

ANNUAL REPORT TO THE RIGHT TO INFORMATION COMMISSION [2025]

Instructions and basis

- 1) Every Public Authority shall submit an Annual Report to the Commission in accordance with Section 10 of the Right to Information Act No. 12 of 2016.
 - 2) The Annual Report shall, at the same time as it is forwarded to the Commission, be made publicly available including on the official website of the Public Authority.
 - 3) Copies of the Annual Report shall be provided when requested by any person in accordance with the Fees prescribed by the Commission. [See Rule 9 of the Right to Information Rules of 2017 (Fees and Appeal Procedure) Gazetted on February 3, 2017]
 - 4) A Public Authority, except local authority or an enterprise in which the government owns more than 51% of shares and coming under the purview of such Public Authority, shall send copies of its annual report to the Department of National Archives and the National Library.
 - 5) A Public Authority that is a local authority or an enterprise in which the local authority owns more than 51% of shares shall send copies of its annual report to the Department of National Archives and to the largest public library within its jurisdiction.
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1. Details of Public Authority¹:

1.1. Name:

Housing Development Finance Corporation Bank of Sri Lanka

1.2. Address:

P.O.Box 2085, Sir Chittampalam A Gardiner Mawatha, Colombo 02.

1.3. Web-link:

www.hdfc.lk

¹ Please refer to the definition of "Public Authority" under Section 43 of the Right to Information Act No 12 of 2016

1.4. Name of line Ministry/Provincial Ministry² (if the Public Authority is not a Ministry or a Provincial Ministry)

Ministry of Finance

2. Briefly describe the mandate and the nature of services offered by the Public Authority.

We offer banking related services to the public, since we are a licensed Specialized Bank

3. Name and contact details of the Information Officer and the Designated Officer.

3.1 Information Officer	Ms. M U Samanthika De Costa
3.2 Designated Officer	Ms. Poornima Lenora

4. Compliance Review

	Please provide details (§7, §8 and §9 of the Act read together with the Rules and Regulations of the Commission)
4.1	Provide details of how records are maintained, catalogued and indexed?
	Records are maintained, catalogued and indexed are done by using the system and physically maintained as documents.
4.2	Provide details of records maintained in electronic format?
	Records are maintained by using the core banking system

² If the Public Authority described in (1) above is not a Ministry

4.3	Provide details of how the following information is made known to the citizens. ³	
4.3.1	Information on powers, duties, and functions of officers and employees of the Public Authority and the procedures followed in decision making.	Facilitate in the web, published in our annual financial reports, and displayed in our premises.
4.3.2	Norms set for the discharge of the functions, performance of the duties and exercise of the powers of officers and employees of the Public Authority	Facilitate in the web, published in our annual financial reports, and displayed in our premises.
4.3.3	Rules regulations, instructions, manuals and other categories of records used by the officers and employees of the Public Authority in the discharge of their functions, performance of their duties, and exercise of their powers.	Facilitate in the web, published in our annual financial reports, and displayed in our premises.
4.3.4	Details of facilities available to the citizens for obtaining information under the Right to Information Act.	Facilitate in the web, published in our annual financial reports, and displayed in our premises.

³ As required in terms of Section 10(h) read with Section 8 of the Act

4.3.5	Details of budgets allocated indicating the particular of plans, proposed expenditure and reports on disbursements made.	Facilitate in the web, published in our annual financial reports, and displayed in our premises.
4.4	Is information made available in all three languages? Yes	
4.5	If the Public Authority is a Ministry, how many urgent and other projects' details were made known during the year? Not Applicable	
4.5.1	Foreign Funded Projects, the value of which exceeds One Hundred Thousand United States Dollars (3 months prior to commencement)	Not Applicable
4.5.2	Locally funded Projects, the value of which exceeds Five Hundred Thousand Rupees (3 months prior to commencement)	Not Applicable
4.5.3	Foreign funded urgent projects, the value of which exceeds One Hundred Thousand United States Dollars (7 days prior to commencement)	Not Applicable
4.5.4	Local funded urgent projects, the value of which exceeds Five Hundred Thousand Rupees (7 days prior to commencement)	Not Applicable

5. Details of information requests during the year:

		Number
5.1	Number of information requests for the year	04
5.2	Number of requests for which information has been provided fully	03
5.3	Number of requests for which information has been provided partially	-
5.4	Number of information requests refused or denied in terms of Section 5 of the Act	01

5.5	Number of information requests denied, other than for reasons contained in Section 5 of the Act (e.g. non availability of information)*Please note in terms of the Law, requests for information <u>cannot</u> be denied, other than for reasons contained in Section 5 of the Act	-
5.6	What is the average time (number of working days) taken to respond to an information request?	14
5.7	How many information requests were received by post?	03
5.8	How many information requests were received by e-mail?	-
5.9	How many information requests were received by any other means other than by post or e-mail	01

