

# Citizens'/Clients 'Charter



**OCEAN UNIVERSITY OF SRI LANKA**



*“You are entering into a place ready to serve you”*

## **About Us**

The Ocean University of Sri Lanka has been established under the provisions of Ocean University Act No.31of 2014.

## **Location**

The Ocean University of Sri Lanka,  
Crow Island,  
Mattakkuliya,  
Colombo15.

## **Contact**

Tele:011-4346973,

Fax:011.2525103

Website: [www.ocu.ac.lk](http://www.ocu.ac.lk)

[E – Mail : registrar@ocu.ac.lk](mailto:registrar@ocu.ac.lk)

## **Vision**

*To provide innovative solutions for Marine, Maritime and Fisheries sectors.*

## **Mission**

*To be the center of excellence in marine and fisheries education in the region*

# Values and Virtues

We assure through this, Citizens'/Clients, Charter our commitment in the delivery of our services with:

- ***Integrity***

*We let our thoughts demonstrate strong moral principles and ethical practices*

- ***Quality***

*Being practiced as habitual actions in everything we do*

- ***Excellence***

*Never satisfied with something less than the best*

- ***Sustainability***

*We agree without debate that we are liable to the wellbeing of all the stakeholders*

## *What we do*

The objectives of the Ocean University of Sri Lanka are as follows:

- 01. Provide the University education in the fields of Fisheries, Ocean Sciences, Maritime Technology and allied fields.*
- 02. Offer Vocational and Technical courses of study relating to fisheries and allied fields in order to cater to the manpower needs in any area.*
- 03. Disseminate knowledge relating to fisheries, marine and maritime sectors among persons who are engaged in fisheries and allied fields.*
- 04. Provide extension courses for continuous professional development in the fields of Fisheries, Ocean Sciences, Maritime Technology and allied fields.*

*05. Provide vocational and technical courses for personnel in the fields of fisheries and allied fields for admission to the University.*

*06. Provide for the progressive development of students in the fields of engineering, scientific, technical and vocational education and training systems, based on their aptitude and ability to acquire a University education in the fields of Fisheries, Ocean Sciences, Maritime Technology and allied fields.*

*07. Provide courses of study for those who possess National Vocational Qualifications and assist them to upgrade their competency and acquire academic qualifications in the fields of fisheries, ocean sciences, maritime technology and allied fields.*

## Our Commitments and your Obligations

### Higher Education Division

Service Provided/ Sub Tasks	Standard Time	What We Expect From Service Receiver	Applicable Legal Provisions	Related Forms /Document Action required	Contact Officer
<p><b>Offering Undergraduate Degrees</b></p> <ol style="list-style-type: none"> <li>1. B. Sc. in Marine Engineering</li> <li>2. B. Sc in Fisheries and Marine Science General</li> <li>3. B. Sc in Fisheries and Marine Science Special</li> <li>4. B. Sc. in Maritime Transportation Management and Logistics</li> <li>5. B. Sc in Coastal and Marine Resources Management</li> <li>6. B.Sc. in Oceanography</li> <li>7. B. Tech. in Aquaculture and Seafood Technology</li> </ol>	<p>4 years</p> <p>3 years</p> <p>4 years</p> <p>3 &amp; 4 years</p> <p>4 years</p> <p>4 years</p> <p>3 years</p>	<p>Creating the man power for the marine, maritime and fisheries sectors</p>	<p>Provisions provided by the Ocean University Act No. 31 04 2014</p>	<ul style="list-style-type: none"> <li>● GCE A/L and examination Zscore</li> <li>● Eligibility criteria including NVQ for some courses of study</li> <li>● Application forms</li> <li>● Application guidelines</li> <li>● Interviews /competency exam</li> <li>● GCE A/L examination</li> </ul>	<ul style="list-style-type: none"> <li>● Dean of the Faculty</li> <li>● Head of the Department</li> <li>● Senior Assistant Registrar (Examinations)</li> <li>● Assistant Registrar (Student Affairs)</li> <li>● Academic Coordinator</li> </ul>

