

Citizen Charter

Ministry of Fisheries & Aquatic Resources

Ministry of Fisheries & Aquatic Resources

New Secretariat

Maligawatta

Colombo 10.

Telephone No : 011-2446183-5

Fax No : 011-2541184

E-mail : Secretary@fisheries.gov.lk

Web site : www.fisheries.gov.lk

It is with pleasure to inform that, the staff of our Ministry, the Departments and the Institutions under the purview of the Ministry are dedicated to comfort your (Citizens/ Clients) requirements related to the Fisheries & Aquatic Resources field,

Honestly

Wisely

Politely

Understandingly

Subject wisely & unbiasedly

Transparently

Accountably

Timely

Effectively and Efficiently

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Ministry of Fisheries & Aquatic Resources

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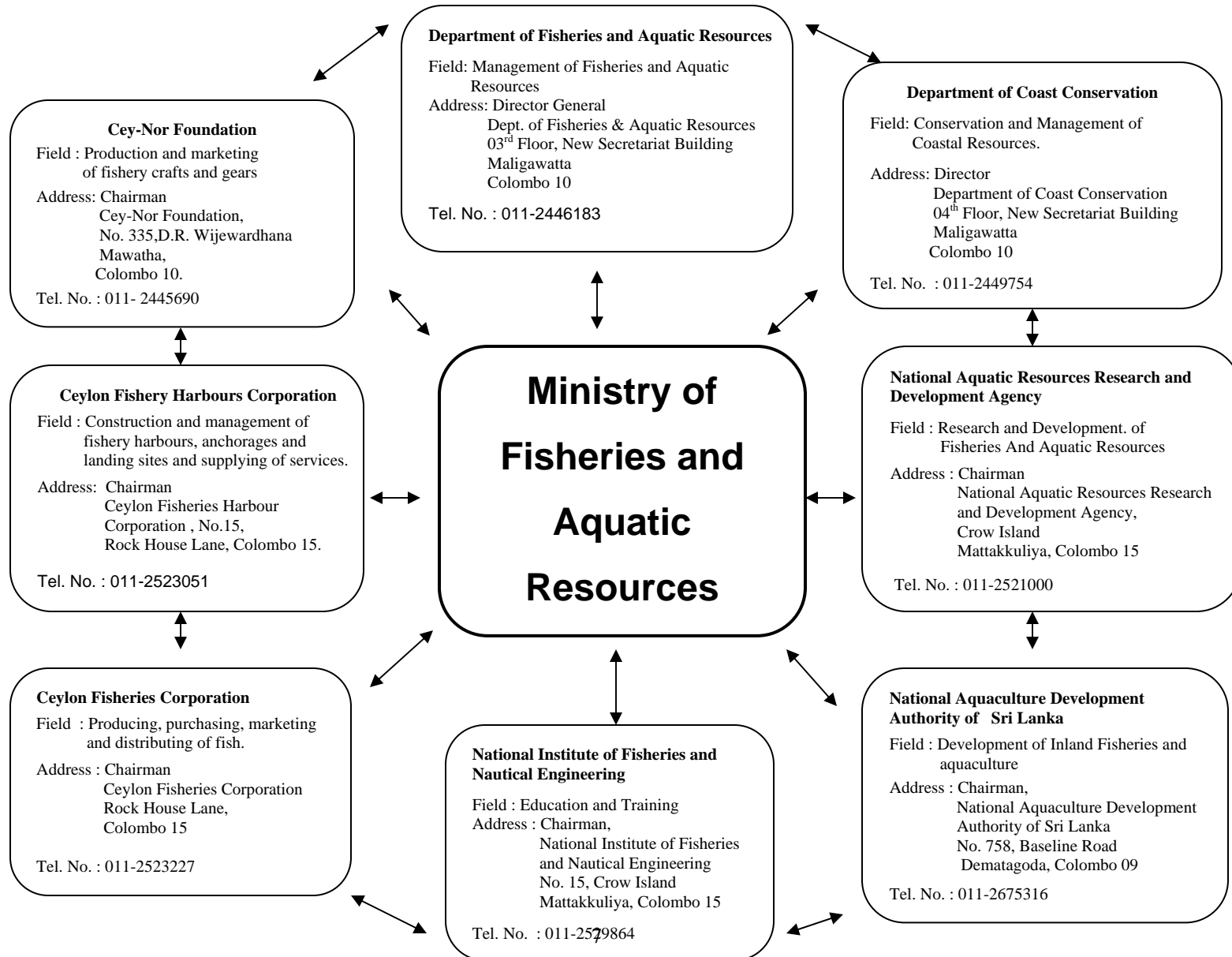
Web site : www.fisheries.gov.lk

Vision - Sri Lanka becomes a leader in the South Asian Region in the sustainable utilization of Fisheries & Aquatic Resources.

Mission - Directing the utilization of Fisheries and Aquatic Resources for the benefit of the present & future generations.

- Objectives -**
- 1. Improve nutritional status and food security of the people by increasing the national fish production.**
 - 2. Minimize post-harvest losses and improve quality and safety of fish products to acceptable standard.**
 - 3. Increase employment opportunities in fisheries and related industries, and improve the socio-economic status of the fisher community.**
 - 4. Increase foreign exchange earnings from fish product exports.**
 - 5. Conserve the aquatic environment.**

The following institutions functioning under our Ministry are ready to assist you through achieving the above mentioned objectives.



Actions on Complaints & Suggestions:

All complaints & suggestions are acknowledged within 03 days and actions are taken within 07 days. Please send the complaints and suggestions to the following address/ Telephone No/ E-mail or put into suggestions & complaints box which is kept in the ground floor of the Ministry.

Secretary,
Ministry of Fisheries & Aquatic Resources,
New Secretariat,
Maligawatta,
Colombo 10.

Telephone No: 011-2446183-5

Fax No : 011-2541184

E-mail : Secretary@fisheries.gov.lk

Web site : www.fisheries.gov.lk

Department of Fisheries & Aquatic Resources

3rd Floor, New Secretariat,

Maligawatta

Colombo 10.

Telephone No : 011-2446183

Fax No : 011-2449170

E-mail : swpathirana@fisheries.gov.lk

Web site : www.fisheriesdept.gov.lk

Vision

Provide an optimum contribution to the national economy through strengthening the socio-economic status of the fisher communities while maintaining the fisheries and aquatic resources in a sustainable manner.

