

CITIZEN CHARTER

Institute of Biochemistry, Molecular Biology and Biotechnology (IBMBB), University of Colombo

Our Commitment

The Institute of Biochemistry, Molecular Biology and Biotechnology (IBMBB), University of Colombo, is committed to providing efficient, transparent, courteous, accountable and stakeholder-oriented services to students, staff, researchers and members of the public.

We are committed to processing requests within the stated service standards, subject to the submission of complete and accurate information, compliance with University regulations and the availability of required approvals from relevant authorities.

Services and Service Standards

No.	Service	Who can request	Required documents/information	Responsible Unit/Officer	Proposed Service Standard	Evidence
1	Issuing Studentship Letter	Registered students	Student registration details / letter of request	Examination Division	Within 3 working days after verification	Issuing register, copy of letter
2	Student Requests	Registered students	Written/online request with supporting documents	Examination Division & Relevant Program Coordinator	Acknowledge within 1 working day and process within 5 working days , subject to approval	Student Request Register, correspondence
3	Transcript Issue	Eligible students /graduates	Completed request, payment receipt with student details	Examination Division	Within 5 working days , subject to completion of academic requirements	Transcript issuing register, issued transcript record (Copy)
4	Issuing Service Letter	Academic/Non-academic staff	Written request and relevant details	Establishment Branch	Within 2 working days , subject to verification	Request register, copy of service letter
5	Foreign Staff Leave Approval	Academic/non-academic staff	Leave application (both hard and soft copies) and	Administration → Director → relevant University	Application checked and forwarded within 3 working days ;	Online staff leave application system

			supporting documents	authority→ relevant Ministry authority	for the approval of the Director (subject to approval of the relevant bodies; BOM, Leave and Award)	
6	Internship Request Processing – BDU	Students / external organizations , as applicable	Internship request, student details, placement information	BDU / Relevant coordinator / supervisor	Acknowledge within 2 working days and process/forward within 5 working days , subject to availability and approval	BDU records, correspondence, approval
7	Answering External Inquiries	Public, institutions, organizations , prospective students, researchers, etc.	Clear written inquiry/contact details	Relevant Branch / Designated Officer	Acknowledge within 2 working days and provide response within 5 working days , where information is readily available	Email register, correspondence
8	Issuing Salary Particulars / Salary Confirmation	Academic/Non-academic staff	Written request / staff details	Finance Branch	Within 2 working days	Request register, issued salary particulars
9	Processing Distress Loan Applications	Academic/Non-academic staff	Completed application and supporting documents	Finance Branch	The application will be checked, processed, and forwarded within three working days following the payment of the salary for the respective month, subject to the applicable rules and necessary approvals.	Loan application, forwarding/approval records

10.	Processing UPF Loan Applications	Academic/Non-academic staff	Completed UPF loan application and Previous year UPF Statement.	Finance Branch	The application will be reviewed and forwarded to the University Grants Commission (UGC) before the 15th of the respective month. The UGC will remit the UPF loan amount to the IBMBB bank account on the 1st of the following month. Upon receipt of the loan remittance from the UGC, the loan amount will be paid to the respective applicant on the following working day, subject to compliance with UPF requirements and the necessary approvals	UPF loan application, Loan Processing Documents
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