

Client Sri Lanka Police Department Project SMS Managed Complaints/Information System - our reputed client since 2006



We designed and developed a Data Management System for Sri Lanka Police Department The public can lodge complaints or send information to the Police without visiting a Police station by sending a SMS to the specially allocated number "1919". We have designed our software to channel all the SMSs received for "1919", through the Government SMS gateway (ICTA).

Every SMS received under "1919" will appear at the Police Headquarters "Tel IGP" monitoring center, which is manned by qualified, trained officers.

The officers are able to review the contents of the SMS and categorize them according to the Sri Lanka Police categorizing standards. After which the relevant Police station will be selected and update it. At this stage the system generates automatic SMSs to the relevant Officer In Charge (OIC) of the Police station, OIC district, OIC division, Divisional DIG and senior DIG. Once action is taken, the complainant will be notified accordingly.