

# 01

## Public Services

### Introduction

The objective of providing public services is to generate qualitative development in the living conditions of the general public. Public services are provided both by the government and the private sector. By studying this chapter you will be able to:

- Identify what public services are
- Identify the manner in which these services contribute to the well being of the general public
- Examine the institutions that provide public services and the responsibilities of those institutions.
- Develop the competencies on fulfilling the obligations that you have in making use of the public services.

### Let us identify what public services are

We make use of various services in order to get our daily needs fulfilled. Think of the services that you make use of as a member of your family and as a member of your school.

Public services are the services supplied by the private sector and the government which can be utilized by all the people in common with the objective of developing the living conditions of the people.

# Public services that we make use of



Water supply



Health



Education



Transport



Electricity



Co-operatives



Communication

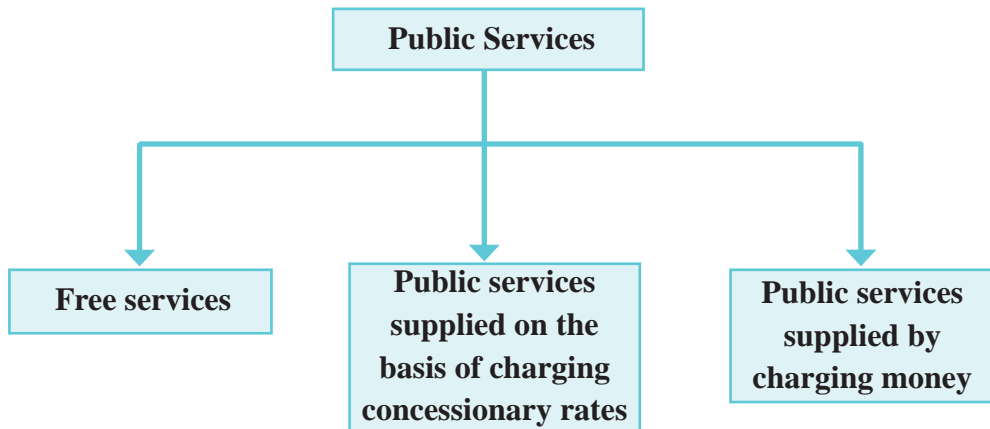


Security services



Postal Service

## **Public services can be classified based on the way how they are provided to the general public**



Public services play an important role in the modern society. Government provides a number of public services free of charge. Certain services are provided at concessionary rates. Government spends a large sum of money in order to maintain these services. Tax money collected by the government and the other income of the government are used in providing these services.

### **Necessity of public services**

- To make daily activities of the people more convenient
- To make the living conditions of the people better
- To supply the services which people cannot obtain individually (e.g. electricity, public transport)
- To provide relief to low income earners
- To maintain inter-personal and inter-regional relationships
- To facilitate economic activities like the production of goods, distribution and marketing
- To protect human rights through the fulfillment of social needs
- To establish social justice

## Activity

List the public services utilized by you.

- Name two free services out of those services provided to you by the government.
- Explain how those services help you to make your life better.

## Evolution of public services

In the past, from the time of Anuradhapura and Polonnaruwa kingdoms, the rulers had sponsored to build tanks, irrigation, hospitals, herbal gardens etc. for the benefit of the public.

It is stated that during the reign of King Buddhadasa in Anuradhapura era (340-368 AD) a physician had been appointed for each group of ten villages. Kings had taken steps to build hospitals and maintain them along with herbal gardens.

Evidence is found to prove that there had been religious-place-based educational institutes from the Anuradhapura era.

During the British Rule (1815 – 1948 AD) several services had been initiated with the aim of providing facilities necessary for plantation, agriculture and for the convenience of administration and defense.



A tank



Ruins of an ancient hospital

## Public services started during the British period

- Transport
- Postal and telecommunication services
- Banking Services



A train with a steam engine

With the passing of the Education Act in 1945, free education prevailed as a public service. Dr. C.W.W. Kannangara is honoured for introducing free education to Sri Lanka.



Mr. C.W.W. Kannangara

After obtaining Independence in 1948, all the successive governments have taken steps to initiate and maintain several public services.

