

Divisional Secretariat Services in Sri Lanka – Categorization Report

This report categorizes the services provided by Divisional Secretariats in Sri Lanka based on service complexity, required officer involvement, and linkage with Assistant Government Agent (AGA) or other departments. It is designed to support the development of a GovTech solution by identifying where digital tools like appointment scheduling and AI assistants can be most effective.

Category 1: Immediate Services (Single Officer, Same Visit)

Service	Officers Involved	Linked to AGA?	Notes
Issuance of Birth Certificate (Copy)	Registrar or Civil Officer	No	If event already registered, fast issuance.
Issuance of Death/Marriage Certificate (Copy)	Registrar or Civil Officer	No	Quick if records exist.
Certificate of Residence	GN + DS endorsement	Indirectly	Fast if GN certificate is ready.
Character Certificate	GN + DS endorsement	Indirectly	Standard verification.
Revenue License Renewal	Licensing Clerk	No	Straightforward process with valid documents.
Samurdhi or Pension Inquiry	Samurdhi Officer	No	Basic inquiry or date check.
Grama Niladhari Certificate Submission	GN Office Counter	No	Fast with correct documents.
Translation or Notarized Doc Endorsement	Admin Officer	No	Varies by DS policy.

Category 2: Medium Complexity Services (Within DS)

Service	Officers Involved	Linked to AGA?	Notes
New Birth/Death Registration	Registrar + GN Verification	No	Needs verification by GN before DS entry.
NIC Application (First-time)	DS Officer + GN + Verifier	Yes	DS verifies, AGA finalizes.
Business Registration	Trade Registrar + Dev Officer	Yes	Forwarded to LA/AGA.
Low-income Housing Application	Welfare + Admin + DS	No	Local validation only.
Loan Eligibility Certificate	Welfare + Admin + DS	Sometimes	DS-level checks.
Social Welfare Grants	Samurdhi + Committee	Yes	Evaluated locally, forwarded for approval.
Samurdhi New Application	GN + Samurdhi Manager	Yes	Final decision beyond DS.
Event Permits (Local)	Dev Officer + DS	Rarely	Quick local permits.

Category 3: Complex Services (Interdepartmental)

Service	Officers Involved	Linked to AGA?	Notes
Land Grants (Swarnabhoomi, etc.)	Land Officer + Surveyor	Yes	Approved at AGA level.
Land Subdivision/Inheriting	DS + Legal + Land Registry	Yes	Multi-level coordination.
Govt Employment Applications	DS + AGA + Ministry	Yes	Multiple authority involvement.
Pension Application	Pension Clerk + DS + District	Yes	Validated and processed externally.

Formal Grievance Redress	Admin + Inquiry Officer	Yes	Escalated if unresolved.
Disaster Relief Fund	Disaster Officer + Task Force	Yes	Coordinated disaster support.
Building Permit (High-risk zone)	Tech Officer + Urban + DS	Yes	Multistage clearances.
Business License (Hazardous)	DS + Police + MOH	Yes	Interdepartmental approval.