ANNUAL REPORT 2024

Telecommunications Regulatory Commission of Sri Lanka

Annual Report
2024

Telecommunications Regulatory Commission of Sri Lanka

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CHAIRMAN'S MESSAGE

It is with great honor that I present the Chairman's message for the Telecommunications Regulatory Commission of Sri Lanka (TRCSL) Annual Report for 2024. This year stands as a pivotal moment for both the telecommunications sector and the TRCSL, marked by the enactment of the Sri Lanka Telecommunications (Amendment) Act No. 39 of 2024. After nearly three decades, this crucial reform has strengthened the regulatory framework governing the industry and enhanced the Commission's ability to meet the evolving needs of the telecommunications landscape.

The telecommunications industry continues to play an integral role in Sri Lanka's socio-economic progress, providing essential communication services across both urban and rural areas. With a dynamic mix of mobile and fixed telecommunication services and internet connectivity, the sector has seen a growth compared to the previous against the populations of the country. By the close of 2024, the country had 28.8 million mobile subscribers, 3.4 million fixed subscribers, and 20.6 million broadband users. Mobile and fixed telephone penetration rates were recorded at 131.5% and 15.7%, respectively. These statistics reflect the importance of telecommunications in driving national development and fostering digital access for all.

The amendments to the Telecommunications Act have empowered TRCSL to take on a more active regulatory role. Now, the Commission has been enabled to better manage competition, oversee infrastructure sharing, enforce compliance, and regulate spectrum assignment. Additional reforms include the introduction of new license categories, increased fines for regulatory infractions, and provisions to safeguard the submarine cables within Sri Lankan waters. These improvements not only strengthen oversight but also open new avenues for generating revenue and creating business opportunities within the telecommunications sector.

Significant advancements were also made in spectrum management. The completion of Spectrum Contiguity has enhanced operational efficiency, allowing for more effective use of available frequencies. TRCSL has introduced innovative methods for radio access network sharing and developed transparent pricing models for spectrum use. The publication of Spectrum Auction Regulations further ensures fairness and clarity in spectrum allocation.

International collaboration has also played an important role in the Commission's progress. Working with the World Bank and the International Telecommunication Union (ITU), TRCSL has taken steps to strengthen Sri Lanka's digital economy. Expert Assistance on Spectrum allocation for advanced broadband services, including 5G, was a focal point of this partnership, aligning with national goals to improve connectivity and bridge the digital divide. Newly published regulations on infrastructure sharing are expected to reduce operational costs and extend services to underserved areas, fostering a more inclusive telecommunications environment.

In addition, progress has been made toward fostering fair competition within the telecommunications market. New regulatory measures were introduced through Gazette notifications to address market imbalances and ensure a level playing field for all stakeholders. These efforts are designed to promote innovation, enhance service quality, and protect consumer interests.

Throughout 2024, TRCSL continued to operate in full compliance with Government regulations, ensuring that essential services were delivered to the public without interruption. Despite the complexities of the year, we were able to identify and leverage the strengths of our staff, fostering collaboration and unity in working toward the organization's objectives. The commitment and dedication demonstrated by the team were crucial in enabling us to fulfill our responsibilities as a key regulatory body, serving the nation through challenging circumstances.

As we look to the future, TRCSL remains committed to advancing the telecommunications industry in a manner that supports Sri Lanka's broader economic and social goals under the newly elected Government. I would like to express my deepest appreciation to the Members of the Commission, the staff of TRCSL, and all industry stakeholders for their continued dedication and hard work. Together, we will continue to build on this year's achievements and contribute to the nation's digital transformation.

Waruna Sri Dhanapala
Acting Secretary, Ministry of Digital Economy and
Chairman of Telecommunications Regulatory Commission of Sri Lanka

ABOUT US

The Telecommunications Regulatory Commission of Sri Lanka (TRCSL) is a statutory body established under the Sri Lanka Telecommunications (Amendment) Act No. 27 of 1996, enacted to amend the principal Act, namely, the Sri Lanka Telecommunications Act No. 25 of 1991. In this report, the term 'Act' denotes the Sri Lanka Telecommunications Act No. 25 of 1991 as amended by Sri Lanka Telecommunications (Amendment) Act No. 27 of 1996 and Sri Lanka Telecommunications (Amendment) Act No. 39 of 2024, and the term Commission denotes the Telecommunications Regulatory Commission of Sri Lanka.

The Telecommunication Regulatory Commission of Sri Lanka (TRCSL) is the government competent authority to handle telecommunication regulatory matters in the country. The Act empowers the Commission to improve telecommunication services in Sri Lanka while ensuring the interests of consumers and operators.

Vision

"To be recognized as a world leader in an advancing communication industry through scientific and regulatory excellence."

Mission

"Ensure timely delivery of the service nationwide at an acceptable quality and affordable cost through the promotion of fairness and justice in a competitive market through a skilled and ethical workforce."

Our Values

- **Accountability:** Taking responsibility for our policy advice and actions
- **Transparency:** Being ready to explain the rationale behind our actions.
- **Professionalism:** To demonstrate high-level professionalism in our day-to-day undertakings in relation to the telecommunication regulation of the commission and achieve continuous self-improvement.
- **Integrity:** Matching words with deeds by discharging functions ethically, efficiently, and effectively in the best interest of our consumers and stakeholders.

INTERPRETATION OF THE MISSION STATEMENT

To ensure the availability of advanced and high-quality communication technology services to all users at just, reasonable, and affordable prices by working with all stakeholders in an independent, open, and transparent manner to create a regulatory environment that promotes fairness, competition, and investments, thus assuring the fulfillment of Sri Lanka's long-term communication needs.

THE COMMISSION

The Commission consists of five members, and the Secretary of the Ministry of Technology is Ex Officio, the Chairman of the Commission.

The Director General of TRCSL is the Chief Executive Officer, who is also a member of the Commission. Three appointed members possessed recognized qualifications and distinguished themselves in the fields of law, finance, and management, respectively.

OBJECTIVES

As per the Telecommunication Act, the general objectives to be achieved by TRCSL are given below:

- To ensure the provision of a reliable and efficient national and international telecommunication service in Sri Lanka (save in so far as the provision thereof is impracticable) such as will satisfy all reasonable demands for such service, including emergency services, public call box services, directory information services, maritime services, and rural services as may be considered essential for the national wellbeing.
- To secure that every operator shall have and employ the necessary technical, financial and managerial resources to ensure the provisions of the services specified in the license.
- To protect and promote the interest of consumers, other users, and the public interest with respect to the charges for the quality and variety of telecommunication services provided and telecommunication apparatus supplied.
- To maintain and promote effective competition among persons engaged in commercial activities connected with telecommunication and promote efficiency and economy on the part of such persons.
- To promote the rapid and sustained development of telecommunication facilities, both domestic and international.
- To ensure that the operators are able to carry out their obligations for providing a reliable and efficient service free of undue delay, hindrance or impediment.
- To promote research into developing and using new techniques in telecommunications and related fields.
- To encourage the significant users of telecommunication services whose business are outside Sri Lanka to establish business within Sri Lanka and to promote the use of Sri Lanka's international transit services.

RESPONSIBILITIES OF TRCSL

As a leading Government institution, TRCSL is the national regulatory agency for telecommunication services in Sri Lanka, and its primary responsibility is to promote sustained development of the industry by shaping the regulatory process, protecting public interest, and being 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 assisting all the telecommunication operators in Sri Lanka to develop world-class telecommunication network facilities in the country.

Its primary responsibilities are as follows:

- Enforcement of the provisions in the act and conditions in the licenses issued to operators.
- Foster free and fair competition among the licensed operators.
    - Monitoring competition to ascertain whether the operators meet public interests and objectives.
    - To ensure seamless interconnection between networks and services.
    - To establish a general framework of rules that would enable open entry, non-burdensome, and transparent licensing.
- Pricing
  Ensure the telecommunication services are reasonably priced, taking into consideration affordability, etc.
- Consumer Protection.
  To have the consumer safeguard in place, to encourage citizen participation and open dialogue by conducting inquiries into complaints made by the consumers and members of the public.
- Social Regulation.
    - Universal Access/ Services
    - Ensure universal access/provision of services to the rural communities, the elderly, and people who are differently abled.
    - Emergency preparedness.
    - To make available telecommunication services, to people with disabilities.
- Regulation of bottleneck facilities and scarce resources
    - Spectrum Management
    - Numbering
    - Rights of Way
    - Space Segment
    - Interconnection
    - Access to international landing stations
    - Access to backbone
- High quality telecommunication services
  To ensure that telecommunication services are of a high quality which, are just, reasonable, affordable, and which will satisfy the needs of the consumers.
- Promote Good Governance
  Ensure a transparent decision-making process, encouraging public participation and delivering decisions without undue delay by adhering to principles of natural justice.

- Ensure that the decisions are fair and impartial.
- Help to build a civil society by contributing towards making it an "Informed" society in this modern Information and Communication age.
- Ensure that all operators comply with the requirements laid down by the International Telecommunication Union (ITU) and relevant International Organizations in respect of both equipment and technical standards.

FUNCTIONS OF TRCSL

For achieving the objectives, The TRCSL performs the following regulatory functions.

