

Availing services of Sri Lanka Customs under the current outbreak of COVID 19

Sri Lanka Customs has made arrangement to provide services to the importers, exporters and other agencies under the prevailing situation of the country due to COVID 19 pandemic. The following arrangements are applicable for both sea cargo and air cargo processes.

However, please note that these arrangements are made subject to health and safety measures notified by the government, especially to minimize the human gathering thus preventing the spread of this deadly disease. Therefore, the Director General of Customs requests all the persons visiting the Customs premises to strictly follow the health and safety measures notified by the government.

Clearance of Imported Essential Goods

The arrangements have been made to facilitate the clearance of imported essential goods such as food items, perishable goods, medicines, medical devices and related items. Further, bulk cargo such as gas, petroleum, fertilizers, cement etc., and any raw material or commodity intended for the production of essential goods shall also be cleared during this period. Clearance of rest of the imported commodities will be decided in due course after monitoring the pandemic situation of the country.

Clearance of Urgent Exports

The arrangements have been made to facilitate the clearance of urgent exports. However, a limited number of exports will be facilitated per day to prevent unnecessary overcrowdings. Therefore, the exporters are requested to make prior arrangements with the Customs staff at the Exports Facilitation Centre or Air Cargo Village before bringing in the goods to the respective centres.

Clearance of Unaccompanied Passenger Baggage

The clearance of all unaccompanied passenger baggage (UPB) is suspended until further notice.

Other Services

The arrangements have been made to facilitate all the other services such as submission of cargo manifests, renewal of TIN registrations and new TIN registrations related to the clearance of imported essential goods and urgent exports. Therefore, all the related agencies are requested to make prior arrangements with the Customs staff at the relevant working points before visiting the same.

Please contact the following officers to make prior arrangements.

1. Essential Import Documents Processing and Submission of Manifests

Place : Colombo Long Room

Time : 10.00 am - 2.00pm

Contact Person: Mr. Darshana Silva, Director (Imports), 0714458476

2. Essential Import Cargo Examinations

Place : RCT, Orugodawatte

Time : 10.00 am - 5.00 pm

Contact Person: Mr. Perimpanyagam, Director (Cargo Examination), 0777273879

3. Urgent Exports

Place : Exports Facilitation Centre

Time : 10.00 am - 5.00 pm

Contact Person: Mr. Senevirathne Banda, Deputy Director (Exports), 0777300372

4. Essential Imports of Air Cargo

Place : Air cargo village, Katunayake

Time : 24 x 7

Contact Person: Mr. Saleem, Deputy Director (Air Cargo), 0777358168

5. Bonding and TIEP Related Matters

Place : Industries and Services Directorate, Colombo

Time : Services are provided on call

Contact Person: Mr. Thilak Arumapperum Arachchi, Deputy Director (I&S), 0718024767

Mr. S. D. A. Kumarasiri, Superintendent (I&S), 0718033661

6. BOI – Customs Related Matters

Place : BOI Coordinating Directorate, Colombo

Time : Services are provided on call

Contact Person: Mr. Paninee Wijayawardane, Director (BCD), 0777891806

Mr. K. K. A. R. Kumarasinghe, Deputy Director (BCD), 0714414924

7. BOI Imports Examinations

Place : CVT, Orugodawatte

Time : Services are provided on call

Contact Person: Mr. Perimpanyagam, Director (Cargo Examination), 0777273879

8. TIN Registrations and Renewals

Place : TIN/VAT Registration Unit, Colombo

Time : Services are provided on call

Contact Person: Mr. Gamini Jayawardena, Director (Specialised Services), 0777351847

9. Clearance of Arriving and Departing Passengers

Contact Person: Duty Officer (Arrivals)

Contact Numbers: 0112252404, 0112264458

Contact Person: Duty Officer (Departure)

Contact Number: 0112264452

10. ICT Related Issues

Contact Person: Duty Officer

Contact Number: 0710889935

For any further inquiry please contact Mr. Sunil Jayarathne, Additional Director General of Customs, 0777484664 (24x7)
