

Citizens Charter

Ministry of Fisheries

"You are now entering a place where you are ready to serve."

Our vision:

“To be the leader of conservation and sustainable utilization of Fisheries and Aquatic Resources in the South Asian Region.”

Our Mission:

“Managing the utilization of Fisheries and Aquatic Resources for the benefit of the present and future generation”

We are committed to:

Sincerely

Wisely

Politely

With understanding

Subjectively and without bias

With transparency

Accountably

Timely

Efficiently and effectively

Deliver our commitment.

Our Bond

Administration Division

Sub number	The Service that is provided	Standards of service delivery (hours/weeks/days)	Information/documents to be submitted (The places where the forms to be completed are available and if any fee is to be paid, the location of the window to be paid the fee)	You can get help from (Name of Officer Designation/ Location Phone / Fax / Email)	Circulars and Regulations relating to the request
01	<p>Preparation of Cabinet memorandums relating to the Ministry and its affiliated institutions and</p> <p>Referral of them to Office of the Cabinet of Ministers, and the relevant institution, Presidential Secretariat, Prime Minister's Office., Ministry of Finance.</p> <p>Referral to the body that submitted the Cabinet decisions.</p> <p>Preparation of the Cabinet memorandum observation and submission to the Office of the Cabinet of Ministers</p>	01 – 03 days	<ul style="list-style-type: none"> • Request letter/email message, • Draft of Cabinet Memorandum, relevant annexures, • Cabinet decision 	<p>Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@ yahoo.com</p>	Guidelines on Cabinet Committee Procedures
02	Foreign travels (foreign scholarship training programs, conferences, seminars, official discussions)	7 duty days	<p>A copy of the general invitation to the Ministerial Secretary or the head of the relevant institution</p> <ul style="list-style-type: none"> • Ministerial Leave Approval Application Form (Ministry Form) • Letter indicating that the recommendation of the head of the nominating institution of the officers and the approval of the Board of Directors have also been received in submitting the nomination. • Appendix 16 to be sent for permission to leave the island <p>A copy of the passport</p> <ul style="list-style-type: none"> • Flight description • It should be mentioned in the cover letter the costs that will be incurred if the relevant organization does not cover the expenses related to the trip, the methods that have been prepared to cover the duties, steps to be taken to sign the mandatory service contracts, etc. 	<p>Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@ yahoo.com</p>	Circulars issued by the Finance Ministry from time to time Establishment Code

03	<p>Handling official letters of affiliated institutions.</p> <ul style="list-style-type: none"> • NARA • NAQDA • CFC • CFHC • Cey-Nor 	2 days	<p>Recommended request letter/email message from Heads of Institutions,</p> <ul style="list-style-type: none"> • Letters, attachments from other institutions 	<p>Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com</p>	General office procedure/ guidelines
04	Appointments of Board of Directors	05 days	<p>The nomination relating to Board appointments</p> <ul style="list-style-type: none"> •The letter recommending the Nomination forwarded from the Presidential Secretariat 	<p>Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com</p>	Acts relating to institutions
05	Personal foreign leaves of officials in affiliated institutes	07 days	<p>Foreign leave request letter</p> <ul style="list-style-type: none"> • General 126 <p>If the chairpersons go abroad</p> <ul style="list-style-type: none"> • Appendix 16 • Board decision • Details of duty coverage • agreement 	<p>Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com</p>	Public Enterprises circulars PED 05/2022

06	Work on corporate recruitment	05 days	Properly prepared recruitment procedure or request letter for recruitment	Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com	Management Service Circulars
07	Settlement of monthly telephone, water and electricity bills	01 day	Monthly bills submitted by the relevant institutions	Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com	Recommendations and approvals of the Secretary/Additional Secretary
08	Obtaining recommendations and approvals and issuing checks regarding the payment of salaries to officials providing sanitary services and security services in the ministerial premises.	01 day	Bills submitted by relevant institutions • Attendance register of service personnel	Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com	agreement

09	Organizing and implementing local training courses	According to the relevant course	<ul style="list-style-type: none"> • Requests of the officials • Annual training plan 	Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com	Public Administrative Circulars 01/2018 and 01/2018(1)
10	Grant of annual salary increments to officers	02 days	Completed performance appraisal report	Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com	Establishment code
11	Issuance of railway warrants	03 hours	A copy of the application form and approved leave application form	Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com	Establishment code

