

Ministry of Public Administration

Independence Square,

Colombo 07.

5th November, 1984.

To: All Secretaries to Ministries  
Heads of Departments and  
Heads of Public Corporations.

Public Service Courtesy Code

A Code of Courtesy drawn up by the Seva Vanitha for a better relationship between officials and the public is appended.

Please take steps to ensure compliance with it on the part of all your officers/employees.

Sgd:/ D.B.I.P.S. Siriwardhana

Secretary,

Ministry of Public Administration.

PUBLIC SERVICE COURTESY CODE

1. BE PUNCTUAL AND AT YOUR WORK PLACE ON SCHEDULE.
2. YOUR RESPONSIBILITY IS TO SERVE THE PUBLIC.
3. NO DISCRIMINATION SHOULD BE MADE BETWEEN FRIEND AND STRANGER.
4. GIVE THE IMPRESSION THAT YOU ARE ALWAYS READY TO HELP.
5. SHOW THAT NO PROBLEM IS TOO GREAT FOR YOU TO HANDLE.
6. IF THE PROBLEM DOES NOT PERTAIN TO YOUR DEPARTMENT, DIRECT THEM TO THE CORRECT ONE.
7. LISTEN TO THE PUBLIC WITH PATIENCE.
8. LET CALLERS BE IN A QUEUE. PROVIDE THEM SEATING ACCOMMODATION.
9. GIVE PRIORITY TO THE WEAK, THE INFIRM AND THE DISABLED.
10. IF YOU ARE NOT AVAILABLE, LET SOME ONE RESPONSIBLE ACT FOR YOU.