

# **National Police Commission**

## **Performance Report - 2022**

### **Budget Head No. 08**

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# Chapter 01

## Institutional Profile

### 1.1. Introduction

The primary objective of establishment of a National Police Commission for the first time in 2002 under the 17<sup>th</sup> amendment was to provide an efficient, public-friendly and effective service to the public through de-politicization and making independence of the Police service. To achieve this objective, the National Police Commission was entrusted with the powers of appointment, transfer, making promotions, disciplinary matters pertaining to police officers and investigating public complaints made against the Police.

With the enactment of 20<sup>th</sup> amendment to the constitution in 2020 powers pertaining to the appointment, promotion, transfer and handling disciplinary matters of the police service were removed from the National Police Commission and entrusted with the Public Service Commission and the task assigned to the National Police Commission was to entertain and investigate public complaints made by a member of the public or any aggrieved person against a police officer or the police force.

But, through the enactment of 21<sup>st</sup> amendment to the constitution in 2022 the powers pertaining to the appointment, transfer, promotion disciplinary control and dismissal of police officers, which were entrusted with the Public Service Commission were re-assigned to the National Police Commission. Accordingly, nearly 11,000 files that were handled by the Public Service Commission related to the above subject areas were handed over again to the National Police Commission since December 2022 up to now. In addition to that, the task of entertain and investigate the public complaints against police vested with the National Police Commission under Twentieth Amendment to the Constitution is also carried out continuously. The Attorney General has given guidelines to implement the newly assigned powers by the existing Commission until a new commission is constituted on the recommendation of the Constitutional Council.

However, with the changes in the composition of powers of the Commission the subject area of the National Police Commission has widened and scarcity of necessary human, physical and financial resources to implement these wide powers has been challengeable. Even in the face of existing issues National Police Commission is taking steps to surmount these challenges.

This report covers the achievements and challenges faced related to the entertaining and investigation of public complaints that were vested with the Commission during the period under review from 01.01.2022 to 31.12.2022

The present Commission appointed on 10<sup>th</sup> December 2020 paid serious attention to the nature of the investigation methodology, the efficiency, the extent to which it had provided relief to the public, and the flaws in the procedure followed to investigate public complaints.

As such, the new commission pointed out the weaknesses of the existing investigation procedure and introduced the need for a new approach to investigate public complaints in line with the formal investigation methods. Accordingly, the new methodology of investigation of public complaints was implemented in March 2021.

The significant feature of this new method is that once the public complaint was lodged, study the complaint and carefully examine the information mentioned and relief they requested in the complaint. If additional information is required, request again from complainants to receive additional information. Then, according to the complaint, documentary evidences such as notes in the police books are to be received from the police station concerned and to investigate whether the incident mentioned in the complaint was actually happened or not and then to provide relief to the public by reaching faire decisions being balance by both parties.

The investigation leads to the unknown from the known, it should be shown that the investigation is not only impartial but also procedure is impartially implemented in the eyes of the public. Accordingly, the new method introduced by the commission, made changes to the methods of carrying out investigations and also made changes to the method of conclusion of the investigation. As such, clear instructions were issued that an investigation of a complaint can only be concluded after approval of the commission is granted to finish the investigation.

Each and every complaint is twice submitted to the commission and discussed. That is, once a complaint is received, submit it to the commission forthwith and take directions to investigate and at the conclusion of the complaint it is also submitted to the commission with recommendations to conclude the investigation. When some complex and problematic complaints are received several times submitted to the commission through commission papers and receive advise on the progress of the investigation.

However, in February 2021, five Provincial Directors of the Southern, Central, North Western, Uva and Sabaragamuwa Provinces were resigned by handing over their resignation letters. So that these offices remained only one investigation officer to carry out duties and that provincial officer had to receive complaints, investigate them, making reports etc. and even other administrative duties were also carried out directly on the directions and supervision of the Chairman of the commission and the director of public complaints.

However, the training of internal investigation officers to adapt the new system continued, dispelling all pressures and internal issues. That training was provided by the commission itself on and off and weekly by the legal officer.

The economic and social unrest that the island faced during the period from February to June 2022 hampered the investigation activities of the Commission. Collapse of the transportation and postal service in the country affected the smooth functioning of the activities of the Commission to a certain extent. However, instructions were given by the Commission for the officers to report for work, or if it is not possible work from home as far as possible. With the appointment of new investigation directors National Police Commission resumed its investigations with a new face.

Following are some of the important aspects of this new investigation metho.,

1. Not sending the public complaint to the police station.
2. If the complaint is unclear and further information is required, inquire again from the complainant in a letter and obtain a written reply.
3. Based on this information, obtain the required documentary evidence from the police station and implement the all the investigation activities according to the formal investigation plan.

As shown above, the National Police Commission has been dynamic in changing the method of investigation and entering into an effective new phase, overcoming various challenges, which has resulted in a slight delay in the investigation of complaints. The National Police Commission has now managed to prevent that delay as well.

After having introduced this new system positive response is receiving from the public for the public complaints investigation against police officers and the police force.

## **1.2. Vision, Mission, Objectives and Values of the Institution**

### **Vision**

“To assist create a Credible, Strong, Independent, Impartial and Public Friendly Police Service.”

### **Mission**

“To assist create a quality Police Service that upholds Human Rights and adheres to the Rule of Law through investigation of public complaints”

### **Objectives**

- Investigate the public complaints against Police force and provide redress to the aggrieved parties in order to ensure fundamental rights guaranteed by the Constitution.
- Implementation of positive programmes for the Police officers to create a public friendly Police service.
- Obtaining the participation of the general public to improve the quality of the Police service while minimizing public complaints against Police.

### **Values**

Independency  
Honesty  
Accountability  
Impartiality  
Truthfulness  
Integrity  
Obedience to Law  
Collaboration  
Non-violence  
Continuous Training  
Creativity  
Responsiveness  
Efficiency

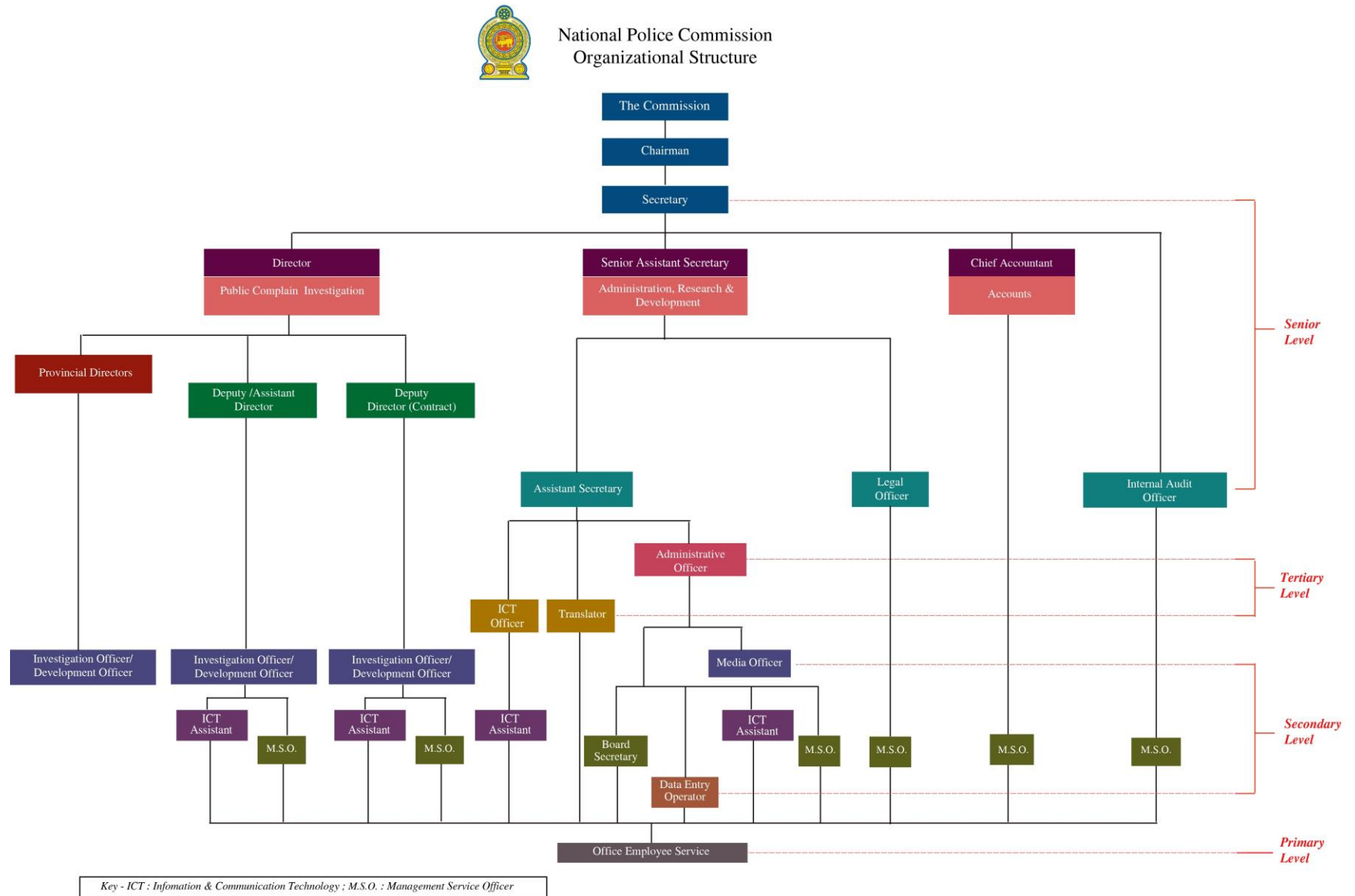
### **1.3. Powers and Functions of the National Police Commission**

The period under review in this report is the year 2022 and the Commission functioned within this period under the 20<sup>th</sup> amendment to the constitution. Hence, powers vested in this commission within this period are as follows.

