



# පොලිස් මාධ්‍ය කොට්ඨාසය

පොලිස් මාධ්‍ය කොට්ඨාසය

POLICE MEDIA DIVISION

14 වන මහල, සුදුරුපාය, බත්තරමුල්ල



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**119 හඳිසි ඇමතුම අංකය අවහාවිතා කිරීම වළක්වා ගැනීම හා මහජනයාට අවශ්‍ය කෙටි දුරකථන අංකයන් සම්බන්ධව දැනුවත් කිරීම.**

119 ක්ෂේක දුරකථන ඇමතුම සේවාව වෙත වාර්තා වන ඇමතුම සම්බන්ධයෙන් සලකා බැලීමේදී පොලිසිය ක්ෂේකව ක්‍රියාත්මක වීමට අවශ්‍ය පැමිණිලි වලට අමතරව අසත්‍ය පැමිණිලි හා වෙනත් ක්ෂේක සේවාවන් වෙත යොමු කළ යුතු පැමිණිලිද මෙම දුරකථන ඇමතුම මධ්‍යස්ථානය වෙත ලබා දෙමින් මෙම හඳිසි සේවාව අවහාවිතා කරන අවස්ථාවන් නිරික්ෂණය වේ.

ඒ අනුව, හඳිසි අවස්ථාවකදී පොලිස් 119 හඳිසි ඇමතුම මධ්‍යස්ථානය වෙත සම්බන්ධ වීමට ඇති හැකියාව අවම වන අතර මෙමෙස අනවශ්‍ය පැමිණිලි සඳහා කාලය ගත කිරීම තුළින් මෙම අංකය ඔස්සේ පොලිසියේ සහය ක්ෂේකව ලබා දිය යුතු අත්‍යවශ්‍ය හඳිසි පැමිණිල්ලකට ක්‍රියාත්මක වීමේ හැකියාව තොලැබේයයි.

එසේම, මෙම 119 ඇමතුම අංකයට ව්‍යාප තොරතුරු ලබා දෙන පුද්ගලයන්ට එරෙහිව නෙතික ක්‍රියාමාර්ග ගැනීමට කටයුතු කරන අතර, රජයේ සේවකයෙකු වෙත දැනුවත්ව අසත්‍ය තොරතුරු සැපයීම ලංකා දැන්ත නීති සංග්‍රහය යටතේ දුටුවම ලැබිය හැකි වරදකි.

එබැවින් පොලිසියේ සහය සංඝුවම අවශ්‍ය නොවන වෙනත් ආයතන හා සම්බන්ධ වීමට පහත සඳහන් කෙටි දුරකථන අංක හාවිතා කර මහජනතාවගේ අවශ්‍යතාවයන් ඉටු කර ගැනීමටත් මෙම හඳිසි ඇමතුම අංකය අවහාවිතා නොකරන ලෙසටත්, මහජනතාව දැනුවත් කරන මෙන් කාරුණිකව ඉල්ලා සිටිමි.

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06	Drug Organized Crime Issues Emergency Notification unit	1997

07	The Bureau for the Prevention and Investigation of Abuse of Children and women	109
08	Emergency Call Center ( Tamil Medium )	107
09	Commission to Investigate Allegations of Bribery or Corruption	1954
10	Expressway Emergency	1969
11	Department of Immigration and Emigration	1962
12	National Dangerous Drug Control Board	1984
13	Sri Lanka Bureau Of foreign Employment	1989
14	National Help Desk ( Ministry of Defence)	118
15	Disaster Management Call Center	117
16	Sri Lanka Tourism	1912
17	Government Information Center	1919

නීතිවේදී එං.පු. වුවලර්,  
 සහකාර පොලිස් අධිකාරී,  
 අධ්‍යක්ෂ,  
 පොලිස් මාධ්‍ය කොට්ඨාසය සහ  
 පොලිස් මාධ්‍ය ප්‍රකාශක.

119 அவசர அழைப்பு இலக்கத்தை முறைகேடாக பயன்படுத்துவதைத் தடுக்கவும், பொதுமக்களுக்கு தேவையான அவசர அழைப்பு இலக்கங்களை அறிமுகப்படுத்துவது தொடர்பான அறிவிப்பு.

119 பொலிஸ் அவசர அழைப்பு சேவைக்கு கிடைக்கும் அழைப்புகளை அவதானிக்கும் போது, பொலிசார் உடனடியாக நடவடிக்கை எடுக்க வேண்டிய முக்கிய அவசர முறைப்பாடுகளுக்குப் பதிலாக, தேவையற்ற முறைப்பாடுகள் மற்றும் ஏனைய அரசு நிறுவனங்களுக்கு உரிய முறைப்பாடுகள் இம் மத்திய நிலையத்திற்கு கிடைக்கப்பெறுவதை அவதானிக்க முடிகின்றது.

இவ்வாறான தேவையற்ற அழைப்புகள் காரணமாக பொலிசாரின் நேரம் வீணாடிக்கப்படுவதுடன், உண்மையான முறைப்பாடுகள் மற்றும் அவசர நிலைமைகளின் போது 119 பொலிஸ் அவசர அழைப்பு மத்திய நிலையத்துடன் தொடர்பு கொள்ள முடியாத நிலை உருவாகும் அபாயமும் காணப்படுகின்றது. இதன் காரணமாக, கிடைக்கப்படும் அவசர முறைப்பாடுகளுக்கு எதிராக பொலிசார் உடனடியாக நடவடிக்கை எடுக்க முடியாத சூழ்நிலைகளும் ஏற்படுகின்றன.

ஆகவே, பொலிசாரின் உடனடி உதவி அவசியமில்லாத சந்தர்ப்பங்களில், பொதுமக்கள் தங்களின் தேவைகளுக்கேற்ப தொடர்புடைய அரசு நிறுவனங்களின் அவசர அழைப்பு சேவைகளை பயன்படுத்துமாறு அன்புடன் அறிவிக்கப்படுகின்றது.

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சட்டமாணி எஃப்.ஆ.வுட்லர்,  
 உதவிப் பொலிஸ் அத்தியட்சகர்,  
 பணிப்பாளர்,  
 பொலிஸ் ஊடகப் பிரிவு மற்றும்  
 பொலிஸ் ஊடகப் பேச்சாளர்.

## **Public Urged to Avoid Misuse of 119 Emergency Hotline**

Authorities have observed that the 119 police emergency call service is increasingly being misused for false complaints and for matters that should be directed to other emergency or public service institutions. While 119 is intended strictly for situations requiring immediate police intervention, a significant number of calls received do not fall into this category.

As a result of this misuse, the efficiency of the 119 emergency services is reduced, limiting the police's ability to respond promptly to genuine emergencies that require urgent assistance. Unnecessary calls occupy valuable time and resources, potentially delaying responses to life-threatening situations.

The public is also reminded that providing false information to the 119 emergency call center is a serious offense. Legal action will be taken against individuals who deliberately provide false complaints, as furnishing false information to a government officer is punishable under the Sri Lanka Penal Code.

Accordingly, the public is kindly requested to use the relevant short telephone numbers to contact other institutions for matters that do not require direct police intervention. This will help ensure that emergency services remain available to those in genuine need and prevent the misuse of the 119 emergency numbers.

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