



வார்டிக கார்ட்டு ஸ்டாண்டி வார்டாவ
வருடாந்த ஸெயலாற்றுகை அறிக்கை
Annual Performance Report
2024



"பண்பு புகழ் புகழ்"

பரிபாலன கட்டிபு பிபிபு பார்டிமென்து கௌஸார்ட் (ஓம்புபிபிபிபி) கார்ட்டு
நிருவாகத்துக்கான பாராளுமன்ற ஆணையாளர் அலுவலகம் (ஓம்புபிபிபி)
OFFICE OF THE PARLIAMENTARY COMMISSIONER FOR ADMINISTRATION (OMBUDSMAN)

Contents

Page No.

Chapter 01 - Institutional Profile/Executive Summary	103 - 127
1.1 Introduction	103
1.2.1 Vision	103
1.2.2 Mission	104
1.2.3. Objective	104
1.3 Main Functions	104-105
1.4 Organizational Structure	107
1.5 Procedure Adopted Upon Receiving Complaints	108-127
Chapter 02 – Progress and the Future Outlook	128-136
2. Statistical Analysis	128-136
2.1 Statistical Analysis	129
2.2 The manner in which the complaints were dealt with	130
2.3 Monthly Analysis	131
2.4 Analysis under the category of Male/Female	132
2.5 Analysis on the basis of Districts	133
2.6 Analysis based on the Respective Subjects	134
2.7 Ministries/ Public Institutions Analysis	135
2.8 Analysis of the complaints received by the Office of the Parliamentary commissioner for Administration (Ombudsman) during the last 10 years	136
Chapter 03 - Overall Financial Performance for the Year	138-142
Chapter 04 - Performance indicators	143
Chapter 05 - Performance of the achieving Sustainable Development Goals (SDG)	143
Chapter 06 - Human Resource Profile	144
Chapter 07 - Compliance Report	145 -154
8. Conclusion	155- 157
9. Letters of Gratitude	(Annexure)

Chapter 01 - Institutional Profile/Executive Summary

Office of the Parliamentary Commissioner for Administration

Annual Report for the year – 2024

1.1 Introduction

The Office of the Ombudsman is found in Article 156 of the Constitution of the Democratic Socialist Republic of Sri Lanka enacted in the year 1978. Consequently, Parliamentary Commissioner for Administration Act No.17 of 1981 was passed by the Parliament on 02.03.1981 defining powers, responsibilities and functions of the Office of Ombudsman in a detailed manner. Subsequently, the Parliamentary Commissioner for Administration Act No. 17 of 1981 was amended on two occasions, by Act No. 16 of 1991 and Act No. 26 of 1994.

The Office of Ombudsman commenced its functions initially in 1981 at No.222, Galle Road, Colombo 04. Thereafter, the Office was shifted to No.594/3, Galle Road, Colombo 03 and was functioning there during the period 1989 – 2006. Again, it was moved to No.06, Elibank Road, Colombo 05 and was functioning there from 2006 to 2017. Currently, the Ombudsman's Office is situated at No.14, R.A. De Mel Mawatha, Colombo 04.

1.2.1 Vision

With the view of eradicating administrative injustices caused by the officials of the State and other similar institutions, it is our vision to make every effort to ensure sound public service through vigilance and particularly by delivering just & fair decisions that are combined with impartiality and transparency.

1.2.2 Mission

Carrying out unbiased investigations into the complaints made in relation to violation of individual rights caused by erroneous administrative decisions taken by the officials of the State, Local Government Institutions, Statutory Boards, Corporations and Semi-Government Institutions; and thereafter to make appropriate orders, decisions, suggestions, and recommendations remedying those violations. Aforesaid violations include administrative miscarriages and various other injustices including violation of Fundamental Rights enshrined in the Constitution of the Republic of Sri Lanka.

1.2.3. Objective

Our main objective is to rectify the injustice caused to the persons by the erroneous administrative decisions taken by the officials of the State, Local Government, Statutory Boards, Corporations, and Semi-Governmental Institutions and assisting the state mechanism to carry out the public administration of the State efficiently and effectively through that process and to work to implement them correctly and efficiently when making executive decisions

1.3 Main Functions

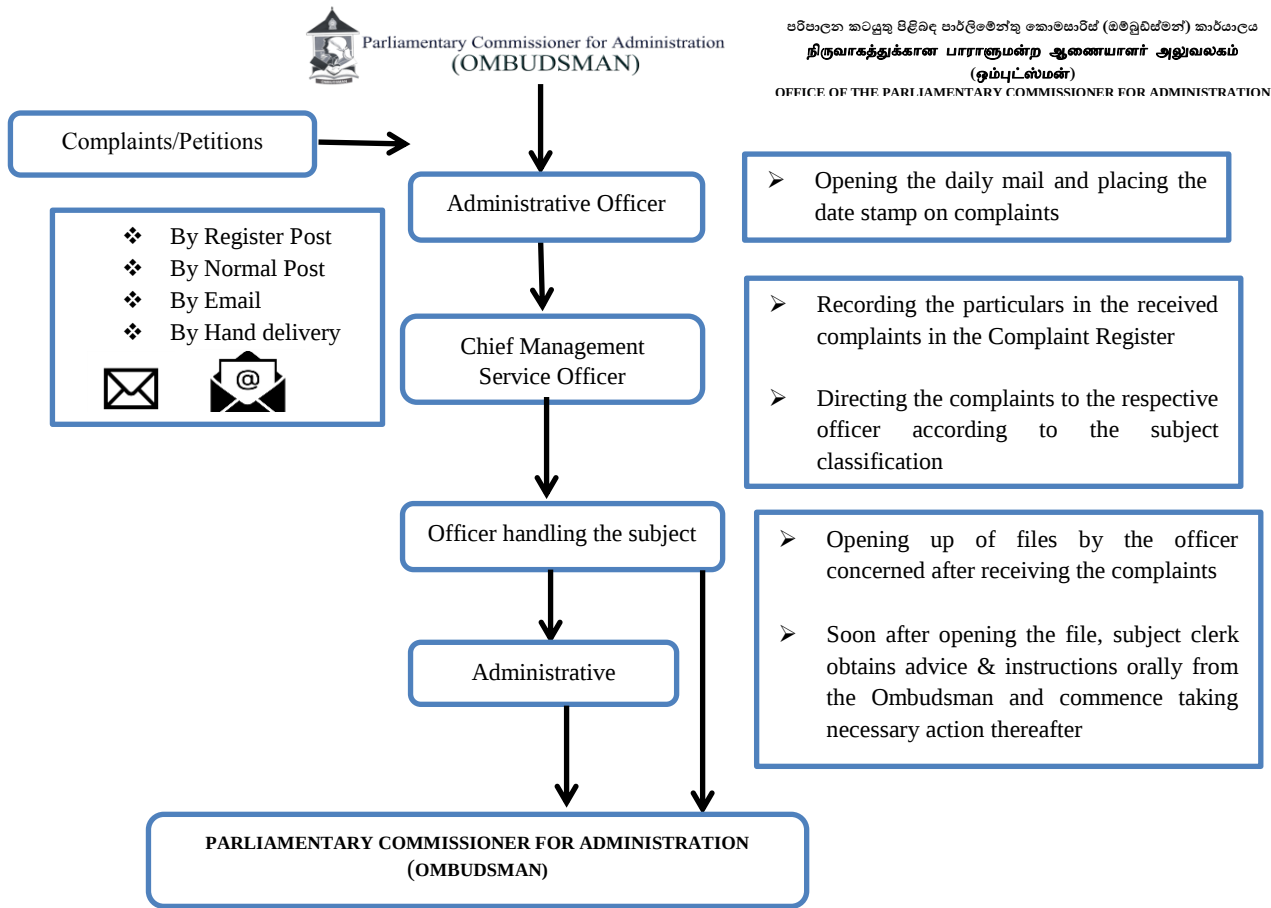
Article 156 of the Constitution of the Republic of Sri Lanka stipulates that the Parliament shall provide for the establishment of the Office of the Parliamentary Commissioner for Administration (Ombudsman). This position is tasked with the duty of investigating complaints or allegations of infringement of fundamental rights or other injustices caused or likely to be caused while performing duties by public officers and by officers in public corporations or by officers in Local Government Institutions or any other similar institutions; and, remedying them and/or making appropriate recommendations to overcome those violations.

Accordingly, the Parliamentary Commissioner for Administration Act No.17 of 1981 was enacted establishing the Office of Ombudsman where powers, duties and functions of the Ombudsman are described and defined. The aforesaid Act was amended subsequently by the Act No.26 of 1994 enabling the Ombudsman to receive and entertain complaints of infringements of fundamental rights or other injustices directly from the members of the public.

The Ombudsman is required to investigate and inquire into the alleged infringement of fundamental rights or injustices caused or unfairness meted-out and then to determine whether the decision, act or omission of the public officer concerned is contrary to law, unjust, oppressive, discriminatory or had been made in the improper exercise of the discretion of the officer concerned. Where the Ombudsman is satisfied, after due investigation that a person's fundamental rights have been violated by a public officer or has suffered an injustice at the hands of such officer, he should make a determination and necessary recommendations accordingly. The Ombudsman, by way of relief to the person affected, may recommend that the act of the public officer concerned be reconsidered, rectified, cancelled or varied and direct the Head of the Institution to which the said public officer belongs, to notify within a specified time, the steps which he proposes to take, to give effect to the recommendation.

Finally, it should be mentioned that it is clear that a noble duty is cast upon the Ombudsman to ensure protection of fundamental rights of the people referred to in the Constitution and also to protect them from any other injustices caused by the acts performed by the officers of the government and other similar institutions. At the same time, it must be noted that whilst protecting these rights of the people, it is also the duty of the Ombudsman to ensure that the administration policy of the Government is properly implemented, having due regard to the matters contained in Articles of the Constitution and to the provisions of the other legislative enactments and regulations made thereunder and of course to the rules contained in various circulars and directions issued by the government authorities.

