

Citizen's Charter for the services provided to Nursing Officers

The office of Regional Director of Health Services-
Kurunegala

Establishment Branch

(Last update-01.11.2019)

"You
are entering
into a place
ready
to serve you"

The office of Regional Director of Health Services-Kurunegala

Our Vision:

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

Our Mission:

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

The Establishment Branch

Our Commitment:

Through the citizen's charter, we assure our commitment in delivery of our services with,

- Integrity
- Judiciousness
- Courtesy
- Understanding
- Promptness
- Transparency
- Efficiency
- Effectiveness
- Objectivity
- Impartiality
- Accountability

Services included in the Citizen's Charter

No:	Services	Service standards	Required documents
		Referral page number	Referral page number
1	Forwarding the documents pertaining to obtain the formal letter of appointment to the Provincial Director of Health Services' Office	6	9
2	Forwarding the documents pertaining to the registration of Widows'/Widowers' & Orphans' Insurance Scheme to the Pensions Office	6	10
3	Forwarding the approval for annual salary increments to the Salary Division	6	11
4	Forwarding the documents pertaining to the confirmation of service to the Provincial Director of Health Services' Office	6	12-13
5	Forwarding the documents pertaining to the Grade II promotion to the Provincial Director of Health Services' Office	7	14
6	Forwarding the documents pertaining to the Grade I promotion to the Provincial Director of Health Services' Office	7	15
7	Forwarding the documents pertaining to the Supra Grade promotion to the Provincial Director of Health Services' Office	7	16
8	Forwarding the documents pertaining to obtain the full pay leave (Personal/Duty) to the Provincial Director of Health Services' Office	7	17-18
9	Forwarding the documents pertaining to obtain the prior approval for retirement to the Provincial Director of Health Services' Office	8	19
10	Forwarding the PD-03 Format for the retirement from Public Service to the Pensions Office	8	20-21

Our pledge:

No.	Service	Service Delivery Standard	Relevant laws, codes, regulations etc.	Reference to Required documents from the Applicant
1	Forwarding the documents pertaining to obtain the formal appointment letter (of Public Service Commission) to the Provincial Director of Health Services' Office	02 days	✓ Establishment Code (Chapter 2)	Page No. 9
2	Forwarding the documents pertaining to the registration of Widows'/Widowers' & Orphans' Insurance Scheme to the Pensions Office	02 days	✓ Procedural Rules of the Public Service Commission- Volume 1 (Chapter 7)	Page No. 10
3	Forwarding the approval for annual salary increments to the Salary Division	05 days	✓ Establishment Code (Chapter 7) ✓ Sri Lanka Nursing Service Constitution	Page No. 11
4	Forwarding the documents pertaining to the confirmation of service to the Provincial Director of Health Services' Office	07 days	✓ Establishment Code (Chapter 2 & 4) ✓ Procedural Rules of the Public Service Commission- Volume 1 (Chapter 8)	Page No. 12

No.	Service	Service Delivery Standard	Relevant laws, codes, regulations etc.	Reference to Required documents from the Applicant
5	Forwarding the documents pertaining to the Grade II promotion to the Provincial Director of Health Services' Office	07 days	<ul style="list-style-type: none"> ✓ Establishment Code (Chapter 2) ✓ Procedural Rules of the Public Service Commission - Volume 1 (Chapter 17) 	Page No. 14
6	Forwarding the documents pertaining to the Grade I promotion to the Provincial Director of Health Services' Office	04 days	<ul style="list-style-type: none"> ✓ Sri Lanka Nursing Service Constitution (Sections 8, 9 & 10) 	Page No. 15
7	Forwarding the documents pertaining to the Supra Grade promotion to the Provincial Director of Health Services' Office	04 days	<ul style="list-style-type: none"> ✓ Establishment Code (Chapter 12) 	Page No. 16
8	Forwarding the documents pertaining to obtain the full pay leave (Personal/Duty) to the Provincial Director of Health Services' Office	03 days	<ul style="list-style-type: none"> ✓ Establishment Code (Chapter 12) 	Page No. 17

