



## Frequently Asked Questions (FAQs)

### Bank Communication

#### CBSL General Information

How can I contact the Central Bank of Sri Lanka?

[cbslgen@cbsl.lk](mailto:cbslgen@cbsl.lk) For all inquiries, please send an email message to

Or call on our general number at 011-247-7000

If you wish to speak with someone about a specific matter, please refer the Directory of Senior Officers and their contact details at <https://www.cbsl.gov.lk/en/about/organisational-structure/principal-officers>

For inquiries about the EPF; please contact the EPF Help Desk at 011- 2206636/6642/6672/6690/6691/6692/6693

For inquiries about the Foreign Exchange; please contact DFE at 011-2477021

How can I make a complaint or suggestion to the CBSL?

[cbslgen@cbsl.lk](mailto:cbslgen@cbsl.lk) Please send an email message with your complaint and/or suggestion to

Is the Central Bank active on social media?

Yes, CBSL maintains official Facebook page, Twitter account and YouTube channel.

Can I contact the CBSL through its FaceBook Page?

Yes. You may use the CBSL Official FaceBook Page to contact the CBSL

What types of videos are on the CBSL YouTube Channel?

You can watch Educational Programmes, Webinars, Coverage of Monetary Policy Press Conferences and other related programmes through the CBSL YouTube Channel.

<https://www.youtube.com/channel/Uca5HpMBQj9mQgPY-el6UvnA>

#### CBSL Currency Museum

What is the Currency Museum?

Currency Museum displays a wide range of exhibits from the evolution of currency in the world, through its usage in Sri Lanka which dates back to 3rd Century BC, up to currency notes and coins as it is used today. Coins used during various eras of the country such as the Anuradhapura, Polonnaruwa, Kandy kingdoms, currency used during the colonial rule of the country with a large collection from the British colonial period and notes and coins of the modern Sri Lanka are attractively displayed. Special exhibits of the process of minting coins and printing currency notes are also on display with generous collection of bank notes from the bank note printer and coin mints. Self-learning tools to detect the security features of currency notes, videos on currency are also available. The Currency Museum offers tours to school children and interested parties free of charge.

Where is the Currency Museum located?

Central Point Building at the corner of Janadhipathi Mawatha and Chatham Street.



It currently houses the Publications Sales Counter on the Ground Floor and the Currency Museum on Level 3.

What are the Opening hours of the Currency Museum?

09:00 AM to 04:15 PM on Weekdays, except on public and bank holidays

Where can I purchase commemorative coins from?

Commemorative coins can be purchased from the Sales Counter at the Building of the CBSL (Tel: 011 2444503)

#### CBSL Publications

How can I purchase CBSL Publications?

1. Sales Counter at the Publications Sales Counter at the Central Point Building (Tel: 011 2444502)
2. Sales Counter at the Centre for Banking Studies, Rajagiriya (Tel: 011 2477829)
3. Leading bookshops in the country
4. Regional Offices
  - a. Matale (Tel: 066 2223367)
  - b. Anuradhapura (Tel: 025 2222055)
  - c. Matara (Tel: 041 2222774)
  - d. Trincomalee (Tel: 026 2226966)
  - e. Kilinochchi (Tel: 021 2285914)
  - f. Nuwaraeliya (Tel: 052 3059004)

#### Does CBSL issue Periodicals?

CBSL publishes 3 periodicals on a quarterly basis on matters pertaining to the economy, money and banking - Satahana (Sinhala), Vaippaham (Tamil) and News Survey (English)

These can be downloaded from the CBSL website at the end of each quarter.

- **Satahana**
- **News Survey**
- **Vaippaham**

Hard copies of News Surveys can be purchased for Rs. 60 per issue, Satahana & Vaippaham for Rs. 20 per issue from the CBSL Sales Counter by payment or card.