According to Article 155FF of the 20<sup>th</sup> Amendment to the Constitution, the powers and functions of the National Police Commission are as follows;

“The Commission shall be empowered to entertain and investigate complaints from members of the public or any aggrieved person against a police officer or the police force, and shall provide redress in accordance with the provisions of any law enacted by Parliament. For this purpose, the Commission may make rules to establish procedures for entertaining and investigating complaints from members of the public or any aggrieved person.”

### 1.4. Organization Chart



## **1.5. Main Divisions of the Commission**

- a) Administration, Research & Development Division
- b) Public Complaints Investigation Division
- c) Finance Division

## **1.6. Funds under the Ministry / Department / Provincial Council**

Not Relevant to the National Police Commission (The National Police Commission operates under the Presidential Secretariat)

## **1.7. Details of the Foreign Funded Projects (If available)**

No. (Discussions were held with the organizations such as United Nations Development Programme and International Committee of the Red Cross and we are hoping to secure assistance)

# Chapter 02

## Progress and Future Outlook

### Progress, Challenges and Future Targets of Each Division

#### 2.1. Administration, Research and Development Division

##### 2.1.1. Administration Division

The main responsibilities of the administration division are administration and management of the Human Resources of the National Police Commission, recruitment of new officers, providing necessary training of staff, day-to-day administrative matters pertaining to the staff attached to the National Police Commission and procurement of equipment required to perform those duties.

The staff of the National Police Commission consists of the officers belonging to the combined services such as Sri Lanka Administrative Service, Sri Lanka Accountant's Service, Development Officers' Service and Public Management Service. Action is being taken to appoint retired government servants to the posts of Provincial Director on contract basis. The Legal Officer and the Media Officer have been recruited directly by the National Police Commission. Further, when it is unable to get permanent officers from the Ministry of Public Services, retired government officers are re-employed on contract basis to fill the vacancies under the Public Administration Circular No. 03/2018.

With the enactment of the 21<sup>st</sup> amendment to the constitution the range of duty vested in the National Police Commission was widened so that, need for additional staff required to fulfil these duties was arisen. Accordingly, the Department of Management Services was informed in this regard and additional staff was approved on 16.12.2022. As such, following are the details of the Cadre information of the National Police Commission as at 31.12.2022.

**2.1.2. Details of the Cadre Information of the National Police Commission  
from 01.01.2022 to 31.12.2022**

Table 1

S/N	Designation	Service	Approved Cadre	Salary Cord	In Service		
					Permanment	Contract	Vacant
1	Secretary	Sri Lanka Administrative Service Sp. Grade	01	SL-3	01	-	-
2	Senior Assistant Secretary	Sri Lanka Administrative Service I	01	SL-1	01*	-	-
3	Director	Sri Lanka Administrative Service I	01	SL-1	01	-	-
4	Provincial Director	Contract Basis	10	60,000/-	-	10	-
5	Chief Accountant	Sri Lanka Accountant's Service I	01	SL-1	01	-	-
6	Internal Auditor	Sri Lanka Accountant's Service II/III	01	SL-1	-	-	01
7	Assistant / Deputy Director	Sri Lanka Administrative Service II/III	02	SL-1	01	-	01
8	Assistant Secretary	Sri Lanka Administrative Service III	01	SL-1	-	-	01
9	Legal Officer	Departmental	01	SL-1	01	-	-
10	Chief Investigation Officer	Contract Basis	01	60,000/-	-	-	01
<b>Total</b>			<b>20</b>		<b>06</b>	<b>10</b>	<b>04</b>
11	Administrative Officer	Management Service Officers' Service Supra Grade	01	MN-7		-	01
12	Translator (Sin/Eng.)	Translator Service	01	MN-6		-	01
13	Translator (Sin/Tamil)	Translator Service	01	MN-6	01	-	-

14	Information Technology Officer	Sri Lanka Information and Communication Technology Service	01	MN-6	01	-	-
<b>Total</b>			<b>04</b>		<b>02</b>	<b>-</b>	<b>02</b>
15	Media Officer	Departmental	01	MN-4	01	-	-
16	Investigation Officer	Departmental	12	MN-4	12	-	-
17	Development Officer	Development Officer's Service	12	MN-4	12	-	-
18	Management Service Officer	Management Service Officer's Service	22	MN-2	20	01	01
19	Investigation Assistant	Contract Basis	03	30,000/-	-	-	03
20	Information Technology Assistant	Sri Lanka Information and Communication Technology Service	04	MT-1	04	-	-
21	Board Secretary	Contract Basis	01	50,000/-		01	-
<b>Total</b>			<b>55</b>		<b>49</b>	<b>02</b>	<b>04</b>
22	Data Entry Operator	Departmental	01	MN-1	01	-	-
23	Driver	Driver's Service	06	PL-3	04	-	02
24	Office Employee Assistant	Office Employee Assistant Service	13	PL-1	11	-	02
<b>Total</b>			<b>20</b>		<b>16</b>	<b>-</b>	<b>04</b>
<b>Grand Total</b>			<b>99</b>		<b>73</b>	<b>12</b>	<b>14</b>

### 2.1.3. Participation of Officers for Training Programmes during the year 2022

In order to build the capacities of the officers in the National Police Commission, inclusive of all the staff and on the request of the officers concerned they have been participated in the training programs from January to December in the year 2022. The total expenditure of Rs. 212,500.00 have been born for these courses. 18 officers have been participated for the training programs and details of the training courses including their list of names are as follows.

**Participation in training programmes -2022****Table 2**

	<b>Name</b>	<b>Designation</b>	<b>Training Course</b>	<b>Course Fee</b>
1	Mrs. A.N. Darshani	Management Service Officer	Functions and responsibilities of Leave Clerks	Rs. 8500/-
2	Mrs. A.S.P. Athukorala	Management Service Officer	Annual Assets Survey and Discard of Assets	Rs. 8500/-
3	Mr. K. Premakumara	Management Service Officer	Transport Management (On line) – 02 days	Rs. 7000/-
4	Mr. Janaka Samantha Kumara Herath	Driver	Enhancement of Professional Knowledge in Office Assistants and Drivers -02 days	Rs. 8500/-
5	Mr. W.A.S. Fernando	Office Assistant Service	Enhancement of Professional Knowledge in Office Assistants and Drivers -02 days	Rs. 8500/-
6	Ms. Asiru Lansakkara	Office Assistant Service	Enhancement of Professional Knowledge in Office Assistants and Drivers -02 days	Rs. 8500/-
7	Mrs. Ruwani Jayawardane	Office Assistant Service	Enhancement of Professional Knowledge in Office Assistants and Drivers -02 days	Rs. 8500/-
8	Mrs. A.R.S. Sewwandi	Management Service Officer	Present Office methods and Office Management -02 days	Rs. 7500/-
9	Mrs. A.N. Darshani	Management Service Officer	Disciplinary Procedure – 02 days	Rs. 8500/-
10	Mrs. Subhani Gamage	Legal Officer	English Language Diploma 6 ½ months	Rs. 25000/-
11	Mrs. Chamika Subodani	Senior Assistant Secretary	English Language Diploma 6 ½ months	Rs.25000/-
12	Mrs. W. M. D. K. Wickramasinghe	Senior Assistant Secretary	English Language Diploma 6 ½ months	Rs. 25000/-
13	Mrs. B.L.D. Praweeni	Chief Accountant	English Language Diploma 6 ½ months	Rs. 25000/-
14	Mr. Y.P.R.P. Perera	Assistant Secretary	English Language Diploma 6 ½ months	Rs. 25000/-

15	Mrs. Thnuja Fernando	Director/ Public Complaints Investigation	English Language Diploma 6 ½ months	Rs. 25000/-
16	Mrs. I.M.I.G. Gamage	Investigation Officer	English Language Diploma 6 ½ months	Rs. 25000/-
17	Mr. B.C.D. Fernando	Telephone Operator	Telephone Skills and Etiquette (on line) - 02 days	Rs. 8500/-
18	Mr. Keminda Ruberu	Information and Communication Technology Officer	Tamil Language training Course -200 Hours	Rs. 8500/-

#### **2.1.4. Providing Information under the Rights to Information Act No. 12 of 2016**

The details of the information provided under the above Act from 01.01.2022 to 31.12.2022 are mentioned below.

No. of information requests received	- 34
No. of information requests responded	- 26
No. of information requests rejected	- 06
No. of information requests being processed	- 02

#### **2.1.5. Research and Development Division**

Planning, organizing, implementing, Monitoring and Evaluation of new programmes initiated by the National Police Commission are among the main functions and responsibilities of this division. Classification of letters and public complaints received by the National Police Commission and submission of a detailed analytical monthly report to the Commission are done by the Research division and these reports and statistics are utilized to take certain policy decisions. The Media unit and the Information and communication technology unit is operating under this division.

#### **2.1.6. Media Unit**

A weekly report based on the daily news reports is submitted to the Commission and this unit is taking necessary action to develop and maintain a cordial relationship with electronic and printed media institutions and media personnel. Further, news releases are issued on the activities of the Commission from time to time and media conferences are organized with the aim of educating the general public and police officers. In addition, all documentation activities of the Commission such as formulation of strategic plans, preparation of annual performance reports, and preparation of quarterly reports are handled by this unit.

