පරිපාලන කටයුතු පිළිබඳ පාර්ලිමේන්තු කොමසාරිස් (ඔම්බුඩ්ස්මන්) කාර්යාලය

நிருவாகத்துக்கான பாராளுமன்ற ஆணையாளர் அலுவலகம் (ஒம்புட்ஸ்மன்)

OFFICE OF THE PARLIAMENTARY COMMISSIONER FOR ADMINISTRATION (OMBUDSMAN)

වාර්ෂික කාර්ය සාධන වාර්තාව

வருடாந்த செயலாற்றுகை அறிக்கை

Annual Performance Report

2025

වැය ශීර්ෂ අංකය

செலவீன தலைப்பு இலக்கம் **022**

Expenditure Head No

පළමු මහල, අංක-14, ආර්.ඒ.ද මෙල් මාවත,කොළඹ - 04

முதலாவது மாடி, இல -14, ஆர்.ஏ.டி மெல் மாவத்தை,கொழும்பு – 04

1st Floor, No-14, R.A.De Mel Mawatha, Colombo – 04, Sri Lanka

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Chapter 01

Institutional Profile/Executive Summary

Office of the Parliamentary Commissioner for Administration
Annual Performance Report for the year – 2025

1.1 Introduction

The introduction of Article 156 of the 1978 Constitution of the Democratic Socialist Republic of Sri Lanka provided the legal foundation for the establishment of the Office of the Parliamentary Commissioner for Administration. 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

Parliamentary Commissioner for Administration
(OMBUDSMAN)

පරිපාලන කටයුතු පිළිබඳ පාර්ලිමේන්තු කොමසාරිස් (ඔම්බුඩ්ස්මන්) කාර්යාලය
நிருவாகத்துக்கான பாராளுமன்ற ஆணையாளர் அலுவலகம் (ஒம்புட்ஸ்மன்)
OFFICE OF THE PARLIAMENTARY COMMISSIONER FOR ADMINISTRATION (OMBUDSMAN)

Complaints/Petitions

- By Register Post
- By Normal Post
- By Email
- By Hand delivery

Administrative Officer

- Opening the daily mail and placing the date stamp on complaints

Chief Management Service Officer

- Recording the particulars in the received complaints in the Complaint Register
- Directing the complaints to the respective officer according to the subject classification

Officer handling the subject

- Opening up of files by the officer concerned after receiving the complaints
- Soon after opening the file, subject clerk obtains advice & instructions orally from the Ombudsman and commence taking necessary action thereafter

Administrative Officer

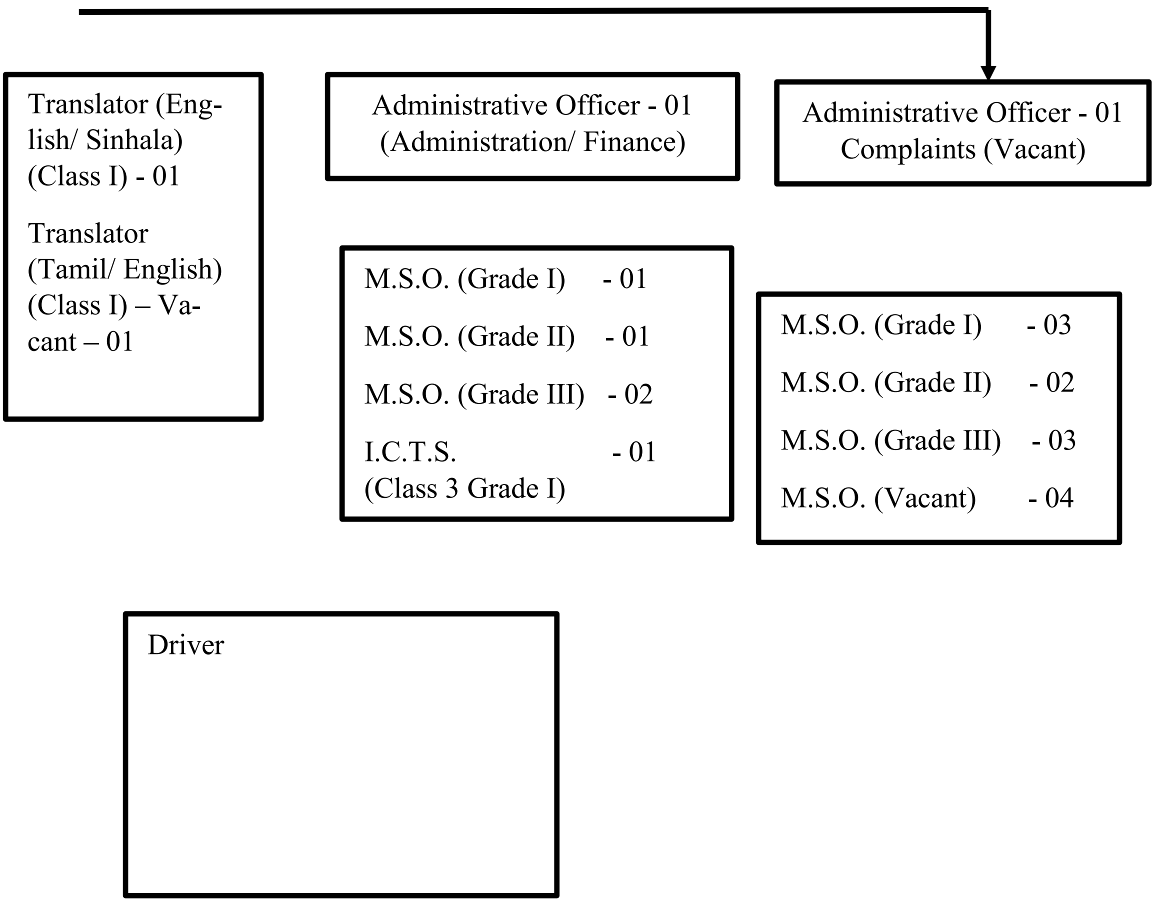
PARLIAMENTARY COMMISSIONER FOR ADMINISTRATION (OMBUDSMAN)

- 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 organizational hierarchy, only 20 officers were attached to this office as at the end of 2025.(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.

<u>**Organizational Hierarchy**</u>



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 many 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 endeavors, 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/2/1/693/2024 **Name: Mr. Mr. W. P. Prasanna**

In the complaint submitted to this office on 18.11.2024 by Mr. W. P. Prasanna, Principal of H/ Viharagala 550 Maha Vidyalaya in the Hambantota District, it is stated that a solution is required for a boundary issue that has persisted for 30 years on the eastern side boundary of the school. The issue has arisen because the land on which the access road from that boundary is situated is owned by the Sri Lanka Mahaweli Authority. A report was called for from the Sri Lanka Mahaweli Authority regarding this matter. On 17.02.2025, the Walava Residential Business Manager of the Mahaweli Authority informed that a 12-foot access road had been demarcated across the relevant land, as stated in the letter addressed to the Director (Lands), with copies sent to us. Accordingly, the Director General of the Sri Lanka Mahaweli Authority has informed, by report dated 17.02.2026, that the necessary letters have been issued to facilitate the construction of a parapet wall and a gate, as required by the school. Despite correspondence spanning 20 years, this unresolved issue was addressed within a short period of 03 months following the intervention of this office.

No: OMB/P/2/1/623/2024 **Name: Mrs. W. D. C. Chandimali**

A complaint was submitted to this office on 14.02.2024 by Mrs. W. D. C. Chandimali of "Kadirali", Baddegama Road, Gonapinuwala, within the Gonapinuwala Divisional Secretariat, Galle District. In the said complaint, it was stated that one wall of the three-storey building constructed at the boundary of the land stands directly on the boundary line. Except for the ground floor, the windows of the upper two floors have been fixed on the boundary wall. It was also stated that the water line passes through the complainant's land. It was stated that, although the Ambalangoda Pradeshiya Sabha had been informed of the matter on several occasions, no solution has been received to date. The issue concerns the violation of her privacy due to the failure to construct the boundary wall as a blind wall. A report dated 22.03.2024 was called for from the Secretary of the Pradeshiya Sabha in this regard. A Technical Officer of the Ambalangoda Pradeshiya Sabha inspected the relevant site and informed that arrangements should be made to remove the constructions in question, the windows fixed to the blind wall, and the water lines. This position was conveyed to us by the report dated 09.04.2024. However, the complainant stated that the issue had not been resolved within a period of 03 months, and the Secretary of the Pradeshiya Sabha, by letter dated 12.03.2025, informed that legal action would be taken as agreed after summoning both parties once again. Upon making further inquiries after about a year had passed since the complaint was submitted to the institution, the Pradeshiya Sabha, by letter dated 10.04.2025, stated that the builder had closed the windows on the boundary wall of the building and that the water line extending from the complainant's land had also been removed. Accordingly, through our intervention, the matter in dispute was resolved, and the request of the complainant, Mrs. W.D.C. Chandimali, was fulfilled.

No: OMB/P/2/2/4088/2023 Mr. W.M. Piyadasa

Mr. W.M. Piyadasa, a resident of Ambagahapathana, Baddewela, Gawarawela, Demodara, submitted a complaint to this office on 03.10.2023 stating that 03 perches of his land have been occupied by the adjoining landowner, and that he had requested the Grama Niladhari and the Land Officer of the division to resolve this boundary dispute, but no relief has been provided.