#### Can I make an annual subscription for a periodical?

The periodicals could be delivered to your home / office for period of one year by making a payment of Rs. 420 per periodical, by money order or favour of Central Bank of Sri Lanka.

Subscriptions can be renewed by paying the due amount for the desired period as indicated above.

#### CBSL Awareness

##### Does the CBSL engage in Public Awareness Programmes?

Yes. The CBSL participates in public awareness programs at educational and trade exhibitions organized by various Ministries.

In addition, CBSL hosts an Open Day every other year at one of its Regional Offices. Information on the date and venue of the next Open Day would be available on the CBSL website.

Typically, the main attractions of the CBSL public awareness programs are the Mobile Currency Museum and the Mobile EPF HelpDesk to address inquiries. CBSL also organizes exhibits on development projects conducted by the Regional Development Department of the CBSL and sells CBSL publications through the above public awareness programmes.

The Communications Department also produces video documentaries to educate students on functions and responsibilities of the Central Bank and various development activity.

##### Does the CBSL host awareness programmes for specific groups of people?

Yes. The CBSL hosts the educational awareness programmes in the form of Lectures / Workshops / Seminars for teachers and students.

Some of the popular topics covered by CBSL Awareness include the following:

1. Objectives & Functions of the CBSL
2. Money, Banking and Central Banking
3. Recent Economic Developments and Outlook
4. Central Banks role in Supervision of Banks
5. Central Banks role in Supervision of Non-Bank financial Institutions
6. Exchange Rate Management in Sri Lanka
7. Monetary Policy in Sri Lanka
8. International Trade and Balance of Payment
9. Issuance of Currency Notes and Coins in Sri Lanka
10. Issuance of Treasury Bills and Bonds in Sri Lanka
11. Legal and Compliance Functions of Central Bank of Sri Lanka and Other Financial Institutions of Sri Lanka
12. National Income Accounting
13. Anti-Money Laundering and Countering Financing of Terrorism
14. Payment and Settlement Systems in Sri Lanka

If you wish to have such a presentation on any of these topics at your school / university / educational institution, or if you intend to arrange for a presentation by a CBSL representative, please contact the Director/Communications at [awareness@cbsl.lk](mailto:awareness@cbsl.lk) or [dcommunications@cbsl.lk](mailto:dcommunications@cbsl.lk) and to listen to one of our resource persons, you may send a written request to the Director/Communications via email to [awareness@cbsl.lk](mailto:awareness@cbsl.lk) or [dcommunications@cbsl.lk](mailto:dcommunications@cbsl.lk).

[awareness@cbsl.lk](mailto:awareness@cbsl.lk) If you would like us to cover any other topic, or if you have any other inquiry about CBSL Awareness, please send an email to [cbslgen@cbsl.lk](mailto:cbslgen@cbsl.lk) with a copy to [awareness@cbsl.lk](mailto:awareness@cbsl.lk) with "CBSL Awareness" as the subject, and we will consider, subject to the availability of resources, to arrange a presentation at the CBSL.

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[Employees' Provident Fund](#)

[Public Debt Management](#)

[Department of Foreign Exchange](#)  
(<http://www.dfe.lk>)

[Center for Banking Studies](#)

[Financial Intelligence Unit](#)

[Regional Offices of CBSL](#)

[LankaPay](#)

## Useful Sites

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[Ministry of Finance](#)  
(<http://www.treasury.gov.lk/>)

[Department of Census and Statistics](#)  
(<http://www.statistics.gov.lk/>)

[Institute of Bankers of Sri Lanka](#)  
(<http://www.ibsl.lk>)

[International Monetary Fund](#)  
(<http://www.imf.org>)

[Colombo Stock Exchange](#)  
(<http://www.cse.lk/>)

[Credit Information Bureau](#)  
(<http://www.crib.lk>)

[Sri Lanka Accounting and Auditing Standards Monitoring Board](#)  
(<http://slaasmb.gov.lk/>)

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