**2.1.7. Electronic media (T. V. and broad casting) programs coordinated by the media unit of the National Police Commission from 01.01.2022 to 31.12.2022.**

No	Media Institute and the program	Participation	Date of telecast broadcast	Duration of the program
1	“Subharathi” discussion forum of the Sri Lanka Broadcasting Corporation of “Swadeshiya Sewaya”	Mr. S. Liyanagama and Mr. Priyantha Sanjeewa (members of the commission)	24 <sup>th</sup> June 7.00-8.00 a.m.	One hour
2	“ Ayubowan” live program of the National Television (Rupavahini Corporation)	Mr. S. Liyanagama and Mr. Priyantha Sanjeewa	26 <sup>th</sup> June 2022 8.00 – 8.30 a.m	30 minutes
3	“7 <sup>th</sup> hour” program of the Independent Television Network	Mr. Chandra Fernando (chairman NPC) and Mr. P.D. Liyanarachchi (Media Officer NPC)	20 <sup>th</sup> September 2022 7.00 – 8.00 a.m	One hour
4	“Jathika Mehewara” programme of the TV (One) channel of the Sirasa Media Network	Mr. I.M. Karunarathna (Western Provincial Director I) Mr. Ajith Gunasekara (Provincial Director II)	7 <sup>th</sup> October 2022 9-10 at night 10-11 am on Sirasa TV	One hour
5	“Pethikada” program of the Sirasa TV	Mr. Chandra Fernando (Chairman NPC)	Recorded on 30 <sup>th</sup> September telecasted on 7 <sup>th</sup> October 2022 7-8 a.m	30 minutes

**2.1.8. Information and Communication Technology Unit**

This unit is entrusted with matters pertaining to the development of information and communication technology infrastructure. Designing new website and maintaining the same up to date as in a user-friendly manner are among the other responsibilities of this unit.

**2.1.9. Legal Division**

Pursuant to the powers vested in the National Police Commission by the 20<sup>th</sup> Amendment to the Constitution, the Public Complaints Investigation Division investigates public complaints received by the public regarding misconduct by police officers or the police force. The Legal Division advises on the legal issues that may arise in connection with the investigation of public complaints by the Public Complaints Investigation Division and implements training programs for officers on the resolution of legal issues arising out of the action of a public complaint, as well as studies and submits reports on legal issues debated in the legal field in Sri Lanka, under the guidance of the Chairman. Further, the Legal Division presents relevant documents in

consultation with the Hon. Attorney General regarding Supreme Court and Court of Appeal cases.

## **2.2. Public Complaints Investigation Division**

The main task and the responsibility of this division is to entertain and investigate public complaints against a police officer or the police force and to provide redress, which is the sole and prime responsibility vested with the National Police Commission under Article 155FF of the 20<sup>th</sup> Amendment. Under the 21<sup>st</sup> amendment to the constitution too that power is in force unchanged. The reporting of the progress of the investigations pertaining to the complaints received by the Public Complaints Investigation Division is done by this division.

The head of this division is a Class I officer of the Sri Lanka Administrative Service and He/she as the director and two officers of Class II/III of the same service held positions as Deputy director/Assistant director. But throughout the year one position of Deputy director/Assistant director remained vacant. 09 provincial offices of the Commission are operated under the supervision of 10 provincial directors and for the Western Province where the highest number of complaints are received is employed two provincial directors. Public complaints are accepted by these offices as well. During the period under review, the provincial directors have taken steps to investigate the complaints received directly by them and complaints sent through the head office as well.

Accepting public complaints against police officers and investigation of such complaints are done by the Public Complaints Investigation Division of the Head Office located at the BMICH premises as well as by the 09 provincial offices located in each province.

### **2.2.1 Services performed by the Public Complaints Division.**

- Entertaining of complaints
- Investigation
- Keeping Inform the complainants
- If any act of dereliction of duty or act of indiscipline has been done by a police officer or the police service, referring that to the Inspector General of Police or relevant authorities to take action on that.
- Instructing the police officers as to how should police act in relation to public complaints.
- Training of the officers of the division
- Providing guidelines to the public about the manner in which public complaints are made
- Referring the complaints of which are not related to the commission's mandate to appropriate bodies
- Providing immediate relief to complaints through 1960, the 24-hour operating helpline.

## 2.2.2. Performance of the Public Complaints Division in the Year 2022

The new public complaints methodology which was introduced in the year 2021 by the 6<sup>th</sup> Commission appointed in December 2020 was continued more formally and systematically in the year 2022. As per the instructions and the orders given by the Commission from time to time this investigation methodology continuously implemented by the investigation officers, Provincial Directors, Deputy Director and the Director (Public Complaints).

Accordingly, the following tasks were performed.

### 1. Entertaining new complaints

Complaints submitted by a member of the public or civil society organization or their representative or attorney-at-law on any of the injustice done out by the police officer or police service are entertained.

- Methods in which the complaints are received
  - I. Forwarding by post
  - II. Inform through 1960 hotline
  - III. Through faxing
  - IV. By e-mail
  - V. Logging into the public complaints Management system
  - VI. By coming and handing over to an office.

### 2. Investigation of Complaints

- New complaints are referred to the Chairman
- Having studied all the details, the Chairman gives the complain to provincial coordinating officer of the head office or if it is a complaint in the Western Province directly to the relevant officer with instructions necessary for the investigation. After receiving complaint number from the provincial office make a draft of the investigation plan and submit it to the chairman by those investigation officers.
- As per the Chairman's instructions all the complaints are forwarded to the provincial officers through provincial coordinating officers. If it is related to the Western Province forward to the Western Provincial Directors.
- Preparation of an investigation plan by investigation officers according to the nature of the complaint.
- Investigations are conducted by the provincial offices and the guidelines and instructions necessary for them to conduct the investigation are given by the director (public Complaints) or deputy director (Provincial Investigations).
- Maintenance of document files relevant to each provincial office and exchange of files in between provincial offices and head office are done by the provincial coordinating officers of the Head office.

### 3. Completion of Investigations

- The Provincial Director forwards all files to the head office with the provincial director's recommendation reports related to all the complaints that can be concluded through provincial director.
- The Chairman will check whether they can be concluded and if further reports should be called forward them again to the provincial coordinating officers and if they can be concluded inform the complainant by the Chairman himself and then instruct the Director Public Complaints to be submitted to the Commission by a Commission Paper.
- From the 70<sup>th</sup> Commission meeting held on 27.10.2022 the Commission ordered that the letter that is submitted to the complainant mentioning that the investigation will be concluded should be issued by the Director (Public Complaints Investigation) himself and only the Commission paper prepared including completion recommendation should be submitted to the Commission with a copy of the letter sent to the complainant.
- Director prepares the Commission paper with recommendations to conclude the investigation and submit to the Commission.
- As per the Commission decision conclusion of the investigation or further investigation will be carried out.

#### **4. Conducting in service training programmes**

Weekly training programmes were held by the Legal Officer to conduct investigations according to the new methodology, expedition of investigations and to provide further knowledge necessary for the investigation officers. Accordingly, it was identified the areas where lacking knowledge, needed training and of building capacity.

#### **5. Preparation of information / statistical reports**

Following information reports are prepared as per the requirement and the time by the division.

- Submitting new complaints to the Commission through weekly report
- Daily duty reports of the officers
- Progress reports on implementation of Commission decisions.
- Commission Papers.
- Monthly, quarterly, by annually and annual progress reports.
- Reports on complaints received and the nature of complaints
- Reports received according to police stations
- Reports provided to Auditing purposes
- Progress reports to be submitted to the Parliament

#### **6. Providing of document for the Right to Information Act.**

Providing of documents in our possession or documents related to the third party, subject to the regulations of the Right to Information Act.

### **2.2.3. 1960 hot line service.**

Introduction of the four-digit 1960 hot line number as public access number operating 24 hours of the day with 071-0361010 so as to make complaint to the National Police Commission by the Public. In the Continuous operation of the Commission, the action has been taken to operate this number around the 24 hours of the day with the active contribution of the investigation officers of the Public Complaints Division.

Currently 1960 hot line service is operated under full supervision of the present chairman of the National Police Commission.

Public can submit verbal complaints either by name or anonymously at any time of the day and that complaint is recorded. Thereafter, further action is taken by the investigation officers related to the complaint received. If it is an anonymously received complaint, forwarded it for further action in a manner that protects the confidentiality of the Complaint.

### **2.2.4. Actions taken by the Investigation officers who operate the 1960 hot line service.**

- Attentively listen to the complainant and note down the complaint received.
- Depending on the details submitted, if it is needed immediate intervention, forward the verbal complaint either to the officer-in-charge of the police station or to a Gazetted officer.
- If not, the summary of the complaint is forward in writing to the O.I.C. by e-mail, by fax or through WhatsApp. In the event of failing it, informs over the telephone.
- Receiving a report from the O.I.C. within 24 hours related to the incident.
- Inform the complainant of the content details mentioned in the report.
- If the Complaints is not agreeable with the content of that report, inform the complainant to submit a detailed written complaint.
- Daily report is prepared on the complaints so received as mentioned above and the daily summary report is submitted to the Chairman of the Commission.
- As per the instructions provided by the Chairman refer the complaints for further investigation.

### **2.2.5. Statistical details and activities performed on the operation of the 1960 hot line.**

Following table indicates the number of categorized complaints received to the 1960 hot line in the year 2022.