### Activity

- Prepare a collection of articles relevant to public services that prevailed in the past including the following:
  - Public services in the past
  - Rulers who sponsored those services

## The timely importance of public services

Provision of services is an important requirement, currently, in upgrading the living conditions of the people. As a welfare state, the government carries out several public services in order to fulfil its function. Government provides these services without expecting any profit in return. The private sector supplies these services on the basis of charging money.

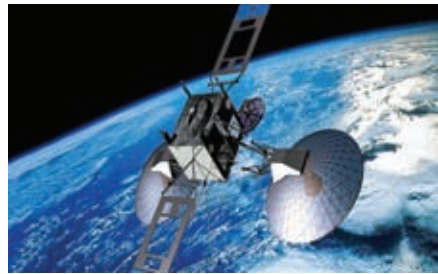
Complexity of wants and the increase in population have resulted in an increase in the necessity of public services further.

Public services are also important in providing relief for the people who cannot afford them. Free education, health etc. are examples.

Many services have developed fast due to the industrial and technological development. Services like communication can be taken as an example for this. A large amount of expenditure has to be borne in order to provide these facilities. These services are essential for the people.



A communication tower



A communication satellite

## Common features of public services

- Ability to utilize in common
- Intention in public welfare rather than earning profits
- Objective being the qualitative development of people's living condition
- Easily obtainable for the low income earners
- Contribution to the social development through individual development
- Helpful in fulfilling basic needs
- Functioning a system of laws and rules for safeguarding and maintenance of public services



## Activity

- State separately the difficulties you would face if you happened to obtain electricity and transport facilities individually by yourself.

## Public Services in Our Area

### Water supply

Water is a resource essential for all living beings. It is also a limited resource. Even though 70% of the surface of the earth is covered with water, only less than 1% of that amount can be utilized as drinking water. Sri Lanka is an island situated in the Indian Ocean. Although it has many rivers, streams and inland reservoirs, only a limited amount of such water can be used for drinking. Therefore, the government has to provide water for drinking, as well as for other purposes.

### The reasons for the requirement of the supply of water as a public service

- The water resource is not sufficiently available in common to satisfy the requirements of all the regions of the island.
- Due to various reasons, underground water and river water are polluted.  
e.g. - agrochemicals, use of chemical fertilizers and waste matter released to water sources by factories
- Heavy population in the urban areas
- With the increasing population, land has to be divided into small plots causing the difficulty in digging wells for clean water.
- Scarcity of water in various parts of the country during the periods of droughts.

National Water Supply and Drainage Board supplies drinking water to many parts of the country. It supplies water to consumers at concessionary rates. Water Supply and Drainage Board strives hard to make water suitable for human consumption. Water is supplied to industries, gardens etc.

Considering the needs of the particular area in their territory, some local bodies too supply drinking water.

The regional offices of the Water Supply and Drainage Board fulfils the functions of supplying water, repairing and maintenance.

Staff of the regional offices of the Water Supply and Drainage Board consists of

- Regional Engineer
- Officer-in-Charge
- Meter Readers
- Plumbers
- Labourers, etc.



A group of workers repairing a water supply system

### Activity

- Explain briefly the factors that lead drinkable water supply to become a timely requirement.

### Health service

The health service of Sri Lanka contributes to build up a healthy nation. Prevention of diseases and curing of illnesses are the basic functions fulfilled by the health service. Since the health service is an essential service, the government has provide facilities for the supply of health service free of charge.

At present, Sri Lanka has been able to bring the infant mortality rate and the maternal mortality rate to a lower level. The life expectancy also has been brought up to a higher level. It has been able to control diseases such as leprosy, polio, filariasis and tuberculosis to a large extent.



Carrying out an operation on a patient



A doctor treating a patient



Recently, the World Health Organization (WHO) declared that Sri Lanka is one of the countries that was able to eradicate malaria completely.

Given below are some reasons for the achievement of such good conditions:

- Provision of free health services by the government
- Progress achieved by the health service of Sri Lanka
- Availability of health facilities Island-wide
- Public cooperation



A medical clinic

### **Functions fulfilled by the health service**

- Treating patients
- Implementing programmes to prevent and control diseases
- Implementation of immunization programmes
- Holding medical clinics
- Holding maternity clinics
- Carrying out experiments to diagnose diseases
- Implementing health education programmes
- Holding medical and dental clinics for school children
- Implementation of family health service programmes for mothers and infants
- Carrying out emergency services

Medical systems such as western medical system (allopathy), indigenous medical system, Siddha, Unani and Homeopathy medical systems are practised in the island.

