

**Citizen / Client Charter – Department of National Budget**

| Serial No | Service Providing                                                                             | Relevant Laws and regulations                                   | Documents to be submitted         |                                           |                                                                                                                        | Time taken to provide the service (Months/Weeks/Days/Hours) | Name of the officer responsible            | Post of the officer responsible | Telephone No:/Fax No:/Email of the officer responsible          | Officer to be complained with regard to the improper service delivery |                                     |                                                    |
|-----------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|--------------------------------------------|---------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------------------|-------------------------------------|----------------------------------------------------|
|           |                                                                                               |                                                                 | Form to be submitted              | Place from where the form can be obtained | The relevant fee, if any and the method of payment                                                                     |                                                             |                                            |                                 |                                                                 | Name                                                                  | Post                                | Telephone/ Fax/Email                               |
| 1         | Preparation of Budget Estimate                                                                | Appropriation Act & Public Finance Management Act No 44 of 2024 | Standed format for Budget Process | ITMIS System                              | -                                                                                                                      | According to the Action Plan                                | Relevant officer in charge (Attachment 01) |                                 |                                                                 | Mr. Jude Nilukshan                                                    | Director General of National Budget | 011-2484665 / 011-2484639 dgnb@nbd.treasury.gov.lk |
| 2         | Issuance of the circulars for the budget management & Expenditure control                     | Public Finance Management Act No 44 of 2024                     | -                                 | -                                         | -                                                                                                                      | according to the necessity                                  | Mrs. Anoma Nandani                         | Additional Director General     | 011-2484681 / 011-2432848 nandani.ma@nbd.treasury.gov.lk        |                                                                       |                                     |                                                    |
|           |                                                                                               |                                                                 |                                   |                                           |                                                                                                                        |                                                             | Mr. Saman Senarathna                       | Director                        | 011-2484515 / 011-2432848 senarathna.sc@nbd.treasury.gov.lk     |                                                                       |                                     |                                                    |
| 3         | Granting approval for the funds maintained by the institution coming under the purview of NBD | Public Finance Management Act No 44 of 2024                     | Ministry request                  | -                                         | -                                                                                                                      | 2 Weeks                                                     | Relevant officer in charge (Attachment 01) |                                 |                                                                 |                                                                       |                                     |                                                    |
| 4         | Approval for the annual budget of the institution coming under the purview of NBD             | Public Finance Management Act No 44 of 2024                     | Ministry request                  | -                                         | -                                                                                                                      | 2 Weeks                                                     | Relevant officer in charge (Attachment 01) |                                 |                                                                 |                                                                       |                                     |                                                    |
| 5         | Transfer of allocations under virement procedure                                              | FR 66                                                           | General 233 & 271                 | ITMIS System                              | -                                                                                                                      | 3 Days                                                      | Relevant officer in charge (Attachment 01) |                                 |                                                                 |                                                                       |                                     |                                                    |
| 6         | Provide additional allocation to the institutions                                             | Appropriation Act                                               | Ministry request                  | -                                         | -                                                                                                                      | 5 Days                                                      | Relevant officer in charge (Attachment 01) |                                 |                                                                 |                                                                       |                                     |                                                    |
| 7         | Welfare program for the July Strikers                                                         | Budget Proposal 2016                                            | -                                 | -                                         | -                                                                                                                      | 1 Month                                                     | Mr. H.R.V.P. Wijewardhana                  | Director                        | 011-2484677 / 011-2432848 wijewardhana.hrvp@nbd.treasury.gov.lk |                                                                       |                                     |                                                    |
| 8         | Implementation of Right to Information Act                                                    | Right to Information Act No. 12 of 2016                         | RTI 01                            | Format is available with the Act          | The relevant fees as specified in the Right to Information Act No. 12 of 2016 should be paid to the Accounts Division. | 14 Days                                                     | Mr. T. Thireskumar                         | Additional Director General     | 011-2533507 / 011-2484807                                       |                                                                       |                                     |                                                    |