- Processing applications and granting of licensing.
    - Licenses to operate telecommunication systems in Sri Lanka under section 17 of the Act. According to Section 17 of the Act, no person shall operate a telecommunication system in Sri Lanka except under the authority of a license granted by the Minister on the recommendation of the Commission. However, there are some exemptions from licensing requirements and these exceptions are stipulated in Section 20 of the Act.
    - Licenses for the use of radio frequency and radio frequency emitting apparatus under Section 22 of the Act. As per Section 22(1) of the Telecommunication Act, no person shall use any radio frequency or any radio frequency emitting apparatus in Sri Lanka or any part of the territorial waters of Sri Lanka or any ship or aircraft registered in Sri Lanka, except under the authority of a license issued by the Commission for that purpose.
    - Vendor license under Section 21 of the Act. According to Section 21(1) of the Act, no person shall by way of trade, manufacture, import, sell, offer for sale, deal in, transfer, hire, lease, demonstrate, maintain, and repair any telecommunication apparatus, except under the authority of a license issued by the TRCSL.
- Tariff Regulation
    - Determine tariff in consultation with the Minister as specified under Section 5(k) of the Act, according to which the Commission has the power to determine in consultation with the Minister, the tariff or methods for determining such tariff, taking into account Government policy and the requirements of the operators in respect of the telecommunication services provided by the operator.
    - Approval/Determination of interconnection charges in term of 5(1) of the Act.
- Monitor and ensure compliance with the Act (including rules and regulations made there and licenses by the licensed operators).
- Monitoring and ensuring proper utilization of the radio frequency spectrum and management of the radio frequency spectrum in Sri Lanka.
- Responding to consumer complaints and holding inquiries/ conducting investigations.
  According to Section 9(1) of the Act, when a subscriber or a member of the public makes a complaint to the Commission in relation to the telecommunication service provided by an operator, the Commission may make such investigations as it may deem necessary and shall cause such remedial measure to be taken as the circumstances of the case may require. Section 9(2) of the Act states that in the course of any investigation under Section 9(1), the Commission may direct such operator to take such steps as appears to be necessary for the rectification of any cause or matter which gave rise to the complaint and direct that financial redress to be provided where deemed appropriate.
- Setting up quality of service standards to ensure quality and variety of telecommunication services.
- Represent the Government in International Conferences and Foreign bodies who are concerned with telecommunication operations.
- Issuance of Orders and Directions by the Commission.
  TRCSL has followed a transparent policy in issuing orders, directions, or decisions. Greater opportunities were offered to the industry participants, consumers, and other interested parties to attend and be represented at public hearings and other forums.
- Specifying technical standards for telecommunication apparatus and type approval.

INTER DIVISIONAL COLLABORATION

There are several divisions/units to carry out the functions of TRCSL. The main functions and the performance of the divisions/units in the year 2024 are described in the respective sections of this report. It should be especially noted that although certain activities have been listed under a specific division/unit, such activities have been carried out by that specific division/unit with the support of other divisions/units.

COMMISSION AND EXECUTIVE MANAGEMENT

Mr. Waruna Sri Dhanapala
Chairman

Mr. Waruna Sri Dhanapala is a Special Grade Officer of the Sri Lanka Administrative Service (SLAS) with over 24 years of experience. Appointed as Acting Secretary to the Ministry of Digital Economy since November 2024. He earlier served as the Additional Secretary (Regional Administration Reforms) at the Ministry in charge of Home Affairs (Sep 2020 – Nov 2024) and Acting Director General of the Data Protection Authority (Nov 2023 – Nov 2024).

His previous positions include Additional Secretary/Senior Assistant Secretary of the Ministry of Digital Infrastructure (2016 – 2020), the Presidential Secretariat (2001 – 2005 and 2007 – 2011) and the Ministry of Environment (2015). As the Minister Counsellor at the Permanent Mission of Sri Lanka to the United Nations in New York (2012 – 2014) Mr. Dhanapala contributed to the formation of SDGs. In 2013, the UN General Assembly unanimously elected him as Vice Chair of the Economic & Finance Committee and was in charge of several key Resolutions on technology and global issues.

He holds a Master's Degree in International Development Studies from the National Graduate Institute for Policy Studies (Japan), a Master's in Public Administration from PIM (University of Sri Jayewardenepura and a BSc (Special Degree) in Geology & Computer Science from the University of Peradeniya. Mr. Dhanapala is a Professional Member of the Computer Society of Sri Lanka (CSSL) and the General Secretary of the Japanese Graduates' Association of Sri Lanka (JaGAAS).

Air Vice Marshal Bandula Herath (Retd)
Director General

Air Vice Marshal Bandula Herath (Retd; Sri Lanka Air Force) is a dynamic personality currently serving as the Director General of the Telecommunications Regulatory Commission of Sri Lanka with an unblemished record of service. He is with over 32 years of experience in the field of Electronics and Telecommunications Engineering. His leadership is accepted by all levels and also a proven personality in achieving given tasks. With his professional knowledge with management and leadership skills, he has successfully overcome crisis situations through diversified approaches over short term and long term actions.

He has gained higher level Academic and Staff qualifications in his field of work from prestigious universities locally and overseas. He possesses in depth practical as well as theoretical knowledge in Electronics and Telecommunications Engineering. He joined the Sri Lanka Air Force on 21st of July 1987 with the 5th Intake of Officer Cadets at the General Sir John Kotelawala Defence University. He holds a Bachelor's Degree in Electronics and Telecommunications Engineering and a Master's Degree (Defence Studies) in Management from the General Sir John Kotelawala Defence University. He has undergone specialized trainings in various countries such as India, Pakistan, Singapore, Israel and Australia.

During over 32 years of his illustrious service career in the Sri Lanka Air Force, he has held many key appointments within the Electronics Engineering Branch such as Zonal Signals Officer at Eastern Zone, Commanding Officer of the Electronics and Telecommunication Engineering Wing at SLAF Base Ratmalana, Staff Officer Electronics and the Deputy Director of Electronics and Telecommunications Engineering at the Directorate of Electronics and Telecommunications Engineering before being appointed as the Director of Electronics and Telecommunications Engineering.

During his distinguished military career, he has been awarded with the Uttama Seva Padakkama, SLAF 50th Anniversary Medal, Sri Lanka Armed Services Long Service Medal and Clasp, 50th Independence Anniversary Commemoration Medal, East Humanitarian Operations Medal and Clasp, North Humanitarian Operations Medal, North & East Operational Medal and Clasp, Poorna Bhoomi Padakkama and the Riviresa Campaign Service Medal. He has served as an aircrew member of Y-8 transport aircraft who proudly wears the Air Electronics Brevet in the Sri Lanka Air Force.

Mr. Aruna Chaminda Kukulegama
Member of the Commission

Mr. Aruna Kukulegama gained Bachelor of Laws degree from the Open University of Sri Lanka. Given oaths as an Attorney-at-Law on December 2010. Meantime holds Intermediate Level Professional qualification from the Institute Of Chartered Accountants Of Sri Lanka.

Since the year 2002 have been working as a Revenue Officer of the Department of Inland Revenue. As Revenue officer, gained Individual, Partnership and Corporate level tax exposure and Legal Branch working experience as well. Meantime gained local and foreign trainings relating to Tax Administrative & Capacity Building aspects. Currently holds a Deputy Commissioner post of an Upper Corporate Sector Unit. Meantime reading for Masters of Information Technology Degree at the University of Kelaniya (2023 Batch).

Mr. R.M.R.S. Ranabahu
Member of the Commission

Mr. Rukshan Ranabahu is a Senior Software Engineer currently working for a New Zealand software firm and has over 5 years of experience in the engineering field, including significant expertise in telecommunications digitization software development. He has a diverse professional background, having previously served as an officer in the Sri Lanka Administrative Service. He gained valuable experience working as an Assistant Divisional Secretary in the Anuradhapura, Thalawa Divisional Secretariat Office, where he was involved in various administrative functions and public service initiatives. Rukshan holds a B.Sc. (Hons) from the University of Moratuwa and a Diploma in Public Administration from the Sri Lanka Institute of Development Administration (SLIDA). With this unique blend of technical expertise and public administration experience, he is well-equipped to contribute effectively to the objectives of the Telecommunications Regulatory Commission.

Mr. Athula Bandara Herath
Member of the Commission

Mr. Athula Bandara Herath (LL.B Sri Lanka) Attorney-at-Law was enrolled as an Attorney-at-Law in the year 1986 and a senior Counsel practicing in Supreme Court, Court of appeal, District Court of Colombo as well as other outstation District Courts of the Country.

He is rendering professional services to Peoples' Bank, Ceylinco Insurance Co. Pvt., Hupuhasthanna Plantation Limited, The Finance Company PLC., Kesbewa Municipal Council, Lanka Ceramic Ltd., Land Reform Commission, Commercial Credit PLC and Petroleum Corporation.

Mr. Herath was appointed as Presidential Commissioner to Inquire into the activities of Janasaviya Trust Fund, reposing great trust and confidence in his prudence ability and fidelity and he was appointed to the Land Acquisition Board of Review by the Judicial Service Commission and served for the Board for five years too. He also functioned as the Chairman of the Colombo Rent Board for five years.

He served as a Director to the boards of Ceylon Petroleum Corporation, Airport and Aviation Services (Srilanka)(Private) LTD and the Port Authority.

He is the author of "Case Law on the Evidence Ordinance" published in the year 2006 which is highly recommended book for Lawyers and the Judges and is the Compiler of " Supreme Court Law Report" (A.B.H.Law Report)for the years 2014 to 2021.

Mrs. Tharalika Livera
Deputy Director General / Regulatory Affairs

Mrs. Tharalika Livera joined the Telecommunications Regulatory Commission of Sri Lanka, previously Office of the Director General of Telecommunications, in 1994 as an Engineer (Class II Grade II) and counts over 30 years of multidisciplinary experience in the telecommunication regulation and currently holds the position of Deputy Director General – Regulatory Affairs at Telecommunications Regulatory Commission of Sri Lanka.

She holds a BSc in Engineering (Electrical & Electronics) from the University of Peradeniya, Sri Lanka, and a Masters in Electronics & Telecommunications from Sheffield Hallam University, United Kingdom.

Mrs. Livera is a Charted Engineer (CEng) by profession and registered at the Engineering Council, United Kingdom. She is a Member of the Institution of Engineering and Technology, United Kingdom, and an Associate Member of the Institution of Engineers Sri Lanka. She holds the Vice Chairmanship of the Policy and Regulatory Forum of Asia Pacific Telecommunity for South Asia and served as Vice Rapporteur for Broadband Studies in the International Telecommunication Union Study Group - 1 and Study Group - 2. During her career, she has gained extensive national and international experience on telecommunication policy and regulation, which had been useful for the regulator to implement strategic decisions.

Ms. K.S.M. Vishakha
Deputy Director General / Development

Ms. K.S.M. Vishakha counts over 30 years of experience at the Telecommunications Regulatory Commission of Sri Lanka (TRCSL) where she joined the organization as an Engineer in 1994. She has a wealth of experience in the areas of spectrum management, telecommunication networks, numbering and handling international relations. She has served in Spectrum Management and Network Divisions of the TRC as Deputy Director and Assistant Director. She held Acting Director positions of both Network Division and Policy & International Relations Division.

