

**ANNUAL REPORT TO THE RIGHT TO INFORMATION COMMISSION YEAR  
ENDING 31<sup>ST</sup> DECEMBER 2023**

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1. Details of Public Authority

1.1. Name:

Telecommunications Regulatory Commission of Sri Lanka

1.2. Address:

No.276, Elvitigalala Mawatha, Colombo 08.

1.3. Web-link:

[www.trc.gov.lk](http://www.trc.gov.lk)

1.4. Name of line Ministry/Provincial Ministry<sup>1</sup> (if the Public Authority is not a Ministry or a Provincial Ministry)

Ministry of Technology

2. Briefly describe the mandate and the nature of services offered by the Public Authority.

The Telecommunications Regulatory Commission of Sri Lanka is a statutory body established under the Sri Lanka Telecommunications Act No.25 of 1991, as amended by the Sri Lanka Telecommunications (Amendment) Act, Nos.27 of 1996 & 39 of 2024.

TRCSL is the national regulatory agency for telecommunications in Sri Lanka and its main responsibility is to promote sustained development of the industry by shaping the regulatory process, protect public interest and be responsive to challenges in an increasingly competitive market. TRCSL does not provide telecommunications services as such but encourages the efficient and orderly provision of these services by the Operators and it is committed to assist all the telecommunication operators in Sri Lanka to develop world class telecommunication network facilities in the country.

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3. Name and contact details of the Information Officer and the Designated Officer.

Information Officer	<p>Ms.Sujeewa Rodrigo, Deputy Director/Legal, Telecommunications Regulatory Commission of Sri Lanka, No.276, Elvitigala Mawatha, Colombo – 08. Telephone General : +94 11 2683845 Direct : + 94 112691747 Fax : + 94 112671647 E mail : <a href="mailto:infoofficer@trc.gov.lk">infoofficer@trc.gov.lk</a></p>
Designated Officer	<p>Director General, Telecommunication Regulatory Commission of Sri Lanka, 276, Elvitigala Mawatha, Colombo 08. Telephone General : +94 11 2683845 Direct : +94 112689336 Fax:- +94 112689341 E-mail:-<a href="mailto:dgtsl@trc.gov.lk">dgtsl@trc.gov.lk</a></p>

4. Compliance Review

	Please provide details
1	<p><b>Provide details of how records are maintained, catalogued, and indexed</b> Information maintained under Office file system on all subjects under given subject code with indexing. Long and short term records management requirements are identified and maintained under a manual system are catalogued and indexed accordingly.</p>
2	<p><b>Provide details of records maintained in electronic format</b> At present common electronical document management system is not available to the entire office</p>

3	<b>Provide details of how the following information is made known to the citizens</b>	
	<b>Information on powers, duties, and functions of officers and employees of the Public Authority and the procedures followed in decision making</b>	Information is available on the official website <a href="http://www.trc.gov.lk">www.trc.gov.lk</a> . In addition, to above on request made by a citizen through the standard formats listed in the RTI act.
	<b>Norms set for the discharge of the functions, performance of the duties and exercise of the powers of officers and employees of the Public Authority</b>	Information is available on the official website <a href="http://www.trc.gov.lk">www.trc.gov.lk</a> . In addition, to above on request made by a citizen through the standard formats listed in the RTI act.
	<b>Rules regulations, instructions, manuals and other categories of records used by the officers and employees of the public Authority in the discharge of their functions, performance of their duties, and exercise of their powers.</b>	Information is available on the official website <a href="http://www.trc.gov.lk">www.trc.gov.lk</a> . In addition, to above on request made by a citizen through the standard formats listed in the RTI act.
	<b>Details of facilities available to the citizens for obtaining information under RTI Act.</b>	Through our official website or submitting a request for information under RTI through an email, post, or by hand
	<b>Details of the budgets allocated indicating the particular of plans, proposed expenditure and reports on disbursement made.</b>	Generally available to the public upon request through the standard format listed in the RTI act.

4	<b>Is information made available in all three languages</b> Yes. This can be provided according to the medium used by the requestor.
5	<b>If the Public Authority is a Ministry, how many urgent and other projects' details were made known during the year?</b>
	<b>Foreign Funded Projects (3 months prior to commencement)</b> Not applicable
	<b>Locally funded projects (3 months prior to commencement)</b> Not applicable
	<b>Foreign Funded urgent Projects (7 days prior to commencement)</b> Not applicable
	<b>Locally funded urgent projects (7 days prior to commencement)</b> Not applicable

5. Details of information requests during the year:

		Number
1	Number of information requests for the year	50
2	Number of requests for which information has been provided fully	44
3	Number of requests for which information has been provided partially	-----
4	Number of information requests refused or denied in terms of Section 5 of the Act	06
5	Number of information requests denied, other than for reasons contained in Section 5 of the Act (e.g. non availability of information)	--
6	What is the average time (number of working days) taken to respond to an information request?	14 working days
7	How many information requests were received by post?	15
	How many information requests were received by e-mail?	32
	How many information requests were received by any other means other than by post or e-mail (receive by hand/ by fax)	03

