

Citizen Charter - Ministry of Justice and National Integration

Internal Affairs Unit

Serial Number	Service Provided	Relevant Laws / Regulations / Codes	Required Documents			Time Taken to Provide the Service (Months / Weeks / Days / Hours) Provided that all required documents are complete)	Responsible Officer			Officer to Whom Complaints Should Be Made		
			Relevant Form	Where to obtain forms	If there is a fee, the fee and how to pay it		Name	Designation	Telephone /Fax/ Email	Name	Designation	Telephone /Fax/ Email
<b>Services Provided to the Public</b>												
<b>Administration Division</b>												
1	Providing information under requests received under the Right to Information Act No. 12 of 2016	Right to Information Act No. 12 of 2016	Relevant application	Downloadable from website	Provisions of the Act	2-14 days	Information Officer – Mrs. B.D.Y.R. Wimalaratne	Senior Assistant Secretary (Administration II)	Tel: 011-2436360   Fax: 011-2320785 Email: sasadmin2@moj.gov.lk	Mr. W.R.A.N.S. Wijesinghe	Additional Secretary (Administration)	Tel: 011-2438181 Fax: 011-2438181 Email: addlsecadmin@moj.gov.lk
2	Providing Information for Appeals under the Right to Information Act	Right to Information Act No. 12 of 2016	Appeal application form	-	-	3-21 days	Designated Officer: Mrs. W.R.A.N.S. Wijesinghe	Additional Secretary (Administration)	Tel: 011-2438181 Fax: 011-2438181 Email: addlsecadmin@moj.gov.lk	Ms. Ayesha Jinasena, AAL	Secretary	Tel: 011-2438050 Fax: 011-2445447 Email: secretary@moj.gov.lk
3	Reservation of Holiday Bungalows (Rakwana)	Letter No. MOJ/E18/Nuwara-Eliya/Rakawa/Misc dated 04.04.2022	Relevant application form	Downloadable from website  Can be obtained by visiting the Ministry of Justice.	Accounts Division of the Ministry  Bank deposit (Rs. 850.00 per room per night)	01 day	Mrs. A.V. Vajira Damayanthi	Senior Assistant Secretary (Administration III)	Tel : 011-2433785/Fax : 011-2320785/Email: sasadmin3@moj.gov.lk	Mr. W.R.A.N.S. Wijayasinghe	Additional Secretary (Administration)	Tel: 011 –2438181/ Fax:011–2438181/Email: addlsecadmin@moj.gov.lk
<b>Accounts Division</b>												
4	Approval for Issuing Confiscated Sand/Soil/Gravel to Religious Institutions at Concessionary Rates	Cabinet approval No. අආ/25/0828/818/051 dated 11.06.2025  Ministry Circular 01/2025 dated 2025.06.30	Relevant Application Annexure 01,02,03	(Can be downloaded for free from www.moj.gov.lk)	Sand Rs. 5000/- Sand Within the Western Province Rs. 7500/- 75% of the value of timber  Soil Rs. 1000/- Gravel Rs. 1000/-	03 days	Mrs. D.A.A. Sandamali	Accountant (Accounts)	Tel : 011-2320472/Fax 011-2424445/ Email: budget@moj.gov.lk	Mrs. S.M. Jayasinghe	Chief Accountant	Tel : 011-2333166 /Email: sanjeewanimalika@yahoo.com
5	Approval for Issuing Confiscated Sand/Soil/Gravel to Government Institutions Free of Charge	Cabinet approval No. අආ/21/2205/330/123 dated 11.01.2022  Ministry of Justice Circular No. 02/2022 dated 17.11.2022	Application for free provision of sand, soil and gravel for direct construction work carried out in government ministries/departments	(Can be downloaded for free from www.moj.gov.lk)	Free of charge	03 dys	Mrs. D.A.A. Sandamali	Accountant (Accounts)	Tel : 011-2320472/Fax 011-2424445/ Email: budget@moj.gov.lk	Mrs. S.M. Jayasinghe	Chief Accountant	Tel : 011-2333166 /Email: sanjeewanimalika@yahoo.com