Various Stages of the Procedure Followed After Receiving Complaints

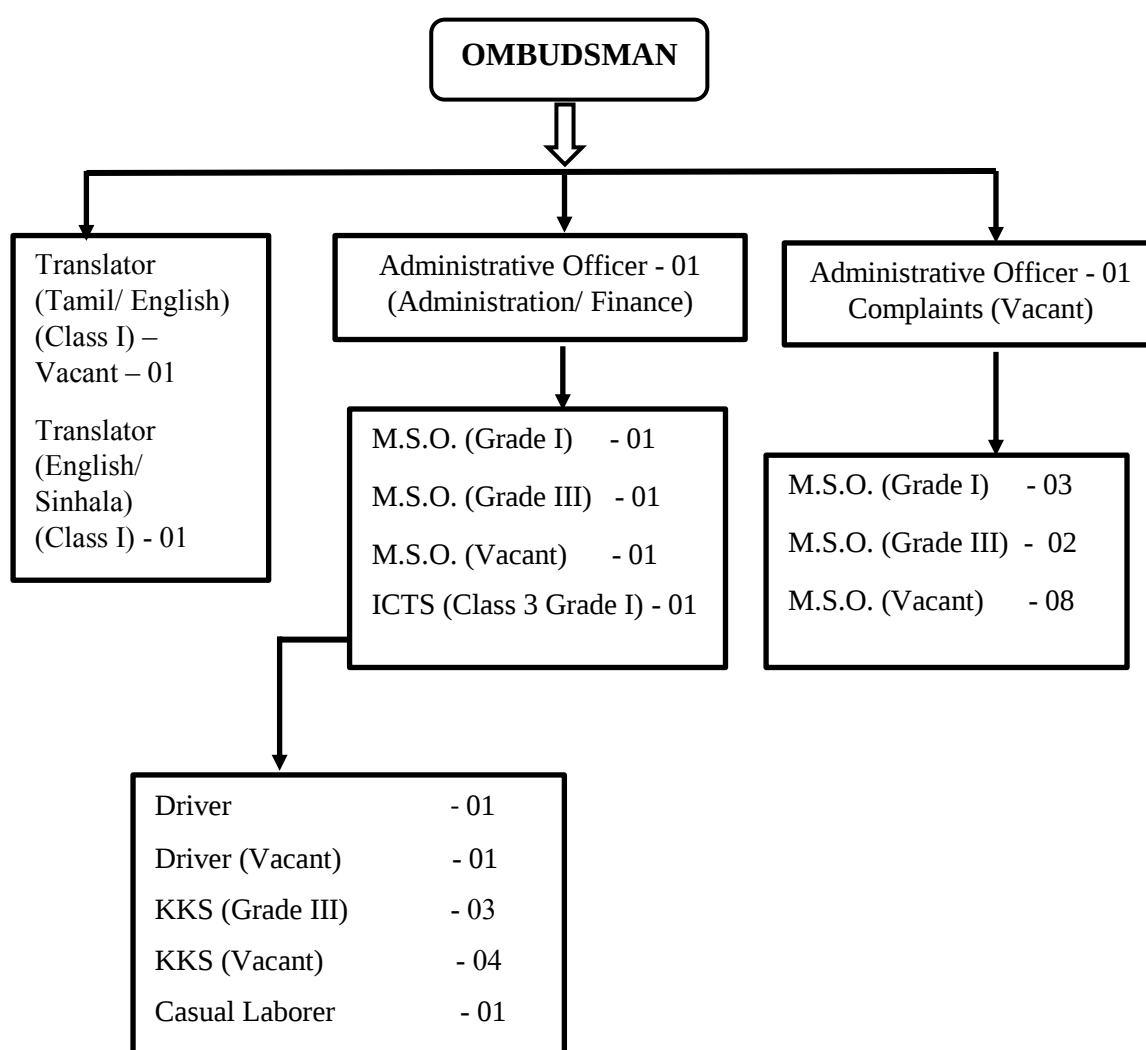


- Obtaining instructions from the Ombudsman in respect of all the complaints received.
- The Ombudsman carefully considers the matters contained in the complaints/petitions directed to the office of the Parliamentary Commissioner for Administration (Ombudsman) to ascertain whether it falls within its authority and power. If the matter does not fall within the scope of the Parliamentary Commissioner for Administration Act, it is being informed to the complainant, mentioning the reasons for such refusal.
- When sufficient information is not provided in the complaint, necessary information is called for, from the complainant under the guidance of the Ombudsman. (by sending the form OMB 01)
- Complaints which fall within the Parliamentary Commissioner for Administration Act are entered accordingly and send it to the respondent officers with a copy to the complainant requesting them to send a detail report.
- When there exists a possibility of granting the reliefs sought by the complainant upon calling for reports, steps are taken to grant such reliefs.
- In addition to the reports being called on the instruction of the Ombudsman, inquiries are being held before the Ombudsman in the presence of the parties and thereafter suitable recommendations are being made.

1.4 Organizational Structure

Approved cadre for this office is 32 in number. However, as shown in the structure below, only 16 officers were attached to this office as at the end of 2024.(Please refer the chart below) It is to be noted that delay might be occurred in the progress of work due to the said prevailing shortage of the staff of this office. However, officers of the staff performs our duties up to date without being delayed.

Organizational Hierarchy



1.5 Procedure Adopted Upon Receiving Complaints

Each and every complaint/petition received by this office is entered in a separate register and then a specific number is allocated for that complaint. Thereafter, the complaints are classified according to the subjects such as; Pensions, Widows & Orphans' Pension Payments, Salary Anomalies, Salary Increments, Promotions, Lands, Unauthorized Constructions, Termination of Services, Reinstatement in office, Service Absorption, Admission to Universities/Schools, Misuse of Powers etc. These are the particular subjects allocated to and dealt with by the Office of Ombudsman and they belong to the category of "Management Service Officers" in the Government Service. Upon registering a complaint, it is referred to the respective Management Service Officer (Subject Clerk) and thereafter it is their duty to open up a file for each and every complaint. This selection of topic is being carried out by the Chief Management Service Officer at the office.

Upon the opening of a file concerning a complaint, the designated subject clerk prepares a summary note outlining the contents of the complaint. Subsequently, the clerk consults with the administrative officer regarding the nature of the complaint. Where necessary, the subject clerk and/or the administrative officer appear before the Ombudsman to obtain advice and guidance on the appropriate measures to be taken in relation to the complaint.

It is a very important meeting and, at that point, the Ombudsman carefully considers the contents of the complaint along with other documents annexed thereto. The first and foremost matter that would be looked into is to ascertain whether the complaint/allegation, falls within the jurisdiction of the Ombudsman. In addressing this matter, the Ombudsman gives due consideration to the provisions set out in Sections 10, 11, and 17 of the Parliamentary Commissioner for Administration Act. (hereinafter referred to as the Act) If the complaint does not fall within the ambit of the Act, the complainant is informed forthwith giving reasons for the inability to proceed with the matter.

When the Ombudsman decides to proceed with the application, he makes appropriate orders as to the steps that are to be taken in connection with each and every complaint. If the Ombudsman feels that it is necessary to obtain more information, such as the relief sought, and against whom the complaint is made, then such information is requested from the complainant. Thereafter, every effort is made to conclude the case in accordance with the provisions of the Act and very often it will depend on the nature of the complaint.

Having decided to proceed with the matter, generally, observations are called from the officers holding higher positions than the officials against whom the allegation is made.

Many instances are found where the authorities have decided to grant relief soon after they receive the said correspondences by which the observations are being called. However, there are instances where this office had to send several reminders to get the observations on the issue. In a fair number of cases, the Ombudsman was able to see a meaningful outcome after exchanging several correspondences. In the event that the Ombudsman is unable to achieve an acceptable decision adopting such a process, the relevant parties are summoned to this office for a formal inquiry.

This inquiry is held observing the rules of natural justice giving every party an opportunity to present their respective cases in the presence of each other. Whenever a violation of a fundamental right or an injustice has been caused to the complainant, the Ombudsman makes every effort to ensure granting relief to the victim. If he fails to achieve an acceptable solution by such a cause of action, further inquiries are made to rectify the errors made. If the Ombudsman is unsuccessful in all such endeavours, he makes a determination on the issue and informs the same to the respondent-party to ensure that it is implemented within a given period of time. In the event that no action is taken within the prescribed timeframe, the Ombudsman shall transmit a copy of the report, accompanied by a covering letter, to His Excellency the President and to the Parliament for appropriate action. At this stage, it must be noted that the Office of the Ombudsman always maintains strict confidentiality when following the procedure referred to hereinbefore.

Having mentioned the manner in which the applications are being processed and the actions taken thereafter, I will now refer to a few matters covering different areas where this office was able to grant reliefs to the applicants who sought the intervention of the Ombudsman. It is believed that this will be of some assistance in gaining a clearer understanding of the nature and types of applications submitted to this office during the year under review.

No: OMB/2/1/572/2023

Name: Mr. M. S. U. Amarasinghe

A complaint was received by this office on 31.08.2023 from Mr. M.S.U. Amarasinghe, residing at No. 51, Peterson Lane, Colombo 06. The complainant alleged that the National Library and Documentation Services Board, located on Nidahas Mawatha, Colombo 07, houses books and documents of national significance. He further stated that the building was originally constructed under the sponsorship and architectural plans of UNESCO, and expressed concern that recent renovation activities have not been executed properly and do not conform to the original UNESCO design. It was further observed that the prevailing situation had become an impediment to library users and had resulted in the deterioration of valuable documents. In light of these concerns, a report was called from the National Library and Documentation Services Board. Upon receipt of the report, the complainant was invited to submit relevant observations. Subsequently, the Parliamentary Commissioner for Administration carried out an on-site inspection pertaining to the issues raised in the complaint. The inspection was attended by both the complainant and the Director of the National Library and Documentation Services Board. Following the inspection, and in view of the fact that the institution in question falls under the purview of the Ministry of Education, the Parliamentary Commissioner for Administration recommended that a technical committee of the Ministry be appointed to carry out a re-inspection and submit a report. Based on the findings of the said technical committee, it was agreed to rectify the deficiencies identified in the renovation work of the National Library and Documentation Services Board. Accordingly, the complainant's request has been addressed, and a letter of appreciation was subsequently received from the complainant, expressing gratitude for the intervention made by this institution.

No: OMB/P/2/1/651/2024

Name: Mr. Niroscha Chandrasekara

Mr. Niroscha Chandrasekara, a resident of Karapikkada in the Medawachchiya Divisional Secretariat Division of the Anuradhapura District, submitted a formal complaint to this office on 10.04.2024. The complaint alleged that the access road leading to the Karapikkada Government-owned small lake had been unlawfully fenced off by two adjoining landowners, thereby obstructing the pathway and failing to preserve the required road width. Upon receipt of the complaint, a report was requested from the Medawachchiya Divisional Secretariat. In response, the Divisional Secretariat confirmed that a re-survey of the concerned road had been conducted, and that appropriate boundary demarcations had been established to restore the road to its proper width, thereby

resolving the matter. It is noteworthy that although the complainant had previously sought redress from multiple institutions, a satisfactory resolution was achieved only following the intervention of our office. The complainant has since conveyed a letter of appreciation, expressing gratitude for the effective and timely action taken.

No. OMB/P/2/2/3753/2021

Name: Mr. H. M. Dharmapala

Mr. H. M. Dharmapala, residing at No. 115/7, Siriwijayapura, Pattiyalanda, Monaragala, had been identified as the rightful recipient of the land bearing Grant No. ෧෧.෫.4872. However, the ownership of the said land was erroneously transferred to Mr. H. M. Gunaratne, disregarding Mr. Dharmapala's entitlement. As a result, Mr. Dharmapala lodged a formal complaint with this office on 16.08.2021, seeking redress for the injustice caused. Following continuous inquiries and follow-ups conducted over an extended period by the Monaragala Divisional Secretariat and the Department of the Commissioner General of Lands, by decision dated 21.05.2024, revoked the prior erroneous transfer and reinstated Mr. Dharmapala as the lawful owner of the land under Grant No. ෧෧.෫.4872. This case highlights the failure of the responsible institution to rectify an administrative error over several years. Through persistent intervention by this office—including the calling of reports, verification of facts, and sustained representation over approximately 04 years—corrective action was ultimately secured, and justice was delivered to the aggrieved party.

No. OMB/P/2/2/4151/2024

Name: Mrs. H. Ramani Fernando

Mrs. H. Ramani Fernando of No. 514, Galedandugoda, Horana, submitted the required documentation to the Horana Municipal Council seeking approval for the survey plan of her land. The Municipal Council informed her that the plan could be approved on the condition that one foot of her land be allocated for road widening purposes. Although Mrs. Fernando agreed to the condition and conveyed her willingness to release the required portion of land, the approval of her plan was delayed. Consequently, she lodged a formal complaint with this office on 11.03.2024, reiterating her consent to provide the required land area and requesting the Municipal Council to undertake the related survey work, as she was unable to bear the associated costs. She also urged expedited approval of her land plan. This office, taking into consideration the difficulties faced by the complainant, made

several inquiries from the Horana Municipal Council regarding the matter. Following the recommendations received, the Municipal Council undertook the necessary survey work and subsequently approved the land plan. Mrs. H. Ramani Fernando has formally conveyed her sincere appreciation for the intervention and assistance provided by this office through her letter dated 27.01.2025.

No: OMB/P/2/4/5659/2024

Name: Mr. S. K. W. R. Gunasiri

Mr. S. K. W. R. Gunasiri, a resident of Gunasiri Stores, No. 39, Pallekanda Road, Walasmulla, submitted a written complaint on 28.07.2024. In his complaint, he states that he is employed as a teacher at Horawinna Maha Vidyalaya, Hambantota, and that he participated in a temporary ordination programme in Thailand in accordance with the instructions outlined in the letter No. MBRCA/02/15/Foreign dated 2024.05.08, issued by the Ministry of Buddha Sasana. The aforementioned letter specified that government officials participating in the programme would be eligible for paid foreign leave. Mr. Gunasiri claims that based on this assurance, he proceeded to participate in the programme. However, he was subsequently granted unpaid foreign leave, resulting in a deduction from his salary. He further states that other government officials who participated in the same programme were granted paid foreign leave. In light of this, Mr. Gunasiri requests that he be granted paid foreign leave on par with the treatment accorded to the other participants.

Accordingly, a formal request was submitted to the Director of Education, Southern Province Department of Education. Pursuant to this request, the Secretary of the Southern Province Ministry of Education, by letter No. SP/EDUMIN/AD/14/FL (short term) WL dated 30.09.2024, informed that the previously approved unpaid foreign leave for temporary ordination, covering the period from 18.06.2024 to 04.07.2024, has been revised and granted as paid foreign leave.

Following our intervention, the complainant's overseas leave, which was initially granted on a no-pay basis, was subsequently approved as paid overseas leave. A letter of appreciation was sent to the institution on 28.10.2024, acknowledging its positive response in addressing the matter.

On 15.06.2024, Mr. M. K. S. Ajantha, residing at No. 11/2, Meddawatta, Dangedara, Galle, lodged a formal complaint concerning the educational arrangements for his child, who had been enrolled at the Special Education Unit of Richmond College, Galle, from 2011 until 24.04.2023. According to the complaint, the Director of Special Education of the Southern Province had instructed the Principal of the said school to discontinue the child's enrollment and to refer him for vocational training on the grounds that he had exceeded the age of 16. Subsequently, the Department of Social Services directed the child to a vocational training center. However, the child was deemed unsuitable for the assigned training and was not accepted for placement. The complainant requested that the child be re-admitted to the Special Education Unit, emphasizing that similar institutions in the Galle region continue to provide education to students with special needs up to the age of 20. It was further reported that the child had not been assigned a school admission number, which in turn prevented the issuance of a graduation certificate. As a result, the child has faced obstacles in securing admission to any alternative institution for children with special needs. In light of these circumstances, a request was made for appropriate remedial action and consideration of the child's right to continued special education.