No.	Service	Service Delivery Standard	Relevant laws, codes, regulations etc.	Reference to Required documents from the Applicant
9	Forwarding the documents pertaining to obtain the prior approval for retirement to the Provincial Director of Health Services' Office	10 days	<ul style="list-style-type: none"> ✓ Establishment Code (Chapter 4) ✓ Procedural Rules of the Public Service Commission- Volume 1 (Chapter 16) 	Page No. 19
10	Forwarding the PD-03 Format for retirement from the Public Service to the Pensions Office	14 days		Page No. 20

In case you need help, please contact below personals on the given contact numbers		
↪ Deputy RDHS	Telephone:	Fax:
	037-2222156	037-2226210
↪ Administrative Officer	037-2222755	
↪ Senior Management Assistant (Establishment Branch)	Telephone:	Fax:
	037-2233219	037-2226210

1. Forwarding the documents pertaining to obtain the formal appointment letter (of Public Service Commission) to the Provincial Director of Health Services' Office

Documents need to be submitted by the Nursing Officer		Other requirements need to be fulfilled by the Nursing Officer
1	Application to obtain the formal letter of appointment - 02 copies	<ul style="list-style-type: none">• Apply for the formal letter of appointment just after assuming duties in the first appointment
2	Initial appointment letter - A certified copy	
3	Letter of Attachment to the Duty - A certified copy	
4	Letter of Duty Assumption - A certified copy	
5	Educational qualifications - Single set of certified copies	
6	National Identity Card - A certified photocopy	
7	Birth Certificate - A certified photocopy	

2. Forwarding the documents pertaining to the registration of Widows'/ Widowers' & Orphans' Insurance Scheme to the Pensions Office

Documents need to be Submitted by the Nursing Officer		Other requirements need to be fulfilled by the Nursing Officer
1	PD1-A format - A copy	<ul style="list-style-type: none"> After an appointee reports for duty
2	Formal appointment letter - A certified copy	
3	Marriage Certificate / Divorce Certificate if divorced / Death Certificate if spouse is dead - A certified copy	
4	Birth Certificate of the spouse - A certified photocopy	
5	Birth Certificates of children - certified CLEAR photocopies	
6	National Identity Card of the spouse - A certified photocopy	
7	Applicant's National Identity Card - A certified photocopy	
8	Applicant's Birth Certificate - A certified photocopy	
9	Affidavits if there is/are change/s in the name/s	

Nota bene!

As soon as the Subject Officer feeds the data into the relevant website, the employee will be notified via an SMS to his/her mobile phone. Thereafter, the applicant should sign the relevant form containing the Widows'/ Widowers' & Orphans' number downloaded from the relevant website by the Subject Officer.

After around one month of registration, the applicant can download the Widows'/ Widowers' and Orphans' membership card via accessing the website of Pensions Department (www.pensions.gov.lk) after entering the applicant's National Identity Card number.

3. Forwarding the approval for annual salary increments to the Salary Division

Documents need to be Submitted by the Nursing Officer		Other requirements need to be fulfilled by the Nursing Officer
1	Duly filled Performance Report with the recommendation of the Head of the Institution-A copy	<ul style="list-style-type: none"> Should have exceeded the annual increment date Should have passed the respective efficiency bar exam Should have passed the relevant language proficiency test
2	General 232 Report (Order to Pay Annual Salary Increment)- A copy	

Nota bene!

As the increment of the relevant month will be added to the salary of the same month only for the payment orders received before the 10th of the particular month, Increment Forms should be sent to the RDHS office immediately after the annual increment date.

4. Forwarding the documents pertaining to the confirmation of service to the Provincial Director of Health Services' Office

Documents need to be Submitted by the Nursing Officer		Other requirements need to be fulfilled by the Nursing Officer
1	Duly filled application for confirmation of the appointment with the recommendation of the Head of the Institute - A copy	<ul style="list-style-type: none"> Satisfactory completion of three years of probation Passed the First Efficiency Bar Examination within 03 years of appointing to Grade III Application should be submitted to the Provincial Health Secretary at least 3 months before the completion of probationary period
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 year) pertaining to three years - 03	
4	Initial appointment letter - A certified copy	
5	Letter of absorption into the North-Western Provincial Public Service - A certified copy* <i>*Not required for Nursing Officers working under the North-Western Provincial Public Service from their initial appointment</i>	
6	Letter of Duty Assumption - A certified copy	
7	Medical Report - A certified copy	
8	The results sheet of the 1 st Efficiency Bar Examination - A certified copy	
9	A letter to confirm that there are no audit queries nor disciplinary inquiries against the applicant	
10	Form A - 01 copy	

