

PUBLIC SECTOR REFORM UNIT, OFFICE OF THE PRESIDENT

SERVICE DELIVERY CHARTER

The Public Sector Reform Unit (PSRU), in the Office of the President provides leadership, co-ordination and strategic guidance in the design, implementation and monitoring of all Public Sector Reform Programmes.

OUR MANDATE:-

- Identify reform needs and opportunities, develop, plan and co-ordinate high-priority reform programmes in collaboration with relevant stakeholders and provide strategic advice to the GoSL on Public Sector Reform initiatives, policy and implementation issues.

Services	Requirement(s)	Fees	Response Time (Mon-Fri)
Response to enquiries (formal letter; physical visit; telephone; website)	(I) From a Ministry, Department and Agency (MDA)	Free	Acknowledgement - within 8 hours Mon-Fri Response - within 5 working days
	(II) from the general public		Acknowledgement within 8 hours Referral/redirection of query to relevant MDA within 42 hours.
Conduct of Management and Functional Review (MFRs) for MDAs	<ul style="list-style-type: none"> Institution under review must be an MDA PSRU will decide the timing of any review, subject to its schedule OR MDA sends a formal request, giving reasons for a review to be conducted 	Free	3 Months upon receipt/approval of application
After Care of MFR Recommendations	<ul style="list-style-type: none"> MFR must have been conducted MFR should have been accepted by the MDA <i>and</i> approved by SCPSR MDA should have taken ownership of approved MFR - 	Free	3 months upon approval of MFR
Reform Publication (Current GoSL Reform Initiatives)	<ul style="list-style-type: none"> MDA should have an approved MFR PSRU will print and distribute to all Line Ministries PSRU will upload onto website Internet connection 	Free	1 Week procurement
Keeping citizens informed	<ul style="list-style-type: none"> Access to TV, Radio and to the PSRU website at www.psrugov.sl Listen and/or watch the weekly Reform Hour on SLBC TV & Radio and AVY TV - 	Free	Weekly
Referral of Public Complaints	<ul style="list-style-type: none"> Should be a complaint Complaints received by PSRU - 	Free	48 hours

SHOULD YOU BE DISSATISFIED WITH OUR SERVICES PLEASE CONTACT: info@psru.gov.sl

SHOULD IT CONSTITUTE CORRUPTION, PLEASE REACH THE ANTI-CORRUPTION COMMISSION ON: +232 76 394 111

FOR MORE INFORMATION PLEASE CONTACT US AT
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