



Evaluation on the Performance of Fulfillment of the Functions of the Human Rights Commission of Sri Lanka



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1. Executive Summary.

As mentioned in Chapter III of the Constitution of the Democratic Socialist Republic of Sri Lanka, the fundamental rights include: freedom of thought, conscience and religion ; freedom from torture; right to equality before the law; freedom from arbitrary arrest, detention and punishment, and prohibition of retrospective penal legislation; freedom of speech, assembly, association, occupation, movement & etc.; and, right of access to information. The Human Rights Commission is the only institution established in Sri Lanka that the citizens of Sri Lanka may lodge complaints to when the aforementioned fundamental rights are violated or such violations are imminent. In order to give force to the commitment of Sri Lanka as a member of the United Nations in protecting human rights, and to perform the duties and obligations imposed on Sri Lanka by various international treaties at international level; as well as to maintain the standards set out under the Paris Principles in 1996 by the Government of Sri Lanka, the Human Rights Commission of Sri Lanka was established through the Act, No. 21 of 1996. The Human Rights Commission of Sri Lanka, established to promote and protect the fundamental rights in the country, functions as an independent entity.

Miscellaneous issues of unfavorable nature are resulted in due to people being deprived of equality in the society due to violation of fundamental rights. Persons being aware of the Human Rights Commission do lodge complaints when their rights are violated. Due to reasons such as, taking a longer period to provide recommendations for the complaints made, and the failure of the relevant institutions in implementing the recommendations made after inquiring the complaints, this performance audit was carried out in order to determine the reasons attributable thereto.

It is the objective of this audit to evaluate the performance of the methodology relating to the steps from the moment of receiving a complaint on the violation of fundamental rights up to the implementation of the recommendation given to the relevant party after inquiry of the complaint. During the audit, only the recommendations given to the Sri Lanka Police, Ministry of Education, and the Department of Pensions were taken into consideration.

Due to 98 posts fallen vacant out of the 118 posts approved for the Commission to perform the duties assigned thereto, it was the main audit observation that investigations of 3576, 5710, 10201, and 8812 files remained incomplete by the end of

the years 2015, 2016, 2017, and 2018 respectively whilst 2-6 years were taken to resolve the complaints.

Where any authority or person or persons to whom a recommendation under the preceding provisions of this section is addressed, fails to report to the Commission within the period specified in such recommendation or where such person reports to the Commission and the action taken, or proposed to be taken by him to give effect to the recommendation of the Commission, is in the view of the Commission, inadequate, the Commission shall make a full report of the facts to the President in terms of Section 15(8) of the Human Rights Commission of Sri Lanka Act, No. 21 of 1996. However, it was not so done.

Although the inefficiencies of the Act had been mentioned in the strategic plan of the Commission, no action had been taken since the year 1996.

The 21 vacancies out of 22 posts of Legal Officer along with all 47 posts of Human Rights Officer remaining vacant at the Inquiry and Investigation Division of the Commission attributed to the delay in providing recommendations. According to Section 30 of the Act, No 21 of 1996, the Commission shall submit an annual report to Parliament of all its activities during the year to which the report relates. Such report shall contain a list of all matters referred to it, and the action taken in respect of them along with the recommendations of the Commission in respect of each matter; nevertheless, annual reports relating to the period, 2016-2018 were not submitted to the Parliament. Furthermore, instances were observed in which recommendations of the Commission had not been compatible with the laws and rules of other institutions whilst such recommendations had contradicted with that of the institutions conducting synonymous investigations.

It is our conclusion that, through the implementation of the audit recommendations, the Human Rights Commission can be transformed into a productive and efficient entity rendering an even better service for the society.

2. Introduction

2.1 Organizational Structure

The Human Rights Commission of Sri Lanka had been established as an independent entity to promote and protect the fundamental rights in the country. In order to give force to the commitment of Sri Lanka as a member of the United Nations in protecting human rights, and to perform the duties and obligations imposed on Sri Lanka by various international treaties at international level; as well as to maintain the standards set out under the Paris Principles in 1996 by the Government of Sri Lanka, the Human Rights Commission of Sri Lanka was established through the Human Rights Commission of Sri Lanka Act, No. 21 of 1996. Provisions were made through the 19th amendment to the Constitution for the Commission to function independently whilst being accountable to the Parliament of Sri Lanka. In order to enquire and investigate the complaints relating to the aforementioned fundamental rights being violated or violation is imminent, an Inquiries and Investigations Division has been established under the Commission.

