

Public Administration Circular : 05/2008(II)

My Number : PA/PSRD/08/10  
Ministry of Public Administration,  
Provincial Councils and Local Government  
Independence Square  
Colombo 07.

01.09.2025

Secretaries of Ministries  
Chief Secretaries of Provinces  
Heads of Departments  
Chairpersons of State Corporations and Heads of Statutory Boards

### **Introduction of the Citizen/ Client Charter**

Your attention is drawn to the Public Administration Circular:05/2008 dated 06.02.2008 and Public Administration Circular: 05/2008 (I) and dated 24.01.2018 on the above matter.

02. Your attention is also drawn to Section 4.0 (viii) of the circular No: PS/SB/Circular/ 2/2025 dated 18.02.2025 issued by the Secretary to the President on “Establishment of Internal Affairs Units in Government Institutions”. Accordingly, preparing and publishing a Citizen/Client Charter has also been identified as one of the activities in the “National Anti-Corruption Action Plan 2025 - 2029”, which states that the Internal Affairs Units established in government institutions should “prepare and publish a Citizen Charter that briefly outlines the services provided by the institutions”.

03. Thus, every government institution should prepare and publish a Citizen/Client Charter (As per Annex 01) in order to ensure that the services provided by government institutions to the general public are delivered in a more transparent, efficient and effective manner and to enhance mutual understanding and trust among all parties involved.

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01. Secretary to the President
02. Secretary to the Prime Minister
03. Secretary to the Cabinet of Ministers
04. Auditor General

## **Citizen Charter - (Name of Institution)**

**Division - .....**