In this regard, this office requested a report from the Ella Divisional Secretary on 31.10.2023, seeking details of the measures taken to address this issue.

In response, the Ella Divisional Secretary submitted a report dated 22.12.2023 stating that, due to ongoing disputes over the boundaries between W.M. Piyadasa, the owner of the land under grant deed No. බදු/ප්‍ර 20073, and W.M. Babysingo, the owner of the land under grant deed No. බදු/ප්‍ර 20098, steps have been taken to obtain the required documents for the measurement and allocation of the relevant land under the supervision of the department. As a result, on 09.12.2025, Mr. W.M. Piyadasa confirmed that he has received the 03 perches he had lost and that he has also received the 36 perches of land to which he is entitled under his grant document, following the intervention of this office.

Since a copy had been sent to the complainant, Mr. W. M. Piyadasa wrote again on 10.01.2024, requesting that the 64 perches of land cultivated by him since 1992 be protected. Accordingly, a further letter was sent to the Ella Divisional Secretary on 30.01.2024, inquiring about the action to be taken regarding an additional extent of land occupied by the complainant, apart from the 36 perches referred to in the permit. In response, the Ella Divisional Secretary informed on 07.05.2024 that, apart from the land covered by the grant deed held by him, it is not possible to identify any extent of state land without a valid title. It was further stated that if the land covered by the grant deed is identified as state land upon a survey conducted under the supervision of the Department, appropriate action may be taken in that regard.

The complainant was informed of this and was requested, by letter dated 30.05.2024, to submit the relevant documents to the Divisional Secretary and to inform this office of the progress.

Accordingly, the complainant sent a letter to this office on 13.06.2024 stating that the Land Officer had informed him that the subject land must be re-surveyed, despite the availability of survey tracings prepared by the Survey Office and the Court Surveyors in accordance with court orders. However, as he is an elderly person with a disability and lacks the financial means to bear this cost, he has requested that the matter relating to his land be resolved.

In this regard, the Divisional Secretary informed, on 10.07.2024, that if a portion of State land is identified after surveying the State lands, appropriate action may be taken. Accordingly, as this portion of land had been surveyed on a court order, an inquiry was made again from the Divisional Secretary on 18.07.2024 as to whether a re-survey was required and whether there was a possibility of completing the survey through the Divisional Secretariat, and several reminders were sent. Although the request for the survey was made on 18.09.2024, it was delayed, and further inquiries were made from the Senior Superintendent Surveyor of Badulla on 12.03.2025. In this regard, the Senior Superintendent Surveyor informed, on 21.08.2025, that the relevant survey work would be completed on 11.09.2025.

Subsequently, on 17.11.2025, the Ella Divisional Secretariat informed Mr. W.M. Piyadasa, with a copy to this office, that he could obtain the relevant survey plan and a copy of the plot description from the Senior Superintendent Surveyor in Badulla. By letter dated 24.11.2025, the complainant, Mr. W.M. Piyadasa, was informed accordingly.
As a result of this action, on 09.12.2025, Mr. W.M. Piyadasa has informed, with appreciation, that he has been granted the 03 perches he had lost and has also received the 36 perches of land to which he was entitled under his grant deed through the intervention of this office.

No: OMB/P/2/2/4310/2025 **Mrs. A. S. R. Sudharma**

Mrs. Amara Shilpage Reuben Sudharma Manel, a resident of No. 162, Nanayakkara Mawatha, Obeysekarapura, Rajagiriya, informed this office on 08.01.2025 that the Sri Jayewardenepura Kotte Municipal Council has delayed the transfer of ownership of the properties owned by her father to her. She has therefore requested that appropriate action be taken in this regard.

In this regard, this office was informed by Mrs. Amara Shilpage Reuben Sudharma Manel on 02.12.2025 that the land ownership issue, which had remained unresolved for a considerable period, has now been settled following the inquiries made by this office to the Sri Jayewardenepura Kotte Municipal Council on 24.10.2025.

Number : OMB /P/2/4/5722/2025 **Miss. S. Jayami Sanjana De Silva**

Miss S. Jayami Sanjana de Silva, a resident of No. 92, Ritikatiya Nawa Janapadaya, Meegama, filed a complaint with me on 02.04.2025. She states that she is a student of the Department of Disability Studies, Faculty of Medicine, Ragama, at the University of Kelaniya. Through the said petition, she complains of an injustice in the nature of mental harassment caused to her by the university and requests that the necessary steps be taken to allow her to resume her final year studies and to have her answer scripts re-examined under the supervision of an external examiner.

Accordingly, I made an inquiry to the Head of the Disability Studies Division of the Ragama Medical Faculty, University of Kelaniya. Following that inquiry, although the report dated 30.06.2025 was forwarded to me, it contained lengthy responses addressing matters that were not raised, without proper attention to the complaint. Therefore, by my letter dated 16.07.2025 addressed to the Head of the Disability Studies Division of the Ragama Medical Faculty, I requested a clear and concise reply by raising direct questions as to whether the complainant's question papers had been re-examined by independent external examiners, by whom such examiners had been appointed, and whether they were in fact external examiners. The Dean of the Faculty of Medicine, Ragama, University of Kelaniya, sent a letter by email on 11.07.2025 requesting that the proceedings relating to this complaint be expedited, and he was informed by letter dated 21.07.2025 that a third party had no right to intervene in the matter and that instructions had been given to obtain a clear and brief reply from the Head of the Disability Studies Division.

Accordingly, on 24.07.2025, the Head of the Disability Studies Division sent a reply to my inquiry. As the reply stated that the complainant's question papers had not been re-examined by independent external examiners, I requested the Chairman of the University Grants Commission, by letter dated 05.08.2025, to inquire into the action that may be taken in this regard. However, no response was received. Although a first reminder was sent on 08.09.2025, more than a month passed without the expected reply. Therefore, the Chairman of the University Grants Commission was required to appear in person with the report on 30.10.2025. Following the announcement of the decision, the Chairman of the University Grants Commission arranged for the relevant report to be delivered to me before 30.10.2025. The University Grants Commission, by letter No. UGC/CH/7/1/4 dated 15.10.2025, stated that the complainant's question papers had been re-evaluated by three examiners. After their recommendations were submitted to the University Grants Commission, it was further stated that the Commission's recommendation had been conveyed to the complainant by the Chairman of the University Grants Commission's letter No. UGC/AC/10/kln -I iy dated 22.09.2025.

Accordingly, following our intervention, the complainant's request to have the answer scripts re-examined under the supervision of an external examiner, in order to resume final-year studies, was granted.

No: OMB /P/2/4/ 5490/2023 **Mrs. M.G. Sriyani**

Mrs. M.G. Sriyani, who is employed as an Economic Assistant at the Office of the Assistant Director of Agriculture, Zone 02, Walasmulla, submitted a complaint to me on 15.06.2023. She states that she was recruited by the Southern Provincial Public Service Commission to the post of Economic Assistant in the Southern Provincial Department of Agriculture with effect from 17.02.1997, at the time when permanent appointments were granted to graduate trainees, and that her salary has been paid in accordance with the MN–6 salary scale from the date of recruitment. As the complainant's salary has not yet been converted in terms of Public Administration Circular No. 03/2016, it is requested that her salary be adjusted in accordance with the said circular.

Accordingly, a report was obtained from the Director of Agriculture of the Southern Provincial Department of Agriculture. The report of the Director of Agriculture of the Southern

Provincial Department of Agriculture, bearing No. SP/DOA/1/2/2/352 and dated 10.08.2023, states that the Secretary of the Ministry of Agriculture of the Southern Province, by letter No. අා/2/5/1 dated 31.05.2023, has recommended that the complainant's salary be revised in accordance with MN 06/2016 of Public Administration Circular No. 03/2016 and has submitted the same for the approval of the Hon. Governor. This was communicated to the complainant on 18.08.2023, together with a copy of the said report. However, the complainant wrote to me again on 30.10.2024, stating that her issue had not yet been resolved. Accordingly, the Southern Provincial Director of Agriculture was again requested, by letter dated 22.11.2024, to submit a progress report on the matter. In response, it was stated in letter No. SP/DOA/1/2/2/352 dated 2024.12.10 that no clear recommendation had been made regarding the salary code to be paid to the complainant. Therefore, it was decided to obtain a report on this matter from the Director General of the Department of Management Services on 23.12.2024 and to request a further progress report on 2025.04.28. Accordingly, it has been reported to me that the Chief Secretary of the Southern Province has been informed, by letter No. DMS/SP/0309 issued by the Director General of the Department of Management Services dated 31.01.2025, to amend the salary code of the Economic Assistant post to MN6, to be personal to the holder, and to take further action.

Accordingly, the complainant's request was fulfilled following our intervention, as approval from the Department of Management Services to determine the salary scale for the complainant's position, which had not been granted for a considerable period, was obtained within one and a half (1 ½) years.

No: OMB/P/2/5/4805/2024 **Dr. Wishma Sajith Opatha**

The complainant is a doctor attached to the Kalutara Teaching Hospital. Mr. Wisma Sajith Opatha, resident of No. 130 A/1, Watarawum Road, Pothupitiya, Wadduwa, has been temporarily transferred to the Kalutara Teaching Hospital and submitted a complaint on 21.12.2024 regarding inefficiencies in the administrative process, including delays in salary increments and related payments. These delays are said to have arisen due to the prolonged absence of a clerk responsible for processing salary increments and the salaries of doctors within the Tertiary Services Division of the Ministry of Health. It has been stated that prompt action should be taken to release his salary increment without delay and to transfer his personal file to his new place of work.

