

S.No.	Complaint	Action Taken
1.	Certain errors can be seen in Tamil phrases written in the trilingual name boards displayed in and outside of the service area available in Kottawa – Matara express way, constructed by the Road Development Authority.	Observations pertained to this were called from the Operations Director of Express Ways. He has informed the Commission that steps will be taken to rectify all the boards pointed out by the Commission and display them properly. The photographs of correction of the same have been sent to the Commission
2.	An officer of Kilinochchi Divisional Secretariat has been replied to a telephone call (given by a Sinhalese to get a death certificate of a person died in an accident taken place on A9 road in Kilinochchi) in Tamil language because he can't speak Sinhala language. There was hardly any officer fluent in Sinhala language available in that office.	Observations pertained to this were called from the Divisional Secretary of Kolinochchi. He has informed the Commission that one Development Officer proficient in Sinhala language works in that office. An officer on behalf of him had been engaged on that particular day but he was not well proficient in Sinhala language. The Divisional Secretary assured the Commission that he would see to it that such incidents will never occur in the future.

3.	Lack of officers proficient in Tamil language in the Department of Pensions and the Department of Motor Traffic is the reason for Tamils to get services in their language. This is an injustice for Tamils.	Observations pertained to this were called from Commissioner General of Pensions and the Commissioner General of Motor Traffic. The Commissioner General of Pensions has informed the Commission that fifteen officers proficient in Tamil language work in that Department and one officer proficient in Tamil language has been engaged to answer the telephone in order to provide services to Tamil people in their mother tongue. The Commissioner General of Motor Traffic has informed the Commission that at least one officer proficient in Tamil language has been engaged to answer the general telephone. He has further informed that steps will be taken to fill the vacancies of Translators (Tamil/Sinhala) and officers proficient in Tamil language will be engaged to vehicle transfer and new registration divisions.
4.	The correspondences in Beruwala Urban council are only in Sinhala language. Due to this, the Tamil speaking people face difficulties to get services in their language.	Observations pertained to this were called from the Secretary of Beruwala Urban Council. He has informed the Commission that officers proficient in Sinhala and Tamil languages have been engaged to serve to the people who can't read or write these languages. They have been engaged to serve to those people who can't present their problems in writing in any language. Recruitment for the Translator post will be carried out in the future as there is not cadre position for the same post. Steps will be taken in future to prepare the correspondences in trilingual.
5.	A letter (No. PEN/PAND/2015) has been sent to a Tamil person by the Department of Pensions, only in Sinhala language.	Observations pertained to this were called from the Director General of Pensions. He has informed the Commission that 15 officers proficient in Tamil language work there. Officers that can manage in trilingual have been engaged to answer the incoming calls received by Tel No. 1970. Two positions for Translators are vacant and the Director General of Combined Services was informed with regard to that. Services from

