



## CITIZENTS'/CLIENTS' CHARTER

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Department of Fisheries & Aquatic Resources.



**DFAR**

DFAR

## CITIZENS' CHARTER

You are now entering a premises which is ready to serve you.

**Our Vision:** To give optimal contribution to the national economy through strengthening socio-economic status of the fisher community while maintaining fisheries and aquatic resources in a sustainable manner.

**Our Mission:** To manage fisheries and aquatic resources by adopting technological methods which are in compliance with the national and international conventions with a view to providing effective contribution for the Sri Lankan economy through sustainable development in the fisheries sector.

### **Our commitment**

We are committed to providing efficient, effective and prompt service honestly, wisely with understanding, subject wise, impartiality, transparency and accountability.

### **Our expectation**

We extend our thanks to you for the trust you have placed in our organization and in this endeavour, we would like to inform you that you can cooperate by making your requests to get our service in a justifiable, fair and timely submissions, by providing comprehensive accurate information and having adequate understanding of what can and cannot be expected from us.

## **Our standards**

Any written request from you will be responded promptly. You will receive our response within 07 days.

If you submit required reports, written documents or fees along with your request, we are committed to providing you with your required service within the prescribed time limit.

In the event of any delay or inevitable delay or when a problematic situation arises in making a final decision, you will be notified the reason for it immediately.

## **Complaints and the system of providing relief**

The staff of our institute will provide you with the necessary assistance and services politely. Please register your complaints if any with the following officers.

Name: Susantha Kahawatta

Name: W.R.A.N.S. Wijayasinghe

Designation: Director General

Designation: Additional Director General

Location: Department of Fisheries and

Location: Department of Fisheries and Aquatic Resources,

Colombo-10

Colombo -10.

- Receipt of all the complaints will be acknowledged within 07 days and the final answer be informed.
- We are pleased to entertain clients' (you the general public) suggestions.

☞ We will be in constant contact with you or your agents, who receive our services .If you wish to contact us, please call 0112446183.

☞ Insert your details on our website at <http://www.fisheriesdept.gov.lk>, including your consent to get your advice or provide your ideas on what is included in this Charter.

Citizens' Charter is a combined effort jointly borne by both you and us to improve the quality of the services we provide. If you got any ideas to enhance the services provided by us, we request you to support us by giving the same to us.

Citizenship Charter is a joint venture between you and us to improve the quality of the services we provide.

We are bound to constantly revise and improve the services provided under the Citizens' Charter.

Division and location	Service provided	Standard of providing service (months/days/weeks/minutes)	Reports / Documents to be submitted	Relevant laws and regulations	You can get help from
Fisheries Operation Division, Department of Fisheries and Aquatic Resources, First floor of the VMS Building	1. To create the background for fishing in international waters subject to the international conventions and to make the fishing community aware about it.	Between 1-3 hrs.	Annual Compliance Reports Annual Implementation Annual National Report Annual Catch Data Submission Annual Reports on all valid resolutions	01.Fish Catch Data Collection Regulation-2014  02.High Seas Fishing Operation Regulations-2014	01. Director (Operations)Tel. 011-4326872E-mail – <a href="mailto:directorshfu@gmail.com">directorshfu@gmail.com</a>
	2.Facilitate departure and arrival of fishing vessels coordinating with relevant agencies and conduct fishery related harbour duties	Between 1-12 hrs	1.Departure Form 2.FormatHSFU 7,8,9,10	03. Fishing Gear Marking Regulations No.01 of 2015	02. Assistant Director (Fisheries Operations) Tel- 011-43223385 E-mail - <a href="mailto:fisarvms@gmail.com">fisarvms@gmail.com</a>
	3.Catch data verification to ensure legality of the catch promoting export industry.	Between 1-12 hrs	1.Log Page 2.Confirmation Report 3.Navigation map of the vessel 4.Format VMS 9	04.Shark Management Regulations-2015.	
	4.Supervision of proper way of using AIS buoys for tracking of fishing gear and their calibration as per the international accepted norms	24 hrs	1.Format AIS -1 2.Format AISDFAR -1		
	5. Issuing port call permits for foreign fishing vessels into Sri Lankan ports subject to port state measures, Agreement &.IOTC Resolution 16/11.	03 days	Registration of local agencies 1..Certificate issued by the Board of Investment 2.Registration as a shipping agency 3.Business Registration Certificate 4. Details of the Board of	05.Implementation of Port State Measures 2015	Director (Fisheries Operations)Tel- 011-4326872 E-mail – <a href="mailto:directorshfu@gmail.com">directorshfu@gmail.com</a>

