



# SRI LANKA BUREAU OF FOREIGN EMPLOYMENT

## CITIZENS CHARTER

Telephone No                               :-     011-2864101-105  
 Hot Line                                       :-     1989  
 Web Site                                       :-     [www.slbfe.lk](http://www.slbfe.lk)

Functional Division	Services that are provided	Time required for service delivery	Documents to be forwarded along with the request
(1) First Approval Section Tel:- 011-2864107 Fax:- 011-2864138 E-mail:- <a href="mailto:mgr_firstapp@slbfe.lk">mgr_firstapp@slbfe.lk</a>	<ul style="list-style-type: none"> <li>Registration of Sri Lankans who have secured employment abroad through private channels</li> </ul>	45 minutes	<ul style="list-style-type: none"> <li>Passport and a photocopy of the page where the photograph of passport holder has been depicted</li> <li>Employment contract and a photocopy of the same</li> <li>Original visa and a photocopy</li> <li>Documents in support of training or overseas experience (for female domestic sector employments)</li> <li>Embassy authenticated Insurance certificate for all workers going to Jordan</li> <li>Embassy authenticated Insurance Certificate for Domestic workers going to U.A.E.</li> </ul>
	<ul style="list-style-type: none"> <li>Approval for advertisements on overseas employment opportunities</li> </ul>	1 ½ hrs.	<ul style="list-style-type: none"> <li>Job order</li> <li>Format of the Advertisement</li> <li>Request letter</li> </ul>
	<ul style="list-style-type: none"> <li>Granting of First Approvals (This is for job orders which are forwarded)</li> </ul>	2 hrs.	<ul style="list-style-type: none"> <li>Name and address of the employer</li> <li>Job order</li> <li>Power of Attorney</li> <li>Declaration on cost of recruitment</li> <li>F-Form and request letter</li> </ul>
	<ul style="list-style-type: none"> <li>Refund of registration fee and cancellation of registration</li> </ul>	10 minutes	<ul style="list-style-type: none"> <li>Cash refund form from Finance Division</li> <li>Passport</li> <li>Bank Receipt</li> <li>Request Letter from Local Agency</li> </ul>
	<ul style="list-style-type: none"> <li>Provision of information on job opportunities</li> </ul>	2 minutes	-

	available at licensed foreign employment agencies to the public		
	<ul style="list-style-type: none"> <li>Granting of written approvals for conducting interviews, seminars and distributing leaflets</li> </ul>		<ul style="list-style-type: none"> <li>Request letter from Agency indicating place and time</li> <li>Permission letter from the authorities of holding place (Location)</li> <li>Copies of the relevant approvals</li> </ul>
(2) Research Division Tel :- 011-2864116 Fax :- 011-2864116 E-mail :- <a href="mailto:mgr_res@slbfe.lk">mgr_res@slbfe.lk</a>	<ul style="list-style-type: none"> <li>Sale of statistical Hand book to the public</li> </ul>	5 minutes	<ul style="list-style-type: none"> <li>The receipt in support of the payment made to the finance division</li> </ul>
	<ul style="list-style-type: none"> <li>Researches and surveys on Sri Lanka migrant workers and their families</li> </ul>	90 days	<ul style="list-style-type: none"> <li>The letter requesting information</li> </ul>
	<ul style="list-style-type: none"> <li>Provision of statistical reports and information with regard to the Sri Lankan migrants</li> </ul>	1 hour	<ul style="list-style-type: none"> <li>Request letter</li> </ul>
	<ul style="list-style-type: none"> <li>Arrangement of the facilities at the library for those who search for information with regard to the migration</li> </ul>	15 minutes	<ul style="list-style-type: none"> <li>Request letter</li> </ul>
	<ul style="list-style-type: none"> <li>Provision of photocopy facilities for those who refer library</li> </ul>	15 minutes	<ul style="list-style-type: none"> <li>The receipt in support of the payment made to the Finance Division</li> </ul>
(3) Sociology Division Tel:- 011-2864127 Fax:- 011-2864127 E-mail :- <a href="mailto:sociologis@slbfe.lk">sociologis@slbfe.lk</a>	<ul style="list-style-type: none"> <li>Awareness Programme</li> </ul>	From 01 day to 180 days	<ul style="list-style-type: none"> <li>Request letter that contains details of the programme</li> </ul>
(4) Marketing Division Tel:- 011-2864114 Fax:- 011-2864114 E-mail :- <a href="mailto:mgr_mkt@slbfe.lk">mgr_mkt@slbfe.lk</a>	<ul style="list-style-type: none"> <li>Provision of information on available employment opportunities at the licensed employment agencies to the job seekers through internet.</li> </ul>	From 5 to 10 minutes	-

