



Citizens' Charter

Western Province Chief Secretary Office - Planning Division

“Forerunner of sustainable development in Western Province”

Our vision :

Advancement of Western Province through sustainable development and co-existence

Our Mission:

Contribute to the formulation , implementation , management and evaluation of plans aimed at sustainable development by utilizing the various resources available to improve the living conditions of the people of the Western Province .

Our clients :

The institutions and service-seeking parties associated with the Western Provincial Council when development activities in the Western Province are directed and implemented.

Our expectation :

Our hope is to improve the living conditions of the people of the province through sustainable development , and we are grateful for the trust you have placed in us in making that work a reality.

Our Pledge:

Accession No.	Service provided	Service Delivery Standards (Hours/Weeks/Days)	Relevant laws , codes , regulations etc.
01	Public demands , coordination with the implementing agency	14 days	
02	Approval of projects	03 days	Project proposal submission form
03	Provision of information requested under the Information Act	14 days	Information Act
04	Providing statistical data information	03 days	-
05	Responding to Public Complaints	03 days	-

Accession No.	Service provided	Service Delivery Standards (Hours/Weeks/Days)	You can get help (Officer's Name , position , location , Phone / Fax / Email)
01	Public demands , coordination with the implementing agency	14 days	<p>Deputy Director (Planning) Mr. Sumeda Chandrajith Phone: 011-2092539</p> <p>Deputy Director (Planning) Mr. G. R. N. Chandrasiri Phone: 011-2092543</p> <p>Deputy Director (Planning) Mrs. D. C. S. Patberiya Phone: 011-2092541</p> <p>Assistant Director (Planning) Mrs. H. N. Liyanage Telephone: 011-2092534 / 0112092536</p> <p>Assistant Director (Planning) Miss. L. W. Kularathne Phone: 011-2092542</p>
02	Approval of projects	03 days	<p>Director (Planning) Mrs. M. P. S. N. Pathirana Phone: 011-2092537</p>

03	Provision of information requested under the Information Act	14 days	Director (Planning) Mrs.M. P. S. N. Pathirana Phone: 011-2092537
04	Providing statistical data information	03 days	Deputy Director (Planning) Mr. M. M. N. Prematilaka Phone: 011-2092540
05	Responding to Public Complaints	03 days	Director (Planning) Mrs. M. P. S. N. Pathirana Phone: 011-2092537

Our Standards:

We will respond promptly to all written requests from you.

If the requested information and written documents have been submitted with your request, we will be obliged to provide you with the service you have requested from us within the time frame that we have notified. If the requested information and written documents have been submitted with your request, we will be obliged to provide you with the service you have requested from us within the time frame notified by us.

In the event that the final decision may be delayed or definitely be delayed, or when a problematic situation arises, we will promptly inform you of the reason.

Complaints and relief procedure :

The staff of our institution will provide you with the necessary help and services in a courteous manner . Please register your complaints regarding the above mentioned standards to the below mentioned officials.

Name :- Mrs. M. P. S. N. Pathirana
Designation :- Director (Planning)
Address :- Chief Secretary's Office (Planning Division), Western Provincial Council, Battaramulla
Phone/Fax/E-mail :- 011-2092537/ csoplanwp@gmail.com

❖ **Reception of all complaints will be notified within 07 days and the final reply will be notified within 14 days .**

❖ **We welcome suggestions from you, the client public**

➤ **We are in continuous communication with you or your representatives receiving our services. If you wish to contact us please call 0112092044 .**

If you wish to provide your comments on the matters included in this charter, please include that information to our website <https://pla.chiefsec.wp.gov.lk/en/>