**Hospitals established to treat patients under western medical system**

- National hospitals
- Teaching hospitals
- Provincial hospitals
- District hospitals
- Base hospitals
- Regional hospitals
- Specific hospitals
- Primary health treatment institutions

**Services implemented by the health service under the western medical system (allopathy) for the prevention of diseases**

- Anti-Filariasis Campaign
- Anti-Leprosy Campaign of Sri Lanka
- Anti-Malaria Campaign of Sri Lanka
- Epidemiology Unit
- Family Health Bureau
- Health Education Bureau
- National Cancer Prevention and Control Campaign
- National Dengue Control Unit
- National Programme for the Control of Tuberculosis & Chest Diseases
- The National STD/AIDS Control Programme (Sexually Transmitted Diseases)
- The Non-communicable Diseases Control Centre

For preventing non-communicable diseases, primary health facility centres (814 Suwadiwi Centres - by 2015) have been established and are functioning.

Offices of the Medical Officers of Health (MOH) are established covering all the areas of the country in order to provide health services.

Some examples of the services provided by the office of the Medical Officer of Health in your area are given below:

- Implementation of programmes to prevent infectious diseases
- Implementation of programmes to prevent and control non-communicable diseases
- Implementation of health education programmes
- Holding infant and maternal health clinics
- Immunization
- Implementation of school health programmes

Health services are provided to your area by the indigenous hospitals and clinics, too. These institutions provide treatments for curing of diseases. Government has provided facilities to supply these services free of charge. At present, indigenous medical system is becoming popular among foreigners too.

#### **Institutions maintained by the indigenous medical system**

- Ayurvedic Teaching Hospital
- Ayurvedic Research Hospitals
- Ayurvedic Hospitals maintained by the Provincial Councils
- Ayurvedic Central Dispensaries maintained by the Provincial Councils
- Free Ayurvedic Dispensaries maintained by the local government bodies.

In addition, traditional indigenous medical practitioners do a great service to the public by their treatments. Private sector also contributes to provide health facilities. These services function on the basis of charging money.

The health service of Sri Lanka has achieved a great improvement. However, non-communicable diseases such as heart diseases, diabetes, kidney diseases and cancer are increasing at present. Many people fall sick due to smoking and drug addiction.

#### **Actions to be taken by the public in order to prevent these diseases are;**

- Following medical advice
- Following good health habits
- Consumption of healthy food and drinks
- Engaging in exercises adequately
- Refraining from smoking and intoxicants

## Activity

- Name the staff of the hospital and the office of the Medical Officer of Health (according to their designations).
- List separately the services rendered by the hospital and the office of the Medical Officer of Health in preventing infectious and non-communicable diseases in your area.

## Education

The most valuable resource of a country is the human resource. Education is important as the main factor that influences the advancement and well-being of the human resource. The right to education is recognized as a human right as well as a child right.

Several steps taken by the government to protect the right to education are given below:

- Providing education free of charge from primary education to higher education.
- Education has been made compulsory for the children till they are 14 years old.
- Allocating a large sum of money from the annual budget for education.
- Free distribution of school textbooks and uniforms.
- Taking steps to develop nearly 7000 schools, based on the concept that “the nearest school is the best”.
- Providing a good meal for children with nutritional needs.



Students studying in a primary class



University education



Pirivena education

Private schools, higher education institutes and vocational training institutions are run by the private sector too.

Early childhood development centres are conducted for pre-school children by the

- local bodies
- voluntary organizations
- religious institutions and the private sector.



A vocational education situation

Draw your attention to the descriptions given by the following persons regarding their education and employment.

I am a music teacher. From my childhood, I loved to sing songs and recite poems. However, it is my teachers who improved my capabilities.

I entered the university after passing my A.L.s from the village school. I was able to obtain a degree in music. Free education helped me to achieve this status.

I teach children very happily and enthusiastically.



