

1st Question - What are the services available to citizens through the Administration Division of your Ministry?

Answer -

- Provide opportunities for eligible citizens to apply for the vacancies existing in the Projects under the purview of this Ministry.
- Provide an opportunity for the General Public to be aware of the physical plan of the projects and progress of the projects, which functioned under the Ministry by publishing those information in the Ministry website.
- Forwarding the requests / appeals to the relevant Divisions of the Ministry for the purpose of prompt and expeditious action on public complaints / appeals made by the public to the President or to the Prime Minister in relation to the scope of this Ministry and thereafter referred to this Ministry and take follow-up actions on the actions taken by those Divisions
- Refer the complaints/requests made by the General Public through the "Tell the President" program, to relevant Divisions / institutions of this Ministry to take appropriate action on the same, monitor the actions taken by such Divisions on those appeals and provide an opportunity for the appellant to know the current status of the appeal by inserting information on every step taken by the Ministry on those appeals.
- Accountability to the General Public in relation to the activities carried out by the Department of Highways until the winding up the same in 1986 on policy decision of the Government and grant access for the same.
- Consideration on the requests made by citizens to obtain information generated by this Ministry.

Question 2- How to get access information of the Ministry?

Answer - You can apply for information available in this Ministry through the Right to Information Act No. 12 of 2016.

You will have access to the information you request, unless they are limited by the Section 5 of the said Act and you can use form RTI 01. (Right to Information Act and Specimen Application Form can be downloaded from our Ministry's website www.mohsl.gov.lk)

Further, if you wish to obtain any information from the Road Development Authority functioned under this Ministry, a separate Information Officer has been appointed for the same and more information through the web site , www.rda.gov.lk or Hot Line 1968.

Question 3- To whom should you submit a complaint or request relevant to the Ministry?

Answer - If you have a complaint / request to be made to the Minister of State or to the State Minister of this Ministry, you can meet the relevant Ministers at this Ministry on Public Days. Or you can submit your issue/ problem to this Ministry in writing to the Secretary of this Ministry or by contacting the Administration Division of this Ministry on the following telephone numbers.

Phone - 0112050522

Fax – 0112863296

Question 4- What are the vacancies existing in the projects function under the Ministry?

Answer - You can find information about the vacancies existing in the projects under our Ministry in the Ministry's Web Site.