

CITIZENS' / CLIENTS' CHARTER

Name of the Institution: Department of Social Services

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

Our Vision

“To work with and provide a competent and coordinated effective services to all vulnerable members of the community that supports their spiritual, intellectual, economical and social well-being”.

Our Mission

”To join with the community in providing social services that meet essential needs, promote self-sufficiency, and enhance the quality of life of the vulnerable community members”.

Our Commitment

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

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

Our pledge

S.No.	Service delivered	Service delivery standard (hours/days/weeks)	Relevant laws, codes, regulations etc
<u>I. External Customers</u>			
01	Payment of PAMA (Additional Allocation)	03 Days	SW/FIN/GEN/PAMA/2008
02	Providing Self-Employment Grant	05 Days	Department Circular 3/2007
03	3.1. Additional Allocation for Disease Payment <ul style="list-style-type: none"> ➤ T.B ➤ Leprosy ➤ Cancer ➤ Thalasiya 	03 Days	SW/FIN/GEN/PAMA/2008
	3.2. New Application <ul style="list-style-type: none"> ➤ T.B ➤ Leprosy ➤ Cancer ➤ Thalasiya 	05 Days	Department Circular 3/2007
04	Causal Relief Payment	10 Days	<ul style="list-style-type: none"> ➤ Social Service Department 2003/1 (Central) ➤ Department Circular 6/2007 ➤

		Processing the Application	Delivering the Devices			
			Trincomalee	Batticaloa	Ampara	
05	Providing Assistive Devices <ul style="list-style-type: none"> ➤ Tri-Cycle ➤ Wheel Chair ➤ Crutches ➤ Spectacles ➤ Hearing Aids ➤ White cane 	04 Days	16 Days	18 Days	19 Days	Department Circular 3/2007
06	Providing Grants for Homes <ul style="list-style-type: none"> 6.1. Ad-hoc Grant 6.2. Maintenance Grant 	10 Days			Department Standing Order	
07	Issuing Elders Identity Card	05 Days			Department Standing Order	
08	Replying for Mails <ul style="list-style-type: none"> 1. Normal Mails 2. Subject Related Mails 3. 	02 Days	03 Days		Office System & Procedure	

II. Internal Customers

01	Pension Application 1. Commuted Pension 2. Monthly Pension 3. Sending to DS office	07 Days 20 Days 03 Days	Office System & Procedure Department Standing Order
02	Performance Appraisal & Approving the Increment	03 Days	Office System & Procedure Department Standing Order
03	Establishment Matters 1. Processing EB Application 2. Confirmation 3. Promotion 4. Transfer ➤ Inter Provincial ➤ With in the Province 5. Disciplinary inquiry 6. Extension of Service 7. Retirement Notice 8. Re-employment	01 Day 24 Days 07 Days Twice a Year (February & October) – 02 Days Based of the requirement - 02 Days 02 Days 02 Days 02 Days 02 Days	According to the Establishment Code and other relevant Scheme of Recruitment
04	Loan Application	03 Days (If funds available)	According to the office standing order

	Payment of Claim	Time requirements	
05	1. CTA 2. Over Time / Holiday Pay ❖ Within the approved Limit ❖ Above the Approved Limit 3. Other Claims	Once a Month - 05 Days Once a Month - 03 Days Once a Month - 07 Days When necessity arise - 02 Days	According to the Office Standing Order
06	Railway Warrant	01 Days	According to the Establishment Code & office system

S.No	Service delivered	Information / documents to be submitted	In case you (<i>the citizen</i>) need help Contact
01	Payment of PAMA	<ul style="list-style-type: none"> ➤ Original Request letter ➤ The above letter should be certified by the respective GN ➤ Filled Application ➤ SSO's recommendation ➤ GN Recommendation ➤ DS's approval <p>(Application to be made to the respective Divisional Secretary)</p>	
02	Providing Self-Employment Grant	<ul style="list-style-type: none"> ➤ Application form: "Report on PAMA recipient / PWD under the rehabilitation program" - (2 copies) ➤ Original request letter from the applicant ➤ The above letter should be certified by the respective GN ➤ SSO's Project concept paper ➤ Applicant's NIC number ➤ Cost Estimates <ul style="list-style-type: none"> ➤ If purchasing - the bills ➤ If any machines (eg: Sewing machine) - 3 quotations or authorized dealers letter ➤ If purchasing of animal husbandry - the letter from GN ➤ Signed Gen. 35 voucher (2 copies) ➤ Recommendation of the SSO and DS <p>(Application can be get from the Social Service Officer at Divisional Secretariat and it should be forwarded to reach the Department through the respective District Social Service Officer)</p>	<p>Director / Accountant / Administrative Officer</p> <p>026 – 2223085 026 – 2222844 026 – 2222875</p>

03	<p>Disease Payment</p> <ul style="list-style-type: none"> ➤ T.B ➤ Leprosy ➤ Cancer ➤ Thalassimiyā 	<ul style="list-style-type: none"> ➤ Original request letter ➤ The above letter should be certified by the respective GN ➤ Filled Application ➤ Medical certificate ➤ SSO's recommendation ➤ GN Recommendation ➤ DS's approval <p>(Application to be made to the respective Divisional Secretary)</p>	
04	<p>1. Causal Relief Payment</p> <p>(i) <u>Natural disaster (Minor)</u></p> <ul style="list-style-type: none"> ➤ Cyclone ➤ Flood ➤ Thunder ➤ Rain <p>(ii) <u>Wild elephant damages</u></p> <ul style="list-style-type: none"> ➤ Fire damages for house 	<ul style="list-style-type: none"> ➤ Original request Letter from the applicant ➤ The above letter should be certified by the respective GN ➤ Application form SSD 16 or SSP 8 ➤ Recommendation of the SSO & DS with official seal ➤ Singed Gen. 35 voucher (2 copies) ➤ Gen. 35 should be certified by the SSO & DS ➤ Photos (reflect the damage) ➤ Police report <p>(Application can be get from the Social Service Officer at Divisional Secretariat and it should be forwarded to reach the Department through the respective District Social Service Officer)</p>	<p>Director / Accountant / Administrative Officer</p> <p>026 – 2223085 026 – 2222844 026 – 2222875</p>