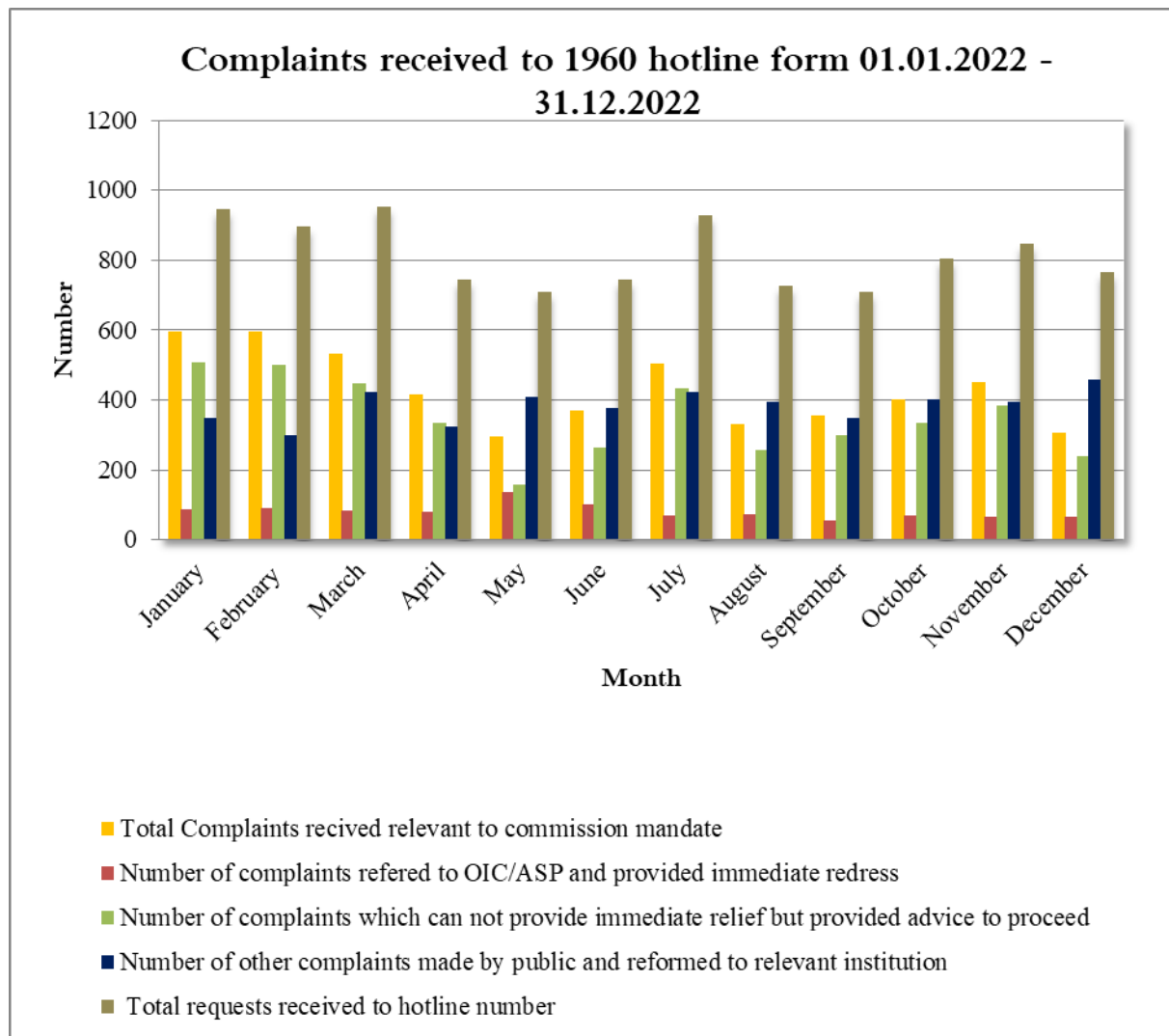
**Complaints received to the 1960 hot line -01.01.2022 to 31.12.2022**

Table 4

<b>Month</b>	<b>Total number of requests received related to the commission's mandate</b>	<b>Number of complaints forwarded to the O.I.C. / ASP or other places and provided immediate relief</b>	<b>Number of complaints that cannot be provided immediate relief but provided instructions to further action</b>	<b>Number of other requests made by public which referred to related bodies</b>	<b>Total number of requests received to the hot line</b>
January	595	88	507	350	945
February	595	93	502	300	895
March	532	84	448	422	954
April	418	82	336	326	744
May	297	138	159	411	708
June	370	104	266	376	746
July	506	72	434	423	929
August	330	74	256	396	726
September	358	57	301	351	709
October	404	69	335	401	805
November	453	68	385	394	847
December	307	66	241	459	766
<b>Total</b>	<b>5165</b>	<b>995</b>	<b>4170</b>	<b>4609</b>	<b>9774</b>

Table 1 –total number of requests of 9774 have been received to the hot line of the public complains investigation division during the year 2022. Out of which 5165 number of complaints have been received related to the mandate of the National Police Commission. Out of total number of requests against police, 4170 complaints have been received against police officers. Immediate redress was provided to the 995 complaints by referring those complaints to officer-in-charge of police station / Assistant Superintendent of Police and other places and further instructions have been provided for 4170 complainants. Investigations have been completed with regard to complaints received and action has been taken to provide necessary relief in accordance with the relevant sections of the Constitution.

Graph -1



Graph 1- Indicates the monthly statistics of the complaints received to the 1960 hot line and action take on those complaints from 01.01.2022 to 31.12.2022.

### 2.2.6. Challenges faced

1. With regard to the complaints received to the 1960 hot line, difficulties and obstacles had to be faced in receiving information and other services from the police. But surmounting those challenges duties of the hot line service were fulfilled without hesitation.
2. Appropriate support was rendered by the Government Management Officer in fulfilling day time services.
3. As the service is delivered around the 24 hours the complaints received during the night time are forwarded to the O.I.C. or to higher ranking police officers and action has been taken to provide relief to the public as far as possible.

4. Some complainants made false complaints and difficulties have to be faced when referring them to police stations.
5. Since complainants can easily access to 1960 service, sometimes at night, drunken people use filthy words and blames and thereby faced embarrassment.
6. Delays were occurred in receiving reports from the police for the reason that VPN system which has been introduces in referring complaints to the police stations did not work effectively and efficiently.

### 2.2.7. Achievements

1. Voice for voiceless award given by the United Human Rights Organization for the best help line for the year 2022 has been awarded to the 1960 service of the National Police Commission.
2. Although the 1960 hot line service of the NPC has been operating since 2013 it was only since mid-2021 it started to operate according to a formal plan. It is worthwhile to mention that positive response from the public is receiving at present.

### 2.2.8 Proposals

By making a complaint, people are expecting an immediate relief and so that, taking action to employ few other officers to 1960 hot line service operation for it to become service of which the police Commission's reputation can be able to enhance.

### 2.2.9. General Administrative Activities.

Fulfilling general administrative activities such as daily mailing, salary increment recommendations and leave of officers of the divisions.

### 2.2.10. Complaints received to the public complaints division during the year 2022 relevant to each provincial office.

In addition to complaints received to the 1960 hot line following table represents the written complaints received to the division. As such, highest number of complaints have been received to the Western Provincial office and these public complaints are investigated by the Western Provincial office I covering entire Colombo district and by the Western Provincial Office II covering police divisions of the Gampaha and Kalutara Districts in the Western Province.

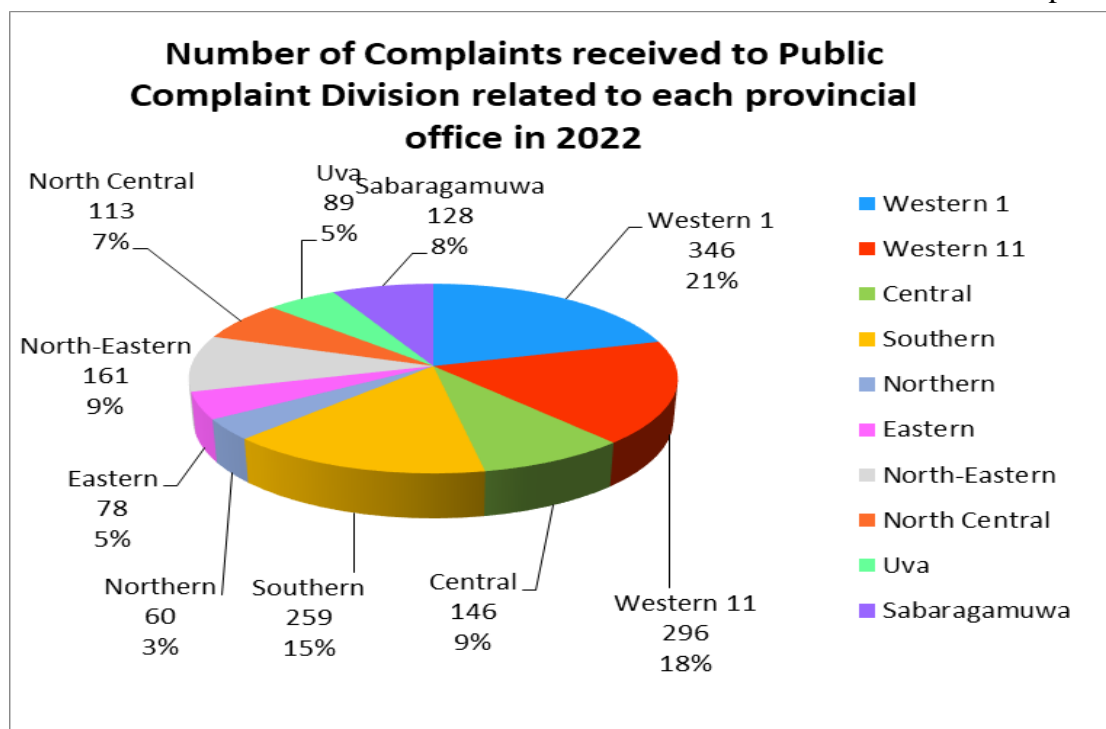
#### **Complaints received to the Public Complaints Division in the year 2022 according to the province - 01.01.2022 – 31.12.2022**

Table - 5

	<b>Province</b>	<b>Number of complaints received within the year 2022</b>
1	Western Province I	346
2	Western Province II	296
3	Southern Province	259

4	North Western Province	161
5	Central Province	146
6	Sabaragamuwa Province	128
7	North Central Province	113
8	Uva Province	89
9	Eastern Province	78
10	Northern Province	60
	<b>Total</b>	<b>1676</b>

Graph -3



Graph 3 – The 54% present of the total complaints received in the year 2022 is accounted for Western Provincial Office I, II and Southern Provincial Office.