	<ul style="list-style-type: none"> <li>• Acceptance of applications from job seekers to the employment data bank while providing necessary information and instructions</li> </ul>	From 5 to 10 minutes	<ul style="list-style-type: none"> <li>• Job application</li> </ul>
(5) Airport Unit Tel:- 011-2259952 Fax:-011-2259953 E-mail:- <a href="mailto:mgr_airport@slbfe.lk">mgr_airport@slbfe.lk</a>	<ul style="list-style-type: none"> <li>• Registration of Sri Lankans leaving for employment abroad at the departure lobby</li> </ul>	10 minutes	<ul style="list-style-type: none"> <li>• Passport</li> <li>• Registration fee</li> <li>• Valid documents in support of the employment abroad</li> <li>• Valid visa and Air ticket</li> <li>• Training Certificate or documentary evidence in support of 6 months work experience abroad in the case of female domestic workers</li> <li>• Training certificate of 5 days mandatory pre-departure training programme for new male job seekers in unskilled sector</li> </ul>
	<ul style="list-style-type: none"> <li>• Taking legal action against parties who engage in sending persons abroad for employment illegally</li> </ul>	immediately	-
	<ul style="list-style-type: none"> <li>• Producing individuals who attempt to leave the country for employment on forged documents to the police in order to take legal action</li> </ul>	immediately	-
	<ul style="list-style-type: none"> <li>• Provision of assistance to the needy migrant workers at the arrival lobby</li> </ul>	immediately	-
	<ul style="list-style-type: none"> <li>• Payment of travelling expenses to the needy migrant workers at the arrival lobby</li> </ul>	10 minutes	-
	<ul style="list-style-type: none"> <li>• Referral of returned migrant workers to the welfare centre (Sahana Piyasa)</li> </ul>	10 minutes	-

(6) Sahana Piyasa Tel:- 011-2259941 Fax:-011-2259953 E-mail:- <a href="mailto:sahanapiyasa@slbfe.lk">sahanapiyasa@slbfe.lk</a>	<ul style="list-style-type: none"> <li>• Provision of necessary assistance and welfare facilities for those who visit the centre</li> </ul>	immediately	-
	<ul style="list-style-type: none"> <li>• Registration of Sri Lankan leaving for employment abroad</li> </ul>	5 minutes	Documents are required as cited under Airport Unit
	<ul style="list-style-type: none"> <li>• Signing of employment contracts</li> </ul>	15 minutes	-
(7) Publicity & Public Relations Division Tel:- 011-2864150 Fax:-011-2864150 E-mail:- <a href="mailto:mgr_publ@slbfe.lk">mgr_publ@slbfe.lk</a>	<ul style="list-style-type: none"> <li>• Provision of information to the professionals, job seekers and the general public regarding the industry of foreign employment through internet, electronic media and seminars</li> </ul>	1 day	-
(8) Conciliation Division Tel:- 011-2864112/011-2864113 Fax:-011-2288292/011-2864133 E-mail:- <a href="mailto:mgr_concil@slbfe.lk">mgr_concil@slbfe.lk</a> <a href="mailto:mgr_cons2@slbfe.lk">mgr_cons2@slbfe.lk</a>	<ul style="list-style-type: none"> <li>• Promptly settlement of problems encountered by Sri Lankans employed abroad according to the nature of the issue or registrations of complaints for future settlement</li> </ul>	Depending on the gravity of the issue	-
	<ul style="list-style-type: none"> <li>• Intimation of the complaint so registered to the respective Sri Lankan embassy of the host country and the relevant licensed foreign employment agency</li> </ul>	01 day	-
	<ul style="list-style-type: none"> <li>• Fixing an inquiry summoning both complainant and the agent</li> </ul>	02 weeks	-

