



පරිපාලන කටයුතු පිළිබඳ පාර්ලිමේන්තු කොමසාරිස් (මඹුඩ්විස්මන්) කාර්යාලය
 நிருவாகத்துக்கான பாராளுமன்ற ஆணையாளர் அலுவலகம் (ஒம்புட்ஸ்மன்)
 OFFICE OF THE PARLIAMENTARY COMMISSIONER FOR ADMINISTRATION
 (Ombudsman)

අංක: 06, එලිබැන්ක් පාර, කොළඹ 05. இல -06 எலிபாங்க் வீதி, கொழும்பு - 05 No: 06, Elibank Road, Colombo 05, Sri Lanka.

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 Commissioner

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Message of Parliamentary Commissioner for Administration

It gives me great pleasure to place a few words on the occasion of the launching of the official web-site of the Parliamentary Commissioner for Administration.

This institution has been doing yeoman service for the past thirty five years, with limited resources. Hence launching a web-site is a great stride which in turn helps the citizen to get closer to the institution with much easier. It's needless to state that this is a great achievement, which every citizen should welcome.

Good governance is a basic requirement of modern society. The government machineries responsible for carrying-out the routine business of administration are vested with vast powers to run the administration smoothly in the best interests of the public at large. The powers so given do not mean, that the same are to be applied in violation of rules, regulations, natural justice and equity. The office of the Ombudsman has been established to diagnose, investigate, redress and rectify the injustices if any, done to a person through maladministration during the process of running routine administration.

The Ombudsman offsets powerful, bloated bureaucracies and their cumbersome procedures, disregard for citizens, and the monopolistic nature of administrative branch of government. Apart from the efficiency, which is so essential, the administrator needs to have a human approach to all problems that he has to solve. He must have the spirit of service. Without those, even the best trained administrator will fail to have the right approach to the problem he is called upon to tackle. In such situations the citizen look for other remedies and places such as this institution.

Having stated so let me take this opportunity to sincerely thank everyone who endeavour to make this event a success.

L.A. Tissa Ekanayake
 Parliamentary Commissioner for Administration
 (Ombudsman)