Accordingly, reports were obtained from the Provincial Director of Education of the Southern Province Education Department, the Principal of Richmond College, Galle, and the Director of Education (School Affairs) of the Ministry of Education. Based on the information received, the Director of Education (School Affairs), by letter No. ED/09/12/10/04/(11) dated 12.09.2024, instructed the Principal of Richmond College, Galle, to assign an admission number to the student Hawesh Mayanka—the child of the complainant who has since left the school—and to generate the Student Performance Index by incorporating the student's name.

Following our intervention, the Principal of Richmond College, Galle, confirmed that the student, Haves Mayanka, had been duly assigned an admission number and that his leaving certificate was issued on 25.10.2024. Accordingly, the complainant's request has been satisfactorily fulfilled.

No: OMB/P/2/4/5623/2024

Name: Mrs. H. D. S. S. Jayasekara

A complaint was lodged by Mrs. H. D. S. S. Jayasekara, a resident of Police Quarters, C6, Thambuttegama, in the Anuradhapura District. In her complaint, she stated that she serves in the Sri Lanka Nursing Service and had been assigned to the Polonnaruwa General Hospital as her first appointment, where she served for a period of 3 years and 3 months. Thereafter, she was transferred to the Vavuniya Hospital. As her permanent residence falls within the Mahawa Divisional Secretariat Division of the Kurunegala District, she submitted a request to be transferred to a hospital within the North Western Province. The complaint further indicated that, despite the arrival of newly appointed nursing officers at the Vavuniya Hospital, no steps had been taken to release her from her post. She was therefore compelled to seek external intervention to facilitate the transfer. In response, a report was requested from the Health Secretary of the North Central Province. As a result, the Health Secretary initiated the necessary steps to release Mrs. Jayasekara and effect her transfer to the North Western Province. A formal report in this regard was subsequently submitted to this office. Following the successful completion of her transfer, Mrs. Jayasekara conveyed her appreciation through a letter dated 07.02.2024, expressing gratitude for the intervention by this office.

No: OMB/P/2/5/4742/2024

Name: Mr. U.L.C. Sandaruwan

Mr. U.L.C. Sandaruwan, residing at No. 46/A, Kok Gedara, Radawela East, Hakmana, within the Mulatiyana Divisional Secretariat Division of the Matara District, submitted a written complaint to this office on 28th February 2024. According to the complaint, Mr. Sandaruwan had been serving as a teacher at A/Palugaswewa College and had applied for a mutual transfer with a teacher attached to H/St. Mary's National School. Following the approval of the transfer, the counterpart teacher reported for duty at A/Palugaswewa College. However, despite this, the Principal of the said school failed to take the necessary steps to officially release Mr. Sandaruwan. Consequently, as per the instructions issued by the Director of Teacher Transfers of the Ministry of Education, Mr. Sandaruwan reported to H/St. Mary's National School and assumed duties accordingly. Following several unsuccessful attempts to obtain his release letter by personally visiting A/Palugaswewa College, the complainant lodged a formal complaint with this office regarding the non-issuance of the said document. Upon review of the circumstances, a report was requested from the Principal of A/Palugaswewa College. In response, the Principal submitted the relevant documents pertaining to the release of the complainant, which were dispatched to him via registered post, and duly informed this office of the action taken. Subsequently,

the complainant conveyed his appreciation by submitting a letter of thanks dated 29.05.2024, acknowledging that his issue had been resolved through the intervention of this office.

No: OMB/P/2/6/3811/2024

Name: Mr. S. Peduruarachchi

On 04.07.2024, Mr. S. Peduruarachchi, a resident of Atambagahawatta, Handapangodella, Nakulugamuwa, lodged a complaint concerning the delay in the issuance of a certificate to his son, Lejan Jalithara Peduruarachchi, a student at Mara/Vijitha Central College, Dikwella. According to the complainant, his son participated in the National Cadet Corps Camp held from 02.10.2022 to 08.10.2022. However, despite the lapse of nearly two years, the certificate has not yet been issued by the teacher in charge. Although repeated requests were made to the relevant teacher, and the matter was formally brought to the attention of the school principal, no remedial action has been taken to date. The complainant has therefore sought appropriate intervention and relief in this matter.

Upon inquiry into the said petition, the Commanding Officer of the National Cadet Corps informed that 25 certificates had been issued to the Junior Cadet Corps Division by the respective school. However, due to discrepancies in the names on four of the certificates, they had been returned to the training center without notifying the Divisional Officer in Charge of Headquarters. Subsequently, following a complaint submitted by the concerned individual to this office, the necessary corrections were made to the affected certificates, including that of the complainant, and the revised certificates were duly forwarded to the school.

Subsequently, the applicant submitted a letter to our institution dated 01.10.2024, expressing gratitude for the intervention of our office, which enabled his child to obtain the Junior Cadet Corps certificate that had not been previously received.

A complaint was lodged on 18.03.2024 by Mrs. Y. P. Rajapaksa of No. 257/B, Second Lane, Rajasinghe Mawatha, Kothalawala, Kaduwela. The complainant, a retired Deputy Director of the Department of Census and Statistics, stated that she had submitted an appeal to the Administrative Appeals Tribunal, requesting that the Postgraduate Course in Public Management conducted by the Sri Lanka Institute of Development Administration be recognized as a valid qualification for promotion to Grade I of the Executive Service Category. Upon due consideration, the Administrative Appeals Tribunal delivered a final decision affirming that the said Postgraduate Course constitutes an acceptable qualification for such promotion. However, the implementation of this decision by the Public Service Commission remains pending.

Upon inquiry into the said petition, the Secretary to the Public Service Commission informed that a request had been made to the Commission to implement the decision issued by the Administrative Appeals Tribunal and that further updates would be provided upon receipt of the final determination. Subsequently, a follow-up report confirmed that the Public Service Commission had issued an order to implement the Tribunal's decision. As a result, the Commission approved the promotion of the complainant to Grade I of the Executive Service Category of the Department of Census and Statistics, effective from 20.09.2022. This favorable outcome was achieved as a result of the intervention of this Office.

Mrs. G. Kusumalatha, a resident of Malwila Watta, Pitiduwa, Habaraduwa, submitted a petition dated 27.09.2021, stating that she retired from the Health Assistant (General) service of the Ministry of Health on 03.02.2018 upon reaching the age of 60 years. She further reported that, as of the date of her petition, she had not received her pension benefits.

A report was requested from the Director General of Pensions on 12.11.2021 in connection with this matter. As no response was received to the initial correspondence, first and second reminders were subsequently issued. In reply, the Director General of Pensions, by letter dated 05.04.2022, informed that the complainant had been appointed to a permanent pensionable post on 01.06.1994, had left the service on 03.05.1997, was reinstated on 30.08.1997, and had again left the service on 26.06.1998. It was further

reported that an appeal for reinstatement was submitted after a lapse of 8 years, and, upon consideration, the Appointing Authority reinstated the complainant with effect from 01.12.2008. Given the complexities involved in reinstating the officer after a lapse of 08 years—particularly in a manner that would override the provisions of the Establishments Code—the matter was referred to the Director General of Establishments for guidance. Accordingly, on 20.04.2022, a request was made to the Department of Pensions to furnish a copy of the letter referenced in paragraph 3 above and to clarify the specific rule under which the Director General of Pensions is vested with the authority to revisit the decision of the Appointing Authority. Subsequent inquiries led to the receipt of a copy of the letter addressed to the Director of the Mahamodara Teaching Hospital, where the complainant was previously employed. In this connection, a formal request for a report was made to the Director of the said hospital on 04.10.2022. According to the report submitted by the Director of the Teaching Hospital dated 15.10.2022, and based on the letter dated 04.08.2022 from the Additional Director General of Pensions—issued in response to an appeal submitted by the complainant after a lapse of 08 years—it has been noted that the reinstatement of the officer in question was not carried out in accordance with formal procedures. Consequently, the administrative matters pertaining to the officer have been concluded following due process, and the pension application has been resubmitted. Given that the reinstatement was carried out by the Ministry of Health, the matter was referred to the Director (Administration) of the Ministry of Health by letter dated 15.09.2022 for appropriate action. Subsequently, on 13.12.2022, a follow-up inquiry was made regarding the current status of the matter. In response, the Director (Administration) of the Ministry of Health, by letter dated 24.01.2023, stated that the matter has been referred to the Public Service Commission for further advice. Accordingly, a copy of the letter dated 03.02.2023, which had been forwarded to the Public Service Commission for advice, was referred to me. Subsequently, periodic inquiries were made with the Public Service Commission and the Ministry of Health regarding the progress of the matter. On 12.03.2024, the Deputy Director General (Administration) 1 of the Ministry of Health was requested to take immediate action on the relevant issues and to inform me of the steps taken in that regard. It has been informed that any clear statutory provisions were not observed concerning the reinstatement of Ms. Kusumalatha, whose case was referred to the Public Service Commission as she was sent on retirement in 2018 and has not yet received her pension, it is deemed appropriate for the Public Service Commission to formally reinstate her—taking into account her approximately 20 years of service—and to grant its approval accordingly.

A request was submitted to the Secretary of the Public Service Commission on 19.04.2024, seeking the transmission of a report to the Ministry of Health outlining the further course of action to be taken by the Commission concerning the issues raised—issues which had remained unresolved for over 02 years since the initial complaint was lodged with our office. The Commission’s decision on the matter was subsequently conveyed. Following the communication of the said decision to the Ministry of Health by the Public Service Commission on 25.06.2024, this office, on 04.07.2024, informed the Deputy Director General (Administration) I of the Ministry of Health to take prompt action in accordance with the Commission’s ruling. Consequently, on 23.07.2024, the Ministry of Health notified that the Director of Galle Hospital had been instructed to initiate the necessary measures to revise the pension entitlement of Mrs. Kusumalatha.

On 06.09.2024, a follow-up inquiry was made to the Director of the Galle Teaching Hospital—Mrs. Kusumalatha’s last place of employment—regarding the progress of the matter raised by the complainant. In response, the Director of the German Sri Lanka Friendship Women’s Hospital, Galle, reported that the necessary amendments were effected on 09.09.2024 and that all relevant documentation had been duly forwarded to the Director General of Pensions.

Since then, this institution has continued to issue written requests to the Director General of Pensions, specifically on 28.10.2024 and 27.11.2024, urging the prompt adjustment of Mrs. Kusumalatha’s pension. Subsequently, on 11.12.2024, the Director of the Department of Pensions confirmed that the pension payment, including the arrears due, had been made on 10.12.2024. A copy of the payment slip, retrieved from the central data system, was also forwarded to this institution as verification.

Through the intervention of this institution, the pension and arrears—delayed for over 3 years—were successfully disbursed following the calling of relevant reports. The complainant, who was suffering from illness and extreme financial hardship, and whose child was unable to continue her education due to these circumstances, has conveyed heartfelt gratitude to the institution. In a letter addressed to us, she expressed profound appreciation for the timely resolution of her grievances and the positive impact it has had on her family's well-being.

Mr. M.K. Jayasena commenced his service in the Survey Department as a Lodging Labourer on 10.10.1979 and continued in that capacity until 02.10.1988. In 1987, when applications were invited for the post of Driver from among qualified departmental employees, Mr. Jayasena applied and was appointed to the position effective from 03.10.1988. He was subsequently absorbed into the Joint Service on 17.12.1991. Mr. Jayasena served in the Survey Department until 31.12.2010, after which he was transferred to the Elpitiya Divisional Secretariat. He retired from public service on 29.06.2016. While his pension has been calculated based on his service as a Driver, a request has been submitted seeking rectification, as the initial period of service as a Lodging Labourer has not been taken into account in the pension calculation.

A report was requested from the Surveyor General of the Survey Department of Sri Lanka. In response, the Surveyor General stated that, in accordance with the original appointment letter and the provisions of the Establishments Code, an officer must complete a minimum of 10 years of service to qualify for permanent pension entitlements. However, the officer in question had been appointed as a driver prior to completing the required service period. Furthermore, as he had received a permanent appointment in the public service, contributions to the Public Service Provident Fund had been made via an allowance letter, in line with the provisions of the Public Service Provident Fund Ordinance. It was also observed that no records were available confirming the recovery of Widows' and Orphans' Pension arrears for the period of the complainant. The Divisional Secretary of Alpitaya has been notified that the necessary steps will be taken to compute the pension for the relevant service period, subject to verification and confirmation from the Department of Pensions. A follow-up inquiry was made with the Divisional Secretary regarding the current status, who confirmed that inquiries had been forwarded to the Director General of Pensions. However, despite these efforts, all correspondence to date indicates that no response has yet been received from the Director General of Pensions.

