Accounts as per the orders of the Accounts Committee	06 Weeks	Auditor General's report	Secretary of the Accounts Committee/ Council Affairs Development Officer/
		v Summon the Departments and Ministries to the Accounts Committee for investigation related to the relevant audit paragraphs as per the orders of the Accounts Committee.	As decided by the committee		Secretary of the Accounts Committee/ Council Affairs Development Officer
		vi Investigating audit passages	As per the relevant days	Auditor General's Report/Reply to Audit Paragraphs/ Information/Documents of Audit Queries	Accounts Committee with the support of Provincial Treasury and Assistant Auditor General
		vii Preparation of investigation reports related to the audited Auditor General's reports and bringing them to the attention of the Council	02 Weeks	Committee report	Secretary of the Accounts Committee/ Council Affairs Development Officer

		viii Informing relevant parties regarding audit passages investigated.	02 weeks	Committee report	Secretary of the Accounts Committee/ Council Affairs Development Officer
03	Committee on Public Petitions	i Facilitating the Hon. Members to hold the Central Provincial Committee on Public Petitions	Once a fortnight		Petition Committee Secretary/ Council Affairs Development Officer
		ii Presentation of session reports to the Council.	As decided by the committee		Council Affairs Development Officer
		iii Submitting a petition to the Council through Hon. members.	Council meeting dates	The relevant petition	Hansard editor
		iv Bringing the petitions presented to the Council by the Honorable Members to the attention of the Public Petitions Committee	Within 02 weeks		Council Affairs Development Officer
		v Informing the relevant parties that the petitions have been received by the committee and that they will be investigated in the future and to provide relevant information.	04 Weeks		Secretary of the Committee on Petitions, Council Affairs Development Officer
		vi Summon the parties related to the petition to the committee as per the order of the committee,	01 Week		Secretary of the Petition Committee/ Council Affairs Development Officer
		vii Investigate the petition with the parties summoned to the committee.	Depending on the content of the petition		Committee on Petitions
		viii Preparation of investigation reports in respect of investigated petitions	01 week		Council Affairs Development Officer
		ix Submission of prepared investigation reports.	01 week	Report of the Committee on Petitions	Petition Committee Secretary/Council Affairs Development Officer
		x Notifying the relevant parties of the decisions of the Petition Committee.	02 weeks	Excerpt from Public Petitions	Secretary of the Petition Committee / Council Affairs Development Officer

				Committee Report	
04	Advisory Council Committee	i Provide facilities to the Hon. members to hold the Advisory Council Committee			Council Secretary/ Administrative Officer / Council Affairs Development Officer
		ii Convening of the Advisory Committee	According to the annual plan		Council Secretary/ Council Affairs Development Officer
		iii Tabling the report	04 Weeks	Committee reports submitted by the relevant ministry	Council Secretary/ Hansard Editor
05	Committee on Statutes and Legal Matters	i Provide facilities to the Hon. members to hold the Committee on Statutes and Legal Matters	Within the day		Council Secretary / Council Affairs Officer
		ii Convening the Committee to submit procedural rules and constitutional recommendations on a draft law or rule referred to the Provincial Council	As decided by the committee		Council Secretary/ Council Affairs Officer
		iii tabling the report	04 weeks	Committee report	Council Secretary/ Council Affairs Officer
06	House Committee	i Providing facilities to the members to hold the House Committee	Within the day		Council Secretary/ Administrative Officer / Council Affairs Officer
		ii When a request is received regarding the privileges, facilities and requirements of the Hon. members, the House Committee is convened to discuss it.	As decided by the committee		Council Secretary/ Administrative Officer/ Council Affairs Officer
		iii Preparation of the report including the discussed points	03 days		Administrative Officer/ Council Affairs Officer
		iv Submitting the report of the House Committee Meeting	02 weeks		Council Secretary/ Administrative Officer/ Council Affairs Officer
		v Taking action regarding the implementation of decisions made by the House Committee	02 days	House Committee Report	Council Secretary/Assistant Secretary/Administrative Officer/Council Affairs

