

Citizen's Charter for Nursing Officers

Establishment Branch of Regional Director of Health Services' Office-Kurunegala District

(Date of last update-01.12. 2019)

“You are entering into a place ready to serve you”

Our Vision:

To build a healthier population in the district of Kurunegala that contribute the nation in its social, economic, mental and spiritual development

Our Mission:

To the achieve the highest attainable health status in the district of Kurunegala in par with the national health policy by implement efficient, cost-effective, high quality and sustainable promotive, preventive, curative and rehabilitative services by responding to the people's needs working in their partnership.

Our Commitment:

We assure through this citizens' / clients' charter our commitment in delivery of our services with

- * Integrity
- * Judiciousness
- * Courtesy
- * Understanding
- * Transparency
- * Objectivity and impartiality
- * Accountability
- * Promptness
- * Efficiency and effectiveness

Our pledge:

Number	Service delivered	Service delivery standard (hours/days/weeks)	Relevant laws, codes, regulations etc.	Documents to be submitted	Other requirements need to be fulfilled by the employee	In case you need help (name of officer, designation, location. Telephone/fax/email)
(1)	Matters related to obtain the formal letter of appointment from Public Service Commission	02 days	✓ Establishment Code (Chapter 2)	<ol style="list-style-type: none"> 1. Application to obtain the formal letter of appointment-02 copies 2. Certified photocopy of initial appointment letter-01 3. Certified photocopy of the letter of attachment-01 4. Certified photocopy of the acceptance letter-01 5. Certified photocopies of educational qualifications-one set 6. Certified copy of the national identity card-01 	✓ As soon as assuming duties in the first appointment	<ul style="list-style-type: none"> ➤ Regional Director of health Services-Kurunegala ➤ Deputy Regional Director of health Services-Kurunegala ➤ Administrative Officer ➤ Senior Management

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						Assistant (Establishment Branch)
(2)	Matters related to registration under the Widows'/ Widowers' & Orphans' Pension Scheme	02 days	✓ Procedural Rules of the Public Service Commission (Volume 1) - Appointments, Promotions and Transfers of Public Officers (Chapter 7)	<ol style="list-style-type: none"> 1. PD1-A format 2. A certified copy of the national identity card 3. A certified copy of the Birth Certificate of spouse 4. A certified copy of the Marriage certificate/Divorce certificate if divorced/Death certificate if spouse is dead 5. One set of certified clear copies of the Birth Certificates of children 6. A certified copy of the national identity card of spouse 7. A certified copy of the formal appointment letter 	<ul style="list-style-type: none"> ✓ After an appointee reports for duty ✓ at least 3 months prior to the expiry of the probationary period 	

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	Matters related to registration under the Widows'/ Widowers' & Orphans' Pension Scheme			<p>8. An affidavit if there is a change of name</p> <p>Nota bene!</p> <ul style="list-style-type: none"> * As soon as the Subject Officer enters the data into the relevant website, it will be notified to the employee through a message to the employee's mobile phone. Thereafter, the form containing the temporary Widows'/Widowers' & Orphans' number is downloadable to the Subject Officer from the relevant website and should be signed by the employee. * Around one month of registration, the employee is able to download the Widows'/Widowers' & Orphans' membership card following access to the web site of Pensions Department (-----) and entering 		

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				National Identity Card Number.		
(3)	Matters related to forwarding approval of annual increments to Salary Branch	05 Days	<ul style="list-style-type: none"> ✓ Establishment Code (Chapter 7) ✓ Sri Lanka Nursing Service Constitution 	<ol style="list-style-type: none"> 1. Duly filled Performance Report with the recommendation of the Head of the Institution 2. General 232 Report (Order to Pay Annual Salary Increment) <p>Nota bene!</p> <p>* As the increments will be added to the salary of the relevant month only for payment orders received before the 10th of that month, above forms should be sent to the Regional Director of Health Services' Office immediately after the Annual increment date.</p>	<ul style="list-style-type: none"> ✓ Should have exceeded the annual increment date ✓ Should have passed the respective efficiency bar ✓ Should have relevant language proficiency 	- do-