As no resolution could be reached regarding this matter, continued inquiries were made on 24.06.2020 with both the Director General of Pensions and the Divisional Secretary. It was reported that further action could not be taken due to delays in receiving the necessary information from the Director General of Pensions. Consequently, a request was made to submit a report outlining the reasons for the delay. The Divisional Secretary reported that there were no separate records available indicating the receipt of contributions in the name

of the officer. Therefore, it was necessary for the department in which the officer served to verify the relevant period. Although the Director General of Pensions was informed accordingly, it was later revealed that the officer's personal file did not contain the required information. It was, however, confirmed that the officer had contributed to the Public Service Provident Fund during the said period and had also received its benefits. As a result, it has been decided to obtain the written consent of the complainant to pay the applicable Widow and Orphans Pension contributions for the relevant period. Upon receiving such consent, necessary action will be taken to revise the pension by treating the said period as pensionable service.

As per the communication received from the Divisional Secretary, the complainant was requested to provide his consent within the stipulated timeframe. In response, he conveyed his agreement for the recovery of Widows' and Orphans' Pension contributions for the period from 10.10.1979 to 02.10.1988 and requested that his pension be accordingly revised. Subsequently, by letter dated 28.09.2020, the Divisional Secretary was officially informed of the complainant's consent to recover the aforementioned contributions pertaining to Mr. Jayasena. The Divisional Secretary has since confirmed that the relevant documents for the pension revision have been forwarded to the Director General of Pensions for necessary action.

The current status regarding the pension was inquired from the Director General of Pensions on 15.12.2020. In response, the Department of Pensions clarified that according to the appointment letter issued to Mr. Jayasena for the position of Lodging Labourer, the pension entitlement—as outlined in Section 2 of the said letter—is subject to the provisions of the Establishments Code. Accordingly, an inquiry was made as to whether the necessary steps had been taken to render his service pensionable. The Department further confirmed that Mr. Jayasena's service as a Lodging Labourer has not been made pensionable. It was also noted that the Department had previously been informed that he was granted permanent status without pension benefits effective from 18.10.1988. Despite extensive correspondence with the Department of Pensions and the Divisional Secretariat on this matter, clarity remains elusive. It is also pertinent to note that during their visit to this office for inquiries, they were advised to forward a copy of the previous correspondence to us when making future inquiries to relevant institutions. They were also advised to take appropriate measures to prevent recurring procedural inefficiencies, as failure to do so results in unnecessary delays and increased administrative costs.

An inquiry into the relevant matters was scheduled to be held on 25th November 2022 at this office, with the participation of the Divisional Secretary and Legal Officers of the

Department of Pensions. However, it was informed that the Divisional Secretary was unable to attend due to other official commitments. The inquiry was therefore conducted in the presence of the Legal Officer from the Department of Pensions. During the proceedings, the Pension Officers stated that a conclusive decision could only be made upon receipt of the 4 letters previously sent via fax by the Divisional Secretary, in the prescribed format. Accordingly, as the necessary information pertaining to pension payments had already been forwarded to the Department of Pensions, the complainant was informed by letter dated 08.12.2022 to actively follow up on the matter.

The Department of Pensions was re-engaged regarding the current status of the matter. It has been reported that action has been initiated to obtain the conduct records associated with the History Sheet of the lodging labourer, in order to compute the prior period of service. The Divisional Secretary has informed that a copy of the relevant Form General 234 was dispatched on 01.03.2023. Subsequently, a follow-up inquiry was made with the Director of Pensions, who confirmed that Mr. Jayasena's membership details in the Public Service Provident Fund were forwarded for necessary verification on 31.05.2023. It has also been verified that Mr. Jayasena's History Sheet has been approved, allowing for the inclusion of his service period as a lodging labourer—during which he contributed to the Public Service Provident Fund—to be added to his pensionable service period.

Accordingly, on 11.08.2023, the Divisional Secretary was requested to provide an update on the action taken in this matter. It was reported that the PD06 form pertaining to the revised pension payments of Mr. Jayasena had been submitted to the Department of Pensions, along with instructions to recover the outstanding Widows' and Orphans' Pension contribution from the gratuity payment due to him. Subsequently, on 21.11.2023, the Department of Pensions confirmed that the application had been forwarded through the online system and stated that further action would be communicated upon completion of the necessary review.

After a lapse of more than two months, a follow-up inquiry was made with the Department of Pensions regarding the aforementioned matter. In response, the Department stated that the relevant institution had been informed on 06.02.2024 to rectify the deficiencies identified in the application. Subsequently, on 29.02.2024, the Director General of Pensions was requested to confirm whether the said deficiencies had been addressed and the corrected documents forwarded to the Department, and to provide an update on the current status. On 14.03.2024, it was informed that the deficiencies had not yet been rectified or resubmitted.

It has been reported that the identified deficiencies were rectified and duly submitted by the Divisional Secretary. Accordingly, the Department of Pensions has revised the application and resubmitted it, and it has now been forwarded for the necessary approval.

Subsequently, the complainant, Mr. M. K. Jayasena, informed that he had received his pension along with the arrears. He attributed this outcome to the trust he placed in our institution and the dedication demonstrated by the staff. In recognition of the service rendered, he conveyed his appreciation through a letter dated 01.07.2024.

No: OMB/P/2/7/1258/2023

Name: Mr. Upul Ajantha Jayasinghe

Mr. Upul Ajantha Jayasinghe submitted a petition to this office on 21.08.2023. He was initially appointed to the post of Technical Officer Class III on 03.04.1989 and subsequently promoted to the post in the Engineering Service Grade III on 26.02.2021. Although he was originally scheduled to retire from public service on 01.04.2022 upon reaching the age of 60, his service was extended due to exigencies, and he officially retired on 31.12.2022 in accordance with Public Administration Circular No. 19/2022. However, as of the date of reporting, he has not yet received his pension entitlements.

A request for a detailed report was made on 21.09.2023 to the Assistant Commissioner of Local Government, under whom the complainant was last employed. In response, the requested report was submitted on 13.10.2023. According to the information provided therein, Mr. Upul Ajantha was initially appointed to the post of Technical Officer Class III on 03.04.1989. He was subsequently promoted to Technical Officer Class III B on 01.07.1994, Technical Officer Class I on 03.04.2004, and Technical Officer Special Class on 15.09.2016. Following his final promotion, Mr. Ajantha was assigned to the Office of the Local Government Commissioner by the Southern Province Engineering Services Office. Thereafter, by letter dated 08.02.2022 issued by the Secretary of the Public Service Commission, he was appointed to the Sri Lanka Engineering Service in the capacity of Civil Engineer, Grade III. Pursuant to this appointment, he was posted as District Engineer in the Office of the Assistant Commissioner of Local Government.

Although this officer was initially due to retire on 01.04.2022 upon reaching the age of 60, he continued in service in accordance with Public Administration Circular No. 19/2022, and subsequently retired on 31.12.2022, as per the provisions of the same circular dated 14.09.2022. While his appointment was deemed confirmed with effect from 26.02.2021, the official letter of confirmation was issued only on 30.03.2023, following his retirement.

As there is no record in the personal file indicating that a preliminary investigation or formal disciplinary inquiry had been instituted against him, the matter of his retirement has been referred to the Southern Provincial Commissioner of Local Government for necessary approval in accordance with Section 2/17 of the Pensions Act.

Upon receipt of the relevant documents, the Deputy Chief Secretary (Engineering Services) of the Southern Province was informed that a charge sheet had been filed against the officer in question, based on a preliminary investigation conducted regarding a project implemented during his tenure as a Special Class Officer in the Technical Service. As the officer had already exceeded the mandatory retirement period by more than 6 months, and in view of the ongoing disciplinary inquiries, it was deemed appropriate to proceed with his retirement under Section 2/12 of the Pensions Regulations. Accordingly, the Deputy Chief Secretary was requested to submit recommendations and initiate necessary action to effect the officer's retirement under the said provision. Subsequently, the relevant documentation was forwarded to the Department of Pensions in accordance with the procedure outlined in Section 2/12. However, as the retirement application under this section requires the officer's signature, he was requested to present himself for this purpose. Since the officer failed to appear, the matter was referred to the Local Government Commissioner of the Southern Province for further guidance.

Accordingly, on 18.12.2023, the Deputy Commissioner of Local Government, Galle was contacted bearing my even number, to inquire whether any instructions had been received pertaining to the matters outlined in the aforementioned letter, and to ascertain the progress thereof. In response, the Deputy Commissioner informed that the retirement of the officer in question had been recommended in accordance with Section 2/12 of the Pensions Act and that this recommendation had been duly communicated to the Chief Secretary of the Southern Province.

The complainant was requested to provide his observations regarding the aforementioned recommendation. In his response, he contended that the Southern Province Public Service Commission does not constitute his disciplinary or appointing authority. He further stated that, in accordance with the terms of his appointment, disciplinary authority is vested with the Central Government Public Service Commission. Despite having completed nearly 34 years of service and receiving all due salary increments, the complainant asserted that a recommendation under Section 2/12 of the Pensions Act had been submitted—vide letter dated 14.11.2023—without any prior disciplinary proceedings or the issuance of a charge sheet. This action, he noted, was taken after a lapse of one year and 9 months. He expressed that he was unaware of any charges brought against him, any investigation

having been conducted, or any charge sheet having been served. Accordingly, on 16.02.2024, the Deputy Commissioner of Local Government was requested to conduct a further inquiry into the complainant's representations and to submit a detailed report.

On 26.02.2024, the Deputy Commissioner (Acting) of Local Government informed that the Ministry of Public Administration had provided responses to the matters raised by the complainant concerning the aforementioned issues. Accordingly, the complainant was notified of this development and his observations were sought. In his response, he stated that, given his nearly 34 years of service, appropriate arrangements should be made for his retirement under the extended retirement age of 60 years.

With the intervention of the Deputy Commissioner of Local Government and the complainant, an inquiry was conducted on 16 May 2024 at 10:00 a.m., during which both parties presented their respective positions on the matter. As per the information submitted at the inquiry, although Mr. Jayasinghe had retired under Section 2/17 of the Pensions Act, it was reported that a charge sheet had been issued against him following a preliminary investigation related to a specific project. Consequently, retirement under Section 2/12 of the Pensions Act could also be considered. Based on the findings of the inquiry, it was observed that a preliminary investigation had been carried out against the complainant by the relevant institutions. The Commissioner therefore instructed that a copy of the preliminary investigation report be furnished to the complainant within two weeks, following which a final decision would be made. It was further identified that the delay in completing the investigation by the Engineering Services Institutions had directly contributed to the delay in processing the complainant's pension. As such, the relevant institutions were requested to submit the investigation reports to the Office of the Chief Secretary (Engineering Services) of the Southern Province. Additionally, the Ministry of Public Administration was advised to facilitate the provision of the Disciplinary Investigation Report. The institutions concerned were also requested to be informed of the necessary steps to be undertaken.

The Deputy Chief Secretary (Engineering Services) submitted a copy of the preliminary investigation report along with the revision reports on 10.06.2024. Subsequently, on 24.06.2024, he requested further information on the matter from myself bearing my even number and the Secretary to the Ministry of Public Administration. Prior to this, the Chief Secretary of the Southern Province had also requested related information through his letter No. ES/4/1/409/B dated 22.02.2024. Following the completion of the preliminary investigations, an inquiry was made regarding the observations and recommendations provided in relation to the reports. As no response had been received for over a month, a

reminder letter was issued. In reply, the letter dated 13.08.2024 confirmed that the draft charge sheet, preliminary investigation report, and relevant documents had been submitted to the Public Service Commission, together with a recommendation to initiate disciplinary action against the officer concerned.

As the relevant institutions have not yet submitted their reports, nor has any action been taken in accordance with the recommendations of the aforementioned investigation, the Deputy Commissioner of Local Government was informed, by my even numbered letter dated 30.09.2024, to expedite and communicate the measures taken in this regard without further delay. According to the report dated 22.10.2024, if a charge sheet is issued against the officer, as per the letter dated 10.09.2024 from the Secretary to the Ministry of Public Administration, Home Affairs, Provincial Councils, and Local Government, and if the Public Service Commission, upon reviewing the officer's explanation, decides to initiate a formal disciplinary inquiry, action may then be instituted against the officer under Section 12 of the Pensions Regulations. Conversely, if no such inquiry is held, the officer may be retired under Section 17 of the said Regulations. It is further noted that, in accordance with this process, the documents pertaining to the officer's retirement were forwarded to the Local Government Commissioner of the Southern Province by letter dated 08.10.2024.