PLEASE REFER NEXT PAGE ➡

<i>Cont...</i>		Other requirements need to be fulfilled by the Nursing Officer
Documents need to be Submitted by the Nursing Officer		
11	The Diploma/Degree Certificate - A certified copy	
12	Copies of GCE O/L and GCE A/L certificates certified by the Commissioner of Examinations - 01 of each	
13	National Identity Card - A certified photocopy	
14	Birth Certificate - A certified photocopy	
15	Affidavit if there is change in the name	

5. Forwarding the documents pertaining to the Grade II promotion to the Provincial Director of Health Services' Office

Documents need to be Submitted by the Nursing Officer		Other requirements need to be fulfilled by the Nursing Officer
1	Duly filled application for the promotion with the recommendation of the Head of the Institute - 04 copies	<ul style="list-style-type: none"> Formal appointment letter received Completion of 10 years of active service in Grade III Earned Prescribed 10 increments for 10 years as due Passed the First Efficiency Bar Examination within 03 years of appointing to Grade III Not undergone Disciplinary investigations /disciplinary actions for last 5 years prior to the promotion
2	Initial appointment letter - A certified copy	
3	Letter of absorption into the new Nursing Service Minute - A certified copy** <i>**Not relevant for Nursing Officers who got the initial appointment after 01.11.2010</i>	
4	Letter of absorption into the North-Western Provincial Public Service - A certified copy* <i>*Not required for Nursing Officers working under the North-Western Provincial Public Service from their initial appointment</i>	
5	Results sheet of the 1 st Efficiency Bar Examination - A certified copy	
6	Letter of confirmation of service issued by the Public Service Commission - A certified copy	
7	Results of Official Language Proficiency - 01 Certified copy	
8	National Identity Card - A certified photocopy	
9	Birth Certificate - A certified photocopy	

6. Forwarding the documents pertaining to the Grade I promotion to the Provincial Director of Health Services' Office

Documents need to be Submitted by the Nursing Officer		Other requirements need to be fulfilled
1	Duly filled application for promotion with the recommendation of the Head of the Institute - 04 copies	<ul style="list-style-type: none"> • Promoted to Grade II • Completion of 10 years of active service in Grade II • Earned Prescribed 10 increments for 10 years as due • Passed the second Efficiency Bar Examination within 03 years of appointing to Grade II • Not undergone Disciplinary investigations /disciplinary actions for last 5 years prior to the promotion
2	Initial appointment letter - A certified copy	
3	Letter of absorption into the North-Western Provincial Public Service - A certified copy* <i>*Not required for Nursing Officers working under the North-Western Provincial Public Service from their initial appointment</i>	
4	Letter of confirmation of the service issued by the Public Service Commission - A certified copy	
5	Letter of absorption into the new Nursing Service Minute - A certified copy** <i>**Not relevant for Nursing Officers who got the initial appointment after 01.11.2010</i>	
6	Results sheet of the 2 nd Efficiency Bar Examination - A certified copy	
7	Results sheet of Official Language Proficiency Test - A certified copy	
8	Grade II promotion letter - A certified copy	
9	National Identity Card - A certified photocopy	
10	Birth Certificate - A certified photocopy	

7. Forwarding the documents pertaining to the Supra Grade promotion to the Provincial Director of Health Services' Office

Documents need to be Submitted by the Nursing Officer		Other requirements need to be fulfilled by the Nursing Officer
1	Duly filled application for promotion with the recommendation of the Head of the Institute - 04 copies	<ul style="list-style-type: none"> • Promoted to Grade I • Completion of 10 years of active service in Grade I • Earned prescribed 10 increments for that 10 years as due • Passed the third Efficiency Bar Examination within 05 years of appointing to Grade I • Not undergone disciplinary investigations /disciplinary actions for last 5 years prior to the promotion.
2	Applicant's initial appointment letter - A certified copy	
3	Letter of absorption into the North-Western Provincial Public Service - A certified copy** <i>**Not required for Nursing Officers working under the North-Western Provincial Public Service from their initial appointment</i>	
4	Letter of confirmation of service issued by the Public Service Commission - A certified copy	
5	Letter of absorption into the new Nursing Service Minute - A certified copy * <i>*Not relevant for Nursing Officers who got the initial appointment after 01.11.2010</i>	
6	Results sheet of the Official Language Proficiency Test - A certified copy	
7	Results sheet of the 3 rd Efficiency Bar Examination - A certified copy	
8	Grade I promotion letter - A certified copy	
9	National Identity Card - A certified photocopy	
10	Birth Certificate - A certified photocopy	