2.2 Background

It is the vision of the Commission to ensure human rights for all and promote and protect the rule of law. The mission of the Commission is to develop a human rights culture in Sri Lanka through the protection and promotion of human rights for all in law, policy and in practice whilst adhering to universally recognized human rights norms and principles with a special emphasis on the fundamental rights guaranteed under the Sri Lankan Constitution for the citizens of Sri Lanka.

2.3 Main Functions

Fundamental rights have been mentioned in Chapter III of the 1978 Constitution. Complaints can be lodged with the Commission when such rights are violated or violation is imminent. As stated in the Constitution of the Republic of Sri Lanka, the Human Rights Commission functions to ensure the fundamental rights for the citizens of the country. Accordingly, the main functions of the Commission are as follows.

- a) To monitor the executive & administrative processes and procedures in order to respect and promote the fundamental rights with a view to guaranteeing the provisions set out in the Constitution with respect to fundamental rights.

- b) To investigate into any complaints of fundamental rights violations or imminent fundamental rights violations and grant suitable redress, thereby settling such issues in accordance with the provisions set out hereinafter.
- c) To instruct and assist the Government in formulating the legal & administrative directives and procedures relating to the improvement, promotion and protection of the fundamental rights.
- d) To scrutinize national laws, administrative directives and practices to ensure they are in accordance with international human rights norms through the release of recommendations to Government.
- e) To provide recommendations for the Government on the necessity of consenting to the agreements and other international standards relating to the human rights.
- f) To promote the awareness of human rights, and provide education on human rights.

2.4 Authority for the Audit

The audit was carried out under my direction in pursuance of provisions in Article 154 (1) of the Constitution of the Democratic Socialist Republic of Sri Lanka and provisions of the National Audit Act No. 19 of 2018.

2.5 Requirement for the Audit and Reasons for the Selection of Topic

People are deprived of fair and equal treatment in the society through the violation of human rights thereby being marginalized and losing self-esteem thus paving way for anti-social activities. This performance audit was carried out to address the public opinion that people were deprived of equity due to reasons such as, taking longer periods to provide recommendations after lodging complaints on human rights violations with the Human Rights Commission, and failure of the relevant institutions to implement the recommendations made after investigating the complaints.

2.6 Objective of the Audit

The objective of the audit is to examine the outright involvement of the Human Rights Commission when fundamental rights are violated or the violation is imminent in Sri Lanka, and the performance in practically implementing the recommendations provided by them.

2.7 Scope of the Audit

The performance audit was carried out under my direction in pursuance of provisions in Article 154 (1) of the Constitution of the Democratic Socialist Republic of Sri Lanka, and the audit included tests that we deemed necessary. We were able to obtain an understanding as to the execution of core functions of the Human Rights Commission of Sri Lanka along with the risks and challenges relating to the materialisation of objectives identified with the Inquiries and Investigations Division thereof. Conclusions were reached with respect to the findings and recommendations of the performance audit with attention being drawn on the matters shown below.

- a) We took measures to collect audit evidence that had been deemed material by us so as to arrive at a fair conclusion. As for the execution of core functions of the Human Rights Commission of Sri Lanka, the nature and depth of our auditing procedures varied based on the nature and quantity of complaints received by the Commission. Our audit procedures included queries, inspections and examining the evidence relevant to the recommendations.
- b) Our scope was limited to the recommendations made by the Human Rights Commission in regard to 03 main institutions of Sri Lanka only (Sri Lanka Police, Department of Pensions, and Ministry of Education). This task was planned and connected to an audit plan. However, this was changed based on our findings made in the performance audit. As such, our scope of audit changed under special circumstances.

2.8 Limitations, Deviations of Rarity and Remedial Action

The scope of the performance audit was limited to samples obtained based on human resources, and time. As several years had been taken to provide recommendations for the complaints, it was difficult to contact the complainants through telephone numbers mentioned in the complaint. Delay of the Commission in presenting information, and re-presenting the information after being amended, also attributed to limiting the scope.