<p><b>Offering BS.c Marine Engineering degrees for in-service candidates</b></p>	<p>3 or 4 years</p>	<p>Capacity building, skills development and knowledge provision to create potential stakeholders in the fields marine Engineering</p>	<p>Board of Governance approval  Academic Procedure  Academic Council  Faculty Board</p>	<p>Eligibility criteria G.C.E (A/L) results Application forms</p>	<ul style="list-style-type: none"> <li>- Vice chancellor</li> <li>- Dean of the Faculty</li> <li>- Head of the department</li> <li>- Senior Assistant Registrar</li> <li>- Assistant Registrar (Student affairs)</li> <li>- Academic coordinators</li> </ul>
<p><b>Offering Postgraduate degree</b> 1. M. Sc 2. M. Phil / PhD</p>	<p>2 years  3 or 4 years</p>	<p>Professional and Academic development which would enhance institutional, and national benefit in terms of industry and/or research fields</p>	<p>Provisions provided by the Ocean University Act No. 31 04 2014  Post Graduate by law faculty Board/Higher Degree Committee  Academic Council  Board of Governors</p>	<ul style="list-style-type: none"> <li>- Eligibility criteria</li> <li>- Selection examinations/ interviews</li> <li>- Academic performance</li> <li>- Application guidelines/ open advertisement</li> <li>- Application forms</li> </ul>	<ul style="list-style-type: none"> <li>- Vice chancellor</li> <li>- Dean of the Faculty</li> <li>- Director of the postgraduate institute</li> <li>- Course coordinators</li> <li>- Senior Assistant Registrar</li> <li>- AR (S/Affairs)</li> </ul>



Acknowledging academic performances		Recognition of personal and/or institutional research performance and assessing their national contribution		<ul style="list-style-type: none"><li>- Research progress reports</li><li>- List of publications and outreach</li><li>- List of grants and awards received</li><li>-</li></ul>	<ul style="list-style-type: none"><li>- Vice chancellor</li><li>- Dean of the Faculty</li><li>- Head of the department</li><li>- Human resources</li><li>- Research and publication</li><li>- committee</li></ul>
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## Examination Division

Service Provided/ Sub Tasks	Standard Time	What We Expect From Service Receiver	Applicable Legal Provisions	Related Forms /Document Action required	Contact Officer
01. Carrying out Examinations	01. End Semester exam	1. Duly completed application form submitted with support documents	Examinations By -Laws	1. Relevant Google Forms with details	Senior Assistant Registrar (H/E)
02. Issuing Exam Results	02. After the one month of Exam	2. Maintain required standards at the University.		2.Support documents listed in the Form submit via E -Mail	011-4346976 071-4166432 Rashintha.
03. Issuing Degree Certificates	03. After the one week convocation				thushara
04. Issuing Academic Transcripts	04. After one week of the request				@ocu.ac.lk
05. Issuing letters confirming the Degree Status	05. After one week of the request.				Rashintha 2012@gmail.com
06. Aptitude Tests for new Intake	06. Annually				

<p>07. Verifying the results of the Ocean University students, on request of other governments and foreign embassies.</p>	<p>After one week of the Request</p>	<p>1.Duly completed application form submitted with support documents</p>	<p>Examinations By -Laws</p>	<p>1.Requesction form with relevant documents</p>	
<p>08. Planning, Organizing &amp; conducting the Convocation of the University.</p>	<p>Every Year</p>	<p>2. Maintain required standards at the University.</p>	<p>Convocation By -Laws</p>	<p>1.Requesction form with relevant documents</p>	

## Student Affairs

Service provided/subtasks	Standard Time	What we Expect from service receiver	Applicable legal provisions	Related forms/document action required	Contact officer
<p>01. Implement academic / General administrative activities for all faculties including;</p> <ul style="list-style-type: none"> <li>• Student Admission</li> <li>• Graduation Ceremony</li> <li>• Student welfare</li> </ul>	<p>Annually</p> <p>Annually</p> <p>Weekly</p>	<p>1.Duly completed application form submitted with support documents</p> <p>2. Maintain required standards of the University</p>	<p>Ocean University Act No.31 of 2014</p>	<p>1.Relevant Application forms (Ref. online application)</p> <p>2.Downloadable from <a href="http://www.ocu.ac.lk">www.ocu.ac.lk</a></p> <p>3.Support documents listed in the application</p>	<p>Assistant Registrar (Students Affairs)</p> <p>011 4346979</p> <p>077 7775703</p> <p>071 1730540</p>
<p>02.Maintain Student attendance with records and Student discipline controlling process and Complains;</p> <ul style="list-style-type: none"> <li>• Manage Student welfare processes</li> </ul>	<p>Monthly</p> <p>By students affairs division</p>	<p>Maintain required standards of the Universitie.</p>	<p>Ocean University Act No.31 of 2014</p>	<p>Authorized approved requisition Letter</p> <p>Authorized approved requisition Letter regarding welfare facilities.</p>	<p>(dilantha.perera@ocu.ac.lk)</p>