Subsequently, an inquiry was made regarding the follow-up action taken in response to the letter sent by the Deputy Local Government Commissioner to the Southern Province Local Government Commissioner. In reply, the Southern Province Local Government Commissioner reported that the Chief Secretary had decided to retire Engineer (Civil) Mr. Upul Ajantha Jayasinghe under Section 2/17 of the Pensions Regulations, as communicated by letter No. CSS/1/6/3/43E dated 22.11.2024. Furthermore, it was stated that, in view of the instructions conveyed by the Secretary to the Ministry of Public Administration by letter No. ES/4/1/409/B dated 22.04.2024, re-retirement was deemed unnecessary. Accordingly, action has been taken in compliance with the directive contained in that letter, and the Deputy Local Government Commissioner has been advised by letter dated 03.12.2024 to proceed in line with the same.

The complainant was informed by letter dated 12.12.2024 that, in accordance with Section 2/17 of the Pensions Act, he had been duly retired, his request had been fulfilled, and the case file would be closed accordingly. Subsequently, by letter dated 15.02.2025, the complainant acknowledged that he had begun receiving his pension from February 2025 and attributed this outcome to the comprehensive intervention of this institution. Having served for nearly 34 years, the complainant expressed that the injustice he had faced was ultimately rectified through the assistance of this institution. In recognition of its impactful

role, he emphasized that such an institution contributes significantly to the nation and should be regarded as an effective mechanism for both the citizens and the government. A letter of appreciation in this regard was received on 15.02.2025.

No: OMB/P/2/9/1585/2024

Name: Mr. W. M. Sirineris Wijesiri

Mr. W. M. Sirineris Wijesiri, a resident of “Aashirvada” House, Kirama, Batagassa, lodged a complaint stating that, during the development activities carried out on the Warapitiya–Hulankanda Road in front of his residence, a portion of the land was excavated without his prior consent or knowledge. As a result, both a single-storey and a two-storey structure located on the property have been exposed to erosion during periods of rainfall and are now at risk of structural damage. Although the matter was brought to the attention of the Matara District Road Development Authority, no positive response had been received as of the date of submission. Consequently, the complainant referred the matter to this office on 15.09.2024.

In this context, the necessary documents were obtained from the complainant, and a report was called from the Matara District Road Development Authority on 18.10.2024. Following this, the Authority conducted an on-site inspection and confirmed the potential risk of soil erosion at the location. Accordingly, a joint field inspection was carried out with the participation of the Road Development Authority’s project officers, the construction contractor, and the landowner. With the landowner’s consent, it was collectively agreed to construct a retaining wall at the affected section to mitigate further damage.

Accordingly, by letter dated 08.03.2025, it was confirmed that the issue concerning Mr. W. M. Sirineris Wijesiri had been resolved as a result of this institution’s intervention.

No: OMB/P/2/9/1390/2023

Name: Mr. V. M. Karunaratne Banda

A complaint was received on 01.08.2023 from Mr. V. M. Karunaratne Banda, a retired teacher residing at No. 1/48, Hapukotuwa, Jambugahapitiya, Kandy District. In his submission, Mr. Banda stated that he had purchased the aforementioned property on 02.08.1994 and commenced the construction of a house with the formal approval of the Pathadumbara Pradeshiya Sabha. According to the complainant, a culvert had been planned for construction on the said land. However, opposition arose from the local villagers, who subsequently diverted the natural water flow onto his property by

constructing a culvert across the adjacent road. Mr. Banda claims that he requested the Pathadumbara Pradeshiya Sabha to complete the construction of the culvert following the completion of his house. As the Sabha failed to act, he proposed to complete a portion of the culvert at his own expense and requested that the remaining work be undertaken by the Sabha. Nevertheless, due to financial constraints, he was unable to proceed with this arrangement. Notably, the complainant had allocated 3.2 perches of his private land for the construction of the culvert and, in view of the lack of resolution, sought the intervention of this office to obtain appropriate relief.

A report was obtained from the Pathadumbara Pradeshiya Sabha in this regard. Following this, the Technical Officer of the Sabha conducted an on-site inspection, during which it was observed that the villagers had constructed a drain across the road and had unlawfully diverted the flow of water onto the complainant's land. The landowner has expressed willingness to undertake development of the affected area, and accordingly, it was informed that appropriate action will be taken in due course.

The complainant informed this office on 04.04.2024 that a matter which had remained unresolved for thirty years was amicably settled as a result of our intervention.

Chapter 02 – Progress and the Future Outlook

2. Statistical Analysis

2.1 Statistical Analysis

There were 1462 complaints received directly from the members of public, in addition to the 12 complaints referred to us by the Parliamentary Petitions Committee during the year 2024. Out of 1462 complaints 536 complaints were not within the powers vested in the Ombudsman. Furthermore, as of the end of 2023, an additional 915 outstanding complaints from the previous year were slated for completion. This brought the total number of complaints requiring action during the review period to **2389**.

Table 1: Statistical Analysis – Year 2024

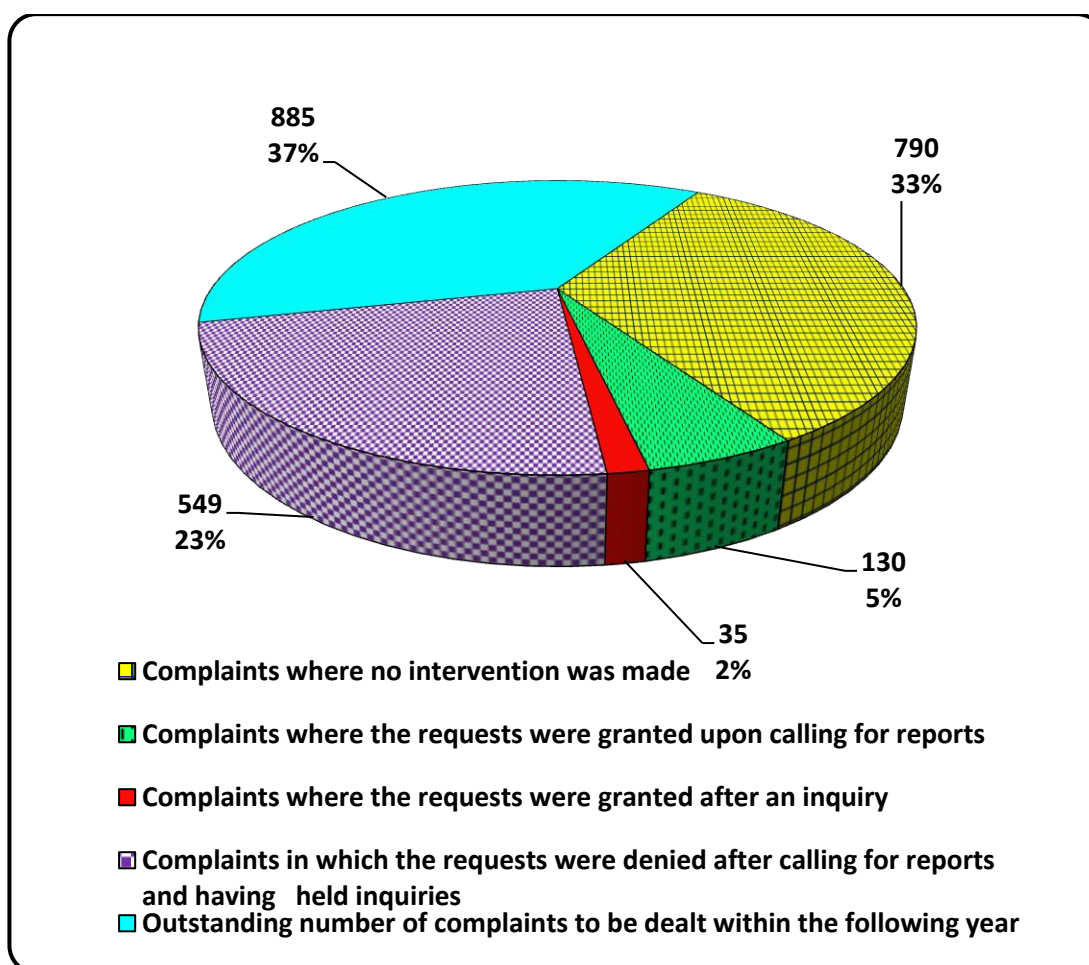
	Pending	Closed	Total
Balance Complaints from the year 2023			915
(1) Total number of complaints received during the period 01.01.2024 to 31.12.2024			
(I) Directly from complainants	1462		
(II) Referred by the Parliamentary Public Petitions Committee	12		
(2) Total number of complaints received during the year 2024			1474
Total number of complaints that were dealt with during the year 2024:-			2389

Total number of complaints investigated during the year 2024:-			
(1) Number of files terminated at preliminary stages :-			
i. Outside the jurisdiction of the Ombudsman		724	
ii. Complaints in which no specific reliefs were sought		66	790
(2) Number of complaints inquired into having called for reports from the respective institutions :-			
i. Complaints in which the reports were called upon considering the facts mentioned in the complaint – Not concluded	371		
ii. Complaints in which further reports were called from the respective institutions or other institutions for upon considering the matters mentioned in the reports received – Not concluded	275		
iii. Complaints called for information from complainants - Not concluded	92		
iv. Complaints where the requests were granted after receiving such reports	0	130	
v. Complaints in which the requests were denied after calling for reports	0	392	
vi. Proceedings in the files were terminated due to the lack of interest by the complainants	0	145	667
(3) Complaints where the inquiries were held with the participation of the parties when a decision could not be arrived by calling for reports :-			
i. Number of inquiries held having summoned the complainants and the respondents having looked at the reports received – Not concluded	104	0	
ii. Complaints in which the requests were denied after having held inquiries		7	
iii. Complaints in which the recommendations were made at the conclusion of the inquiries – Not concluded	40	0	
iv. Number of complaints in which reliefs were granted having implemented the recommendations made	3	35	
v. Number of complaints in which the recommendations were disregarded		5	47
(1)+(2)+(3) Total			1504
Outstanding number of complaints to be dealt with as at 31.12.2023			885

2.2 The manner in which the complaints were dealt with

The totality of the complaints that were to be dealt with for the year 2024 were amounting to 2389 and out of which 885 complaints were carried forward to the following year. Accordingly, 1504 complaints were disposed of during the year 2024. (As shown in Table 1 – Statistical Analysis - As indicated by the year 2024) A breakdown of the actions taken in response to the complaints is presented in Chart 1 below.

Graph 1: Manner in which the complaints that were dealt with for the year 2024

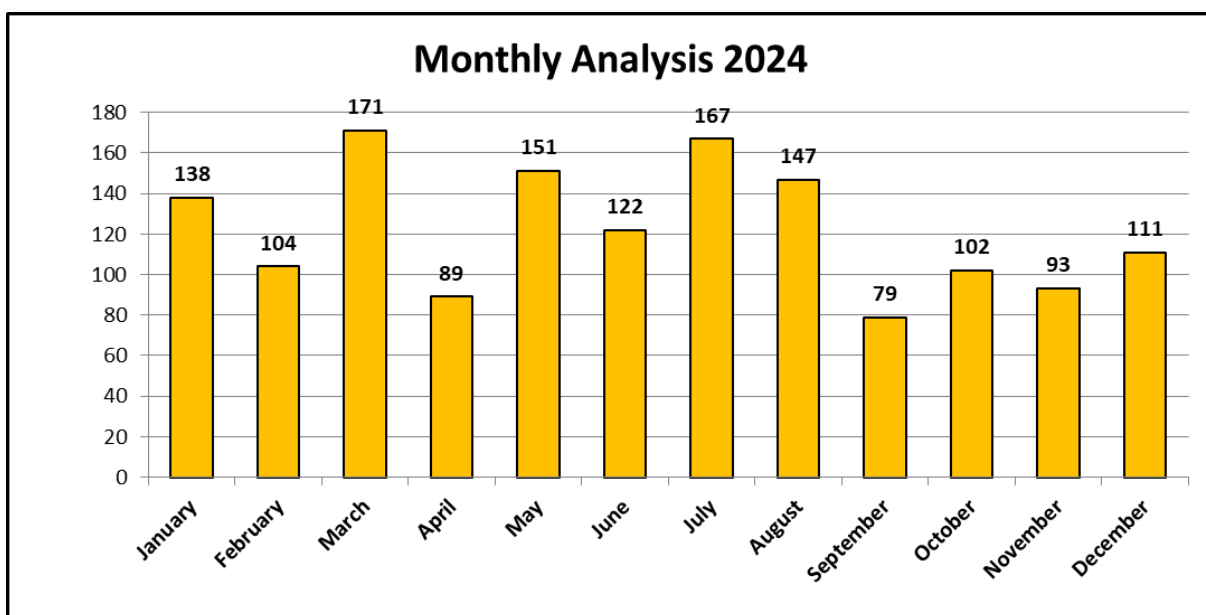


Manner in which the complaints were dealt with		Number of Complaints
	Complaints where no intervention was made	790
	Complaints where the requests were granted upon calling for reports	130
	Complaints where the requests were granted after an inquiry	35
	Complaints in which the requests were denied after calling for reports and having held inquiries	549
	Outstanding number of complaints to be dealt with in the following year	885
Total number of complaints that were dealt with during the year 2024		2389

