

My number : EST-1/CIRL/03/0001
Ministry of Public Administration,
Provincial Councils and Local
Government
Independence Square
Colombo 07.

30.06.2025

Secretaries to Ministries
Chief Secretaries of Provinces
Heads of Departments

Dealing with documents delivered by hand to public institutions

Documents are sent to public institutions by the general public and various institutions via post as well as by visiting the relevant institution and delivering the documents by hand. Out of such documents, institutions keep records of documents received via post, including registered post, and hand-delivered documents on a daily basis, adhering to various office systems. This practice enables the follow-up of any document as per the requirement. Even though the records of hand-delivered documents are kept, in the absence of any proof to confirm the submission of such documents that the person who delivered the relevant document by hand can present at a later occasion, he or she cannot follow up on the relevant document.

02. Considering the above matters, action must be taken to provide the person who visits the institution to deliver documents by hand with a confirmation acknowledging receipt of such documents, following an appropriate office system. Further, records of such hand-delivered documents must also be kept according to the normal office systems.

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