

My No:- AR/CCG/01  
Ministry of Public Administration and  
Management  
Independence Square  
Colombo 07

24.01.2018

All Secretaries of Ministries  
Chief Secretaries of Provincial Councils  
Heads of Departments and  
Chairmen of State Corporations and Heads of Statutory Institutions

### **Introduction of the Citizens' / Clients' Charter**

Your attention is hereby drawn to the Circular No 05/2008 dated 06.02.2008 issued on "Introduction of the Citizens' / Clients' Charter" to prepare the background required to provide services, which are delivered by public institutions, in a more productive and efficient way.

02. The implementation of the instructions indicated in the Circular issued on "Introduction of the Citizens' / Clients' Charter" with necessary revisions will be of much use to make the activities of the public sector increased with the time more efficient and further to enhance sound understanding and mutual trust among the connected parties.
03. Therefore, you are kindly informed to implement the instructions of the circular No 05/2008 in your institution as well as in other institutions which are under your control in a more meaningful way paying your personal attention to the aforesaid circular.

This requirement has been emphasized at the evaluation made on the performance of the institutions which are subjected to the supervision of the Public Account Committee of the government of Sri Lanka. Further, a special attention would be drawn in the implementation of Citizens' Clients' Charter for the enhancement of the quality in Public Service when broadening the criteria applied for the evaluation of public institutions in future by the Public Accounts Committee.

Sgd./ J.J. Rathnasiri  
Secretary  
Ministry of Public Administration and Management

#### **Copy**

1. Secretary to the President
2. Secretary to the Prime Minister
3. Secretary to the Cabinet of Ministers
4. Auditor General