

# *Sri Lanka Export Development Board*



Citizens' / Clients' Charter

## **SRI LANKA EXPORT DEVELOPMENT BOARD**

### **CITIZENS'/CLIENTS' CHARTER**

#### ***WE ARE***

Sri Lanka's premier State organization for promotion and development of exports, established in 1979 under the Sri Lanka Export Development Act No. 40 of 1979.

#### ***OUR VISION***

To be the most sought after destination for global sourcing in identified product sectors.

#### ***OUR MISSION***

To be the nation's leading catalyst organization for the development and promotion of products and services for exports, to enhance global competitiveness, maximize export earnings and achieve national economic goals.

## ***OUR VALUES***

- Commitment and service excellence
- Customer satisfaction
- Transparency and courtesy
- Prompt and professional service
- Innovative and pro-active approach
- Compassion and better business sense

## ***OUR COMMITMENTS***

We are committed

- To assist in the improvement of the macro and micro economic environment viz- a-viz the development of exports, in association with the relevant state and private sector agencies by making policy recommendations.
- To formulate and implement the National Export Development Plan and sectoral development plans, in association with the relevant state and private sector agencies.
- To provide exporters with a viable overseas market-environment by active participation in trade negotiations and relevant follow-up activities.

- To conduct market research/surveys and identifying market opportunities for Sri Lankan products and services.
- To implement supply development programmes including technical, quality and packaging development, in order to assist exporters/potential exporters to improve/increase the competitiveness of exports.
- To formulate and implement integrated product development and market development programmes, in order to expand existing markets and support exporters/potential exporters' entry into new markets.
- To implement market promotion programmes to provide product/service promotion support to groups of exporters, with a view to increasing their market share in identified markets, as well as their entry into new markets.
- To promote exports by virtue of EDB's physical presence overseas.
- To implement export development programmes for small and medium enterprises (SMEs) in order to increase the awareness of the export potential of the SME sector and to encourage and assist SMEs to export.
- To provide up to date information on markets, products, tariffs, regulations, international commodity prices, national/international trade statistics.
- To support exporters and potential exporters to conduct their business more effectively, with the use of information and communication technology.
- To assist the export sector to achieve trade efficiency by helping them resolve their problems/constraints in association with related agencies.
- To assist in improvement of export support services in co-ordination with other service-providers.
- To work with international trade promotion organizations as well as other local trade support organizations, with the purpose of assisting exporters and potential exporters in the development of business opportunities in the world market.

- To implement human resource development programmes for exporters, potential exporters and related personnel, with the objective of helping them to acquire/enhance their skills in technology, productivity, financial/general management, export marketing, etc.

## **OUR OBJECTIVES**

01. To increase the country's export value of products and services to US\$ 15 Bn. by 2015, in line with "Mahinda Chintana – Vision for the Future".
02. To increase exports to markets other than the EU and USA by over 50% by 2015, while consolidating the market position in the EU and USA.
03. To pay particular attention to the seven identified key product sectors, which will contribute over 80% of total export value, and achieve significant growth in those sectors?
04. To project a more positive and a favourable image of Sri Lanka's exports as a whole, through the conduct of integrated marketing communication programmes in selected markets.
05. To broad-base the beneficiaries of exports across the country and sectors, including SMEs.
06. To build a team of excellence at the EDB, based on core values, with particular emphasis on employee productivity and commitment.

## ***OUR PRODUCT SECTORS***

### **Agricultural Products**

#### **Key product sectors**

- Value added Tea
- Food & other beverages
- Spices & allied products

#### **Other product sectors**

- Fish & fishery products
- Coconut & coconut based products
- Fruits & vegetables
- Floriculture
- Ornamental fish

### **Industrial Products**

#### **Key product sectors**

- Apparel
- Rubber & rubber based products
- Diamonds, Gems & Jewellery

#### **Other product sectors**

- Electrical & Electronics
- Printing & stationery
- Boat building
- Ceramics & other mineral based products
- Toys, games & sports
- Giftware & lifestyle products
- Base metal products
- Footwear & leather products
- Wooden products

