

Registration Number: RTI/REQ/2024/007

Date Request Received: 16 January 2024

Public Authority: Bank of Ceylon

E-mail

Dr.Kavan U. Ranatunga,
13, Vihara Road,
Mount Lavinia.

Dear Sir,

This refers to your information request dated 12.01.2024 sent to the Information Officer under the Right to Information Act, No. 12 of 2016.

In terms of Section 3 of the Right to Information Act No.12 of 2016, only the information in the possession, trust or control of a public authority can be provided, and therefore there is no possibility of giving reasons, explanations and opinions.

Hence, in response to your inquiry we wish to provide the following information.

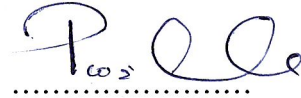
- Sri Lankan Citizens (over 18 years of age) with a valid NIC or Passport are eligible to rent a Safe Deposit Locker from Bank of Ceylon and thereby Dual Citizenship holders with Sri Lankan Citizenship are allowed to rent a Safe Deposit Locker from Bank of Ceylon.
- If you want to make an appeal to the decision conveyed by the Safe Deposit Locker Unit of BOC Head Office, you may submit it to the Customer Experience Management Unit of Bank of Ceylon Head Office.

Customer Experience Manager,
Customer Experience Management Unit,
22nd Floor, Bank of Ceylon Head Office, Colombo 01.
Contact Numbers: 0112204750/51 or 0112435814
E-mail: bocexmgt@boc.lk

If you are not satisfied with the above response you may submit an appeal to the Designated Officer within 14 days by RTI 10 form. Name and address of the Designated Officer are given below.

Designated Officer-

Name : Mr. H. P. K. Silva
Designation : Deputy General Manager (Branch Operations)
Address : Branch Operations Division, 20th Floor, Head Office,
Bank of Ceylon, No.1, 'BOC Square', Bank of Ceylon Mawatha, Colombo 1.
Email : dgmbo@boc.lk



Information Officer
P.M Withana Arachchi
Assistant General Manager
(Branch Operations)

Date : 01st February 2024
Office : Branch Operations Department, 20th Floor, Head Office, Bank of Ceylon,
No.01, 'BOC Square', Bank of Ceylon Mawatha, Colombo 01.
Contact Number : 011-2389126
Email : agmbo@boc.lk