			<p>Directors</p> <p>5. Letter issued by the local agency with a certified copy of the identity card of the agent liaising with the Department of Fisheries and Aquatic Resources.</p> <p>Online requests made through the Indian Ocean Tuna Commission (IOTC) website for transshipment of fish</p> <p>1. Vessel Registration Certificate</p> <p>2. High Seas Fishing Operations Licence</p> <p>3. If fishing operations are carried out in an Exclusive Economic Zone of another state, the operations licence issued by the said state.</p> <p>4. Register of crews</p> <p>5. Clearance letter stating to the effect that the vessel had last visited another foreign port</p> <p>6. Skipper licence and Passport</p> <p>7. Tonnage certificate of the vessel</p> <p>8. Radio certificate</p> <p>9. Description of fish to be transhipped.</p> <p>10. Receipt of payment</p> <ul style="list-style-type: none"> <li>• Requests made through the IOTC website for the change of crews/ security guards</li> </ul> <p>1. Letter of Request</p>		
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			<p>2.Letter issued by the Ministry of Defense for the employment of security guards on board</p> <p>3.Passport of changing crews/security guards</p> <p>4.Seafare’s Identification and Continuous Discharge certificate</p> <p>5.Certificate issued by the Department of Fisheries and Aquatic Resources under the Minimum Standards Regulationson employment of Local Guards / Security Officers on board</p> <p>.6.Apart from that,</p> <p>1.Vessel Registration Certificate</p> <p>2. High Seas Fishing Operations Licence</p> <p>3.If fishing operations are carried out in an Exclusive Economic Zone of another state, the operations licence issued by the said state.</p> <p>4.Register of crews</p> <p>5.Clearance letter stating to the effect that the vessel had last visited another foreign port</p> <p>6.Skipper licence and Passport</p> <p>7.Tonnage certificate of the vessel</p> <p>8.Radio certificate</p> <p>9.Description of fish to be transshipped</p> <p>10.Receipt of payment</p>		
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			<ul style="list-style-type: none"> <li>• Maintenance works</li> <li>1.Letter of request/ Volume of fish on board fishing vessel</li> <li>2.Apart from that ,</li> <li>1.Vessel Registration Certificate</li> <li>2. High Seas Fishing Operations Licence</li> <li>3.If fishing operations are carried out in an Exclusive Economic Zone of another state, the operations licence issued by the said state.</li> <li>4.Register of crews</li> <li>5.Clearance letter stating to the effect that the vessel had last visited another foreign port</li> <li>6.Skipper licence and Passport</li> <li>7.Tonnage certificate of the vessel</li> <li>8.Radio certificate</li> <li>9.Description of fish to be re-shipped</li> <li>10.Receipt of payment</li> </ul>		
	6.Coordinating with the other states in respect of innocent passage for the vessels navigating through the territorial waters of such states.	48 hours	1.BIOT Transit Report to sail through innocence passage		
	7.Deployment of scientific observers on board in large multiday vessels as per IOTC Resolution 11/04	02 weeks	1.Requesting the service of observers for his vessel from the Department by the vessel owner. 2. Selection of a suitable observer by the Vessel		

			<p>Monitoring Unit and informing the same to him in writing.</p> <p>3. Refer the observer's information to the vessel owner for life insurance.</p> <p>4. Signing agreements for vessel observers. (ob2 - ob 8)</p> <p>5. Inspection of the vessel by the observer and notifying the coordinator stating the requirements.</p> <p>6. Intimating the relevant requirements to the vessel owner and completing such requirements.</p> <p>7. Signing of observer agreements the skipper by the vessel owner</p> <p>8. Making the vessel owner and the other crews aware of the vessel inspection by the observer.</p> <p>9. Ensure the availability of all the requirements by the vessel observer before departure with the Coordinator (Providing equipment)</p> <p>10. Deployment of Vessel Observer on board the vessel.</p>		
	8.Making fishers aware of weather forecast on adverse weather conditions and hazards	1 hrs.	1.Daily weather advisory of the Department Meteorology		Assistant Director (MCS) Tel- 011-4340746 E-mail – <a href="mailto:mcsdfar@gmail.com">mcsdfar@gmail.com</a>
	9.Liaise with the Navy, Coast Guard and the Ministry of External Affairs in time to address distress situations faced by fishers.	Between 1 -12 hrs	1.Message received from the vessel to the Regional MCS Center regarding the hazardous situation.		