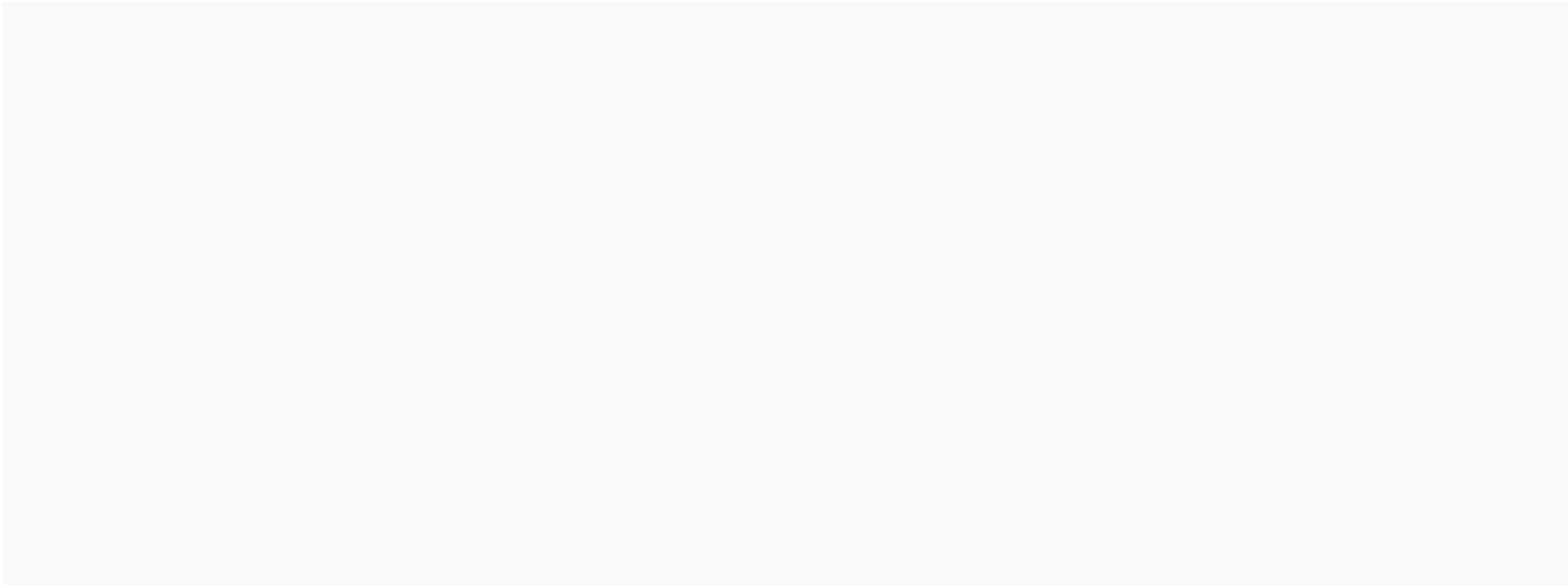
12	Issuance of official ID cards	01 week	Application, photograph and appointment letter	Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com	An internal system
13	Retirement of officers	01 month (if all documents are provided correctly)	Retirement application and request letter (must be submitted 06 months before the date of retirement) <ul style="list-style-type: none"> • Original copies of birth certificates of officer, spouse and children • Copies of National Identity Cards of the officer, spouse and children • Original copies of Marriage Certificate of Officer • Attested copy of bank passbook • Grama Niladhari (village officer) Certificate • Copy of Widow Orphan Membership Card • Last paid salary slip 	Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com	Service Minute , Pension Circulars, Establishment Code
14	Registration for Public Employees' Provident Fund Contribution	15 minutes	Form PD – N and PD2 – N issued by the Pension Department – available from the officer -in -charge of that particular subject.	Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com	Circulars issued by the Pension Department

15	Proceedings related to the provision of benefits of the Employees' Provident Fund	03 days	<p>Form PD1 –P and PD2 –P issued by the Department of Pensions Available from the Officer-in-Charge.</p> <ul style="list-style-type: none"> • Copies of appointment letter and termination letter • Attested copies of Bank Book and National Identity Card 	<p>Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@ yahoo.com</p>	Circulars issued by the Pension Department
16	Agrahara Insurance Claims Payment Process	01 day if there are no defects	<p>Application form for obtaining Agrahara rights</p> <ul style="list-style-type: none"> • Original or attested photocopy of diagnosis card • Original copies of paid receipts, detailed bills • Certified copy of National Identity Card • Attested copy of front page of bank book <p>In forwarding claim applications for dependents Photocopy of marriage certificate for spouse</p> <ul style="list-style-type: none"> • Photocopy of birth certificate for children (child should be below 21 years of age, unmarried and not working) • A certified copy of National Identity Card for children above 16 	<p>Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@ yahoo.com</p>	insurance policy
17	Local / Foreign holidays	03 days after the approval of the committee	<p>Enrollment in widow/orphan pension scheme of Pension Department</p> <ul style="list-style-type: none"> • Request letter • Letter from officer covering duties • Accountant's letter stating that there are no balances due to the government • General 126 forms • Agreement sheet • Standing order given to the bank • Committee recommendation • Secretary's approval 	<p>Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@ yahoo.com</p>	<p>Establishment code Service Minute Pension Circulars</p>