A report was requested on 21.01.2025 from the Secretary of the Ministry of Health and Mass Media regarding this issue. Since no response was received to that letter, the first reminder was sent on 03.03.2025. In response to that reminder, a report was submitted on 19.03.2025 by the Additional Secretary of the Ministry of Health. Accordingly, it was informed that the complainant's personal file had been forwarded to his new place of work, Kalutara Teaching Hospital. His salary increments were then processed, and the payments were made in the proper manner. The complainant's request was fulfilled through the intervention of our institution.

The complainant also submitted a letter dated 10.04.2025, in which he expressed his gratitude to the Commissioner and the staff for their intervention in making the necessary arrangements to fulfil his request.

No: OMB/P/2/6/3893/2024 **Mr. M.G.P. Muditananda**

The petition dated 24.12.2024 states that the applicant, Mr. M.G.P. Muditananda, a resident of Matara, is employed at Ceylon Petroleum Storage Terminals Limited, and that the amount payable for overtime duty performed during the year 2024 has been deducted based on a letter issued by the Terminal Manager of the said institution, and that the said letter was issued after the applicant and his fellow employees had performed overtime duties.

Accordingly, a report was requested from the Deputy General Manager (Finance) of Ceylon Petroleum Storage Terminals Limited on 06.01.2025 regarding this matter. In response, the said institution submitted a report dated 15.01.2025. As stated therein, in terms of Circular No. 024-595 dated 14.05.2018 issued by the said institution, the total monthly overtime payments of all employees shall not exceed their basic salary. Accordingly, the sum of Rs. 71,741.93 claimed by Mr. M. G. P. Muditananda for December 2024 has not been paid.

However, according to the facts set out in the report, the said circular should have been implemented from the beginning of 2024. It was, however, observed that the circular had been implemented only from 16.12.2024. Accordingly, the Commissioner issued a further letter to Ceylon Petroleum Storage Terminals Limited on 05.02.2025, seeking explanations for the delay in implementing the relevant circular and requesting additional information. In the same manner, a letter was also sent to the applicant on 24.02.2025, setting out the facts contained in this report and the matters that were the subject of further inquiry.

Since no response was received to the letter dated 05.02.2025 sent to Ceylon Petroleum Storage Terminals Limited, a first reminder was issued to the company on 20.02.2025. As there was still no response, the Commissioner directed the Deputy General Manager (Finance) of the company to appear in person on 02.07.2025 with a detailed report in this regard.

The relevant report was submitted to the Commissioner by this institution on the day before the date of the order to appear in person. In that report, it was stated that the circular issued by them had been implemented in accordance with the letter dated 11.12.2024. Accordingly, the applicant will be paid the amount requested for overtime duties.

Accordingly, a letter dated 07.07.2025 was sent expressing respectful gratitude to the Commissioner and the staff for their intervention and for making the necessary arrangements to facilitate the release of the said amount, as the institution has taken steps to pay Rs. 71,741.93, being the amount due for overtime work performed by Mr. M.G.P. Muditananda, as requested by him.

No: OMB/P/2/6/3915/2025 **Mr. B. M. A. P. Ravinath, Anuradhapura.**

The complainant, Mr. B. M. A. P. Ravinath, a pharmacist attached to the Kiribathgoda Base Hospital, lodged a complaint on 25.02.2025, stating that he was unable to sit for the efficiency bar examinations due to the failure to carry out the promotion of the supplementary and paramedical services in the Western Province within the prescribed time limits.

A report was called from the Western Provincial Health Services Director on 17.03.2025 on this issue as per the verbal instructions of the Commissioner. Accordingly, letters and reports were exchanged between the Kiribathgoda Base Hospital, where the complainant worked, and the Gampaha Regional Health Services Directorate regarding this matter. In due course, a letter dated 10.03.2025 was issued by the Provincial Public Service Commission to the Gampaha Regional Health Services Director, stating that a letter had been issued by the Commission to promote Mr. B. M. A. P. Ravinath from Grade III to Grade II. A copy of the letter sent to the Gampaha Regional Health Services Director was also forwarded to me by the Kiribathgoda Base Hospital. This outcome was achieved with the intervention of the institution.

The complainant also submitted a letter dated 28.7.2025 expressing his appreciation to the Commissioner and his staff for their intervention in the matter and for making the necessary arrangements to meet his request.

No: OMB/P/2/7/1419/2024 **Mr. A. P. S. D. Abeynayake**

Mr. A.P.S.D. Abeynayake, a resident of Thalagahayaya, Ganegoda, Narammala, submitted a complaint dated 29.12.2022. It is stated in the complaint that the complainant joined the service as a registered substitute on 07.12.1985 and was appointed to a permanent pensionable position on 20.08.1992. Although he later reached the age of 60 years and retired on 11.03.2019, his period of service as a substitute has not been taken into account in calculating his pension.

Reports were called for from the Postmaster General regarding the said petition. According to the report, although the total period of service, including the period of substitute service, amounts to 33 years, 03 months and 04 days, in the absence of history sheets relating to the period of substitute service, the period of service has been calculated as 26 years, 06 months and 21 days for the purpose of retirement. However, upon informing the complainant to submit the details of two contemporaries who had worked with him to establish that he had served continuously during the period of substitute service, he submitted the names of two officers from the said office. Accordingly, after examining the information through a three-member committee, it was confirmed that the complainant had been in service since 06.12.1985, and as the period of substitute service is to be counted for pension purposes, the committee report has been forwarded to the Pension Department for approval.

Following an inquiry made to the Department of Pensions in this regard, it was informed that approval had been granted to include 2/3 of the period of service from 07.12.1985 to 19.08.1992. Upon a subsequent inquiry to the Postal Department, it was stated in the report that approval had been granted to calculate the pension on 2/3 of the period from 07.12.1985 to 19.08.1992, subject to the condition that "the widow and orphan contributions should be calculated and remitted to the Department of Pensions in accordance with Pension Circular 03/2008 (Amendment 1)". Accordingly, all relevant documents were prepared and submitted to the Department of Pensions.

Accordingly, upon making further inquiries from the Pension Department, it was revealed that the PD06 application relating to the pension revision had been submitted with deficiencies. Although a request had been made to correct and resubmit it, the relevant institution had not responded. Accordingly, reports were once again called for from the Postmaster General of the Postal Department. It was further informed that the officer had been instructed to submit the first appointment letter relating to the officer's accumulated service period. Accordingly, in the absence of the history sheet records of the relevant officer, the history sheet records of two contemporary employees were submitted, and based on those records, the details have been provided to adjust the officer's pension through the online system of the Pension Department. However, despite the submission of all documents required for this pension revision, the relevant institution was requested to forward the first appointment letter of the officer concerned. As it became evident that the complainant's issue was being delayed through continued correspondence without any relief, I informed the Pension Department to take prompt steps to revise and pay the complainant's pension.

Subsequently, the PD06 application submitted for the revision of the complainant's pension was approved online. Accordingly, the revised salary was established with effect from June, and for further action, a revised Treasury 79 is to be issued and forwarded to the Divisional Secretariat from which the pensioner receives the pension. Thereafter, it was stated that further action could be taken once the AR form is forwarded by the Divisional Secretariat. Subsequently, the Department of Pensions confirmed that the revised pension had been paid to the complainant, and that the arrears had also been settled in accordance with the AR form submitted by the Divisional Secretariat.

The complainant later sent a letter stating that, following the intervention of our institution, he was able to receive his pension with the inclusion of the substitute service period, along with the related arrears, and expressed his gratitude for the same.

No: OMB/P/2/7/1419/2024 **Mr. B. Nihal Chandrasiri**

Mr. B. Nihal Chandrasiri, a resident of No. 250, Aluth Oya, Sinhagama, Hingurakgoda, has filed a complaint dated 25.08.2024 stating that he served in the Sri Lanka Army Volunteer Force for 16 years and 11 months and retired from service on 01.12.2023 following an accident that occurred during his service. He states that he has been left in a helpless situation as a result of the accident and, having no other means of income, has requested that his pension be processed.

The Army Commander and the Major (Officer-in-Charge) of the Engineer Services Regiment were consulted regarding the said petition. Accordingly, the Major (Officer-in-Charge) of the Engineer Services Regiment submitted a report, stating that the complainant had been recommended for discharge from Army service on 29.09.2022 on medical grounds. Accordingly, steps have been taken to discharge him from the Army with all privileges and pension benefits. The complainant has been informed of this decision, but has requested that he be allowed to continue serving until he completes 22 years of service. Accordingly, sometime had elapsed before the dismissal proceedings were concluded and the dismissal was carried out. Since the complainant is entitled to a pension due to his 12 years of service, the retirement file was revised and 03.11.2023 was recorded as the date of retirement. However, the arrears, disability allowances, and pension entitlements were prepared and submitted on 16.06.2024.