### **Services**

#### **Key product sectors**

- ICT/BPO/KPO

#### **Other product sectors**

- Professional services
- Ayurvedic services

## ***OUR FOCUS – KEY RESULT AREAS***

- Export volumes and Foreign exchange earnings
- Export base (Products & services)
- Local value addition
- Export markets (existing, new & emerging)

- SME sector
- Human resources

## ***OUR CLIENTS***

- Exporters/Indirect exporters/Potential exporters
- Existing/potential Small & Medium entrepreneurs
- Potential foreign buyers all over the globe
- Trade Associations and Trade Chambers
- Government of Sri Lanka and Policy makers
- Other private, public, NGOs and international organizations related to trade
- Service providers, including Financial institutions & Freight forwarders
- Knowledge and information seekers
- General public

## ***OUR REACH***

### **Head Office in Colombo**

Sri Lanka Export Development Board  
No. 42, Navam Mawatha,  
Colombo 2, Sri Lanka  
Tel: 2300705-11 Fax: 2300715

E-mail: [edb@tradenets.lk](mailto:edb@tradenets.lk) Website: [www.srilankabusiness.com](http://www.srilankabusiness.com)

### **Provincial Offices of the EDB**

- **Central Province**

Asst. Director  
SLEDB Central Provincial Office,  
22/B, Bank of Ceylon Bldg.  
Kotugodella Veediya, Kandy,  
Sri Lanka.  
Telephone: 94-81-2233592  
Fax:94-81-2201147

- **Southern Province**

Manager  
Southern Provincial Office,  
SLEDB  
41,Devamitta Mawatha,  
Galle, Sri Lanka.  
Telephone: 94-91-2223595  
Fax:94-91-2223595  
E-mail: [edbsn@tradenets.lk](mailto:edbsn@tradenets.lk)

- **North Western Province**

Deputy Director  
SLEDB Wayamba Provincial Office,  
22/1, Mihindu Mawatha,  
Kurunegala, Sri Lanka.  
Telephone: 94-37-2221972  
Fax:94-37-2224256  
E-mail: [nwpedb@tradenets.lk](mailto:nwpedb@tradenets.lk)

Actg. Deputy Director  
Hambantota Provincial Office  
SLEDB  
No. 1, Quarry Road  
Hambantota

Actg. Deputy Director  
Bingiriya Agri Export Zone Project Office  
Kandakkuwatta  
Bingiriya

- **Eastern Province**

Assistant Director  
SLEDB Office  
District Secretariat  
Ampara

- **Uva Province**

Actg. Assistant Director  
SLEDB Office  
Kachcheri Complex  
Badulla

- **Northern Province**

SLEDB Co-ordinating Office  
134, Moor Street  
Mannar

## ***OUR SERVICES***

We dedicate ourselves to provide professionally and efficiently, the following services to our clients who are shouldering the task of developing the national economy of Sri Lanka through increased export earnings.

While inquiries could be made about our services during office hours on week days [8.30 a.m. to 4.15 p.m.], it will be most helpful for you and for us if our officers are met by prior appointments.

Information could also be obtained by contacting the officers indicated in the following schedule. Details of all services offered by us could be obtained by visiting the EDB website; ‘ [www.srilankabusiness.com](http://www.srilankabusiness.com)’ and referring the ‘Manual of Services offered by the EDB’ as well.

We offer a range of services free of charge while a nominal fee is charged for specialized services.

We are committed to provide our services to you within the time specified below, provided the required information and documents are submitted.

<b>Service Delivered</b>	<b>Service Delivery Standards</b>	<b>Contact Person in case you need help</b>
01 Registration of exporters	▪ The registration certificate will be issued within one day, free of charge.	Mr. M. K. Udayapala Director / Services