	<p>10. Timely respond for the fishermen arrested in foreign countries &amp; communicate with Fisheries Ministry for their early repatriation.</p>	<p>24 hrs</p>	<p>1. Details of the fishing vessel and fishermen arrested  2.Certified photocopies of birth certificates, national identity cards and passports of the relevant fishermen.  2.Request letter of the owner</p>		
	<p>11. Recommendation of application for radio call signs for fishing vessel &amp; forward the same to TRC to expedite the process of issuance of RCSlicences.</p>	<p>03 hrs</p>	<ul style="list-style-type: none"> <li>• Application for new permit <ol style="list-style-type: none"> <li>1. Correctly perfected application</li> <li>2A certified copy of the vessel registration certificate</li> <li>3. Copy of the local operation licence issued for the fishing vessel (if obtained)</li> <li>4. Certified copy of the vessel owner's Identity Card.</li> <li>5. A letter confirming the membership of the vessel owner in a fisheries society.</li> <li>6. A statement to the effect that the radio will not be alienated and not be used for any illegal activities.</li> <li>7. If the owner of the vessel has a radio license for another vessel, details about it</li> <li>8. Details of the technical specifications of the radio.</li> <li>9. Certified copies of invoice for the purchase of the radio, vendor's license, import documents (CUSDEC, Packing list ,Assessment note )</li> </ol> </li> </ul>		

			<ul style="list-style-type: none"> <li>• When a vessel is transferred, the details mentioned in the above (No.09) are not required additionally.</li> </ul> <p>10.A letter to the Telecommunications Regulatory Commission confirming the payment in arrears if any to it.</p> <p>11.Licences issued to the previous owner</p> <p>Only the following information is sufficient for fishing vessels currently under construction (to obtain safety clearances). The information required when applying for a new licence shall be produced at the time of applying for a radio licence.</p> <ol style="list-style-type: none"> <li>1.A copy of the license issued for the construction of the vessel</li> <li>2.Duly perfected application</li> <li>3. A certified copy of the vessel owner's identity card</li> <li>4. If the owner of the vessel has a radio license for another vessel, details about it</li> </ol>		
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<b>Investigation Division – Department of fisheries and Aquatic Resources. (3<sup>rd</sup> Floor)</b>	1.Obtaining statements for investigations	03 hrs	1.The letter sent by the Investigation Division 2.Vessel registration certificates for evidence 3.Copies of log sheets 4.Operations licences		Director (Investigation) Tel. 0114321326 0779070464  E-mail Address- hsfuinvestigation@gmail.com
	2.Recovery of fines due from cases	02 hrs	1.Court Order		
	3.Settlement of cases	At the discretion of the committee	1.Appeal 2.Copy of the case report 3.Court Order 4.Vessel Registration Certificate 5.Letter from the relevant District Assistant Director stating that the offence committed is that of the first offence.		
	4. To produce the suspects taken into custody before the court.	24 hrs	1.Relevant evidence 2.Files		
	5.To check out whether any investigations are pending at the time of transferring vessels.	15 min.	1.The letter given by the Management Division		
	6. To check out whether any investigations are pending at the time of issuing High Seas Fishing Operations Licences.	30 min.	1. The letter given by the Management Division		



			Product Export, Import and Re-export Management Regulations 2017. 4. Receipt issued for the payment of Rs.50,000/- to DFAR or receipt of bank deposit .		
	2. Renewal of License to operate fish processing establishment	01 day	1. Application completed in accordance with the Fish Processing Establishment Regulations, 2003. 2. Receipt issued for the payment of Rs.50,000/= to DFAR or receipt of bank deposit	Fish Processing Establishment Regulations , 2003	Director (Quality Control) Tel.No. 011-2472186  E-mail Address- <a href="mailto:sepalika@fisheriesde.pt.gov.lk/">sepalika@fisheriesde.pt.gov.lk/</a> <a href="mailto:sepalikawic@gmail.com">sepalikawic@gmail.com</a>
	3. Issuance of Product Certificates.	01WEEK	1.Request letter for the relevant product approval / completed relevant application. 2.HACCP manual (s ) for the relevant product (s).	Fish Products (Export) Regulations, 1998.	
	4.Issuance of Health Certificates for the export of fish products	Minimum 30 min Maximum 01 day	1.Completed relevant application according to the country of export (EU/ Non EU). 2. Receipt of payment of Rs.500 in respect of each certificate directly to DFAR or receipt of bank deposit.	Fish Catch Data Collection Regulations-2014	

