



## SRI LANKA CUSTOMS



### NOTICE OF THE INDUSTRIES & SERVICES DIRECTORATE

#### **1. Applications for Inward Processing over Emails**

This department has opened a facility for electronic mail based pre-processing of applications for Inward Processing (TIEP), Textile and Apparel Sector (INFAC), and Individual Bank Guarantee (IBG) facilities, with the view of facilitating and adding resilience to the approval and authorization processes thus eliminating possible disruption to industrial and related import export activities during difficult circumstances such as pandemics and terrorism where movements are limited or restricted.

All enterprises operating said Customs Economic Procedures are invited to adhere to this procedure for making applications for new approvals and for requests on matters, such as approval extensions, arising during the course of operations under respective schemes.

New enterprises who are willing to register with Customs for such facilities, may use the same platform for submitting applications for pre-processing and feedback.

Micro, Small and Medium Enterprises (MSME), researchers, inventors, students, vocational training institutions, universities and others exploring export possibilities are also invited to Contact Customs over the given email address for project specific tailormade information and guidance.

#### ***Notes:***

- 1. This SOP is only a preferred option, and the applications so submitted will be received and processed, by the officers attached to the Export Facilitation Unit of the Industries and Services Directorate.*
- 2. There will be no change whatsoever in the manual processing of applications and the practice will continue without any disruption.*
- 3. The SOP does not supersede any laws and regulations governing respective schemes, but will be a supplementary facility issued in terms of provisions thereunder.*

## 2. Standard Operating Procedure

### Applications and Operational Requests

1. Download relevant template file from  
[http://www.customs.gov.lk/isd/org/efu.php#application\\_download](http://www.customs.gov.lk/isd/org/efu.php#application_download) or  
[www.srilankatradeportal.gov.lk](http://www.srilankatradeportal.gov.lk)
  - a. **TIEP-1 Application Templates.xlsx** – for applications under the TIEP scheme,
  - b. **INFAC Application Templates.xlsx** – for applications under the Textiles & Apparels sector (INFAC),
  - c. **IBG Application Templates.xlsx** – for Individual Bank Guarantees (IBG) facilities,
2. Select the template of the relevant Covering letter,
3. Complete the Covering Letter,
4. Complete the documents/reports specified in the Covering Letter as per the templates,
5. Take a printout of the Covering Letter, in company letterhead, sign and stamp,
6. Take printouts of the documents of step (4) above, sign and stamp,
7. Make color scan copies of all the docs,
8. Forward all the scan copies in one email to [ip.isd@customs.gov.lk](mailto:ip.isd@customs.gov.lk) with the email subject in the following format:

**Enterprises already registered with Customs** <TIEP/INFAC/IBG>-  
<NEW/REN/OPR>-<customs reference (warehouse) No.>

**Examples:**

TIEP-NEW-5700??? – New application by TIEP operator 5700???

TIEP-REN-5700??? – Application for Renewal by TIEP operator 5700???

TIEP-OPR-5700??? – Operational request by TIEP operator 5700???

**Enterprises not yet registered with Customs**

<TIEP/INFAC/IBG>-<REG>-<Company Name>

**Examples:**

TIEP-REG-Nimal Enterprises – Application for registration under TIEP scheme

INFAC-REG-Nimal Enterprises- Application for registration under INFAC scheme

9. Customs will acknowledge the receipt of the email if duly received,
10. Customs will use the phone number/ email address in the covering letter for communications,
11. Customs, during the assessment,
  - a. may contact applicant for further information or clarifications,
  - b. may call for further reports depending on the situation,

- c. may call for reports in digital formats for easy reference,
12. Customs may notify applicant/agent for handing over of certified documents and for payment of processing charges (Originals of the certified documents are required for verification),
13. Customs may notify applicant/agent date and time inviting applicant for interview,
14. Customs may schedule visits to the factories/processing facilities for inspections and verifications,
15. Customs reconciles scanned documents with physical documents,
16. Customs will nominate a date for collection of approvals,
17. Applicant visits Customs and collects documents,
18. Customs updates the computer systems.

## Public Inquires

Public by sending an email in the format as per the template as described in the procedure below to Export Facilitation Unit of the Customs Industries and Services Directorate and receive any relevant information. Potential entrepreneurs may visit Customs for interview on appointment for any further guidance if necessary.

1. Downloads relevant template file from [www.customs.gov.lk/isd/org/efu.php](http://www.customs.gov.lk/isd/org/efu.php) or [www.srilankatradeportal.gov.lk](http://www.srilankatradeportal.gov.lk)
  - a. **INQ Application Templates.xlsx** – for applications for information on Customs Economic Procedures
2. Draft an email message as per the template (The template for public inquiries is only a guide for content and format of the message. Please do not send the MS Excel file as an attachment)
3. Format the subject of the email as: **INQ-<Company/Individual name>**,  
**<INQ>-<Company/Individual name>**

### Examples:

INQ-Nimal Jayawardene – Inquiry by Nimal Jayawardene

INQ- Nimal Enterprises – Inquiry by Nimal Enterprises

4. Send the email to [ip.isd@customs.gov.lk](mailto:ip.isd@customs.gov.lk),
5. Customs will acknowledge the receipt of the email if duly received,
6. Customs will use the phone number/ email address in the request letter for communications,
7. Customs may arrange a meeting for an interview where necessary.

This SOP is subject to review and periodical updates as and when required.

### **3. Textile Exports of Non-Manufacturing Entities**

Textile exports of Non-Manufacturing entities are allowed without considering Ministry of Industry recommendation in this period of holidays to avoid any inconvenience to the exporters.

Exporters are required to produce following documents for approval.

1. Request Letter of applicant
2. Three Copies of Completed Commercial Invoice with Original signature & Rubber stamps
3. Purchased Bill of Item/fabric
4. Samples with the label attached "Made in Sri Lanka"

***[This notice is issued in accordance with the email communication from the Director (Textiles), Ministry of Industries and Supply Chain Management dated 18 March 2020]***

### **4. Credit Vouchers against VAT Deferred under Deferment Facility**

The validity of Extension Letters issued by the Inland Revenue Department with regard to Credit Vouchers (CV) due against the VAT deferred under Deferment facility, should be treated as extended up to 30 June 2020.

***[This notice is issued in accordance with the email communication from the Commissioner General of Inland Revenue dated 28 April 2020]***

### **5. Contact Information**

For any further information please contact the officials below.

1. Mr. Sunil Jayaratne – 077 748 4664  
Additional Director General of Customs (Revenue & Services)
2. Mr. Thilak Arumapperuma Arachchi - 071 802 4767  
Deputy Director of Customs (Industries & Services)
3. Mr. Anura Kumarasiri - 071 803 3661  
Superintendent of Customs (Industries & Services)
4. Mr. Ruchira Karunathilake – 071 483 7170  
Deputy Superintendent of Customs (Industries & Services)
5. Ms. Nirosha Wijetunga - 071 866 8802  
Deputy Superintendent of Customs (Industries & Services)
6. Mr. Ranga Kumara – 077 734 7377  
Assistant Superintendent of Customs (Industries & Services)
7. Mr. Hasitha Kularatne – 071 303 6804  
Assistant Superintendent of Customs (Industries & Services)
8. Mr. Hansaka Ranwaka – 077 236 4924  
Assistant Superintendent of Customs (Industries & Services)
9. Mr. Tharindu Bandara – 071 441 6801  
Assistant Superintendent of Customs (Industries & Services)