

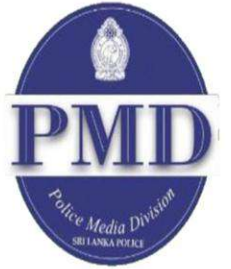


# පොලිස් මාධ්‍ය කොට්ඨාසය

பொலிஸ் ஊடகப் பிரிவு

POLICE MEDIA DIVISION

14 වන මහල, සුභරූපය, බත්තරමුල්ල



දිනය } 2025.12.18 Date } පැය 1530	දුරකථන අංකය } 011-2887973 Tel.NO }	මගේ අංකය } D/Media/Out/ 2845 /2025 My NO }	විද්‍යුත් ලිපිනය } E-Mails }
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dir.media@police.gov.lk

## 119 හදිසි ඇමතුම් අංකය අවභාවිතා කිරීම වළක්වා ගැනීම හා මහජනයාට අවශ්‍ය කෙටි දුරකථන අංකයන් සම්බන්ධව දැනුවත් කිරීම.

119 ක්ෂණික දුරකථන ඇමතුම් සේවාව වෙත වාර්තා වන ඇමතුම් සම්බන්ධයෙන් සලකා බැලීමේදී පොලිසිය ක්ෂණිකව ක්‍රියාත්මක වීමට අවශ්‍ය පැමිණිලි වලට අමතරව අසත්‍ය පැමිණිලි හා වෙනත් ක්ෂණික සේවාවන් වෙත යොමු කළ යුතු පැමිණිලිද මෙම දුරකථන ඇමතුම් මධ්‍යස්ථානය වෙත ලබා දෙමින් මෙම හදිසි සේවාව අවභාවිතා කරන අවස්ථාවන් නිරීක්ෂණය වේ.

ඒ අනුව, හදිසි අවස්ථාවකදී පොලිස් 119 හදිසි ඇමතුම් මධ්‍යස්ථානය වෙත සම්බන්ධ වීමට ඇති හැකියාව අවම වන අතර මෙලෙස අනවශ්‍ය පැමිණිලි සඳහා කාලය ගත කිරීම තුළින් මෙම අංකය ඔස්සේ පොලිසියේ සහය ක්ෂණිකව ලබා දිය යුතු අත්‍යවශ්‍ය හදිසි පැමිණිල්ලකට ක්‍රියාත්මක වීමේ හැකියාව නොලැබී යයි.

එසේම, මෙම 119 ඇමතුම් අංකයට ව්‍යාජ තොරතුරු ලබා දෙන පුද්ගලයන්ට එරෙහිව නෛතික ක්‍රියාමාර්ග ගැනීමට කටයුතු කරන අතර, රජයේ සේවකයෙකු වෙත දැනුවත්ව අසත්‍ය තොරතුරු සැපයීම ලංකා දණ්ඩ නීති සංග්‍රහය යටතේ දඬුවම් ලැබිය හැකි වරදකි.

එබැවින් පොලිසියේ සහය සෘජුවම අවශ්‍ය නොවන වෙනත් ආයතන හා සම්බන්ධ වීමට පහත සඳහන් කෙටි දුරකථන අංක භාවිතා කර මහජනතාවගේ අවශ්‍යතාවයන් ඉටු කර ගැනීමටත් මෙම හදිසි ඇමතුම් අංකය අවභාවිතා නොකරන ලෙසටත්, මහජනතාව දැනුවත් කරන මෙන් කාරුණිකව ඉල්ලා සිටිමි.

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07	The Bureau for the Prevention and Investigation of Abuse of Children and women	109
08	Emergency Call Center ( Tamil Medium )	107
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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 එල්.යූ. චුට්ලර්,  
 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 வீணடிக்கப்படுவதுடன், 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.யூ.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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**F.U. Wutler,**  
**Assistant Superintendent of Police,**  
**Director,**  
**Police Media Division and**  
**Police Media Spokesperson.**