

Instruction Sheet

This service enables the public to provide information or submit complaints to the Sri Lanka Police regarding crimes, miscellaneous complaints, traffic offences, public nuisances and corruption etc. through an online system.

01. The complaint you submit online regarding a crime or incident will be forwarded to the officer in charge of the relevant police station for investigation.

02. Information that should be brought to the direct attention of the Inspector General of Police and complaints /information ~~directed~~ against the police will be forwarded to the IGP by the “Tell IGP” Control Room at the Police Headquarters.

Eg:

- Suspected persons and vehicles / incidents / warrants
- Illegal weapons / ammunition / explosives
- Non acceptance of complaints by the police
- Delaying investigations / not conducting investigations / favoritism
- Unlawful arrest /prosecution on false charges

03. When submitting complaints, a working mobile phone number must be provided, and a code number (OTP) can be sent to that phone, and the current status of the complaints can be checked.

04. Submission of complaints/ information

- ❖ Police station relevant to the incident : mention the police area where the incident occurred
- ❖ Type of complaint : select from the list.
- ❖ Complaint : state the complaint in brief.
- ❖ Location of the incident : mention the location of the incident.
- ❖ Date and time of the incident : mention the approximate date and time of the incident.
- ❖ Attachment : add attachment, if available
- ❖ NIC/ Passport number : a valid National Identity Card number / Passport number is mandatory.
- ❖ Name : enter the name of the complainant.
- ❖ Telephone number : provide a valid mobile phone number to contact the complainant.
- ❖ Email address : provide an email address, if available.
- ❖ Address : provide an address for further information

05. You should always provide only true and accurate information/ complaints and should tick the relevant box to confirm your acceptance of the same and its responsibilities.

“I hereby certify that the information provided by me is true and correct to the best of my knowledge. I acknowledge that providing false information may constitute an offence under the Penal Code for which, I shall be held accountable.”