Service Delivered	Service Delivery Standards	Contact Person in case you need help
		Tel. : 2300723 Fax :2300724 e-mail : <a href="mailto:udaya@edb.tradenetsl.lk">udaya@edb.tradenetsl.lk</a>
02 Providing trade related information / data [productwise/ marketwise export data, international buyers and prices, suppliers etc.].	<ul style="list-style-type: none"> <li>▪ Information / data required could be obtained within one hour.</li> <li>▪ A nominal fee is charged depending on the information provided.</li> </ul>	Mrs. SM Tirimanne Director / Tradenetsl & TIS Tel. : 2300679 Fax : 2300636 e-mail : <a href="mailto:smt@edb.tradenetsl.lk">smt@edb.tradenetsl.lk</a>
03 Advisory services on export related subjects [fiscal incentives, import / export procedures, costing and pricing, product / market specific, export related legal issues].	<ul style="list-style-type: none"> <li>▪ Services of the officers conversant with the subject are available.</li> </ul>	Mrs. SM Tirimanne Director / Tradenetsl & TIS Tel. : 2300679 Fax : 2300636 e-mail : <a href="mailto:smt@edb.tradenetsl.lk">smt@edb.tradenetsl.lk</a>
04 Business library service	<ul style="list-style-type: none"> <li>▪ Trade library is opened during office hours. Assistance to access reference tools is available on request.</li> </ul>	Mrs. SM Tirimanne Director / Tradenetsl & TIS Tel. : 2300679 Fax : 2300636 e-mail : <a href="mailto:smt@edb.tradenetsl.lk">smt@edb.tradenetsl.lk</a>
05 Export related publications [Exporters' Directory, "Exponews", "Apanayana Puwath", "Export Performance Indicators" and other technical / educational materials on export related subjects.	<ul style="list-style-type: none"> <li>▪ Available at Trade Information Division of the EDB at concessionary prices.</li> </ul>	Mrs. SM Tirimanne Director / Tradenetsl & TIS Tel. : 2300679 Fax : 2300636 e-mail : <a href="mailto:smt@edb.tradenetsl.lk">smt@edb.tradenetsl.lk</a>
06 E-Commerce Services – - On-line trading	<ul style="list-style-type: none"> <li>▪ Profiling entrepreneurs on <a href="http://www.srilankabusiness.com">www.srilankabusiness.com</a> (membership)</li> </ul>	Mrs. SM Tirimanne Director / Tradenetsl & TIS

Service Delivered	Service Delivery Standards	Contact Person in case you need help
<ul style="list-style-type: none"> <li>- Trade statistics</li> <li>- On-line buyer searches</li> <li>- creation of websites</li> <li>- Internet / e-mail connections</li>   <li>- Organizing seminars/ awareness programmes on e-commerce activities</li> </ul>	<p>within two working days.</p> <ul style="list-style-type: none"> <li>▪ On-line Portal membership and e-promotion services within 02 weeks.</li> <li>▪ Membership for On-line Trade statistics service and Internet/e-mail connections within 2 working days</li> <li>▪ On-line information searches could be obtained within 2 working days</li> <li>▪ Programmes are advertised from time to time inviting applications</li> <li>▪ A nominal fee is charged for selected e-commerce services and Seminars.</li> </ul>	<p>Tel. : 2300679  Fax : 2300636  e-mail : <a href="mailto:smt@edb.tradenetsl.lk">smt@edb.tradenetsl.lk</a></p>
<p>07 Audio-Visual support for export promotion</p>	<ul style="list-style-type: none"> <li>▪ Service of a professional staff is available on request.</li> <li>▪ A nominal fee is charged depending on the activity.</li> </ul>	<p>Mrs. SM Tirimanne  Director / Tradenetsl &amp; TIS  Tel. : 2300679  Fax : 2300636  e-mail : <a href="mailto:smt@edb.tradenetsl.lk">smt@edb.tradenetsl.lk</a></p>
<p>08 Product specific Supply and Market Development Programmes</p> <ul style="list-style-type: none"> <li>- supply development</li> <li>- quality development</li> <li>- productivity improvement</li> <li>- product adaptation/development</li> <li>- design development</li> <li>- market development (including international trade fairs, exhibitions,</li> </ul>	<ul style="list-style-type: none"> <li>▪ Programmes are advertised from time to time calling applications from the eligible parties.</li> <li>▪ Relevant participation fee is charged where applicable.</li>   <li>▪ Receipt of applications will be acknowledged within 3 days.</li> <li>▪ Selected applicants will be informed</li> </ul>	<p><b><u>Agricultural Products</u></b>  Mrs. M Baddegamage  Actg. Director / Agri &amp; Fisheries  Tel. :2300731 Fax : 2304879  e-mail <a href="mailto:sufiyan@edb.tradenetsl.lk">sufiyan@edb.tradenetsl.lk</a></p> <p><b><u>Industrial Products</u></b>  Ms. C Dissanayake  Actg. Director/Industrial Products</p>