However, although the retirement date is recorded in the pension file as 01.12.2023, when another ranked officer is discharged on medical grounds, the dismissal must be completed within 28 days from the date of approval of the Medical Board, in accordance with the instructions issued under Section 84 of the Military Service Regulations. Although steps should have been taken to process retirement with all allowances effective from 27.10.2022, the dismissal process was not initiated, and salaries and allowances were paid up to October 2023. As a result, a problematic situation has arisen in implementing the retirement process by the above-mentioned date. It was further informed that, although the recommendation for dismissal was received on 27.10.2022, he had remained in service and had received salaries and allowances until October 2023. Accordingly, it was stated that steps should be taken to recover the said salaries and allowances. As the complainant did not have the ability to pay the amount, there is a possibility of reinstating him and deploying him for general duties within the unit. It was further informed that, given the circumstances and the fact that he had remained in service and continued to receive salaries and allowances until October 2023 without steps being taken to terminate his service, further action could not be taken, as a difficulty had arisen in implementing the retirement arrangements on the said date. However, it was stated that a report had been called for from the Panagoda Army Camp in this regard.

Later, following further inquiries, a report was submitted stating that pensions have been granted since April 2025. The complainant's position was heard in this regard. Accordingly, he stated that he has so far been receiving only half of his pension and that he has not been paid the full salary, the disability allowance, and the revised salary increments by the government.

Accordingly, it was informed that information regarding the disability allowance and the revised salaries introduced by the Government had been submitted to the Directorate of Army Pay and Records. It was further informed that the service pension to which he is entitled based on length of service has been granted by the Department of Pensions in accordance with the instructions contained in Extraordinary Gazette No. 726/11 dated 03.08.1992, following the normal procedure for granting pensions. It was also stated that the information relating to the disability allowance had been submitted to the Directorate of Pay and Records, and that it was expected that the disability allowance would be received together with the complainant's monthly pension in the future. Accordingly, it was further informed that the Department of Pensions will take action in the future regarding the salary and allowance increases granted by the Government, and that the Directorate of Army Pay and Records has completed the necessary coordination and documentation in this regard. With our intervention, the complainant was able to receive the pension that had not been paid earlier.

No: OMB/P/2/9/1617/2024 **Mr. D. L. C. Kumara**

Mr. D. L. C. Kumara, who served as an Internal Audit Assistant in the Internal Audit Division of the Sri Lanka Ports Authority, was in Canada on approved overseas leave without pay for a period of two years from 01.12.2022 to 30.11.2024. The said leave expired on 30.11.2024.

As per the Cabinet decisions dated 13.06.2022, employees of the State, Corporations, Boards and Authorities were permitted to obtain foreign leave for a total period of five years, initially for two years and thereafter for three years. Accordingly, Mr. Kumar has taken foreign leave and has been engaged in employment under contract agreements in terms of Public Administration Circular 14/2022. In a context where he had formally initiated the process of obtaining approval to extend his leave for a further period of 3 years, 4 months before the completion of the initial two-year leave period, and had already obtained approval for the leave, he later came to know that the leave application file had been closed without issuing a leave grant letter, without any decision of the Board of Directors or any provision under an internal circular.

Accordingly, a formal complaint was submitted through OMB 01 form by Mr. Kumara to the Parliamentary Commissioner for Administration on 09.01.2025, stating that, since all necessary approvals had been obtained, he seeks relief from the institution to extend his leave for a further period of 3 years.

Accordingly, a report was requested from the Managing Director of the Ports Authority on 17.01.2025. Since no reply was received within the stipulated time, reminders were issued on 12.03.2025. The Managing Director replied on 26.03.2025 stating that, at the Board of Directors meeting held on 28.02.2025, it had been decided that approval of leave for foreign employment and study purposes would be temporarily suspended until further notice, and that Mr. Kumar's leave could be extended for a further period of one year after 30.11.2024, provided that the relevant conditions were accepted.

The relevant report was forwarded to the complainant and his observations were sought. Mr. Kumara stated that all paperwork relating to his leave application had been intentionally withheld until 28.02.2025, when the Board of Directors took its decision, and that no reasonable reasons had been provided for this delay. He further stated that he had been aggrieved as a result. The said observations were forwarded to the Managing Director of the Ports Authority, and his further action in this regard was sought. As the Managing Director failed to respond within the stipulated time, reminders were issued on 16.07.2025.

Accordingly, the Managing Director responded on 29.07.2025 and submitted a detailed report regarding the above leave approval. It was also informed that a decision had been made to extend Mr. Kumara's leave for a further period of one year, up to 30.11.2025.

Mr. Kumar was requested to inform the office within 2 weeks if he agreed with the said decision. He expressed his dissatisfaction with the decision and requested this office to intervene and extend his leave to cover the full 5-year period up to 30.11.2027.

Accordingly, a letter was sent to the Managing Director of the Ports Authority on 04.09.2025, setting out the key matters concerning the approval of the said leave, together with the relevant recommendations, and he was requested to inform the Ombudsman within 2 weeks of the further steps to be taken.

The letter of the Managing Director dated 15.11.2025 stated that the relevant leave was extended up to 30.11.2027, covering the full leave period requested by Mr. Kumara. Accordingly, as the complainant had received the relief he sought from this institution, the file was closed, and a letter dated 29.12.2025 was sent to the Managing Director, with copies forwarded to the complainant Mr. Kumara.

No: OMB/P/2/9/ 1498 /2024 **Mrs. G. Samanthi de Silva**

Mrs. G. Samanthi de Silva, in her complaint dated 07.05.2024, informed the Parliamentary Commissioner for Administration that the Sri Lanka Bureau of Foreign Employment had not properly intervened in relation to her employment in a service institution in Saudi Arabia under another person's name. She further stated that when she raised this matter, she was dismissed from service without any reasons being given and was kept in a hostel, and that she was not paid a salary for that period, causing her distress. She also stated that her complaint to the Sri Lanka Bureau of Foreign Employment had been closed without a fair investigation.

Accordingly, a report was called from the Chairman of the Sri Lanka Bureau of Foreign Employment on 18.06.2024. This office was not satisfied with the replies given by the Chairman on 15.08.2024. It was observed that when an injustice was done to a foreign worker, the Sri Lanka Bureau of Foreign Employment did not conduct an investigation by summoning both parties in line with the principles of natural justice. Accordingly, details of the salary paid to Mrs. Samanthi, details of the officers who handled the complaint, and copies of the final report submitted by them were obtained.

Furthermore, the petitioner, Mrs. Samanthi, and the Director General of the Sri Lanka Bureau of Foreign Employment were summoned to the Ombudsman's Office on 28.01.2025, and an inquiry was conducted. The Commissioner emphasized that, as a state institution, greater attention should be given to the problems faced by Sri Lankan workers abroad who bring foreign exchange into the country, as well as to their safety. It was further recommended that all parties be summoned, that a fair investigation be conducted into the relevant complaint, and that a report be submitted within three months.

Following subsequent reminders and follow-up communications, the Deputy General Manager (Mediation) of the Sri Lanka Bureau of Foreign Employment informed the Parliamentary Commissioner for Administration on 30.09.2025 that an investigation into the matter had been conducted and that the complaint had been closed. It was further stated that the agency that facilitated Mrs. Samanthi's departure abroad had been instructed to pay her unpaid salary amounting to Rs. 319,400 for a period of 4 months.

Accordingly, the relevant agency agreed to pay the arrears due to Mrs. Samanthi in 2 installments. Mrs. Samanthi sent a letter of thanks to this office dated 13.11.2025, informing that her arrears had been paid by the relevant agency on 11.10.2025. As the complainant had received the relief sought from this institution, the relevant file OMB/P/2/9/1498/2024 was closed with effect from 18.11.2025.

Chapter 02

Progress and the Future Outlook

2. Statistical Analysis

2.1 Statistical Analysis

During the year 2025, no complaints were referred for investigation and reporting by the Parliamentary Petitions Committee, and this office received 1,628 complaints directly from the public. Out of 1628 complaints 773 complaints were not within the powers vested in the Ombudsman. Furthermore, as of the end of 2024, an additional 885 outstanding complaints from the previous year were slated for completion. This brought the total number of complaints requiring action during the review period to **2513**.