2.9 Audit Criteria

- (a) Constitution of the Democratic Socialist Republic of Sri Lanka.
- (b) Human Rights Commission of Sri Lanka Act, No. 21 of 1996.
- (c) Recommendations of the Commission, and procedure of implementation.
- (d) Reports of progress review / Annual reports being presented to the President.
- (e) Action Plans.

3. Audit Observations in Detail

3.1 Background of the Commission

3.1.1 Establishment, Composition, and Tenure

The Human Rights Commission of Sri Lanka was established under the Human Rights Commission of Sri Lanka Act, No. 21 of 1996, and the members thereof are appointed by the President based on the recommendations of the Constitution. The Commission comprises 05 members with knowledge or practical experience relating to human rights. One of those members is appointed by the President as the Chairman. The position should be held by each member for a period of 03 years. The audit observations on the Commission fulfilling its objectives are shown in this report.

3.1.2 Location of the Office of the Commission

- (a) The Commission is established in a rented building in extent of 28,505 square feet located at “No. 14, R. A. De Mel Road, Colombo 04” at present. Sums of Rs. 35,880,000, Rs. 36,144,000, and Rs. 36,432,000 had been spent as lease rent of the building for the years 2016, 2017, and 2018 respectively.
- (b) Although the Commission is visited by a large number of people daily, there were no ample parking space, but the parking area was sufficient only for 02 private vehicles.
- (c) The Commission is located on a one way road. The masses visiting the Commission had problems finding out the location of the Commission.
- (d) People from Colombo and suburbs had no issue in finding out the location of the Commission though, the rural masses had problems finding the location of the Commission. As such, it was observed that difficulties faced by the people had not been taken into consideration when the office of the Commission was established.

3.1.3 Human Resource Management

There may be appointed such officers and servants as may be necessary to assist the Commission in the discharge of its functions under Section 22 (2) of the Human Rights Commission of Sri Lanka Act, No. 21 of 1996. Nevertheless, it was observed that 98 vacancies existed in the posts of the Commission as at 31 July 2019. Details are given in Schedule 01.

(a) Approved Cadre

A staff of 118 had been approved for the vacant positions in order to fulfill the objectives of the Commission. Among them were 22 Legal Officers who directly involved in the investigation of complaints-a key function of the Commission, and 47 Human Rights Officers. Furthermore, to ensure smooth functioning of the Commission, 05 posts of Director had also been approved.

(b) Recruitment to the Staff

Ninety eight posts of the staff of the Commission had fallen vacant as at 31 July 2019 due to non-approval of a proper Scheme of Recruitment for the Commission. After a lapse of many years, all the Schemes of Recruitment were approved by 17 May 2018. Applications for the post of Director had been called from officers with 15 years experience in managerial level along with other qualifications. However, due to lack of any applicant with a service experience of 15 years, the Commission could not fill those vacancies.

(c) Supervision

Of the 43 executive posts approved, 35 posts including all the 05 approved posts of Director, and 03 posts of Assistant Director, remained vacant representing 79 per cent of the total number of posts of the executive grade. As such, the Commission could not function under a proper supervision.

(d) Work Assignment

Twenty one of the 22 posts of Legal Officer relating to the Inquiry and Investigation Division – a key function of the Commission, along with all the 47 posts of Human Rights Officer had fallen vacant. Accordingly, assignment of works could not be done properly thus observing that the complaints received by the Commission annually could not be investigated fully, and a large number of incomplete files existed by the end of each year. The numbers of files, of which

the investigations could not be completed during the 04 preceding years, were as follows.

	As at 2015.12.31	As at 2016.12.31	As at 2017.12.31	As at 2018.12.31
No. of files of which investigations were not completed.	3576	5710	10201	8812

Comments of the Commission on the Vacant Posts.

It was informed that the non-approval of the Scheme of Recruitment for the Commission had mainly attributed to the vacancies, and the Scheme of Recruitment had last been approved on 17 May 2018. It was further informed that further action could not be taken in accordance with the Scheme of Recruitment as final instructions relating to the absorption of employees had not been received up to August 2019.