Service Delivered	Service Delivery Standards	Contact Person in case you need help
<p>contract promotion, buyer/seller meetings, etc.)</p> <p>- Organizing product specific workshops/ Training/seminars &amp; awareness programmes</p>	<p>within 5 days after the interview.</p>	<p>Tel : 2300726 Fax : 2303025 e-mail: <a href="mailto:chitty@edb.tradenetsl.lk">chitty@edb.tradenetsl.lk</a></p> <p><b><u>Electronic and ICT</u></b> Mr. MKSK Maldeni Actg. Director/Export Services Tel: 2300727 e-mail: <a href="mailto:maldeni@edb.tradenetsl.lk">maldeni@edb.tradenetsl.lk</a></p>
<p>09 Organizing multi product market development and promotion programmes overseas</p> <p>- International Trade Fairs / Exhibitions, Solo Country Exhibitions Buyer / Seller meetings and Contact Promotion Programmes.</p> <p>Organizing Market specific Seminars/ Workshops/Training Programmes</p>	<ul style="list-style-type: none"> <li>▪ Events are advertised from time to time inviting applications for participation.</li> <li>▪ Relevant participation fee is charged.</li> <li>▪ Selected applicants will be informed within a week after the interviews. [by a selection panel]</li> </ul>	<p>Mrs. Jeevani Siriwardena Director /Market Development Tel. : 2300720 Fax : 2305212 e-mail : <a href="mailto:jeevani@edb.tradenetsl.lk">jeevani@edb.tradenetsl.lk</a></p>
<p>10 EDB Scheme of Assistance for Exporters' Own Marketing Efforts Overseas (of SME Exporters) (On reimbursement basis)</p>	<ul style="list-style-type: none"> <li>▪ Scheme is in operation on a continuous basis. Details of the scheme &amp; guidelines are available from the Marketing Division and at the EDB website 'www.srilankabusiness.com'</li> <li>▪ Application fee of Rs. 25/- will be charged.</li> <li>▪ All applications / proposals will be</li> </ul>	<p>Mrs. Jeevani Siriwardena Director / Market Development Tel. : 2300720 Fax : 2305212 e-mail : <a href="mailto:jeevani@edb.tradenetsl.lk">jeevani@edb.tradenetsl.lk</a></p>

Service Delivered	Service Delivery Standards	Contact Person in case you need help
<p>11 Special Assistance Schemes for Exporters</p> <p><u>Present Schemes</u></p> <ul style="list-style-type: none"> <li>- Assistance for establishing a quality management system for agri products</li>   <li>- Assistance for SMEs to obtain SLSI Quality Certification</li> </ul>	<p>evaluated by a Committee and qualified applicants will be informed within one week of the Committee meeting.</p> <ul style="list-style-type: none"> <li>▪ The Schemes will be advertised from time to time inviting applications / proposals from the eligible parties.</li> <li>▪ A processing / application fee may be charged for some schemes.</li> <li>▪ All applications / proposals will be evaluated by a Committee and entities selected for assistance will be informed accordingly.</li> </ul>	<p>Mrs. M Baddegamage Actg. Director / Agri &amp; Fisheries Tel. :2300732 Fax : 2304879 e-mail malani@edb.tradenetsl.lk</p> <p>Ms. Rekha Hewaliyanage Director/SME Tel: 2300701 Fax : 2303028 e-mail: rekha@edb.tradenetsl.lk</p>
<p>12 Facilitate participation in trade fairs held locally for promotion of exports</p>	<ul style="list-style-type: none"> <li>▪ Applications for participation will be called through an advertisement.</li> <li>▪ Selected exporters will be informed immediately after interview is finalized.</li> <li>▪ Relevant participation fee is charged where applicable.</li> </ul>	<p>Ms. Rekha Hewaliyanage Director/SME Tel: 2300701 Fax : 2303028 e-mail: rekha@edb.tradenetsl.lk Ms. C Dissanayake Actg. Director/Industrial Products</p>

