

Ministry of Public Administration,
Provincial Councils & Home Affairs,
Independence Square,
Colombo 7.

7th May, 1990

To: All Secretaries
Heads of Departments,

Though there are several Circulars that if a member of the public writes to a Government Department he is to get an acknowledgement within 3 days, there are now mostly observed in the breach. You are requested to immediately comply with the following system:-

1. A Clerical Officer should be permanently stationed all the point of opening the Tappal.
2. This officer will, in regard to a letter by a member of the public, immediately acknowledge the letter. He should give as the member of the letter that number under which the letter is given in the back despatching it to the relevant branch. The acknowledgement should be a standard form to the sender informing the latter of the branch to which the letter was sent and giving the number as stated above. It regularly follows that the code number for each branch should be separately worked out.
3. The above acknowledgement should be sent on the date that the letters was received.
4. You should detail a senior Deputy to inspect the despatch book once a fortnight with the idea of ensuring.
 - (a) that an acknowledgement has been sent.
 - (b) Monitoring the progress of the matter raised by the sender of the letter.

Sgd. (Dr. P.A.T.Gunasinghe)
Secretary
Ministry of Public Administration,
Provincial Councils & Home Affairs,