2.3 Monthly Analysis

The total number of complaints lodged for the year 2024 was 1474. The highest number of complaints, 171, was reported for the month of March and the lowest number of 79 was received in the month of September. Relevant particulars are described in graph 2 below:

Graph: 2 - Complaints made for each month for the year 2024



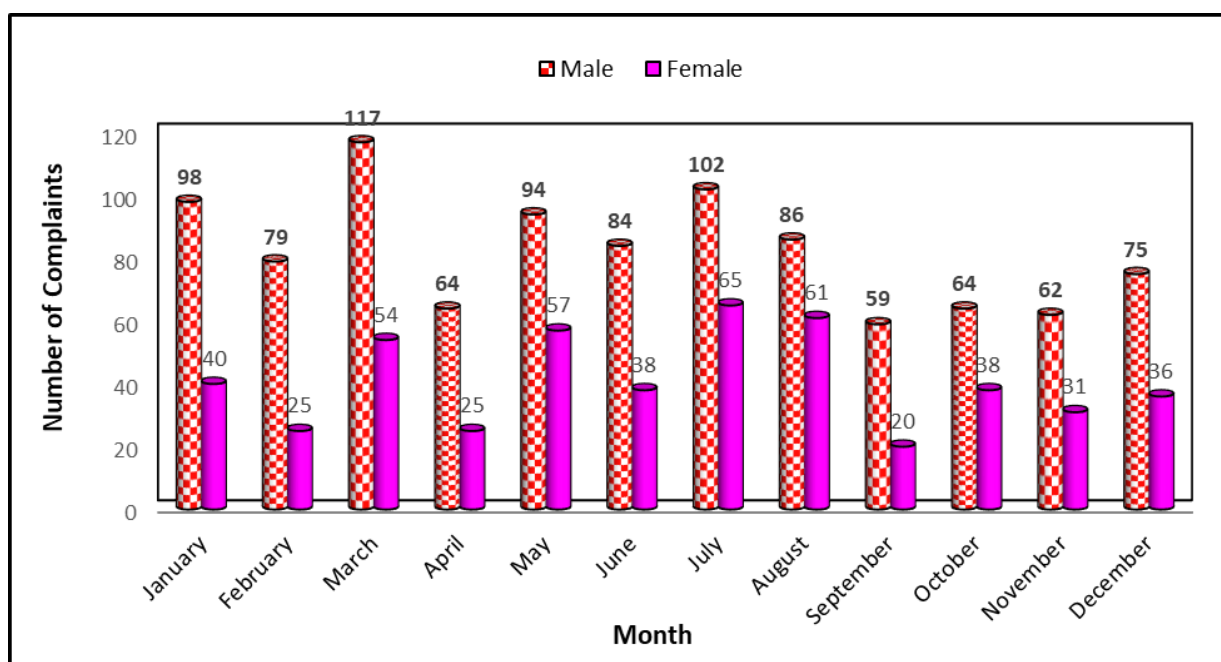
2.4 Analysis under the category of Male/Female

984 complaints were made by males while 490 were by females for the year 2024. Those are described in Table - 2 and in Graph - 3.

Table: 2 – Total number of complaints for 2023 on the basis of male and female

Month	Male	Female	Monthly Analysis 2024
January	98	40	138
February	79	25	104
March	117	54	171
April	64	25	89
May	94	57	151
June	84	38	122
July	102	65	167
August	86	61	147
September	59	20	79
October	64	38	102
November	62	31	93
December	75	36	111
Total	984	490	1474

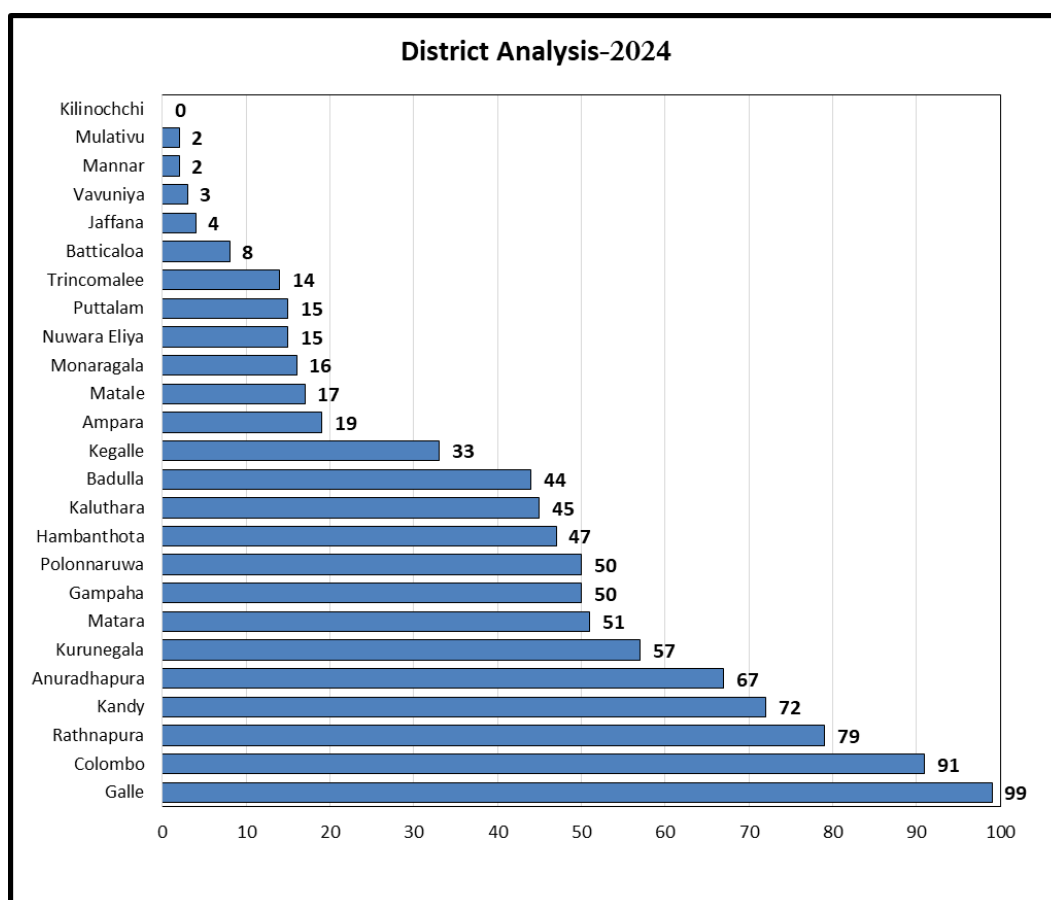
Graph 3: - Total number of complaints for 2024 on the basis of male and female



2.5 Analysis on the basis of Districts

The highest numbers of complaints for the year 2024 were received from the District of Galle and it amounted to 99. Next highest was from Colombo District and it was 91 and the number of complaints from Rathnapura District was 79. No complaints were submitted from the Kilinochchi District for the year of 2024.

Graph: 4 –Total number of complaints received for the year 2024 according to the Districts that they reside permanently



2.6 Analysis based on the Respective Subjects

In the year 2024, there were a considerable number of complaints in respect of the matters such as; land permits, grants of state land, pensions issues, Widows' and Orphans' pension issues, salary anomalies, salary increments, claims for arrears due, allowances, promotions, and seniority. Refer Table 3 below.

Table 3: - Complaints received in the year 2024 against the public officers on the basis of respective subjects

	Subject	Number of Complaints 2024
1	Land permits, Grants of State Lands	218
2	Miscellaneous	120
3	Pension, W&O	109
4	Service Absorption, Recruitment, Appointments, Confirmation, Ante	87
5	Compensation, Poor relief, Samurdhi	55
6	University / School Admissions, Examination results	43
7	Salary Anomalies, Increments, Arrears, Allowances	41
8	Licenses, Building Permits	40
9	Delay, Incompetence, Neglect, Abuse of Power	35
10	EPF / ETF / Gratuity	26
11	Termination of Employment, Reinstatement, Extension, Efficiency Ba	25
12	Promotions, Seniority	24
13	Unauthorized Constructions / Nuisances	23
14	Insurance payments	23
15	Transfers from place of work	21
16	Electricity, Water, Telephone Connections, Disconnections	20
17	Roadways	15
18	Harassment at Work Place	9
19	Incidents of Financial Fraud Related to Overseas Travel	4
20	Unable to Intervene	536
	Total Count	1474

2.7 Ministries/ Public Institutions Analysis

Looking at the following Table, it is seen that there exists a large number of complaints against the officials of Home Affairs, Provincial Councils and Local Government Institutions, and the Department of Pensions. Please Refer Table 4 below:

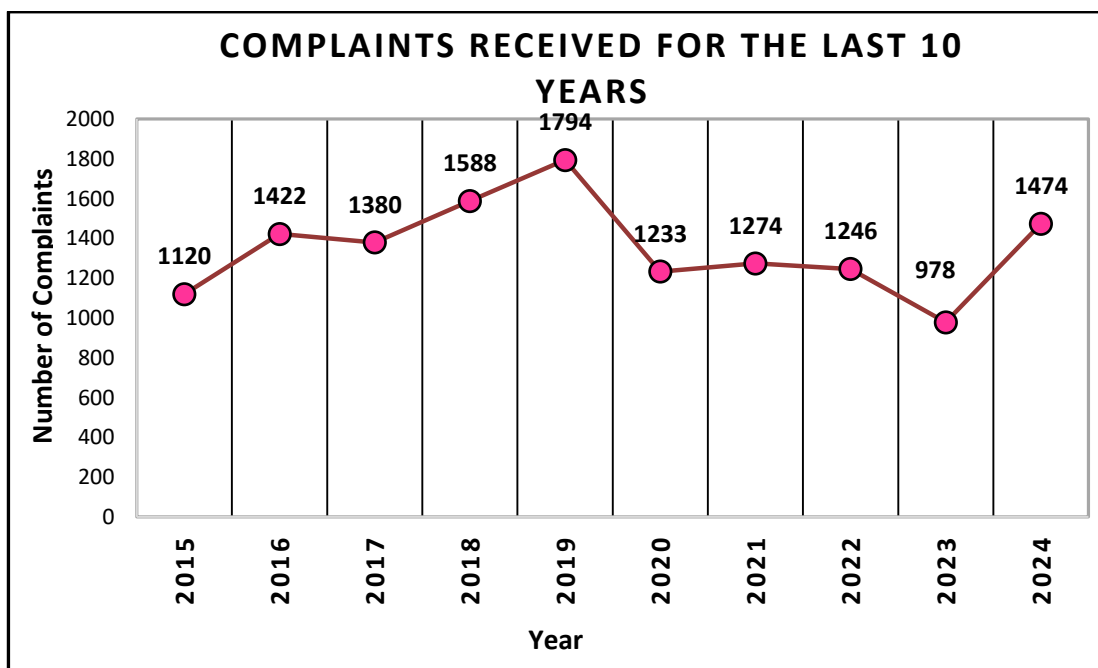
Table 4: - Complaints received against the public officers in the Ministries, Departments, Authorities and Public Institutions etc.

	Ministry, Department, Authority etc.	Number of Complaints 2024
1	Home Affairs; District Secretariats, Divisional Secretariats	184
2	Provincial Councils & Local Government Institutions	101
3	Pensions	96
4	Lands & Land Reforms Commission	80
5	Education & Higher Education	79
6	Different Institutions	63
7	Irrigation & Mahaweli Authority	44
8	Corporations/Authorities/Boards(CPC,CEB,SLAA,RDA,SLBC,SLRC,SLIC)	33
9	Defense & Internal Security	32
10	Public Services Commission (Central and Provincial)	25
11	Government schools	23
12	Health and Indigenous Medicine	21
13	State Banks	19
14	Postal and Telecommunication	16
15	Department of Labour	15
16	Urban Development Authority	15
17	Public Administration	14
18	Department of Agrarian Development	11
19	Social Services / Samurdhi	11
20	Agriculture	10
21	National Water Supply & Drainage Board	9
22	Geological Survey & Mines Bureau	8
23	Cooperative Development	7
24	Department of Excise	6
25	Forest conservation	4
26	Universities	4
27	Department of Technical Education and Training	3
28	Judiciary	2
29	Transport (SLCTB, CGR, CMV)	1
30	Department of Motor Traffic	1
31	Bureau of Foreign Employment	1
36	Complaints Unable to Intervene	536
	Total	1474

2.8 Analysis of the complaints received by the Office of the Parliamentary Commissioner for Administration (Ombudsman) during the last 10 years

Upon considering the complaints received for the last 10 years including the year 2024 those of the complaints for the year, it is observed that the highest number of complaints had been made within the year namely 2019. The number was 1794. The next highest number was 1588 in the year 2018 and it was 1474 in 2024. The lowest number had been received in 2023.