Service Delivered	Service Delivery Standards	Contact Person in case you need help
		Tel : 2300726 Fax : 2303025 e-mail: <a href="mailto:chitty@edb.tradenetsl.lk">chitty@edb.tradenetsl.lk</a>  Mrs. M Baddegamage Actg. Director / Agri & Fisheries Tel. :2300732 Fax : 2304879 e-mail malani@edb.tradenetsl.lk
13 Promotion of Sri Lankan products & services through Trade Promotion Offices, Trade Centres & Export Promotion Centres overseas	<ul style="list-style-type: none"> <li>▪ Applications will be called through advertisements and participants will be selected through interviews.</li> <li>▪ Relevant participation fee is charged where applicable.</li> </ul>	Mrs. Jeevani Siriwardena Director / Market Development Tel. : 2300720 Fax : 2305212 e-mail : jeevani@edb.tradenetsl.lk
14 Presidential Export Awards	<ul style="list-style-type: none"> <li>▪ Applications are invited for specified categories of awards through a press advertisement.</li> <li>▪ Applicable processing fee is charged.</li> <li>▪ Evaluation and selection of winners will be done by a panel of judges and will be finalized one month before the Award ceremony.</li> </ul>	Mrs. Jeevani Siriwardena Director / Market Development Tel. : 2300720 Fax : 2305212 e-mail : jeevani@edb.tradenetsl.lk

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<p>15 Development of export oriented SMEs</p> <ul style="list-style-type: none"> <li>- Providing support to SMEs specially in the Provinces.</li> <li>- Programmes to link farmer / producer clusters with exporters.</li> <li>- Supply development programmes in the provinces</li> <li>- Conducting entrepreneur/skills development and awareness programmes in the provinces</li> </ul>	<ul style="list-style-type: none"> <li>▪ The services of officers conversant with the subjects are available on request.</li> <li>▪ A relevant participation fee is charged where applicable.</li> </ul>	<p>Ms. Rekha Hewaliyanage  Director/SME  Tel: 2300701  Fax : 2303028  e-mail: rekha@edb.tradenetsl.lk</p> <p><b><u>Central Province</u></b>  Assistant Director  SLEDB Central Provincial Office,  22/B, Bank of Ceylon Bldg.  Kotugodella Veediya, Kandy,  Tel: 94-81-2233592  Fax: 94-81-2201147  E-mail: edbcp@yahoo.com</p> <p><b><u>Southern Province</u></b>  Manager  Southern Provincial Office,  SLEDB  41, Sri Devamitta Mawatha,  Galle  Telephone: 94-91-2223595  Fax:94-91-2223595  E-mail: edbsp@tradenetsl.lk</p>

Service Delivered	Service Delivery Standards	Contact Person in case you need help
		<p>Actg. Deputy Director Hambantota Provincial Office SLEDB No. 1, Quarry Road Hambantota Tel: 047-2222508 Fax: 047-2222508 e-mail: <a href="mailto:edbhambanthota@gmail.com">edbhambanthota@gmail.com</a></p> <p><b><u>North Western Province</u></b> Deputy Director SLEDB Wayamba Provincial Office, 22/1, Mihindu Mawatha, Kurunegala, Tel: 94-37-2221972 Fax:94-37-2224256 E-mail: <a href="mailto:nwpedb@tradenetsl.lk">nwpedb@tradenetsl.lk</a></p> <p>Actg. Deputy Director Bingiriya Agri Export Zone Project Office Kandakkuwatta Bingiriya Tel: 032-3297388 e-mail <a href="mailto:rani_mannapperuma@yahoo.co.uk">rani_mannapperuma@yahoo.co.uk</a> <a href="mailto:manic098@yahoo.com">manic098@yahoo.com</a></p>