	<ul style="list-style-type: none"> <li>Local agent will be given a grace period to solve the problem by hearing the both parties of the complaint</li> </ul>	Depending on the gravity of the issue	-
(9) Recruitment Division Tel:- 011-2864124 Fax:-011-2864124 E-mail:- <a href="mailto:mgr_rec@slbfe.lk">mgr_rec@slbfe.lk</a>	<ul style="list-style-type: none"> <li>Referral of job seekers for Language training after the interview</li> </ul>	5 minutes	
	<ul style="list-style-type: none"> <li>Registration of applicants for language test</li> </ul>	6 days	
	<ul style="list-style-type: none"> <li>Referral of those who got through the language test for medical examination</li> </ul>	2 months	
	<ul style="list-style-type: none"> <li>Conducting interviews for those who got through language test without facing the interview</li> </ul>	3 weeks	
	<ul style="list-style-type: none"> <li>Verification of details of those who have passed the language test and then, feeding those to the computer system</li> </ul>	2 months	
	<ul style="list-style-type: none"> <li>Applicants will be informed on the receipt of employment contracts from Human Resources Department of government of South Korea</li> </ul>	4 days	
	<ul style="list-style-type: none"> <li>Signing of employment contracts</li> </ul>	14 days	
	<ul style="list-style-type: none"> <li>Referral of job seekers for pre-departure training after signing the contract of employment</li> </ul>	5 days	
	<ul style="list-style-type: none"> <li>Making arrangements to pay training fees and visa fees</li> </ul>	01 day	
(10) Legal division Tel:- 011-2864119 Fax:-011-2864119 E-mail:- <a href="mailto:mgr_legal@slbfe.lk">mgr_legal@slbfe.lk</a>	<ul style="list-style-type: none"> <li>Payment of compensation to the heirs of deceased Sri Lankans employed abroad</li> </ul>	2 days	
	<ul style="list-style-type: none"> <li>Provision of information on your court case</li> </ul>	1 hour	

	<ul style="list-style-type: none"> <li>• Replying for legal issues through email or telephone system</li> </ul>	1 hour	
	<ul style="list-style-type: none"> <li>• Provision of legal assistance free of charge until the case is over if your complaint is legal and fair</li> </ul>	3 months	
(11) Foreign Relations Division Tel:- 011-2864149 Fax:- 011-2864126 E-mail:- <a href="mailto:mgr_fr@slbfe.lk">mgr_fr@slbfe.lk</a>	<ul style="list-style-type: none"> <li>• Provision of assistance in the case of a death of Sri Lankan while working abroad and payment of Rs. 10,000 as compensation to meet basic funeral expenses</li> </ul>	1 hour	<ul style="list-style-type: none"> <li>• Passport number and connected documents with regard to the death</li> </ul>
	<ul style="list-style-type: none"> <li>• Provision of information such as Telephone numbers and addresses of Foreign Missions for those who expect such information</li> </ul>	5 minutes	
	<ul style="list-style-type: none"> <li>• Gathering information with regard to the Sri Lankans employed abroad and issue such information to the needy people</li> </ul>	5 minutes	
(12) Training division Tel:- 011-4925187 Fax:-011-2864123 E-mail:- <a href="mailto:mgr_train@slbfe.lk">mgr_train@slbfe.lk</a>	<ul style="list-style-type: none"> <li>• Allocation of training dates for those who paid training fees for 15 days Middle East training</li> </ul>	5 minutes	<ul style="list-style-type: none"> <li>• Two photocopies of the passport</li> <li>• Two photocopies of the Identity Card</li> <li>• Request letter from the agency concerned (only for the trainees referred by the Agencies)</li> </ul>
	<ul style="list-style-type: none"> <li>• Dates allocation for those who have paid training fees for 25 days Non-middle East training programme</li> </ul>	5 minutes	-do-
	<ul style="list-style-type: none"> <li>• Allocation of dates for 18 days literacy programme</li> </ul>	5 minutes	-do-
	<ul style="list-style-type: none"> <li>• Facilitation of SLBFE's registration for those who have completed training within 1 day from the date of receipt of the final</li> </ul>	2 minutes	The original passport