She graduated from the University of Peradeniya in 1993 with a B.Sc. Engineering (Honours) Degree in Electrical & Electronics Engineering. She also holds a Master of Engineering (M.Eng.) degree in Electronics & Telecommunications from the University of Moratuwa. She is a Chartered Engineer of the Institution of Engineering & Technology (The IET) of the UK and a Chartered member of the Engineering Council UK.

She has earned a wealth of experience in radio communications while serving more than 16 years in the Spectrum Management Division contributing to many key projects. During this period, she represented Sri Lanka in several World Radio Conferences. She has also gained extensive knowledge in numbering and networking by serving over ten years in the Network Division.

Mr. E.N.P.K. Ratnapala
Deputy Director General / Policy & Planning

With a career spanning over 31 years as a professional Engineer in the Regulatory Sector of the Telecommunication Industry in Sri Lanka, Mr. Nihal Ratnapala has gained extensive exposure in the field of Radio Frequency Spectrum Management in Sri Lanka and has been instrumental in major developments in the radio communication industry, including Sound and Television Broadcasting Sector. He has also played a pivotal role in shaping the telecommunication landscape in Sri Lanka.

He has earned BSc Eng. (Hons) Degree from University of Peradeniya and Master of Engineering (MEng) Degree from University of Moratuwa specializing in Electronic and Telecommunication. He is a Chartered Engineer registered in the Engineering Council (UK) and Engineering Council (Sri Lanka) and a member of the Institution of Engineering and Technology-IET (UK) and Institution of Engineers (Sri Lanka). He has gained extensive industry-related knowledge and exposure from many international organizations since 1994 and has been a member of the Sri Lankan Delegation to World Radiocommunication Conference held by the International Telecommunication Union (ITU) on many occasions and represented Sri Lanka in other Regional Regulatory Activities representing Sri Lanka.

Mr. M.K. Jayantha
Director / Finance

Mr. M K Jayantha joined TRC in 2013, bringing with him a wealth of knowledge and expertise in finance and administration. He holds a Bachelor of Commerce Special degree from the University of Sri Jayewardenepura, and he is a Fellow Member of the Institute of Chartered Accountants of Sri Lanka. Additionally, he is an Associate Member of the Chartered Public Financial Accountant of the UK, a Fellow Member of the Certified Management Accountant of Sri Lanka, and an Associate Member of the Cost & Executive Accountants of the UK.

Further enhancing his credentials, Mr. Jayantha holds a Master of Business Administration (MBA) degree from the University of Honolulu, USA. Throughout his career, he has made significant contributions to the TRC, particularly to win several merit awards, including recognition for the best annual report by the Public Sector Wing of the Institute of Chartered Accountants of Sri Lanka.

Before joining TRCSL, Mr. Jayantha accumulated over 18 years of experience in finance and administration, holding senior leadership roles such as Group Financial Controller, Manager of Finance & Administration, and Chief Financial Officer in several prestigious manufacturing, trading, and service organizations in Sri Lanka. His diverse background and wealth of experience have made him a highly valuable asset to TRCSL.

Mr. M.J.S. Ravisinghe
Director / Administration & Corporate Affairs

Mr. Jagath Ravisinghe was appointed as the Director of Administration and Corporate Affairs at the Telecommunications Regulatory Commission of Sri Lanka in April 2023. He holds the responsibility of administration, cooperative affairs, and human resource development roles in the organization. He is a Grade one officer of the Sri Lanka Administrative Service having 20 years of experience and was selected to the organization by the Board of the Regulatory Commission.

He holds a BSc in Physical Science from the University of Peradeniya. He has obtained Master of Business Administration from The Post Graduate Institute of Agriculture, University of Peradeniya, and a Master's Degree in Public Administration from the Graduate Institute for Policy Studies (GRIPS) in Tokyo, Japan.

He started his profession as a temporary demonstrator/tutor at the Department of Mathematics of the Faculty of Science, University of Peradeniya. Then, he joined the Sri Lanka Administrative Service in July 2004. He was attached to the Department of the Commissioner General of Samurdhi and held the posts of Assistant Commissioner Admin, Deputy Commissioner Samurdhi, and Deputy Commissioner Development. Then, He was attached to the Department of Immigration and Emigration and held the posts of Assistant Controller Procurement, Assistant Controller Travel, and Deputy Controller Travel. After that, He was attached to the Ministry of Plantation Industries and served as Director of Development, Director of Plantations Monitoring and Management Division, Acting General Manager of the Coconut Cultivation Board, Acting Chairman of the Tea Research Board, and Acting CEO of the Tea Shakthi Fund. Then, he joined TRCSL as the Director of Admin and Corporate Affairs.

Eng. J.A.S. Gunanandana
Director / Spectrum Management

Eng. J.A.S. Gunanandana is a highly accomplished telecommunications professional with over 31 years of experience in the industry. He graduated from the University of Moratuwa, Sri Lanka, in 1994 and began his career in the private sector, where he gained valuable expertise in telecommunications networks over four years.

In 1998, he joined the Telecommunications Regulatory Commission of Sri Lanka (TRCSL) as an Assistant Director. Since then, he has played a key role in shaping regulatory policies and driving transformative changes in the country's cellular mobile industry. His contributions have facilitated faster network rollouts through enhanced collaboration between mobile operators and government institutions.

Committed to continuous professional development, Eng. Gunanandana obtained a Postgraduate Diploma in Information Management and a Master of Science from the Sri Lanka Institute of Information Technology. He is a Chartered Engineer and holds corporate membership in prestigious organizations, including the Institution of Engineers Sri Lanka (IESL), the Engineering Council Sri Lanka (ECSL), and the Institution of Engineering and Technology (IET).

As the Director of Spectrum Management at TRCSL, Eng. Gunanandana leads several nationally significant initiatives. His responsibilities include drafting spectrum regulations, spectrum clearance and auctioning for emerging technologies such as 5G, standardizing telecommunications devices through type approval, and resolving industry disputes. His multidisciplinary expertise and leadership continue to shape Sri Lanka's telecommunications regulatory framework, ensuring the sector's growth and advancement.

Mr. Indrajith Handapangoda
Director / Competition

Mr. Indrajith Handapangoda commenced his career as an Executive at one of the Blue-Chip Companies in Sri Lanka in 1994 and joined the middle management of TRCSL in 1998. Within his tenure of 27 years in the Economic Affairs Division and Competition Division of TRCSL, he handled key regulatory functions such as Interconnection, Tariff, licensing, and Surveillance. In 2002, He coordinated the consultation process for formulating strategies to liberalize the international telecommunication segment of Sri Lanka and contributed to the implementation of formulated strategies. Mr. Indrajith handled the process of rebalancing the tariff of Sri Lanka Telecom in 2000,2001 and 2002. He played a key role in introducing interconnection Rules to the industry in 2003 and issuing interconnection determinations in 1999, 2010, and 2022 and Out of the three Public Hearings conducted by TRCSL, in two such hearings, he served as a member in the Committee of Public Inquiry. Being a member of the Working Committee appointed to providing technical expertise in the Act amendment process, Mr. Indrajith actively contributed to the Act amendment conducted in 2024. Further he played a key role liaison with the Workl Bank Consultants to introduce Competition Rule No. 01 of 2024.

Mr. Indrajith is in charge of collecting all the taxes/levies whilst handling tax related matters liaison with the Ministry of Finance, relating to the industry. He evaluates the visa request letters submitted by operators who need services of foreign experts to their network development projects and recommend to the line ministry to issue recommendation letter to the Department of immigration and emigration to issue such visas. Currently, he Chairs the Internal Committee of Resolution of Consumer Complaints.

Mr. Indrajith contributed by being a Group Leader of South Asia Telecom Regulators Council's Working Group on Billing and Tariff for IP based services in 2008. In 2010/2011, he chaired the South Asia Telecom Regulators Council's (SATRC) Working Group on Network and Services. Representing the TRCSL, Mr. Indrajith attended SATRC meetings held in India, Pakistan, and Sri Lanka and actively participated ITU Study Group Meetings on different subject matters relating to the industry. During his career he gained extensive industry-related knowledge and training from local and international institutes including a Certificate Course in Telecommunication Management conducted by the Cable and Wireless College in Coventry, UK.

He is a Fellow Member of the Chartered Professional Managers of Sri Lanka and Life Member of Sri Lanka Economic association. Mr. Indrajith holds two Master's Degrees in Business Administration and Public Administration from the University of Colombo (Sri Lanka) and The Flinders University (South Australia) respectively and holds a Bachelor's degree in Economics (Honors) from the University of Sri Jayawardenapura.

Mr. S.E. Wakista
Director / Information Technology

Eng. S.E.Wakista holds a Bachelor of Science (Engineering) Degree from the University of Moratuwa, and a Master of Science Degree in Information Technology from the Sri Lanka Institute of Information Technology.

Eng. Wakista is a Chartered Engineer, Corporate Member of the Institute of Engineers Sri Lanka and Corporate Member of Sri Lanka Engineering Council.

He joined TRCSL in 2001 as an Engineer. During his stay at the TRCSL, he served many years in the Spectrum Management Division and Network Division as a capacity in Assistant Director and Deputy Director positions and contributed his knowledge and experience to TRCSL. During his career he gained extensive industry related training and technological updates from local and international organizations.

Mr. L. Ganeshamoorthy
Director / License Management

Eng. L. Ganeshamoorthy joined TRCSL in 1997 following various roles in private organizations. He holds a B.Sc. (Eng.) Degree in Electrical and Electronics Engineering from University of Peradeniya, Sri Lanka, and a M.Sc. in Information Management from Sri Lanka Institute of Information Technology. He is a member of The Institution of Engineering and Technology (IET), UK.

He has almost 32 years of vast experience as a professional in computer and telecommunication industry. He started his career in 1993 as a Computer Engineer in a private company in Sri Lanka and was promoted to the post of Engineering Manager.

He joined the Telecommunications Regulatory Commission of Sri Lanka (TRCSL) as an Engineer on a contract basis in 1997 and then he got a permanent post as an Assistant Director. He was promoted to Deputy Director before being appointed as Acting Director in the License Management Division.