Mission To sustainably develop fisheries industry adopting new technology for making an effective contribution to the economy of Sri Lanka through management of fisheries and aquatic resources in compliance with national and international laws and conventions.

| The Service provided | Documents & Qualifications required | Period | Responsible Officer |
|---|--|---------------|--|
| <u>Management Division</u> | | | |
| <ul style="list-style-type: none"> Initial Registration of Fishing Crafts | <ul style="list-style-type: none"> Fisheries 49 form forwarded through District Fisheries Assistant Director | 01 week | Deputy Director, Fisheries Management Division Tel: 011-2246291 |
| <ul style="list-style-type: none"> Registration of a Fishing craft after death of the registered person. | <ul style="list-style-type: none"> Fisheries 53 & 57 forms forwarded through District Fisheries Assistant Director | 01 week | - do - |
| <ul style="list-style-type: none"> Obtaining a duplicate of the certificate of registration | <ul style="list-style-type: none"> Fisheries 55 form forwarded through District Fisheries Assistant Director | 01 day | - do - |
| <ul style="list-style-type: none"> Registration of transferring of a craft | <ul style="list-style-type: none"> Fisheries 52 & 56 forms forwarded through District Fisheries Assistant Director | 01 week | - do - |
| <ul style="list-style-type: none"> Cancellation of the registration of a craft | <ul style="list-style-type: none"> Fisheries 59 form forwarded through District Fisheries Assistant Director | 01 week | - do - |
| <ul style="list-style-type: none"> Re-registration of a mechanized boat after fixing an outboard engine | <ul style="list-style-type: none"> Fisheries 49 A form (amended) forwarded through District Fisheries Assistant Director | 01 day | - do - |
| <ul style="list-style-type: none"> Issuing Fishing operation licenses | <ul style="list-style-type: none"> Application forms under Fisheries & Aquatic Resources Act No. 02 of 1996 submitted through Aquaculture Development Authority | 01 week | - do - |
| <ul style="list-style-type: none"> Registration of beach science owners & beach science losses | <ul style="list-style-type: none"> Relevant applications & documents forwarded through District Fisheries Assistant Director | 02 weeks | - do - |

| | | | |
|---|---|---------|--------|
| <ul style="list-style-type: none"> • Issuing of Fisheries Identify Cards | <ul style="list-style-type: none"> • Relevant application forwarded through District Fisheries Assistant Director | 01 week | - do - |
| <ul style="list-style-type: none"> • Issuing licenses for export, import and re-export of living fish | <ul style="list-style-type: none"> • Relevant completed application <p><u>Charges</u> For import Rs.1,000.00 For export Rs. 1,000.00 Fees are not charged for re-export.</p> | 01 week | - do - |
| <ul style="list-style-type: none"> • Issuing licenses for export, transport and keep in possession of lobsters | <ul style="list-style-type: none"> • Relevant completed application <p><u>Charges</u> For export – Rs.1,000.00 For transport and keep in possession – Rs.300.00</p> <ul style="list-style-type: none"> • The recommendation letter of the Assistant Director of the relevant fisheries district from where the items are purchased. | 01 day | - do - |
| <ul style="list-style-type: none"> • Issuing licenses for export, transport and keep in possession of chanks | <ul style="list-style-type: none"> • Relevant completed application <p><u>Charges</u> For export Rs.1,000.00 For transport and keep with possession Rs. 500.00</p> | 01 day | - do - |
| <ul style="list-style-type: none"> • Issuing licenses for export, transport and keep in possession of beech-de-mer | <ul style="list-style-type: none"> • Relevant completed application <p>The recommendation letter of District Assistant Director</p> | 01 day | - do - |

| <u>Fisheries Industries Division</u> | | | |
|---|--|---------|---|
| <ul style="list-style-type: none"> Permanent registration of dockyards or extension of the temporary approval. | <ul style="list-style-type: none"> Documents forwarded through District Fisheries Assistant Director | 01 week | Deputy Director Fisheries Industries Division Tel No. 011-2472191 |
| <ul style="list-style-type: none"> Permanent registration of plans of dockyards or extension of the temporary approval. | <ul style="list-style-type: none"> Documents forwarded through District Fisheries Assistant Director | 01 week | - do - |
| <ul style="list-style-type: none"> Registration of engine models | <ul style="list-style-type: none"> Documents forwarded through District Fisheries Assistant Director | 01 week | - do - |
| <ul style="list-style-type: none"> Registration of net manufactures and suppliers | <ul style="list-style-type: none"> Documents forwarded through District Fisheries Assistant Director | 01 week | - do - |
| <ul style="list-style-type: none"> Assistance to solve the problems related to Fisheries Co-operative societies and 'Idiwara' fisheries banks. | <ul style="list-style-type: none"> A report on the nature of the problem Details on registration of society | 01 week | - do - |
| <ul style="list-style-type: none"> Assistance to solve the problems related to Fisheries pensions | <ul style="list-style-type: none"> A copy of fisheries pension certificate National Identity card of pensioner | 01 week | - do - |

| | | | |
|---|---|----------|--|
| <p><u>Quality Control Division</u></p> <ul style="list-style-type: none"> Approval of fish processing establishments and issuing licenses | <ul style="list-style-type: none"> Business Registration Certificate Written request Charges – Rs. 1,000.00 | 02 weeks | Deputy Director Quality Control Division Tel: 011-2472186 |
| <ul style="list-style-type: none"> Issuing of Health Certificates for export products | <p><u>If it is an approved establishment</u></p> <ul style="list-style-type: none"> Completed application Charges – Rs. 200.00 <p><u>If it is not an approved institute</u></p> <ul style="list-style-type: none"> Business Registration Certificate as an exporting company VAT and TIN certificates issued by Department of Inland Revenue Written request Completed application Charges - Rs.200.00 | | |
| <p><u>Surveillance Division</u></p> <ul style="list-style-type: none"> Co-ordination of rescue operations of fishing crafts and fishermen who met with accidents in the sea Recommendation for communicational equipments Aware the fishers in the sea about sudden disasters and accidents | <ul style="list-style-type: none"> Boat registration number Details of date and harbour of departure Boat registration number Details of the owner Details about the equipment to be purchased. <p style="text-align: center;">-</p> | One-day | <p>Director – Surveillance Tel No. 011-2472529</p> <p style="text-align: center;">- do -</p> <p style="text-align: center;">- do -</p> |

Procedures related to complaints and suggestions

The all complaints and suggestions are acknowledged within 03 days and the actions are taken within 07 days.

Forwarding the complaints and suggestions

Please send your complaints and suggestions to the following address or contact via the telephone, Fax, or E-mail given below or put into complaints and suggestions box of the institute.

Director General,
Department of Fisheries and Aquatic Resources,
New Secretariat,
Maligawatta,
Colombo 10.

| | |
|---------------|--|
| Telephone No. | - 011-2446183 |
| Fax | - 011-2449170 |
| E-mail | - swpathirana@fisheries.gov.lk |
| Web Site | - www.fisheriesdept.gov.lk |

Coast Conservation Department
4th Floor, New Secretariat,
Maligawatta,
Colombo 10.

Telephone No. - 011-2449754

Fax - 011-2438005

E-mail - nissankadcc@fisheries.gov.lk

Web site - www.Coastal.gov.lk

Vision :

Sri Lanka to achieve prominence as a country with the sustainable management of coastal resources in the Asian Region.

