

Submission of observations of the Hon. Minister and steps taken with regard to the reports tabled by the Committee on Public Accounts in terms of Standing Order No. 119 (4)

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- Public Service Commission

Shortcomings identified by the Committee	Action taken by the Institution to rectify the shortcomings/ current status
Part 1 : 99.00	
The emblem of the state had not been painted on all pool vehicles.	Of the 16 vehicles available at this office, 07 have been assigned to officers, while two others (KO-6157 and KT-4591) are reserved as relief vehicles for potential assignments. Accordingly, the state emblem has not been painted on these two vehicles. (As per Public Administration Circular 26/92) Furthermore, the state emblem has not been painted on the two vans bearing plate number NC-5817, which had not been officially transferred to this office by the Ministry of Finance, and number PA-8180, which was proposed for disposal. Arrangements are being made to get the state emblems painted on these vehicles by the Department of Government Factory.
Part 2 : 87.00	
The website that is maintained by the institution does not provide an opportunity for the public to lodge complaints or to give commendations. A human resource plan drafted in keeping with the provisions of public administration Circular No 02/2018 dated 24th January 2018 was not available. The human resource development plan that had been prepared, did not ensure at least a minimum training opportunity of not less than 12 hours per year for more than 50% of the member of the staff. Performance agreements covering	The official website maintained by the Commission (psc.gov.lk) currently does not provide the facility for the public to lodge complaints or to give commendations. However, the telephone numbers and email addresses of our institution and all staff officers have been published on the website under the menu item 'Contact Us'. At present, the General Public communicates their issues through these email addresses and makes frequent inquiries over the telephone. Reports pertaining to the letters regarding which the decisions completed by the Public Service Commission are published daily under 'Latest Decisions' on our official website. At present this facility is highly utilized and appreciated by the General Public. In case any delays occur in communicating these decisions to the officers by

the entire staff had not been drafted or entered. Out of the training opportunities planned, the extent of training opportunities granted, was less than 50%.	the respective Ministry, such inconveniences are successfully mitigated by these actions. Furthermore, during the 2023/24 period, the 'Status Tracking' window on our website facilitated any client visiting our official website to track the status of the actions being taken by the Commission regarding their specific correspondence. However, actions are being taken to include a separate webpage for the General Public to lodge complaints or to give commendations. Furthermore, arrangements are being made to integrate our existing Document Management System with the official website. It is kindly informed that it is observed that a Human Resource Development Plan has been prepared and maintained since 2024 in terms of the Circular No. 02/2018 and actions have been taken to control government expenditure during the year 2023 in compliance with Budget Circular No. 01/2023 and other circulars incidental thereto.
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W.H.M.M.C.K. Dayaratne

Secretary

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| 01. Secretary to the Prime Minister | } | for kind information and necessary actions |
| 02. Leader of the House, Parliament of Sri Lanka | | |