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(4)	Matters related to confirmation of the service	One week	<ul style="list-style-type: none"> ✓ Establishm ent Code (Chapter 2 and 4) ✓ Procedural Rules of the Public Service Commissio n (Volume 1) - Appointme nts, Promotions and Transfers of Public Officers (Chapter 	<ol style="list-style-type: none"> 1. Duly filled application for confirmation of appointment with the recommendation of the Head of the Institute-01 2. Annual reports (two per each year) pertaining to three years-06 3. Appendix 5 of the Procedural Rules of the Public Service Commission (one per each year) pertaining to three years -03 4. Certified photocopies of the initial appointment letter-01 5. Certified photocopy of the letter of absorption into the North-Western Provincial Public Service-01 <p>(This is not required for nurses working in the North-Western Province from their initial appointment.)</p>	✓ Satisfactory completion of three years of probation	- do-

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	Matters related to confirmation of the service		8)	6. Certified photocopies of the acceptance letter-01 7. Certified photocopies of medical report-01 8. Certified photocopy of the result of the 1st Efficiency Bar Examination-01 9. A letter indicating that there are no audit queries or disciplinary inquiries-01 10. Form A-01 11. Certified photocopy of the Diploma / Degree Certificate-01 12. Copies of the Certificates of Education (GCE O / L and GCE A / L) certified by the Commissioner of Examinations-01 set 13. Certified copy of the National Identity Card-01 14. Certified Copy of the Birth Certificate-01		

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				15. Affidavit if there is a change of name		
(5)	Matters related to promotion from Grade III to Grade II	One week	<ul style="list-style-type: none"> ✓ Establishment Code (Chapter 2) ✓ Procedural Rules of the Public Service Commission (Volume 1) - Appointments, Promotions and Transfers of Public Officers (Chapter 17) 	<ol style="list-style-type: none"> 1. Duly filled application for promotion with the recommendation of the Head of the Institute-04 2. Certified photocopy of initial appointment letter-01 3. Certified photocopy of the letter of absorption into the North-Western Provincial Public Service-01 4. (This is not required for nurses working in the North-Western Province from their initial appointment.) 5. Certified photocopy of the letter of confirmation of service issued by the Public Service Commission-01 6. Certified photocopy of the letter of absorption into the new Nursing Service Minute-01 	<ul style="list-style-type: none"> ✓ Grade III appointment confirmed (Formal appointment letter received) ✓ Completion of 10 years of active service in Grade III ✓ Earned Prescribed 10 increments during that 10 years as due ✓ Passed the First Efficiency Bar 	- do-

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	Matters related to promotion from Grade III to Grade II....		✓ Sri Lanka Nursing Service Constitution	7. Certified photocopy of the results of the 1st Efficiency Bar Examination-01 8. Certified photocopy of the results of Official Language Proficiency-01 9. Certified copy of the national identity card-01 10. Certified copy of the Birth Certificate-01	Examination within 03 years of appointing to Grade III ✓ Not undergone Disciplinary investigations / disciplinary actions for last 5 years prior to the promotion	

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(6)	Matters related to promotion from Grade II to Grade I	04 days	<ul style="list-style-type: none"> ✓ Establishment Code (Chapter 2) ✓ Procedural Rules of the Public Service Commission (Volume 1) - Appointments, Promotions and Transfers of Public Officers (Chapter 17) 	<ol style="list-style-type: none"> 1. Duly filled application for promotion with the recommendation of the Head of the Institute-04 2. Certified photocopy of the letter of absorption into the North-Western Provincial Public Service-01 3. (This is not required for nurses working in the North-Western Province from their initial appointment.) 4. Certified photocopy of the letter of confirmation of service issued by the Public Service Commission-01 5. Certified photocopy of the letter of absorption into the new Nursing Service Minute-01 6. Certified photocopy of the results of the 	<ul style="list-style-type: none"> ✓ Promoted to Grade II ✓ Completion of 10 years of active service in Grade II ✓ Earned Prescribed 10 increments during that 10 years as due ✓ Passed the second Efficiency Bar Examination within 03 years of appointing to 	- do-