**Complaints received to the Public Complaints Investigation Division in the year 2022 according to the nature of the complaint.**

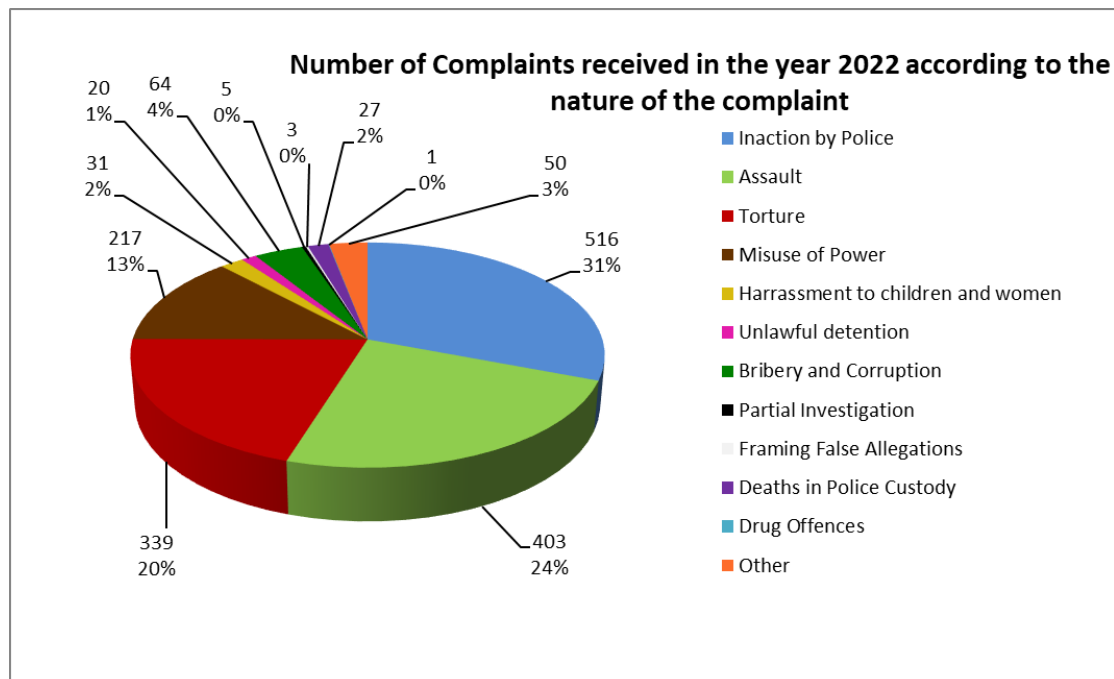
Table -6

Nature of the complaints	Number of complaints received in the year 2022	Percentage (%)
Inaction by the Police	516	31
Assault	403	24
Torture	339	20
Misuse of power	217	13
Casing home to women and children	31	2
Unlawful detention	20	1

Bribery and corruption	64	4
Partiality	5	0
Framing false allegations	3	0
Death in police custody	27	2
Drug related offences	1	0
Other	50	3
<b>Total</b>	<b>1676</b>	<b>100</b>

Table 3 – As such, the greatest number of complaints have been received on inaction, assault, torture and misuse of power by police. That amount accounts for 75% of the total number of complaints.

Graph 4



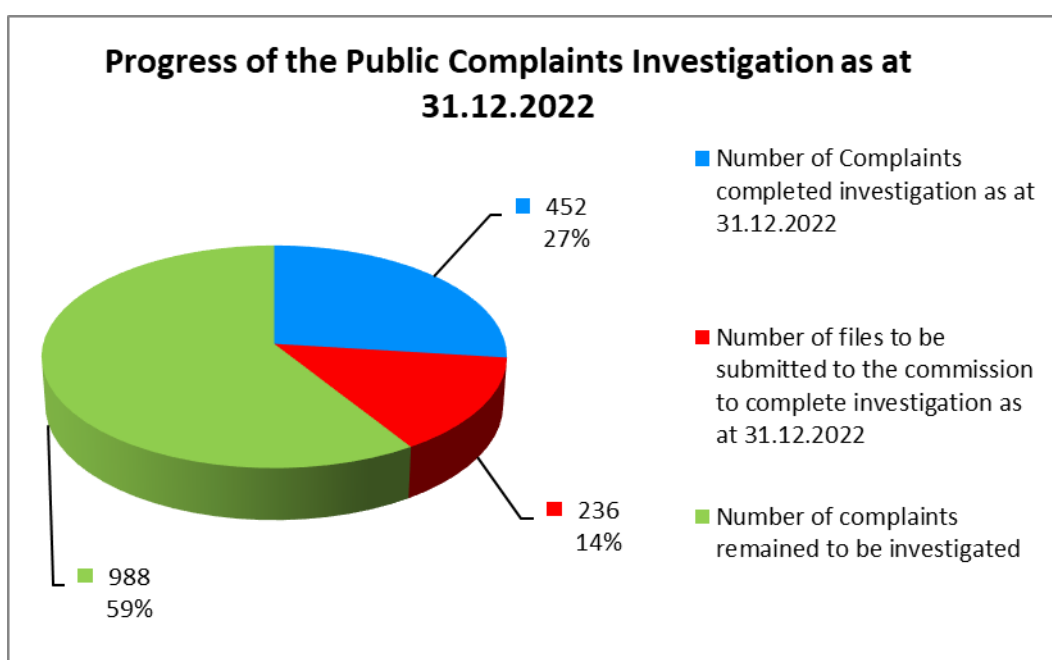
**Progress of the Public Complaints Division in relation to the year 2022 as at 31.12.2022.**

**Table – 7**

Province	Number of complaints received within the year 2022	Number of complaints completed investigation by the provincial office and forwarded to provincial coordinating officers as at	Number of complaints completed investigations by the Commission as at 31.12.2022	Number of files to be submitted to the Commission to complete the investigations as at 31.12.2022	Number of reaming complaints to be completed investigations.

		<b>31.12.2022</b>				
Western I	346	95	95	-		<b>251</b>
Western II	296	92	92	-		<b>204</b>
Central	146	32	23	9		<b>114</b>
Southern	259	101	76	25		<b>158</b>
Northern	60	25	4	21		<b>35</b>
Eastern	78	62	22	40		<b>16</b>
North Western	161	87	44	43		<b>74</b>
North Central	113	90	27	63		<b>23</b>
Uva	89	50	25	25		<b>39</b>
Sabaragamuwa	128	54	44	10		<b>74</b>
<b>Total</b>	<b>1676</b>	<b>688</b>	<b>452</b>	<b>236</b>		<b>988</b>

Graph -5



### 2.2.11. Provincial Officers at the National Police Commission

At the beginning stage of the National Police Commission, that was during the period 2005-2007 provincial offices were established for entertaining and investigation of public complaints. The establishment of provincial offices has been a great help to make aware of the public about this process and the process of public complaint investigation against police has been become decentralized system to a certain extent.

The provincial offices have been established in 09 provinces one in each and those offices are operated under provincial Director and investigation officers and one support staff member has also been attached. As such, complaints on commission or omission by police within the relevant province can be referred to respective provincial office.

Specially on the existing shortcomings of public service delivery by the police, enforcement of the law and on quality of the service delivery, the consultation of public views from province to province were sought. The maintenance of Law and Order, Crime investigation and curbing illegal drugs, crime against environment and humanity were some topics of this consultation. Implementation of these tasks in all 09 provinces was carried out through the provincial offices with the coordination of the same. The provincial offices have become an essential part of the whole process of seeking future policy planning on the areas where a large number of public complaints are received and also to minimize the public complaints against police.

Moreover, it is essential to guide and by overseeing required activities of the police to provide high quality service to the public on a long-term basis and directing the police towards that end and then only the public complaint against police would be minimized.

Publicity programme about the NPC has also been implemented through provincial offices of the National Police Commission to make aware of the community-based village level organizations, voluntary organizations, non-governmental organizations and other Community Based Organization. These activities were conducted by the provincial director in collaboration with the divisional secretary. Responsibility of this is held by the provincial Directors. Through this the responsibility of bringing the message of the National Police Commission to the public in remote areas was also held by the provincial offices. Further, the plan is to be implemented in the future through distribution of leaflet to raise awareness among the public and the police officers on the powers and functions of the commission and the new complaints investigation procedure of the Commission. These activities are also coordinated through the representatives of the Commission in provincial offices.

The Commission has taken steps to develop human as well as physical resources of the provincial offices in order to make the Public Complaints Investigation process more efficient. All the provincial offices are provided with computer and internet facilities. “Public Complaints Management System” (PCMS) that is bringing the public complaint investigation process under an online system to connect and coordinate provincial offices with the NPC head office has been launched with the financial assistance of the United Nations Development Programme (UNDP). Accordingly, any citizen living in any area of the island can be able to lodge a complaint through internet and can search the status of his / her complaint provided that, he or she has internet facility. Now the public has facilities to get the justice delivered to his/ her complaint speedily and efficiently through provincial offices.

### **2.3 Achievements, Challenges and future plans of the National Police Commission in 2022.**

#### **Achievements**

1. The National Police Commission as the public institution with the leading power to investigate public complaints against police, after having received a public complaint, the whole investigation procedure from preparation of investigations file, submitting to the Commission and conclusion of the investigation up to sending the file to the record room, could be able to formalize and the process could be able to strengthen by making aware of the investigation officers.

3 Investigation files that were piled up in 2018, 2019 and 2021 could be able to finish the cases expeditiously within the year 2022.

3. It was able to submit questionnaires to the complainant and the police to obtain relevant information for investigation.
4. It was able to enhance the image of the National Police Commission by way of making aware of the public through electronic media.
5. In the year 2022, by speeding up and expeditiously resolving public complaints investigation, it could be able to gain public respect and admiration and to be able to build public confidence on the Commission.
6. Arrangements through help line number 1960 have achieved great success and receive good response from the public. for immediate redressed of the complaints received.
7. Receiving the Voice for Voiceless Award for the 1960 number as the best support service awarded by the United Human Rights Organization, a non- governmental organization in relation to the year 2022.