	5.Issuance of Fish Catch Certificates.	Minimum 30 min. Maximum 4 hrs	Fish catch certificate in prescribed format with completed exporter's section . For small boats simplified version • For large vessels regular version fish catch certificates.	Fish Catch Data Collection Regulations-2014	
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<p>Development Division Department of Fisheries and Aquatic Resources</p>	<p>01). Grant of compensation for fishermen who die sea while engaged in fishing activities in the event of natural disasters.</p>	<p>I. Submitting the duly perfected applications to the General Treasury for approval within 03 days soon after the receipt of the same by us.</p> <p>II. Making payments within 05 days after receipt of the approval of the General Treasury.</p>	<p>01.Claim application 02. Certified copy of the National Identity Card of the deceased 03. Certified copy of death certificate (After one year, in case of missing death) issued by the Registrar General's Department. 04.Certified copy of the Register of Births of the deceased 05. Certified copy of the Marriage Certificate. 06. Original of the Grama Niladhari Certificate proving the heirs. 07.Certified copies of National Identity Cards of legal heirs (All those above 17 years) 08. Certified copies of Register of Births of all the legal heirs 09.Certified copies of the bank accounts of the legal heirs 10. Police report (Police Book) issued by the relevant Police Station issued by the relevant Police Station.</p> <p>11. Disaster Incident Report of the Disaster Relief Officer at the Disaster Relief Services Centre confirming that there was a natural disaster on the day of the death and that the death was caused owing to the said incident.</p>	<p>As per the decision taken by the National Insurance Trust Fund in keeping with the Cabinet Decision No:22/අමප/0725/20 dated 04.2020, compensation for the loss of life of a fisherman, who has been registered with the Department of Fisheries and Aquatic Resources after 21.04.2020, in the event of accident at sea while engaging in fishing activities will be granted under the Treasury allocations made to the Department of Fisheries and Aquatic Resources in accordance with the previous procedure.</p>	<p>01. Director (Development) Tel.No: - 0718259059 Off. Tel.No:- 011-2472199 E-Mail- <a href="mailto:developments@fisheriesdept.gov.lk">developments@fisheriesdept.gov.lk</a></p> <p>02.District Asst.Director</p>
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	02).Registration of Boat Yards and renewal of annual registration.	Within 02 weeks upon the receipt of the duly completed application	01. Request letter for the registration of Boat Yard) 02. Original of the Boat Yard Assessment Form 03.Original of the application for the renewal and registration of Boat Yard 04.Certified copy of Business Registration Certificate) 05.Certified copy of the Deed of Land) 06.Certified copy of Survey Plan 07.Certified copy of Labor Insurance Policy 08.Certified copy of Boat Yard Insurance Policy 09.Certified copy of the Environmental Protection Licence	Fishing boats safety(Designs, Construction and Equipment)Regulations 2009and Fisheries (Imposition of Fees) Regulations- 2021 of 24.11.2021	01. . Director (Development) Tel.No: - 0718259059 Off. Tel.No:- 011-2472199 E-Mail- <a href="mailto:developments@fisheriesdept.gov.lk">developments@fisheriesdept.gov.lk</a>
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			<p><b>10.</b> Certified copy of the extent of the area of the Factory and the Office Premises.</p> <p>03. Certified copy of the building plan of the factory and office.</p> <p>04. Certified copy of the electricity bill</p> <p>05. Receipt of the payment of fees as per the Fisheries Fees Regulations-2021.</p>		
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	03).Registration of suppliers of Fishing gear / engines etc. and renewal of annual registration.	Within 02 weeks upon the receipt of the duly completed application	01. Request letter of the institution 02. Application for registration of the institution 03. Certified photocopy of the certificate of registration of the institution 04. Certified photocopy of the Environmental Protection License 05. Certified photocopy of the insurance policy 06. Certified photocopy of electricity bill and water bill 07. Certified photocopy of the industrial tax payment receipt 08. Statement of the owner of the land on which the institution is located 09. Receipt of payment of fees as per Fisheries (Imposition of Fees) Regulations 2021	Fishing boats safety(Designs, Construction and Equipment)Regulations 2009and Fisheries (Imposition of Fees) Regulations-2021 of 24.11.2021	01. . Director (Development) Tel.No: - 0718259059 Off. Tel.No:- 011-2472199 E-Mail- <a href="mailto:developments@fisheriesdept.gov.lk">developments@fisheriesdept.gov.lk</a>
	04). Granting approval for vessel designs / engine models and other marine equipment	01 month	01. Letter of request 02. The bill of quantities (BOQ) 03. Vessel design 04. Recommendation of District Marine Engineering Assistant 05. Recommendation of the District Assistant Director	Fishing boats safety(Designs, Construction and Equipment) Regulations 2009 and Fisheries (Imposition of Fees) Regulations-2021 of 24.11.2021	01. . Director (Development) Tel.No: - 0718259059 Off. Tel.No:- 011-2472199 E-Mail- <a href="mailto:developments@fisheriesdept.gov.lk">developments@fisheriesdept.gov.lk</a>