	<p>schedule of the trainees from the respective training centre. If there is any delay in data feeding the registration would be arranged through a manual process</p>		
	<ul style="list-style-type: none"> <li>• Issuance of training certificate for those who have completed the training at the completion of the training programme</li> </ul>	immediately	<ul style="list-style-type: none"> <li>• Passport or a copy</li> </ul>
<p>(13) Finance Division Tel:- 011-2864134 Fax:-011-2864120 E-mail :- <a href="mailto:mgr_fin@albfe.lk">mgr_fin@albfe.lk</a></p>	<ul style="list-style-type: none"> <li>• Payment of 70% portion of the registration fee to the Licensed Foreign Employment Agencies (Agency claims)</li> </ul>	7 days	<ul style="list-style-type: none"> <li>• Finance division's copy of cash deposit slip together with the endorsement of the Final Approval division</li> <li>• A schedule that contains details such as name, address, passport number, air ticket number, salary, country of employment</li> <li>• Covering letter signed by the Licensee or an authorized representative claiming the above payment</li> </ul>
	<ul style="list-style-type: none"> <li>• Refund of registration fees for those who have failed to leave the country for employment abroad</li> </ul>	7 days	<ul style="list-style-type: none"> <li>• Finance division's copy and the customer's copy of the receipt in support of registration fee</li> <li>• Covering letter of the agency concerned regarding the refund of registration fee</li> <li>• Original passport</li> <li>• Details of the Bank Account of the depositor</li> </ul>
	<ul style="list-style-type: none"> <li>• Payment of compensation in the case of a return to the island due to illness or any other acceptable reason or death of a migrant worker</li> </ul>	7 days	<ul style="list-style-type: none"> <li>• Details of Bank account of the claimant and recommendation letter from the Welfare division of the SLBFE</li> </ul>
	<ul style="list-style-type: none"> <li>• Payment for suppliers and service providers</li> </ul>	3 days	<ul style="list-style-type: none"> <li>• Duly prepared voucher by the Procurement division or the user division</li> <li>• Tax invoice/ invoice issued by the supplier</li> <li>• Document in support of Financial authority for the payment</li> </ul>

			<ul style="list-style-type: none"> <li>• Good Received Note or any other acceptable certification regarding the receipt of goods or services</li> </ul>
	<ul style="list-style-type: none"> <li>• Issuance of cash deposit slip books to the employment agencies for the purpose of payments of registration fee</li> </ul>	daily	<ul style="list-style-type: none"> <li>• Request letter from the licensee or his authorized representative</li> </ul>
	<ul style="list-style-type: none"> <li>• Payment of compensation on account of settlement of complaints by Conciliation division or Investigation division to the victims</li> </ul>	3 days	<ul style="list-style-type: none"> <li>• Receipt in support of compensation deposited by the respective agent with the bank</li> <li>• Account details of the claimant</li> <li>• Recommendation letter by Conciliation division/ Investigation division</li> </ul>
<p>14. Welfare division T.P.:- 011-2864117 Fax :- 011-2880557 E-mail :- <a href="mailto:mgr_wel@slbfe.lk">mgr_wel@slbfe.lk</a></p>	<ul style="list-style-type: none"> <li>• Payment of compensation under insurance</li> </ul>	<p>Acceptance of applications within 15 minutes.</p> <p>Submission of insurance claims to the insurer is made within a week</p>	<ul style="list-style-type: none"> <li>• Application for compensation</li> <li>• A copy of the passport</li> <li>• Insurance certificate</li> <li>• A copy of the bank account</li> <li>• In the case of a harassment, a letter issued by either Sri Lankan embassy in the host country or the police or a copy of a complaint made by the claimant/NOK or a guardian regarding the said harassment to the SLBFE prior to return to the island</li> <li>• If premature repatriation is due to illness a medical report of the host country and a medical report that has been obtained locally within 7 days from the return or medical reports of indoor treatments if hospitalization was taken place soon after return. If the repatriation was taken place within 3 months from the departure a copy of medical certificate obtained in Sri Lanka prior to departure.</li> <li>• A special medical report in the case of disability if the claim is for return airfare, in addition to the other documents the air ticket and disembarkation card are also needed</li> </ul> <p><b>In the case of a death</b></p>