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6	Approval for the sale of all productions confiscated by the courts at auction	As per the guidelines for clearance of productions/ circulars issued by the Ministry of Justice from time to time/ rules and regulations of the Judicial Service Commission Secretariat	Forwarding the list of goods confiscated by the relevant courts, duly signed by the District Judge/Magistrate, to the Accounts Division for obtaining approval	-	-	04 days	Mrs. D.A.A. Sandamali	Accountant (Accounts)	Tel : 011-2320472/Fax 011-2424445/ Email: budget@moj.gov.lk	Mrs. S.M. Jayasinghe	Chief Accountant	Tel : 011-2333166 /Email: sanjeewanimalika@yahoo.com
7	Payment of the applicable government fees for services provided by all divisions of the Ministry.	Circulars containing fees and rates prescribed from time to time related to the relevant revenue subject	Duly completed P.I.V form (General 118)	Can be obtained from the Shroff Counter.	-	03 minutes	-	Shroff / Accountant (Payments)	Tel :011-2322923/Fax 011-2424445/ Email: payments@moj.gov.lk	Mrs. S.M. Jayasinghe	Chief Accountant	Tel : 011-2333166 /Email: sanjeewanimalika@yahoo.com
<b>Legal Division</b>												
8	Handling foreign summonses	Mutual Assistance in Civil and Commercial Matters Act, No. 39 of 2000	Request letter with Hague Apostille form	Legal Division	(If stamp duty is applicable, the payment shall be made to the Ministry's Shroff and the documents shall thereafter be forwarded to the Legal Division)	05 days	Mrs. Roshani Hettige	Senior Assistant Secretary (Legal)	Tel: 011-2331455 /fax :011-2334206 /Email: legal@moj.gov.lk	Mrs. Piyumanthi Peiris	Additional Secretary (Legal)	Tel: 011-2432710 /Fax :011-2334206 /Email: addlseclegal@moj.gov.lk
9	Coordinating the necessary activities to obtain evidence from a remote location through simultaneous audio-visual links	As per the provisions of Section 82 of the Assistance to and Protection of Victims of Crime and Witnesses Act No. 10 of 2023	Requests for witness information submitted by National Authority for the Protection of Victims of Crime and Witnesses or local courts	-	-	Relevant coordination activities will be carried out before the date on which the court orders the relevant evidence to be obtained.	Mrs. Hiranya Perera	Senior Assistant Secretary (Legal)	Tel: 011-2432710 /Fax :011-2334206 /Email: legal@moj.gov.lk	Mrs. Piyumanthi Peiris	Additional Secretary (Legal)	Tel: 011-2432710 /Fax :011-2334206 /Email: addlseclegal@moj.gov.lk
10	Approval to obtain the services of external lawyers for litigation in government institutions	Pursuant to Cabinet Memorandum No. 23/0199/601/009 and the Cabinet Decision dated 30.01.2023	Request letter from the relevant institution, approval from the Attorney General, approval from the Ministry of Finance	-	-	01 week	Mrs. Jalashi Lokunarangoda	Assistant Secretary (Legal)	Tel: 011-2121068/ Fax : 011-2334206/ Email: legal@moj.gov.lk	Mrs. Piyumanthi Peiris	Additional Secretary (Legal)	Tel: 011-2432710 /Fax :011-2334206 /Email: addlseclegal@moj.gov.lk