I am a Chief Inspector of Police. I joined the Police as a Sub Inspector of Police after passing my A.L.s from the village school.

I was a clever sportsman at school. I succeeded in several provincial sports competitions. My school, my teachers and free education helped me to improve those skills.

I consider it as my bounden duty to serve my motherland devotedly.



I serve as a doctor in the hospital in our village. From my childhood, it had been my dream to become a doctor.

I received my primary education from my village school. I entered the central school after passing the Grade 5 Scholarship examination. I entered the medical faculty after passing A.L.s well. I received bursary also. Free education fulfilled my expectations. My determination is to serve my motherland for this. I remember my teachers with great respect.



## Functions performed by education

- Providing latest knowledge
- Socialization
- Producing good citizens
- Foster national unity
- Presenting the society with persons in conformity with the national requirements
- Producing citizens who can work effectively in the World of Work and economy
- Developing competencies on fulfilling obligations while enjoying rights connected with them

Your school is the main institution that provides education as a public service to your area. You have got the opportunity of studying the staff of the school and its organizational structure in Grade 6 under Civic Education.

Divisional Education Office and the Zonal Education Office are the closest institutions which support to maintain school activities properly and provide facilities for the schools in your area.

Divisional Education Office consists of the Divisional Director of Education and his staff.

Zonal Education Office consists of the staff including the Zonal Director of Education, Deputy Directors, and Assistant Directors for subjects.

### Activity

- Note down the benefits that you can gain by working as an active member of the following organizations in school. (Copy down the table)

<b>Membership Organization</b>	<b>Benefits you gain</b>
Literary Association	
Religious Association	
Debating Team	
Board of Prefects	
Sports Club	
Cadet Platoon	
School Band	

- Collect information about some scholars who served /are serving the country through their properly gained education.



## Transport

Maheshwari describes to her best friend a trip in which she took part in the vacation.

I proposed my father to go to Colombo by train during the vacation. But Aiya suggested that we should hire a vehicle. Father questioned why we should spend much money when there are so many buses and trains available and suggested to go by train.

Travelling by train is quite interesting, not tiresome and the journey is also very quick.

We stayed three days in Colombo. We went round to see all the places including the zoo, the planetarium, the harbour and the museum. We travelled by bus in Colombo. Not only SLTB buses, the private bus service was also very good. We returned to Jaffna also by train. Mother said that since we travelled by trains and buses our expenditure too was quite less.

Public transport systems contribute to fulfil the transport requirements of the people of a country. Transport services are essential for economic activities like production of goods, distribution and marketing.

Majority of the people in our country use public transport systems to fulfil their transport needs.

Public transport services are useful for requirements such as,

- Going to School
- Private travel and transport
- Going for employment
- For travels and tours (e.g. excursions)

Traffic congestions exist in urban areas including the capital city. It has also become a timely requirement to use public transport system in order to reduce traffic congestion. Instead of using private vehicles, the use of public transport system saves money.

Institutions that provide passenger transport services

- Department of Railways, Sri Lanka
- Sri Lanka Transport Board
- Private Bus Transport Service
- Aviation



A train



An S.L.T.B. bus



A private bus

Sri Lanka Railway Service and the private sector supply services for transport of goods.

The Sri Lanka Transport Board and the Sri Lanka Railway supply services for daily travellers like employees and school students under season ticket system on concessionary rates.



S.L.T.B. emblem



Emblem of Sri Lanka  
Railway

### Special services of the Sri Lanka Transport Board

- Sisu Seriya (for school children)
- Gemi Seriya (for the convenience of transport in rural areas)

Private sector too contributes to facilitate the transport of students.



A “Sisu Seriya” bus

Sri Lanka Transport Board and the Private Bus Service have introduced latest model luxury buses to run on express ways. They have also taken steps to maintain intercity express bus services. Sri Lanka Railway Service, too, maintains intercity express railway services.