8. Forwarding the documents pertaining to obtain the full pay leave (Personal/Duty) to the Provincial Director of Health Services' Office

Documents need to be Submitted by the Nursing Officer		Other requirements need to be fulfilled by the Nursing Officer
1	Check sheet for recommendation of foreign leave - 06 copies	<ul style="list-style-type: none"> • Application should be submitted whenever possible, at least 3 months before the start of the holiday
2	Request letter of the applicant - 06 copies	
3	General 126 format - 06 copies	
4	Letter for covering up of duties - 06 copies	
5	Relevant Appendix out of the following - 06 copies <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 on getting selected for relevant program by the foreign institution - 06 copies	
7	Medical Certificate as a proof in case of medical treatment - 06 copies	
8	A letter of reasoning (If the leave application is delayed only) - 06 copies	
9	Passport - 06 certified photocopies	
10	Expenditure Recommendation - 06 copies	

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<i>Cont...</i>		Other requirements need to be fulfilled by the Nursing Officer
Documents need to be Submitted by the Nursing Officer		
11	Certificate of the head of the department (If applicant is over 50 years of age) - 06 copies	
12	No claim Certificate - 06 copies* <i>*Will be filled by the RDHS Office</i>	
13	Foreign leave application for North-Western Provincial Officers - 06 copies	
14	National Identity Card - 06 certified photocopies	

9. Forwarding the documents pertaining to obtaining the prior approval for retirement to the Provincial Director of Health Services' Office

Documents need to be Submitted by the Nursing Officer		Other requirements need to be fulfilled by the Nursing Officer
1	Retirement Application for the approval of Provincial Health Secretary (Circular 8/2000) - 04 copies	<ul style="list-style-type: none"> 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 the pension is paid only after the age of 55 years. The application should be submitted at least 06 months before the date the employee intends to retire.
2	Applicant's request for retirement - 03 certified copies	
3	Initial appointment letter - 02 certified copies	
4	Letter of absorption into the North-Western Provincial Public Service - A certified copy* <i>*Not required for Nursing Officers working under the North-Western Provincial Public Service from their initial appointment</i>	
5	Letter of confirmation of service issued by the Public Service Commission - 02 certified copies	
6	Letter appointing to the current grade - 02 certified copies	
7	National Identity Card - 02 certified photocopies	
8	Birth Certificate - 02 certified photocopies	
9	An affidavit (If there is change in the name)	

10. Forwarding the PD-03 Format of retirement from the Public Service to the Pensions Office

Documents need to be Submitted by the Nursing Officer		Other requirements need to be fulfilled by the Nursing Officer
1	I. Application for Monthly Pension Grant and Pension Gratuity (PD 03 Form) - 02 copies II. Widow's and Orphans' Declaration (Part to be completed by the applicant) - 02 copies III. Service Information - 02 copies IV. Affidavits - 02	<ul style="list-style-type: none"> The employee should submit the application on the day after retirement.
2	Approval letter for retirement - 03 certified copies	
3	Color photographs of the applicant and spouse (4.5 cm x 3.5 cm) - 03 of each	
4	Details of half pay and no pay leave from the heads of all the institutions where the applicant worked - 02 copies	
5	Details of the amount to be recovered from all the institutions where the applicant worked - 02 copies	
6	Report on all workstations where the applicant worked - 02 copies	
7	Applicant's Birth Certificate - Original and a certified photocopy	
8	Birth Certificate of the spouse - Original and a certified photocopy	
9	Applicant's National Identity Card - 03 certified photocopies	