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11	Issuance of the Minister's directive required to admit mentally accused persons to a mental hospital upon requests submitted through the court.	In terms of the provisions of Sections 376(2), 381, 385 of Chapter XXXI of the Code of Criminal Procedure Act, No. 15 of 1979	Requests made by the court regarding the accused, medical report regarding the accused, B report	-	-	A definite time period cannot be specified.	Mrs. G. C. Welikala	Senior Assistant Secretary (Legal)	Tel: 011-2432710/ Fax : 011-2334206/ Email: legal@moj.gov.lk	Mrs. Piyumanthi Peiris	Additional Secretary (Legal)	Tel: 011-2432710 /Fax :011-2334206 /Email: addlseclegal@moj.gov.lk
12	Handling requests submitted to the Hon. Minister of Justice by relatives of local prisoners.	Prison Rules 80	Request letter and related documents	-	-	07 days	Mrs. Mithila S. Kodikara	Assistant Secretary (Legal)	Tel: 011-2322925/ Fax : 011-2334206/ Email: legal@moj.gov.lk	Mrs. Piyumanthi Peiris	Additional Secretary (Legal)	Tel: 011-2432710 /Fax :011-2334206 /Email: addlseclegal@moj.gov.lk
13	Handling matters related to international child abductions.	International Child Abduction Act No. 10 of 2001	Application form referred to in the International Child Abduction Act No. 10 of 2001	Can be downloaded from the official website of the Ministry of Justice.	Handover to the Legal Department	7 days	Mrs. G. C. Welikala	Senior Assistant Secretary (Legal)	Tel: 011-2334290/ Fax : 011-2334206/ Email: legal@moj.gov.lk	Mrs. Piyumanthi Peiris	Additional Secretary (Legal)	Tel: 011-2432710 /Fax :011-2334206 /Email: addlseclegal@moj.gov.lk
<b>Reforms Division</b>												
14	Verification of affidavits		In respect of documents certified by a Justice of the Peace (JP)  the signature and official seal of the said Justice of the Peace shall be affixed	-	-	15 minutes	Mrs. D.T.N.D. Gammunage	Director (Reforms)	Tel : 011-2446171/ Email : dirreforms@moj.gov.lk	Ms. Kishanthi Meegahapola	Additional Secretary (Reforms)	Tel : 011-2446218/ Email : addlsec reforms@moj.gov.lk
15	Verification of language translations (foreign languages)		For foreign language documents certified by a sworn translator  the translated document must be certified by the relevant translator and bear their signature and official seal  The translated document must be attached to the original document, and it must bear the official seal and signature of the translator	-	-	15 minutes	Mrs. D.T.N.D. Gammunage	Director (Reforms)	Tel : 011-2446171/ Email : dirreforms@moj.gov.lk	Ms. Kishanthi Meegahapola	Additional Secretary (Reforms)	Tel : 011-2446218/ Email : addlsec reforms@moj.gov.lk

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16	Sworn Translator Examination (For Local Languages and Foreign Languages)		<p>These services are available online only.</p> <p><b>1. Submitting applications</b></p> <p><b>i. Sworn Translator Examination (Local Languages)</b></p> <p>Completed online application form</p> <p>Payment receipt (Rs. 1000/=)</p> <p><b>ii. Sworn Translator Examination - Foreign Languages</b></p> <p>Completed online application form</p> <p>Payment slip (Examination fee will be communicated via email address and the Ministry website only)</p> <p><b>2. Issuance of admission cards and release of results</b></p> <p>i. The admission card can be obtained online by entering the National Identity Card number and name.</p> <p>ii. Results are released through the website.</p> <p><b>3. Re-Examination</b></p> <p>The payment slip should be submitted along with the application form for re-examination within the stipulated time. (The fee will be communicated via email address and the Ministry website only)</p> <p><b>4. Issuance of recommendation letters</b></p> <p>Recommendation letters for candidates who pass the examination can be downloaded from the Ministry's website.</p>	-	-	Online	Mrs. D.T.N.D. Gammunage	Director (Reforms)	tel : 011-2446171/ Email : dirreforms@moj.gov.lk	Ms. Kishanthi Meegahapola	Additional Secretary (Reforms)	Tel : 011-2446218/ Email : addlsec reforms@moj.gov.lk