Mission :

Conservation of the Coastal Zone and sustainable Management of Coastal Resources.

| | Service Rendered | Standards of Service Rendered (Hours/ weeks/Days) (If provide necessary requirement) | The Rules and Regulations concerned | Information/ Documents to be forwarded | Responsible Officers |
|-----|---|---|---|--|---|
| 01. | Taking actions for emergency coastal erosion | 01 hour to 02 days according to the strategy applied and the nature of erosion | Coast Conservation Act No. 57 of 1981 | Inform to the Director/ Coast Conservation | <ol style="list-style-type: none"> 1. Director/ Coast Conservation Tel. No. 011-2449197 2. Chief Engineer (Work) Tel. No. 011-2472622 3. Senior Engineer (Work) Tel. No. 011-2387920 4. Area Engineers: Moratuwa – 011-2658930 Negombo – 031-2238400 Galle – 091-2234832 Matara – 060-2425657 |
| 02. | <p>Issuing of Permits for development Activities within the Coastal Zone (all development activities except planting trees and fishing).</p> <p>Issuing recommendation letter on services</p> | 07 days to 14 days | Section 14 of the Coast Conservation Act No. 57 of 1981 and Coastal Zone Management Plan 1997, 2004 | An application should be submitted to Head office, Regional Offices (Negombo,Galle, Matara, Moratuwa) Divisional Secretariats (Coastal Zones) Relevant details can be obtained from the above places | <ol style="list-style-type: none"> 1. Additional Director (Coast Conservation), Head Office Tel. No. 011-2472623 2. Area Engineers (Negombo, Galle, Matara, Moratuwa) 3. Planning Assistants/ Development Assistants Divisional Secretariats (Coastal Zone) |

| | | | | | |
|-----|--|-------------------|---|--|--|
| 03. | Consultancy services on Coastal Engineering | - | Coast Conservation Act No. 57 of 1981 and Coastal Zone Management Plan (1997, 2004) | Written request and project proposals | 1. Chief Engineer (Research/ Designs) Tel. 011-2388366 |
| 04. | Awareness on Coast Conservation and Management | 01 day to 05 days | Coastal Zone Management Plan (1997, 2004) | A letter of request should be forwarded. The relevant publications can be obtained from the Head Office and regional offices | 1. Planning Officer(Head Office) 2. Area Engineers (Negombo, Galle, Matara, Moratuwa) 3. Planning Assistant/ Development Assistant Divisional Secretariat (Coastal Zone) |
| 05. | Information Centers (Dissemination of information on environmental knowledge of the coastal eco-systems and supply of information) | 01 day to 05 days | Special Area Management plans | A letter of request should be submitted to the Head Office or information Centers. | 1. Deputy Director (Planning)/ Head Office Tel. No. : 011-2387922 2. Office in-charge, information Centre (Maduganga, Kalpitiya and Kalametiya) |

Procedures on Complaints and suggestions

The all complains and suggestions are acknowledged within 03 days and the actions are taken within 07 days.

Please forward the complaints and suggestions to the under-mentioned officers or Tel. No./ Fax No./ e-mail

Director General,
Coast Conservation Department,
04th Floor,
New Secretariat,
Maligawatta,
Colombo 10.

Administrative Officer
Coast Conservation Department,
04th Floor,
New Secretariat,
Maligawatta,
Colombo 10.

Telephone No. : 011-2449754
Fax No. : 011-2438005
E-mail : nissankadcc@fisheries.gov.lk
Web Site : www.coastal.gov.lk

National Aquatic Resources Research and Development Agency

Crow Island,

Mutwal,

Colombo 15.

Telephone No. : 011-2521000/ 011-2521006

Fax No. : 011-2521932

E-mail : chairman@nara.ac.lk

Web Site : www.nara.ac.lk

Vision :

To become the excellent centre in implementing activities in research, development, conservation and management in the field of aquatic resources in South Asian Region.

Mission:

Doing research activities and Supplying services for sustainable usage of aquatic resources.

| Service No. | Services Rendering | Time Period required to render the service | The Responsible Officer who should perform your request | Authorized Officer | Documents to be submitted with the request | Circulars related to the request/problems |
|-------------|--|--|---|--------------------|--|---|
| MBRD 01 | <u>Marine Biological Resources Division</u> Assessment and management of marine fish resources | | Head of Division | Director General | The letter mentioned the request | - |
| MBRD 02 | Study of scientific facts related to the incidents and activities which threaten to the marine environment | | | | | |
| Ocean 1 | <u>Oceanography Division</u> Research on non-living marine resources and forecasting harvesting fish resources in deep sea. | | Head of Division | Director General | In accordance with the requirement of the client | |
| Ocean 2 | Research on oceanic disasters and ocean dynamics and disseminate the information | | | | | |

| | | | | | | |
|---------|---|---------|------------------|------------------|--|---|
| IARD 1 | <u>Inland Aquatic Resources and Aquaculture Division</u> Giving technical advices about the aquaculture, fish diseases and treatments | | Head of Division | Director General | The letter mentioned the request In accordance with the requirement of the client | |
| IARD 02 | Issuing site suitability reports for proposed aquaculture farms | 10 days | | | The letter mentioned the request | |
| IARD 03 | Conduction of training courses on culture, breeding and management of ornamental fish | 10 days | Head of Division | Director General | Charge Rs. 5,000/- | |
| IARD 04 | Issuing of water quality certificates for aquaculture. | 10 day | | | In accordance with the requirement of the client | |
| ESD 01 | <u>Environmental Studies Division</u> Analysis of water quality | 04 days | Head of Division | Director General | In accordance with the requirement of the client | In terms of the government extraordinary Gazette notification No. 595/16 of 2.2.90 and portable water quality |
| ESD 02 | Evaluation of environmental impacts | | | | | In accordance with Sri Lanka standards |

| | | | | | | |
|--------|---|--|------------------|------------------|---|--|
| FTD 01 | <u>Fisheries Technology Division</u> | | Head of Division | Director General | In accordance with the requirement of the client | |
| | Improvement of Fishing gears and mediation to issues related to that | | | | | |
| FTD 02 | Improvement of Fishing gears and mediation to the issues related | | | | | |
| PHT 01 | <u>Post Harvest Technology Division</u> | | Head of Division | Director General | Time is determined in accordance with the requirement of the client and required parameters | In terms of ISO accepted standards |
| | Issuance of quality certificates on chemical and microbiological parameters of fish products in accordance with ISO standards | | | | | |
| PHT 02 | Training on proper handling of fish production and processing of new fish products | | | | In accordance with the requirement of the client | |
| NHO 01 | <u>National Hydrographic Office</u> | | Head of Division | Director General | Time is determined in accordance with the requirement of the client | In terms of standards of International Hydrographic Organization |
| | Provision of hydrographic measurement for safe navigation and providing nautical charts and Bathymetric data for coastal zone development and other activities. | | | | | |

| | | | | | | |
|--------|---|--------------------------------|-------------------|------------------|---|--|
| SED 01 | <u>Socio economic and Marketing Research Division</u> Research on socio economic conditions of fisheries community | | Head of Division | Director General | In accordance with the requirement of the client | |
| SED 02 | Research on marketing of fisheries products and fishing gear | | | | In accordance with the requirement of the client | |
| IT 01 | <u>Information Technology Division</u> Development of internet services | | Head of division | Director General | In accordance with the requirement of the client | |
| IT 02 | Doing activities related to geographical information systems and remote sensing communication | | | | In accordance with the requirement of the client | |
| EXT 01 | <u>Extension Division</u> Disseminate the information related to research findings among people | | Extension Officer | Director General | In accordance with the requirement of the client | |
| LIB 01 | <u>Library and Information Division</u> Providing library facilities and exchange of information required for fisheries and aquatic resources field | Depending the terms of request | Head of Division | Director General | In accordance with the requirement of the readers | |

| | | | | | | |
|---------|--|--|-------------------|------------------|--|--|
| KAL 01 | <u>Kalpitiya Regional Research Centre</u> Maintenance of breeding centres for marine fish and prawns | | Officer-in-Charge | Director General | In accordance with the requirement of the client | |
| RKW 01 | <u>Rakawa Regional Research Centre</u> Providing training and knowledge on ornamental fish culture. | | Officer-in-Charge | Director General | In accordance with the requirement of the client | |
| RKW 02 | Collection of physical and chemical data of Rakawa lagoon environmental system | | | | | |
| KADL 01 | <u>Kadolkale Regional Research Centre</u> Practical training related to mangrove community | | Officer-in-Charge | Director General | In accordance with the requirement of the client | |

Procedures Related to Complaints and Suggestions

If you have a complaint related to above mentioned standards, please inform to the following address/ telephone numbers/ email address/ fax number.

