



CITIZEN CHARTER

**DEPARTMENT OF
COMMERCE**

OUR VISION

“Raising living standards of the people through International Trade Relations”

OUR MISSION

“To develop and promote Sri Lanka’s foreign trade relations at bilateral, regional and multilateral levels by effective implementation of government trade policy, with a view to raising the standards of living and realizing a higher quality of life through the increase of total production, income and employment levels, thereby actively contributing to the overall economic growth of Sri Lanka.”

OUR VALUES

We are committed to act with honesty and judiciousness, transparency and accountability, objectively and impartially and efficiently and effectively and with courtesy and understanding in our dealings with the respective stakeholders.

OUR COMMITMENT

We will continuously strive to evolve better systems and procedures in foreign trade policy and promotion sphere that would be of maximum benefit to our stakeholders. We are committed to simplify and streamline the various requirements and procedures necessary under rules in force, in the context of a globalised, competitive and liberalised economy.

We shall continuously consult and partnered with our stakeholders and shall give timely publicity to all changes in laws or procedures relevant to the Department of Commerce.

<i>Services we offer</i>	<i>Service Standards (Hours / Weeks / Days)</i>	<i>Relevant laws and Regulations</i>		<i>Information / forms required</i>	<i>Officer to Contact</i>
<i>Consultations and Registration of Companies for Issuance of COO under Preferential Arrangements, such as GSP Schemes</i>		Department	Internal	Duly completed application for registration.	Through CRA (registration)/ Asst.Director - GSP ,GSTP Asst.Director - SAFTA & SAPTA
1. Assigning of Registration Number	1 hour			Company Registration Certificate.	Asst.Director - APTA Asst.Director - ISFTA Asst.Director - PSFTA
2. Issuing the letter confirming the Registration Number	3 days			Production flow chart.	Tel: 2329733 / 2436114 fortrade@doc.gov.lk
				Audited financial statements.	
				Registration certificates / agreement with any other statutory bodies.	
Issuance of Certificates of Origin under Preferential arrangements / schemes		1. Guidelines issued by the DOC		Duly completed COO	Certificate of Origin Receiving Officer
1. Air Freight	2 hours	2. Relevant agreements / schemes under:		Export Invoice	For clarifications: Asst.Director/CRA - GSP ,GSTP Asst.Director/CRA - SAFTA & SAPTA
2. Sea Freight	3 hours	GSP ,GSTP,		Packing lists / attached list, etc	Asst.Director/CRA - APTA Asst.Director/CRA - ISFTA Asst.Director/CRA - PSFTA
		SAFTA , SAPTA		Original of the verified Party copy of the Export CUSDEC	Tel: 2329733 / 2436114 fortrade@doc.gov.lk
		APTA,		GSP form "A" issued by a member state under SAARC regional cumulation	
		ISFTA,		Bill of Lading / Airway bill / Courier tags	
		PSFTA		Approved Cost Statement (valid for	

			6 months) Affidavit accepted by the DOC for wholly obtained products, if applicable. Quota allocation letters, if applicable. Any other relevant document as per the DOC manual	
Administering and monitoring import of Basmati rice and Potatoes under quota in terms of the PSFTA.	On submission	As per the provisions of the PSFTA and administrative guidelines of the Ministry of Export Development and International Trade	Certificate of Origin issued by Pakistan Commercial Invoice Bill of lading	Asst. Director of Commerce /CRA PSFTA Tel: 2329733 / 2436114 fortrade@doc.gov.lk
Administering and monitoring export of vanaspati, bakery shortening & margarine and pepper under the Tariff Rate Quota in terms of the ISFTA	On submission	As per the provisions of the ISFTA and administrative guidelines of the Ministry of Export Development and International Trade	Tariff Rate Quota Certificate A copy of approved Cost Statement Commercial Invoice A copy of Party's copy	Asst. Director of Commerce / ISFTA Tel: 2329733 / 2436114 fortrade@doc.gov.lk
Declaration of the country of origin for the COO issued by any other country for re-export / entreport trade for garments (Export Trading House)	1 hour	The Committee Report on operational activities of Export Trading Houses	As per the Committee Report	Deputy Director of Commerce / Tel: 2329733 / 2436114 fortrade@doc.gov.lk
Registration of Chambers of Commerce designated to issue the COO for non preferential exports	2 weeks	DOC Guide lines	As per the guide lines	Deputy Director of Commerce / Tel: 2329733 / 2436114 fortrade@doc.gov.lk
Issuance of Residence visa				Commercial Research