In his career over 27 years at TRCSL, he has served in the Network Division, Spectrum Management Division and License Management Division in the capacity of Assistant Director, Deputy Director and Director. In the year 2023, he held the position of Director (Actg.)/License Management and then promoted as a Director.

He has wide experience in areas such as processing & issuing telecom operator licenses, Frequency Spectrum planning, Management, coordination, issuing licenses & enforcing its conditions, update & maintain a table of frequency allocations based on the provision of ITU conventions & Radio Regulations. He was overseeing conducting the Global Maritime Distress Safety System (GMDSS) examination and issuing certificates to the successful candidates.

Eng. L. Ganeshamoorthy has represented the country in World Radiocommunication Conference (WRC) of the International Telecommunication Union (ITU). During his career, he has gained extensive knowledge in the telecommunication regulatory sector by attending several meetings, workshops and training programs of the Asia Pacific Telecommunity (APT) and other international organizations.

Mrs. S.A.R. Kamalanayana
Director / Networks

Eng. S. A. R. Kamalanayana joined TRCSL in the year 2001. She holds a BSc (Eng.) Degree in in Electronics and Telecommunication Engineering from the University of Moratuwa. She is a Charted Engineer and a Cooperate Member of the Institute of Engineers, Sri Lanka (IESL), a Corporate Member of the Engineering Council, Sri Lanka (ECSL) and a member of the Institute of Electrical and Electronic Engineers, United States of America.

Eng. S. A. R. Kamalanayana started her career at Sri Lanka Telecom (Services) Ltd, a subsidiary of Sri Lanka Telecom and held a key engineering position on the implementation of 150K Telecom Development Project, which is the largest ever telecom infrastructure project undertaken in the country.

In her career spanning over 24 years at TRCSL, she has served in the Spectrum Management Division, Network Division as well as in Policy and International Relations Division. She is currently serving as the Director/ Networks of Telecommunications Regulatory Commission of Sri Lanka

Eng. S. A. R. Kamalanayana has represented the country in World Radiocommunication Conference (WRC) of the International Telecommunication Union (ITU). During her career, she has gained extensive knowledge in the telecommunication regulatory sector by attending meetings, workshops and training programmes of the Asia Pacific Telecommunity (APT) and other international organizations.

Mrs. Menaka Pathirana
Director / Compliance & Investigation

Mrs. Menaka Pathirana commenced her career as an Accounts Executive of John Keels Group and Group Internal Auditor in Cinemas Group of Companies in 1994. She joined the TRCSL in 1998 as an Assistant Director/Operator Analysis in the Economic Affairs Division. She holds a bachelor's degree in economics (Honors) from the University of Sri Jayewardenepura. She holds a master's degree from the University of Madurai Kamaraj, India in the field of Business Administration. With the direction of the Commission, she was appointed to the Compliance division to handle the consumer relations key regulatory functions.

She currently holds the position of Director of the Compliance & Investigation Division. Her main role is handling consumer affairs in the Telecommunication Industry, dealing with consumer issues, and making awareness of ethical usage of communication and media. Also, she served as a guest lecturer in all Divisional Secretariats, government schools, all police stations, and other social groups on consumer awareness programs. Further, she coordinates the Internal Committee of Resolution of Consumer Complaints (ICRCC). She is a Member of the Institute of Management of Sri Lanka (IMSL).

She has experience in the fields of finance and regulatory affairs for over 31 years. Mrs. Pathirana represented the TRCSL in ITU and APT meetings and participated in ITU Study Group Meetings on different subject matters relating to the industry. During her career, she gained extensive industry-related knowledge and training from local and international institutes.

Mrs. G.C.P. Moragoda
Director / Legal

Mrs. Gauri Moragoda has been a key figure at the Telecommunications Regulatory Commission of Sri Lanka since 1997. As an accomplished Attorney-at-Law, she holds an LLB degree from the University of Colombo and an LLM in Information Technology and Telecommunications Law from the University of Strathclyde in the UK. Furthermore, she is an Associate Member of the Chartered Governance Institute of the UK and Ireland and has completed a specialized certificate in Crime and Justice from Australia. With over 24 years of experience at the Commission, Mrs. Moragoda currently excels in her role as Director Legal Affairs provides supervision and leadership to the division. She provides critical legal counsel on a range of issues and has successfully navigated numerous high-profile cases where the Commission's decisions have faced challenges. Her contributions include drafting essential regulations, rules, and guidelines for the Commission and serving on key committees responsible for Telecommunications and Broadcasting Laws.

Mrs. Moragoda has been a resource person in various international and local conferences, meetings, workshops, forums, and training sessions, representing Sri Lanka. Overall, Mrs. Moragoda brings over 30 years of comprehensive experience to her role, having established a strong foundation in both the private sector and legal practice prior to her tenure at the Commission.

Mr. C.N. Palihawadana
Director / Special Projects

Mr. Nishantha Palihawadana holds a Bachelor of Science Degree specializing in Statistics from the University of Colombo. He also holds two master's degrees: a Master of Business Administration from the University of Colombo and a Master of Economics, also from the University of Colombo. He is a fellow member of the Institute of Chartered Professional Managers Sri Lanka.

He began his career as a lecturer at Wayamba University in 1998. Subsequently, he served at the Finance Commission as a Research Officer, followed by a role at the World Bank as a Short-term Research Consultant. In 2003, he joined TRCSL as an Assistant Director and was promoted to Deputy Director in 2013. For 20 years, he has been an expert in regulating telecommunication tariffs within the Competition Division. In 2023, he was appointed as the Director of the Special Projects Division.

Mr. Palihawadana has gained both national and international experience by participating in numerous programs. He also holds the prestigious position of Vice Chairman of then Study Group 03(AO) at the International Telecommunication Union.

Mr. M.P. Gunasinghe
Director / Policy & International Relations

Mr. Muditha Gunasinghe has been working in the Telecommunications Regulatory Commission of Sri Lanka as the Director/ Policy & International Relations. He has over 25 years of experience in the telecommunication field, including over 20 years in telecommunication regulation. Mr. Gunasinghe obtained his degree in B.Sc. (Engineering) in Electrical and Electronic Engineering from the University of Peradeniya and master's degree in M.Sc. (Engineering) in Electrical and Electronics Engineering from the same university. He is a chartered engineer and a member of the Engineering Council Sri Lanka and the Institute of Engineers Sri Lanka (IESL). Mr. Gunasinghe is also a member of the Institute of Engineering Technology (IET), UK.

Mrs. Ruwani Gooneratne
Secretary to the Commission

Mrs. Ruwani Gooneratne joined the Telecommunications Regulatory Commission of Sri Lanka in 1998.

She holds a Bachelor of Laws (LL. B) Degree from the University of Colombo and is an Attorney-at-Law with 30 years of experience in the field of law.

Her experience at TRCSL counts for 26 years and has served as a Member of two Public Hearings conducted by TRCSL, as a Member of the Department Procurement Committee(major) and currently serves as a Member of the Internal Committee for Resolution of Consumer Complaints.

She was responsible for the successful co-ordination and completion of the Amendment to the Sri Lanka Telecommunications Act in the year 2024.

Mr. R.R. Saman Kithsiri
Internal Auditor

Mr. Kithsiri has joined TRC in 2014. He holds a Bachelor of Business Administration degree from the University of Sri Jayewardenepura and a Master of Business Administration from the University of Kelaniya. He is a Fellow Member of the Institute of Chartered Accountant of Sri Lanka, Fellow Member of the Certified Management of Sri Lanka, Advanced Diploma of Chartered Institute of Management Accountant UK.

Prior to joining TRCSL, Mr. Kithsiri counts over 17 years of Internal Audit, Finance and Tax experience in the holding senior position such as Group Accountant, Internal Auditor and Manager Finance in many reputed manufacturing, trading and service organizations in Sri Lanka.

EXECUTIVE STAFF

Air Vice Marshal Bandula Herath (Retd)	Director General
Mrs. R.M.T.K.P. Livera	Deputy Director General (Regulatory Affairs)
Ms. K.S.M. Vishakha	Deputy Director General (Development)
Mr. E.N.P.K. Ratnapala	Deputy Director General (Policy & Planning)

Licence Management Division

Mr. L. Ganeshamoorthy	Director
Mr. T.G. Premarathne	Assistant Director
Mr. R. Sutharshan	Assistant Director

Network Division

Mrs. S.A.R. Kamalanayana	Director
Mr. I.M. Jawsi	Deputy Director
Mr. W. M. N. J. Wijerathne	Assistant Director
Mr. S.W.M.R.L.B. Senadheera	Assistant Director
Mr. S.B. Bulathgama	Assistant Director
Mr. D.M.S.A. Dissanayaka	Assistant Director
Mrs. H.P.S. Ratnayake	Assistant Director
Mrs. A.P. Muhandiramge	Senior Telecommunications Officer

Spectrum Management Division

Mr. J.A.S. Gunanandana	Director
Mr. M.C.M. Farook	Deputy Director *
Mr. W.A.D.T. Madusanka	Assistant Director *
Mrs. G.H.P. Imali Prasanthika	Assistant Director
Mr. M.E. J. S. Munasinghe	Assistant Director
Mr. T.M.J. Perera	Assistant Director
Mr. I.U. Wijesingha	Assistant Director
Mr. P.D.M.P. Dharmasena	Assistant Director
Mrs. J.L.C.D. Liyanage	Administrative Officer
Mr. T.P.T. Fernando	Senior Telecommunications Officer
Mrs. D.S.S. Jayawardene	Senior Telecommunications Officer

** Officers who are on foreign 'no pay leave'.*

Compliance & Investigation Division

Mrs. H.P.H.M. Pathirana	Director
Mr. D.N. Wijesinaghe	Assistant Director
Mrs. T.D.H. Kumarasiri	Assistant Director
Mrs. M.H.A.R. Jayasena	Assistant Director
Mr. Y. Mathanan	Assistant Director
Mrs. R.P.C.S. Jinadasa	Administrative Officer

Competition Division

Mr. H.W.K. Indrajith	Director
Mrs. H.M. Sriyani	Deputy Director
Mr. S.K.T.I. Prabhath	Assistant Director
Mr. G.C.S. Fernando	Assistant Director

