



# **CITIZENS' / CLIENTS' CHARTER**

Prepared By  
Sri Lanka Export Development Board  
18.03.2014

**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\$ 20 bn. by 2020.
02. To increase exports to markets other than the EU and USA by over 50% by 2016, 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**

- Value added Tea
- Food & other beverages
- Spices & allied products
- Fish & fishery products
- Coconut & coconut based products
- Fruits & vegetables
- Floriculture
- Ornamental fish
- Organic Products

### **Industrial Products**

- Apparel
- Rubber & rubber based products
- Diamonds, Gems & Jewellery
- Electrical & Electronics
- Boat building
- Ceramics & other mineral based products
- Toys, games & sports
- Giftware & lifestyle products
- Base metal products
- Footwear & leather products
- Wooden products
- Handloom
- Chemical & plastic products

### **Services**

- ICT/BPO/KPO
- Professional services
- Ayurvedic services
- Packaging Services
- Printing & Publishing

## ***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/ Academics

## ***OUR REACH***

### **Head Office in Colombo**

Sri Lanka Export Development Board  
NDB/EDB Tower, No. 42, Navam Mawatha,  
Colombo 2, Sri Lanka  
Tel: 2300705-11 Fax: 2300715  
E-mail: [edb@tradenetsl.lk](mailto:edb@tradenetsl.lk) Website: [www.srilankabusiness.com](http://www.srilankabusiness.com)

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

**SLEDB Provincial Office  
Southern Province**

No. 41, Sri Devamitta Mw,  
Galle,  
Sri Lanka

**Tel:** 94-91-222 3595

**Fax:** 94-91-222 3595

**E-mail:** [spo@edb.tradenetsl.lk](mailto:spo@edb.tradenetsl.lk)

**Hambantota Special Branch Office**

02nd Floor, Magam Ruhunupura  
Administrative Complex,  
Siribopura, Hambantota,  
Sri Lanka

**Tel:** 94-47-2256165, 94-47-3474191

**Fax:** 94-47-225 6166

**E-mail:** [hsbo@edb.tradenetsl.lk](mailto:hsbo@edb.tradenetsl.lk)

**SLEDB District Office - Mannar**

No. 80, Uppukkulam,  
Mannar,  
Sri Lanka

**Tel:** 94-23-2250516

**E-mail:** [npo@edb.tradenetsl.lk](mailto:npo@edb.tradenetsl.lk)

**SLEDB Provincial Office Central  
Province**

22/B, BOC Building,  
Kotugodella Veediya,  
Kandy,

Sri Lanka

**Tel:** 94-81-223 3592

**Fax:** 94-81-220 1147

**E-mail:** [cpo@edb.tradenetsl.lk](mailto:cpo@edb.tradenetsl.lk)

**SLEDB Provincial Office Uva  
Province**

District Secretariat,  
Badulla,  
Sri Lanka

**Tel:** 94-55-222 2309

**Fax:** 94-55-222 3352

**E-mail:** [upo@edb.tradenetsl.lk](mailto:upo@edb.tradenetsl.lk)

**Bingiriya Agri Export Zone  
Project Office**

Kandakkuwatta  
Bingiriya.

**Tel:** 94-32-3297388

**E-mail:**

[bingiriya.aez@edb.tradenetsl.lk](mailto:bingiriya.aez@edb.tradenetsl.lk)

**SLEDB Provincial Office  
North-Western Province**

No. 07, South Circular Road,  
Kurunegala,  
Sri Lanka

**Tel:** 94-37-222 1972, 94-37-  
222 4256

**Fax:** 94-37-222 4256

**E-mail:**

[nwpo@edb.tradenetsl.lk](mailto:nwpo@edb.tradenetsl.lk)

**SLEDB Provincial Office  
Eastern Province,**

District Secretariat,  
Ampara,  
Sri Lanka

**Tel:** 94-63-222 3426, 94-63-  
222 3165

**Fax:** 94-63-222 3165

**E-mail:** [epo@edb.tradenetsl.lk](mailto:epo@edb.tradenetsl.lk)



## ***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 ‘link “Services”’.

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. SRBN Piyasiri Actg. Director /Trade Facilitation & Trade Information Tel. : 2303026/2300723 Fax :2300724 e-mail : <a href="mailto:piyasiri@edb.gov.lk">piyasiri@edb.gov.lk</a>
02 Providing trade related information /	▪ Information / data required could be	Ms. M.Baddegamage