Table 1: Statistical Analysis – Year 2025

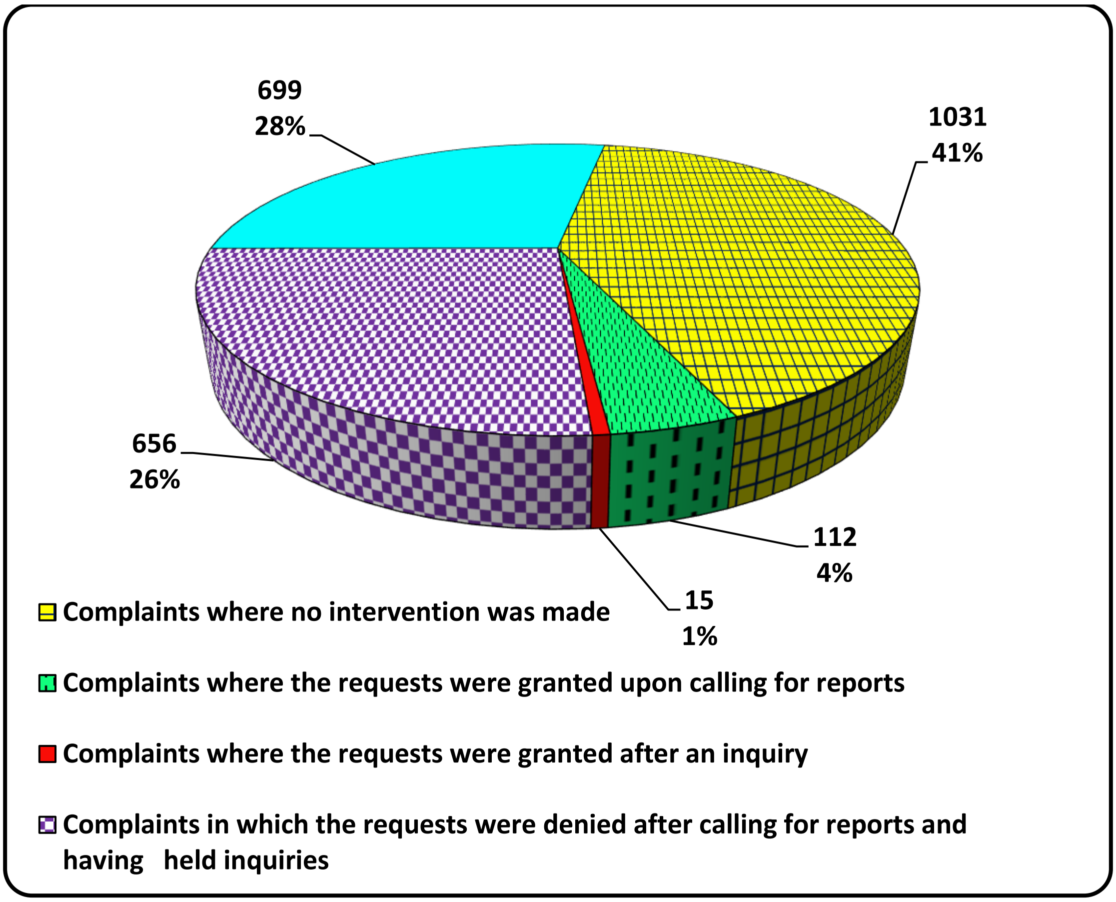
		Pending	**Closed**	**Total**
	Balance Complaints from the year 2024			885
(1)	**Total number of complaints received during the period 01.01.2025 to 31.12.2025**			
i	Complaints received directly	1628		
ii	Complaints referred by the Parliamentary Public Petitions Committee	0		
(2)	Total number of complaints received during the year 2025			1628
	Total number of complaints that were dealt with during the year 2025			**2513**

	Total number of complaints investigated during the year 2025			
(1)	**Number of complaints terminated at preliminary stages**			
i	Outside the jurisdiction of the Ombudsman		990	
ii	Complaints that were unaddressed where specific relief had not been sought		41	1031
(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	261		
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	168		
iii	Complaints called for information from complainants - Not concluded	262		
iv	Complaints where the requests were granted after receiving such reports		112	
v	Complaints in which the requests were denied after calling for reports		265	
vi	Proceedings in the files were terminated due to the lack of interest by the complainants		387	764
(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	4		
ii	Complaints in which the requests were denied after having held inquiries		4	
iii	Complaints in which the recommendations were made at the conclusion of the inquiries – Not concluded	4		
iv	Number of complaints in which reliefs were granted having implemented the recommendations made		15	
v	Number of complaints in which the recommendations were disregarded			19
	(1)+(2)+(3) Total			1814
	Outstanding number of complaints to be dealt with as at 2025.12.31			**699**

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 2025 were amounting to 2513 and out of which 699 complaints were carried forward to the following year. Accordingly, 1814 complaints were disposed of during the year 2025. (Table 1 – Statistical Analysis - As indicated by the year 2025) 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 2025

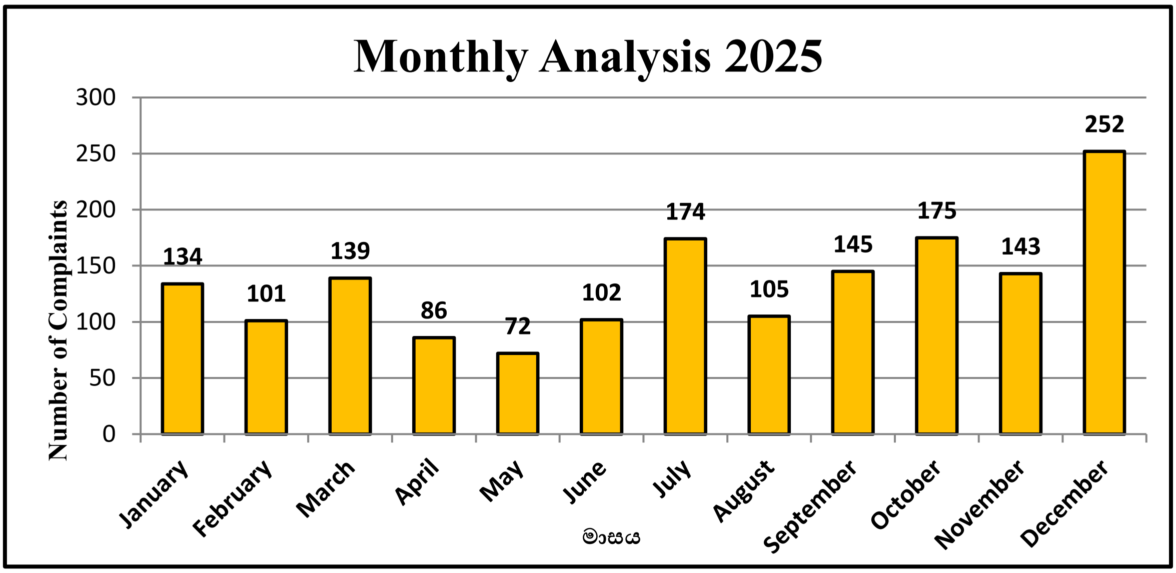


	Manne in which the complaints were dealt with	Number of Complaints
	Complaints where no intervention was made	1031
	Complaints where the requests were granted upon calling for reports	112
	Complaints where the requests were granted after an inquiry	15
	Complaints in which the requests were denied after calling for reports and having held inquiries	656
	Outstanding number of complaints to be dealt within the following year	699
	Total number of complaints to be addressed during the year 2025	**2513**

2.3 Monthly Analysis

The total number of complaints lodged for the year 2025 was 1628. The highest number of complaints, 252, was reported for the month of December and the lowest number of 72 was received in the month of May. Relevant particulars are described in graph 2 below:

Graph: 2 - Complaints made for each month for the year 2025



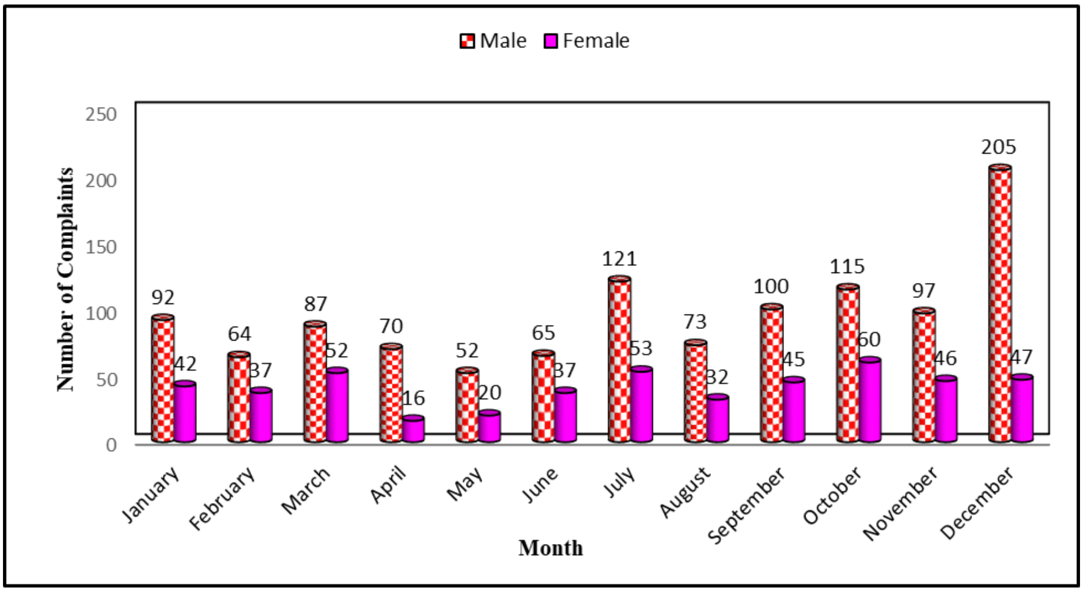
2.4 Analysis under the category of Male/Female

1141 complaints were made by males while 487 were by females for the year 2025. Those are described in Table - 2 and in Graph - 3.