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			<b>5. Providing registration numbers</b> Certificate of oath taken in the District Court A certified copy of the appointment letter Forwarding to the Ministry via the Ministry's email or registered mail									
17	Issuance of official identity cards for Justices of the Peace and Inquirers into Sudden Deaths		<b>1. Justices of the Peace and Sudden Death Inquirer</b>  Submit the completed application form along with two recent photographs.  A copy of the appointment letter  A copy of the National Identity Card A Grama Niladhari certificate when changing address Receipt of payment (Rs. 500/=) Documents confirming that an oath has been taken (JP/ ISD)  An envelope affixed with a Rs. 110 stamp	-	-	30 minutes	Mrs. D.T.N.D. Gammunage	Director (Reforms)	Tel : 011-2446171/ email : dirreforms@moj.gov.lk	Ms. Kishanthi Meegahapola	Additional Secretary (Reforms)	Tel : 011-2446218/ Email : addlsec reforms@moj.gov.lk
18	Appointment of Commissioners for Oaths.		This service is available online only.  Submit the completed application online as per the instructions given on the website.	-	-	Online	Mrs. D.T.N.D. Gammunage	Director (Reforms)	Tel : 011-2446171/ Email : dirreforms@moj.gov.lk	Ms. Kishanthi Meegahapola	Additional Secretary (Reforms)	Tel : 011-2446218/ Email : addlsec reforms@moj.gov.lk
19	Appointment of Unofficial Magistrates.		Completed application form  Submitting the certificate of registration as a lawyer	-	-	2 Weeks (Minimum)	Mrs. D.T.N.D. Gammunage	Director (Reforms)	Tel : 011-2446171/ Email : dirreforms@moj.gov.lk	Ms. Kishanthi Meegahapola	Additional Secretary (Reforms)	Tel : 011-2446218/ Email : addlsec reforms@moj.gov.lk

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20	Providing facilities necessary for parties in a civil case to give evidence via an online system.	-	A cover letter from the Court Registrar/Lawyer along with a copy of the relevant court order  The relevant cover letter should include the following:  Name, address, telephone number and email address of the relevant party in the foreign country  Preferred video conferencing application to use (zoom, teams, google meet)  Time scheduled for hearing the case	-	-	4 weeks	Mrs. D.T.N.D. Gammunage	Director (Reforms)	Tel : 011-2446171/ Email : dirreforms@moj.gov.lk	Ms. Kishanthi Meegahapola	Additional Secretary (Reforms)	Tel : 011-2446218/ Email : addlsec reforms@moj.gov.lk
21	Providing recommendations for visa requests for officers employed in foreign projects implemented by the Ministry	-	Cover letter from the requesting institution  Recommendation letter from the project manager and purpose of the visit  A copy of the person's valid passport	-	-	2 hours	Mrs. D.T.N.D. Gammunage	Director (Reforms)	Tel : 011-2446171/ Email : dirreforms@moj.gov.lk	Ms. Kishanthi Meegahapola	Additional Secretary (Reforms)	Tel : 011-2446218/ Email : addlsec reforms@moj.gov.lk
22	Approval of transportation allowance for judicial officers	-	In accordance with Public Administration Circulars 02/2018, 05/2016 regarding obtaining the transportation allowance  Request letter  Appointment letter  Copy of vehicle registration document  Copy of vehicle insurance  Copy of vehicle revenue license  <b>In the case of a vehicle registered in the name of the spouse</b>  marriage certificate  A letter of consent from the spouse permitting the use of the relevant vehicle	-	-	45 minutes	Mrs. D.T.N.D. Gammunage	Director (Reforms)	Tel : 011-2446171/ Email : dirreforms@moj.gov.lk	Ms. Kishanthi Meegahapola	Additional Secretary (Reforms)	Tel : 011-2446218/ Email : addlsec reforms@moj.gov.lk