	05). Registration of bait importers	Within 02weeks upon the receipt of the duly completed application	01. Request letter of the institution 02. Application for registration of the institution 03. Certified photocopy of the certificate of registration of the institution 04. Certified photocopy of the Environmental Protection Licence 05. Certified photocopy of the insurance policy 06. Certified photocopy of the electricity bill and water bill 07. Certified photocopy of the industrial tax payment receipt 08. Statement of the owner of the land on which the institution is located 09. Recommendation of the District Assistant Director	The Fish and Fishery Products, Exports, Import and Re-export Management Regulations 2017Fisheries (Imposition of Fees) Regulations- 2021 of 24.11.2021	01. . Director (Development) Tel.No: - 0718259059 Off. Tel.No:- 011-2472199 E-Mail- <a href="mailto:developments@fisheriesdept.gov.lk">developments@fisheriesdept.gov.lk</a>
			10.Recommendation letter of the Fisheries Organization/Society 11.A list of vessel among which the bait is distributed. 12. Receipt of payment of fees as per Fisheries (Imposition of Fees) Regulations 2021		

	06.Renewal of the Annual Registration	Within 02weeks upon the receipt of the duly completed application	<ol style="list-style-type: none"> <li>01. Request letter of the institution</li> <li>02. Application for registration of the institution</li> <li>03. Certified photocopy of the registration certificate of the institution</li> <li>04. Certified photocopy of the Environmental Protection Licence</li> <li>05. Certified photocopy of the insurance policy</li> <li>06. Certified photocopy of the electricity bill and water bill</li> <li>07. Certified photocopy of the industrial tax payment receipt</li> <li>08. Statement of the owner of the land on which the institution is located</li> <li>09. Recommendation of the District Assistant Director</li> <li>10. Recommendation letter of the Fisheries Organization/Society</li> <li>11. A list of vessel among which the bait is distributed.</li> <li>12. Receipt of payment of fees as per Fisheries (Imposition of Fees) Regulations</li> </ol>	The Fish and Fishery Products, Exports, Import and Re-export Management Regulations 2017 Fisheries (Imposition of Fees) Regulations- 2021 of 24.11.2021	01. . Director (Development) Tel.No: - 0718259059 Off. Tel.No:- 011-2472199 E-Mail- <a href="mailto:developments@fisheriesdept.gov.lk">developments@fisheriesdept.gov.lk</a>
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<p>Management Division, Department of Fisheries and Aquatic resources ( 6<sup>th</sup> Floor)</p>	<p>1. Registration of Fishing Vessels under Fisheries Management Tools (Multi-Day Fishing Boats)</p>	<p>10 working days</p>	<p>1. Form Fisheries 49 2. Marine Engineering (MEA) Certificate 3. Insurance Certificate 4. Copy of the National Identity Card of the owner 5. Copies of documents proving the ownership of the vessel 6. Documents to prove as to how the money was earned</p>	<p>Fisheries and Aquatic Resources Act No.02 of 1996 (Registration of Fishing Boats Regulations 1980/ Registration of Fishing Boats (Amendment)-2006/(Amendment),2011</p>	<p>Director (Development) Off. Tel.No.011-2446291 Legal Officer (Ext.277) Deputy Director District Assistant (Management) Director, Officer in Charge of the Fisheries Inspector's Division</p>
			<p>7. Photographs clearly showing the left, right and front sides of the vessel 8. Call sign number/copy of call sign 9. Documents proving that a request was made for the installation of the New Vessel Monitoring System (VMS)</p>		
	<p>2. Registration of fishing vessels under Fisheries Management Tools (Non-Multi-Day Fishing Boats)</p>	<p>3 working days</p>	<p>1. Form Fisheries 49 2. MEA Certificate 3. Certificate of Insurance 4. Copy of the National Identity Card of the owner</p>		<p>Director (Management) Off. Tel.No.011-2446291</p>

			5. Copies of documents proving the ownership of the vessel		Deputy Director (Management) Tel.No.011-2470439 02.District Assistant Director, Officer in charge of the Fisheries Inspector's Division
	3.Transfer of fishing vessels under the Fisheries Management Tools (Multi-Day Fishing Boats)	14 working days	1 Form.Fisheries 52 2. Form Fisheries 56 3. Form Fisheries 49 (Transferee) 4.Fisheries Inspector's Report on the Transferee 5.Copy of the National Identity Card of the Transferee 6.Valid Marine Engineering Report 7.Valid certificate of insurance 8.Letters confirming the payment of harbour charges 9.Transfer / Affidavit 10.Grama Niladhari's Report 11.Police Report 12.Documents to prove as to how the money was earned 13.Documents on the transfer of the SSP radio 14.Old and new agreements relating to the transfer of the Vessel Monitoring System (VMS)		Director (Management) Off. Tel.No.011-2446291  Deputy Director (Management) Tel.No.011-2470439 02.District Assistant Director, Officer in charge of the Fisheries Inspector's Division