### **Challenges**

1. Due to the chaotic situation in the country and breakdown of normal public life including transportation modes during the year 2022, officers found difficult to report for work and the Public Complaints Investigation process of the Commission stuck to a certain extent and.
2. Implementation of some development activities hindered due to financial constraints. For example Public Complaints Management System (PCMS) that was donated under the United Nations Development Programme (UNDP) in 2018 was not operated properly during the last 2-3 years due to financial constraints.
3. In making recruitment to the vacant staff positions of the Commission, limitation of public expenditure by the government impacted as a challenge.
4. Making false complaints through the 1960 hot line and some police stations did not give adequate support.

### **Future plans of the National Police Commission for the year 2023**

1. Having studied the root causes of the public complaints against police officers and the police service, as per the identified reasons, enter in to a dialogue with the police officers to develop an appropriate new programme (system change) to recruit, training, leading, controlling, supervision, management and also with regard to disciplinary affairs of the police officers.
2. At the end of each year completion of ¾ of the complaints received.
3. Completion and conclusion of an unfinished complaints received during the past years.
4. Implementation of planned programs to develop knowledge, understanding, skills and personality development of the Investigation Officers.
5. Transformation of the Police Department to suit to the modern era and planning to create people friendly police service.

6. While making aware of the public on the service rendered island wide through the 1960 hot line, measures will be taken to develop it to the level of a call center facility by way of training officers in order to formalize the system.

.....  
**Thamara D. Perera**  
**Secretary**  
**National Police Commission**

# Chapter 03

## Overall Financial Performance for the year ended 31 December 2021

### 3.1. Financial Performance

Statement of Financial Performance for the period ended 31st December 2022		ACA -F	
Budget 2022	Note	2022 Actual Rs.	2021 Actual Rs.
0	Revenue Receipts	0	0
0	Income Tax	0	0
0	Taxes on Domestic Goods & Services	0	0
0	Taxes on International Trade	0	0
0	Non Tax Revenue & Others	0	0
0	<b>Total Revenue Receipts (A)</b>	<b>0</b>	<b>0</b>
0	Non Revenue Receipts	0	0
0	Treasury Imprests	143,078,000	143,488,600
0	Deposits	80,700	223,676
0	Advance Accounts	4,030,407	3,327,330
0	Other Main Ledger Receipts	0	0
0	<b>Total Non Revenue Receipts (B)</b>	<b>147,189,107</b>	<b>147,039,606</b>
0	<b>Total Revenue Receipts &amp; Non Revenue Receipts C = (A)+(B)</b>	<b>147,189,107</b>	<b>147,039,606</b>
0	Remittance to the Treasury (D)	4,558	9,683
0	<b>Net Revenue Receipts &amp; Non Revenue Receipts E = (C)-(D)</b>	<b>147,184,549</b>	<b>147,029,923</b>
	<b>Less: Expenditure</b>		
	<b>Recurrent Expenditure</b>		
75,500,000	Wages, Salaries & Other Employment Benefits	71,319,373	68,970,974
67,715,611	Other Goods & Services	65,964,702	68,929,571
650,000	Subsidies, Grants and Transfers	439,706	545,059
600,000	Interest Payments	579,297	839,747
3,373,000	Other Recurrent Expenditure	2,880,321	0
<b>147,838,611</b>	<b>Total Recurrent Expenditure (F)</b>	<b>141,183,398</b>	<b>139,285,351</b>
	<b>Capital Expenditure</b>		
1,361,389	Rehabilitation & Improvement of Capital Assets	961,389	746,050
3,510,000	Acquisition of Capital Assets	3,204,279	4,707,290
0	Capital Transfers	0	0
0	Acquisition of Financial Assets	0	0
300,000	Capacity Building	212,500	480,000
0	Other Capital Expenditure	0	0
<b>5,171,389</b>	<b>Total Capital Expenditure (G)</b>	<b>4,378,168</b>	<b>5,933,340</b>
3,000,000	Deposit Payments	156,121	141,705
	Advance Payments	3,427,848	3,978,102
	Other Main Ledger Payments	0	0
	<b>Total Main Ledger Expenditure (H)</b>	<b>3,583,969</b>	<b>4,119,807</b>
	<b>Total Expenditure I = (F+G+H)</b>	<b>149,145,535</b>	<b>149,338,498</b>
	<b>Balance as at 31st December J = (E-I)</b>	<b>-1,960,986</b>	<b>-2,308,575</b>
	<b>Balance as per the Imprest Reconciliation Statement</b>	<b>-1,960,986</b>	<b>0</b>
	<b>Imprest Balance as at 31st December</b>	<b>0</b>	<b>0</b>



### 3.2. Statement of Financial Position

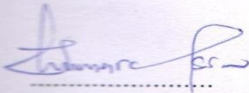
ACA-P

#### Statement of Financial Position As at 31st December 2022


	Note	Actual	
		2022 Rs	2021 Rs
<b>Non Financial Assets</b>			
Property, Plant & Equipment	ACA-6	62,847,244.53	63,785,123.13
<b>Financial Assets</b>			
Advance Accounts	ACA-5/5(a)	8,808,658.79	9,411,217.79
Cash & Cash Equivalents	ACA-3	-	-
<b>Total Assets</b>		<b>71,655,903.32</b>	<b>73,196,340.92</b>
<b>Net Assets / Equity</b>			
Net Worth to Treasury		8,802,108.79	9,329,246.79
Property, Plant & Equipment Reserve		62,847,244.53	63,785,123.13
Rent and Work Advance Reserve	ACA-5(b)		
<b>Current Liabilities</b>			
Deposits Accounts	ACA-4	6,550.00	81,971.00
Unsettled Imprest Balance	ACA-3	-	-
<b>Total Liabilities</b>		<b>71,655,903.32</b>	<b>73,196,340.92</b>

Detail Accounting Statements in ACA format Nos. 1 to 7 presented in pages from ..01... to..30.. and Annexures to accounts presented in pages from ..31.. to ..40.. form an integral part of these Financial Statements. The Financial Statements have been prepared in complying with the Generally Accepted Accounting Principles whereas most appropriate Accounting Policies are used as disclosed in the Notes to the Financial Statements 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 : 2023.02.23

**Thamara D. Perera**  
 Secretary  
 National Police Commission

  
 Accounting Officer / Chief Financial Officer/ Chief Accountant/  
 Name : Director (Finance)/ Commissioner (Finance)  
 Designation :  
 Name :  
 Date : 23.02.2023

**B. L. D. Praveeni**  
 Chief Accountant  
 National Police Commission



02

### 3.3 Statement of Cash Flow

		ACA-C	
<b>Statement of Cash Flows</b>			
<b>for the Period ended 31st December 2022</b>			
	2022	Actual	2021
	Rs.		Rs.
<b><u>Cash Flows from Operating Activities</u></b>			
Total Tax Receipts	-		-
Fees, Fines, Penalties and Licenses	-		-
Profit	-		-
Non Revenue Receipts	2,535,190		2,333,993
Revenue Collected on behalf of Other Revenue Heads	-		-
Imprest Received	143,078,000		143,488,600
Recoveries from Advance	3,576,124		3,162,990
Deposit Received	80,700		223,676
<b>Total Cash generated from Operations (A)</b>	<b>149,270,014</b>		<b>149,209,259</b>
<b><u>Less - Cash disbursed for:</u></b>			
Personal Emoluments & Operating Payments	140,677,193		138,598,508
Subsidies & Transfer Payments	439,706		545,059
Expenditure incurred on behalf of Other Heads	186,420		-
Imprest Settlement to Treasury	4,558		9,683
Advance Payments	3,427,849		3,980,964
Deposit Payments	156,121		141,705
<b>Total Cash disbursed for Operations (B)</b>	<b>144,891,847</b>		<b>143,275,919</b>
<b>NET CASH FLOW FROM OPERATING ACTIVITIES(C)=(A)-(B)</b>	<b>4,378,168</b>		<b>5,933,340</b>
<b><u>Cash Flows from Investing Activities</u></b>			
Interest	-		-
Dividends	-		-
Divestiture Proceeds & Sale of Physical Assets	-		-
Recoveries from On Lending	-		-
<b>Total Cash generated from Investing Activities (D)</b>	<b>-</b>		<b>-</b>
<b><u>Less - Cash disbursed for:</u></b>			
Purchase or Construction of Physical Assets & Acquisition of Other Investment	4,378,168		5,933,340
<b>Total Cash disbursed for Investing Activities (E)</b>	<b>4,378,168</b>		<b>5,933,340</b>
<b>NET CASH FLOW FROM INVESTING ACTIVITIES(F)=(D)-(E)</b>	<b>(4,378,168)</b>		<b>(5,933,340)</b>
<b>NET CASH FLOWS FROM OPERATING &amp; INVESTMENT ACTIVITIES (G)=(C) + (F)</b>	<b>-</b>		<b>-</b>
<b><u>Cash Flows from Financing Activities</u></b>			
Local Borrowings	-		-
Foreign Borrowings	-		-
Grants Received	-		-
<b>Total Cash generated from Financing Activities (H)</b>	<b>-</b>		<b>-</b>
<b><u>Less - Cash disbursed for:</u></b>			
Repayment of Local Borrowings	-		-
Repayment of Foreign Borrowings	-		-
<b>Total Cash disbursed for Financing Activities (I)</b>	<b>-</b>		<b>-</b>
<b>NET CASH FLOW FROM FINANCING ACTIVITIES (J)=(H)-(I)</b>	<b>-</b>		<b>-</b>
<b>Net Movement in Cash (K) = (G) + (J)</b>	<b>-</b>		<b>-</b>
<b>Opening Cash Balance as at 01<sup>st</sup> January</b>	<b>-</b>		<b>-</b>
<b>Closing Cash Balance as at 31<sup>st</sup> December</b>	<b>-</b>		<b>-</b>



### 3.4 Financial Statements Notes

All numbers mentioned in the financial statements match with the treasury statements.