18	Settlement of bills related to purchase of newspapers	01 day	<p>Original copy of the bill submitted by the relevant institution</p> <ul style="list-style-type: none"> • Recommendation of relevant officer • General 35 voucher card 	<p>Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com</p>	Recommendations and approvals of the Secretary/Additional Secretary
19	Dealing with public requests received from the Presidential Secretariat, the Office of the Attorney General, the Office of the Ombudsman and the Public Petitions Committee	02 days	Related requests	<p>Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com</p>	
20	Provision of information under the Right to Information Act	Within 14 days	RTI forms	<p>Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com</p>	Right of Information Act No. 12 of 2016

21	Issuance of permits to officials entitled to get concessional vehicle permits in the Ministry and institutions under the Ministry	01-03 days	<p>When applying for the first time</p> <ul style="list-style-type: none"> • Application • Letter of appointment • Letter of confirmation of service <p>When it is not for the first time,</p> <ul style="list-style-type: none"> • Application • A certificate issued by the head of the institution on the date on which the authority has given approval to the application submitted for that permit by an officer who has obtained a car under a permit issued on or after 21.11.2015 or a copy of the relevant part of the application certified by the head of the institution. <p>At the time of retirement</p> <ul style="list-style-type: none"> • Retirement letter • Letter of appointment confirming 25 years of service • Letter of appointment to Class 1 / Special Grade in the service • Documents proving 03 years of active service in the relevant post <p>letter from Treasury approving the post</p> <ul style="list-style-type: none"> • Death certificate, marriage certificate for a deceased officer • Copy of the application approved by the Secretary to the Ministry in relation to the previously acquired vehicle license • Letter of Credit/Registration Certificate relating to the vehicle obtained earlier • Copy of National Identity Card 	<p>Additional Secretary (admin) Senior Asst. Secretary (Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com</p>	<p>Trade and investment policy circulars Public Administration Circular 1/2018 and related amendments Public Administration Circular 22/99 and related amendments</p>
22	Payment of officers' loans under Government officers' advance "B" account	01 day	<p>Distress loans</p> <ul style="list-style-type: none"> • Loan application and +-23 appendix • General 272 • Last pay slip • Letter stating the reasons for requesting the loan <p>If the duration of service is less than 10, the proposed guarantor declaration is General 158</p> <p>Festival / Special Advances</p> <ul style="list-style-type: none"> • Loan application 	<p>Additional Secretary (admin) Senior Asst. Secretary(Admin) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax : 011-2320140 Email address asstsecfisheries@yahoo.com</p>	<p>Pub.Ad Circulars Financial Regulation</p>

23	Providing answers to questions submitted by the Ministerial Consultative Committee on Fisheries	As per the call for reports	Consultative Committee Reports	Additional Secretary (admin. & Human Resource) Senior Assistant Secretary (Administration) Assistant Secretary (Admin.) Administrative Officer phone number 011-2446183 – 4 (382) Fax 011-2320140 Email address asstsecfisheries@yahoo.com	
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Fisheries Resources Management Division

Sub number	The Service that is provided	Standards of service delivery (hours/weeks/days)	Information/documents to be submitted (The places where the forms to be completed are available and if any fee is to be paid, the location of the window to be paid the fee)	You can get help from (Name of Officer Designation/ Location Phone / Fax / Email)	Circulars and Regulations relating to the request
01	Issuance of recommendation letters related to the provision of related tax concessions for the import of raw materials required for local tinned fish production	01 day	Request letter submitted by importers <ul style="list-style-type: none"> • Commercial Invoice • Bill of Lading 	Additional Secretary (Fisheries Resources Management) Deputy Director (Ocean Resources) Assistant Director(Development) Phone Number 011-2446183 – 4 (309)(325) Fax 011-2393096 Email address Techdivision.mf@gmail.com	Order under Section 2 and Section 5 of the Special commodity levy Act No. 48 of 2007 No. 2301/40 and Gazette Notification dated 13.10.2022
02	Recommending visas for people coming from abroad in cases where these companies need foreign services	01 day	Request letter submitted by the relevant company <ul style="list-style-type: none"> • Letter of recommendation from the state institution related to fisheries • travel visas of persons 	Additional Secretary (Fisheries Resources Management) Deputy Director (Ocean Resources) Assistant Director(Development) Phone Number 011-2446183 – 4 (309)(325) Fax 011-2393096 Email address Techdivision.mf@gmail.com	
03	Approval for import of mother shrimp without customs duty	01 day	Request letter submitted by the company <ul style="list-style-type: none"> • Import permit issued by the Director General, Department of Fisheries and Aquatic Resources • Air tickets 	Additional Secretary (Fisheries Resources Management) Deputy Director (Ocean Resources) Assistant Director(Development) Phone Number 011-2446183 – 4 (309)(325) Fax 011-2393096 Email address Techdivision.mf@gmail.com	Gazette No. 2324/49 and dated 24.03.2023 Extraordinary Gazette dated 17.11.2020