Director General,
National Aquatic Resources Research and Development Agency
Crow Island,
Mutwal,
Colombo 15.

Telephone No. : 011-2521000/ 011-2521006
Fax No. : 011-2521932
E-mail : chairman@nara.ac.lk
Web Site : www.nara.ac.lk

Sri Lanka National Aquaculture Development Authority

No. 758,

Baseline Road,

Colombo 09.

Telephone No. - 011-2675316

Fax No. - 011-2675435

E-mail - aqua2@eureka.lk

Web Site - www.naqda.gov.lk

Vision :

To become the pioneer institution of safety of food and improvement of living standards of people through sustainable development and management of aquaculture and inland fishing industry.

Mission :

Contribution to alleviate the rural poverty and strengthening the socioeconomic conditions by providing facilities for inland and brackish water fish abundance through development of small, medium and large scale aquaculture enterprises and sustainable management of aquatic resources.

| Service No. | Services Supplying | Time period required to render the Service | The responsible officer to be performed your request | The officer who responsible for the decision | Documents to be forwarded with the request | Relevant circulars related to request/ issue |
|-------------|--|--|---|---|--|---|
| 01. | Issuing management licensees for aquaculture (fish, ornamental fish, crustaceans, mollusks, aquatic plants and other) entrepreneurs (ponds, seasonal tanks, cages and pens) and prawns breeding centers. | 60 days | District Aquaculture Extension Officer | District Aquaculture Extension Officer | <ol style="list-style-type: none"> 1 An application (“A” form under Fisheries and Aquatic Act No. 2 of 1996 part II, 4th regulation). 2 Title documents on land /cultivation unit 3 Plan of the farm and access 4 Recommendations of Ministry of Environment and other relevant State Institutions. | Fisheries and Aquatic Resources Act No. 2 of 1996 |
| 02. | Providing fingerlings/ post larvae for rearing | 03 days | District Aquaculture Extension Officer Officer-in-Charge, Udawalawa (Carp) Udawalawa (Thilapia) Dambulla, Inginiyagala | District Aquaculture Extension Officer Officer-in-charge, Udawalawa (Carp) Udawalawa (Thilapia) Dambulla, Inginiyagala | <ol style="list-style-type: none"> 1 A request letter (with the recommendation of Aquaculture Extension Officers) 2 Required fingerlings stock and species 3 Date 4 Place | -Do- |

| | | | | | | |
|---------|---|---------------------|--|--|---|--|
| 03. | Providing technical advices on aquaculture | 05 days | Aquaculturists, District Aquaculture Extension Officer, Aquaculture Extension Officer | Aquaculturists, District Aquaculture Extension Officer, Aquaculture Extension Officer | 1. Written request | |
| 04. | Prevention and Control of fish/ prawns diseases | 01 day | Aquaculturists, (Udawalawa, Dambulla, Inginiyagala, Baththuluoya and District Extension Offices) | Aquaculturists, (Udawalawa, Dambulla, Inginiyagala, Baththuluoya and District Extension Offices) | 1. Informing to centers and laboratories as soon as possible. 2. Forwarding samples of diseased fish/ prawns | |
| 05. (i) | Co-ordination and providing information between producers and exporters of ornamental fish and aquatic plants | 07 days | Officer-in-Charge (Exchange centre of ornamental fish/ aquatic plants, Ministry of Fisheries and Aquatic Resources, Colombo 10.) | Officer-in-Charge | 1. Be a cultivator 2. Forwarding an application to Exchange centre. 3. Forwarding fish samples 4. Payments of maintenance charges for exhibited fish tank. | |
| (ii) | Providing information to people | As per the occasion | - do - | - do - | Forwarding the application | |

| | | | | | | |
|-----|--|---------|---|---|--|--|
| 06. | Issuing fresh water operating licenses for perennial reservoirs (large/ medium/ small) | 30 days | District Aquaculture Extension Officer, Deputy Director, Department of Fisheries and Aquatic Resources. | District Aquaculture Extension Officer, Deputy Director, Department of Fisheries and Aquatic Resources. | 1. Forwarding an “A” application according to the 5 th and 8 th regulations 2. Be a permanent fishermen and a member of a fisheries society | Fisheries and Aquatic Resources Act No. 02 of 1996 |
| 07. | Registration of fishing craft | 30 days | - do - | - do - | 1. Forwarding an “A” application according to the 5 th and 8 th regulations | - do - |
| 08. | Issuing fisheries identity cards | 30 days | Relevant District Aquaculture Extension Officer, Deputy Director (Admin.)/ Head Office | Relevant District Aquaculture Extension Officer, Deputy Director (Admin.)/ Head Office | 1. Forwarding an application 2. Be a permanent fishermen 3. Be a member of a fisheries society 4. 03 photographs for identity card | |
| 09. | Establishment of fisheries societies/ volunteer organizations | 03 days | Aquaculture Extension Officer, District Aquaculture Extension Officer, Divisional Secretary, Assistant Commissioner (Co-operative) | Aquaculture Extension Officer, District Aquaculture Extension Officer, Divisional Secretary, Assistant Commissioner (Co-operative) | 1. Establishment of a collection of relevant members of a relevant enterprise. 2. Written request | |

| | | | | | | |
|-----|--|---|--|--|--|--|
| 10. | Providing training on aquaculture (fresh water / brackish water) fisheries industry and post harvesting technology. | 14 days | Officer-in-Charge Udawalawa/ Dambulla, Inginiyagala/ Pambala/ Pitipana, Tillawatawana wewa | Officer-in-Charge Udawalawa/ Dambulla, Inginiyagala/ Pambala/ Pitipana, Tillawatawana wewa | 1. A group which includes minimum 10 members 2. Forwarding an application | |
| 11. | Providing Institutional training and knowledge for conducting researches/ students of Universities/ Technical Institutes | As proposed | Officer-in-Charge Udawalawa, Dambulla, Inginiyagala | Officer-in-Charge Udawalawa, Dambulla, Inginiyagala | 1. Forwarding a request letter 2. Obtaining approval of Head Office | |
| 12. | 1. Training of ornamental fish cultivators 2. Production of ornamental and aquatic plants 3. Food and nutrition of ornamental fish 4. Prevention of diseases of ornamental fish 5. Breeding of ornamental fish 6. Ornamental aquatic plants culture | 10 days 03 days 03 days 03 days 03 days | Officer-in-charge (Rambadagalla Aquaculture Training Centre) | Officer-in-charge (Rambadagalla Aquaculture Training Centre) | 1 Preference for ornamental fish culture and basic knowledge 2 Forwarding an application 3 Number of members | |
| 13. | Providing circuit bungalow facilities (Udawalawa, Inginiyagala and Nuwara-Eliya) | As per the occasion | Administrative Officer (Head office) Officer-in-Charge (Relevant centre) | Administrative Officer (Head office) Officer-in-Charge (Relevant centre) | 1 Forwarding an application to head office 2 Payment of money to head office or the relevant centre. | |