03. Resolve administrative problems which relevant to the students	As it raises By students affairs division	Maintain efficient and effective Administration in the University	Ocean University Act No.31 of 2014	Complaint/ Requisition letter on the identified issues with evidences	
04. Ensure operation of Equipments in Higher Education Sector	Annually by Procurement division	“Procure good equipment Maintain items - procured in good condition - Use items for agreed purposes	Under the power of parliament act No.31 of 2014	Complaint/ Requisition letter on the identified issues with evidences	

## Vocational Training Division

Service Provided/ Sub Tasks	Standard Time	What We Expect From Service Receiver	Applicable Legal Provisions	Related Forms /Document Action required	Contact Officer
01. Student Enrollment 1.1 Paper print and electronic Advertisement 1.2 Guidelines deliver to Training Centers 1.2.1 Receiver Application 1.2.2 Desk Evaluation 1.2.3 Acknowledge Application 1.2.4 Comments the Course	Within one month	1.Duly completed application form submitted with support documents 2. Maintain required standards at the University.		1. Relevant Application forms (Ref. online application) 02.Support documents listed in the application	Mr. P.U.I. Perera (Director Training) 011-4346975 071-3822310 upul.perera@ocu.ac.lk
02. Create on the Job Training Programme to the Students	Six Months	Efficient an effective contribution to the Industry		Completion of the Theory part in the course	
03.Training Centers operationally control of the University Process to build up links between the center to normative requirements , policy, Performance, Objectives, Targets and Financial Assistants	Two Weeks/ One Month	Consistency with the expectation in the applicable management System Standards.		Requisition forms with relevant documents	

04. Conducting Job Oriented Courses or Determining Industry Sectors.	One/ Six Months	Relevant and Quality on the Courses to meet TVEC requirements with NVQ Levels		Feedbacks forms Industry , Reviewing and Identify Courses to be Updated	Assistant Director (Regional Centers)
05. Issuing certificates for Students, who are completed Vocational Diploma and Certificate Courses	Within one month of the results out	Development of Student skills for Vocational Sector	Exam Results	Completed Results Sheets with authorized requisition letter	
06. Coordinate with Human Resource Division to empowering the Staff of the Vocational Training Division	Within one week	Carrier progress of Academic and Non Academic Staff		Training needs assessment timely and authorized requisition letter	

## Human Resources Division

Service provided/subtasks	Standard Time	What we expect from service	Applicable legal provisions	Related forms/document action required	Contact officer
1. Recruitment	2 months	Recruiting qualified and suitable Academic/Non Academic Staff	Scheme of Recruitment (SOR) & relevant circulars	Applications/ Curriculum Vitae	Wasantha Wijesinghe Asst. Registrar (Human Resource) Tele: Office: 0114346992
2. Training and development	2 weeks for proceedings	Improving Skills and updated knowledge on relevant subjects areas	University Training policy Recommendation of the Staff Development Committee	Request letter with recommendation of Dean/Head of the Division/Department/Regional Centre	Mobile: 0713548059 Email: wasantha.herath@ocu.ac.lk
3. Promotion and carrier development	2 months	Satisfied and dynamic employees	Efficiency Bar Examination requirement SOR Relevant circulars	Application	



<p>4 Coordinating institutions on behalf of the employees (EPF/ETF/ National Insurance Trust Fund/ Health Ministry and hospitals/Subject Ministry etc.</p>	<p>1 week (depends on client requirement)</p>	<p>Fulfilling Employees' legal requirements obliged with other institutions</p>	<p>Circulars/standards applications, formats and letters issued on the subject</p>	<p>Standard applications and formats.</p>	
<p>5. Information</p>	<p>1 week</p>	<p>Providing officially verified correct and reliable information</p>	<p>Information Act</p>	<p>Request letter</p>	

## Internal Audit Division

Service Provided/ Sub Tasks	Standard Time	What We Expect From Service Receiver	Applicable Legal Provisions	Related Forms /Document Action required	Contact Officer
Maintaining the performance and financial transparency.	Within 03 weeks	<p>Provide opportunity to present an idea, proposal and fraud or corruption to the internal Audit Division to maintain the performance and Financial transparency.</p> <p>Focusing on the communication / presentations made to the auditor and reporting to the Vice Chancellor.</p>	<p>Sections 40 and 41 of the National Audit Act No. 19 of 2018.</p> <p>*Financial Regulations Nos. 133 and 134</p> <p>* Circulars and Guidelines issued by the Department of Management Services and Government Audit.</p> <p>* Circulars of Audit Division of the Line Ministry.</p>		<p>Senior Assistant Internal Auditor 011-4346985</p> <p>A.P. Sajintha Divakara (Assistant Internal Auditor) 011 -4326206 071-0390399</p> <p><a href="mailto:Sajintha.divakara@ocu.ac.lk">Sajintha.divakara@ocu.ac.lk</a></p> <p><a href="mailto:sajintha@yahoo.com">sajintha@yahoo.com</a></p>

