

Short Codes in 19XX and 18XX Range

No.	Short Code	Organization	Purpose
1	1900	Telecommunications Regulatory Commission of Sri Lanka (TRCSL)	Customer Care Hot Line
2	1902	Dept. of Measurements Units, Stds. & Services	Customer complaint handling and to increase customer awareness
3	1904	Commissioner of Essential Service	To collect public grievances related to essential services
4	1905	Ministry of Public Administration & Home Affairs	Hot Line of Investigation & Monitoring Unit
5	1907	Ministry of Health	Hot Line for General Public
6	1908	Urumaya Operational Secretariat under the Presidential Secretariat	Hotline for Urumaya National Programme
7	1909	TRCSL	IMEI Verification System
8	1910	Lanka Electricity Company (LECO)	Hot Line for reporting Power supply breakdowns (LECO Areas)
9	1911	Department of Examinations (DoE)	Hot Line to provide information & obtain complaints regarding examinations conducted by DoE
10	1912	Sri Lanka Tourism Development Authority (SLTDA)	To provide tourism related information
11	1913	Excise Department	To facilitate general public in submitting information and complaints on Tobacco & Drug offenses
12	1914	Dept. of National Community Water Supply	To receive information from public
13	1915	Sri Lanka Customs	To receive information from public and traders
14	1916	Coconut Cultivation Board	To provide advisory services to the coconut farming community
15	1918	Agriculture & Agrarian Service Board	Hotline to receive agriculture insurance damage and other information from farmers
16	1919	Information & Communication Technology Agency (ICTA)	Government Information Centre
17	1920	Information and Communication Centre, Department of Agriculture	Hot line for farmers to contact Agricultural Services Center
18	1921	Geological Surveys and Mines Bureau	To provide better service to public regarding Mineral section.
19	1922	State Mortgage & Investment Bank	Customer Care Hot Line of State Mortgage & Investment Bank
20	1924	Welfare Benefits Board	Hotline to provide information to general public
21	1925	Department of Public Finance	Electronic Government Procurement (EGP) secretariat
22	1926	National Institute of Mental Health- Mulleriyawa Hospital	Hotline for Counselling services on mental health
23	1927	National Dangerous Drug Control Board	Telephone counselling for drug dependent persons and their family members.
24	1928	Coconut Research Institute	Hotline to disseminate information for resolving problems of growers
25	1929	Ministry of Child Development & Women's Empowerment	Child Help Line
26	1930	Registrar General's Department	To improve customer service, emergency inquiries etc.
27	1931	Land Reform Commission	To receive complaints from general public and to provide information

28	1933	Sri Lanka Police Department (CID Operation Unit)	Hot line for obtaining COVID -19 related information
29	1934	National Intellectual Property Office of Sri Lanka	Hot line for Customers
30	1935	Central Bank of Sri Lanka	Hotline for consumers
31	1938	Ministry of Child Development & Women's Affairs	Women Help Line
32	1939	National Water Supply & Drainage Board	Customer Care Hot Line of Water Board
33	1940	Sri Lanka Tourism Development Bureau	Hot line for Customers
34	1944	Department of Inland Revenue	Hot Line to provide more services to Tax payers
35	1945	Sri Lanka Air Force	Hotline to get information relevant to COVID-19 Vaccination program of SL Air Force
36	1948	National Authority on Tobacco & Alcohol	To obtain information related to tobacco and alcohol
37	1949	Marine Environment Protection Authority	To report marine pollution and disaster events.
38	1950	Department of Posts	Hot Line for e- services provided by Postal Dept.
39	1954	Commission to Investigate Allegation of Bribery or Corruptions	Hot Line for Complaints on Bribery and Corruptions
40	1955	National Transport Commission	For public complaints on long distance private buses
41	1956	Ministry of National Languages & Social Integration	To make complaints for those who can't get services from government institutes in their own language
42	1958	Sri Lanka Transport Board	To receive passenger complaints and to provide necessary information to the public.
43	1959	National Hospital of Sri Lanka	To provide information and advices required by the public from National Hospital
44	1960	Police Commission	To receive complaints from public
45	1961	Peoples bank	Hot line for Customers
46	1962	Department of Immigration & Emigration	Hot Line for inquiries on immigration and emigration matters
47	1965	Prime Minister's Office	Hotline for receiving calls related to essential services and public grievances
48	1966	Skills Development, Vocational Education, Research & Innovation Division of the Ministry of	To contact the National Career Guidance and Counselling Centre
49	1968	Road Development Authority	Road Development Authority Hotline for the Public
50	1969	Road Development Authority	For emergency calls to Southern Expressway Operations Centre
51	1970	Department of Pensions	For inquiries of Pensioners
52	1971	Sri Lanka Railways	To receive passenger complaints
53	1972	National Savings Bank	Customer Care hotline for National Savings Bank
54	1973	Sri Lankan Air Lines Ltd.	Customer service hot line for general public
55	1975	Bank of Ceylon	Customer service hot line
56	1977	Consumer Affairs Authority	Hot line for Consumer Complaints and Inquiries

57	1979	Sri Lankan Air Lines Ltd	Hot line for passengers on reservation and other information
58	1980	University Grants Commission	Hot Line to receive queries and complaints
59	1981	Central Environment Authority	To conduct National E-waste Management Programme
60	1984	Sri Lanka Ports Authority	To help customers as well as general public.
61	1985	Regional Development Bank	Customer Support Call Centre
62	1987	Ceylon Electricity Board	Hot line for reporting power supply breakdown (CEB Areas)
63	1988	Ministry of Education	Hot line for National Operations Centre of Education Ministry
64	1989	Sri Lanka Bureau of Foreign Employment	Hot line for the complaints and grievances of foreign employees and their family members
65	1990	Ministry of Health	Emergency Pre -Hospital Care Ambulance Service
66	1992	Dept. of Wildlife Conservation	To get complaints about electric fence breakdowns
67	1994	Airport & Aviation Services (SL) Ltd.,	To quickly access Airport by passengers and general public
68	1995	Ministry of Environment	Report incidents of forest-related crimes occurring in Sri Lanka
69	1996	Human Rights Commission of Sri Lanka	Hot line for reporting Human Rights issues
70	1997	Sri Lanka Police HQ	To collect information on Drugs
71	1998	Sathosa Lanka Ltd.,	To provide easy access to consumers to order goods
72	1999	Health Promotion Bureau	24 Hour Trilingual hotlines to provide health related information

No.	Short Code	Organization	Purpose
1	1800	President Secretariat - Rebuilding Sri Lanka Fund	Rebuilding Sri Lanka Fund Services
2	1818	Presidential Secretariat	To facilitate call service for "A Nation United" National operation