### 3.5 Performance in Revenue Collection

Rs. ,000

Revenue Code	Description on the Revenue Code	Revenue estimate		Revenue collected	
		Initial Estimate	Final Estimate	Amount (Rs.)	As a % of the final revenue estimate
20.02.02.99 (122020990)	Interest – other			348	
20.03.99.00	Other receipts			141	
20.04.01.00 (12401000)	Contribution to Widowers and Orphans Fund			2002	
2020.06.02 (12602002)	Other			44	
Total				2535	

### 3.6 Performance in Utilizing Allocations

Rs. ,000

Allocation Type	Funds Allocated		Actual Expenditure	Utilized Allocation as % of the Final Allocation
	Initial Allocation	Final Allocation		
Recurrent Capital	148,600	147,839	141,183	95 %
Capital	4,410	5,171	4,378	85 %

**3.7 Allocations made as an agent of other Ministries/Departments to this Department/District Secretariat/Provincial Council as per F. R. 208.**

Rs. ,000

S/N	Ministry / Department from which funds received	Purpose of Allocation	Allocation		Actual Expenditure	Utilized Allocation as % of the Final Allocation
			Financial Allocation	Final Allocation		
	No.					

**3.8 Performance of Reporting Non-Financial Assets**

Rs. ,000					
Asset Code	Code Description	Balance as at 31.12.2022 According to Board of Survey Report	Balance as at 31.12.2022 According to Financial Status Report	To be accounted in future	Reporting progress as %
9151	Buildings and Structures	No.			
9152	Machinery	-	62,847		
9153	Lands	No.			
9154	Intangible Assets	No.			
9155	Biological Assets	No.			
9160	Ongoing Work	No.			
9180	Leased Assets	No.			

### 3.9 Auditor General's Report\*\*

#### NATIONAL AUDIT OFFICE

JLO/D/NPC/SR/2022

23<sup>rd</sup> May 2023

Secretary,  
National Police Commission

Head No. 08 - Auditor General's brief report on the Financial Statements of the National Police Commission for the year ending at December 31<sup>st</sup> of 2022, in accordance with the Article II (1) of the National Audit Act No. 19 of 2018.

#### 1. Financial Statements

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##### 1.1 The Opinion

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Hear 08 - Financial Statements for the year ending at 31<sup>st</sup> December of 2022 which consist of statement of financial position, Financial performance statement ending on that date and the Cash Flow statements of the National Police Commission as at 31<sup>st</sup> December for the year 2022 were audited under my supervision in accordance with the regulations included in the Article 154 (1) of the Constitution of Democratic Socialist Republic of Sri Lanka and shall be read together with regulations of the National audit Act No, 19 of 2018. This report is mentioned that the expression of my opinion and observations about these financial statements are to be submitted to the National Police Commission in accordance with the Article II (1) of the National Audit Act No, 19 of 2018. The Auditor General's report that should be submitted in accordance with the Article 154 (6) of the Constitution of Democratic Socialist Republic of Sri Lanka and shall read together with the Article 10 of the National Audit Act No. 19 of 2018 will be submitted to the Parliament in due course.

The opinion I hold is that, the financial statements, the statement of financial position, financial performance statement ending on that date and the cash flow statements of the National Police Commission as at 31<sup>st</sup> December in the year 2022 are reflected the true and fair position in accordance with generally accepted accounting standards.

##### 1.2. Foundation for the opinion

-----

The audit was performed by me in accordance the audit standards of Sri Lanka (A.S.S.L). My responsibility under these audit standards, in respect of the auditing of these financial statements is further explained in the part of responsibility of the Auditor. I believe that

the auditing evidences I have used in order to provide a foundation for my opinion are sufficient and appropriate.

### **1.3. Responsibility of the Chief Accounting Officers and Accounting Officers on the Financial Statements.**

---

The Chief Accounting officers' responsibility is to determine the necessary internal control which can be able to prepare financial statements to reflect a true and fair situation and to be able to prepare the financial statements without material misstatements that may arise due to fraud and error, and in accordance with the generally accepted accounting principles and in accordance with the regulations laid down in the Article 38 of the National Audit Act No. 19 of 2918. In accordance with article 16 (1) of the National Audit Act No. 19 of 2018, the Commission shall duly maintain books and records to be able to prepare annual and timely financial statements regarding its income, expenditure, assets and liabilities.

Chief Accounting officers shall ensure to set up and maintain an effective internal control system to control the finances of the commission and to review that system from time to time of its effectiveness in order to have financial control of the Commission in accordance with the article 38 (1) (c) of the National Audit Act and necessary changes shall be made to the system to maintain it effectively.

### **1.4 Auditor's responsibility on the auditing of Financial Statements.**

---

My objective is to provide a fair assessment that the financial statements, as a whole, are free of quantitatively false statements that may occur due to frauds and misappropriations and issue the Audit report of which my opinion is included. Although the fair assurance is a high-quality assurance, in conducting audit in accordance with Sri Lanka audit standards it does not always an assurance that it is disclosed the quantitatively misstatements. Quantitatively misstatements may occur due to the impact of frauds and misappropriation individually or collectively, and its quantity will depend on the impact of the economic decisions that are taken by the users based on these financial statements.

I acted with the professional judgement and professional doubt according to the Sri Lanka Audit Standards as a part of the audit. I further,

- When providing a foundation for the stated audit opinion, it was planned and implemented the situationally appropriate auditing plans and procedures in order to identify and assess the risk of quantitatively false statements that may occur in the financial statements due to the frauds or errors. The impact of fraud is serious and prominent than the impact of quantitatively false statements because it happens due to the reasons such as corrupt alliances, making fake documents, intentional avoidance, or errant reporting or avoid of internal controls.

- Though it is not intended to express an opinion on the effectiveness of the internal controls of the Commission, an understanding was obtained in order to plan situationally appropriate auditing procedures.
- Evaluation of the financial statements which include disclosures as to see whether the transactions and incidences which based on for structure and the contents of the financial statements are fairly and appropriately included in the financial statements.
- Evaluated the transactions and incidences which based on for the structure and the contents of the financial statements as to see whether they are fairly and appropriately included and that the overall presentation of the financial statements which include disclosers.

Chief accounting officer is informed on the important audit findings, weaknesses of the internal controls and other matters that were identified in my audit.

## **1.5 Report of the other legal requirements**

-----

I state the following matters in accordance with the Article 6 (1) (c) of the National Audit Act No. 19 of 2018.

(a) I state that the statements correspond with the previous year.

(b) The recommendations made by me had been implemented on the financial statements related to the previous year.

## **2. Financial Review**

-----

### **2.1. Entering into bonds and debt**

-----

The deficit of Rs. 20, 916 of bonds and debts had been indicated in the financial statement as at 31 December 2022.

## **3. Operational Review**

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### **3.1. Performance**

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#### **3.1.1. Not reaching to the expected level of out put**

-----

According to the information provided for audit the progress of the Public Complaints investigation is as follows.

- (a) Although more than 70 percent of progress of investigation of complaints was shown in 2020 and other previous years, the progress of the completion of investigation complaints which received by 31<sup>st</sup> December 2022 was 27 percent. As at 31<sup>st</sup> December of the year under review, lowest progress of percentage of completion of investigation of the complaints was recorded 7 percent in Northern Province and 16 percent in Central province.

- (b) Highest number of complaints of 21, 18, 15, and 10 percent of the total complaints had been received from Western I, II, Southern and North-Eastern provinces respectively and the progress of the completion of investigations was as low level as 27, 31, 29 and 27 percent respectively.
- (c) According to the nature of the complaints the greatest number of complaints such as inaction by police, misuse of power and partiality had been received and that was 31, 24 and 20 percent of the total complaints received. At the end of the year under review the progress of the resolution of those complaints was as low level as 24, 23 and 22 percent.

### 3.1.2 Annual Performance Report

-----

As per the para 10.2 of the Public Finance Circular No. 2/2020 dated 28<sup>th</sup> August 2020 and as per the specimen mentioned in guideline No.14 issued by the Department of Public Finance, although the Annual Performance Report together with the financial statements should be submitted but had not been done so.

### 3.2 Losses and damages

-----

Official mobile phone had been misplaced on 12<sup>th</sup> April 2022. At the preliminary inquiry held on 18<sup>th</sup> November 2022 as per the F. R. 105, although the value of the lost mobile phone had been identified as Rs. 71, 249, and that loss had not been reported as at 31<sup>st</sup> December 2022.

## 4. Good Governance

-----

### 4.1 Internal Audit

As per the regulations of the section 40 of the National Audit Act No. 19 of 2018, an internal audit unit had not been established for the Commission, and so that. an internal audit had not been carried out for the year under review.

## 5. Human Resource Management.

In order to fulfil the task of the commission, details of the approved, actual and vacant staff as at 31<sup>st</sup> December 2022 are shown below.

Employee category	Number of Approved	Actual cadre		Number of Vacancies
		permanent	On Contract	
Senior Level	30	5	10	15
Tertiary Level	04	3	-	1
Secondary Level	74	47	02	25
Primary Level	19	15	-	4
Total	127	70	12	45

The following facts are observed.