Engineering Division

Sub number	The Service that is provided	Standards of service delivery (hours/weeks/days)	Information/documents to be submitted (The places where the forms to be completed are available and if any fee is to be paid, the location of the window to be paid the fee)	You can get help from (Name of Officer Designation/ Location Phone / Fax / Email)	Circulars and Regulations relating to the request
01	Repair of photocopiers	03 to 05 days	Request letter for photocopier repair	Director General (Engineering) Director (Engineering) Phone Number 0112446183 Fax 0112328110	Financial regulations
02	Repair of air conditioners	03-05 days	Letter of request for repair of air conditioners	Director General (Engineering) Director (Engineering) Phone Number 0112446183 Fax 0112328110	Financial regulations
03	Minor repairs and maintenance of the building	02-03 days	Request letter for repair	Director General (Engineering) Director (Engineering) Phone Number 0112446183 Fax 0112328110	Financial regulations
04	Repair and maintenance of security camera systems	03-05 days	Request letter /Staff Officer observation regarding repair	Director General (Engineering) Director (Engineering) Phone Number 0112446183 Fax 0112328110	Financial regulations

Information and Communication Technology Unit

Sub number	The Service that is provided	Standards of service delivery (hours/weeks/days)	Information/documents to be submitted (The places where the forms to be completed are available and if any fee is to be paid, the location of the window to be paid the fee)	You can get help from (Name of Officer Designation/ Location Phone / Fax / Email	Circulars and Regulations relating to the request
01	Repairing and servicing of computer equipment (desktop computers, laptops, printers, etc.) belonging to the ministry.	05 duty days	Request letter to be submitted by the relevant user	Information Technology Officer Phone Number 011-2446183 – 4 (356) Fax 011-2320140 Email address sajeewa.jeewan@gmail.com	
02	Networking and Internet related activities in the Ministry .	05 duty days	Letters received from various departments of the Ministry	Information Technology Officer Phone Number 011-2446183 – 4 (356) Fax 011-2320140 Email address sajeewa.jeewan@gmail.com	
03	Development of necessary software for the use in the ministry.	05 duty days	Present the need in detail.	Information Technology Officer Phone Number 011-2446183 – 4 (356) Fax 011-2320140 Email address sajeewa.jeewan@gmail.com	
04	To provide support to the officers of the Ministry to solve the problems related to information and communication technology that arise.	05 duty days	Request to be submitted by the relevant user	Information Technology Officer Phone Number 011-2446183 – 4 (356) Fax 011-2320140 Email address sajeewa.jeewan@gmail.com	

05	Dealing with documents related to Ministerial Information and Communication Technology.	05 duty days	Letters received from various departments of the Ministry <ul style="list-style-type: none"> • Email messages • Letters from other institutions 	Information Technology Officer Phone Number 011-2446183 – 4 (356) Fax 011-2320140 Email address sajeewa.jeevan@gmail.com	General office procedures
06	To update the website.	07 days	All information provided for inclusion on the website by the Ministry and all its affiliated institutions	Information Technology Officer Phone Number 011-2446183 – 4 (356) Fax 011-2320140 Email address sajeewa.jeevan@gmail.com	

Planning Division

Sub number	The Service that is provided	Standards of service delivery (hours/weeks/ days)	Information/documents to be submitted (The places where the forms to be completed are available and if any fee is to be paid, the location of the window to be paid the fee)	You can get help from (Name of Officer Designation/ Location Phone / Fax / Email	Circulars and Regulations relating to the request
01	Submitting the budget proposals and project proposals provided by the Ministry of Fisheries and affiliated institutions to the Department of National Planning for approval.	Within the time limit requested by the cover letters requesting for data	The form provided by the Department of National Planning	Director General (Planning) Director (Planning and Supervision) Deputy Director Phone Number 011-2446183 – 4 (375) Fax 0112387115 Email address dpfisheries@gmail.com	Circulars issued by the Department of National Planning
02	Presenting the progress of programs and projects to the department of project management	monthly Quarterly Annually	Forms provided by Department of Project Management	Director General (Planning) Director (Planning and Supervision) Deputy Director Phone Number 011-2446183 – 4 (375) Fax 0112387115 Email address dpfisheries@gmail.com	Circulars issued by the Department of National Planning
03	Submitting the progress according to the special form to the Department of Foreign Resources	Annually		Director General (Planning) Director (Planning and Supervision) Deputy Director Phone Number 011-2446183 – 4 (375) Fax 0112387115 Email address dpfisheries@gmail.com	