3.1.4 Performance of the Functionality of the Commission with respect to the Act.

- a) Where any authority or person or persons to whom a recommendation under the preceding provisions of this section is addressed, fails to report to the Commission within the period specified in such recommendation or where such person reports to the Commission and the action taken, or proposed to be taken by him to give effect to the recommendation of the Commission, is in the view of the Commission, inadequate, the Commission shall make a full report of the facts to the President in terms of Section 15(8) of the Human Rights Commission of Sri Lanka Act, No. 21 of 1996. However, the said report was not presented to the President of the Democratic Socialist Republic of Sri Lanka by the Human Rights Commission of Sri Lanka.
- b) The Commission shall submit an annual report to Parliament of all its activities during the year to which the report relates in terms of Section 30 of the Human Rights Commission of Sri Lanka Act, No. 21 of 1996. Such report shall contain a list of all matters referred to it, and the action taken in respect of them along with the recommendations of the Commission in respect of each matter. However, the annual reports for 03 years for the period 2016-2018 were not submitted to the Parliament by the Commission even up to 30 October 2019.

3.1.5 Internal Plans of the Commission and the Guidance Provided for the Client

- a) In order for the people visiting the Commission to be aware of what complaints are being investigated, the Commission had not displayed sufficient information. Furthermore, directions to the divisions in which investigations were carried out were not displayed.
- b) A plan should have been prepared by the Commission to ensure a satisfactory service for the public through the efficient and productive execution of activities identified in accordance with Section 10 of the Human Rights Commission of Sri Lanka Act, No. 21 of 1996. However, the Commission had not prepared an action plan by identifying the activities to be executed annually.

3.2 The Commission Discharging Its Functions

3.2.1 Acceptance and Rejection of Complaints

The following observations are made on the complaints received by the Commission annually.

- a) As for the complaints received by the Head Office of the Commission during the period 2016-2018, a gradual increase in the number of complaints being rejected is indicated. That is, there exists a trend that complaints beyond the scope of the Commission are lodged. The Head Office had rejected 9298 complaints during the period 2016-2018, and particulars are given in the following table.

	2016	2017	2018
No. of Complaints at the Beginning of the Year	3576	5750	10241
No. of Complaints Received	4970	7712	3389
Total No. of Complaints for the Year	8546	13462	13630
No. of Complaints Rejected	2414	2571	4313
No. of Complaints to be Resolved	6132	10891	9317