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	Matters related to promotion from Grade II to Grade I		✓ Sri Lanka Nursing Service Constitution	2nd Efficiency Bar Examination-01 7. Certified photocopy of the results of Official Language Proficiency-01 8. Certified photocopy of the Grade II appointment letter -01 9. Certified copy of the national identity card-01 10. Certified copy of the Birth Certificate-01	Grade II. ✓ Not undergone Disciplinary investigations / disciplinary actions for last 5 years prior to the promotion	

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(7)	Matters related to promotion from Grade I to Supra Grade	04 days	<ul style="list-style-type: none"> ✓ Establishment Code (Chapter 2) ✓ Procedural Rules of the Public Service Commission (Volume 1) - Appointments, Promotions and Transfers of Public Officers (Chapter 17) ✓ Sri Lanka Nursing 	<ol style="list-style-type: none"> 1. Duly filled application for promotion with the recommendation of the Head of the Institute - 04 2. Certified photocopy of the letter of absorption into the North-Western Provincial Public Service-01 (This is not required for nurses working in the North-Western Province from their initial appointment.) 3. Certified photocopy of the letter of confirmation of service issued by the Public Service Commission-01 4. Certified photocopy of the letter of absorption into the new Nursing Service Minute-01 5. Certified photocopy of the Grade I appointment letter-01 6. Certified photocopy of the results of the 3rd 	<ul style="list-style-type: none"> ✓ Promoted to Grade I ✓ Completion of 10 years of active service in Grade I ✓ Earned prescribed 10 increments during that 10 years as due ✓ Passed the third Efficiency Bar Examination within 05 years of appointing to Grade I ✓ Not undergone 	- do -

Number	Service delivered	Service delivery standard (hours/days/weeks)	Relevant laws, codes, regulations etc.	Documents to be submitted	Other requirements need to be fulfilled by the employee	In case you need help (name of officer, designation, location. Telephone/fax/email)
	Matters related to promotion from Grade I to Supra Grade....		Service Constitution	Efficiency Bar Examination-01 7. Certified photocopy of the results of Official Language Proficiency-01 8. Certified copy of the national identity card-01 9. Certified copy of the Birth Certificate-01	disciplinary investigations / disciplinary actions for last 5 years prior to the promotion.	

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(8)	Matters related to recommending Foreign Leave (Personal/Duty) with salary	03 days	✓ Establishm ent Code (Chapter 12)	<ol style="list-style-type: none"> 1. Check sheet for recommendation of foreign leave-06 copies 2. The request letter of the applicant-Original and 05 certified photocopies 3. General 126 format-06 copies 4. Letter for covering duties-Original and 05 certified photocopies 5. Relevant Appendix out if following-Original and 05 certified photocopies <ul style="list-style-type: none"> ▪ Appendix 16 - For full-pay duty leave ▪ Appendix 08 - For full- pay study leave ▪ Appendix 11 - For full- pay study and employment leave 6. Letter of notification of selection for relevant program by the foreign institution-Original and 05 certified photocopies 	✓ Application should be submitted whenever possible, at least 3 months before the start of the holiday.	- do-

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				<p>7. Medical Certificate to prove (<u>If for medical treatment</u>)- Original and 05 certified photocopies</p> <p>8. A letter of reasoning (<u>If the leave application is delayed only</u>)- Original and 05 certified photocopies</p> <p>9. Certified photocopies of the passport-06</p> <p>10. Expenditure Recommendation-Original and 05 certified photocopies</p> <p>11. Certificate of the head of the department (<u>If applicant is over 50 years of age</u>)- Original and 05 certified photocopies</p> <p>12. Non-Request Certificate- Original and 05 certified photocopies</p> <p>(Will be filled by the Reginal Director of Health Services' Office.)</p>		

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				13.Foreign leave application for North Western Provincial Officers- Original and 05 certified photocopies 14.Certified photocopies of the National Identity Card- 06		
(9)	Matters related to obtaining prior approval for retirement	10 days	✓ Establishm ent Code (Chapter 4) ✓ Procedural Rules of the Public Service Commissio n (Volume 1) - Appointme nts,	1. Retirement Application for the approval of Provincial Health Secretary (Circular 8/2000)- 04 applications/copies 2. Certified photocopies of the letter of request for retirement by the applicant- 03 copies 3. Certified photocopy of initial appointment letter- 02 4. Certified photocopy of the letter of absorption into the North-Western Provincial Public Service-01	✓ Minimum age of retirement is 55 years and compulsory retirement age is 60 years. ✓ An employee can retire at his/her discretion after a period of 20 years of public service though	