04	Submission of performance report, progress report Providing information about development projects to the Parliament of Sri Lanka	Annually	Special form to be submitted to Parliament	Director General (Planning) Director (Planning and Supervision) Deputy Director Phone Number 011-2446183 – 4 (375) Fax 0112387115 Email address dpfisheries@gmail.com	Circulars issued by the Ministry of Finance
05	Preparation of progress reports and policy statements for submission to the Presidential Secretariat.	Throughout the whole year	Special form submitted by the Presidential Secretariat	Director General (Planning) Director (Planning and Supervision) Deputy Director Phone Number 011-2446183 – 4 (375) Fax 0112387115 Email address dpfisheries@gmail.com	Circulars issued by the Presidential Secretariat
06	Preparation of progress reports and policy statements for submission to the Prime Minister's Office	Throughout the year	Special form submitted by Prime Minister's Secretariat	Director General (Planning) Director (Planning and Supervision) Deputy Director Phone Number 011-2446183 – 4 (375) Fax 0112387115 Email address dpfisheries@gmail.com	Circulars issued by the Prime Minister's Secretariat
07	Preparation of budget proposals, progress reports and policy statements for submission to the Public Finance and Accounts Department	Throughout the year		Director General (Planning) Director (Planning and Supervision) Deputy Director Phone Number 011-2446183 – 4 (375) Fax 0112387115 Email address dpfisheries@gmail.com	Circulars issued by the Department of Fiscal Policy

08	Submitting reports according to the information requested by the Ministry of Environment, Ministry of Women and Children Affairs and other ministries	Throughout the whole year	Requests and forms	Director General (Planning) Director (Planning and Supervision) Deputy Director Phone Number 011-2446183 – 4 (375) Fax 0112387115 Email address dpfisheries@gmail.com	Series of instructions issued by the Ministries.
09	Obtaining project proposals and progress reports according to the relevant format from the affiliated institutions to the ministry	Throughout the whole year	Format of the Department of National Planning Format of progress reports of the ministry.	Director General (Planning) Director (Planning and Supervision) Deputy Director Phone Number 011-2446183 – 4 (375) Fax 0112387115 Email address dpfisheries@gmail.com	
10	Providing data as requested by university students, researchers and organizations and individuals under the Freedom of Information Act	Within the time period of cover letters requesting for data	Relevant data sheets	Director General (Planning) Director (Planning and Supervision) Deputy Director Phone Number 011-2446183 – 4 (375) Fax 0112387115 Email address dpfisheries@gmail.com	
11	Answering questions raised by Parliament	throughout the year	Relevant instruction sets	Director General (Planning) Director (Planning and Supervision) Deputy Director Phone Number 011-2446183 – 4 (375) Fax 0112387115 Email address dpfisheries@gmail.com	