Service Delivered	Service Delivery Standards	Contact Person in case you need help
data [productwise/ marketwise export data, international buyers and prices, suppliers etc.].	<p>obtained within one hour.</p> <ul style="list-style-type: none"> <li>▪ A nominal fee is charged depending on the information provided.</li> </ul>	<p>Actg, Director /Information Technology  Mrs. N Colombage  Deputy Director  Tel. : 2300679  Fax : 2300676  e-mail : <a href="mailto:malani@edb.tradenetsl.lk">malani@edb.tradenetsl.lk</a>  <a href="mailto:nalini@tradenetsl.lk">nalini@tradenetsl.lk</a></p>
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>	<p>Mr. SRBN Piyasiri  Actg. Director / Trade Facilitation and Trade Information  Tel. : 2303026/2300723  Fax :2300724  e-mail : <a href="mailto:piyasiri@edb.gov.lk">piyasiri@edb.gov.lk</a></p>
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>	<p>Mr. SRBN Piyasiri  Actg. Director / Trade Facilitation and Trade Information  Tel. : 2303026/2300723  Fax : 2300724  e-mail : <a href="mailto:piyasiri@edb.gov.lk">piyasiri@edb.gov.lk</a>  Mrs. Ramya Dharmawardena  Assistant Director  Tel: 2300678  Fax: 2300676  e-mail: <a href="mailto:ramya@edb.tradenetsl.lk">ramya@edb.tradenetsl.lk</a></p>

Service Delivered	Service Delivery Standards	Contact Person in case you need help
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 Library of the EDB at concessionary prices.</li> </ul>	Mr. SRBN Piyasiri Actg. Director / Trade Facilitation and Trade Information Tel. : 2303026/2300723 Fax :2300724 e-mail : <a href="mailto:piyasiri@edb.gov.lk">piyasiri@edb.gov.lk</a> Mrs. Ramya Dharmawardena Assistant Director Tel: 2300678 Fax: 2300676 e-mail: <a href="mailto:ramya@edb.tradenetsl.lk">ramya@edb.tradenetsl.lk</a>
06 E-Commerce Services – <ul style="list-style-type: none"> <li>- Registration for the online business portal</li> <li>- Online/offline Trade statistics</li> <li>- On-line buyer searches</li> <li>- International commodity prices</li> <li>- Designing/hosting of websites</li> <li>- Download information on EDB schemes and international/local trade events</li> <li>- Market Intelligence Reports</li> <li>- News Alert Service</li> <li>- e-News letter</li> </ul>	<ul style="list-style-type: none"> <li>▪ On-line Portal membership and e-promotion services within 01 week.</li> <li>▪ Membership for On-line Trade statistics service within 2 working days</li> <li>▪ Offline trade statistics –within 01 working day</li> <li>▪ On-line buyer searches/ commodity market prices could be obtained within 01 working day</li> <li>▪ Programmes are advertised from time to time inviting applications</li> <li>▪ A nominal fee is charged for selected e-commerce services.</li> </ul>	Ms. M. Baddegamage Actg, Director / Information Technology Mrs. N Colombage Deputy Director Tel. : 2300679/ 2300702 Fax : 2300676 e-mail : <a href="mailto:malani@edb.tradenetsl.lk">malani@edb.tradenetsl.lk</a> <a href="mailto:nalini@tradenetsl.lk">nalini@tradenetsl.lk</a>

Service Delivered	Service Delivery Standards	Contact Person in case you need help
<ul style="list-style-type: none"> <li>- Organizing seminars/ awareness programmes on e-commerce activities</li> </ul>		
<p>07 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, contract promotion, buyer/seller meetings, etc.)</li> </ul> <p>- Organizing product specific workshops/ Training/seminars &amp; awareness programmes</p>	<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 within 5 days after the interview.</li> </ul>	<p><b><u>Agricultural Products</u></b>  Dr.(Mrs) Lalani Samarappuli  Director /Export Agriculture  Tel. :2300731 Fax : 2304879  e-mail <a href="mailto:lalani@edb.tradenetsl.lk">lalani@edb.tradenetsl.lk</a></p> <p><b><u>Industrial Products</u></b>  Ms.C.Dissanayake  Director/Industrial Products  Tel : 2300726  Fax : 2303025  e-mail: <a href="mailto:chitty@edb.tradenetsl.lk">chitty@edb.tradenetsl.lk</a></p> <p><b><u>Electronic/ICT/Professional Services/Printing &amp; Publishing</u></b>  Mr.M.K.S.K.Maldeni  Director/Export Services  Tel: 2300727  e-mail: <a href="mailto:maldeni@edb.tradenetsl.lk">maldeni@edb.tradenetsl.lk</a></p>
<p>08 Organizing multi product market development and promotion programmes overseas</p> <p>- International Trade Fairs / Exhibitions, Solo</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> </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>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>▪ Selected applicants will be informed within a week after the interviews. [by a selection panel]</li> </ul>	
<p>09 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 evaluated by a Committee and qualified applicants will be informed within one week of the Committee meeting.</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 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> </ul>	<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</li> </ul>	<p>Dr.(Mrs) Lalani Samarappuli Director /Export Agriculture Tel. :2300731 Fax : 2304879 e-mail <a href="mailto:lalani@edb.tradenetsl.lk">lalani@edb.tradenetsl.lk</a></p>