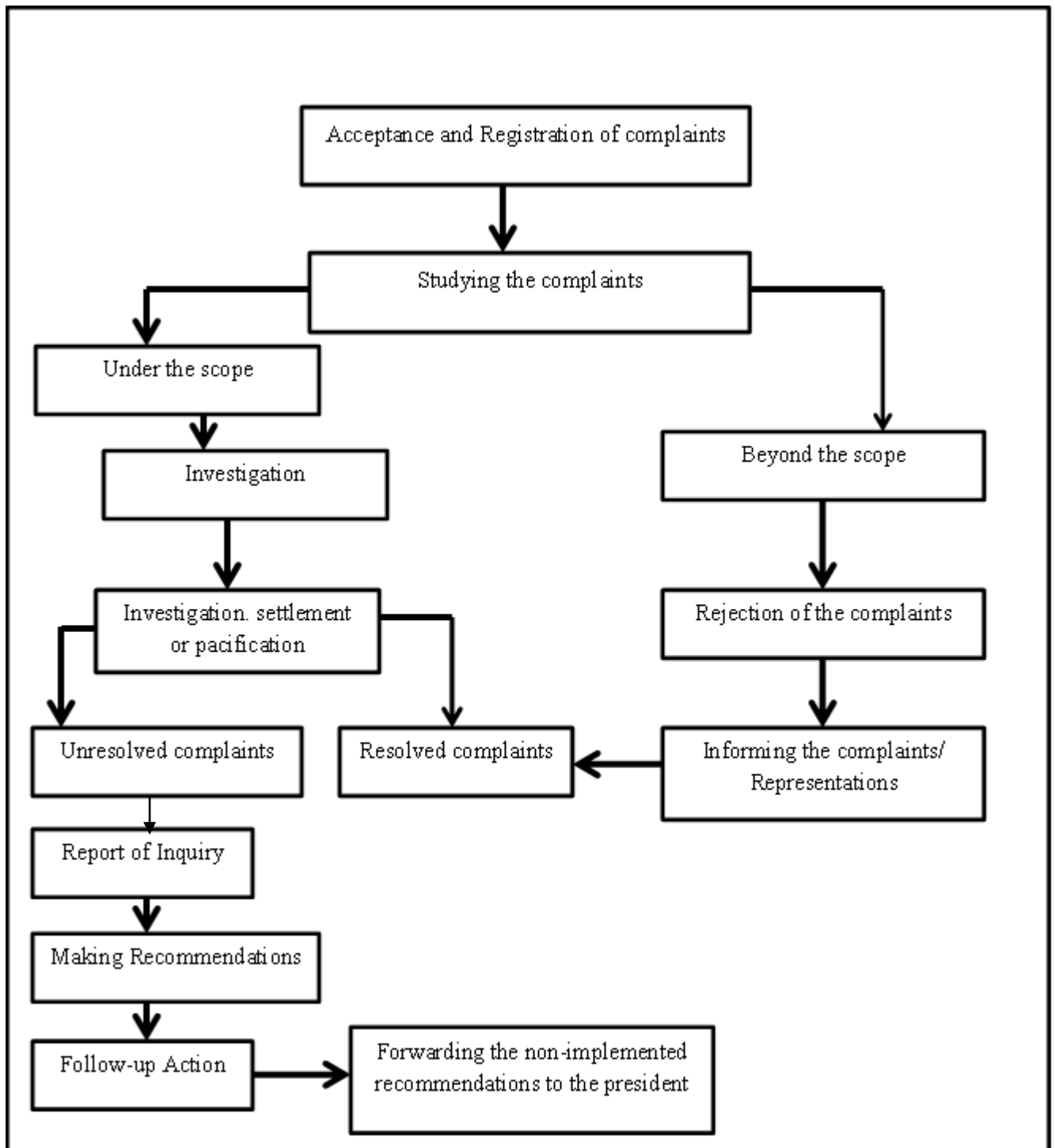
- b) Although information had been requested from all the 10 regional offices, only 04 regional offices had responded. Information relating to 04 regional offices is given below.

	2016	2017	2018
No. of Complaints Received by 04 Regional Offices	1991	1764	1414
No. of Complaints Rejected by Those 04 Offices	163	238	226

Furthermore, our scope was further limited due to the Audit not presented with the information relating to complaints rejected out of the ones received by the regional offices. The reason for the Commission to receive complaints not relevant to its scope was that people were not aware as to how a complaint was relevant to the scope of the Commission apart from their unawareness of the scope thereof.

3.2.2 Procedure of the Commission to Investigate the Complaints

Measures are taken on the complaints received by the Commission under several steps, and recommendations are made finally. Once recommendations are made, the Commission takes follow up action as to the implementation of such recommendations. It is scheduled that a report is submitted to the President by the Commission relating to non-implementation of the recommendations. Steps under which complaints are investigated, are given below.



- a) Once a complaint is received by the Commission, the ones beyond the scope of the Commission are rejected whereas complaints falling under the scope are registered thus providing a number and issuing a receipt. The complaint then is computerized and forwarded to the relevant divisions and officers. The investigation officers collect the information relevant to the complaint and both

parties are requested to make their presence by serving a summon. A settlement is reached in case both parties give their consent. Else, a proper investigation is carried out , a report is prepared by the investigation officer and forwarded to the Director of the Inquiry and Investigation Division.

- b) Having been studied by the Director of the Inquiry and Investigation Division, the investigation report is forwarded to the Commission which studies the report and makes corrections if necessary thus giving the recommendation. It was observed that the recommendations made after a lengthy process, were not implemented.