Development Division

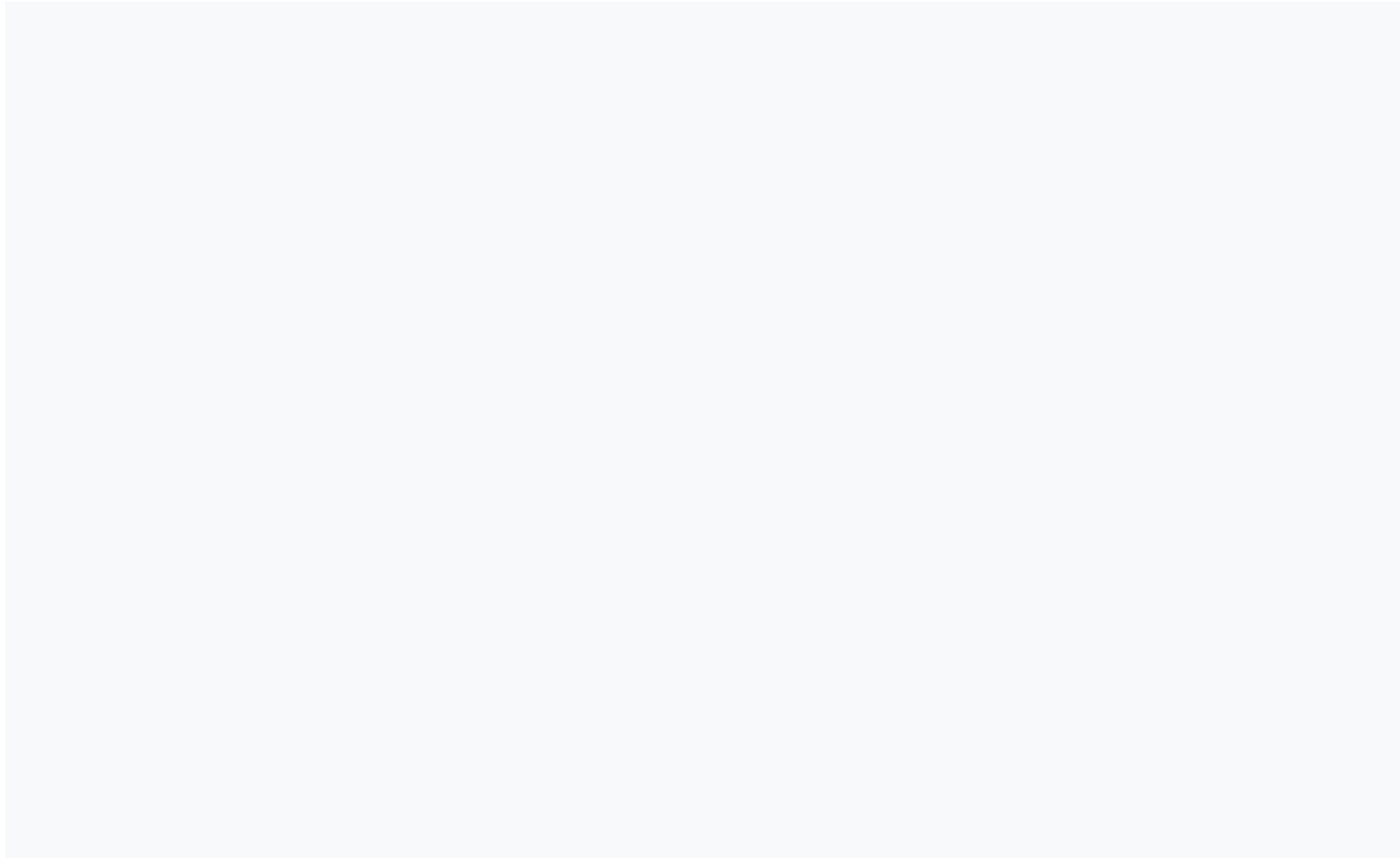
Sub-number	The service that is provided	Standards of service delivery (hours/weeks/ days	Information/documents to be submitted (The places where the forms to be completed are available and if any fee is to be paid, the location of the window to be paid the fee)	You can get help from (Name of Officer Designation/ Location Phone / Fax / Email	Circulars and Regulations relating to the request
01	<p>Obtaining approval for projects below Rs.10 million that are included in the Annual Action Plan by National Aquaculture Development Authority (NAQDA)</p> <p>National Aquatic Resources Research and Development Agency (NARA)</p> <p>Department of Fisheries and Aquatic Resources (DFAR).</p>	02 days	Complete project proposal including time frame and estimate	<p>Additional Secretary (Development) Director (Development) Assistant Director (Strategic and Investigation) Assistant Director (Social Development)</p> <p>Phone Number 011-2446183 – 4 (336) (385) Fax – 0112441537 Email address social@fisheries.gov.lk</p>	Circulars issued by the Ministry of Finance
02	<p>Forwarding bills related to National Aquaculture Development Authority (NAQDA) and National Aquatic Resources Research and Development Agency (NARA) to the accounts department for disbursement of imprest for the projects in the annual action plan.</p> <p>Obtaining approval for payment of bills directed to the Ministry.</p> <p>Verification and approval of said vouchers</p> <p>Referral of certified vouchers to accounts division</p>	2 days after submitting the bill	<p>Request letter</p> <ul style="list-style-type: none"> • Certified bills with voucher approved by Director (Finance) of the relevant institution • Physical progress of the project 	<p>Additional Secretary (Development) Director (Development) Assistant Director (Strategic and Investigation) Assistant Director (Social Development)</p> <p>Phone Number 011-2446183 – 4 (336) (385) Fax – 0112441537 Email address social@fisheries.gov.lk</p>	Circulars issued by the Ministry of Finance
03	<p>To the National Aquatic Resources Research and Development Agency (NARA).</p> <p>Directing to the Accounts Division for disbursement of advance funds for commencement of research or studies</p>	2 days after receiving the bill	<p>Research proposal (including time frame and estimate)</p> <ul style="list-style-type: none"> • imprest request letter 	<p>Additional Secretary (Development) Director (Development) Assistant Director (Strategic and Investigation) Assistant Director (Social Development)</p> <p>Phone Number 011-2446183 – 4 (336) (385) Fax – 0112441537 Email address social@fisheries.gov.lk</p>	