Service Delivered	Service Delivery Standards	Contact Person in case you need help
<ul style="list-style-type: none"> <li>- Assistance for SMEs to obtain SLSI Quality Certification</li> </ul>	<p>accordingly.</p>	<p>Ms. Rekha Hewaliyanage            Director/Regional Development            Tel: 2300701            Fax: 2303028            e-mail: <a href="mailto:rekha@edb.tradenetsl.lk">rekha@edb.tradenetsl.lk</a></p>
<p>11 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/Regional Development            Tel: 2300701            Fax : 2303028            e-mail: <a href="mailto:rekha@edb.tradenetsl.lk">rekha@edb.tradenetsl.lk</a></p> <p>Ms.C.Dissanayake            Director/Industrial Products            Tel : 2300726            Fax : 2303025            e-mail: <a href="mailto:chitty@edb.tradenetsl.lk">chitty@edb.tradenetsl.lk</a></p> <p>Dr.(Mrs)Lalani Samarappuli            Director /Export Agriculture            Tel. :2300731 Fax : 2304879            e-mail <a href="mailto:lalani@edb.tradenetsl.lk">lalani@edb.tradenetsl.lk</a></p>
<p>12 Promotion of Sri Lankan products &amp;</p>	<ul style="list-style-type: none"> <li>▪ Applications will be called through</li> </ul>	<p>Mrs. Jeevani Siriwardena</p>

Service Delivered	Service Delivery Standards	Contact Person in case you need help
services through Trade Promotion Offices, Trade Centres & Export Promotion Centres overseas	advertisements and participants will be selected through interviews. <ul style="list-style-type: none"> <li>▪ Relevant participation fee is charged where applicable.</li> </ul>	Director / Market Development Tel. : 2300720 Fax : 2305212 e-mail : <a href="mailto:jeevani@edb.tradenetsl.lk">jeevani@edb.tradenetsl.lk</a>
13 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>	Mr .D. Jayawardane Director /Special Projects Tel. : 2300717 Fax : 2300724 e-mail : <a href="mailto:dammika@edb.tradenetsl.lk">dammika@edb.tradenetsl.lk</a> <a href="mailto:sp@edb.tradeentsl.lk">sp@edb.tradeentsl.lk</a>
14 Development of export oriented SMEs <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</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>	Ms. Rekha Hewaliyanage Director/Regional Development Tel: 2300701 Fax: 2303028 e-mail: <a href="mailto:rekha@edb.tradenetsl.lk">rekha@edb.tradenetsl.lk</a>  <b>SLEDB Provincial Office</b> <b>Southern Province</b> No. 41, Sri Devamitta Mw, Galle, <b>Tel:</b> 94-91-222 3595 <b>Fax:</b> 94-91-222 3595 <b>E-mail:</b> <a href="mailto:spo@edb.tradenetsl.lk">spo@edb.tradenetsl.lk</a>

Service Delivered	Service Delivery Standards	Contact Person in case you need help
development and awareness programmes in the provinces		<p><b>SLEDB Provincial Office Central Province</b>  22/B, BOC Building,  Kotugodella Veediya,  Kandy,  <b>Tel:</b> 94-81-223 3592  <b>Fax:</b> 94-81-220 1147  <b>E-mail:</b> <a href="mailto:cpo@edb.tradenetsl.lk">cpo@edb.tradenetsl.lk</a></p> <p><b>SLEDB Provincial Office North-Western Province</b>  No. 07, South Circular Road,  Kurunegala,    <b>Tel:</b> 94-37-222 1972, 94-37-222 4256  <b>Fax:</b> 94-37-222 4256  <b>E-mail:</b> <a href="mailto:nwpo@edb.tradenetsl.lk">nwpo@edb.tradenetsl.lk</a></p> <p><b>SLEDB Provincial Office Uva Province</b>  District Secretariat,  Badulla,  <b>Tel:</b> 94-55-222 2309  <b>Fax:</b> 94-55-222 3352  <b>E-mail:</b> <a href="mailto:upo@edb.tradenetsl.lk">upo@edb.tradenetsl.lk</a></p>