Ornamental Fish Exchange Centre

| Name of the centre | Telephone No. | Fax No. |
|---------------------------|----------------------|----------------|
| 1. Maligawatta | 011-2439860 | 011-2439860 |

Prawns Culture Monitoring Unit

| Name of the centre | Telephone No. | Fax No. |
|---------------------------|----------------------|----------------|
| 1. Baththuluoya | 060-2326666 | - |

Aquaculture Development Centre

| Name of the centre | Telephone No. | Fax No. |
|-------------------------------|--------------------------|----------------|
| 01. Dambulla | 060-2681547/ 060-2284764 | 066-2284764 |
| 02. Udawalawa | 047-2233298 | 047-2233298 |
| 03. Inginiyagala | 063-2242084 | 063-2242084 |
| 04. Pitipana | 031-4874376 | 031-4874376 |
| 05. Udawalawa Thilapia Centre | 047-4920532 | - |
| 06. Rambadagalle | 037-2252048 | 037-2252048 |
| 07. Nuwara-Eliya | 052-2222817 | 052-2222817 |
| 08. Pambala | 032-2248836 | 032-2248836 |

Aquaculture Extension Office

| Name of the centre | Telephone No. | Fax No. |
|---------------------------|----------------------|----------------|
| 01. Anuradhapura | 025-221594 | 025-221594 |
| 02. Matara | 060-240118 | - |
| 03. Padukka | 011-2830494 | 011-2830494 |
| 04. Bingiriya | 032-2245562 | - |
| 05. Vavuniya | 024-2221653 | 024-2221653 |
| 06. Digana (Kandy) | 060-2818396 | - |
| 07. Batticaloa | 065-2225598 | - |
| 08. Galle | 091-4925381 | - |
| 09. Gampaha | 033-2234127 | - |
| 10. Baththuluoya | 060-2271100 | - |
| 11. Polonnaruwa | 060-2326011 | - |
| 12. Mapakada (Badulla) | 055-4920663 | - |
| 13. Hambantota | 047-5673650 | 047-5673650 |
| 14. Uhana | 063-2222426 | - |
| 15. Nuwara-Eliya | 052-2222817 | 052-2222817 |
| 16. Matale | 066-2284764 | 066-2284764 |
| 17. Monaragala | 055-2277003 | - |

Procedures related to suggestions and complaints

If you have the complaints and suggestions about the services rendered by the National Aquaculture Development Authority, inform us by registered post / following telephone number /email / fax number.

Director (Inland fisheries development)
Sri Lanka National Aquaculture Development Authority
No. 758,
Baseline Road,
Colombo 09.

Director (Coastal Aquaculture Development)
Sri Lanka National Aquaculture Development Authority
No. 758,
Baseline Road,
Colombo 09.

Telephone No.- 011-2675316

Fax No. - 011-2675435

E-mail - aqua2@eureka.lk

Web Site - www.naqda.gov.lk

National Institute of Fisheries and Nautical Engineering

No. 15, Crow Island,

Mutwal,

Colombo 15.

Telephone No. - 011-2529861 – 68

Fax - 011-2529867

E-mail - nifne@sltnet.lk

Web Site - www.nifne.ac.lk

Vision –

To be a leader of human resources development in fisheries and marine science and technology in South Asia.

Mission -

To provide state-of-the-art training and education to meet the current and emerging needs in the fisheries and marine sectors.

Degree Courses conducted by the Institute

| No. | Name of the Course | Duration (General Degree) | Duration (Special Degree) | Qualifications | Fees |
|-----|--------------------------------------|---------------------------|---------------------------|---|---------------------------|
| 01 | B.Sc in Fisheries and Marine Science | 03 | 04 | <ol style="list-style-type: none"> 1. Three passes in relevant subjects at G.C.E. A/L or 2. Relevant NVQ qualifications at level 5 or above or 3. Pass in G.C.E. O/L in six subjects with credit passes in any three of the following subjects together with relevant recognized technical/ vocational qualifications (a minimum duration of three months full time or six months part-time) and two years of relevant experience. Science, Information Technology, Mathematics, First language and English language or 4. Pass in graduation examination of a relevant professional body or 5. Pass in one – year certificate course in Agriculture from the Department of Agriculture with 06 years of experience in a relevant field or 6. Pass in 09 – month Diploma course in Aquaculture and Fisheries Management or Post – harvest Technology from NIFNE with 06 years of experience in a relevant field or 7. Any other equivalent qualifications recognized by the Institute. | Rs. 50,000/- per semester |

| | | | | | |
|----|---|---|----------|---|---------------------------------------|
| 02 | B.Sc. in Marine Engineering | - | 04 years | <ol style="list-style-type: none"> 1. Three passes in relevant subjects at G.C.E. A/L or 2. Relevant NVQ qualifications at level 5 or above or 3. Pass in G.C.E. O/L in six subjects with credit passes in any three of the following subjects together with relevant recognized technical/ vocational qualifications (a minimum duration of three months full-time or six months part-time) and two years of relevant experience. Science, Information Technology, Mathematics, First language and English language or 4. Pass in graduation examination of a relevant a professional body or 5. Any other equivalent qualifications recognized by the Institute. | Rs. 500,000/- (Rs. 62,500 x 8) |
| 03 | B.Sc. in Boat Building and Naval Architecture | - | 04 years | Same as above | Same as above |

Diplomas / Certificates and other courses conducted by the Institute

| No. | Name of the Course | College of Fisheries and Nautical Engineering where courses are conducted | Duration | Qualifications | Medium | Course Fees Rs. |
|------------|---|--|-----------------------|---|---------------|------------------------|
| 01 | Fishing Vessels Deck Officers Diploma | Mattakkuliya, Galle, Negombo, Tangalle, | 09 months (Full Time) | Passed G.C.E. (O/L) and age between 18 - 30 years (Male) | Sinhala | 8,500/- |
| 02 | Marine Engine Technology Diploma | Mattakkuliya | 09 months (Full Time) | Passed G.C.E. (A/L) in Science age between 18 - 30 years (Male) | Sinhala | 8,500/- |
| 03 | Fish Post Harvest Technology Diploma | Mattakkuliya, | 09 months (Weekends) | Passed G.C.E. (A/L) in Bio-Science | Sinhala | 7,500/- |
| 04 | Marine Electronics Diploma | Mattakkuliya, Tangalle | 09 months (Weekends) | Passed G.C.E. (A/L) in Mathematics | Sinhala | 10,000/- |
| 05 | Fiberglass Technology and Boat Building Diploma | Mattakkuliya , Galle, Negombo, Tangalle | 09 months (Weekends) | Passed G.C.E. (A/L) in Mathematics | Sinhala | 10,000/- |
| 06 | Aquaculture and Fisheries Management Diploma | Mattakkuliya, Negombo | 09 months (Weekends) | Passed G.C.E. (A/L) in Bio-Science | Sinhala | 10,000/- |