04	<p>Provision of necessary assistance for coordination activities of</p> <p>National Aquaculture Development Authority (NAQDA)</p> <p>National Aquatic Resources Research and Development Agency (NARA) and</p> <p>Department of Fisheries and Aquatic Resources (DFAR)</p> <p><u>Ministry and affiliated institutions</u></p> <ul style="list-style-type: none"> • Informing relevant institutions by phone and email. <p>Other institutions</p> <p>Notification through letters and e-mails</p>	Within 1 day	Inform the required matter accurately and in detail.	<p>Additional Secretary (Development)</p> <p>Director (Development)</p> <p>Assistant Director (Strategic and Investigation)</p> <p>Assistant Director (Social Development)</p> <p>Phone Number 011-2446183 – 4 (336) (385)</p> <p>Fax – 0112441537</p> <p>Email address social@fisheries.gov.lk</p>	
05	<p>Providing necessary support for making policy decisions to National Aquaculture Development Authority (NAQDA) and Department of Fisheries and Aquatic Resources (DFAR).</p> <p>Submission of Cabinet Memoranda.</p> <ul style="list-style-type: none"> • Drafting of Cabinet of Memoranda • Translation • Revision when necessary. • Obtaining Secretary's approval. <p>Submission to the signature of the Minister</p>	<p>2 days</p> <p>02 days</p> <p>01 day</p> <p>02 days</p> <p>03 days</p>	Cabinet memoranda or draft cabinet memoranda	<p>Additional Secretary (Development)</p> <p>Director (Development)</p> <p>Assistant Director (Strategic and Investigation)</p> <p>Assistant Director (Social Development)</p> <p>Phone Number 011-2446183 – 4 (336) (385)</p> <p>Fax – 0112441537</p> <p>Email address social@fisheries.gov.lk</p>	Cabinet Office Circulars
06	<p>Grievance Management of Fishermen.</p> <ul style="list-style-type: none"> • Collecting and investigating information related to complaints and grievances (inviting observations from relevant institutions) • Obtaining approval for looking for and implementation of solutions <p>Taking the appropriate course of action</p>	<p>05 days</p> <p>03 days</p> <p>03 days</p>		<p>Additional Secretary (Development)</p> <p>Director (Development)</p> <p>Assistant Director (Strategic and Investigation)</p> <p>Assistant Director (Social Development)</p> <p>Phone Number 011-2446183 – 4 (336) (385)</p> <p>Fax – 0112441537</p> <p>Email address social@fisheries.gov.lk</p>	

Accounts Division

Sub. number	The service that is provided	Standards of service delivery (hours/weeks/day)	Information/documents to be submitted (The places where the forms to be completed are available and if any fee is to be paid, the location of the window to be paid the fee)	You can get help from (Name of Officer ,Designation / Location Phone / Fax / Email)	Circulars, legal codes and Regulations relating to the request
01	Provision of office equipment, stationery and other things for the Ministry	03-25 days	Procurement forms • Deposit of money • Forms related to deposits to shroff if required	Chief Financial Officer Chief Accountant Phone 0112544365 Fax 0112382285 Email address fisheriesministryacc@gmail.com	According to procurement guidelines
02	Payment of salaries to the officers of the ministry	Once a month	Pay sheets	Chief Financial Officer Chief Accountant Phone 0112544365 Fax 0112382285 Email address fisheriesministryacc@gmail.com	Circulars of the Ministry of Public Administration, Home Affairs, Provincial Councils and Local Government issued from time to time. circulars from Ministry of Finance
03	Payment of overtime and travel expenses	Vouchers received before the 3rd of each month and vouchers received from the 3rd to the 11th of each month will be banked on the 15th of the same month if all conditions are met.	General 177 travel expenses • General 35(a)	Chief Financial Officer Chief Accountant Phone 0112544365 Fax 0112382285 Email address fisheriesministryacc@gmail.com	Circulars of Ministry of Public Administration, Home Affairs, Provincial Councils and Local Government and Ministry of Finance issued from time to time.

04	Payment for invoices submitted by the supplier	Within 03 working days if all the facts are met	Bills • General 35 vouchers	Chief Financial Officer Chief Accountant Phone 0112544365 Fax 0112382285 Email address fisheriesministryacc@gmail.com	Circulars of Ministry of Public Administration, Home Affairs, Provincial Councils and Local Government and Ministry of Finance issued from time to time.
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Internal Audit Division

Sub. number	The service that is provided	Standards of service delivery (hours/weeks/day)	Information/documents to be submitted (The places where the forms to be completed are available and if any fee is to be paid, the location of the window to be paid the fee)	You can get help from (Name of Officer ,Designation / Location Phone / Fax / Email)	Circulars, legal codes and Regulations relating to the request
01	Providing information according to the forms issued by the Department of Management Audit	Preparation of Quarterly Assessment Reports within the next month after the end of a quarter	Forms provided by the Management Audit Department for obtaining quarterly assessment reports	Chief Internal Auditor Telephone/Fax No.- 0112-330370 Email address cia@fisheries.gov.lk	DMA/AMC/2/2021/04 of Department of Management Audit and Management Guidelines 02/2023 dated 09.02.2023 National Audit Act No. 19 of 2018
02	To study and provide necessary recommendations to improve the internal control systems related to the work of the departments of the ministry and the institutions under the ministry.	Arrange to provide quarterly reports at the end of the quarter		Chief Internal Auditor Telephone/Fax No.- 0112-330370 Email address cia@fisheries.gov.lk	DMA/AMC/2/2021/04 of Department of Management Audit and Management Guidelines 02/2023 dated 09.02.2023 National Audit Act No. 19 of 2018
03	Conducting audit and management committees and giving decisions to solve related problems in ministries and institutions	Submission of reports on special investigations within the prescribed period The committee meets 04 times a year and discusses the progress of the decisions		Chief Internal Auditor Telephone/Fax No.- 0112-330370 Email address cia@fisheries.gov.lk	DMA/AMC/2/2021/04 of Department of Management Audit and Management Guidelines 02/2023 dated 09.02.2023 National Audit Act No. 19 of 2018