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	Matters related to obtaining prior approval for retirement....		Promotions and Transfers of Public Officers (Chapter 16)	<p>(This is not required for nurses working in the North-Western Province from their initial appointment.)</p> <p>5. Certified photocopy of the letter of confirmation of service issued by the Public Service Commission-02</p> <p>6. Certified photocopies of the letter appointing to the current grade-02</p> <p>7. Certified copies of the Birth Certificate-02</p> <p>8. Certified copies of the national identity card-02</p> <p>9. An affidavit (<u>If there is a change of name</u>)</p>	<p>the pension is paid only after the age of 55 years.</p> <p>✓ The application should be submitted <u>at least 06 months before</u> the date the employee intends to retire.</p>	

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10)	Matters related to retirement	14 days	<ul style="list-style-type: none"> ✓ Establishm ent Code (Chapter 4) ✓ Procedural Rules of the Public Service Commissio n (Volume 1) - Appointme nts, Promotions and Transfers of Public Officers (Chapter 16) 	<p>(1)</p> <p>I. Application for Monthly Pension Grant and Pension Gratuity (PD 03 Form) - 02 copies</p> <p>II. Widow's and Orphans' Declaration (Part to be completed by the Officer)-02 copies</p> <p>III. Service Information-Two copies</p> <p>IV. Affidavits-Two copies (original and one photocopy)</p> <p>2. Certified photocopies of the letter of approval for retirement-03 copies</p> <p>3. Color photographs of employee and spouse (4.5 cm x 3.5 cm)-03 of each</p> <p>4. Report of the working stations where the employee/officer worked-02 copies</p> <p>5. Details of half pay and no pay leave from the</p>	<ul style="list-style-type: none"> ✓ The application should be submitted to be forwarded to the to the Director of Pensions <u>at least 03 months before</u> the date of employee's retirement. 	- do-

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	Matters related to retirement			<p>heads of all the institutions where the employee/officer worked-02 copies</p> <p>6. Details of the amount to be recovered from all the institutions where the employee / officer worked (Unclaimed Certificate)-02 copies</p> <p>7. Original and one certified photocopy of Birth Certificate of the employee</p> <p>8. Original and one certified photocopy of Birth Certificate of the spouse</p> <p>9. Certified photocopies of the National Identity Card of the employee and spouse-02 copies each</p> <p>10. Original marriage certificate and 01 certified photocopy</p> <p>11. Certified photocopies of the bank book in which the account number is visible-02 copies</p>		

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	Matters related to retirement			12. If there are any changes in the spouse's name, an affidavit and 01 certified photocopy of it 13. Salary particulars and 01 certified photocopy of the relevant month or next month when submitting applications 14. Grama Niladhari Certificate (DS 40 Form)-01 15. Bio-Data Sheet for Re-employment of Pensioners-01 16. Data Sheet for Pensioner's Identity Card-01 17. A report of the widows '& orphans' contribution throughout the period of service and its 01 certified photocopy		

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 deliver the services within the declared time durations provided specified information and documentation 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 redressal:

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 through the Feedback/Complaint filling format available along with Feedback box at the RDHS office (closer to 'Inquiries' counter) or at the office of your working institution.

Name	Dr. R. Pramitha Shanthilatha	Dr. Indika Prageeth Wickramasinghe	Dr. Welikatiyage P.W
Designation	Regional Director of Health Services-Kurunegala	Deputy Regional Director of Health Services-Kurunegala	MO (Quality Management Unit)

Located at	The office of Regional Director of Health Services-Kurunegala, Health Complex, Negombo Road, Kurunegala
Telephone	037-2222278
Fax	037-2226210 0372222352

- All complaints will be acknowledged by us within 07 days and final reply on the action taken will be communicated within 14 days.
- We welcome suggestions from citizens/service recipients.
- We hold periodical meetings three monthly with users/user representatives and if you wish to be associated with this please contact Dr. Welikatiya at Quality Management Unit of Regional Director of Health Services-Kurunegala.
- 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 through giving details relevant to the services concerned through Feedback formats / Complaint filling formats 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!