## Finance Division

Service Provided/ Sub Tasks	Standard Time	What We Expect From Service Receiver	Applicable Legal Provisions	Related Forms /Document Action required	Contact Officer
01. Budget Control	Two Weeks	With relevant approval of allocation of Budget for Centers.	Ministry Guidelines/ Circulars/ Board of Governors Decisions/ Financial Regulations	01. Budget estimation report should be created by divisional heads and provide information in detail.	Mrs. Rohini Viyarathne (Director Finance) 011-7112655
02. Receipting Process	Within 30 minutes	Maintain required standards at the University.	Ministry Guidelines/ Circulars/ Board of Governors Decisions/ Financial Regulations	02.Relevant Application Forms with support documents listed in the application	071-450 0374 <a href="mailto:RohiniV@ocu.ac.lk">RohiniV@ocu.ac.lk</a>

<p>03.Payment Voucher (Petty Cash payment, Overtime, Claims, Contract Basis Salaries, Issuing Advances, Allowance, Visiting Lecturer Payments, Advanced Settlements Utility Payment, VAT Payments &amp; General Payment Process)</p>	<p>3 Days</p>	<p>Maintain required standards at the University.</p>	<p>Ministry Guidelines/ Circulars/ Board of Governors Decisions/ Financial Regulations</p>	<p>03.Voucher should be submit in relevant formats check by and recommended and approved by through the relevant authority level. 04.Divisional news and Events 05.Notices to Public and employees 06.Application Forms in Digital Formats</p>	
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04. Cheque Payments	3 days	Customer Satisfaction	Ministry Guidelines/ Circulars/ Board of Governors Decisions/ Financial Regulations	04.Relevant approved and completed vouchers with sub documents.	
05.Process of the Procurement	One Month	Establish good working Environment and provide infrastructure facilities.	01. Procurement Guideline and Manual 02. Ministry Guidelines/ Circulars/ Board of Governors Decisions/ Financial Regulation	05. Relevant approved authorized request letter	

## Web Site

<b>Service Provided/ Sub Tasks</b>	<b>Standard Time</b>	<b>What We Expect From Service Receiver</b>	<b>Applicable Legal Provisions</b>	<b>Related Forms /Document Action required</b>	<b>Contact Officer</b>
01. Maintain University Website and Internet 1.1 Data Collection 1.2 Data Formatting and Authorizing 1.3 Site Updating				1.1 Divisional news and Events 1.2 Notices to Public and employees 1.3 Application Forms in Digital Formats	Dr.J.K. Rajapaksha Academic Head (Oceanography) 071-8386403 jagathr@ocu.ac.lk

## Our Expectation

We thank you for keeping faith in us and assure you with a courteous service provided, that you forward the requested details in time using the right formats as mentioned earlier. The requested details must be properly completed and supplemented by supporting documents. We expect that you are aware of the type of service you can seek from us and that you would cooperate with us in fulfilling what you expect.

## Our responses

You will receive a reply from us for your written queries, within 3 working days. We are committed to serving you within the specified time frames given in this Charter provided that all requested particulars are supplied and required fees are paid. In case of delays in taking action, you will be informed of the reasons for such delays.

## Complaints and Suggestions

Our staff will help you in all ways to fulfill your requirements. You may forward any complaints with regard to the responses of our staff, which you cannot be satisfied, to the following officers through **Fax: 011-2525102/ 011-2525103, Contract Number: 011-7112650/ 011-4346973**

Prof. R.M. Wasantha Rathnayake  
Vice Chancellor  
Ocean University of Sri Lanka

Hemantha Rathnayake  
Registrar  
Ocean University of Sri Lanka

All complaints will be replied to in 3 days and corrective measures will be taken in 7 working days provided that all requirements are fulfilled.

- Your suggestions with regard to our services are welcome
- If you wish to meet us, please contact us through the telephone numbers indicated in this charter, for an appointment
- You may lodge your comments on this charter in the format given on Ocean University of Sri Lanka website [www.ocu.ac.lk](http://www.ocu.ac.lk)
- Performance standards specified in this chapter could effectively be achieved in partnerships between you and us.

*“We are committed to continually improving the services and respective standards included in this Charter”.*