Legal Division

Mrs. G.C.P. Moragoda	Director
Ms. L.S.P. Rodrigo	Deputy Director
Mr. I. N. Mathew	Assistant Director

Special Projects Division

Mr. C.N. Palihawadana	Director

Policy & International Relations Division

Mr. M.P. Gunasinghe	Director
Mr. T.G.J. Ravindra	Assistant Director

Information Technology Division

Mr. S.E. Wakista	Director

Administration & Corporate Affairs Division

Mr. M.J.S. Ravisinghe	Director
Mr. Y.S.P.P. Gunarathna	Deputy Director
Mr. K.S.N. Wijerathna	Assistant Director
Ms. Shyamila Rathnayake	Administrative Officer

Finance Division

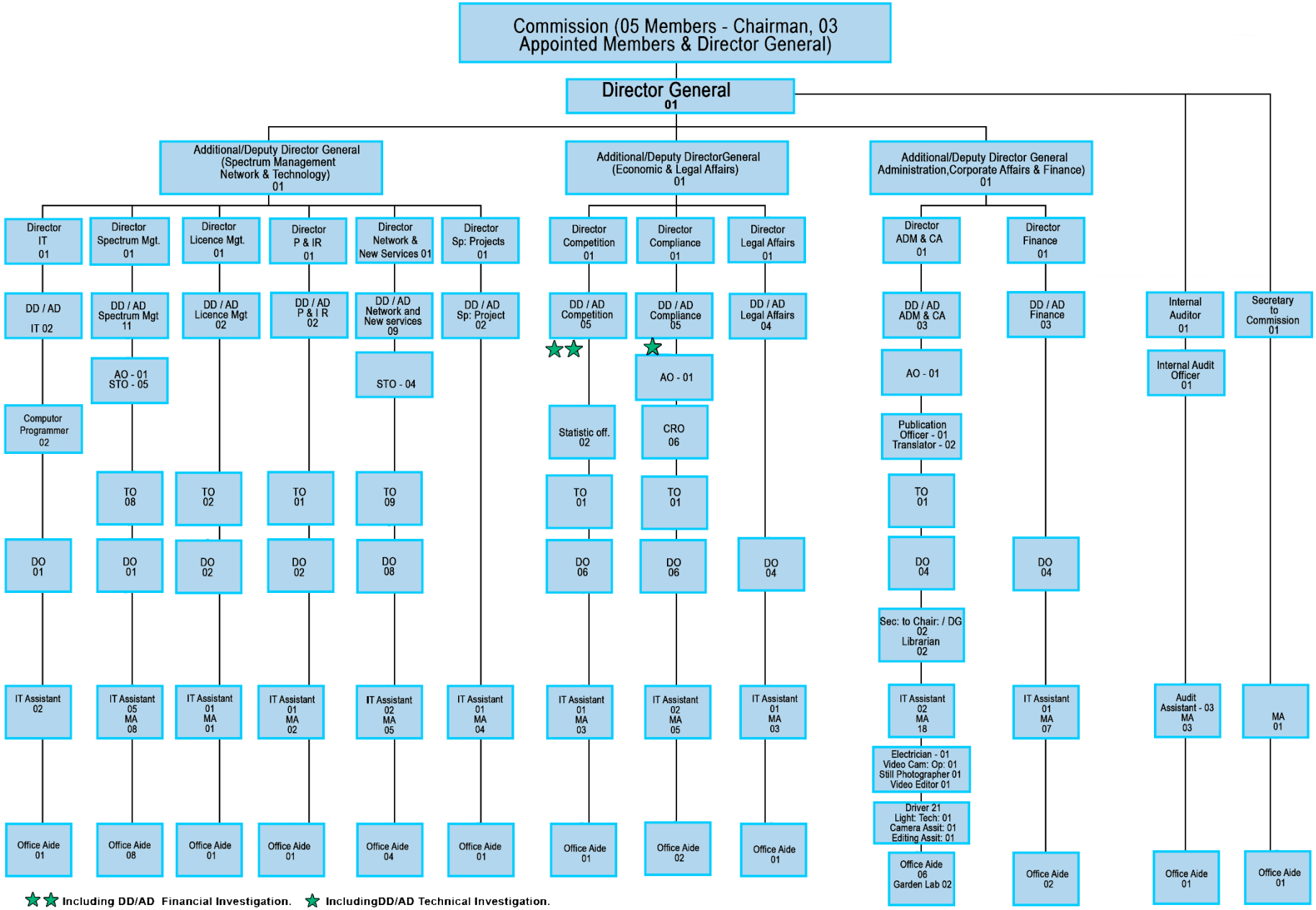
Mr. M.K. Jayantha	Director
Mrs. L. D. Jayawickrama	Assistant Director
Mr. D.P.C.U.K. Hemapala	Assistant Director

Commission Secretariat

Mrs. R.S. Goonaratne	Secretary to the Commission

Internal Audit Division

Mr. R.R.S. Kithsiri	Internal Auditor
Mrs. D.B.N. Priyadarshani	Internal Audit Officer


Commission (05 Members - Chairman, 03 Appointed Members & Director General)
Director General 01
Additional/Deputy Director General (Spectrum Management Network & Technology) 01
Additional/Deputy DirectorGeneral (Economic & Legal Affairs) 01
Additional/Deputy Director General Administration,Corporate Affairs & Finance) 01
Director IT 01
Director Spectrum Mgt. 01
Director Licence Mgt. 01
Director P & IR 01
Director Network & New Services 01
Director Sp: Projects 01
Director Competition 01
Director Compliance 01
Director Legal Affairs 01
Director ADM & CA 01
Director Finance 01
Internal Auditor 01
Secretary to Commission 01
DD / AD IT 02
DD / AD Spectrum Mgt 11
DD / AD Licence Mgt 02
DD / AD P & I R 02
DD / AD Network and New services 09
DD / AD Sp: Project 02
DD / AD Competition 05
DD / AD Compliance 05
DD / AD Legal Affairs 04
DD / AD ADM & CA 03
DD / AD Finance 03
Internal Audit Officer 01
AO - 01 STO - 05
STO - 04
AO - 01
AO - 01
Computor Programmer 02
Statistic off. 02
CRO 06
Publication Officer - 01 Translator - 02
TO 08
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DO 04
Sec: to Chair: / DG 02 Librarian 02
IT Assistant 02
IT Assistant 05 MA 08
IT Assistant 01 MA 01
IT Assistant 01 MA 02
IT Assistant 02 MA 05
IT Assistant 01 MA 04
IT Assistant 01 MA 03
IT Assistant 02 MA 05
IT Assistant 01 MA 03
IT Assistant 02 MA 18
IT Assistant 01 MA 07
Audit Assistant - 03 MA 03
MA 01
Electrician - 01 Video Cam: Op: 01 Still Photographer 01 Video Editor 01
Driver 21 Light: Tech: 01 Camera Assit: 01 Editing Assit: 01
Office Aide 01
Office Aide 08
Office Aide 01
Office Aide 01
Office Aide 04
Office Aide 01
Office Aide 01
Office Aide 02
Office Aide 01
Office Aide 06 Garden Lab 02
Office Aide 02
Office Aide 01
Office Aide 01
Including DD/AD Financial Investigation.
IncludingDD/AD Technical Investigation.

DIRECTOR GENERAL'S REVIEW

I am pleased to present the Director General's Review for the Telecommunications Regulatory Commission of Sri Lanka (TRCSL) for the year 2024. In an environment shaped by economic recovery, accelerating digital adoption, and evolving global technological standards, the Commission remained steadfast in its mandate to ensure affordable, reliable, and high-quality telecommunication services for all citizens.

Our accomplishments highlight the resilience and flexibility of the telecommunications industry, positioning Sri Lanka to capitalize on future opportunities.

Telecommunication Industry

Sri Lanka's telecommunications sector experienced a 2.6% decline in cellular subscriptions during the year 2024, bringing the total to 28.82 million. Fixed access subscriptions also showed a marginal decrease. Despite this, the country maintained a cellular teledensity of 131.5%, the highest in South Asia and a fixed access teledensity of 15.7%. Broadband subscriptions grew up to 23.14 million reflecting the continued demand for broadband services. Nevertheless, further expansion of geographic coverage is essential to contribute the digital transformation roadmap.

In the year 2024, total collections and revenue of the Commission amounted to Rs. 35,344 million, of which Rs. 25,349 million was remitted to the Consolidated Fund.

Spectrum Management

The Spectrum Roadmap for the next five years (2024-2029) was finalized and published during the year under review. This roadmap outlines a strategic framework for spectrum allocation with particular emphasis on the implementation of 5G technology. This new technology will play a pivotal role in driving future mobile services beyond traditional broadband, such as Ultra Reliable Low Latency Communications (URLLC) and massive Machine Type Communications (mMTC). The roadmap highlights the importance of timely availability of spectrum across different bands and consists of provisions for periodic review to ensure adaptability to the fast-evolving telecommunications landscape.

In the meantime, the National Frequency Allocation Table (NFAT) was finalized and published, ensuring harmonization with international frameworks and regional spectrum allocations. The Radio Frequency Spectrum Licensing Rules (RFSL) have also been completed.

The Commission published a Consultation Paper on 5G, inviting feedback from industry stakeholders on the current and future demand for 4G and 5G services, potential economic challenges, and optimal strategies for deploying 5G in Sri Lanka's evolving market environment. This consultative approach is intended to ensure effective spectrum utilization while fostering the growth of advanced broadband services.

Regulatory Reforms

Amendment to the Telecommunications Act

A significant achievement in 2024 was the enactment of the Sri Lanka Telecommunications (Amendment) Act No. 39 of 2024 by the Parliament marking a major legislative milestone after 28 years. This amendment strengthens the regulatory powers of the Commission by introducing three new license categories. Notably, the Act adopts a competition-based framework for spectrum allocation, promoting transparency and efficiency in the assignment of this scarce national resource. It further establishes clearer provisions governing industry competition and infrastructure sharing, fostering a more level playing field and encouraging investment.

The amendment also empowers the Commission to impose surcharges, increase fines, and oversee the exercise of protection submarine cables within Sri Lanka's waters. These reforms open new business opportunities for the telecommunications sector, to strengthen its contribution for economic and social development as well as digital transformation.