3.2.3 Efficiency in Investigating the Complaints

- a) Of the complaints received by the Human Rights Commission of Sri Lanka in the year 2015 alone, 3576 complaints remained unprocessed as at 31 December 2015, and 16071 complains had been received by the Head Office during the period 2016-2018; as such, the total number of complaints were 19647. Of them, 9298 complaints had been rejected on miscellaneous grounds. Accordingly, the total number of complaints yet to be settled or provide recommendations, was 10349. As for 1497 complaints, recommendations were made, settlements were reached, forwarded to court and other officials, or withdrawn by the complainants whereas 8852 complaints remained to be further resolved.
- b) Of the 8546 complaints for which recommendations were to be made in the year 2016, a number of 2414 complaints were rejected whilst 41 recommendations were made for the rest of the 6132 complaints. Action were taken to reach settlements with respect to 83 more complaints. Moreover, 187 complaints were withdrawn by the complainants whereas 71 complaints were forwarded to courts and other institutions.
- c) At the beginning of the year 2017, a number of 5750 complaints remained unprocessed whereas 7712 complaints were received during the year 2017. In the year 2017, a numbers of 2571 complaints were withdrawn on miscellaneous grounds, and of the rest of the 10891 complaints, recommendations were made for 84 complaints. Action was taken to settle 195 more complaints. Furthermore, 346 complaints were withdrawn by the complainants whilst 25 complaints were forwarded to courts and other institutions.

- d) There existed 10241 complaints at the beginning of the year 2018, and 3389 complaints were received in the year 2018. In the year 2018, a number of 4313 complaints were withdrawn on miscellaneous grounds, whereas recommendations were made for 95 of the rest of the 9277 complaints. Settlements were reached with respect to 114 complaints. Furthermore, 175 complaints were withdrawn by the complainants, and 81 complaints were forwarded to the courts and other institutions. Particulars are given in Schedule 02.

3.2.4 The Commission Providing Recommendations

It was observed that a long period had been taken to investigate the complaints – the main function of the Human Rights Commission of Sri Lanka. As for the recommendations made by the Commission during the period 2016-2018, the time taken to provide recommendations for the complaints of which the recommendations had not been implemented, is summarized below.

- a) Sri Lanka Police

During the period 2016-2018, the Commission had made 50 recommendations to the Sri Lanka Police, and 45 recommendations therefrom had not been implemented. A minimum of 02 years had been spent by the Commission to provide the said 45 recommendations and a maximum of over 06 years had been spent thereon.

Duration	No.of Complaints	Percentage
Less than 02 Years	0	0
2-4 Years	17	38
4-6 Years	17	38
Over 6 Years	11	24

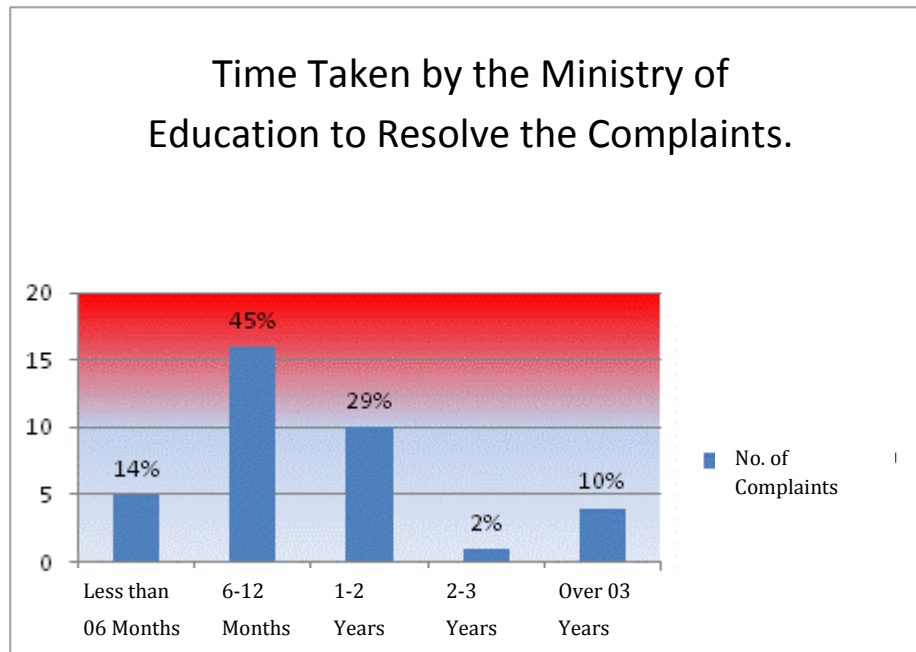


The Commission had spent over a period of 02 years to make all the 45 recommendations mentioned above. Of those 45 recommendations, the Commission had taken over 04 years to provide 28 recommendations. Among them were 03 complaints over which a period of more than 09 years had been taken to make recommendations. According to Act, No. 21 of 1996, the tenure of a member of the Commission should be 03 years, but a period of more than 03 years had been spent in giving recommendations on 37 recommendations that had not been implemented out of the ones provided for Sri Lanka Police during 2016-2018.

