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சபாநாயகர், இலங்கை பாராளுமன்றம்
Speaker, Parliament of Sri Lanka

**Message of Hon. Karu Jayasuriya
Speaker of Parliament**

It gives me great pleasure to bring this message on the precious occasion of launching of the website of the Office of the Parliamentary Commissioner for Administration. This will be warmly welcomed by every citizen of the country.

Common problem of the citizen is created by the red tape of Government Organizations and government functions. Most uncomplicated method of seeking relief for problems of citizens frustrated by unsympathetic functioning of the government is to inform the Parliamentary Commissioner. Ombudsman institution is created to save the citizen from such harassments.

Article 156 of the 1978 Constitution of the Democratic Socialist Republic of Sri Lanka enjoined Parliament to provide for the establishment of the Parliamentary Commissioner for Administration (Ombudsman). Parliament passed the Parliamentary Commissioner for Administration Act No. 17 of 1981, which established the office and defined its powers, duties and functions.

This process was found difficult to be accessed by the public, since a complaint always had to be forwarded to the Speaker through a public representative first and then referred to the Ombudsman on the recommendations of the Public Petitions Committee.

Subsequently, the Parliamentary Commissioner for Administration (amendment) Act No. 26 of 1994, enabled the Ombudsman to entertain complaints or allegations of infringement of fundamental rights or other injustices directly from the members of the public.

With this change of concept, there was a rapid increase in the flow of complaints.

Office of the Parliamentary Commissioner for Administration has become a popular custodian of independence, in the new democratic states. In the context of democracy, an important role is bestowed upon the Parliamentary Commissioner for Administration, as an authority which directs the government while providing protection to the citizen.

In most of the countries in the world, the concept of Parliamentary Commissioner exists as a dynamic and wholesome model. Government has affirmed this concept as a mechanism for providing solutions to citizen's rights in public administration, and a path to convert maladministration into good governance, based on its independent, flexible and trustworthy nature.

Every citizen in any social, economic background can come forward to seek solutions to their problems in a credible manner, without any fear, partiality or expense, since the duties of an Ombudsman is based on an impartial and non-political concept.

Launching of this website can be considered as another giant step towards making the new technology accessible to the public, taking the expectations fulfilled by the amendment No. 26 of 1994, another step forward.

I wish to express my congratulations for making use of new technology and taking impartial, all inclusive decisions with transparency, and thereby contributing to good governance, on reaching 35 years since the establishment of the Office of the Parliamentary Commissioner for Administration.



Karu Jayasuriya
Speaker of Parliament