	<ul style="list-style-type: none"> <li>• Predeparture loans</li> </ul>	20 minutes	<p>(To be submitted in duplicate and should be certified by a JP)</p> <ul style="list-style-type: none"> <li>• Passport, National Identity card, Birth certificate, Medical reports on death and death certificate of deceased. Documents issued by the Sri Lanka embassy of the host country regarding the death, documents and death certificates issued by Ministry of External Affairs in Sri Lanka and documents issued by Sri Lanka customs in acceptance of the dead body.</li> <li>• A request for compensation by heirs and that request should be certified by Grama Niladhari and Divisional Secretary</li> <li>• If the deceased is unmarried, details of parents, their birth certificates, national identity cards, death certificates. If parents have passed away, details of brothers and sisters and their Identity cards and Birth certificates</li> <li>• If deceased is married, details of spouse, birth certificates, NIC and details of children and birth certificates</li> <li>• If married and have no children, details of spouse and parents as stated above (The above documents should be forwarded to the insurer within six months from the incident and if there is any delay or difficult in obtaining those documents that should be communicated to the bureau immediately</li> </ul> <ul style="list-style-type: none"> <li>• Passport</li> <li>• Employment contract</li> <li>• Visa or work permit</li> <li>• Grama Niladhari certificate (on character and residency)</li> </ul> <p><b>If foreign employment is secured through an agency the following additional documents are also</b></p>
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	<ul style="list-style-type: none"> <li>Housing/ self employment loan</li> </ul>	15 minutes	<p><b>required.</b></p> <ul style="list-style-type: none"> <li>A letter issued by employment agency giving details of employment</li> <li>A copy of the first approval</li> <li>The deposit slip issued to the bank</li> </ul>
	<ul style="list-style-type: none"> <li>“Sahana “ Housing programme</li> </ul>	Within 6 months from the date of commencement of construction	<ul style="list-style-type: none"> <li>A letter issued by bank branch indicating account balance within a week</li> <li>Passport</li> <li>If any body else applies for the worker, the power of Attorney, NIC and a copy of the passport of the person who has employed abroad</li> <li>Medical report that indicates percentage of disability</li> <li>Title deed or transfer</li> <li>Plan and cost estimation (this is forwarded by National Housing Development Authority)</li> </ul>
	<ul style="list-style-type: none"> <li>“Sesatha” pension scheme</li> </ul>	10 minutes The age of entitlement to pension benefits is 60 years	<ul style="list-style-type: none"> <li>A copy of passport</li> <li>A copy of the birth certificate</li> </ul>
	<ul style="list-style-type: none"> <li>Scholarship programme for children</li> </ul>	<p><b>Calling for applications</b></p> <ul style="list-style-type: none"> <li>Month of November of the year under consideration</li> </ul> <p><b>Closing date</b></p> <ul style="list-style-type: none"> <li>Month of March of the following</li> </ul>	<ul style="list-style-type: none"> <li>A copy of passport</li> <li>Pay slip of the registration fee</li> <li>Birth certificate of the child</li> <li>Result sheet of the examination</li> <li>An affidavit if there is an inconsistency in names</li> </ul>