Table: 2 – Total number of complaints for 2025 on the basis of male and female

Month	Male	Female	Total
January	92	42	134
February	64	37	101
March	87	52	139
April	70	16	86
May	52	20	72
June	65	37	102
July	121	53	174
August	73	32	105
September	100	45	145
October	115	60	175
November	97	46	143
December	205	47	252
Total	**1141**	**487**	**1628**

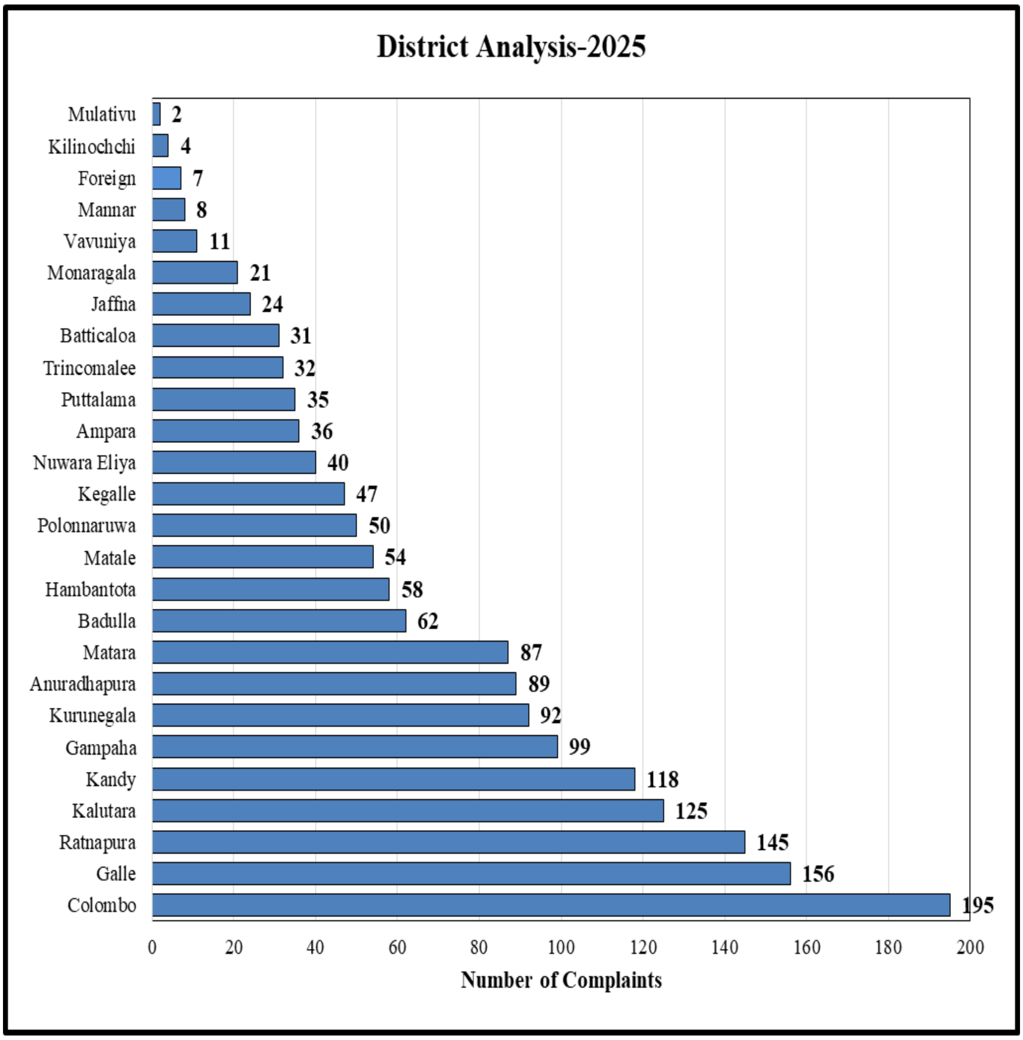
Graph 3: - Total number of complaints for 2025 on the basis of male and female



2.5 Analysis on the basis of Districts

The highest numbers of complaints for the year 2025 were received from the District of Colombo and it amounted to 195. Next highest was from Galle District and it was 156 and the number of complaints from Rathnapura District was 145.

Graph: 4 –Total number of complaints received for the year 2025 according to the Districts that they reside permanently



2.6 ***Analysis based on the Respective Subjects***

During the year 2025, a considerable number of complaints were received concerning matters such as pensions, Widows' and Orphans' Pension issues, salary anomalies, salary increments, arrears, allowances, promotions and seniority, land permits, and government land grants. Refer Table 3 below.

Table 3: - Complaints received in the year 2025 against the public officers on the basis of respective subjects

	Subject	Number of Complaints 2025
1	Pension, Widows' and Orphans' Pension	153
2	Land permits, Grants of State Lands	138
3	Delay, Incompetence, Neglect, Abuse of Power	63
4	Salary Anomalies, Increments, Arrears, Allowances	40
5	Unauthorized Constructions / Nuisances	39
6	Promotions, Seniority	25
7	EPF / ETF / Gratuity	23
8	Service Absorption, Recruitment, Appointments, Confirmation, Ante dating	18
9	University / School Admissions, Examination results	16
10	Miscellaneous	14
11	Licenses, Building Permits	11
12	Termination of Employment, Reinstatement, Extension, Efficiency Bar	10
13	Roadways	9
14	Transfers from place of work	8
15	Harassment at Work Place	7
16	Electricity, Water, Telephone Connections, Disconnections	6
17	Aswesuma	6
18	Reparations, Subsidies to the poor, Samurdhi	4
19	Agrahara Insurance	4
20	Loans, Charges, Rescheduling	3
21	Unable to Intervene	1031
	Total Count	**1628**

2.7 ***Ministries/ Public Institutions Analysis***

Upon examination of the following Table, it is evident that a significant number of complaints have been made against officials of the Ministry of Home Affairs. Please Refer Table 4 below:

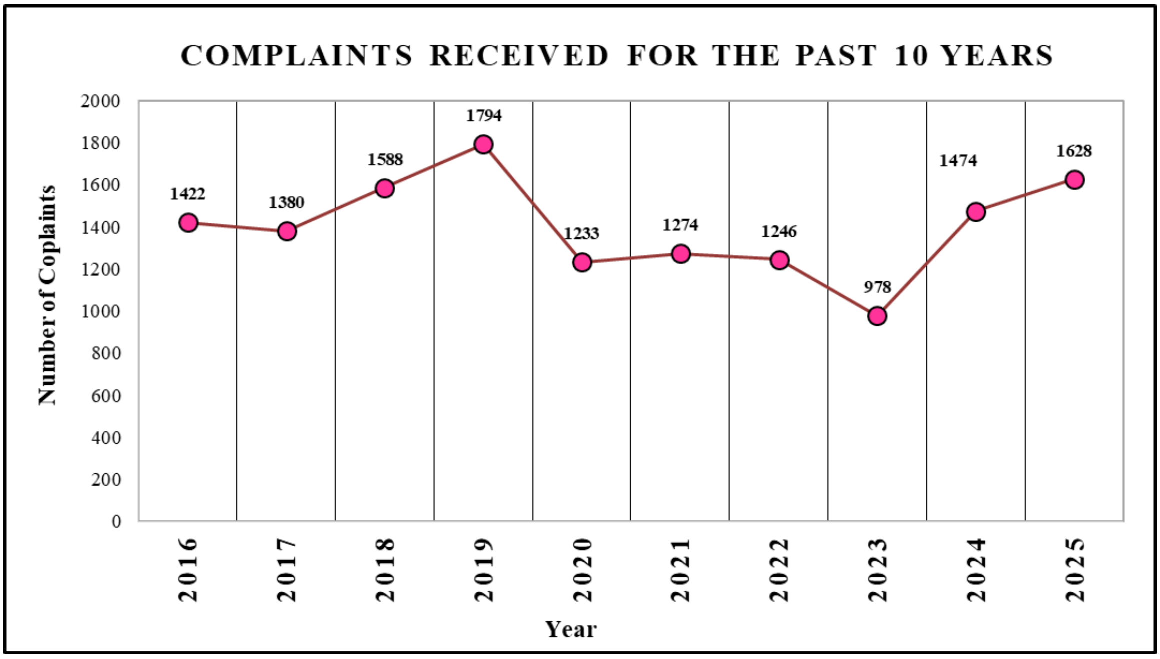
Table 4: - Complaints received against the public officers in the Ministries, Departments, Authorities and Public Institutions etc.

	Ministry, Department, Authority etc.	Number of Complaints 2025
1	Home Affairs; District Secretariats, Divisional Secretariats	129
2	Defense & Internal Security	77
3	Provincial Councils & Local Government Institutions	61
4	Irrigation & Mahaweli Authority	41
5	Corporations/Authorities/Boards (CPC, CEB, SLAA,	39
6	Different Institutions	35
7	Government Schools	30
8	Pensions	23
9	Education & Higher Education	19
10	Lands & Land Reforms Commission	19
11	Cooperative Development	13
12	Public Administration	13
13	Health and Indigenous Medicine	11
14	Forest conservation	11
15	Public Service Commission (Central and Provincial)	8
16	Judiciary	8
17	Agriculture	7
18	Department of Labour	7
19	Department of Motor Traffic	6
20	State Banks	5
21	Postal and Telecommunication	5
22	Department of Agrarian Development	4
23	National Water Supply & Drainage Board	4
24	Transport (SLCTB, SLR, CMV)	3
25	Universities	3
26	Urban Development Authority	3
27	National Youth Services Council	3
28	Social Services and Samurdhi	2
29	Department of Excise	2
30	Department of Examinations	1
31	Bureau of Foreign Employment	1
32	Department of Meteorology	1
33	Department of Census and Statistics	1
34	Ministry of Buddhasasana Religious and Cultural Affairs	1
35	Tea Research Institute	1
36	Complaints Unable to Intervene	1031
	Total	1628

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 2025 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 1628 in the year 2025 and it was 1588 in 2018. 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 2025