					Development Officer
07	Alert Committee	i Providing facilities to the Hon. members to conduct the Alert Committee			Committee Secretary/ Council Affairs Officer
		ii Convening the Alert Committee to examine the complaints submitted to the Council	As decided by the Committee		Committee Secretary/ Council Affairs Officer
		iii Preparing and presenting the report	02 weeks		Committee Secretary/ Hansard Editor/ Council Affairs Officer
08	Committee on office Procedural Rules	i Facilitate the Hon. members to hold the Committee on office Procedural Rules			Council Secretary/ Assistant Secretary/ Hansard Editor
		ii Convening of the meeting after notifying the need to summon the Committee on office Procedural Rules	In 07 days		Council Secretary/ Hansard Editor
		iii Preparation of committee report	02 days		Hansard editor
		iv Making committee decisions	In 02 days		Council Secretary/ Hansard Editor
		v Updating the procedural rules by incorporating approved procedural amendments	04 weeks		Council Secretary/ Assistant Secretary/ Administrative Officer/ Hansard Editor
09	Special Committees	Facilitating the holding of special committees meetings appointed from time to time	As meetings are held		Council Secretary/ Council Affairs Officer
10	Sub committees	In addition to the standing committees providing facilities to the members of the relevant sub-committees to facilitate the tasks related to those committees appointed within the specified time frame			Council Secretary/ Assistant Secretary/ Council Affairs Development Officer
11	Payment of Salaries and Allowances to Hon. Members	Remittance of salaries and allowances of Hon. Members to bank accounts	On the due date every month	Payroll	Council Secretary/Financial Assistant
		Providing detailed salary sheets for Hon. Members	Day 01	Letter of request	Council Secretary/Financial Assistant
12	Provision of stationery for Hon. Members	Issue of stationery twice a year	Once in 06 months		Council Secretary / Stores Keeper
13	Application for foreign leave for personal /	Recommending Applications for foreign leave for personal / official tours of Hon. Members and forwarding them to the Governor	01 Day	Leave application and other	Council Secretary/ Administrative Officer/ Head of Monitoring Section

	official tours of Hon. Members			required documents	
14	Certifying the positions of Hon. Members and Hon. former Members	Issuing when a request is submitted by the Hon. Members	01 Day	Letter of request	Hansard editor
15	Payment of committee meeting allowances for Hon. Members	Payment of allowances after presenting the attendance report of the committee meeting	Within 02 days after submission of attendance report	attendance Report/ General 35 Voucher	Hansard Editor / Council Affairs Officer / Financial Assistant
16	Providing official telephone facilities for Hon. Members	When the Hon. Members submit their request in writing	02 weeks	Letter of request	Council Secretary/ Administrative Officer/ Financial Assistant
17	Providing free postal facilities for Hon. Members	When the Hon. Members submit their request in writing	01 Week	Letter of request	Council Secretary/ Administrative Officer/ Chief Management Assistant
18	Providing Loan Advances for Hon. Members	Complete and submit loan applications with relevant requirements.	01 Week	Application Form, Agreement/ Guarantee Agreement	Financial Assistant/ Chief Management Assistant
19	Providing library facilities and information for Hon. Members	Facilitating Hon. Members with data, information, and reports on provincial council system, its operation and history in the central province and other information required to be presented at the assembly.	As per requirement		Library Officer / Head of Monitoring Section
20	Providing official ID cards to Hon. Members	Providing official ID cards	02 weeks	Application , letter of request, photographs	Head of Monitoring Section
21	Coordinating officials from other offices who are summoned for Council Meetings	Informing the relevant parties to act within the prescribed time according to the orders given in the council meeting held every fortnight.	Twice a month		Council Secretary/ Hansard Editor
22	Providing security, media coverage, technical	Informing the ministerial security department, media organizations, technical service providers, refreshment providers and other relevant parties about	Twice a month		Administrative Officer/ Council Affairs Development

	services, refreshments for Council Meetings and permission to watch meetings	the dates of the meetings and making the necessary coordination. Granting of passes to watch meetings			Officer/ Head of Monitoring Section
23	Issuance of identity cards for Members holding Posts, media organizations and officials	Issuance of identity cards as required.	02 Weeks	Request letter with recommendations/permission of Hon. Members	Head of Monitoring Section
24	Issuance of passes for refreshments	Issuance of passes for refreshments on the day of the council meeting for Members holding Posts, guests and media, security division.	on the day of the council meeting		Administrative Officer/ Council Affairs Development Officer
25	Appointment of personal staff of Hon. Members, staff of Members holding Posts, casual staff, payment of salaries and allowances and termination of service	<p>i Issuance of letters after written requests by Hon. Members.</p> <p>ii Payment of salaries and allowances for Members holding Posts, and payment of salary and allowances for casual staff and payment of staff salary and allowances after confirming that no revisions have been made to private staff.</p>	<p>Within 02 days</p> <p>01<sup>st</sup> week of each month</p>	Relevant documents	<p>Council Secretary/ Administrative Officer/ Chief Managing Assistant</p> <p>Council Secretary/ Administrative Officer/ Financial Assistant</p>
26	Getting the Contribution of the personal staff of the Hon. Members to the Public Service Provident Fund and paying them the benefits	Directing the deduction cheques to the Public Service Provident Fund, informing the members about the benefits, banking the benefit cheques.	In the first month of charging and as required		Council Secretary/ Administrative Officer/ Financial Assistant
27	Submitting reports to the Chief Secretariat, Audit Department.	i Monthly Account Summary/Annual/Monthly Reports on Cash imprest	before the due date of each month		Financial Assistant

