

Department of Import and Export Control - Citizen - Client Charter –(Policy Division)

	Service to be supplied	Documents to be submitted	Work Procedure		Responsible Officer	Time allocated
01	Advance Payment	<ul style="list-style-type: none"> Duly filled Application (Form P -3) Relevant documents as mentioned in the Application 	01	Acceptance of applications and issuing a receipt to the client from the service counter as well registering in order. Forward them to policy department	M.S. Officer (Document Counter)	10 Minutes
			02	Register the documents and hand them over to the relevant officers.	Subject Officer	15 Minutes
			03	Check whether originals /photocopies of the relevant documents have been duly submitted in the particular format as an attachment.	Subject Officer	10 Minutes
02.	Release of debris to the local market from the industries which are registered under the Sri Lanka Board of Investment (BOI Wastage)	<ul style="list-style-type: none"> Duly filled Application (Form P -5) Relevant documents as mentioned in the Application 	04	If the application is incomplete, inform the relevant client to rectify the documents.	Subject Officer	30 Minutes
			05	If the application is completed, submitting for approval to the staff officer with observations and recommendations.	Subject Officer	01 hour
			06	Check the file submitted for approval.	Staff Officer	15 Minutes
			07	Approve the file.	Staff Officer	05 Minutes
03	Granting approval for payments of open accounts, after maturity. (over 365 days)(Open Account/DA	<ul style="list-style-type: none"> Duly filled Application (Form P -1) Relevant documents as mentioned in the Application 	08	Issue relevant payment voucher to the Shroff Division	Subject Officer	10 Minutes
			09	Obtain relevant fee from the importer	(Shroff)	15 Minutes
			10	Forward the Receipt (General 172) to Policy Division.	(Shroff)	10 Minutes
			11	Forward the prepared letter of approval along with the receipt or the relevant stamped invoice to the Staff Officer for signature.	Subject Officer	10 Minutes
04	Granting approval for Re Export	<ul style="list-style-type: none"> Duly filled Application (Form P -6) Relevant documents as mentioned in the Application 	12	Sign the approval letter or stamped invoice.	Staff Officer	10 Minutes
			13	Maintain database of relevant data.	Subject Officer	10 Minutes
05	Clearance of goods imported after tenure. (over 180 days) - (Telegraphic Transfer –TT)	<ul style="list-style-type: none"> Duly filled Application (Form P -4) Relevant documents as mentioned in the Application 	14	Forward the approved letter/invoice to the service counter.	Subject Officer	10 Minutes
			15	Provide relevant letter/invoice to the client from the service Counter.	M.S. Officer	05 Minutes