			15. Agreements relating to the transfer of TAB 16. High Seas Operations Licence 17. EEZ Operations Licence		
	4. Mortgage of fishing boats under the Fisheries Management Tools	7 working days	1. Instrument of Mortgage provided by bank 2. Certificate of the Registration of Fishing Boats 3. The letter issued by the bank	Fisheries Boat (Mortgage) Regulations	Director (Management) Off. Tel.No.011-2446291 Deputy Director (Management) Tel.No.011-2470439 02. District Assistant Director
	5. Redemption of fishing boats under the Fisheries Management Tools	7 working days	1. Instrument of Mortgage 2. Certificate of the Registration of Fishing Boats 3. The letter issued by the bank		
	6. Cancellation of the registration of fishing boats under the Fisheries Management Tools	7 working days	1. Fisheries Form 59 2. Certificate of the Registration of Fishing Boats		Director (Management) Off. Tel.No.011-2446291  Deputy Director (Management) Tel.No.011-2470439 02. District Assistant Director, Officer in charge of the Fisheries Inspector's Division
	7. Issue of Fishing Operations licences for fishing at High Seas	3 working days	1. Application 2. Maritime Licence 3. Score Sheet 4. MEA Certificate 5. VMS agreement	High Seas Fishing Operations Regulations-2014	
	8. Registration of Madel (Beach Seine)	7 working days	1. Regulations 8 and 25 2. Area F.I's observations and recommendations 3. A valid receipt of the payment of the annual revenue 4. The annual permit issued by the respective Government	Madel (Beach Seine) Regulations 1984 / Amendments 2018	Director (Management) Off. Tel.No.011-2446291  Deputy Director (Management)

			Agent in respect of the use of the state land for the year in respect of which the permit is sought		Tel.No.011-2470439 02.District Assistant Director, Officer in charge of the Fisheries Inspector's Division
	9.Issue of permits for the import of ornamental fish	7 working days	1 Form E 2.Recommendation of the National Aquaculture Development Authority 3.Volume of fish imported during the validity period of the previous permit	Fishing Operations regulations of 1996 and Amendments 2019 / The Export and Import of Live Fish (Amendment ) Regulations,1999 /2003	Director (Management) Off. Tel.No.011-2446291  Deputy Director (Management) Tel.No.011-2470439 02.District Assistant Director, Officer in charge of the Fisheries Inspector's Division
	10. Issue of permits for the export of ornamental fish	7 working days	1.Form A 2.Quantities exported during the valid period of the previous permit	The Export and Import of Live Fish Regulations/ The Fish and Fishery Products, Exports, Import and Re-export Management Regulations 2017/ Fisheries (Imposition of Fees) Regulations-2021	
	11. Issue of permits for the re-export of ornamental fish	5 working days	1 Form E 2.Recommendation of the National Aquaculture Development Authority		
	12.Issuing permits for possession, transportation and export of spiny lobsters	3 working days	1.Application 2. Quantities exported during the valid period of the previous permit	2000/2009 Lobster Fisheries Management Regulations	Director (Management) Off. Tel.No.011-2446291



				2000/2009/ The Fish and Fishery Products, Exports, Import and Re-export Management Regulations 2017/ Fisheries (Imposition of Fees) Regulations-2021 / Fishing Operations regulations of 1986 and Amendments 2019	Deputy Director (Management) Tel.No.011-2470439 02.District Assistant Director, Officer in charge of the Fisheries Inspector's Division
	13.Issue of permits for catching chanks	3 working days	1.Letter of request 2.List of vessels and divers	Chank Fisheries Management and Export Regulations, 2003/ Fisheries (Imposition of Fees) Regulations-2021 / Fishing Operations regulations of 1986 and Amendments 2019	Director (Management) Off. Tel.No.011-2446291  Deputy Director (Management) Tel.No.011-2470439
	14.Issuing permits for possession and transportation of chanks	3 working days	1.Copy of the Business Registration Certificate	Chank Fisheries Management and Export Regulations,	Director (Management) Off. Tel.No.011-2446291
	15. Issuing permits for possession and transport of chanks	3 working days	2.Application 3.Letter of Request		

				2003/ Fisheries (Imposition of Fees) Regulations-2021 / Fishing Operations regulations of 1986 and Amendments 2019	Deputy Director (Management) Tel.No.011-2470439
16. Issuing permits for catching ,collection ,possession and transportation of beach-de-mer	3 working days	1. .Application 2. Letter of Request 3.Old permit confirming by the Assistant Director of the relevant District or Fisheries Officers as to whether the quantity mentioned in the permit was transported.	Fishing Operations regulations , 2019/ The Fish and Fishery Products, Exports, Import and Re-export Management Regulations 2017/ Fisheries (Imposition of Fees) Regulations-2021	Director (Management) Off. Tel.No.011-2446291  Deputy Director (Management) Tel.No.011-2470439	
17.Issuing permits for import, export and re-export of beach-de-mer	3 working days	1. Application 2.Letter of Request 3.Import, Export, Re-export volumes issued by Customs			
18. Issue of licence for collection, transport of dead shells and for the manufacture of fancy goods	5 working days	1. Application 2.Letter of Request	The Fisheries Management (Collection of dead shells) Regulations, 2001/ 2012/2010	Director (Management) Off. Tel.No.011-2446291  Deputy Director (Management) Tel.No.011-2470439	
19.Issue of licence for the export of coral species cultured on artificial substrates	3 working days	1. Application 2.Letter of request	Export of Cultured Marine Organism on Artificial Substrates		

