

# Client Charter

Serial No.	Services provided	Standards of the Services	Relevant Laws, Codes and Regulations	Information/ Documents to be submitted	Officers who can help you
01.	<b>Approval of Appointments</b>				
	Permanent Appointments	02 weeks	Regulations Cadre Code	I. Cover letter from the Chairman with his signature II. Annexure 01 Form III. Combined score list IV. Decision of the Board of Directors V. Name List of the Applicants VI. Certificates confirming the qualifications of the selected candidates (Education, professional, Residence, Age) VII. If the candidates who obtained higher points are not appointed ,acceptable reasons for that VIII. Cadre Assessment IX. If there are any changes to the names of the selected candidates, an affidavit for that	<ul style="list-style-type: none"> <li>➤ Officer in charge</li> <li>➤ Chief Management Assistant</li> <li>➤ Administrative Officer Secretary</li> </ul>
	Acting Appointments	02 weeks	Provisions of the Cooperative employees' cadre code 1.8	I. Cover letter from the Chairman with his signature II. Appointment letter approved by to the Commission for the permanent post III. Decision of the Board of Directors IV. Certification that there is no other suitable officer inside the society to appoint for acting in the	<ul style="list-style-type: none"> <li>➤ Officer in charge</li> <li>➤ Chief Management Assistant</li> <li>➤ Administrative Officer Secretary</li> </ul>

				<p>relevant post</p> <p>V. Written consent of the officer for acting in the relevant post</p> <p>VI. Cadre Assessment</p> <p>VII. Certificates of the proposed officer confirming the qualifications to work in the relevant post (educational qualifications, professional qualifications)</p>	
	Contract Appointments	02 weeks	03/2010 Circular	<p>I. Cover letter from the Chairman with his signature</p> <p>II. Decision of the Board of Directors</p> <p>III. Certificates of the proposed candidate confirming the qualifications (educational qualifications, professional qualifications, Certificate of Grama Niladari and Birth Certificate)</p> <p>IV. Written consent of the applicant for the contract appointment</p> <p>VIII. Certification that there is no other suitable officer inside the society to appoint for acting in the relevant post</p> <p>V. Cadre Assessment</p> <p>X. If there are any changes to the names of the selected candidates, an affidavit for that</p>	<p>➤ Officer in charge</p> <p>➤ Chief Management Assistant</p> <p>➤ Administrative Officer</p> <p>➤ Secretary</p>

02.	Approval of published applications for vacancies	02 days	05/2011 Circular	<ol style="list-style-type: none"> <li>I. Cover letter from the Chairman with his signature</li> <li>II. Decision of the Board of Directors to publish the advertisement</li> <li>III. Draft of the advertisement</li> <li>IV. If the applications are called from outside, certifying that there are no internal employees who are qualified for the relevant posts.</li> </ol>	<ul style="list-style-type: none"> <li>➤ Officer in charge</li> <li>➤ Chief Management Assistant</li> <li>➤ Administrative Officer</li> <li>➤ Secretary</li> </ul>
03.	Appointment of officers for formal disciplinary inquiries	02 days	06/2004 Circular	<ol style="list-style-type: none"> <li>I. Cover letter from the Chairman with his signature</li> <li>II. Decision of the Board of Directors on conducting formal disciplinary inquiry</li> <li>III. Recommendations of the preliminary investigation</li> <li>IV. Draft of the charge sheet</li> <li>V. Approved letter of appointment of the accused Officer by the Commission</li> </ol>	<ul style="list-style-type: none"> <li>➤ Officer in charge</li> <li>➤ Chief Management Assistant</li> <li>➤ Administrative Officer</li> <li>➤ Secretary</li> </ul>
04.	Appointment of investigation officers for interviews	02 days	06/2011 Circular	<ol style="list-style-type: none"> <li>I. Cover letter from the Chairman with his signature</li> <li>II. Information on the posts for which interview is conducted, number of vacancies for those posts and the number of applications received</li> <li>III. Cadre Assessment</li> </ol>	<ul style="list-style-type: none"> <li>➤ Officer in charge</li> <li>➤ Chief Management Assistant</li> <li>➤ Administrative Officer</li> <li>➤ Secretary</li> </ul>

05.	04/2011 Ratings	02 Weeks	04/2011 Circular 04/2011(1) Circular	I. Cover letter from the Chairman with his signature II. Eligibility Check List under 04/2011 III. Decision of the Board of Directors IV. Cadre Assessment	➤ Officer in charge ➤ Chief Management Assistant ➤ Administrative Officer ➤ Secretary
06.	Transfers	02 Weeks		I. Cover letter from the Chairman with his signature II. Eligibility Check List under 04/2011 III. Decision of the Board of Directors IV. Cadre Assessment	➤ Officer in charge ➤ Chief Management Assistant ➤ Administrative Officer ➤ Secretary
07.	Payment of incentive allowances for acquiring higher educational qualifications	01 week	04/2009 Circular	I. Cover letter from the Chairman with his signature II. Application of the officer III. Decision of the Board of Directors IV. Decision of the Board of Directors of the society to where the transfer is expected	➤ Officer in charge ➤ Chief Management Assistant ➤ Administrative Officer ➤ Secretary
08.	Regulations 135 Appeals	It cannot be specified a definite time since it is being examined by the Commission.		I. Appeal submitted within the prescribed time limit in terms of Regulation 135	➤ Officer in charge ➤ Chief Management Assistant ➤ Administrative Officer ➤ Secretary

\*\* By completing the necessary information correctly, you will be able to obtain the service within the standard period. \*\*

\*\* Other information that the Commission may feel may need to be called upon. \*\*