b) Ministry of Education

The Commission had made 90 recommendations for the Ministry of Education during the period 2016-2018, and 36 of those recommendations were not implemented. A minimum of 06 months and a maximum of 03 years had been spent by the Commission to give the recommendations that were not implemented. Particulars are given below.

Duration	No. of Complaints	Percentage
Less than 06 Months	5	12
6-12 Months	16	38
1-2 Years	10	24
2-3 Years	1	2
Over 03 Years	4	10



Of the 36 recommendations not implemented after being made by the Commission with respect to the Ministry of Education during that period, 34 recommendations were related to the admission of students to the schools. A period of over 06 months had been spent on the 36 recommendations not implemented. Admission of students to the schools should be an expedited process. Hence, a burning sense of injustice was observed in regard to the complainants (the students) due to the Commission taking a period of over 06 months as mentioned above, and spending an unusual period of over 03 years to provide 03 recommendations.

c) Department of Pensions

The Commission made 07 recommendations for the Department of Pensions during the period 2016-2018, and 06 recommendations therefrom were not implemented. A period of over a year had been taken by the Commission to investigate those complaints. It was also observed that more than 03 years had been taken to investigate a particular complaint.

3.2.5 Progress of the Recommendations Made by the Commission

The Commission had made 147 recommendations during the period 2016-2018 with respect to the Ministry of Education, Sri Lanka Police, and Department of Pensions. As of 01 October 2019, eighty seven recommendations remained unimplemented therefrom. The following reasons attributed to the non-implementation of the recommendations made by the Commission.

- (a) Failure to include sufficient information with the recommendation.

Information sufficient for the implementation of recommendations had not been provided by the Commission. This issue was obvious with the recommendations made for the Sri Lanka Police. Recommendations had been made with problems such as, who is responsible for paying the compensation decided by the Commission; how the payment of compensation should be shared among the parties in case a group of people is responsible for a certain matter; mode of payment of the compensation (cash, money orders); and , the party in front of whom the payment should be made.

- (b) Forwarding the recommendations

There were instances in which the recommendations made by the Commission had not been formally and properly forwarded to the relevant parties. A Government officer should be informed through the Head of the institution though, the Commission had issued recommendations to the officers during the period 2016-2018 without informing the Head of the institutions.

- (c) The effect of the other institutional laws and rules on the implementation of recommendations made by the Commission

Recommendations should be made by the Commission in the manner of being in conformity with the relevant institutional laws and rules. However, instances were observed in audit in which recommendations had been made to the contrary. For example, when recommendations had been made by the Commission that pensions be granted, it was not possible for the Department of Pensions to grant pensions in accordance with the provisions of the Pensions Ordinance and the Circulars. Despite being recommended by the Commission allowing admissions for the students to the schools, the students could not be admitted in accordance with the criteria of the board of interview and the provisions of the Circulars issued by the Ministry of Education.

- (d) Failure to consider the decisions made by the institutions conducting investigations in parallel when recommendations are made by the Commission

Due to failure of the Commission to draw attention on the decisions made by other institutions conducting investigations simultaneously, issues of contradiction had arisen between the recommendations of the Commission and the decisions taken by the other institutions.