	<p>2. Natural disaster death</p>	<ul style="list-style-type: none"> ➤ Death certificate ➤ Expenditure details and respective bills ➤ Letter confirming the relationship between the applicant and the deceased person <p>(Application can be get from the Social Service Officer at Divisional Secretariat and it should be forwarded to reach the Department through the respective District Social Service Officer)</p>	<p>Director / Accountant / Administrative Officer</p>
<p>05</p>	<p><u>Providing Assistive Devices</u></p> <ul style="list-style-type: none"> (i) Tri-Cycle (ii) Wheel Chair (iii) Crutches (iv) Spectacles (v) Hearing Aids (vi) White cane 	<ul style="list-style-type: none"> ➤ Original request letter from the applicant ➤ The above letter should be certified by the respective GN ➤ Filled Application form (name should be appeared in the PWD's list) ➤ Doctor's recommendation letter (Original) ➤ In case of spectacles & Hearing aids – The graph from the General Hospital should be annexed. ➤ Documents should have the date stamp and the recommendation of the DS and SSO <p>(Application can be get from the Social Service Officer at Divisional Secretariat and it should be forwarded to reach the Department through the respective District Social Service Officer)</p>	<p>026 – 2223085 026 – 2222844 026 – 2222875</p>

	<p>(vi) Artificial Leg / limb</p>	<ul style="list-style-type: none"> ➤ Application form ➤ Applicant's request letter which should be certified by the GN ➤ Doctor's prescription & recommendation ➤ Documents should have the date stamp and the recommendation of the DS and SSO ➤ In case of Land mine incidents the police report is must. ➤ The artificial leg can be changed after 5 years period ➤ If the assistance getting 2nd times then the full details of the first receipt should be submitted. ➤ If the applicant getting the device from the department after lost his device received from NGOs or any other institutions he / she should submit all the relevant documents again. <p>(Application can be get from the Social Service Officer at Divisional Secretariat and it should be forwarded to reach the Department through the respective District Social Service Officer)</p>	<p>Director / Accountant / Administrative Officer</p> <p>026 – 2223085 026 – 2222844 026 – 2222875</p>
06	<p>Providing Grants for Elders and Disables Homes</p>	<ul style="list-style-type: none"> ➤ SSP 15 application ➤ DS recommendation ➤ Statement of Income & Expenditure with auditors report ➤ Statement of Receipts & Payment with auditors report ➤ Signed Gen. 35 should be certify by the DS – 2 copies ➤ Particulars of inmates attendances with DS recommendation ➤ Schedule of inmates of the institution ➤ Annual report of VSO <p>(Application can be get from the Social Service Officer at Divisional Secretariat and it should be forwarded to reach the Department through the respective District Social Service Officer)</p>	

07	Provision for Housing Grant for PWD	<ul style="list-style-type: none"> ➤ Request letter from the applicant ➤ Land ownership document ➤ GN, SSO's recommendation ➤ DS certification ➤ Estimate report <p>(Application should be forwarded to the National Secretariat for Persons with Disabilities, Colombo through SSO and DS)</p>	
08	Issuing Elders Identity Card	<ul style="list-style-type: none"> ➤ Request letter form the applicant ➤ 2 numbers of recent photo graph ➤ Filled Application form ➤ SSO's recommendation ➤ DS recommendation <p>(Application to be made to the respective Divisional Secretary)</p>	
09	Registering of Voluntary Service Organization in Divisional Secretariat Level	<ul style="list-style-type: none"> ➤ Application form V.O.R. 1 / SS/NGO/1/94 ➤ A true copy of the Rules of the Voluntary Service Organization ➤ A true copy of last Statement of Accounts together with the Balance Sheet certify by an approved Auditor ➤ The proposed programme of work to be implemented in the ensuring year ➤ Uncancelled stamps to the value of Rs. 10/- should be affixed to every application in the space provided for. ➤ SSO's recommendation <p>(Application can be get from the Social Service Officer at Divisional Secretariat and it should be forwarded to reach the Department through the respective District Social Service Officer)</p>	

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 in any case within 7 days of their receipt.

Deliver the services within the declared time durations provided specified information, documentation and fees 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 system

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

Name:- Mr. N. Manivannan

Name:- Ms. J. Jeyatharshini

Designation:- Director

Designation:- Accountant

Located at:- Inner Harbour Road, Trincomalee

Located at:- Inner Harbour Road,
Trincomalee

Telephone/Fax/e-mail:-0777772308

0262223085

Telephone/Fax/e-mail:- 0779788832

0262222844

- All complaints will be acknowledged by us within **01** day and final reply on the action taken will be communicated within **03** days.
 - We welcome suggestions from citizens/service recipients;
 - * We hold periodical monthly meetings with users/user representatives and if you wish to be associated with this please contact **J. Jeyatharshini, Accountant at 0262222844.**
 - * Please also enter your details at our website **www.ep.gov.lk** indicating your willingness to be available for consultation, survey on the points enlisted in the Charter.
 - 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 in the following way (give details relevant to the departments concerned) 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!