3.1 Statement of Financial Performance

ACA -F

Statement of Financial Performance
for the period ended 31st December 2025

Revised Budget Allocations 2025 Rs.		Note	Actual 2025 Rs.	Actual 2024 Rs.	
-	**Revenue Receipts**		-	-	
-	Income Tax	1	-	-	ACA-1
-	Taxes on Domestic Goods & Services	2	-	-	ACA-1
-	Taxes on International Trade	3	-	-	ACA-1
-	Non Tax Revenue & Others	4	-	-	ACA-1
-	**Total Revenue Receipts (A)**		-	-	
-	**Non Revenue Receipts**		-	-	
-	Treasury Imprests		36,573,000	30,945,000	ACA-3
-	Deposits		13,648	5,405	ACA-4
-	Advance Accounts		1,731,292	2,076,992	ACA-5
-	Other Main Ledger Receipts		-	-	
-	**Total Non Revenue Receipts (B)**		**38,317,940**	33,027,397	
	Total Revenue Receipts & Non Revenue Receipts C = (A)+(B)		**38,317,940**	33,027,397	
	Remittance to the Treasury (D)		**3,329,320**	73,910	
-	**Net Revenue Receipts & Non Revenue Receipts E = (C)-(D)**		**34,988,620**	32,953,487	
	Less: Expenditure				
	Recurrent Expenditure				
21,200,000	Wages, Salaries & Other Employment Benefits	5	15,753,003	14,085,287	ACA-2(ii)
21,880,000	Other Goods & Services	6	17,294,261	17,025,237	ACA-2(ii)
420,000	Subsidies, Grants and Transfers	7	303,310	285,478	ACA-2(ii)
-	Interest Payments	8	-	-	ACA-2(ii)
-	Other Recurrent Expenditure	9	-	-	ACA-2(ii)
43,500,000	**Total Recurrent Expenditure (F)**		**33,350,573**	31,396,001	
	Capital Expenditure				
-	Rehabilitation & Improvement of Capital Assets	10	-	-	ACA-2(ii)
2,380,000	Acquisition of Capital Assets	11	601,760	179,750	ACA-2(ii)
-	Capital Transfers	12	-	-	ACA-2(ii)
-	Acquisition of Financial Assets	13	-	-	ACA-2(ii)
120,000	Capacity Building	14	120,000	50,000	ACA-2(ii)
-	Other Capital Expenditure	15	-	-	ACA-2(ii)
2,500,000	**Total Capital Expenditure (G)**		**721,760**	229,750	
	Deposit Payments		13,648	5,405	ACA-4
	Advance Payments		1,973,299	1,830,604	ACA-5
	Other Main Ledger Payments		-	-	
	Total Main Ledger Expenditure (H)		**1,986,947**	**1,836,009**	
46,000,000	**Total Expenditure I = (F+G+H)**		36,059,280	33,461,760	
-	**Balance as at 31st December J = (E-I)**		(1,070,660)	(508,274)	
	Balance as per the Imprest Adjustment Statement		(107,066)	(508,274)	ACA-7
	Imprest Balance as at 31st December		-	-	ACA-3
			(107,066)	(508,274)	

3.2 Statement of Financial Position

3.2 Statement of Financial Position

ACA-P

Statement of Financial Position
As at 31st December 2025

	Note	Actual 2025 Rs	2024 Rs
Non Financial Assets			
Property, Plant & Equipment	ACA-6	12,764,516	12,200,456
Financial Assets			
Advance Accounts	ACA-5/5(a)	2,797,513	2,555,506
Cash & Cash Equivalents	ACA-3	-	-
Total Assets		**15,562,029**	**14,755,962**
Net Assets / Equity			
Net Worth to Treasury		2,797,513	2,555,506
Property, Plant & Equipment Reserve		12,764,516	12,200,456
Rent and Work Advance Reserve	ACA-5(b)		
Current Liabilities			
Deposits Accounts	ACA-4	-	-
Unsettled Imprest Balance	ACA-3	-	-
Total Liabilities		**15,562,029**	**14,755,962**

Detail Accounting Statements in ACA format Nos. 1 to 7 presented in pages from 01 to 24 and Annexures to accounts presented in pages from 25 to 55 form an integral part of these Financial Statements. **The Financial Statements have been prepared in accordance with the Government Financial Regulations 150 & 151 and State Accounts Guideline No. 02/2025, dated 17.12.2025** and hereby certify that figures in these Finacial 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 as per the Section 38(1) (C) of the National Audit Act No.19 of 2018

Chief Accounting Officer	Accounting Officer	Chief Financial Officer/ Chief Accountant/ Director (Finance)/ Commissioner (Finance)
Name :	Name :	Name :
Designation :	Designation :	
Date : 2026.02.23	Date : 2026.02.23	Date : 2026.02. 23

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.P.A. PATHIRANA
Administrative Officer
Office of the Parliamentary
Commissioner for Administration (Ombudsman)

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3.3 Statement of Cash Flows

ACA-C

Statement of Cash Flows
for the Period ended 31st December 2025

	Actual	
	2025	**2024**
	Rs.	**Rs.**
Cash Flows from Operating Activities		
Total Tax Receipts	-	-
Fees, Fines, Penalties and Licenses	-	-
Profit	-	-
Non Revenue Receipts	-	-
Revenue Collected on behalf of Other Revenue Heads	835,610	653,400
Imprest Received	36,573,000	30,945,000
Recoveries from Advance	2,040,039	2,251,556
Deposit Received	13,648	5,405
Total Cash generated from Operations (A)	**39,462,297**	**33,855,361**
Less - Cash disbursed for:		
Personal Emoluments & Operating Payments	33,047,263	31,110,524
Subsidies & Transfer Payments	303,310	285,478
Rehabilitation & Improvement of Capital Assets,Capital Transfers, Capacity Building and Other Capital Expenditure	120,000	50,000
Expenditure incurred on behalf of Other Heads	86,193	319,690
Imprest Settlement to Treasury	3,329,320	73,910
Advance Payments	1,960,803	1,830,604
Deposit Payments	13,648	5,405
Total Cash disbursed for Operations (B)	**38,860,537**	**33,675,611**
NET CASH FLOW FROM OPERATING ACTIVITIES(C)=(A)-(B)	**601,760**	**179,750**
Cash Flows from Investing Activities		
Interest	-	-
Dividends	-	-
Divestiture Proceeds & Sale of Physical Assets	-	-
Recoveries from On Lending	-	-
Total Cash generated from Investing Activities (D)	-	-
Less - Cash disbursed for:		
Capital Asset Construction, Purchases and Other Investment Acquisitions	601,760	179,750
Total Cash disbursed for Investing Activities (E)	**601,760**	**179,750**
NET CASH FLOW FROM INVESTING ACTIVITIES(F)=(D)-(E)	**(601,760)**	**(179,750)**
NET CASH FLOWS FROM OPERATING & INVESTMENT ACTIVITIES (G)=(C) + (F)	-	-
Cash Flows from Fianacing Activities		
Local Borrowings	-	-
Foreign Borrowings	-	-
Grants Received	-	-
Total Cash generated from Financing Activities (H)	-	-
Less - Cash disbursed for:		
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	43,500	34,450	33,350	77%
Capital	2,500	2,500	722	29%

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 31.12.2025	Balance as per financial Position Report as at 31.12.2025	Yet to be Accounted	Reporting Progress as a %
9151	Buildings and Structures	-	-	-	-
9152	Machinery and Equipment	-	12,767,516	-	-
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 version 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%
Registration of complaints and issuance of acknowledgements	√		
Taking steps to conduct inquiries into complaints that have been accepted	√		
Completion of inquiries into accepted complaints	√		
Preparation of reports on completed inquiries	√		
Examine whether the suggestions and recommendations have been implemented	√		
Documenting the complaints and preserving them	√		

Performance indicator of the institution has not been prepared for the year 2025.

Chapter 05

Performance of the achieving Sustainable Development Goals (SDG)

5.1 Indicate the Identified respective Sustainable Developments Goals *

* It is unable to directly achieve the Sustainable Development Goals in accordance with the organization's mandate.

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*

To individuals who have been victims of injustice arising from erroneous administrative decisions made by officials of the State, local governments, statutory boards, corporations, and semi-state institutions, our main objective is to correct those injustices while assisting the State machinery in carrying out public administration efficiently and effectively through that process, taking action to ensure that executive decisions are implemented correctly and efficiently, and, according to the scope of complaints received regarding various institutions, contributing indirectly to the achievement of the Sustainable Development Goals fulfilled by each institution. (As per analysis in 2.6)

Chapter 06

Human Resource Profile

6.1 Cadre Management

	Approved Cadre	Existing Cadre	Vacancies
Senior	01	01	-
Tertiary	04	02	02
Secondary	17	13	04
Primary	10	05	05

6.2 **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.