| | | | | | | |
|----|---|---|-------------------------------------|--|-------------------|---------|
| 07 | Fiberglass Technology | Mattakkuliya, Galle, Negombo, Tangalle, Jaffna, Trincomalee, Batticaloa | 20 days (Weekends/ Full Time) | Passed grade 8 or experience | Sinhala/ Tamil | 2,500/- |
| 08 | Ornamental Fish Culture and Management | Mattakkuliya, Galle, Negombo | 15 days (Weekends/ Full Time) | Passed grade 8 or with experience | Sinhala | 2,750/- |
| 09 | SCUBA Diving | Galle, Negombo, Tangalle, Kaluthara | 18 days (Weekends/ Full Time) | Passed grade 8 or with experience | Sinhala | 3,300/- |
| 10 | Life Saving | Galle, Negombo, Tangalle, Kaluthara | 18 days (Weekends/ Full Time) | Passed grade 8 or with experience | Sinhala | 2,750/- |
| 11 | Swimming | Galle, Negombo Tangalle, Kaluthara | 18 days (Weekends/ Full Time) | Passed grade 8 or with experience | Sinhala | 2,200/- |
| 12 | Coxswain | Galle, Negombo, Tangalle, Kaluthara, Trincomalee | 18 days (Weekends/ Full Time) | Passed grade 8 or with experience | Sinhala/ Tamil | 3,300/- |
| 13 | Out Board Engine Repairs, (Maintenance and Operation) | Galle, Negombo, Tangalle, Jaffna, Trincomalee, Baticaloa, Kaluthara | 22 days (Weekends/ Full Time) | Passed grade 8 or with experience , Male | Sinhala/ Tamil | 2,750/- |

| | | | | | | |
|----|---|--|---------------------------------|--|----------------|---------|
| 14 | Basic Electronics in Navigation | Mattakkuliya, Galle, Negombo, Tangalle | 30 days (Weekends/ Full Time) | Passed grade 8 or with experience | Sinhala | 2,750/- |
| 15 | Chart Reading Communication and Satellite Operation | Mattakkuliya, Galle, Negombo, Tangalle, Jaffna, Trincomalee, Batticaloa, Kaluthara | 10 days (Weekends/ Full Time) | Passed G.C.E. (O/L) or with experience over 18 years, male | Sinhala | 1,500/- |
| 16 | Refrigerator and Air-Conditioning | Mattakkuliya, Galle, Tangalle, | 03 months (Weekends/ Full Time) | Passed G.C.E. (O/L) or with experience over 18 years, male | Sinhala | 1,650/- |
| 17 | Marine Welding Technology (TIG and MIG welding) | Mattakkuliya, Tangalle | 08 weeks (Weekends/ Full Time) | Passed G.C.E. (O/L) | Sinhala | 4,400/- |
| 18 | Welding Technology | Mattakkuliya, Galle, Tangalle, Batticaloa | 06 weeks (Weekends/ Full Time) | Passed G.C.E. (O/L) | Sinhala/ Tamil | 3,500/- |
| 19 | Basic Computer Applications | Mattakkuliya, Tangalle. | 03 weeks (Weekends/ Full Time) | Passed G.C.E. (O/L) | Sinhala | 3,500/- |
| 20 | Computer Graphics | Mattakkuliya, Tangalle. | 03 months (Weekends/ Full Time) | Passed G.C.E. (O/L) | Sinhala | 3,850/- |
| 21 | Computer Diploma | Mattakkuliya, Tangalle. | 06 months (Weekends/ Full Time) | Passed G.C.E. (O/L) | Sinhala | 7,500/- |

| | | | | | | |
|----|---|---|---------------------------------------|--|-------------------|-------------------|
| 22 | Computer Hardware | Mattakkuliya, Tangalle | 01 month (Weekends/ Full Time) | Passed G.C.E. (O/L) and followed the basic computer course | Sinhala | 3,850/- |
| 23 | Marine Engine Technology | Galle, Negombo, Tangalle, Jaffna, Trincomalee, Batticaloa, Kaluthara | 03 months (Weekends/ Full Time) | Passed G.C.E. (O/L) or with experience over 18 years, male | Sinhala/ Tamil | Free of charge |
| 24 | Fishing Technology | Galle, Negombo, Tangalle, Jaffna, Trincomalee, Batticaloa, Kaluthara | 03 months (Weekends/ Full Time) | Passed G.C.E. (O/L) or with experience over 18 years | Sinhala/ Tamil | Free of charge |
| 25 | Fishing Technology Assistant | Tangalle, Jaffna, Batticaloa, Kaluthara | 03 months (Weekends/ Full Time) | Passed grade 8 , females | Sinhala/ Tamil | Free of charge |
| 26 | Marine Fitter | Mattakkuliya, Tangalle, Galle, Batticaloa | 03 months | Passed grade 8, males | Sinhala | 4,500/- |
| 27 | Seaman | Mattakkuliya, Tangalle, Galle, Batticaloa | 03 Months | Passed grade 8, males | Sinhala/ Tamil | 4,500/- |
| 28 | Marine Science & Disaster Management | Mattakkuliya, Tangalle, Galle, Batticaloa, Negombo | 02 days | Open | Sinhala/ Tamil | Free of charge |

NOTE

It is required a minimum number of students participation to commence a course.

Inquiries

| Institution/ College | Location | Telephone No. |
|--|-----------------|--------------------------|
| National Institute of Fisheries and Nautical Engineering | Mattakkuliya | 011-2529861-8 |
| College of Fisheries and Nautical Engineering | Mattakkuliya | 011-2521517 |
| College of Fisheries and Nautical Engineering | Tangalle | 047-2242327/ 047-2240207 |
| College of Fisheries and Nautical Engineering | Galle | 091-2245831 |
| College of Fisheries and Nautical Engineering | Negombo | 031-2222458 |
| College of Fisheries and Nautical Engineering | Trincomalee | 026-2233267 |
| College of Fisheries and Nautical Engineering | Batticaloa | 065-2222490 |
| College of Fisheries and Nautical Engineering | Jaffna | 021-2226251 |
| College of Fisheries and Nautical Engineering | Kaluthara | 034-2237252 |

Procedures on complaints and suggestions

The all complaints and suggestions are acknowledged within 03 days and actions will be taken within 07 days.

Forwarding Complaints and Suggestions

Chairman,
National Institute of Fisheries and Nautical Engineering
No. 15, Crow Island,
Mattakkuliya,
Colombo 15.

Telephone No.- 011-2529861 – 68

Fax - 011-2529867

E-mail - nifne@sltnet.lk

Web Site - www.nifne.ac.lk

Ceylon Fisheries Corporation
No. 15, Rock House Lane,
Mutwal,
Colombo 15.

Telephone No. - 011-2523227

Fax - 011-2523385

E-mail - cfcgm@slt.net.lk

Web Site - www.fisheriescorporation.gov.lk

Vision -

To be the leader in distribution and sales of fisheries produce of Sri Lanka

Mission -

Selling fishery products at a just price to consumers and promote fisheries industry through it for accomplishing the vision.