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<i>Cont...</i>		Other requirements need to be fulfilled by the Nursing Officer
Documents need to be Submitted by the Nursing Officer		
10	National Identity Card of the spouse - 02 certified photocopies	
11	Marriage certificate - Original and a certified copy	
12	Certified photocopies of the Passbook in which the account number is clearly visible - 02	
13	An affidavit if any changes in the spouse's name	
14	Salary particulars of the applicant pertaining to the relevant month or previous month at the time of submitting applications - 02 copies	
15	Grama Niladhari Certificate (DS 40 Form) - 01	
16	Bio-Data Sheet for Re-employment of Pensioners - 01	
17	Data Sheet for Pensioner's Identity Card - 01	
18	A report confirming the contribution to Widows' & Orphans' Insurance Fund throughout the period of service - Original and a certified copy	

Nota bene!

The applicant should sign the PD 03 format which is printed and retrieved once the necessary information is fed into the relevant website. (Subject officer will inform the applicant over the phone the date on which the applicant should arrive for signing.)

The Department of Pensions will inform the applicant's mobile phone via SMS as soon as completing the relevant activities.

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 Complaint filling format/Feedback.

Please forward your concerns to below personals.

↪ Dr. Pramitha Shanthilatha Regional Director of Health Services - Kurunegala	Telephone:	Fax:	Address: The office of Regional Director of Health Services- Kurunegala, Health Complex, Negombo Road, Kurunegala
	037-2222352	037-2226210	
↪ Dr. Pradeep Weliketiya Medical Officer (Quality Management Unit)	Telephone:	Fax:	
	037-2222278	037-2226210	

- We welcome complaints and suggestions from citizens / service recipients.
- Please send your complaints and suggestions by post or by fax or by hand to us. You can also call us to deliver your complaints and suggestions through above numbers. If you are delivering by hand, do drop the complaints/suggestions form into "Feedback Box" located at RDHS office.
- The complaints & suggestion formats are available at your institute's main office and In Charge Nursing Officer's office. Formats are also available at the "Feedback Box" located at RDHS office.
- All complaints will be acknowledged by us within 07 days and final reply on the action taken will be communicated within 14 days.

Citizen's 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 Complaint filling formats / Feedback 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!**

Citizen's Charter for the Services to Nursing Officers

The Office of Regional Director of Health Services,
Kurunegala-Establishment Branch

"You are entering into a place ready to serve you!"

	Service	Service Standard
1.	Forwarding the documents pertaining to obtain the formal appointment letter to the Provincial Director of Health Services' Office	02 days
2.	Forwarding the documents pertaining to the registration of Widows'/ Widowers' & Orphans' Insurance Scheme to the Pensions Office	02 days
3.	Forwarding the approval of annual salary increments to the Salary Division	05 days
4.	Forwarding the documents pertaining to the confirmation of service to the Provincial Director of Health Services' Office	07 days
5.	Forwarding the documents pertaining to the Grade II promotion to the Provincial Director of Health Services' Office	07 days
6.	Forwarding the documents pertaining to the Grade I promotion to the Provincial Director of Health Services' Office	04 days
7.	Forwarding the documents pertaining to the Supra Grade promotion to the Provincial Director of Health Services' Office	04 days
8.	Forwarding the documents pertaining to obtain the Foreign leave with full pay (Personal/Duty) to the Provincial Director of Health Services' Office	03 days
9.	Forwarding the documents pertaining to obtain the prior approval of Retirement to the Provincial Director of Health Services' Office	10 days
10.	Forwarding the PD-03 Format of retirement from Public Service to the Pensions Office	14 days

Forms to be filled out are available at Main Office of your workplace or RDHS office. We are committed to serve all written requests within the stated time period, when the necessary documents and information are properly provided. In the event of an unavoidable delay or problem, we will communicate with you immediately.

Please forward your complaints of not meeting the above standards, and suggestions for improving the service through the due format (available at Main Office of your workplace or RDHS office) to the following address or fax or telephone number.

The office of Regional Director of Health Services, Health Complex, Negombo Road,
Kurunegala.

Telephone: 037-222278 Fax: 037-2226210

LET US JOIN HANDS IN MAKING THIS CHARTER A SUCCESS!