6. Type of information requests

6.1 With regard to what type of information were the highest and second highest number of information requests received.	
6.1.1 Highest - Loan related information.	
6.1.2 2 nd Highest - Saving and Fixed deposit related information.	
6.2 How many information requests were received in respect of the following categories	
	No.
6.2.1 Procurement related	-
6.2.2 Establishment matters	01
6.2.3 Political victimization	-
6.2.4 Financial (including budgets and projects)	03
6.2.5 Environment	-
6.2.6 Policy	-
6.2.7 Land	-
6.2.8 Assets Declarations/benefits re Public Officials	-
6.2.9 Others (please specify)	-

7. Requester Profile

	Number of requests	% of the total
7.1 Number of information requests by individual citizens	03	75
7.2 Number of information requests by institutions	01	25
7.3 Specify the number requests from each of the following provinces		
7.3.1 Central Province	01	
7.3.2 Eastern Province	-	

7.3.3 North-Central Province	-	
7.3.4 Northern Province	-	
7.3.5 North-Western Province	01	
7.3.6 Sabaragamuwa Province	-	
7.3.7 Southern-Province	-	
7.3.8 Uva Province	-	
7.3.9 Western Province	02	

8. Were any sanctions/disciplinary action imposed on any officer on reasons mentioned in Section 38 of the Act? (Please provide details)

Not imposed

9. Appeals and Commission Directions

	Number
APPEALS TO THE DESIGNATED OFFICER	
9.1 Number of appeals made to the Designated Officer	01
9.2 Number of times the information was provided at the direction of the Designated Officer	0
APPEALS TO THE RIGHT TO INFORMATION COMMISSION	
9.3 Total no of appeals,of which the Public Authority has notice of, lodged with the Commission against refusal to communicate information	0
9.4 Total number of times the Commission ordered/directed that information be provided (Number of successful appeals in favor of the appellant)	0

10. Information Management and storage of records.

10.1. Please provide details of the information management and storage system?
Records are maintained, catalogued and indexed are done by using the system and physically maintained as documents.

10.2. Was the system updated during the year? If yes, please provide details
No
10.3. Provide details of the way in which records are stored? (e.g. record room, electronic data bank with/without documentary back-up, on site/off site)
Records are stored in all formats as mentioned above
10.4. Are the records in storage referenced, indexed and stored in an easily retrievable manner? (Provide details)
Yes, maintained as per the standers.
10.5. Provide details of improvements or changes carried out during the year to the indexing and referencing system referred to above
No
10.6. On average how much time is required to search and produce a record that is in storage?
Within 14 working days
10.7. In case of physical storage, are the records stored on-site, off-site or both? Provide details.
In both ways.
10.8. Have you provided for maintaining of existing records (up to 3rd February 2017) for 10 years and new records (after 4 th February 2017) for 12 years? (Provide details)

Maintained exactly as mentioned above.
10.9. Have you made budgetary provision for information storage and management?
Yes, Provision has made.
10.10. If records are not digitally maintained, please indicate what steps have been taken during the year or proposed to be taken to migrate records to a digital format?
Records are digitalized therefore not applicable.
10.11. If information is stored digitally, is it done by the Public Authority or an external entity? (Give details)
By both ways.
10.12. Are digitally stored data/records accessible via the internet?
Yes, accessible
10.13. If yes, is network security updated at least once a month?
Yes, updated accordingly.

11. What suggestions do you have to remove constraints and improve the practices relating to the creation, preservation and destruction of records?

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12. What facilities are available to the citizens for obtaining information? Please give details, including any improvements carried out during the year

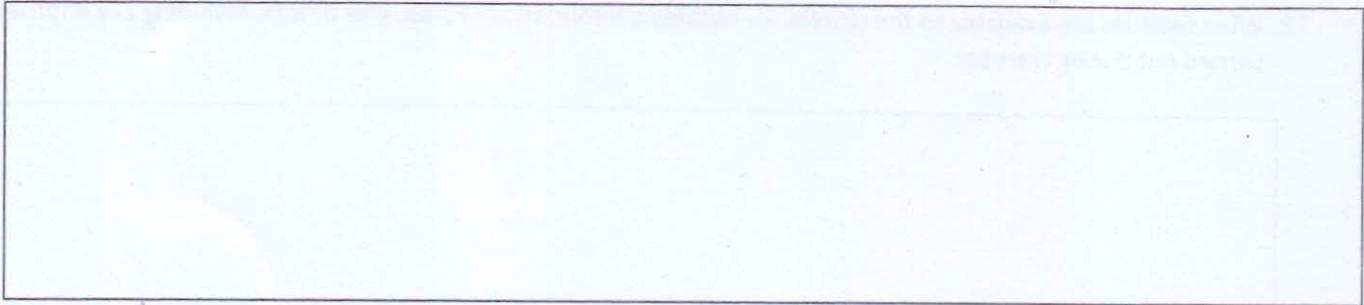
13. How much fees were collected by the Public Authority during the year through information requests?

Not charged any fee.

14. What suggestions do you have for improving the effectiveness of the regime of transparency?

14.1.Improvements within your Public Authority
14.2 Improvements in general

15. Any other information you wish to provide or comments you wish to make?



Signature:

Name and Designation:

Hemal C Lokugeegana
GENERAL MANAGER/CEO
HDFC Bank
P.O. Box 2085
Colombo 02

Date: 27/01/2026