Unified Licensing Framework

A significant progress was made toward the introduction of a Unified Licensing Framework, developed in collaboration with the ITU, aimed at fostering service and technology convergence. This new framework will allow telecommunication service providers to offer a variety of services under a single license, streamlining the licensing process and promoting innovation. A comprehensive roadmap for the Unified License has been prepared, with arrangements in place for public consultation. This initiative is set to simplify the provision of voice, data, video, and value-added services, ensuring a more efficient and flexible regulatory environment for the industry.

Telecommunications Infrastructure Sharing

Another important initiative done in 2024 is the publishing of Infrastructure Sharing Regulations providing a framework for operators to share their excess infrastructure with other operators. Infrastructure sharing brings a wide range of benefits to the telecom industry and resource optimization is the key benefit among others. Several other positive impacts of sharing infrastructure are fair competition in access networks, improving quality of service mainly in rural areas, protection of environment by reducing the proliferation of infrastructure and pave the way for operators to focus on competition in the services they provide.

Competition Rules

In July 2024, the Commission took steps to publish Competition Rules No. 1 of 2024. Competition rules play a crucial role in ensuring that the telecom market remains competitive and fair. Because telecommunications services including mobile, broadband and infrastructure are required to be regulated in a fair manner for economic and social development. Competition rules prevents monopoly and market abuse, protects consumer interests and ensures fair access to essential facilities.

Connectivity Expansion Projects

The impact of the economic crisis on the progress of the nationwide connectivity expansion project "Gamata Sannivedanaya Project" has been significant . In response to the challenges encountered the Commission undertook measures to revamp the project framework by increasing the subsidy allocated to operators and expediting the reimbursement process. These interventions were aimed at mitigating financial constraints faced by operators, ensuring continuity of infrastructure deployment, and sustaining momentum toward achieving nationwide connectivity objectives.

The School Fiber Connectivity Project, launched in 2023 to enhance ICT education, has connected over 500 schools to high-speed internet, with the goal of reaching 1,000 schools nationwide. A special fiber tariff package was approved, and part of the network deployment costs were covered in collaboration with licensed telecom operators.

The Smart School Project, aimed at strengthening ICT education, was implemented to provide technological resources to schools offering ICT for G.C.E. (Advanced Level) exams. In partnership with the Ministry of Education and alongside the China Aid Project, this initiative supports ICT education and digital transformation across the country.

Regulatory Compliance

Significant efforts were made to ensure the Quality-of-Service (QoS) standards and protect consumer rights. The Commission took measures to monitor the QoS levels of five licensed operators who are licensed to provide fixed and mobile services and to check the adherence to the targets stipulated to them. Network audits on customer service and network parameters for voice and broadband services were conducted, along with 52 inspections to monitor license compliance, resulting in necessary corrective actions. Furthermore, 64 audits were completed to verify adherence to SIM card registration requirements, with 50 tariff packages tested and 18 tariff package audits conducted.

Additionally, support was extended to law enforcement agencies by analyzing call records and investigating illegal telecom activities, including unauthorized cable TV services. The Commission addressed 149 social media related complaints.

Public awareness campaigns were conducted to promote the consumers in purchasing type approved devices. Public awareness initiatives included 39 sessions for the Army, Police, and other entities on the ethical use of telecom and social media, focusing on prevention of cyberbullying. An additional 25 awareness campaigns were carried out via radio, television, and social media.

In the year 2024 the Commission handled 2933 customer complaints, collaborating with telecom operators to resolve issues regarding billing, signal coverage, internet/data services, and harassment/nuisance calls. It also facilitated the processing of 20,259 lost mobile phone complaints through the iNeed system of the Sri Lanka Police. The Commission initiated the revision of SIM registration Guidelines and introduced a new guideline for Broadband Quality of Service parameters. These efforts reflect the commitment of the Commission to enhancing service quality and consumer protection in the telecommunications sector.

Digital Transformation and Cybersecurity

The Commission made a notable progress in advancing its digital transformation initiatives during the year under review. The official website was redesigned to enhance functionality, accessibility, and overall user experience.

Moreover, a Memorandum of Understanding (MoU) was finalized with Sri Lanka Computer Emergency Readiness Team (SLCERT) to strengthen collaboration in implementing the Information and Cyber Security Policy. Following this MOU, a comprehensive cybersecurity assessment of IT systems of the organization was successfully conducted, marking a key milestone for adopting best practices in safeguarding information assets.

In the upcoming year, structured IT risk assessments, security reviews, and policy-based guidelines will be introduced to further enhance the robustness, security, and resilience of the organization's digital infrastructure.

Research & Development

The Commission continued to promoting research and development in the field of telecommunications by granting financial assistance to state universities and government research institutions. Under the Research and Development Program 2023, two major studies were successfully concluded; by the University of Jaffna and the University of Ruhuna a study on *smart antenna design for 5G* and another on *blockchain-enabled RF radiation measurements* with the submission of their final reports. This program is highly recognized for facilitating access to essential resources researchers and offering valuable practical exposure to undergraduates.

Building on this momentum, the Commission launched a new Research and Development Programme, for 2024 selecting five innovative research projects from universities across the country. The selected projects focused on the following topics and initial presentations of these projects were conducted in December, and financial support was extended to ensure their effective implementation. Through these initiatives, the Commission reaffirmed its commitment to advancing research-driven innovation and building sustainable technical expertise within the country.

- Spatial sound recording and reproduction for personalized speech intelligibility enhancement in noise,
- IoT-based sleep monitoring tool for independent living support,
- Machine learning enabled network optimization to minimize atmospheric ducting interference in LTE-TDD networks
- Innovative software solutions to enhance educational engagement and independence for visually impaired school children
- City Cense Colombo: Smart Sensing Network for Colombo.
- Initial presentations for these projects were held in December, with financial support provided to facilitate their progression.

Uplifting ICT Literacy

As part of ongoing commitment of the organization to uplift the digital literacy among school students in various parts of the country, the Commission continued the ICT Volunteer Program in collaboration with the University of Moratuwa and the Ministry of Education. The Commission took measures to enhance ICT education in rural and underserved areas through training and deploying 35 students enrolled in BIT program from the University of Moratuwa to schools nationwide.

The programme significantly contributed to improving ICT literacy among students in remote areas while simultaneously providing volunteers with practical teaching experience and exposure thereby boosting their future career prospects. Further, emphasizing its commitment to advancing ICT literacy, the Commission in collaboration with the National Information Society Agency of Korea, conducted the NIA-APT World Friends Korea IT Volunteer Program. This program provided IT training for teachers and students in Uva Province contributing to enhance digital competencies and knowledge transfer at the regional level. The programme was recognized with the Excellence Award for Social Media Promotion, underscoring the impactful contribution of the volunteers in helping bridge the global digital divide and promoting international collaboration in ICT development.

These initiatives formed part of the Commission's broader strategy to bridge the digital divide, enhance digital literacy, and strengthen ICT education across Sri Lanka.

Corporate Management

Several actions were taken to strengthen the human resource of the organization through staff promotions and recruitment which led to filling 42% of non-executive vacancies, including positions for Telecommunication Officers, Development Officers, Management Assistants, and Drivers. This was a significant achievement made in the year 2024. Additionally, four staff members were recruited for the Gamata Sannivedanaya Project, and 33 students from universities and vocational institutes were enlisted for a 6-month training program to gain industry exposure. The Commission also worked on finalizing a new Scheme of Recruitment (SOR) for future improvements in organizational structure and management.

The Commission submitted its draft Annual Report of 2023 including financial statements, to the National Audit Office, ensuring compliance with mandatory reporting requirements. Actions were taken to submit final approved report to the Ministry of Digital Economy for obtaining the Cabinet approval for tabling the same in the Parliament. Additionally, the updated Corporate Plan for 2025-2027 period and the Action Plan for the year 2025 were developed in consultation with all heads of divisions and are to be submitted to relevant authorities.

Despite government expenditure restrictions, the organization maintained its commitment to capacity building, with 59 officers participating in overseas training programmes in collaboration with International Telecommunication Union and Asia Pacific Telecommunity.

Procurement activities were conducted in strict adherence to national procurement guidelines. A total of 50 procurements were successfully completed through 19 meetings of the Departmental Procurement Committees, ensuring transparency and procedural compliance.

The Annual Board of Survey for 2023 was duly conducted in accordance with government regulations and items identified for disposal through public auction in line with standard procedures.

The Commission successfully prepared and submitted its annual budget and financial statements in a timely manner, ensuring full compliance with applicable income tax regulations and statutory requirements. All due taxes were accurately collected and promptly remitted to the Inland Revenue Department and the Government's Consolidated Fund.

Internal audit activities were carried out with a strong focus on governance, risk management, and regulatory compliance. In addition, special audit reviews were undertaken where necessary to strengthen internal controls and mitigate potential risks of financial loss and fraud.

Conclusion

This report reflects ongoing commitment of the Commission in modernizing telecommunications sector of Sri Lanka, strengthening regulatory frameworks, fostering healthy competition, and driving the nation's digital transformation.

I would like to express my sincere gratitude to the Hon. Minister of Digital Economy, the Hon. Deputy Minister of Digital Economy, the Chairman and Members of the Commission, the dedicated the Commission staff, and all industry stakeholders for their continued support and collaboration. Together, we look forward to another year of progress and innovation and inclusive growth in the upcoming year.

Air Vice Marshal Bandula Herath (Retd)
Director General

INITIATIVES FOR ACHIEVING SUSTAINABLE DEVELOPMENT GOALS 2024

The global understanding of development is now moving towards Sustainable Development, which promotes prosperity, economic opportunity, protection of the environment, and greater social well-being. In this context, Telecommunications/Information and Communication Technologies (ICTs) are considered the primary enablers in achieving the Sustainable Development Goals (SDGs).

Sustainable Development Goals adopted by the United Nations General Assembly recognize that the proliferation of ICTs associated with global interconnectedness has great potential in accelerating human progress and bridging the digital divide. We incorporated SDG initiatives in our action plans for 2024 to accelerate the achievement of the SDGs in the telecommunication/ICTs sector.