Checklists

Annexure – B

Subject Officer (RDHS office)	Nursing Officer	1. <u>Obtaining the Formal Letter of Appointment</u>
		1. Application to obtain the formal letter of appointment - 02 copies
		2. Initial appointment letter - 01 Certified copy
		3. Letter of attachment to the Duty - 01 Certified copy
		4. Letter of Duty Assumption - 01 Certified copy
		5. Educational Qualifications - Single set
		6. National Identity Card - 01 Certified copy
		7. Birth certificate - 01 Certified copy

Subject Officer (RDHS office)	Nursing Officer	2. <u>Registration Widows'/Widowers' & Orphans' Insurance Scheme</u>
		1. PD1-A format - 01
		2. Formal appointment letter - 01
		3. Marriage certificate/Divorce certificate/Death certificate - 01 Certified copy
		4. Birth Certificate of spouse - 01 Certified copy
		5. Birth Certificates of children - Single set
		6 Birth Certificates of children - Single set
		7. Applicant's National Identity Card of - 01 Certified copy
		8. Applicant's Birth Certificate - 01 Certified copy
		9. Affidavits if there is/are change/s in the name/s

Subject Officer (RDHS office)	Nursing Officer	3. <u>Approval for the Annual Salary Increments</u>
		1. Duly filled Performance Report with the recommendation of the Head of the Institution - 01
		2. General 232 Report (Order to Pay Annual Salary Increment) - 01

Subject Officer (RDHS office)	Nursing Officer	4. <u>Confirmation of the Service</u>
		1. Duly filled application for confirmation of appointment - 01
		2. Annual reports (two per each year) pertaining to three years - 06
		3. Appendix 5 of the Procedural Rules of the PSC(one per each year)- 03
		4. Initial appointment letter - 01 Certified copy
		5. Letter of absorption into the North-Western Provincial Public Service - 01 Certified copy
		6. Letter of Duty assumption - 01 Certified copy
		7. Medical report - 01 Certified copy
		8. Results sheet of the 1st Efficiency Bar Examination result - 01 Certified copy
		9. A letter indicating that there are no audit queries/disciplinary inquiries - 01
		10. Form A-01 - One copy
		11. Diploma/Degree Certificate - 01 Certified copy
		12. Copies of the GCE O/L and GCE A/L Certificates certified by the Commissioner of Examinations - 01 set
		13. National Identity Card - 01 Certified photocopy
		14 Birth Certificate - 01 Certified photocopy
		15. Affidavit if there is a change in the name

Subject Officer (RDHS office)	Nursing Officer	<p style="text-align: center;">5. <u>Grade II Promotion of Nursing Service</u></p>
		<p>1. Duly filled application for promotion-04 copies</p>
		<p>2. Initial appointment letter - 01 Certified copy</p>
		<p>3. Letter of absorption into new Nursing Service Minute - 01 Certified photocopy</p>
		<p>4. Letter of absorption into North-Western Provincial PSC-01 Certified copy</p>
		<p>5. Results sheet of the 1st Efficiency Bar Examination-01 Certified copy</p>
		<p>6. Letter of service confirmation issued by PSC - 01 Certified copy</p>
		<p>7. Results of Official Language Proficiency - 01 Certified copy</p>
		<p>8. National Identity Card - 01 Certified copy</p>
		<p>9. Birth Certificate - 01 Certified copy</p>

Subject Officer (RDHS office)	Nursing Officer	6. <u>Grade I Promotion of Nursing Service</u>
		1. Duly filled application for promotion - 04 copies
		2. Initial appointment letter - 01 Certified copy
		3. Letter of absorption into the North-Western Provincial PSC- 01 Certified copy
		4. Letter of confirmation of service issued by PSC - 01 Certified copy
		5. Letter of absorption into the new Nursing Service Minute- 01 Certified copy
		6. Results sheet of the 2 nd Efficiency Bar Examination - 01 Certified copy
		7. Results of Official Language Proficiency - 01 Certified copy
		8. Grade II promotion letter - 01 Certified copy
		9. National Identity Card - 01 Certified photocopy
		10. Birth Certificate- 01 Certified photocopy