Graph: 5 – Complaints received for the last 10 years



Chapter 03 - Overall Financial Performance for the Year

Chapter 04 – Performance indicators

**Chapter 05- Performance of achieving the Sustainable Development Goals
(SDG)**

Chapter 06 - Human Resource Profile

Chapter 07– Compliance Report

Chapter 03 - Overall Financial Performance for the Year ended 31st December 2024

3.1 Statement of Financial Performance

ACA -F

Statement of Financial Performance for the period ended 31st December 2024

Revised Budget Allocations 2024 Rs.	Note	Actual	
		2024 Rs.	2023 Rs.
- Revenue Receipts		-	-
- Income Tax	1	-	-
- Taxes on Domestic Goods & Services	2	-	-
- Taxes on International Trade	3	-	-
- Non Tax Revenue & Others	4	-	-
- Total Revenue Receipts (A)		-	-
- Non Revenue Receipts		-	-
- Treasury Imprests		30,945,000	29,452,000
- Deposits		5,405	5,425
- Advance Accounts		2,076,992	1,766,768
- Other Main Ledger Receipts		-	-
- Total Non Revenue Receipts (B)		33,027,397	31,224,193
Total Revenue Receipts & Non Revenue Receipts C = (A)+(B)		33,027,397	31,224,193
Remittance to the Treasury (D)		73,910	7,200
Net Revenue Receipts & Non Revenue Receipts E = (C)-(D)		32,953,487	31,216,993
Less: Expenditure			
- Recurrent Expenditure		-	-
Wages, Salaries & Other Employment			
15,940,000 Benefits	5	14,085,287	12,356,605
18,090,000 Other Goods & Services	6	17,025,237	17,440,540
420,000 Subsidies, Grants and Transfers	7	285,478	334,492
- Interest Payments	8	-	-
- Other Recurrent Expenditure	9	-	-
34,450,000 Total Recurrent Expenditure (F)		31,396,001	30,131,637
Capital Expenditure			
Rehabilitation & Improvement of Capital			
- Assets	10	-	-
250,000 Acquisition of Capital Assets	11	179,750	112,000
- Capital Transfers	12	-	-
- Acquisition of Financial Assets	13	-	-
50,000 Capacity Building	14	50,000	58,500
- Other Capital Expenditure	15	-	-
300,000 Total Capital Expenditure (G)		229,750	170,500
Deposit Payments		5,405	5,425
Advance Payments		1,830,604	1,239,753
Other Main Ledger Payments		-	-
Total Main Ledger Expenditure (H)		1,836,009	1,245,178
34,750,000 Total Expenditure I = (F+G+H)		33,461,760	31,547,315
- Balance as at 31st December J = (E-I)		(508,274)	(330,322)
Balance as per the Imprest Adjustment Statement		508,274	(330,322)
Imprest Balance as at 31st December		508,274	(330,322)

3.2 Statement of Financial Position

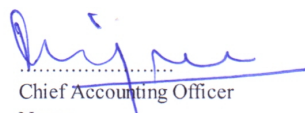
ACA-P

Statement of Financial Position As at 31st December 2024

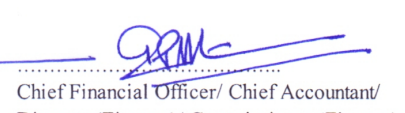
	Note	Actual 2024 Rs	2023 Rs
<u>Non Financial Assets</u>			
Property, Plant & Equipment	ACA-6	12,200,456	10,909,074
<u>Financial Assets</u>			
Advance Accounts	ACA-5/5(a)	2,555,506	2,801,894
Cash & Cash Equivalents	ACA-3	-	-
Total Assets		14,755,962	13,710,968
<u>Net Assets / Equity</u>			
Net Worth to Treasury		2,555,506	2,801,894
Property, Plant & Equipment Reserve		12,200,456	10,909,074
Rent and Work Advance Reserve	ACA-5(b)		
<u>Current Liabilities</u>			
Deposits Accounts	ACA-4	-	-
Unsettled Imprest Balance	ACA-3	-	-
Total Liabilities		14,755,962	13,710,968

Detail Accounting Statements in ACA format Nos. 1 to 7 presented in pages from 103 to 109 and Annexures to accounts presented in pages from 140 to 142 form an integral part of these Financial Statements. The Financial Statements have been prepared in accordance with the Government Financial Regulations 150 and 151 and State Accounts Guideline No. 06/2024, dates 16.12.2024 and hereby certify that figures in these Financial Statements, Notes to accounts and other relevant accounts were reconciled with the Treasury Books of Accounts and found in agreement.

We hereby certify that an effective internal control system for the financial control exists in the Reporting Entity and carried out periodic reviews to monitor the effectiveness of internal control system for the financial control and accordingly make alterations as required for such systems to be effectively carried out.


Chief Accounting Officer
Name :
Designation :
Date : 07.07.2025


Accounting Officer
Name :
Designation :
Date : 07.07.2025


Chief Financial Officer/ Chief Accountant/
Director (Finance)/ Commissioner (Finance)
Name :
Date : 07.07.2025

K.B.K. Hirimburegama
Parliamentary Commissioner
for Administration (Ombudsman)
No: 14, First Floor, R.A. De Mel Mawatha,
Colombo 04

K.B.K. Hirimburegama
Parliamentary Commissioner
for Administration (Ombudsman)
No: 14, First Floor, R.A. De Mel Mawatha,
Colombo 04

H.R.A. PATHIRANA
Administrative Officer
Office of the Parliamentary
Commissioner for Administration (Ombudsman)
First Floor, No. 14, R.A. De Mel Mawatha,
Colombo 04

3.3 Statement of Cash Flows

ACA-C

Statement of Cash Flows for the Period ended 31st December 2024

	Actual	
	2024 Rs.	2023 Rs.
<u>Cash Flows from Operating Activities</u>		
Total Tax Receipts	-	-
Fees, Fines, Penalties and Licenses	-	-
Profit	-	-
Non Revenue Receipts	-	-
Revenue Collected on behalf of Other Revenue Heads	653,400	576,013
Imprest Received	30,945,000	29,452,000
Recoveries from Advance	2,251,556	1,521,077
Deposit Received	5,405	5,425
Total Cash generated from Operations (A)	33,855,361	31,554,515
<u>Less - Cash disbursed for:</u>		
Personal Emoluments & Operating Payments	31,110,524	29,797,145
Subsidies & Transfer Payments	285,478	334,492
Expenditure incurred on behalf of Other Heads	319,690	-
Imprest Settlement to Treasury	73,910	7,200
Advance Payments	1,830,604	1,239,753
Deposit Payments	5,405	5,425
Total Cash disbursed for Operations (B)	33,625,611	31,384,015
NET CASH FLOW FROM OPERATING ACTIVITIES(C)=(A)-(B)	229,750	170,500
<u>Cash Flows from Investing Activities</u>		
Interest	-	-
Dividends	-	-
Divestiture Proceeds & Sale of Physical Assets	-	-
Recoveries from On Lending	-	-
Total Cash generated from Investing Activities (D)	-	-
<u>Less - Cash disbursed for:</u>		
Capital Expenditure	229,750	170,500
Total Cash disbursed for Investing Activities (E)	229,750	170,500
NET CASH FLOW FROM INVESTING ACTIVITIES(F)=(D)-(E)	(229,750)	(170,500)
NET CASH FLOWS FROM OPERATING & INVESTMENT ACTIVITIES (G)=(C) + (F)	-	-
<u>Cash Flows from Fianacing Activities</u>		
Local Borrowings	-	-
Foreign Borrowings	-	-
Grants Received	-	-
Total Cash generated from Financing Activities (H)	-	-
<u>Less - Cash disbursed for:</u>		
Repayment of Local Borrowings	-	-
Repayment of Foreign Borrowings	-	-
Total Cash disbursed for Financing Activities (I)	-	-
NET CASH FLOW FROM FINANCING ACTIVITIES (J)=(H)-(I)	-	-
Net Movement in Cash (K) = (G) + (J)	-	-
Opening Cash Balance as at 01st January	-	-
Closing Cash Balance as at 31st December	-	-

3.4 Notes to the Financial Statements

3.5 Performance of the Revenue Collection

Revenue Code	Description of the Revenue Code	Revenue Estimate		Collected Revenue	
		Original	Final	Amount (Rs.)	as a % of Final Revenue Estimate
-	No	-	-	-	-

3.6 Performance of the Utilization of Allocation

Rs. ,000

Type of Allocation	Allocation		Actual Expenditure	Allocation Utilization as a % of Final Allocation
	Original	Final		
Recurrent	33,700	34,450	31,396	91%
Capital	300	300	170.5	76.9%

3.7 In terms of F.R.208 grant of allocations for expenditure to this Department/District Secretariat/Provincial Council as an agent of the other Ministries/ Departments

Rs. ,000

Serial No.	Allocation Received from Which Ministry /Department	Purpose of the Allocation	Allocation		Actual Expenditure	Allocation Utilization as a % of Final Allocation
			Original	Final		
-	-	No	-	-	-	-

3.8 Performance of the Reporting of Non-Financial Assets

Rs. ,000

Assets Code	Code Description	Balance as per Board of Survey Report as at 31.12.2024	Balance as per financial Position Report as at 31.12.2024	Yet to be Accounted	Reporting Progress as a %
9151	Buildings and Structures	-	-	-	-
9152	Machinery and Equipment	-	12,200,456	-	-
9153	Lands	-	-	-	-
9154	Intangible Assets	-	-	-	-
9155	Biological Assets	-	-	-	-
9160	Work in Progress	-	-	-	-
9180	Lease Assets	-	-	-	-

3.9 Auditor General's Report**

** The final audit report issued by the Auditor General is scanned and placed in the Sinhala copy of this report.

Chapter 04 – Performance indicators

4.1 Performance indicators of the Institute (Based on the Action Plan)

Specific Indicators	Actual output as a percentage (%) of the expected output		
	100%- 90%	75%-89%	50%- 74%

Performance indicator of the institution has not been prepared for the year 2024.

Chapter 05- Performance of the achieving Sustainable Development Goals (SDG)

5.1 Indicate the Identified respective Sustainable Developments Goals *

Goal / Objective	Targets	Indicators of the achievement	Progress of the Achievement to date		
			0%- 49%	50%- 74%	75%- 100%

5.2 Briefly explain the achievements and challenges of the Sustainable Development Goals*

*Action cannot be taken to achieve Sustainable Development Goals in accordance with the role of the institution.

For Chapter 04 and 05

Chapter 06 - Human Resource Profile

06.1 Cadre Management

	Approved Cadre	Existing Cadre	Vacancies
Senior	01	01	-
Tertiary	04	02	02
Secondary	17	09	08
Primary	10	05	05

06.2 **Briefly state how the shortage or excess in human resources has been affected to the performance of the institute.

The existing staff has to face difficulties due to the reason that the approved cadre has not been filled.

06.3 Human Resource Development

Name of the Program	No. of staff trained	Duration of the program	Total Investment (Rs'000)		Nature of the Program (Abroad/Local)	Output/Knowledge Gained*
			Local	Foreign		
Workshop on disciplinary procedures	13	One day			Local	Enhancing Officer Motivation for Duty

* Briefly explain how the training program contributes to the organization's performance. Effective utilization of knowledge acquired through training programs can significantly enhance organizational efficiency.

