

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

		outside Translators are obtained presently to translate the letters and documents to send to the people and institutions when needed. Steps will be taken in future to avoid such incidents and all officers have been kept informed about this matter.
6.	Form to amend the name and address in electricity bills issued by Ceylon Electricity Board (the Regional Officer of Ratmalana) are only in Sinhala language.	Observations pertained to this were called from the Regional Engineer of Ceylon Electricity Board (Ratmalana Office). He has informed the Commission that the form to amend the name and address in electricity bills issued by said office has already been prepared in trilingual. Copy of the said form has been sent to the Commission.
7.	Notices and name boards displayed at Kurunegala Railway Station are only in Sinhala language.	Observations pertained to this were called from the Station Master of said Railway Station. He has informed the Commission that the ticket counter was shifted to the new building and this complaint may have been sent due to a temporary notice displayed with regard to this. Presently it has been corrected and all other notices and name boards have been prepared in all three languages.
8.	The special notice displayed at the entrance of Guests' terminal of Bandaranaike International Airport is only in Sinhala and English languages.	Observations pertained to this were called from Chairman of the Airport. He has informed the Commission that the special notice displayed at the entrance has already been prepared in trilingual. Copy of the said notice has been sent to the Commission.
9.	The contents (i.e. "Kopiyawatta Road") of the name board displayed at the lane close to the fly over of Dematagoda area (Colombo 09) has been written correctly in Sinhala/ English languages but its Tamil spellings are incorrect.	Information pertained to this was called from Commissioner of Colombo Municipal Council. The Director (Engineering) has informed the Commission that Tamil spellings of the name board (i.e. "Kopiyawatta Road) displayed at the lane close to the fly over of Dematagoda (Colombo 09) have been corrected.

10.	The Tamil spellings of the main name board displayed at Ratnapura General Hospital are incorrect.	Observations pertained to this were called from the Director of Ratnapura General Hospital. He has informed the Commission that necessary steps are being taken to correct the relevant name board and the Commission will be notified in this regard in due course.
11.	The main name board, direction boards, information boards displayed at the Peoples' Bank (Muthiyanganaya Branch) are only in Sinhala language.	Information pertained to this were called from the Manager of Peoples' Bank (Muthiyanganaya Branch). He has informed the Commission that the relevant name boards have been correctly prepared in trilingual and displayed for the public at appropriate places.
12.	The information boards, direction boards, vehicle parking boards displayed for public at Bank of Ceylon (Kuliyapitiya Branch) are only in Sinhala language.	Information pertained to this were called from the Manager of Bank of Ceylon (Kuliyapitiya Branch). He has informed the Commission that steps were taken to display the information in trilingual at various places in the bank as advised. The Marketing Division of Head Office has been informed to send notice boards in trilingual and steps will be taken in future to display the name boards in trilingual.