| Services Providing | The officers to be met | Time Period |
|--|--|---------------------------------|
| <p>1. Purchase of fish by regional executive officers under guaranteed price</p> <p>Executives – Kalpitiya, Chilaw, Negombo, Beruwala, Galle, Mirissa, Puranawella, Tangalle, Hambantota, Baticaloa, Kamunai, Trincomalee</p> | <p>Executive Managers, Regional Officers</p> <p>Beruwala 034-2277026</p> <p>Galle 091-2222544</p> <p>Hambantota 047-2220130</p> <p>Chilaw 032-2222176</p> <p>Negombo 031-2235067</p> <p>Tangalle 047-2240209</p> <p>Kalpitiya 032-2260706</p> <p>Trincomalee 026-2222543</p> <p>Baticaloa 065-2223437</p> <p>Puranawella 041-2228532</p> | |
| <p>2. Selling of price Issuing ice in accordance with the priority of ice selling at retail and wholesale</p> <p>Places – Modara, Beruwala, Galle, Hambantota, Trincomalee (Codbay), Baticaloa, Saindamarudu, Sinnapalamunai, Pesalai</p> | <p>Manager/ Officer-in-Charge</p> <p>Ice plants</p> <p>Modara 060-2070722</p> <p>011-2523227-8</p> <p>Beruwala 034-2277026</p> <p>Galle 091-2222544</p> <p>Hambantota 047-2220130</p> <p>Trincomalee (Codbay) 060-22608315</p> <p>Kalmunai (Saindamarudu, 067-2220639</p> <p>Sinnapalamunai)</p> | <p>At that situation itself</p> |

| | | | |
|-----|---|---|-------------------------|
| 3. | <p>Providing cold room facilities Providing required facilities in terms of rooms or weight</p> <ul style="list-style-type: none"> * One cold room of 200t -20⁰C Capacity 7.8 x 6m * 03 cold rooms with +15⁰C Capacity -7.8 x 4.1m * 08 cold rooms of 100t of -20⁰C Capacity -8 x 7.8m * 02 processing halls of 15⁰C Capacity -3 x 14.4 m <p>In addition to these, there are cold room facilities in Beruwala, Galle, Hambantota, Saindamarudu, Sinnapalamunai, Batticaloa and Trincomalee.</p> | <p>Chief Engineer/ Cold Room Manager</p> <p>Tel. No. – 011-2522414 011-2522662</p> | At that occasion itself |
| 04. | <p>Reserved holiday resorts Kalamatiya, Nuwara-eliya, Minneriya</p> | <p>Administration Division Tel. No. 011-2522415</p> | At that occasion itself |
| 05 | <p>Registration of fish suppliers (the registration should be done after paying Rs. 1,000/-)</p> <p>Forwarding acceptable information to prove that fish production and selling activities are done.</p> | <p>Production Manager, Production Division Tel No. 011-2529592</p> | At that occasion itself |
| 06. | <p>Appointment of fish sales representatives Required qualifications</p> <ol style="list-style-type: none"> 1. A bank guarantee of Rs. 200,000/- 2. Knowledge related to fish selling 3. Required refrigerators and scales should be available (sign boards are provided by the Corporation) | <p>Head of Division - Operations Tel No. 011-2524145</p> | Within one month |

Services provided by the regional executive officers

| | Service Provided | The officers to be met | Time period required |
|-----|---|-------------------------------|----------------------------------|
| 01. | <p>Harbours and thotupolas which purchase fish under guaranteed price</p> <p>Negombo (Thotupola – Pitipana, Palagathurae, Meepurawella, Lellama, Thoduwawa, Karukkapane)</p> <p>Beruwala (Maradana, Balapitiya)</p> <p>Galle (Dodanduwa, Ambalangoda, Paraliya, Kathaluwa)</p> <p>Tangalle (Kudawella, Mawella, Nilawella, Unakuruwa, Kalametiya)</p> <p>Puranawella/ Mirissa (Weligama, Thotamuna, Kiralawella, Gandara)</p> | Manager – Regional Offices | In accordance with the situation |
| 02. | <p>Fish purchase under guaranteed price</p> <p>Shark(clean) Alagoduwa, Atawalla – Euthynus affinis Paraw/ L, Paraw/ M (Atanagul), Paraw/ M (Kaha) Paraw/ S, Habarali(rawum), Hurulla/L, Hurulla/M Halmessa/L, Prawns/M, Bolla/L, Jeelava Koduwa (Moda), Wellasudaya, Kumbala/ L Soodaya, Morella (Pulli), Meewati (500 Kg – 1.5 Kg), Sear, Hinnata</p> <p>* (L- Large, M- Medium, S- Small)</p> | Manager – Regional Office | In accordance with the situation |

| | | | |
|-----|---------------------------------------|---------------------------|----------------------|
| 03. | Payment of money for fish purchased | Manager – Regional Office | Within 02 or 03 days |
| 04. | Selling of fish through Sales Regions | | |
| | <u>Executive</u> | <u>Tel. No.</u> | |
| | Kandy | 081-2234306 | |
| | Kurunegala | 037-2222585 | |
| | Rathnapura | 045-2262226 | |
| | Bandarawela | 057-2222293 | |
| | Anuradhapura | 025-2222584 | |

Procedure related to foreign crafts which are engaged in fish landing

- The foreign companies must obtain a no objection letter from Fisheries Corporation. (If there are no outstanding payments to the Corporation and the documents of exported fish to Japan have submitted to the Corporation, this letter can be issued quickly. (01 day)
- When a fish landing licence is issued by the Ministry of Fisheries and Aquatic Resources the actions are taken to issue a fish landing licence to that company at the meanwhile.
- If cold room facilities and processing facilities are applied by that company at the time of landing fish, from the co-operation those facilities will be provided on payment of money without any delay.
- You can contact the divisions which provide the above mentioned services with following telephone numbers.

Marketing, Purchasing and Distribution Division

Marketing, Purchasing and Distribution manager – 011-2529591
Cold Electric Division Chief Engineer - 011-252244
Cold Room Division Cold Room Manager - 011-2522662

Procedures related to complaints and suggestions

The all complaints and suggestions are acknowledged within 03 days and actions are taken within 07 days.

Please inform your complaints and suggestions to the following address/ telephone numbers/ email address / fax number.

General Manager,
Ceylon Fisheries Corporation
No. 15, Rock House Lane,
Mutwal,
Colombo 15.

Telephone No.- 011-2523227

Fax - 011-2523385

E-mail - cfcgm@sltnet.lk

Web Site - www.fisheriescorporation.gov.lk

Ceylon Fishery Harbours Corporation

No. 15, Rock House Lane,

Colombo 15.

Telephone No. - 011-2523051/ 011-2524607

Fax - 011-2529394

E-mail - cfhc@slt.net.lk

Web Site - www.cfhc.slt.lk

Vision

-

To become the pioneer of the service providers to the fishing community inclusive of entrepreneurs related to coastal area.

Mission

-

Contribution to the progress of the fishing industry through providing required modern infrastructure facilities to the fishing community inclusive of entrepreneurs related to coastal area.

| No. | The services can be obtained | Place | Inquiries |
|-----|---|-----------------------------|--|
| 01. | Supply of fuel, water, electricity, gas, and ice for fishing crafts. | From all fishery harbours | Fishery Harbour – Modara 011-2529392 |
| 02. | Registration of multi-day and one-day boats, issuing identity cards to fishermen and issuing licenses for fish landing | | Fishery Harbour – Panadura 011-2657374 |
| 03. | Providing anchorage facilities for fishing crafts, dragging, lifting/unload of fishing crafts along the slipway and launching to the sea after repairing. | | Fishery Harbour – Beruwala 034-2276651 |
| 04. | Providing of pier facilities for fish landing and providing halls for auctions and fish boxes. | | Fishery Harbour – Hikkaduwa 091-2277850 |
| 05. | Providing workshop facilities for boats repairs and hall facilities for mending fishing nets. | | Fishery Harbour – Galle 091-2234573 |
| 06. | Providing security facilities to protect fishing gears, and sanitary and canteen facilities | | Fishery Harbour – Mirissa 041-2251660 |
| 07. | Removal of garbage inclusive of burn oil from the boat yard. | | Fishery Harbour – Puranawella 041-2227694 |
| 08. | Production of silage from removed fish parts | Beruwala Fishery Harbour | Fishery Harbour – Kudawella 041-2255106 |
| 09 | Provision of body fitness facilities | Puranawella Fishery Harbour | Fishery Harbour Tangalle 047-2240978 |
| 10 | Provision of leisure boat rides through highway boat services and giving chances to see dolphin | Pandura Fishery Harbour | Fishery Harbour Hambantota 060-2479950 |

| | | | |
|----|--|---|--|
| 11 | Provision of Holyday Bungalows | Trincomalee, Puranawella, Kirinda and Panadura Fishery Harbours | Kirinda Fishery Harbour 060-2489378 |
| 12 | Removing and selling of sand from fishery Harbours | Kirinda, Panadura, Chilaw Fishery Harbours | Trincomalee Fishery Harbour 026-2233266 |
| 13 | Providing weigh bridge facilities to measure the weight of the fish landing from craft | Modara Fishery Harbour | Kalpitiya Fishery Harbour 032-2260969 |

The other services except abovementioned 10, 11, 12 can be obtained in accordance with the requirement without prior notice.