Chapter 07– Compliance Report

No.	Applicable Requirement	Compliance Status (Complied/Not Complied)	Brief explanation for Non Compliance	Corrective actions proposed to avoid non-compliance in future
1	The following Financial statements/accounts have been submitted on due date			
1.1	Annual financial statements	Complied	-	-.
1.2	Advance account of public officers	Complied	-	-
1.3	Trading and Manufacturing Advance Accounts (Commercial Advance Accounts)	Not Applicable	-	-
1.4	Stores Advance Accounts	Not Applicable	-	-
1.5	Special Advance Accounts	Not Applicable	-	-
1.6	Others	Not Applicable	-	-
2	Maintenance of books and registers (FR445)			
2.1	Fixed assets register has been maintained and update in terms of Public Administration Circular 267/2018	Complied	-	-
2.2	Personal emoluments register/ Personal emoluments cards has been maintained and updated	Complied	-	-
2.3	Register of Audit queries has been maintained and updated	Complied	-	-

2.4	Register of Internal Audit reports has been maintained and updated	Not Applicable	-	-
2.5	All the monthly account summaries (CIGAS) are prepared and submitted to the Treasury on due date	Complied	-	-
2.6	Register for cheques and money orders has been maintained and updated	Complied	-	-
2.7	Inventory register has been maintained and updated	Complied	-	-
2.8	Stocks Register has been maintained and updated	Complied	-	-
2.9	Register of Losses has been maintained and updated	Complied	-	-
2.10	Commitment Register has been maintained and updated	Complied	-	-
2.11	Register of Counterfoil Books (GA – N20) has been maintained and updated	Complied	-	-
03	Delegation of functions for financial control (FR 135)			
3.1	The financial authority has been delegated within the institute	Complied	-	-
3.2	The delegation of financial authority has been communicated within the institute	Complied	-	-
3.3	The authority has been delegated in such manner so as to approve each transaction through two or more officers	Complied	-	-

3.4	The controls has been adhered to by the Accountants in terms of State Account Circular 171/2004 dated 11.05.2014 in using the Government Payroll Software Package	Not Complied	This office has no Accountant.	The Administrative Officer completes the work in accordance with the instructions provided by the Management Services Department.
4	Preparation of Annual Plans			
4.1	Preparation of the annual action plan	Complied		
4.2	Preparation of the annual procurement plan	Complied		
4.3	Preparation of the annual Internal Audit plan	Not Complied	An Internal Audit Unit has not been set up in this office.	There is no necessity of internal auditing for this office.
4.4	Preparing the annual estimate and submitting to the NBD on due date	Complied	-	-
4.5	Submission of the annual cash flow to the Treasury Operations Department on time	Complied	-	-
5	Audit queries			
5.1	All the audit queries has been replied within the specified time by the Auditor General	Complied	-	-
6	Internal Audit			
6.1	The internal audit plan has been prepared at the beginning of the year after consulting the Auditor General in terms of Financial Regulation 134(2)) DMA/1-2019	Not Complied	Answer referred to in above 4.3 is applicable.	
6.2	All the internal audit reports has been replied within one month	Not Complied	Answer referred to in above 4.3 is applicable.	

6.3	Copies of all the internal audit reports has been submitted to the Management Audit Department in terms of Sub-section 40(4) of the National Audit Act No. 19 of 2018	Not Complied	Answer referred to in above 4.3 is applicable.	
6.4	All the copies of internal audit reports has been submitted to the Auditor General in terms of Financial Regulation 134(3)	Not Complied	Answer referred to in above 4.3 is applicable.	.
7	Audit and Management Committee			
7.1	Minimum 04 meetings of the Audit and Management Committee has been held during the year as per the DMA Circular 1-2019	Not Complied	An Audit and management Committee has not been set up in this office.	There is no Internal Audit Unit to conduct Internal Audit and Management Committee meetings.
8	Asset Management			
8.1	The information about purchases of assets and disposals was submitted to the Comptroller General's Office in terms of Paragraph 07 of the Asset Management Circular No. 01/2017	Complied	-	-
8.2	A suitable liaison officer was appointed to coordinate the implementation of the provisions of the circular and the details of the nominated officer was sent to the Comptroller General's Office in terms of Paragraph 13 of the aforesaid circular	Complied	-	-

8.3	The boards of survey was conducted and the relevant reports submitted to the Auditor General on due date in terms of Public Finance Circular No. 05/2016	Complied	-	
8.4	The excesses and deficits that were disclosed through the board of survey and other relating recommendations, actions were carried out during the period specified in the circular	Complied	-	
8.5	The disposal of condemned articles had been carried out in terms of FR 772	Complied	-	
9	Vehicle Management			
9.1	The daily running charts and monthly summaries of the pool vehicles had been prepared and submitted to the Auditor General on due date	Not Complied	This office has no pool vehicles.	-
9.2	The condemned vehicles had been disposed of within a period of less than 6 months after condemning	Not Complied	This office has no condemned vehicles.	-
9.3	The vehicle logbooks had been maintained and updated	Complied	-	-
9.4	The action has been taken in terms of F.R. 103, 104, 109 and 110 with regard to every vehicle accident	Complied	-	-
9.5	The fuel consumption of vehicles has been re-tested in terms of the provisions of Paragraph 3.1 of the Public Administration Circular No. 30/2016 of 29.12.2016	Complied	-	-

9.6	The absolute ownership of the leased vehicle log books has been transferred after the lease term	Complied	-	
10	Management of Bank Accounts			
10.1	The bank reconciliation statements were prepared, certified, and made ready for audit by the due date	Complied	-	-
10.2	The dormant accounts that had existed in the year under review or since previous years settled	Complied	-	-
10.3	The action had been taken in terms of Financial Regulations regarding balances that had been disclosed through bank reconciliation statements and for which adjustments had to be made, and had those balances been settled within one month	Complied	-	-
11	Utilization of Provisions			
11.1	The provisions allocated had been spent without exceeding the limit	Not Complied	-	-
11.2	The liabilities not exceeding the provisions that remained at the end of the year as per the FR 94(1)	Not Complied	-	-
12	Advances to Public Officers Account			
12.1	The limits had been complied with	Complied	-	-
12.2	A time analysis had been carried out on the loans in arrears	Complied	-	-
12.3	The loan balances in arrears for over one year had been settled	Complied	-	-

13	General Deposit Account			
13.1	The action had been taken as per F.R.571 in relation to disposal of lapsed deposits	Complied	-	-
13.2	The control register for general deposits had been updated and maintained	Complied	-	-
14	Imprest Account			
14.1	The balance in the cash book at the end of the year under review remitted to TOD	Complied	-	-
14.2	The ad-hoc sub imprests issued as per F.R. 371 settled within one month from the completion of the task	Complied	-	-
14.3	The ad-hoc sub imprests had not been issued exceeding the limit approved as per F.R. 371	Complied	-	-
14.4	The balance of the imprest account had been reconciled with the Treasury books monthly	Complied	-	
15	Revenue Account			
15.1	The refunds from the revenue had been made in terms of the regulations	Complied	-	-
15.2	The revenue collection had been directly credited to the revenue account without credited to the deposit account	Complied	-	-
15.3	Returns of arrears of revenue forward to the Auditor General in terms of FR 176	Complied	-	-
16	Human Resource Management			
16.1	Ensuring Adherence to Approved Staffing cadre	Not Complied	Despite our requests, the vacancies have not been filled.	-
16.2	All members of the staff have been issued a duty list in writing	Complied	-	-

16.3	All reports have been submitted to MSD in terms of their circular no.04/2017 dated 20.09.2017	Complied	-	-
17	Provision of information to the public			
17.1	An information officer has been appointed and a proper register of information is maintained and updated in terms of Right To Information Act and Regulation	Complied	-	-
17.2	Information about the institution to the public have been provided by Website or alternative measures and has been facilitated to appreciate / allegation to public against the public authority by this website or alternative measures	Not Complied	The website does not provide any facilities to log appreciations/ allegations.	Facilitated through e-mail and normal post.
17.3	Bi- Annual and Annual reports have been submitted as per section 08 and 10 of the RTI Act	Complied	-	-
18	Implementing citizens charter			
18.1	A Citizens/ Client's charter has been formulated and implemented by the Institution in terms of the circular number 05/2008 and 05/2018(1) of Ministry of Public Administration and Management	Complied	-	-

18.2	A methodology has been devised by the Institution in order to monitor and assess the formulation and the implementation of Citizens/ Client's charter as per paragraph 2.3 of the circular	Complied	-	-
19	Preparation of the Human Resource Plan			
19.1	A human resource plan has been prepared in terms of the format in Annexure 02 of Public Administration Circular No.02/2018 dated 24.01.2018.	Not Complied	Will be compiled in in the future, as and when the need arises.	-
19.2	A minimum training opportunity of not less than 12 hours per year for each member of the staff has been ensured in the aforesaid Human Resource Plan	Not Complied	The participation of officers in training programs, as initially planned, could not be facilitated during the year.	Appropriate measures will be taken to address this in the future.
19.3	Annual performance agreements have been signed for the entire staff based on the format in Annexure 01 of the aforesaid Circular	Not Complied	Not prepared.	The necessary steps will be taken in the future
19.4	The institution had not identified sustainable development goals aligned with its mandate. Furthermore, performance targets to assess the attainment of such goals had not been established, nor had indicators been defined to monitor progress in their implementation.	Not Complied	Not prepared.	Going forward, we will endeavor to identify and align with sustainable development goals that are most relevant to the organization's mandate and operational scope.

19.5	In compliance with paragraph 12.1 of Public Finance Circular No. 02/2020 dated 28.08.2020, 03 performance indicators that clarify the role of the Institute and facilitate the measurement of its progress have not yet been identified.	Not Compiled.	Not prepared.	Preparations for this task will be undertaken in due course.
20	Responses to Audit Paras			
20.1	The shortcomings pointed out in the audit paragraphs issued by the Auditor General for the previous years have been rectified	Complied	-	-

8. Conclusion

The system in place through the Ombudsman provides a forum for the citizens to have access to an independent, impartial and inexpensive dispute resolution mechanism, which help resolving their grievances, protect their fundamental rights, restoring their dignity and it will help to have confidence in a democratic process.

Sound system of administration is a basic requirement in the modern society. With the view of achieving this goal, the government machinery that is responsible when carrying out routine business in the administrative process, is vested with enormous powers to perform the functions and duties, smoothly and in the best interests of the public at large. The powers so given do not mean that the same are to be applied in violation of rules, regulations, and against the Rules of natural justice and equity.

The office of Ombudsman is always open for the purpose of diagnosing, investigating, redressing and rectifying injustices, if any, caused to a person by way of maladministration. Exercising powers arbitrarily or refusing to act duly and applying delaying tactics in the discharge of official obligations with corrupt or biased motivations are the main factors that are to be looked into and to be rectified by this Office.

In the present-day context, seeking redress from courts have become very expensive. It is not a secret that seeking redress through court or a tribunal depends on the availability of necessary finances. It is not an exaggeration to state that the Ombudsman is more often fruitful than resorting to court to have the administrative errors corrected particularly because the Ombudsman has the necessary experience and power, having dealt with a large number of complaints over years. It is a more flexible and cost-effective system as well. Moreover, the office of Ombudsman has the advantage of providing its services especially for vulnerable groups of the society to initiate the complaint process with minimal expenses if not for zero expenses. Further, it is advantageous over the traditional court system. Similarly, it is significant to note that this institution does not allow lawyers or an agent to appear on behalf of a complainant.

I also must mention that when inquiring into allegations, this institution affords ample opportunities to both parties to present their cases upon studying the matters pertaining to the complaint in depth.

Having stated that I need to comment on the attitude taken by the responsible officials towards achieving the goals intended by the enactment of the Parliamentary Commissioner for Administration Act. Looking at the files maintained by this office, It has been observed that, in certain instances, some public officials have made decisions based on personal discretion, disregarding established laws, regulations, and procedures, or interpreting them

in a manner that appears subjective or biased. Officials who discharge their duties in such a manner often fail to realize that they not only cause psychological distress but also risk infringing upon the fundamental and human rights of individuals, thereby depriving them of their lawful entitlements.

It was also observed that a lack of proactiveness and efficiency on the part of certain officials hindered the timely resolution of issues. Furthermore, it had been noticed that some officials apparently are not competent enough or are unable to deal with issues especially when it comes to the issues in relation to disputes among parties. This practice of not settling issues cordially stems from the attitude of treating a complainant as an adversary and also because of their unwillingness to accept official fallibility.

Although the problems and difficulties faced with, in the process of problem-resolving, have been highlighted in this report to some extent, I must, at the same time, state that there had been considerable degree of co-operation extended by all officials enabling me to discharge my duties more effectively.

In conclusion, I must state that with the help of the staff in this office, the Office of the Ombudsman has managed to dispose of a fair number of complaints received despite the difficulties that they are faced with. The approved cadre of the office has not been completed. Neither an Accountant nor a Book-Keeper is appointed to this office. Reluctance of officers to serve in this office is a noticeable factor particularly when the allowances paid to the staff of the institutions which discharge the same functions, are not being paid to the members of staff in this office.

Finally, I must state that I would be failing in my duty, if I do not appreciate the hard work performed by the members of the staff in this office. I take this opportunity to extend my profound gratitude to the members of the staff in this office who have worked tirelessly against all barriers, to achieve the targets we were aiming at.

Retired High Court Judge K.B.K. Hirimburegama
Parliamentary Commissioner for Administration
(Ombudsman)