Given below are the staff of a Depot of Sri Lanka Transport Board that contributes to supply services:

- Depot Manager
- Assistant Depot managers
- Depot Inspectors
- Foremen
- Technicians
- Drivers
- Conductors

## Steps taken by the government to make the public transport service efficient:

- Maintenance and repairing of roads
- Construction of express ways
- Addition of new buses to run on roads
- Addition of new railway compartments and engines to the system
- Providing incentives to the private bus services to improve their service
- Establishment of legal protection for passengers



A luxury bus running on an express way

### Activity

- List the benefits you would gain by using public transport services.
- Name the working staff (titles/official names) of a railway station.
- Suggest proposals to improve public transport services in your area.

## Electricity

A frequent breakdown of power supply occurred for two days due to a sudden technical fault of a power house. A media institution consulted various persons to collect information regarding the difficulties they encountered as a result of this.

- As school student - I could not do the homework yesterday. I could not iron my school uniforms either. Mother prepares food every day. Since we did not have electricity yesterday, she failed to do even that. We also could not watch television. Students could not use computer lab in the school. We faced a lot of inconveniences.
- Businessman - Ice cream, fish, meat and many other products had to be discarded. They got spoiled. On the other days, people come to buy things in the evening. But yesterday, only a small number of consumers came. We suffered great losses.
- A manager of a garment factory - Our production was disrupted. Yesterday, two shifts failed. However, we should appreciate the officers for their attempt taken to complete the repair work today itself.

Due to industrial and technological development, human needs are becoming more and more complex. Electricity has become an essential service for the present society. Electricity had been supplied to 98.5% of the household units of Sri Lanka by 2015. (Central Bank Annual Report - 2015) The target of the government is to supply electricity for all the houses in Sri Lanka, soon in future.

Electricity is essential to perform the following functions:

- To light the houses and for house hold works
- For health services
- For industrial needs
- For necessities of trade institutions
- To light the streets
- To carry out various other services including communication

The Ceylon Electricity Board supplies electricity to most parts of the country. Lanka Electricity Company (Private) Limited too contributes to supply electricity. Regional offices of the Ceylon Electricity Board (CEB) consist of the following working staff.

- Regional Electrical Engineer
- Assistant Electrical Engineer
- Electrical Superintendent
- Clerical Staff
- Electricians
- Linesmen
- Field Officers
- Meter Readers
- Drivers



Electricity for hospitals



Electricity for houses



Electricity for streets



Electricity for industry

## Activity

- State the services rendered by the regional office in your area related to the supply of electricity.
- Maintain the disadvantages that might occur to the economy of the country when a breakdown of the power supply takes place.

## Communication services

With the improvement of technology, communication services have been able to achieve a rapid development.

Communication services have become essential today due to the following reasons:

- Expansion of social relationships
- Expansion of international relationships
- Complexity of human needs
- Busy schedules



Ac communication tower

### Functions performed by the communication services:

- Providing essential messages very quickly
- Developing inter-personal relationships
- Making the administrative activities of the country convenient
- Providing services to maintain relationships among regions
- Providing services to maintain international relationships
- Making business activities convenient
- Supporting tourism

## Postal Service

Postal service is provided to the public by the government post offices and the agency post offices. Government maintains post offices in order to provide services to all the areas of the country.

Examples for some of the services provided by the postal service to the people are as follows:

- Selling stamps
- Distribution of letters and parcels
- Telemail facilities
- Telephone facilities
- Sending money through money orders
- Payment of pensions and public support payments provided by the government



Sri Lanka Telecom and several other private institutions engage in providing telephone facilities to the people. At present, mobile telephone services are also used in abundance.

Communication centres established by the private sector are commonly used for the purpose of communication and telemail.

### Activity

- Name the staff members (with their job titles) of the post office in your area.

## Communication services

In a country where a democratic system of government prevails, citizens enjoy the right to information and to express one's ideas. Mass communication contributes to fulfil this function.

The following are examples of important mass media that operate as public services. Both the State and private sector supply these services.

- Newspapers
- Radio
- Television
- Internet



**Given below are some examples showing the functions fulfilled by the media:**

- Making people aware of the important incidents that take place daily.
- Presenting programmes for pleasure and enjoyment
- Improving knowledge on various fields.
- Directing public opinion and complaints to the relevant authorities
- Contributing to public welfare through revealing information
- By making people aware of the unfavourable conditions (such as unfavourable weather conditions etc.) that may affect them and prevention of causing destruction to life and property

**Activity**

- Make a list of benefits that can be gained by media as a student.

