

Public Administration Circular No: 15 /2006

My No: PA/CS/6/3/CIR
Ministry of Public Administration and
Home Affairs,
Independence Square,
Colombo 07.

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To all Secretaries to Ministries,
Heads of Departments,
District Secretaries and
Divisional Secretaries.

IMPLEMENTATION OF PUBLIC MANAGEMENT ASSISTANTS' SERVICE

Main objective of the establishment of Public Management Assistants' Service is to create one service consisting of officers who are endowed with skills and knowledge on multy duty system in place of services which existed in government offices based on the division of work. Even after lapse of two and half years from the introduction of new system, it is observed that public institutions are still confined to the old systems. Responsibility to re-organize the staff of each institution enabling to ensure active participation of officers in the service has been entrusted to the respective Head of the Institution. Hence, it is hereby informed to take prompt action accordingly, since the officers in the service should be given opportunity to possess skills, knowledge and experience which would be required at the examinations for promotions and Efficiency Bar held in due course.

02. Further, officers absorbed to the new service should never be treated separately as Clerks, Typists, Book-keepers, Shroffs, Stenographers or Store-keepers. These posts which were existed earlier under division of work should be re-established with professional status after the amalgamation. For this purpose methodologies such as re-organization of work and staff, introduction of modern office systems and changing of duties can be applied. However, it does not mean that the posts defined in the cadre will be abolished with the establishment of new service.

03. Designation of the officers in the service should be Public Management Assistant. Accordingly, class of the respective officer can be indicated against the above designation. At the meantime the designation "Chief Clerk" which was so far existed should be replaced by the designation "Chief Management Assistant". However, specific designations such as Administrative Officer, Financial Assistants, Internal Auditor, Shroffs can be further maintained in the same manner on service exigencies. Without claiming any special allowances, officers are bound to continue all the duties which were performed so far by them according to their knowledge and experience, treating them as duties assigned to the post. Further application of previous prescription which were made on the nature of financial/subject wise responsibilities will not be obstructed.

04. With immediate effect, confinement of officers in Class I, II & III of the service in one and the same unit or subject for a long period should be stopped. Opportunity should be made for them to improve competency in the multy duty system by way of changing subjects from time to time. In order to achieve this, work procedures/steps should have to be designed in respect of the tasks performed by each officers. Henceforth, individual knowledge of an officer should not be an obstacle for the purpose of transfer among service stations or changing subjects. An employee - friendly working environment can be established by way of maintaing equality in responsibilities, values and importance when organizing functions of units or subjects in the office. Creation of a working environment with equal opportunities and status will eliminate the displeasure of the officers for transfers.

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05. The system based on division of works which has been applied so far in the officers should cease with the implementation of new system. Eg. officers who have earlier dealt with subject files are now required to have competency in working with other office tools in relation to his/her subject. Further, officers who have been absorbed from other services including Typists' Service should also acquire competency in the performance of duties which have not been entrusted to them under old system.

06. Attention should be focused also to the following facts in activating officers in the service.

- (a) Organization of inservice training with the inclusion of programmes enabling officer to exchange knowledge skills and experience joining with experienced officers.
- (b) Providing facilities for officers to enhance professional skills by way of improving their knowledge and interest in the usage, maintenance and protection of office equipments such as computer, fax machine and photo copier.
- (c) Inculcating an impression and awareness in officers on targets and objectives, internal and external relationships and recipients of the institution and their expectations.

07. Further, officers should be trained to a multy duty system in which several functions have been intertwined. Eg. An officer, who served earlier only as a Stenographer can be improved under new system to achieve a position such office Secretary or Personal Assistant by way of entrusting to him various assisting duties; namely tapal, usage of communication tools and computers, public relations, meetings, organization of discussions, dealing with confidential files, petty cash. There is no barrier for appointing any officer in the service who is endowed with individual and professional caliber to such post. Accordingly, it is herby, informed that necessary measures should be taken to ensure proper implementation of Public Management Assistants' Service so as to suit to the requirements of respective office.

D. Dissanayake,
Secretary,
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