Goal / Objective	Targets	Indicators of the achievement	Progress of the Achievement
8 DECENT WORK AND ECONOMIC GROWTH SDG 8 Decent Work and Economic Growth	**Target 8.3:** Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services	Adoption of Competition Regulations	100%
		Formulating Policy on Competition Regulation on Telecommunication Market	100%
	Target 8.6: Substantially reduce the proportion of youth not in employment, education or training	Local ICT Volunteer Programme	75%

Goal / Objective	Targets	Indicators of the achievement	Progress of the Achievement
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE SDG 9 Industry, Innovation and Infrastructure	**Target 9.1:** Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all	Preparation of license templates for unified license - fixed/mobile	100%
		Assignment of Spectrum for 5G	90%
		Publication of Spectrum Fee Gazette	95%
		Revision of RTTE Rules	99%
		Rearrangement of IMT spectrum contiguity	100%
		Formulating Policy on Spectrum Assignment for Advanced Broadband Services including 5G	100%
		Formulating Policy on Infrastructure Sharing (IS)	95%
		Implementation of Number Portability	56%
		Promulgation of Infrastructure Sharing regulation	100%

Goal / Objective	Targets	Indicators of the achievement	Progress of the Achievement
SDG 9 Industry, Innovation and Infrastructure	**Target 9.5:** Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending	Conduct Research Studies 2024	60%
	Target 9.1: Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all **Target 9.c:** Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries	Fiber/wireless broadband connections for 1000 Schools	50%
		"Gamata Sannivedanaya" ("Connect Sri Lanka") Project fulfill countrywide 4G/Fiber Broad band coverage	34.92%

Goal / Objective	Targets	Indicators of the achievement	Progress of the Achievement
SDG 16 Peace, Justice and Strong Institution	**Target 16.6:** Develop effective, accountable and transparent institutions at all levels	Amendments to the Sri Lanka Telecommunications Act to meet the changing regulatory requirements	100%

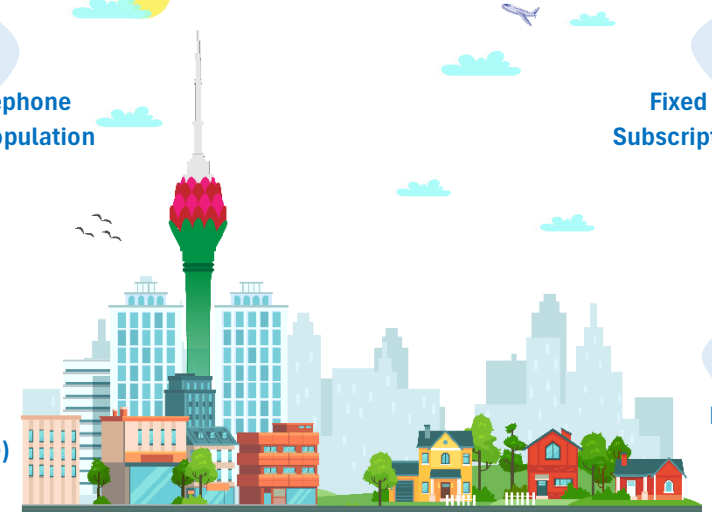
TELECOMMUNICATIONS SECTOR STATISTICS

28.8 Mn
Cellular Mobile Telephone Subscriptions

3.4 Mn
Fixed Access Telephone Subscriptions

131.5%
Cellular Mobile Telephone Subscriptions from population

15.7%
Fixed Access Telephone Subscriptions from population



20.6 Mn
Mobile Broadband Subscriptions (3G/4G)

2.5 Mn
Fixed Broadband Subscriptions

21.9 Mn
2024 Mid-year Population

23
System Licences

Fixed Access Subscriptions

Fixed Access Telephone Subscriptions (Voice Only)	892,995
Fixed Access Telephone Subscriptions (Voice & Data)	1,228,565
Fixed Access Telephone Subscriptions (Data Only)	1,314,683
Total Fixed Access Telephone Subscriptions	3,436,243

Cellular Mobile Subscriptions

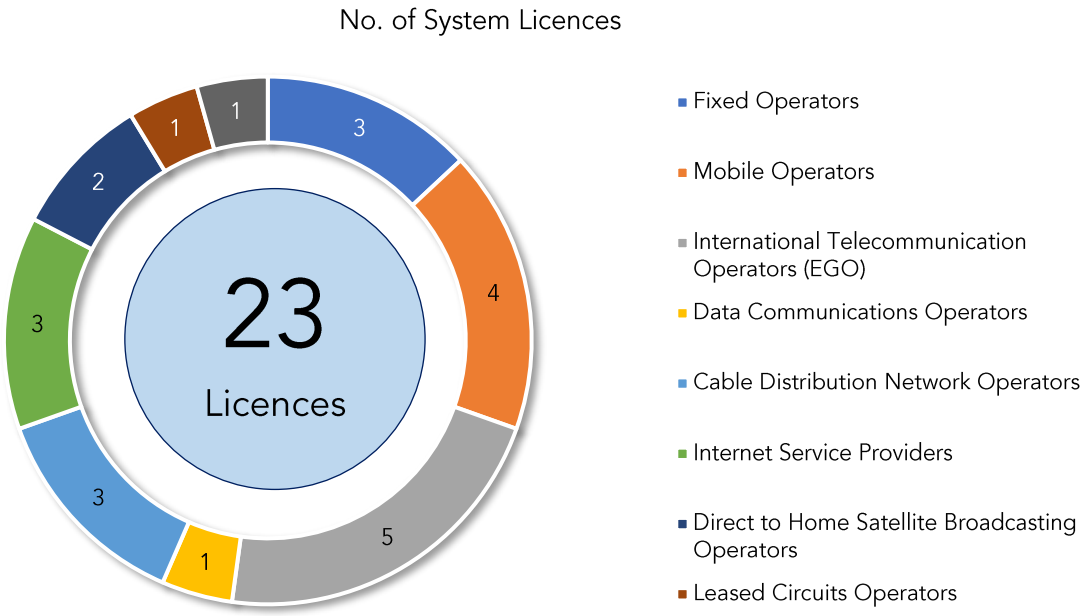
Cellular Mobile Telephone Subscriptions (Voice only)	6,831,107
Cellular Mobile Telephone Subscriptions (Voice & Data)	20,545,811
Cellular Mobile Telephone Subscriptions (Data Only)	1,443,327
Total Cellular Mobile Telephone Subscriptions	28,820,245

Tele Density

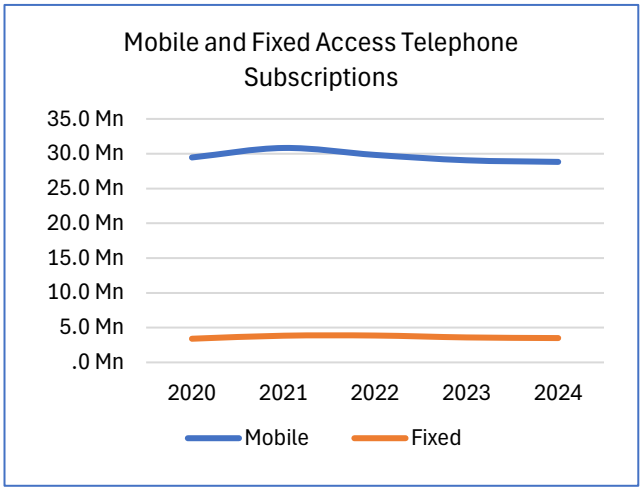
Fixed Access Voice Telephone Density (per 100 inhabitants)	9.7
Fixed Access Telephone Density (per 100 inhabitants)	15.7
Cellular Mobile Voice Telephony Density (Per 100 inhabitants)	124.9
Cellular Mobile Density (per 100 inhabitants)	131.5

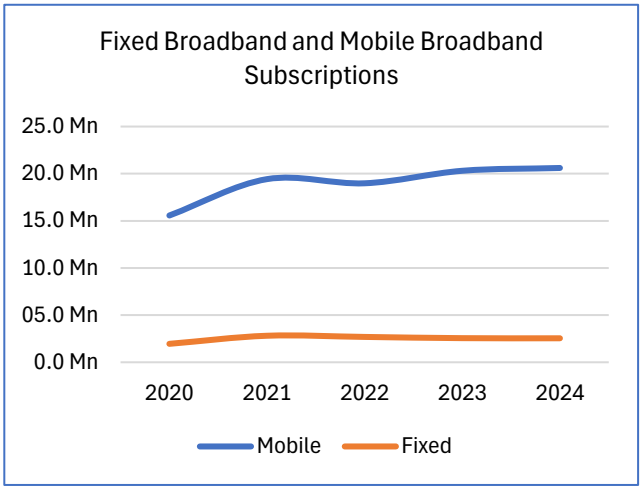
Broadband

Fixed Broadband Subscriptions	2,543,248
Mobile Broadband Subscriptions (3G, 4G)	20,606,132



1. Telephone & Broadband Subscriber Growth



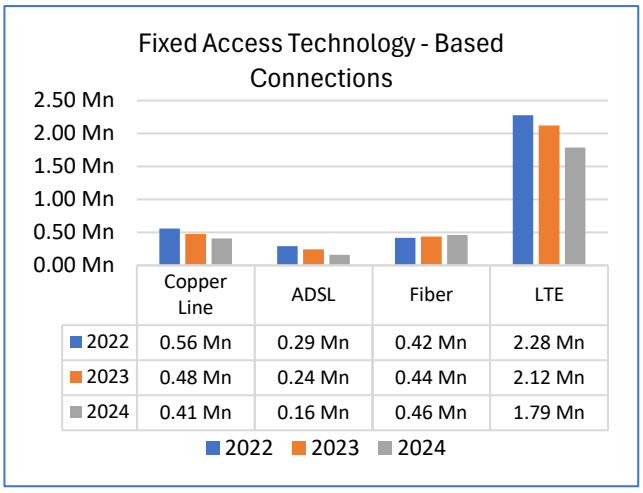


Mobile and Fixed Access Telephone Subscriptions

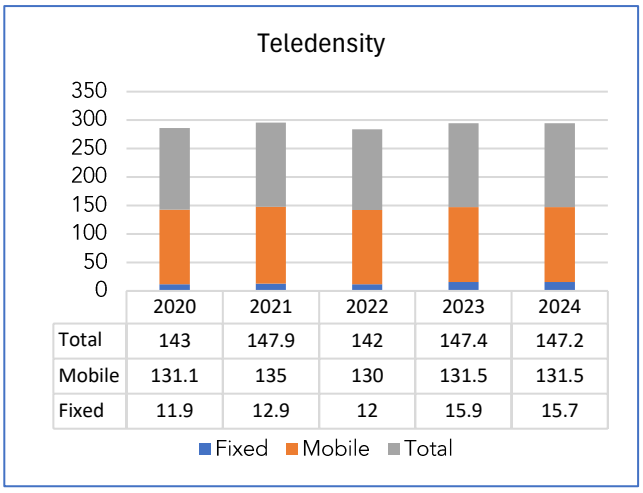
	2022 - 2023	2023 - 2024
Mobile	-3%	-1%
Fixed	-7%	-3%