		ii Remittance of receipts to the provincial treasury and submission of relevant reports on the due date			
28	Submission of reports	i Quarterly Reports on imprests / W&OP Deductions / PSPF Deductions /	Every month		Financial Assistant
		ii Collection/remittance of stamp duty	At the end of the quarter		Financial Assistant
		iii Settlement of imprests	At the end of the accounting year		Financial Assistant
		iv Annual estimate	As per the instructions given in the circulars issued by the Provincial Treasury		Financial Assistant
		v Other reports related to estimates			
		vi Annual Advance Account	Before February 28		Financial Assistant
		vii Annual Appropriation Account	Before February 28		Financial Assistant
		viii Bank reconciliation report	Before the 05th of the next month		Financial Assistant
		ix Individual income tax returns	Once a year		Financial Assistant
		x Appointment of Annual Commodity Inspection Board	Before December 15 <sup>th</sup>		Council Secretary/ Administrative Officer/ Financial Assistant
		i Carrying out Commodity survey	Before January 31 <sup>st</sup>		
		ii Submission of Commodity survey report	Before February 20 <sup>th</sup>		
		iii Completion of activities as recommended in the report	Before March 15 <sup>th</sup>		
	Submission of reports under the Right to Information Act	According to the Act	Forms referred to in the Act	Information Officer	
	Providing other reports	Within the requested time frame		Council Secretary/ Administrative Officer/ Section Heads	
29	Payment of Salary	Payment of Salary & Allowances for Staff	on due date		Financial Assistant

	& Allowances for Council Secretariat Staff				
30	Disbursement of loans to government officials	i Distress loan	Within 03 days of submission of application	Application form / relevant documents	Council Secretary/ Administrative Officer/ Financial Assistant
		ii Festival and advance loans	Within 02 days	relevant documents	Council Secretary/ Administrative Officer/ Financial Assistant
		iii Property Loans	Payments made by the bank	relevant documents	Council Secretary/ Administrative Officer/ Financial Assistant
31	Granting Rail Warrants	When a request is made by an officer	In 02 days	relevant documents	Assistant Secretary Administrative Officer/ Chief Management Assistant
32	Issuance of service letters for officers	When a request is made by an officer	In 02 days	Request letter	Council Secretary/ Administrative Officer/ Chief Management Assistant
33	Payment of overtime, travel expenses for staff	When the duly filled vouchers are submitted	In 02 days	General 35 a Form/Travel Expenses General 177	Financial Assistant
34	Providing training opportunities for staff	As per the annual human resource development plan and as per the requirement of officers	-		Council Secretary/ Administrative Officer/ Head of Monitoring Section
35	Approval of duty and personal leave of staff	When a request is made or a summons is received	03 days	Application letter/ relevant forms	Council Secretary/ Assistant Secretary Administrative Officer/ Chief Management Assistant

### **Our expectations**

Thank you for your trust in us. You can support our efforts by submitting your requests in a fair and timely manner, by providing complete and accurate information and by having enough understanding on what to expect from us.

## **Our standards**

We will respond promptly to all written requests from you. You will receive our response within 07 days.

If the requested information, documents and fees are properly submitted with your request, we can provide you with the requested service within the time frame notified by us.

In the event that the final decision may or may be delayed or a problematic situation arises, we will immediately inform you of the reason.

You can get details about the services you need and contact the following officials.

- Council Secretary - 081-2421965 Fax - 081-2421969  
Email - [assemblycpc@gmail.com](mailto:assemblycpc@gmail.com)
- Assistant Secretary - 081-2420539
- Administrative Officer - 081-2420705
- Hansard Compiler - 081-2420108
- Council Affairs Development Officer - 081-2420108
- Monitoring Section - 081-2420108

## **Grievance and Redress Procedure**

Our staff will carry out the above duties in a polite and efficient manner and you can submit your complaints or comments/suggestions to the following officer.

Designation - Council Secretary  
Telephone No. - 081-2421965  
Fax - 081-2421969  
Email - [assemblycpc@gmail.com](mailto:assemblycpc@gmail.com)

You will be notified about the receipt of your complaints within 3 days and the final answer shall be given in 07 days.

We will be in continuous contact with you or your representatives receiving our services. If you wish to contact us please call 081-2420108.

You can submit your preference to provide comments and suggestions on the information provided in this citizen charter to [www.cpsec.cp.gov.lk](http://www.cpsec.cp.gov.lk) web site.

Citizen Charter is a joint effort between you and us to improve the quality of the services we provide. If you have any ideas to further improve the service we provide, we request you to send them to the address given below.

Council Secretary,  
Council Secretariat,  
P.O. 07, Provincial Council Building,  
Pallekele, Kundasale

**We are committed to constantly revise and improve the services provided under this Charter.**