6.3 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		
File management	10	One day			Local	Development of Officers' Attitudes

* 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	-	-
2	**Maintenance of books and registers (FR445)**			
2.1	Accounting for non-financial assets in the Fixed Assets Module of the CIGAS program, in accordance with paragraphs 8.1 and 8.2 of Guideline No. 5/2023 of the Department of State Accounts, dated 30.11.2023.	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	No internal audit unit.	-
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	Consumables Register has been maintained and updated.	Complied	-	-
2.9	Register of Losses has been maintained and updated.	Complied	-	-
2.10	Risk Register has been maintained and updated.	Complied	-	

2.11	Member's lending register (CC10) has been maintained and updated.	Complied	-	-
3	**Delegation of functions for financial control (FR 135)**			
3.1	The financial authority has been delegated within the institute in terms of FR 135 for the year under review.	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	In accordance with State Accounts Circular No. 171/2004 dated 05.11.004, when using the Government Payroll Software Package, the primary password assigned to that software shall be used only by the Accountant or a staff officer authorized by him.	Not Complied	This office has no Accountant.	The Administrative Officer completes the work in accordance with the instructions provided by the Management Services Department.
3.5	Have the first, second, and third passwords relating to the software referred to in section 3.4 above been changed every three months?	Complied		
4	**Preparation of Annual Plans**			
4.1	Preparation of the Annual Activity Plan in accordance with Annexure 12 to Public Finance Circular No. 02/2020 dated 28.08.2020.	Complied		
4.2	Preparation of the annual procurement plan in accordance with paragraph 04 of the aforementioned circular.	Complied		
4.3	**In accordance with Guideline 04 of the Department of Treasury Operations, as referred to in paragraph 5.2 of the above circular:**			
4.3.1	Was the annual cash imprest application form submitted to the Department of Treasury Operations before the deadline to determine the annual imprest in accordance with the approved financial allocations?	Complied	-	-

4.3.2	Were the Monthly Cash Imprest Application Form (TOD/IMP/4) and the Bills in Hand Report (TOD/IMP/10) submitted to the Department of Treasury Operations prior to the due date?	Complied	-	-
5	**Audit queries**			
5.1	All audit queries submitted by the Auditor General have been answered within one month.	Complied	-	-
6	**Internal Audit**			
6.1	All internal audit reports have been responded to within one month.	Not Complied	No internal audit unit.	
6.2	Copies of all internal audit reports have been submitted to the Department of Management Audit in compliance with subsection 40(4) of the National Audit Act, No. 19 of 2018.	Not Complied	No internal audit unit.	
6.3	Copies of all internal audit reports have been submitted to the Auditor General in accordance with Financial Regulation 134(3).	Not Complied	No internal audit unit.	
6.4	The internal audit programme has been prepared at the beginning of the year in consultation with the Auditor General, in accordance with Financial Regulation 134(2).	Not Complied	No internal audit unit.	.
7	**Audit and Management Committees**			
7.1	Audit and Management Committee meetings were held as scheduled during the year under review.	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 communicated to the Comptroller General's Office in terms of Paragraph 13 of the aforesaid circular.	Complied	-	-
8.3	The Board of Survey report was submitted to the Auditor General on the due date, in accordance with FR 756(6), within the time frame specified in Section 11.3 of Part I of Public Finance Circular No. 01/2020 dated 28.08.2020.	Complied	-	
8.4	The excesses, deficits, and other recommendations 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	Possession of documents confirming the ownership of all vehicles belonging to the special expenditure unit.	Complied		
9.2	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.	-
9.3	All pool vehicles must bear the State emblem.	Not Complied	This office has no pool vehicles.	
9.4	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.	-
9.5	The vehicle logbooks had been maintained and updated	Complied	-	-
9.6	Dealing with all vehicle accidents in accordance with the FR.	Complied	-	-

9.7	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	-	-
9.8	Have the requirements of Section 4 of Asset Management Circular 6/2023, issued by the Ministry of Finance on 24.08.2023, been fulfilled?	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	Complied	-	-
11.2	The liabilities not exceeding the provisions that remained at the end of the year as per the FR 94(1).	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 outstanding loan balances.	Complied	-	-
12.3	The outstanding loan balances 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 lapsed deposits.	Complied	-	-
13.2	The control register for general deposits had been updated and maintained	Complied	-	-

14	**Foreign Aids**			
14.1	Taking the necessary action in accordance with the provisions of Public Accounts Circular No. 30/94 dated 20.04.1994, in respect of the foreign aid received by the institution.	Not Complied	No foreign aids were received.	
15	**Imprest Account**			
15.1	Remit/report the balance of the cash book at the end of the year under review to the Department of Treasury Operations on the due date, in accordance with the relevant Treasury Operations Circular.	Complied	-	-
15.2	The ad-hoc sub imprest issued as per F.R. 371 settled within one month from the completion of the task.	Complied	-	-
15.3	The ad-hoc sub imprest had not been issued exceeding the limit approved as per F.R. 371.	Complied	-	-
15.4	Submission of the Cash Imprest Reconciliation Statement (TOD/IMP/05) to the Department of Treasury Operations before the due date, with a quarterly comparison between the approved imprest account balance and the records maintained by the Treasury.	Complied	-	
16	**Revenue Account**			
16.1	Collected revenues are credited directly to the revenue account or, where they are held in a deposit account, are transferred to the revenue account within a period of less than one month.	Complied	-	-
16.2	Refund of revenue collected, in accordance with the relevant provisions.	Not Complied	No such income refunds were made	-
17	**Annual Performance Report**			
17.1	In accordance with paragraph 12 of Public Finance Circular No. 02/2020 dated 28.08.2020, as amended by Public Finance Circular No. 2/2025 dated 30.05.2025, the Annual Performance Report was prepared and submitted to Parliament in compliance with the prescribed provisions.	Complied		

18	**Human Resource Management**			
18.1	Not recruiting/ appointing staff in excess of the approved limits.	Complied		-
18.2	All members of the staff have been issued a duty list in writing	Complied	-	-
18.3	In accordance with the Management Services Circular No. 04/2017 dated 20.09.2017, updated staff information on changes in the institution's staff due to recruitment, resignations, vacation of posts, dismissals, retirements, and deaths is forwarded to the Department of Management Services within one month from the end of each quarter.	Complied	-	-
18.4	Implementing an effective system for evaluating employee performance.	Complied		
	Part 02			
1	**Provision of information to the public/ other interested parties**			
1.1	Appointment of an Information Officer to furnish information regarding a specific expenditure unit to the public/ other requesting parties in accordance with the Right to Information Act.	Complied	-	-
1.2	Maintaining a record of information requested by the public/ other parties under the Right to Information Act, including the reasons for granting or withholding the information.	Complied	-	-
1.3	Submission of the annual report to the Right to Information Commission before the due date.	Complied	-	-
1.4	Receiving and recording complaints submitted by the public, and maintaining an updated record indicating the action taken in respect of those complaints.	Complied	-	-
1.5	A website has been developed and is regularly updated to provide information about the institution to the public.	Complied		

1.6	The aforementioned website enables members of the public to submit complaints or express appreciation regarding the institution.	Not Complied	The website is currently under development and is being updated.	
2	**Achieving the Sustainable Development Goals - 1**			
2.1	Has the specific expenditure unit identified any Sustainable Development Goals within its scope? If so, please state the goals identified.	Not Complied	Steps will be taken in due course to identify the sustainable development goals.	
3	**Achieving the Sustainable Development Goals - 2**	Not Complied	We will work to identify sustainable development goals that align with the nature of the institution's work.	
4	**Implementing citizens charter**			
4.1	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	-	-
4.2	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	-	-
5	**Preparation of the Human Resource Plan - 1**			
5.1	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.	-
5.2	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	Officers were generally engaged in training programmes.	We will take appropriate steps to address this in the future.

5.3	Assign responsibility for the preparation of the human resource development plan, the organization of capacity development programmes, and the conduct of skill development programmes, in accordance with paragraph 6.5 of the above circular.	Not Complied	Not prepared.	The necessary steps will be taken in the future.
6	**Preparation of the Human Resource Plan – 2**			
7	**Annual Financial Statements**			
7.1	Audit opinion issued by the Auditor General on the annual financial statements.	Clean Opinion	-	-
8	**Annual Financial Statements – 2**			
8.1	Have the recommendations outlined in the previous year's detailed management audit report issued by the Auditor General been implemented?	Complied	-	-
8.2	Have the orders or recommendations issued by the Committee of Public Accounts to the Special Expenditure Unit been implemented?	-	No such order or recommendation was ever issued.	-
9	**Reaching Performance Indicators**			
9.1	Have three performance indicators been included in the format introduced by the Department of Public Finance, in accordance with paragraph 12.2 of Public Finance Circular No. 02/2020 dated 28.08.2020, in order to clarify the role of the Special Expenditure Unit and to assess its progress?	Not Complied	The identification of measurable performance indicators is in progress.	
10	**Reaching Performance Indicators – 2**			
10.1	The progress achieved by the end of the year under review, in relation to the performance indicators set out in the performance report and in comparison with the tasks assigned to the Special Expenditure Unit, was measured against those performance indicators.	Not Complied	The identification of measurable performance indicators is in progress.	

11	**Towards a Public Service of Integrity**			
11.1	All government officials who are required to declare their assets and liabilities for the year under review in accordance with the provisions of the Corruption Act No. 9 of 2023 shall submit their declarations of assets and liabilities on or before the due date.	Complied		
11.2	To take steps to recover from any officer any loss suffered by the Government due to delay, negligence, mistake, or fraud, in terms of F.R. 156(1).	Not Complied	No such loss had occurred.	
11.3	To take steps to recover the amount from a government servant who has been ordered to pay a surcharge under F.R. 119, in accordance with the Financial Regulations.	Not Complied	No such surcharge had been imposed.	
11.4	Submitting information to the Transfers Board regarding officers who have completed six years of service in the Special Expenditure Unit, and, except for officers who have requested the Transfers Board not to transfer them on the basis of service requirements, taking steps to transfer all other staff annually.	Complied		
12	**The prevention of financial fraud**			
12.1	The number of financial frauds detected through formal investigations conducted by the institution during the relevant period.	It has not occurred.		

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)