- (a) Post of Legal Officer and the post of Deputy Chief Investigation officer of the head office had left vacant and for not being appointed Investigation Officers for 03 Provincial Offices and, it was observed that it may have been caused to delay the investigation of complaints.
- (b) 15 out 30 of Senior level positions of the Commission or 50 percent left vacant and out of which Senior Assistant Secretary, Deputy Director, Chief Investigator, Legal Officer, Internal auditor positions were left vacant.
- (c) 34 percent of the Secondary level positions were left vacant and that it was observed that existing of vacant positions of Development Officer, Management Service Officer and Internal Auditor have been an impediment to the performance.
- (d) Though anyone who completed 67 years of age should not be appointed to any position of the public service in any circumstances, as per the para 02 (iv) of the Public Administration Circular No. 03/2018 dated 20<sup>th</sup> February 2018, on re-employment of retired Government Officers, a retired officer who completed 67 years had been appointed to the Western Provincial Director post of the National Police Commission from 02<sup>nd</sup> March 2022 to 01<sup>st</sup> March 2023 and Rs. 720,000 for the year and Rs.60,000 per each month have been paid contrary to the Circular.

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R.S. Katugampala  
Senior Assistant Auditor  
For Auditor General

## Chapter 04

### Performance Indicators

#### 4.1 Performance Indicators of the Institution (Based on the Action Plan)

Specific Indicators	Actual Output as a percentage (%) of the expected output.		
	100%-90%	75%-89%	50%- 74%
Establishment of a Special Investigation Unit to investigate complaints lodged by police officers against the police and complaints of a criminal nature and to resolve all complaints.		✓	
Investigating all public complaints received by the National Police Commission and providing relief.		✓	
Develop a training plan for staff to equip them with knowledge, skills and attitudes.	✓		
Implementation of projects proposed by the United Nations Development Programme, the International Organization for Migration and the United States Agency for Development to improve the Commission's technical infrastructure.			✓
Improvements and updates on the website of the National Police Commission so as to ensure easy accessibility to the public and police officers.		✓	
Final response to all requests for information made by the public and police officers under the Right to Information Act.		✓	
Sending timely administrative reports to Parliament, Presidential Secretariat and the Constitutional Council	✓		
Media Releases to National Newspapers		✓	

## Chapter 05

### Performance in achieving Sustainable Development Goals (SDG)

#### 5.1 Indicate the identified respective Sustainable Development Goals

Goal / Objective	Targets	Indicators of Achievements	Progress of the Achievements so far		
			0%- 49%	50%- 74%	75%- 100%
<u>SDG 16</u> Strengthening the ability to know the information in accordance with the national laws (Right to Information Act)	Responding to all information requests by general public and police officers.	Out of the 34 requests for information submitted in the year 2022, information regarding 26 requests has been provided and 06 requests have been rejected.			✓
Develop effective institutions that are responsible and transparent at all levels.	Formulation of a Strategic Action Plan for the National Police Commission.	The Hotline connectivity have been improved.			✓
Improve the overall capacity of the National Police Commission through international partnership.	Improve the knowledge, skills and attitudes of the staff of the National Police Commission through local and foreign training.	Immediate responses and redress for public complaints.		✓	

## **5.2 Briefly explain the achievements and challenges in achieving Sustainable Development Goals**

The SDG relevant to the National Police Commission is SDG 16. The National Police Commission faced a number of challenges in achieving the targets under SDG 16.

With the introduction of the 20<sup>th</sup> Amendment to the Constitution, the functions of the National Police Commission were changed and limited only to receiving public complaints against police and providing redress. For this purpose, a new methodology was introduced by the present Commission.

To implement this new methodology, new Provincial Directors were recruited and it was challenging to train them to follow the new methodology and familiarize the new methodology with the investigation officers. Institutional capacity building and training of the staff are being carried out continuously.

According to the 21<sup>st</sup> Amendment to the Constitution in the latter part of the year 2022 Police Commission vested with full powers and as such, plans are underway to achieve targets of the Sustainable Development Goals firmly.

## Chapter 06

### Human Resource Profile

#### 6.1 Cadre Management

	Approved Cadre	Existing Cadre	Vacancies (Excess)**
Senior	30	15	15
Tertiary	04	03	01
Secondary	74	49	25
Primary	19	15	04

#### 6.2 Briefly state how the shortage or excess in human resources has affected the performance of the institute.

The Commission is facing various difficulties since the appointing authorities did not provide officers to fill the vacancies in the approved cadre.

#### 6.3 Human Resource Development

Name of the Programme	No. of Officers Trained	Duration of the Programme	Total Investment (Rs'000)		Nature of the Programme (Local / Foreign)	Output / Knowledge acquired**
			Local	Foreign		
Postgraduate Courses	03		Rs. 212,500.00	-	Local	Improvement of Skills /attitudes

\* Briefly explain how the training programmes contribute to the performance of the institution.

Steps have been taken to provide frequent training on some fields especially the knowledge on new technology. The performance of the Commission has been improved due to such measures.

## 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
<b>1</b>	<b>The following financial statements/accounts have been submitted on the due date.</b>			
1.1	Annual Financial Statements	Complied		
1.2	Advance to public officers account	Complied		
1.3	Trading and Manufacturing Advance Accounts (Commercial Advance Accounts)	Not Complied	This kind of accounts do not maintain in in the institution	
1.4	Stores Advance Accounts	Not Complied		
1.5	Special Advance Accounts	Not Complied		
1.6	Others	Not Complied		
<b>2</b>	<b>Maintenance of books and registers (F. R. 445)</b>			
2.1	Fixed assets register has been maintained and updated in terms of State Accounts Circular 267/2018	Complied		
2.2	Personal emoluments register/ Personal emoluments cards have 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 Complied	Internal Audit Unit has not been established.	In order to establish internal Audit Unit, approval has been obtained from the Department of Management Services for a Grade III/II post of Sri Lanka Accountant's

				Service and although requests have been made from appointing authority to attach an officer at number of occasions, Internal Audit Unit could not be able to set up due to not receiving an officer
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 update	Complied		
2.9	Register of Losses has been maintained and update	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		
<b>3</b>	<b>Delegation of functions for financial control (FR 135)</b>			
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 pass each transaction through two or more officers	Complied		

3.4	The controls have 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	Complied		
<b>4</b>	<b>Preparation of Annual Plans</b>			
4.1	The annual action plan has been prepared	Complied		
4.2	The annual procurement plan has been prepared	Complied		
4.3	The annual Internal Audit plan has been prepared	Not Complied	Internal Audit unit has not yet been established	Refer 2.4
4.4	The annual estimate has been prepared and submitted to the National Budget Department on the due date	Complied		
4.5	The annual cash flow has been submitted to the Treasury Operations Department on time	Complied		
<b>5</b>	<b>Audit Queries</b>			
5.1	All the audit queries have been replied within the specified time by the Auditor General	Complied		
<b>6</b>	<b>Internal Audit</b>			
6.1	The internal audit plan has been prepared at the beginning of the year after consulting the Auditor General in terms of F.R.134(2)) DMA/1-2019	Not Complied	Internal Audit unit is not yet been established	Refer 2.4
6.2	All the internal audit reports have been replied within one month	Not Complied	„	Refer 2.4
6.3	Copies of all the internal audit reports have been submitted to the Management Audit Department in terms of Subsection 40(4) of the National Audit Act No. 19 of 2018	Not Complied	„	Refer 2.4

6.4	All the copies of internal audit reports have been submitted to the Auditor General in terms of Financial Regulation 134(3)	Not Complied	„	Refer 2.4
<b>7</b>	<b>Audit and Management Committees</b>			
7.1	Minimum 04 meetings of the Audit and Management Committee have been held during the year as per the DMA Circular 1-2019	Complied	01 audit management committee meeting has been held	01 audit management committee meeting has been held
<b>8</b>	<b>Asset Management</b>			
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 above circular	Complied		
8.3	The board of survey was conducted and the relevant reports submitted to the Auditor General on the due date in terms of the 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		

<b>9</b>	<b>Vehicle Management</b>			
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	Complied		
9.2	The condemned vehicles had been disposed of within a period of less than 6 months after condemning	Not Applicable	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		
<b>10</b>	<b>Bank Accounts Management</b>			
10.1	The bank reconciliation statements had been prepared, got 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		
<b>11</b>	<b>Utilization of Provisions</b>			
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	Complied		

	the year as per the FR 94 (1)			
<b>12</b>	<b>Advances to Public Officers Account</b>			
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		
<b>13</b>	<b>General Deposit Account</b>			
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		
<b>14</b>	<b>Imprest Account</b>			
14.1	The balance in the cash book at the end of the year under review remitted to Treasury Operations Department	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		
<b>15</b>	<b>Revenue Account</b>			
15.1	The refunds from the revenue had been made in terms of the regulations	Complied		
15.2	The revenue collection had been	Complied		

	directly credited to the revenue account without credited to the deposit account			
15.3	Returns of arrears of revenue forward to the Auditor General in terms of FR 176	Complied		
<b>16</b>	<b>Human Resource Management</b>			
16.1	Maintain the staff within the approved cadre	Complied		
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		
<b>17</b>	<b>Provision of Information to Public</b>			
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 and Facilities have been provided for the general public to appreciate / complain against the institution by this website or by any alternative avenue.	Complied		
17.3	Bi- Annual and Annual reports have been submitted as per section 08 and 10 of the R.T.I. Act.	Not Complied		
<b>18</b>	<b>Implementation of Citizen Charter</b>			
18.1	A citizen's charter/ 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	Not Complied		

18.2	A methodology has been devised by the Institution in order to monitor and assess the formulation and the implementation of Citizens Charter / Citizens client's charter as per paragraph 2.3 of the circular	Not Complied		
<b>19</b>	<b>Formulation of the Human Resource Plan</b>			
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.	Complied		
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	Complied		
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		
19.4	A senior officer was appointed and assigned the responsibility of preparing the human resource development plan, organizing capacity building programs and conducting skill development programs as per paragraph No.6.5 of the aforesaid Circular	Complied		
<b>20</b>	<b>Responding to Audit Paragraphs</b>			
20.1	The shortcomings pointed out in the audit paragraphs issued by the Auditor General for the previous years have been rectified	Complied		