Service Delivered	Service Delivery Standards	Contact Person in case you need help
		<p><b><u>Eastern Province</u></b>  Assistant Director  SLEDB Office  District Secretariat  Ampara  Tel: 063-2223165  Fax: 063-2222130  e-mail: <a href="mailto:edbep@sltnet.lk">edbep@sltnet.lk</a></p> <p><b><u>Uva Province</u></b>  Actg. Assistant Director SLEDB  Office  Kachcheri Complex  Badulla  Tel: 055-2223352  Fax: 055-2222292  e-mail: <a href="mailto:up@edb.tradenetsl.lk">up@edb.tradenetsl.lk</a>  <a href="mailto:cyrilw18@yahoo.com">cyrilw18@yahoo.com</a></p> <p><b><u>Northern Province</u></b>  SLEDB Co-ordinating Office  134, Moor Street  Mannar</p>
16 Recommendation to open an Indirect Exporters' Foreign Currency Account [IEFCA] (In terms of Circular No. 06/04/02/2005 dated 08/04/2005 issued by the Controller of Exchange)	<ul style="list-style-type: none"> <li>▪ Recommendation to the Commercial Bank will be issued within 05 working days.</li> </ul>	Mr. Sarath Dassanayake Actg. Deputy Director Tel: 2300729/2300730 Fax: 2300715 e-mail: <a href="mailto:sarath@edb.tradenetsl.lk">sarath@edb.tradenetsl.lk</a>

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17 Simplified Value Added Tax [SVAT] system [in terms of Value Added Tax (amended) Act No. 6 of 2005 and No. 8 of 2006].	<ul style="list-style-type: none"> <li>▪ Registration for SVAT Scheme will be done within 2 days</li> <li>▪ Registration fee: Rs. 8,000/-</li> <li>▪ Annual Renewal fee: Rs. 6,000/-</li> </ul>	<p>Mr. SBMG Chandrakumara Deputy Director/Development Finance</p> <p>Tel : 2300717 Fax : 2300724 e-mail:chk@edb.tradenetsl.lk</p>
18 Organizing seminars / workshops / awareness programmes on export related activities	<ul style="list-style-type: none"> <li>▪ The programmes will be advertised from time to time inviting applications for participation.</li> <li>▪ Relevant participation fee is charged where applicable.</li> </ul>	<p>Ms. Rekha Hewaliyanage Director/SME</p> <p>Tel: 2300701 Fax : 2303028 e-mail: rekha@edb.tradenetsl.lk</p> <p>Mrs. SM Tirimanne Director/Tradenetsl &amp; TIS</p> <p>Tel. : 2300679 Fax : 2300636 e-mail : smt@edb.tradenetsl.lk</p>
19 Training programmes on Export related subjects	<ul style="list-style-type: none"> <li>▪ The Courses will be advertised annually inviting applications.</li> <li>▪ Participants will be enrolled on a first come first serve basis.</li> <li>▪ Confirmation of enrolment will be notified after making the payment.</li> <li>▪ A certificate will be issued after successful completion of the course.</li> <li>▪ Medium of Instruction – English</li> </ul>	<p>Mr. M.K. Udayapala Director / Services</p> <p>Tel. : 2300723 Fax :2300724 e-mail : udaya@edb.tradenetsl.lk</p>

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<p><u>Courses presently available</u></p> <ul style="list-style-type: none"> <li>- Certificate Course on Import / Export Procedures</li> <li>- Course on Operational Aspects of International Trade.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 4 courses will be conducted annually. Maximum of 30 participants per course. Rs. 7,5000/- per participant.</li> <li>▪ 4 courses will be conducted annually. Maximum of 35 participants per course.</li> </ul> <p>Course Fee per participant.</p> <p>Full course - Rs. 14,000/-  Module I - Rs. 5880/-  Module II - Rs. 5880/- [optional]  Field visit - Rs. 2240/- [optional]</p>	<p>Mr. M.K. Udayapala  Director / Services  Tel. : 2300723 Fax :2300724  e-mail : udaya@edb.tradenetsl.lk</p>
<ul style="list-style-type: none"> <li>- Training and Advisory services</li> <li>- Dissemination of Technical Information on Export Packaging</li> </ul>	<p>Training and advisory service will be provided as required by the clients and as identified by the Institution. A nominal fee will be charged depending on the capacity of the programme determined by the institution.</p> <p>Dissemination of Technical Information will be provided free of charge for clients who visit the centre and through electronic media.</p>	<p>Mr. S.R.P. Indrakeerthi  Deputy Director  National Packaging Centre  Tel: 2302071 Fax: 2302072  e-mail:  inkeerthi@edb.tradenetsl.lk</p>