	<ul style="list-style-type: none"> <li>• “Daru Diriya” children development programme</li> <li>• Awards under workers welfare fund (When there is no coverage under insurance)</li> <li>• Other assistance</li> </ul>	<p>year</p> <p><b>Awarding of scholarships</b></p> <ul style="list-style-type: none"> <li>• September-October</li> </ul> <p>Depending on the nature of request and problem arised</p> <p><b>Acceptance of documents</b></p> <ul style="list-style-type: none"> <li>• 10 minutes</li> </ul> <p><b>Awarding of grants</b></p> <ul style="list-style-type: none"> <li>• Within 2 weeks</li> </ul> <ul style="list-style-type: none"> <li>• Depending on the situation</li> </ul>	<ul style="list-style-type: none"> <li>• A copy of passport</li> <li>• Pay slip of the registration fee</li> <li>• Birth certificate of the child</li> <li>• In case of a special talent, a certificate in support of the same, if there is an illness or a problem, evidence in support of the incident or certificate</li> <li>• Relevant documents as specified under insurance scheme are applicable</li> <li>• Acceptable proof and certificates</li> </ul>
<p>(15) Final Approval division T.P.:-011-2864108 Fax :- 011-2866003 E-mail :- <a href="mailto:mgr_fapprval@slbfe.lk">mgr_fapprval@slbfe.lk</a></p>	<ul style="list-style-type: none"> <li>• Registration of those who secure employment abroad through Licensed Foreign Employment agencies</li> </ul>	<p>15 minutes for each passport</p>	<p>Required documents for registration with the SLBFE</p> <ul style="list-style-type: none"> <li>• A copy of the passport</li> <li>• A valid visa</li> <li>• Dully signed employment contract</li> <li>• Training certificate or proof in support of previous overseas experience more than six months (This is applicable only for domestic sector female workers and unskilled male workers)</li> <li>• Receipt in support of payment of registration fee</li> <li>• Host country insurance certificate</li> </ul>

			<ul style="list-style-type: none"> <li>(only for Jordan and UAE) Dully filled "H" form</li> </ul>
(16) Licensing division T.P. :- 011-2864109 Fax :- 011-2880556 E-mail :- <a href="mailto:mgr_licence@slbfe.lk">mgr_licence@slbfe.lk</a>	<b>At the issuance of a new licence</b> <ul style="list-style-type: none"> <li>• Calling new applicants for interviews 7 days</li> <li>• Issuance of applications for those who have passed interview 5 minutes</li> <li>• If an applicant submits all required documents accurately along with his application, Inspection of business location <ul style="list-style-type: none"> <li>- Colombo Within 2 days</li> <li>- Outside Colombo Within 7 days</li> </ul> </li> <li>• Issuance of documents for a bank guarantee (if security clearance reports are satisfactory and business location is approved) 5 minutes</li> <li>• Signing of agreement with the SLBFE after making payment for licence fee and submission of a bank guarantee One day</li> <li>• Issuance of new licence At the workshop organized for new licensees</li> </ul> <b>At the renewal of a licence</b> <ul style="list-style-type: none"> <li>• If request for renewal has been made prior to 30 days from the expiration, Cess 7 days</li> </ul>		

	<p>commission has been paid on time and bank guarantee has been duly extended the renewal of licence is made</p> <ul style="list-style-type: none"> <li>• In the case of change of business location the new location will be examined, <ul style="list-style-type: none"> <li>- Colombo</li> <li>- Outstations</li> </ul> </li> <li>• Quarterly inspection of business locations <ul style="list-style-type: none"> <li>- Colombo</li> <li>- Outstations</li> </ul> </li> <li>• Examination of A,B,C,D reports</li> </ul> <p><b>Changes in Licensed Foreign Employment Agencies</b></p> <ul style="list-style-type: none"> <li>• Giving recommendations after calling for internal reports in the case of changes in business name or ownership /licence holder</li> <li>• Calling for an interview for issuance of a new licence in a case where there is a change of licensee</li> </ul> <p><b>Cancellation of a licence</b></p> <ul style="list-style-type: none"> <li>• Releasing of the bank guarantee and other documents upon a request for cancellation</li> </ul> <p><b>Provision of information</b></p> <ul style="list-style-type: none"> <li>• Provision of written</li> </ul>	<p>2 days 7 days</p> <p>Weekdays Weekends</p> <p>30 minutes</p> <p>7 days</p> <p>1 week</p> <p>2 weeks</p> <p>15 minutes</p>	
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	<p>information on Foreign Employment Agencies for the police stations upon request</p> <ul style="list-style-type: none"><li>• Provision of information on the registration of Foreign Employment Agencies</li></ul>	2 months	
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