				Regulations 2011 and 2015 (Amendment)	
	20. Issue of Identity Cards for fishermen	2 working days	1. Applications will be called via online	Fishing Operations Regulations 1996/ Amendments 2011	Director (Management) Off. Tel.No.011-2446291  Deputy Director (Management) Tel.No.011-2470439
	21. Issue of skipper licences	3 working days	1.Application 2.Copy of National Identity Card 3.Training certificate 4.Documents to prove the employment on the vessel 5.Medical Certificate 6.Receipt of payment 7.Two photographs of the applicant (Upper part) 8.Result sheet of the interview conducted by the District Fisheries Office	Issuance Certificates of Competence for Skippers ( Local Fishing Boat) Regulations	District Assistant Director, Officer in charge of the Fisheries Inspector's Division
	22. Granting approval to local fishermen to engage in fishing operations jobs activities in foreign countries	5 working days	1.Application 2. Copy of National Identity Card 3. Copy of Passport 4.Affidavit 5.Approval of the Ministry of Defence	Minimum standards for the citizen of Sri Lanka engaged in fishing operations in foreign flagged fishing boats Regulations-2015	Director (Management) Off. Tel.No.011-2446291  Deputy Director (Management) Tel.No.011-2470439
	23. Obtaining approval for the sale/ transfer of locally made vessels to foreign countries	5 working days	1.The letter confirming that the relevant vessel is permitted to fish in the country	Fisheries Regulations of Foreign Fishing	District Assistant Director, Officer in charge of the Fisheries Inspector's

			<p>where it is intended to be exported</p> <p>2.Certificate of local registration of the vessel for cancellation of registration</p> <p>3.Letter of request for cancellation of registration</p> <p>4.Form Fisheries General59 for cancellation of the registration of the vessel</p> <p>5.Permission of the Ministry of Defense</p>	Boats 2018	Division
	24. Registration of fish and fishery products for import and issuance of Management Licences	14 working days	<p>1.Form 2</p> <p>2.Certificate of Business Registration</p> <p>3.In case ofPartnership Details of Shareholders</p> <p>4. Copy of TIN certificate</p> <p>5.Copy of Certificate of Registration of Value Added Tax</p> <p>6.Copy of National Identity Card</p> <p>7.If suppliers to government agencies, copies of supporting documents</p> <p>8.Receipt of payment</p> <p>9.Details of storage facilities</p>	The Fish and Fishery Products, Exports, Import and Re-export Management Regulations 2017 / Fisheries (Imposition of Fees) Regulations-2021	<p>Director (Management) Off. Tel.No.011-2446291</p> <p>Deputy Director (Management) Tel.No.011-2470439</p>
	25.Registration of fish and fishery products for export and issuance of Management Licences	14 working days	<p>1. Form 2</p> <p>2. Certificate of Business Registration</p> <p>3. In case ofPartnership Details of Shareholders</p> <p>4. Copy of TIN certificate</p> <p>5. Copy of Certificate of</p>		

			<p>Registration of Value Added Tax</p> <p>6. Copy of National Identity Card</p> <p>7. Receipt of payment</p> <p>8. Copy of the third party agreement if their products are manufactured under the facilities of another factory</p>		
	26. Registration of fish and fishery products for re-export and issuance of Management Licences	14 working days	<p>1. Application form 2</p> <p>2. Copy of the Certificate of Business Registration</p> <p>3. In case of Partnership Details of Shareholders</p> <p>4. Copy of TIN certificate</p> <p>5. Copy of Certificate of Registration of Value Added Tax</p> <p>6. Copy of National Identity Card</p> <p>7. Receipt of payment</p> <p>8. Copy of the third party agreement if their products are manufactured under the facilities of another factory</p>	The Fish and Fishery Products, Exports, Import and Re-export Management Regulations 2017 / Fisheries (Imposition of Fees) Regulations-2021	<p>Director (Management) Off. Tel.No.011-2446291</p> <p>Deputy Director (Management) Tel.No.011-2470439</p>
	27. Allocation, approval, issuance of New Vessel Registration Numbers (Multi-Day Vessels)	5 working days	<p>1. Application form 2</p> <p>2. Bank Receipt stating that 25% of the estimated value of the vessel has been paid in the name of the boatyard</p> <p>3. Copy of National Identity Card</p> <p>4. A clear description of how to pay the full value of the vessel</p> <p>5. If the vessel is more than 45</p>	Fishing Boats Safety (Design, Construction and Equipment) Regulations 2009/ Fisheries and Aquatic Resources Act No.2 of 1996 / Registration of Fishing Boats	<p>Director (Management) Off. Tel.No.011-2446291</p> <p>Deputy Director (Management) Tel.No.011-2470439</p>

