



# පොලිස් මාධ්‍ය කොට්ඨාසය

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POLICE MEDIA DIVISION

14 වන මහල, සුදුරුපාය, බත්තරමුල්ල



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## Raising public awareness for the prevention of misuse of the Police Emergency Hotline 119

The police emergency hotline 119 was introduced in 2004 with the aim of immediately deploying police officers in case of any disaster faced by the public or in case of an immediate need for assistance from police officers.

However, when the recent calls reported to this hotline are concerned, it is observed that there are instances where this service is being misused by making false complaints and also making complaints, which should be referred to other immediate services, in addition to complaints required immediate action by the police.

Moreover, the public often make certain complaints through this hotline even though the said requirement can be fulfilled through other services (complaints related to customer service, complaints related to bribery, complaints related to irregularities by government institutions, and complaints related to cases where the police assistance is not immediately required, such as land disputes and financial disputes).

Consequently, the accessibility to the Police Hotline 119 in an emergency situation is minimised, and as a result of the allocating time on unnecessary complaints, one has to be in a queue for a long time to submit an urgent complaint that requires immediate police assistance through the 119 hotline.

In connection with the lodging of such false complaints, steps have been initiated to take legal action against the relevant persons by reporting the facts to the Hon. Court, and in cases where this service has been misused, measures have been taken to temporarily terminate calls from the such phone number to the 119 Hotline Centre.

Therefore, the police request the public to act with due understanding by identifying situations where police assistance should be sought immediately when using this service in order to receive services efficiently and effectively.

**Police Media Division**