

Instructions Leaflet

Clearance Applications should only be submitted online, through the online clearance certificate applying method and the payment can be made using credit and debit cards. (www.police.gov.lk)

Pay attention to the following particulars when entering information for the questions in this clearance application. Complete the application entirely (except for the e-mail address) in English block capitals. (Eg:- BANDARA)

When applying for a clearance certificate, the term, “Application Type” is mentioned as the first question.

- There, the applicant is given two options as “New” and “Renewal”.
- Applications should be submitted through the option “New”, when applying for a Sri Lanka Police Clearance Certificate for the first time and when an erroneous certificate is received as a result of not entering correct information during the previous application (Eg. – To get the Passport number entered instead of the National Identity Card number, To get the name appearing on the Passport entered instead of the name appearing on the National Identity Card, To get the present address altered, To extend the time period for which the certificate is issued or to get a certain period removed, To get the new National Identity Card number or the new Passport number entered, In the event of making alterations in name, address or other information in the Passport or the National Identity Card, to get such information entered)
- When the option “Renewal” is selected, only a copy of the latest certificate obtained within a period of one year can be received and no change can be made in the application other than the address of the Embassy/High Commission.

Names should be mentioned exactly as they appear on the National Identity Card and Passport. (Make sure to enter the English letters correctly in the exact same way.)

Two options have been given as “NIC” and “Passport” to the question “Which Name Should be Printed in Certificate”

- When the option “NIC” is selected, the National Identity Card number and the name appearing on it will be printed on the certificate.
- When the option “Passport” is selected, the Passport number and the name appearing on it will be printed on the certificate. The original copy of the affidavit attested by an Attorney-at-Law or a Justice of the Peace should be uploaded only if there is any discrepancy between the name in

the Passport and the name in the National Identity Card. (When no discrepancy is found between names, instead of an affidavit, uploading only the Passport is sufficient.)

For “Country”, the country of the Embassy to which the Clearance Certificate is expected to be issued should be mentioned.

Clearance Certificate is issued only to the Controller, Immigration and Emigration and to the address of the Ambassador/High Commissioner of foreign countries. Clearance Certificates are not issued for private institutions and actions should be taken to obtain certificates from local police stations to be produced for local institutions.

For the question, “Places of residence for the period certificate is required”, only the period remained in Sri Lanka for which a certificate is needed should be entered. (Excluding the time spent abroad)

- The time periods remained in the country should be correctly mentioned. (Date/Month/Year)
- The addresses and the police areas in which the applicant lived should be correctly mentioned.
- Make sure that the period for which the Clearance Certificate should be obtained has been entered to the table correctly.

The applicant should take measures to upload the PDF versions of the following documents when submitting the application.

- National Identity Card (Front and back)
- Valid Passport (pages on bio data and all the countries)
- Affidavit (In case of any discrepancy between names)

Should there be a need to contact the applicant for the investigation, a telephone number used in Sri Lanka should be mentioned. Foreigners and Sri Lankans who remain abroad should mention a contact number which is available on WhatsApp.

N.B.

- I. A correct e-mail address should be mentioned, since the applicant is informed via e-mail, if there are any issues regarding the National Identity Card or local police reports which are not getting recommended during the investigation.
- II. Kindly note that the Police Clearance Certificate is issued by the Director Headquarters Administration of the Police Headquarters based on the background report obtained through the investigations conducted on you by the police and that it will only be forwarded by registered post to the address mentioned by the applicant.

- III. When entering personal information of the applicant, in the section where “Present address in Sri Lanka” is mentioned, it is mandatory to mention “Sri Lanka” towards the end when entering the present address.
- IV. When the name has been given under “Other names” on the National Identity Card, the name that should be included in the certificate should be entered to the section, “Applicant’s name in full as in NIC”.
- V. Police Clearance Certificates are issued to the officers who are actively serving in Forces such as, Police, Tri-Forces, Civil Security Force, and Coast Guard only with the written permission of the authorized officers.
- VI. You may make enquiries through the following telephone numbers when you want to take follow-up action regarding the applications submitted.
- VII. If a certain change has to be made in the application, such request should be made within two days from submitting the application and any request made afterwards shall be declined.
- VIII. In the event of submitting a clearance application having entered incomplete or false information and subsequently getting informed over the phone, via email or WhatsApp to correct such mistakes, measures will be taken to remove the application from the system unless such mistakes are corrected within 03 months.
- IX. When the period of residence in the police area has not been mentioned correctly in the application and police investigations mention the period of residence as a lesser period of time, you shall be informed of such via e-mail or WhatsApp. Even in such instances, if you do not furnish correct information, actions will be taken to issue clearance reports only for the time periods recommended by the police stations.

Important:

- Since the allocated time to apply for a Clearance Certificate is 20 minutes, the application should be completed and the payment should be made within 20 minutes.
- If the name of the Passport has been altered, measures should be taken to produce a photocopy of the Alterations Page.
- If a clear and valid National Identity Card and a Passport have not been furnished, the application shall be rejected without refunding the fee.
- Entering the above particulars correctly will help issue the clearance certificate within 14 working days.