6. Type of information requests

With regard to what type of information were the highest and second highest number of information requests were received.
Highest – Industry related matters

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How many information requests were received in respect of the following categories	
	No.
Procurement related	-----
Establishment matters	03
Political victimization	-----
Financial (including budgets and projects)	-----
Environment	-----
Policy	-----
Others (pls specify) Industry related matters	47

7. Requester Profile

	Number of requests	% of the total
Number of information requests by individual citizens	50	100%
Number of information requests by institutions	--	
Specify the number requests from each of the following provinces		
Central Province	02	4%
Eastern Province	----	----
North-Central Province	----	----
Northern Province	01	2%
North-Western Province	01	2%
Sabaragamuwa Province	02	4%
Southern-Province	03	6%
Uva Province	02	4%
Western Province	34	68%
Email	05	10%

8. Were any sanctions/disciplinary action imposed on any person for refusing to provide information? (Please provide details)

No.
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9. Appeals and Commission Directions

	Number
APPEALS TO THE DESIGNATED OFFICER	
Number of appeal made to the Designated Officer	06

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Number of times the information was provided at the direction of the Designated Officer	03
APPEALS TO THE RIGHT TO INFORMATION COMMISSION	
Total no of appeals, of which the Public Authority has notice of, lodged with the Commission against refusal to communicate information	02
Total number of times the Commission ordered/directed that information be provided (No of successful appeals in favor of the appellant)	01

10. Information Management and storage of records.

<b>10.1. Please provide details of the information management and storage system?</b>
Manual & Electronic systems are used for information management and storage. Information maintained with office file system on all subjects under given subject codes with indexing.
<b>10.2. Was the system updated during the year? If yes, please provide details</b>
Yes. TRCSL uses MS Office 365 platform to it is continuously updated
<b>10.3. Provide details of the way in which records are stored? (e.g. record room, electronic data bank with/without documentary backup, on site/off site)</b>
Record Room both on site and off site, one drive cloud.
<b>10.4. Are the records in storage referenced, indexed, and stored in an easily retrievable manner? (Provide details)</b>
Yes Record Room – Indexed and catalogued
<b>10.5. Provide details of improvements or changes were carried out during the year to the indexing and referencing system referred to above</b>
No new changes
<b>10.6. On average how much time is required to search and produce a record that is in storage?</b>
On site record room – 10 minutes and off site record room – Two days
<b>10.7. In case of physical storage, are the records stored on – site, off – site or both? Provide details</b>
On site – Record room in each division of TRCSL head office situated in Colombo Off site –Records are store in record room facilities available at TRCSL's remote Frequency Monitoring Station.
<b>10.8. Have you provided for maintaining of existing records (up to 4<sup>th</sup> August 2016) for 10 years and new records (after 5<sup>th</sup> August 2016) for 12 years? (Provide details)</b>
Yes.

<b>10.9. Have you made budgetary provision for information storage and management?</b>
Yes
<b>10.10. If records are not digitally maintained, please indicate what steps have been taken during the year or proposed to be taken to migrate records to a digital format?</b>
One drive cloud space & physical backup systems are used to maintain records digitally. Steps are being taken to upload scanned copies of documents in personal file to E-HRM system.
<b>10.11. If information is stored digitally, is it done by the public authority or an external entity? (Give details)</b>
By the officers of TRCSL.
<b>10.12. Are digitally stored data/records accessible via the internet?</b>
Yes.

11. What suggestions do you have to remove constraints and improve the practices relating to the maintenance, management and destruction of records?

<ol style="list-style-type: none"><li>1. Making all needed TRCSL related records are retained;</li><li>2. Make available of all records that are required to be retained by statute, regulation, or contract are retained for the appropriate and approved for a period of time;</li><li>3. Implementing a method to access authorized records efficiently;</li><li>4. Implementation of digital information management system covering all aspects of all the divisions in TRCSL;</li><li>5. Establishment of a method to ensure that all records can be read, used, and regarded as authentic once located;</li><li>6. Establish litigation hold procedures to ensure that potentially responsive documents are not destroyed once litigation and/or government investigation is reasonably anticipated;</li><li>7. Establish procedures to ensure the timely destruction of appropriate documents as their respective retention periods expire.</li></ol>
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12. What suggestions do you have to remove constraints and improve the practices relating to the maintenance, management and destruction of records?

Generally available to the public upon request through the standard format listed in the RTI Act, from TRCSL web site, annual reports,
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RTI Formats: Section 10

13. How much fees were collected by the Public Authority during the year through information requests?

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14. What suggestions do you have for improving the effectiveness of the regime of transparency?

1. Publishing more information through the website.
2. Providing information within the time periods laid down by the RTI Act & regulations

Madhushanka Dissanayake

**Director General**

**Telecommunications Regulatory Commission of Sri Lanka**

Date: 19 .09.2024