Statistics Division

Sub.number	The service that is provided	Standards of the delivery of the service (hours/weeks/ days)	Information/documents to be submitted (The places where the forms to be completed are available and if any fee is to be paid, the location of the window to be paid the fee)	You can get help from (Name of Officer, Designation , Location, Phone/Fax/Email)	Circulars and regulations related to the request
01	Providing data to the Central Bank of Sri Lanka for the Central Bank report.	Within the date limit requested by the cover letter requesting for data (annually)	<ul style="list-style-type: none"> • CBSL • Relevant data sheets 	Statistician Phone/Fax no 011-2381367 Email address fishstatmfard@yahoo.com	Data policies
02	To the Department of Census and Statistics <ul style="list-style-type: none"> • Providing data for the National Accounts Department. • Providing data for the publication department Statistical Abstract Pocket book. <ul style="list-style-type: none"> • Providing data for agriculture sector Food balance sheets (Food Balance Sheet) Providing data for statistical manuals	Within the date range requested by the cover letter (Monthly/Quarterly/Annually)	<ul style="list-style-type: none"> • DCS relevant data sheets 	Statistician Phone/Fax no 011-2381367 Email address fishstatmfard@yahoo.com	Data policies
03	To the District Secretariat for the District Statistical Abstract	Within the date limit requested for data by cover letter	Relevant data sheets	Statistician Phone/Fax no 011-2381367 Email address fishstatmfard@yahoo.com	Data Policies
04	Providing data for annual report to the Ministry of Finance (Department of Fiscal Policy)	Within the date limit requested by the cover letter for the data	Relevant data sheets	Statistician Phone/Fax no 011-2381367 Email address fishstatmfard@yahoo.com	Data policies

05	Providing monthly data reports on fish price (retail/wholesale) and providing data on prices of canned fish/dried fish to the Consumer Affairs Authority and the Ministry of Trade and Commerce	Monthly data reports	Relevant data sheets	Statistician Phone/Fax no 011-2381367 Email address fishstatmfard@yahoo.com	Data Policies
06	To the Agriculture Division of the Ministry of Agriculture Relevant (fishing data)	Within the date limit requested by the cover letter for the data	Relevant data sheets	Statistician Phone/Fax no 011-2381367 Email address fishstatmfard@yahoo.com	Data Policies
07	Department of Agriculture in Peradeniya (Agstat Data) Related (Fishery Data)	Within the date limit requested by the cover letter for the data	Relevant data sheets	Statistician Phone/Fax no 011-2381367 Email address fishstatmfard@yahoo.com	Data Policies
08	Data requested by the affiliated institutions (fisheries statistics)	Within the date limit requested by the cover letter for data	Relevant data sheets	Statistician Phone/Fax no 011-2381367 Email address fishstatmfard@yahoo.com	Data Policies
09	According to data requests made by researchers	Within the date limit requested by the cover letter for data	Relevant data sheets	Statistician Phone/Fax no 011-2381367 Email address fishstatmfard@yahoo.com	Data Policies
10	According to data requests made by university students	Within the date limit requested by the cover letter for data	Relevant data sheets	Statistician Phone/Fax no 011-2381367 Email address fishstatmfard@yahoo.com	Data Policies

Our expectation

We deeply appreciate your trust in our Ministry. To further support us, we kindly expecting your cooperation in maintaining clear expectations of what our services can and cannot provide. Your support through reasonable, timely requests, and the provision of complete and accurate information, will greatly enhance our ability to serve you effectively.

Our standards

We will respond promptly to all written requests from you. You will receive our response within 07 days.

If requested information, written documentation and fees are submitted with your request, we are bound to provide you with the service you have requested within the time frame notified by us.

In the event that the final decision may or will be delayed or a problematic situation arises, we will immediately inform you of the reason.

Grievance and Redressal Procedure

Our staff will provide you with the necessary assistance and service with courtesy. Please register your complaints regarding the above standards to the following officials.

Name : N.A.A.P.S.Nissanka

Designation : Additional Secretary (Administration and HR)

Location : Ministry of Fisheries

Telephone : 0112436665

Fax : 0112445088

Email : adsecdev@fisheries.gov.lk

Name :

Designation : Senior Assistant Secretary (Administration)

Location : Ministry of Fisheries

Telephone : 0112440578

Fax : 0112320140

Email : asstsecfisheries@yahoo.com

- All complaints will be notified within 03 days and the final response will be notified within 07 days.
- We welcome suggestions from you, the client public.

(a) We hold ongoing meetings with you or your representatives who receive our services. Looking forward to your contact with us If you do, please call 0112423868.

(b) Enter your details on our website www.fisheries.gov.lk to receive your advice or give your opinion on the matters included in this Charter.

- Citizen Charter is a joint effort between you and us to improve the quality of services we provide. We request you to help us by providing the details below to further improve the service provided.

We are committed to constantly revise and improve the services provided under the charter.