Service Delivered	Service Delivery Standards	Contact Person in case you need help
		<p><b>SLEDB Provincial Office Eastern Province, District Secretariat, Ampara, Tel: 94-63-222 3426, 94-63-222 3165 Fax: 94-63-222 3165 E-mail: <a href="mailto:epo@edb.tradenetsl.lk">epo@edb.tradenetsl.lk</a></b></p> <p><b>Hambantota Special Branch Office 02nd Floor, Magam Ruhunupura Administrative Complex, Siribopura, Hambantota,  Tel: 94-47-2256165, 94-47-3474191 Fax: 94-47-225 6166 E-mail: <a href="mailto:hsbo@edb.tradenetsl.lk">hsbo@edb.tradenetsl.lk</a></b></p> <p><b>SLEDB District Office - Mannar No. 80, Uppukkulam, Mannar, Tel: 94-23-2250516 E-mail: <a href="mailto:npo@edb.tradenetsl.lk">npo@edb.tradenetsl.lk</a></b></p> <p><b>Bingiriya Agri Export Zone</b></p>

Service Delivered	Service Delivery Standards	Contact Person in case you need help
		<b>Project Office</b> Kandakkuwatta Bingiriya. <b>Tel:</b> 94-32-3297388 <b>E-mail:</b> <a href="mailto:bingiriya.aez@edb.tradenetsl.lk">bingiriya.aez@edb.tradenetsl.lk</a>
15 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>	Ms. Rekha Hewaliyanage Director/Regional Development Tel: 2300701 Fax : 2303028 e-mail: <a href="mailto:rekha@edb.tradenetsl.lk">rekha@edb.tradenetsl.lk</a>

Service Delivered	Service Delivery Standards	Contact Person in case you need help
16 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>	Mr. SRBN Piyasiri Actg. Director /Trade Facilitation and Trade Information Tel. : 2303026/2300723 Fax :2300724 e-mail : <a href="mailto:piyasiri@edb.gov.lk">piyasiri@edb.gov.lk</a>
<u>Courses presently available</u> <ul style="list-style-type: none"> <li>- Certificate Course on Import / Export Procedures</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> </ul>	Mr. SRBN Piyasiri Actg. Director /Trade Facilitation and Trade Information Tel. : 2303026/2300723 Fax :2300724 e-mail : <a href="mailto:piyasiri@edb.gov.lk">piyasiri@edb.gov.lk</a>
<ul style="list-style-type: none"> <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 35 participants per course. Course Fee per participant.  Full course - Rs. 14,000/-  Module I - Rs. 5880/-  Module II - Rs. 5880/- [optional]  Field visit - Rs. 2240/- [optional]</li> </ul>	

Service Delivered	Service Delivery Standards	Contact Person in case you need help
<p>- Training and Advisory services</p> <p>- Dissemination of Technical Information on Export Packaging</p>	<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: <a href="mailto:inkeerthi@edb.tradenetsl.lk">inkeerthi@edb.tradenetsl.lk</a></p>
<p>17 Resolving problems / issues faced by exporters and entrepreneurs – ‘Export &amp; Enterprise Development Forum’</p>	<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 Industry &amp; Commerce with the participation of relevant public and private sector officials.</li> </ul>	<p>Mr. SRBN Piyasiri Actg. Director / Trade Facilitation and Trade Information Tel. : 2303026/2300723 Fax :2300724 e-mail : <a href="mailto:piyasiri@edb.gov.lk">piyasiri@edb.gov.lk</a></p>

## **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. Bandula Egodage  
Designation: Chairman & Chief Executive  
Located at : 9th Floor  
NDB/EDB Tower  
42, Navam Mawata  
Colombo 2, SRI LANKA  
Tel./Fax : 2300712/ 2300715  
e-mail: [chairman@edb.tradenetsl.lk](mailto:chairman@edb.tradenetsl.lk)

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

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

[chairman@edb.tradenetsl.lk](mailto:chairman@edb.tradenetsl.lk)

[dg@edb.tradenetsl.lk](mailto:dg@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 “Exporters’ Forum” which is chaired by the Hon. Minister of Industry & Commerce which is generally held monthly. Your issues to the Forum could be submitted to the following address:

Actg. Director(Trade Facilitation & Trade Information)

Trade Facilitation & Trade Information Division

Sri Lanka Export Development Board

8<sup>th</sup> Floor, NDB/EDB Tower

42, Navam Mawatha

Colombo 2

Fax 2302072

Tel: 2300723

E-mail: [piyasiri@edb.gov.lk](mailto:piyasiri@edb.gov.lk)

- 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!**