## Security Services

### Sri Lanka Police

The fundamental task of the police is providing public security and protecting law and order. Police stations are established covering almost all the areas of Sri Lanka, in order to provide services to the people.

#### Services rendered by the police

- Protection of peace and security
- Providing public security
- Carrying out preliminary investigations regarding crimes
- Bringing crime - bound - suspects to law
- Road safety and traffic control activities
- Protection of public property
- Suppressing illegal alcohol, drugs and other rackets
- Providing services in disaster situations and accidents



An inquiry of an accident



Police officers controlling traffic

For the enquiry of complaints of children and women, a separate section has been established in every police station. The police also helps protect environmental health and curb diseases like Dengue. The staff of the police station consists of the following officers:

- Officer-in-Charge (OIC)
- Police Inspectors (IP)
- Sub Inspectors of Police (SI)
- Police Sergeants
- Police Constables (PC)
- Women Police Constables (WPC)



Official logo of the Police

Sri Lanka Army, Sri Lanka Navy, Sri Lanka Air Force and the Civil Security Force also perform a major role in providing security to the public. Examples for services rendered by the security forces are;

- Protecting the country from war situations
- Suppressing internal and external riots and terrorist activities
- Conducting military honours to welcome diplomats
- Providing national security
- Conducting military honours on National Day festival and other national festivals
- Helping the Police to protect public property, human and physical resources
- Supporting in providing essential services in situations like general strikes
- Providing relief services to people in emergency disaster situations



Providing military service in a disaster situation



Army salutation in a State ceremony

### Activity

- Find and write down the telephone numbers that can be used to inform the police in case of an emergency.

## Co-operatives

The co-operative movement plays an active role in fulfilling various needs of the public.

The motto of cooperatives is “One for All and All for One”.

Services rendered by the cooperatives:

- Sale of consumer items at concessionary rates
- Providing credit facilities
- Providing transport facilities
- Providing banking services
- Providing funeral services
- Purchasing and sale of agro products
- Providing insurance services
- Providing hospital services



Logo of Cooperative

Cooperatives contribute to provide services to fulfil various needs of our lives.

Given below are the different types of cooperative societies operating in Sri Lanka:

- Multi-Purpose Cooperative Societies
- Cooperative Credit Societies
- Agro Producers’ Cooperative Societies  
(e.g. related to products like tea, rubber and coconut)
- Industrial Cooperative Societies  
(e.g. related products like coir, garment, textile)
- Hospital Cooperative Societies
- Transport Cooperative Societies
- School Cooperative Societies
- Housing Cooperative Societies

### Activity

- Name the benefits that can be gained by establishing a School Cooperative Society.
- Prepare a list of services rendered by the Multi-Purpose Cooperative Society in your area.

## Other public services provided by the government

### Conservation of the environment

Man is a member of the environment. Man who protects the environment is protected by the environment. As long as the natural existence of the environment is ensured, the right to live in an unpolluted environment is also established.

Many human activities have caused environmental pollution to a greater extent and it has become a threat to the existence of all living beings. Hence, greater attention is paid on environmental conservation at present.

Some institutions established by the government to conserve the environment are given below:

- Ministry of Environment
- Central Environmental Authority
- Department of Wild Life Conservation
- Department of Wild Life
- Geological Survey and Mines Bureau
- Marine Environmental Protection Authority
- Coast Conservation Department

Other than these, there are several other voluntary organizations providing services to protect the environment.

### Social security network programmes

Social security network programmes are carried out both by the government and some voluntary organizations in order to fulfil the basic needs of man and to empower those who are suffering from economic difficulties. Following are some examples for such programmes that are carried out by the government.

- Welfare programmes for senior citizens
- Maintenance of elders' homes
- Programmes to provide houses for low income earners  
e.g. 'Udagama' Programme, 'Semata Sewana' (Shelter for All) Programme



Sinharaja rain forest



Devon falls



Beach conservation

## Activity

- Collect information about the organizations providing various welfare services in your area.

