

### **Kind notice to all clients and the officers concerned**

With the website modernization of the Public Service Commission, following new facilities have been provided to you now in addition to the services hitherto made available to you.

1. Once you convey your National Identity Card Number and personal mobile number through your request letter/ appeal/ application to us, the “Reference Number” related to your request will be sent to your mobile phone via a short message immediately. You may have access to following services by the use of such “Reference Number”.
  - (a) The current status with regard to action initiated on your request can at any time be known through a short message by sending us an SMS to Tel. No. 0704364462 by typing PSC<space>Reference Number.
  - (b) You are able to observe all measures taken on your request from its beginning up to now in one view by entering your Reference Number into the “Status Tracking” field of the modernized PSC website having gained access to it.

By this way, you may be able to know any delay with regard to your request and the institution responsible for it. You are therefore in a position to make inquiries about your matter and get it expedited. It is a great help to us. In case you wish to make a telephone call to this office, please cooperate with us by contacting only the Additional Secretary (Operations) through her Tel. No. 0112 - 136603 at all times. Calling other officers would be a disturbance to their duties. You are kindly requested to keep your Reference Number securely as the transfer of its ownership to others would be harmful to you.

Please note that this service can be obtained only for individual requests. However, this service with regard to cases of common requests for more than one person may be availed of by providing us with the mobile number of the respective Head of the Institution/ Head of the Department/ Secretary of the Ministry or by obtaining the relevant Reference Number from us alternatively if necessary.

2. The decisions made by this Commission are conveyed to the respective Secretaries of Ministries on daily basis and such conveyance of decisions will thereafter be published in the website within two working days. You will accordingly be able to verify the conveyance of the decision regarding your matter to your Secretary of the Ministry by viewing the “Latest Decisions” field following the entry into our website.
3. Apart from the various information, forms, circulars etc. already available to you through this website, action will be taken in future to publish through it for your easy reference and information the amended Rules of the Public Service Commission, Citizens Charter, all Service Minutes, Schemes of Recruitment, Schemes of Transfer etc. as well as information on any particulars of delay, if any in furnishing information on reports, recommendations and observations called for by us from various institutions on your behalf.

This office which sees the receipt of about 200 – 300 of your requests on daily basis is striving through all these foregoing measures in order to provide you with an efficient service without any delay while saving your and our precious time, labour and money.

In this endeavour, certain delays may occur at the initial stage due to various technical issues. We are therefore prepared to welcome any positive suggestions/ allegations from you in the spirit of patience and good faith on the face of such circumstances. You may kindly liaise with the Additional Secretary (Operations) in that regard. We wish to invite you to extend your fullest cooperation to us to provide you an efficient service.

M. A. B. Daya Senarath  
Secretary  
Public Service Commission

24.08.2020