Subject Officer (RDHS office)	Nursing Officer	7. <u>Supra Grade Promotion of Nursing Service</u>
		1. Duly filled application for promotion - 04 copies
		2. Initial appointment letter - 01 Certified copy
		3. Letter of absorption into the North-Western Provincial PSC- 01 Certified copy
		4. Letter of confirmation of service issued by PSC - 01 Certified copy
		5. Letter of absorption into the new Nursing Service Minute - 01 Certified copy
		6. Results of the 3 rd Efficiency Bar Examination - 01 Certified copy
		7. Results of Official Language Proficiency - 01 Certified copy
		8. Grade I promotion letter - 01 Certified copy
		9. National Identity Card - 01 Certified photocopy
		10. Birth Certificate - 01 Certified photocopy

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Subject Officer (RDHS office)	Nursing Officer	8. <u>Foreign Leave with Full Pay (Personal/Duty)</u>
		1. Check sheet for recommendation of foreign leave - 06 copies
		2. Request letter of the applicant- 06 copies
		3. General 126 format - 06 copies
		4. Letter for covering up of duties - 06 copies
		5. Relevant Appendix - 06 copies
		6. Letter of notification on getting selected for relevant program by the foreign institution - 06 copies
		7. Medical Certificate in case for medical treatment - 06 copies
		8. A letter of reasoning (If the leave application is delayed only) - 06 copies
		9. Passport - 06 certified photocopies
		10. Expenditure Recommendation - 06 copies
		11. Certificate of head of the department (If applicant is over 50 years of age) - 06 copies
		12. No claim Certificate- 06 copies (<i>Will be filled by the RDHS Office</i>)
		13. Foreign leave application for North Western Provincial Officers - 06 copies
		14. National Identity Card - 06 Certified photocopies

Subject Officer (RDHS office)	Nursing Officer	<p style="text-align: center;">9. <u>Prior Approval for Retirement</u></p>
		<p>1. Retirement Application (8/2000) - 4 copies</p>
		<p>2. Applicant's request for retirement - 03 certified copies</p>
		<p>3. Initial appointment letter - 02 certified copies</p>
		<p>4. Letter of absorption into North-Western Provincial Public Service - 01 certified copy</p>
		<p>5. Letter of confirmation of service issued by the Public Service Commission - 02 Certified copies</p>
		<p>6. Letter appointing to the current grade - 02 Certified copies</p>
		<p>7. National Identity Card - 02 Certified photocopies</p>
		<p>8. Birth Certificate - 02 Certified photocopies</p>
		<p>9. An affidavit (If there is change in the name)</p>

Subject Officer (RDHS office)	Nursing Officer	10. Retirement from Public Service
		1. PD 03 Format - 02 copies
		2. Widows' & Orphans' Declaration (<i>Part to be completed by the applicant</i>)- 02 copies
		3. Service Information - 02 copies
		4. Affidavits - 02
		5. Approval letter for retirement - 03 Certified copies
		6. Color photographs of the applicant and spouse (4.5 cm x 3.5 cm)- 03 of each
		7. Details of half pay and no pay leave - 02 copies
		8. No claim Certificate - 02 copies
		9. Report on all workstations where the applicant worked- 02 copies
		10. Applicant's Birth Certificate - Original and a certified copy
		11. Birth Certificate of the spouse - Original and a certified photocopy
		12. Applicant's National Identity Card - 03 Certified copies
		13. National Identity Card of the spouse - 02 Certified photocopies
		14. Marriage Certificate - Original and a certified copy
		15. Certified photocopies of the Passbook in which the account number is clearly visible - 02 copies
		16. An affidavit if any changes in the spouse's name, - 01
		17. Salary particulars of the applicant pertaining to the relevant month or previous month at the time of submitting applications- 02
		18. Grama Niladhari Certificate (DS 40 Form) - 01
		19. Bio-Data Sheet for Re-employment of Pensioners - 01
		20. Data Sheet for Pensioner's Identity Card - 01
		21. Report confirming contribution to Widows' & Orphans' Insurance Fund throughout the period of service-Original and a certified copy

Implementation of the Citizen's Charter for the services provided to Nursing Officers at the Establishment Branch of Regional Director of Health Services' office-Kurunegala:
Guide for Service Receivers

(a) The Role of Nursing Officers

1. Read and understand the column relating to the service in the Citizen's Charter you wish to obtain.
2. Obtain a copy of the relevant format set with the document submission checklist from the Office of the Chief Nursing Officer or the Main Office of your work institute.
3. Fill them up and check the boxes dedicated for Nursing Officer appropriately in the checklist attached, before submission to the RDHS office-Kurunegala.