## Duties and responsibilities associated with the institutions providing public services

All public services contribute to fulfil the requirements of the people. Proper fulfilment of the duties and responsibilities of the staff of the institutions providing public services will bring social welfare and proper maintenance of the quality of those services. Let's consider the duties and responsibilities that should be fulfilled by the institutions providing public services.

Public Service	Institutions that provide the service	Duties and responsibilities that should be fulfilled by the institution
Water supply	e.g. National Water Supply and Drainage Board	<ul style="list-style-type: none"><li>• Supplying pure drinking water</li><li>• Providing services continuously</li><li>• Prevention of wastage of water</li><li>• Carrying out maintenance work properly</li><li>• Meeting the increasing demand for water</li><li>• Responding to public complaints appropriately and immediately</li><li>• Informing the consumers in advance about temporary stoppage of water supply</li></ul>
Electricity	e.g. Ceylon Electricity Board	<ul style="list-style-type: none"><li>• Providing services continuously</li><li>• Carrying out proper maintenance</li><li>• Guarantee of safety</li><li>• Restoring the supply of electricity immediately if a breakdown occurred</li><li>• Taking measures to fulfil the increasing demand for electricity</li><li>• Responding to public complaints properly and immediately</li></ul>

Health service	e.g. Hospitals	<ul style="list-style-type: none"> <li>● Treating patients properly</li> <li>● Supplying medicine suitable for use</li> <li>● Taking actions to prevent infectious diseases and non-communicable diseases</li> <li>● Providing necessary facilities and looking after patients</li> <li>● Providing services continuously</li> <li>● Taking measures for the mental and physical health of the patients</li> <li>● Providing medical advice and raising awareness</li> </ul>
	Private hospitals	
Education	e.g. Schools	<ul style="list-style-type: none"> <li>● Providing education properly</li> <li>● Developing competencies</li> <li>● Socialization</li> <li>● Creating useful citizens for the society</li> <li>● Creating citizens to suit national requirements</li> </ul>
	Universities	
	Vocational training institutes	
Transport	e.g. Sri Lanka Transport Board	<ul style="list-style-type: none"> <li>● Efficient supply of services</li> <li>● Guarantee of passenger security</li> <li>● Providing the services of disciplined, law-abiding and courteous workers</li> <li>● Guarantee the security of lives and property of others who use the road</li> <li>● Charging bus fares only as relevant to the service provided</li> <li>● Issuing tickets relevant to the bus fare</li> </ul>
	Private Bus Service	
	Ceylon Railway Service	
Exchange of Information and Communication	Postal service	<ul style="list-style-type: none"> <li>● Efficient and regular supply of services</li> <li>● Supply of true information</li> <li>● Supplying information impartially</li> <li>● Making people aware of unexpected natural disasters</li> <li>● Providing a quality service</li> </ul>
	Media institutions (electronic/printed)	



Security Services	e.g. Sri Lanka Police and security forces	<ul style="list-style-type: none"> <li>Assuring public security</li> <li>Acting cordially with the public</li> <li>Safeguarding law and order</li> <li>Suppression of anti-social activities</li> <li>Providing a law abiding, fair and courteous service</li> <li>Providing relief services to the public on unexpected disaster situations</li> </ul>
Co-operatives	e.g. Cooperative societies	<ul style="list-style-type: none"> <li>Supplying a quality service</li> <li>Modernisation of services to suit the timely requirements</li> </ul>
	Multi-Purpose Co-operative Societies	<ul style="list-style-type: none"> <li>Supplying consumer services at affordable prices</li> <li>Office-bearers of Co-operative Society working honestly and dedicatedly for its progression</li> </ul>
Environmental conservation	e.g. Ministry of Environment	<ul style="list-style-type: none"> <li>Providing maximum contribution to the protection of environment</li> <li>Giving maximum support to implement environmental laws and regulations</li> </ul>
	Central Environmental Authority	<ul style="list-style-type: none"> <li>Responding positively to public complaints on harming the environment</li> </ul>
	Department of Wildlife	<ul style="list-style-type: none"> <li>Raising awareness about the importance of environmental conservation</li> </ul>

### Activity

- Prepare a list of benefits the people would gain from public services like health, education and transport when they fulfil their duties and responsibilities properly.