1. recommendation for new applicant	2-20 days	Rules and regulations of the Department of Immigration & Emigration and the Registrar General of Companies on liaison office, branch offices, private and public companies	Residence visa recommendation application (R.V- 1)	Assistant – Residence Visa Tel: 2436114 ext:215	
2. recommendation for existing applicants	1-15 days		Supporting Documents as listed in SD – 1		Assistant Director of Commerce –Residence Visa Tel: 2436114 ext:241
			Available to download at www.doc.gov.lk		
WTO Reference Center	Open to the public on all working days from 9.30 a.m-3.30 p.m.	User registration	National Identity Card	Commercial Research Assistant / Librarian Tel:2329733 ext: 230 Director of Commerce / Co-coordinator of the WTO RC Tel:2438035	
	Provision of the latest updated information on International Trade	Reference centre maintain only for reading & copying with permission			
	Computer/Internet/Printer/ Photocopy facilities linking Global International Trading Institutions	Borrowings under special circumstances			
Trade Inquires from: Sri Lankan Exporters, Foreign Importers, Investors Trade fairs	03 days		Product profile Company profile Business Registration Membership particulars of Chambers Contact details	Asst. Director- Trade Promotion Tel: 2436114 Ext:205 Trade Officers abroad	

Trade Complains/ Recovery of Export proceeds; Amicable Settlements on Export & Import related trade disputes	Reply within 03 days Early settlement depending on the cooperation of both parties	Terms of Contract LC conditions	Sales Contract Invoice B/L, AWB Exchange of letters on acceptance Bank details Remittance duty	Asst. Director- Trade Promotion Tel: 2436114 Ext:205 Trade Officers abroad
Approval of Credit Agencies	04 weeks	Mortgage Act. Trust Receipt Ordinance. Inland Trust Receipts Act.	Application (to be obtained from the Department of Commerce) with following supporting documents. A letter addressed to the Director General of Commerce. Certified copy of the certificate of incorporation issued by the Registrar of Companies. Certified copy of the Article of Association of the company Audited financial statements for the three immediately preceding years Certified copies of the following documents, depending on the status of the applicant: 1. For a bank, the license issued by the Central Bank under the Banking Act No. 30 of 1998. 2. For a finance company, the	Assistant Director – Credit Agencies Tel: 2436114 Ext:239

			<p>license issued by the Central Bank under the Finance Act No. 78 of 1988.</p> <p>3. For a financial leasing company, license issued by the Central Bank under the Financial Leasing Act No. 56 of 2000.</p> <p>4. Certified extract of the relevant Board Resolution seeking approval of credit agency status.</p> <p>5. If it is a co-operative society, the recommendation of the commissioner of cooperative development with the following documents,</p> <p>i. Audited balance sheets and loss and profit accounts for the last three immediately preceding years.</p> <p>(ii) Recommendation of the relevant people's bank based on the financial status of the relevant co-operative society.</p> <p>Any other documents/ information in support of the application.</p> <p>Separate 4 files included the above documents should be submitted.</p>	
<p>Policy Advisory and Consultations</p>	<p>Department extends Policy advisory and consultation services on international trade to line ministries, statutory bodies, research institutions etc.</p>			

OUR EXPECTATIONS

We appreciate your confidence placed upon us and expect you to be reasonable, fair and prompt in making your request for our services, are true, correct and comprehensive in furnishing to us, and have an adequate understanding of what we can and cannot be delivering.

OUR STANDARDS

We shall respond to all written communications promptly and in any case within 3-7 days of their receipt.

Deliver the services within the declared time durations provided specified information, documentation and fees are furnished along with the request.

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

GRIEVANCE AND METHOD OF REDRESSAL

Courteous and helpful service will be extended by all the staff. If you have complaints to make with respect to the delivery of the above standards you are welcome to register your complaints with the following officer.

Director General of Commerce, Department of Commerce, 4th Floor, Rakshana Mandiraya, Vauxhall Street, Colombo 02

Tel: 011 243 0068

Fax: 2430233

Web: www.doc.gov.lk

Email: fortrade@doc.gov.lk

All complaints will be acknowledged by us within 03 working days and final reply on the action taken will be communicated within 7 working days.