Service Delivered	Service Delivery Standards	Contact Person in case you need help
20 Resolving problems / issues faced by exporters and entrepreneurs – ‘Export & Enterprise Development Forum’	<ul style="list-style-type: none"> <li>▪ The dates for this event which is generally held monthly are advertised in the press and in the EDB web: <a href="http://www.srilankabusiness.com">www.srilankabusiness.com</a></li> <li>▪ Relevant issues received before the deadline will be taken up at the Forum which is chaired by the Hon. Minister of Export Development and International Trade with the participation of relevant public and private sector officials.</li> </ul>	Mr. M.K. Udayapala Director / Services Tel. : 2300723 Fax :2300724 e-mail : udaya@edb.tradenetsl.lk

### ***OUR EXPECTATION***

We appreciate the confidence you have placed on us and expect you to be reasonable, fair and prompt in making your requests for our services. We expect true, correct, relevant and adequate information from you, and to have an understanding of what we can deliver.

### ***OUR STANDARDS***

We shall respond to all written communications promptly and in any case within 7 days of their receipt.

Deliver the services within the declared time durations, provided specified information, documentation are provided along with the request, and relevant fees paid where applicable.

In case of likely or inevitable delay in making a final decision or when an issue is disputed, we shall promptly communicate with you.

## **OUR RESPONSE TO COMPLAINTS & GRIEVANCES**

- We are committed to act upon any complaints/suggestions/grievances of clients on our services in the quickest possible time. These could be directed to the Chairman and Chief Executive, Director General or Directors of the respective Divisions.

Name : Mr. Janaka Ratnayake  
Designation: Chairman & Chief Executive  
Located at : 9th Floor  
DHPL Building  
42, Navam Mawata  
Colombo 2  
Tel./Fax : 2300712/2300715  
e-mail: [ch@edb.tradenetsl.lk](mailto:ch@edb.tradenetsl.lk)

Name : Mrs.Sujatha Weerakoon  
Designation: Director General  
Located at : 9<sup>th</sup> Floor  
DHPL Building  
42, Navam Mawatha  
Colombo 2  
Tel./Fax: 2300675/2300715  
e-mail: [sujatha@edb.tradenetsl.lk](mailto:sujatha@edb.tradenetsl.lk)

- The foreign buyers can send their complaints/suggestions through e-mail to the addresses given below.

[ch@edb.tradenetsl.lk](mailto:ch@edb.tradenetsl.lk), [sujatha@edb.tradenetsl.lk](mailto:sujatha@edb.tradenetsl.lk)

- All complaints will be acknowledged by us within 07 days and the final reply on action taken will be communicated within two weeks after receipt of a complaint.

- Policy and procedural issues with regard to the export business may be submitted to the “Export & Enterprise Development Forum” which is chaired by the Hon. Minister of Export Development & International Trade which is generally held monthly. Your issues to the Forum could be submitted to the following address:

Director(Services)  
Services Division  
Sri Lanka Export Development Board      Fax 2302072      Tel: 2300723  
8<sup>th</sup> Floor, DHPL Building      E-mail: [udaya@edb.tradenetsl.lk](mailto:udaya@edb.tradenetsl.lk)  
42, Navam Mawatha  
Colombo 2

- We welcome suggestions from citizens / service recipients.
- Citizens/ Clients’ Charter is a joint effort between you and us to improve the quality of services provided by us and to serve you to the best of your satisfaction. While we are ready to serve you, we request you to help us to serve you better.

We are committed to constantly revise and improve the services being offered under the Charter.

**LET US JOIN HANDS IN MAKING THIS CHARTER A SUCCESS!**

Policy & Planning Division  
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