## Duties that should be fulfilled by the public who benefits from public services

All the citizens have a right to utilize public services properly and protect them. Fulfilment of one's duties properly in relation to the utilization of such services helps immensely for the maintenance and improvement of them. Fulfilment of one's duties towards the public services contributes to establish the rights of other people to use them.

Let's examine the duties that should be fulfilled by the citizens in relation to the utilization of such services.

Public Service	Duties of citizens
Water supply	<ul style="list-style-type: none"><li>● Using water economically</li><li>● Refrain from misuse</li><li>● Paying bills on time</li><li>● Protecting instruments used in supplying water</li><li>● Informing the authorities about incidence regarding wastage of water.</li></ul>
Electricity	<ul style="list-style-type: none"><li>● Using electricity economically</li><li>● Protecting instruments used in supplying electricity</li><li>● Paying bills on time</li><li>● Avoiding using electricity illegally</li><li>● Informing relevant authorities about breakdowns</li></ul>
Health	<ul style="list-style-type: none"><li>● Following medical advice</li><li>● Being polite to the staff providing medical services</li><li>● Stopping the wastage of medicine provided free of charge</li><li>● Protecting property of the health service supplying institutes</li><li>● Making other people aware of good health habits</li></ul>

<b>Public Service</b>	<b>Duties of citizens who make use of public services</b>
Education	<ul style="list-style-type: none"> <li>● Engaging in academic activities properly</li> <li>● Safeguarding your own dignity and that of the institution</li> <li>● Respecting teachers</li> <li>● Protecting the rights of other students</li> <li>● Protecting the property and resources belonging to the institution</li> </ul>
Transport	<ul style="list-style-type: none"> <li>● Protecting property of the transport services</li> <li>● Being honest in paying the fees relevant to the service</li> <li>● Being courteous and law abiding when using transport services</li> <li>● Acting with awareness about the benefits that you and the country gain by using public transport services.</li> </ul>
Exchange of Information and Communication	<ul style="list-style-type: none"> <li>● Using communication services without affecting others</li> <li>● Being courteous</li> <li>● Being critical in selecting TV programmes</li> <li>● Drawing attention of relevant authorities about social requirements through media</li> </ul>
Security Services e.g. Sri Lanka Police Security Forces	<ul style="list-style-type: none"> <li>● Giving support to combat crimes and anti-social activities</li> <li>● Acting in cooperation with the Police and the Security Forces</li> <li>● Acting as a law abiding citizen</li> </ul>
Co-operative Movement	<ul style="list-style-type: none"> <li>● Getting the membership of the Co-operative Movement</li> <li>● Regular participation in meetings of the society in which you are a member</li> <li>● Electing honest and clever persons for the leadership of Co-operative Societies</li> <li>● Supporting mutually</li> <li>● Fulfilment of your requirements through the Co-operatives</li> </ul>

<b>Public Service</b>	<b>Duties of citizens who make use of public services</b>
Institutions relevant to environmental conservation	<ul style="list-style-type: none"> <li>● Contributing to environmental conservation</li> <li>● Helping the law to captivate those who harm the environment</li> <li>● Following laws and rules concerning environmental protection</li> <li>● Raising awareness of the other people with regard to environmental conservation</li> </ul>

### Activity

- Copy the following table into your book and complete it.

<b>Public service</b>	<b>Duties that should be fulfilled by citizens</b>	<b>How fulfilment of duties help the progress of the service</b>	<b>Benefits achievable by the citizens when fulfilling those duties</b>
Electricity	→ → →	→ → →	→ → →
Water	→ → →	→ → →	→ → →
Environmental conservation	→ → →	→ → →	→ → →

## Summary

- ⇒ Public services are the services supplied in common to uplift the living conditions of people.
- ⇒ Water Supply, education, health, communication, transport, etc. are examples for the public services utilized by us.
- ⇒ Making use of these services systematically will contribute not only to the personal development but also to the development of the nation.
- ⇒ Government provides several essential services free of charge.
- ⇒ Private sector provides public services on the basis of charging money.
- ⇒ Fulfilment of duties and responsibilities of the institutions which are providing public services may help to provide a quality service to the people.
- ⇒ Fulfilment of duties by the citizens towards the utilization of public services may help the maintenance and qualitative development of public services.