To obtain the above mentioned services please call to following numbers.

| Officer | Telephone No. |
|---|----------------------|
| Chairman, Head Office | 011-2525065 |
| General Manager, Head Office | 011-2525064 |
| Acting Director, Head Office | 011-2527816 |
| Deputy General Manager, Head Office | 011-2527817 |
| Supply Manager, Head Office | 011-2525063 |
| Manager (Engineering Services), Head Office | 011-4619691 |
| Senior Engineer (Electrical), Head Office | 011-4619691 |
| Mechanical Engineer, Head Office | 011-4619691 |

| | | |
|---|-------------|-------------|
| Nautical Engineer, Head Office | | 011-4619691 |
| Manager (Civil Engineer), Head Office | | 011-2529391 |
| Engineer (Constructions), Head Office | | 011-2529391 |
| Hydrographic Surveyor, Head Office | | 011-2529391 |
| Manager (Harbour Operations), Head Office | | 060-2135360 |
| Harbour Manager, | Codbay | 026-2233266 |
| ” | Kalpitiya | 032-2260969 |
| ” | Modara | 011-2529392 |
| ” | Panadura | 011-2657374 |
| ” | Beruwala | 034-2276651 |
| ” | Hikkaduwa | 091-2277850 |
| ” | Galle | 091-2234573 |
| ” | Mirissa | 041-2251660 |
| ” | Puranawella | 041-2227694 |
| ” | Kudawella | 041-2255106 |
| ” | Tangalle | 047-2240978 |
| ” | Kirinda | 060-2489378 |
| ” | Hambantota | 060-2479950 |
| ” | Negombo | 060-2144717 |

Complaints and Suggestions

The all complaints and suggestions are acknowledged within 03 days and actions are taken within 07 days.

Please inform your complaints and suggestions to the under-mentioned officer

General Manager,
Ceylon Fishery Harbours Corporation
No. 15, Rock House Lane,
Colombo 15.

Project Assistant
Administration Division,
Ceylon Fishery Harbours Corporation
No. 15, Rock House Lane,
Colombo 15.

Telephone No.- 011-2523051/ 011-2524607

Fax - 011-2529394

E-mail - cfhc@slt.net.lk

Web Site - www.cfhc.slt.lk

**Cey-Nor Foundation Ltd.,
No. 335,
D.R. Wijewardena Mawatha,
Colombo 10.**

Telephone No. - 011-2445690

Fax - 011-2445582

E-mail - ceynor@itmin.com

Web Site - www.ceynor.com

Vision -

To be the market leader in building of fishing crafts and supply of fishing gears in Sri Lanka and be an internationally recognized boat builder.

Mission -

Operating as an effective and efficient government owned company which supplies high standard fishing crafts and fishing gears to the clients at competitive prices.

Services Rendered by the Institute

1. Manufacture and sale of quality fishing boats
2. Manufacture and sale of quality Nylon fishing nets
3. Manufacture and sale of light and leisure boats
4. Manufacture and sale of fish boxes required by Fish Traders
5. Manufacture and sale of various types of fiberglass products as required
6. Selling of fishing gears

Service Standards/ Conditions

1. The production process of crafts and nylon fishing nets conforms to ISO 9001 : 2000 International Standards
2. Conform to the stipulations of the Department of Fisheries and Aquatic Resources
3. It is ensured that only approved raw materials are used for production
4. Sea Worthiness Certificate is obtained from Marine Engineering Assistant for every craft
5. There is a guarantee period for products and the manufacturing defects disclosed within that guarantee period will be rectified free of charge.

If the necessary requirements are met, your requirement could be fulfilled within the under mentioned periods.

| | Services Rendering | Period | Relevant Laws/ Regulations/ Documents |
|-----|--|---------------------------|---|
| 01. | Giving details about the items to be sold to customers | 30 minutes | |
| 02. | To obtain manufactured goods (i) Nets or Gears (ii) Crafts | 30 minutes One day | Full payment of price of the goods. <ul style="list-style-type: none"> • Full payment of the price of the good. • M.E.A. Certificate • Certificate of the Registration of the craft • Certificate of the Insurance of the craft • Operating license • Issue order obtained from Marketing Division |
| 03. | Manufacture of fishing nets | 14 days | Completed Order Form |
| 04. | Building of multi-day boats | 90 days | <ul style="list-style-type: none"> • Completed Order Form • Delivery time is calculated from the date of supply of engine and other accessories by the client. |
| 05. | Building of 18 feet one-day boat | 07 days | Completed Order Form |
| 06 | Building of Sea going Oru or Inland Oru | 03 days | Completed Order Form Delivery time is calculated from the date of commencement of production. |

| Service Rendering | Place | Telephone No. |
|---|--|--|
| Providing of details of the good, Accepting orders for production of goods | Retail out-lets, Marketing Division at the Head Office, or through Sales Promoters | Head Office – 011-24448040 Retail Outlets Tangalle - 047-2239180 Matara - 041-2225899 Galle - 091-2242303 Beruwala - 034-2298236 |

Conditions for ordering and issuing of goods

| For production of goods | | | |
|--------------------------------|---|---------------------------|--|
| 1. | Accepting orders for production of goods | 30 minutes | <ol style="list-style-type: none"> 1. National Identity Card 2. Completed Order Form 3. Payment of 30% advance 4. Agree on the date of delivery |
| 2. | Issuing goods (a) Nets (b) Crafts | 15 minutes One day | <ol style="list-style-type: none"> 1. Balance Payment 1. Balance Payment 2. MEA Certificate 3. Certificate of Registration of the Craft 4. Certificate of Insurance of the craft 5. Operating license 6. Issue order obtained from the Marketing Division |

Procedures related to complaints and suggestions

Complaints and suggestions are acknowledged within 03 days and actions taken will be notified within 08 days.

Forwarding complaints and suggestions

Please send your complaints and suggestions to the following address or contact via the telephone, Fax, or E-mail given below.

Chairman,
Cey-Nor Foundation Ltd.,
No. 335, D.R. Wijewardena Mawatha,
Colombo 10.

General Manager
Cey-Nor Foundation Ltd.,
No. 335, D.R. Wijewardena Mawatha,
Colombo 10.

Telephone No. - 011-2445690
Fax - 011-2445582
E-mail - ceynor@itmin.com
Web Site - www.ceynor.com