			feetdetails of the system used to cool the fish caught ( CSW / RSW systems )	Regulations,1980 / Registration of Fishing Boats (Amendment) Regulations 2006 /Amendment 2011 / Fisheries (Imposition of Fees) Regulations-2021	
	28. Allocation, approval, issuance of New Vessel Registration Numbers (Non-Multi-Day Vessels)	5 working days	1.Application 2. Copy of National Identity Card 3. A clear description of how to pay the full value of the vessel	Registration of Fishing Boats Regulations,1980 / Registration of Fishing Boats (Amendment) Regulations 2006 / Amendment 2011/ Fisheries (Imposition of Fees) Regulations-2021	Director (Management) Off. Tel.No.011-2446291  Deputy Director (Management) Tel.No.011-2470439
	29.Providing technical recommendations on special fishing disputes	30 working days	1.Recommendation reports issued by relevant institutions such as Department of Coast Conservation, National Aquatic Research Institute, and Marine Environment Protection Authority etc. 2.Written and oral comments of all the parties involved in the dispute	Fisheries and Aquatic Resources Act No.2 of 1996 / Amendment 2013	Director (Management) Off. Tel.No.011-2446291  Deputy Director (Management) Tel.No.011-2470439
	30.Providing no objection letters in respect of Fisheries management	3 working days	1.Letter of request 2.A copy if previously obtained		
	31.Granting approval for the export	10 working days	1..Letter of request	Shark Fisheries	Director

	of shark species		2. Research Report on the Identification of Shark Species	Management Regulations-2001/2015	(Management) Off. Tel.No.011-2446291 Deputy Director (Management) Tel.No.011-2422980
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Division and Location	Service provided	Time taken for it (months/weeks/dates)	Documents to be submitted	Relevant laws and regulations	Officer to be contacted
<b>Information Technology Division</b>  <b>Department of Fisheries and Aquatic Resources</b>  <b>(2<sup>nd</sup> Floor New Building)</b>	1.Registration of a vessel through MSDFAR system.	5 days	Documents are not submitted and the same is done through the system.	N.A	Mrs.S.S.G.Jayaweera (Development Officer) Tel.No.0766531443 email:sitharagayani@gmail.com
	2.Issue of High Seas Fishing Operations Licence through MSDFAR system..	5 days	Documents are not submitted and the same is done through the system.	N.A	Mrs.S.S.G.Jayaweera (Development Officer) Tel.No.0766531443 email:sitharagayani@gmail.com
	3.To allow vessel departures throughMSDFAR system	1 day	Documents are not submitted and the same is done through the system.	N.A	Mrs.O.S.M.J.Perera (Development Officer) Tel.No.0755751932 email:maudushanisulochana@gmail.com
	4.Issue of documents through the DOXPRO system	1 day	Documents are not submitted and the same is done through the system.	N.A	Mrs.N.A.Mendis (I.T.Assistant) Tel.No.0779468671 email:namendis84@gmail.com



	5.Registration of fishermen through the MSDFAR system	3 days	Documents are not submitted and the same is done through the system	N.A	Mr.M.M.H.S.Harischandra (Fisheries Officer) Tel.No..0716726056 email:harsha.sripal@gmail.com
	6.Covering of fishing trips through ELOG system	1 day	Documents are not submitted and the same is done through the system.	N.A	L.M.Godawatta (I.T.Assistant) Tel.No.0760257794 email:lahiru.dfar@gmail.com
Internal Audit Division Ground Floor New Building (VMS Building)	1. Conducting internal audit	Depending on the time of receiving information required for audits	Preparation and submission of audit programmes, preparation and submission of check lists , submission of the final audit report to the Director General	Sections 40 and 41 of the National Audit Act No.19 of 2018,Management Audit Circular No.1 /2019	Chief Internal Auditor K.LD.M.Jayamini Off. Tel No:0113461004 Tel.No:.0718106570  email:madushikajayaminidfar@gmail.com
	2. Conducting of Audit Management Committee Meetings	Once a quarter	Taking information from required divisions Preparation and submission of the minutes of the meetings.		
	3.Submission of quarterly reports	Once a quarter	Preparation and submission of quarterly report for which information is received from various divisions.		