E.g.:

Subject Officer (RDHS office)	For Nursing Officer	5. <u>Grade II Promotion of Nursing Service</u>
	✓	1. Duly filled application for promotion-04 copies
	✓	2. Initial appointment letter-01 Certified photocopy
	✓	3. Letter of absorption into the of absorption into new Nursing Service Minute-01 Certified photocopy
	X	4. Letter of absorption into North Western Provincial PSC-01 Certified copy
	✓	5. Results sheet of the 1st Efficiency Bar Examination-01 Certified copy
	✓	4. Letter of service confirmation issued by PSC-01 Certified copy
	✓	7. Results of Official Language Proficiency-01 Certified copy
	✓	8. National Identity Card-01 Certified copy
	✓	9. Birth Certificate-01 Certified copy

4. Nursing Officers may provide further feedback to the RDHS office with their complaints and suggestions in the appropriate format (*Annexure-C in the Citizen's Charter*).

(b) The Role of the Office Staff / Chief Nursing Officer of the relevant health institute

1. Clearly display the Citizen's Charter (*Annexure – A in Citizen's charter*) in your office.
2. Keep the following documents in your office for the use of Nursing Officers.
 - **Compiled original sets of required formats for receiving each of the ten services in charter with relevant document submission checklist on the top** (*sent along with the official circular*)
 - **Document Submission Checklists** (*Annexure – B in Citizen's charter*)
 - **Feedback / Complaint formats** (*Annexure – C in Citizen's charter*)
 - **Guide on the role of the service receivers in implementation of Citizen's charter for the services provided to the Nursing Officers at the Establishment Branch** (*Annexure – D in Citizen's charter*)
3. Ensure the adherence to above procedure whenever Nursing Officer makes a written request for the services included in the Charter.

(c) Role of the Head of the Institution of the Relevant Health Institute

1. Make necessary arrangements to photocopy **Compiled original sets of required formats and Feedback / Complaint formats** as needed for Nursing Officers.
 2. Ensure that the said procedure is adhered whenever the Nursing Officers' written requests are forwarded for the signature of the Head of the Institution.
 3. Arrange to oversee the proper implementation of the new system through your institute's Quality Management Unit.
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(d) Role of the subject clerk at the establishment branch of RDHS office – Kurunegala

Before accepting the written request, Subject Officers at the Establishment Branch of the RDHS office will check the dedicated place for them against the documents in the checklist after verifying the availability and completeness of the required documents as per the Citizen’s charter.

E.g.:

Subject Officer (RDHS office)	For Nursing Officer	5. <u>Grade II Promotion of Nursing Service</u>
✓	✓	1. Duly filled application for promotion-04 copies
✓	✓	2. Initial appointment letter-01 Certified photocopy
✓	✓	3. Letter of absorption into the of absorption into new Nursing Service Minute-01 Certified photocopy
X	X	4. Letter of absorption into North Western Provincial PSC-01 Certified copy
✓	✓	5. Results sheet of the 1st Efficiency Bar Examination-01 Certified copy
✓	✓	4. Letter of service confirmation issued by PSC-01 Certified copy
✓	✓	7. Results of Official Language Proficiency-01 Certified copy
✓	✓	8. National Identity Card-01 Certified copy
✓	✓	9. Birth Certificate-01 Certified copy

Nursing Officers' Complaints and Suggestions

When to make complaints / suggestions:

1. To complain regarding the non-compliance of service standards by RDHS office as per the Citizen's Charter
2. To praise the service delivery in accordance with service standards
3. To suggest for improving the services further

From Where to get Complaint / Suggestion Formats: (Sinhala / English / Tamil versions)

- a) At your institute's main office and In Charge Nursing Officer's office
- b) At the 'Feedback Box' located at RDHS office

How to Forward Complaints / Suggestions Formats to the RDHS office:

1. By post (District Health Services Director, District Health Services Office, Health Complex, Negombo Road, Kurunegala)
 2. By Fax (037-2226210)
 3. By hand through the 'Feedback Box' located at the entrance of the RDHS office
 4. By calling the RDHS office through 037-2222278
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