04. Recommendations of the Audit

- (a) Taking measures to fill vacancies in the staff.
- (b) The Human Rights Commission of Sri Lanka functions under the Human Rights Commission of Sri Lanka Act, No. 21 of 1996. No provisions have been included in the said Act that the recommendations made by the Commission should be implemented by the respondent, thus paving way for the respondents to refrain from implementing the recommendations. Although the inefficiencies of the Act had been mentioned in the Strategic Plan of the Commission (2017-2019), no amendment whatsoever had been made to the Act since the year 1996 thus preventing the recommendations from being implemented. As such, it is opportune to focus on mending the Act.
- (c) According to Section 30 of the Act, No 21 of 1996, the Commission shall submit an annual report to Parliament of all its activities during the year to which the report relates. Such report shall contain a list of all matters referred to it, and the action taken in respect of them along with the recommendations of the Commission in respect of each matter. However, the Commission had not submitted the annual reports of 03 years for the period 2016-2018 to Parliament even up to 30 October 2019. The Commission should submit an annual report to Parliament on time in each year in accordance with provisions of the Act.
- (d) It is the main problem for the Commission not to possess an adequate staff to discharge its key functions. The scarcity of human resources can be stated as the main reason attributable to the longer periods spent on investigating the complaints. As such, the Commission should take measures immediately to properly fill vacancies in the approved cadre.

- (e) Measures should be taken to ease the follow up process on the recommendations by always informing the relevant respondents regarding recommendations through the Head of the institution.
- (f) Once recommendations are made, taking follow-up action thereon remains extremely poor. The Commission should draw its attention on responding to the relevant parties with respect to the reminders made by the complainants relating to the implementation or non-implementation of the recommendations made by the Commission.
- (g) When complaints relate to schools, the investigation should always be carried out by informing the Ministry of Education.
- (h) When the complaint is about the admission of students to grade one, it is necessary to ensure that the investigation should always be concluded prior to the end of the first term thereby making recommendations so as to meet out justice to the students.

W.P.C.Wickramarathne
Auditor General

Details on the vacancies and approved & actual cadre.

	Approved Cadre	Actual Cadre	Vacancies	Vacant Period
Additional Secretary	01	-	01	2015.02.013 – 2019.11.06
Director (Administration)	01	-	01	2018.01.05-2019.11.06
Director (Inquiry and Investigation)	01	-	01	2012.02.01-2019.11.06
Director(Research and Administration)	01	-	01	2014.09.01-2019.11.06
Director (Education and Special Programs)	01	-	01	2015.04.24-2019.11.06
Director (International Relations)	01	-	01	No recruitments made although the post is created
Assistant Director	03	-	03	No recruitments made although the post is created
Legal Officer	22	01	21	No recruitments made although the post is created
Regional Coordinator	10	07	03	2014.10.01-2019.11.06 2013.02.07-2019.11.06 2019.07.31-2019.11.06
Internal Auditor	01	-	01	2017.01.22-2019.11.06
Accountant	01	-	01	12019.06.01-2019.11.06
Accounting Officer	01	-	01	No recruitments made although the post is created
Training and Education Officer	01	-	01	No recruitments made although the post is created
Librarian	01	-	01	No recruitments made although the post is created
Senior Investigation Officer	05	-	05	No recruitments made although the post is created
Human Rights Officer	47	-	47	No recruitments made although the post is created
Translator	02	-	02	No recruitments made although the post is created
Research Assistant	01	-	01	No recruitments made although the post is created
Programme Assistant	01	-	01	2011.12.01-2019.11.06
Technical Officer (Software / Hardware)	02	-	02	No recruitments made although the post is created
Driver	14	12	02	2018.12.09-2019.11.06 2015.02.25-2019.11.06
	118	20	98	

Details on the complaints.

	2016		2017		2018	
No. of complaints remaining at the beginning of the year (received in the year 2015 alone)		3576		5750		10241
No. of complaints received by the Commission		4970		7712		3389
No. of complaints rejected due to non-relevance to the scope of the Commission	1786		1333		1896	
No. of complaints removed due to lack of interest of the complainant	132		712		1271	
No. of complaints removed due to fundamental rights not infringed	196		135		315	
No. of complaints discontinued due to other reasons	300		391		831	
No. of complaints withdrawn	----- 2414		----- 2571		----- 4313	
No. of complaints for which recommendations were made	41		84		95	
No. of complaints forwarded to courts and other officials for settlement	71		25		81	
No. of complaints withdrawn by the complainants	187		346		175	
No. of complaints settled	83		195		114	
No. of complaints remaining at the end of the year	-----	(2796) ----- 5750 =====	-----	(3221) ----- 10241 =====	-----	(4778) ----- 8852 =====