Fixed and Mobile Broadband Subscriptions

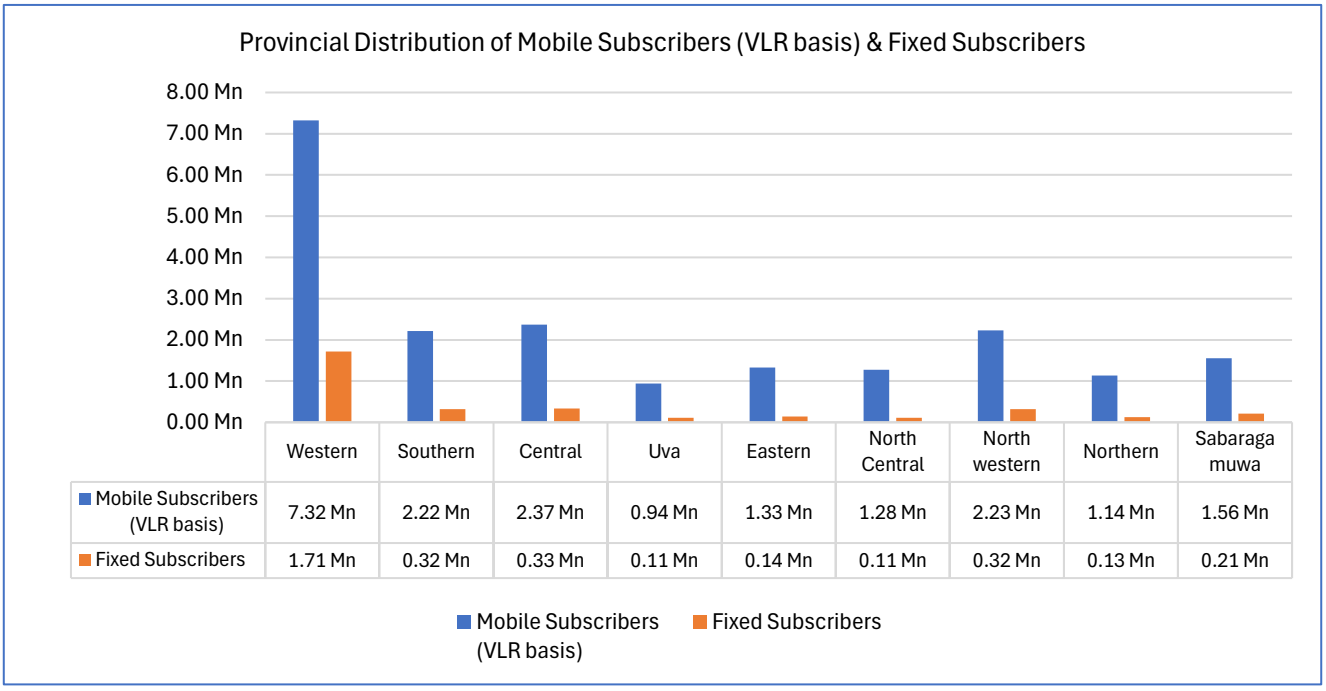
	2022 - 2023	2023 - 2024
Mobile	7%	1%
Fixed	-5%	-1%



	Copper Line	ADSL	Fiber	LTE
2022	0.56 Mn	0.29 Mn	0.42 Mn	2.28 Mn
2023	0.48 Mn	0.24 Mn	0.44 Mn	2.12 Mn
2024	0.41 Mn	0.16 Mn	0.46 Mn	1.79 Mn

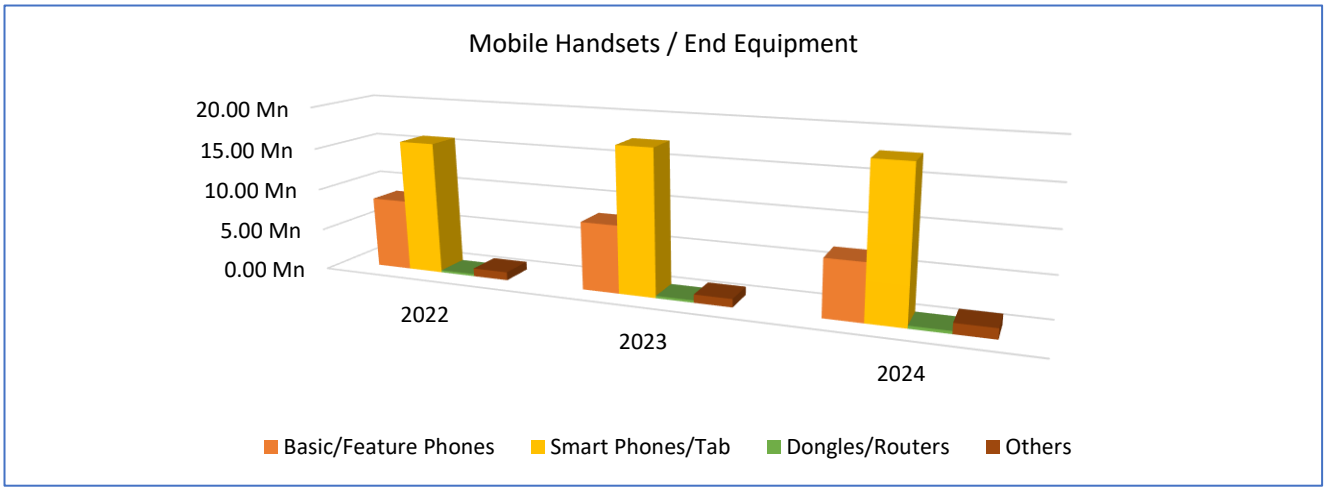


	2020	2021	2022	2023	2024
Total	143	147.9	142	147.4	147.2
Mobile	131.1	135	130	131.5	131.5
Fixed	11.9	12.9	12	15.9	15.7

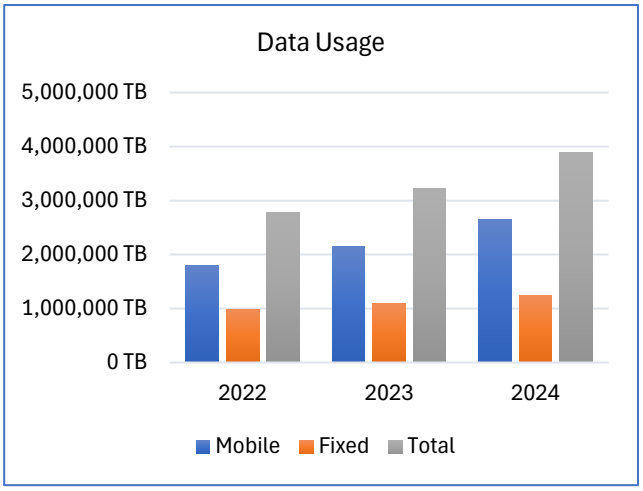


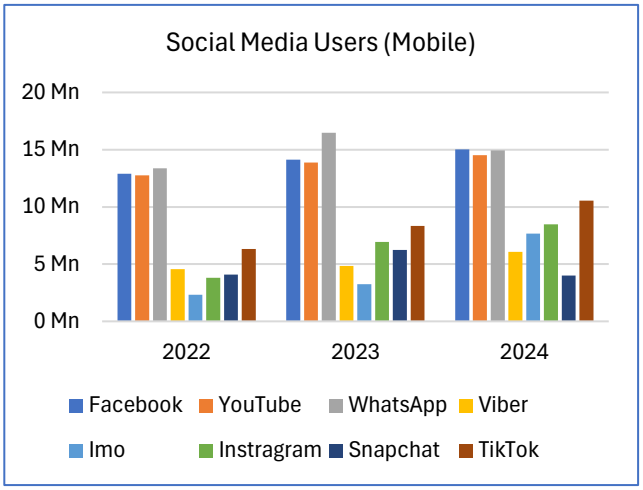
	Western	Southern	Central	Uva	Eastern	North Central	North western	Northern	Sabaragamuwa
Mobile Subscribers (VLR basis)	7.32 Mn	2.22 Mn	2.37 Mn	0.94 Mn	1.33 Mn	1.28 Mn	2.23 Mn	1.14 Mn	1.56 Mn
Fixed Subscribers	1.71 Mn	0.32 Mn	0.33 Mn	0.11 Mn	0.14 Mn	0.11 Mn	0.32 Mn	0.13 Mn	0.21 Mn

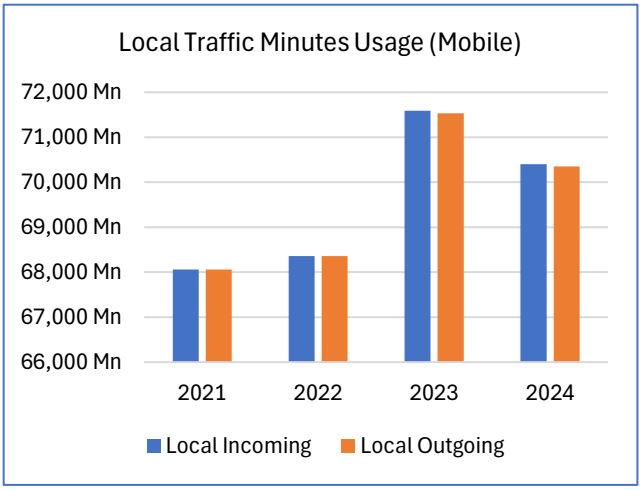
2. Use of Mobile End Equipment

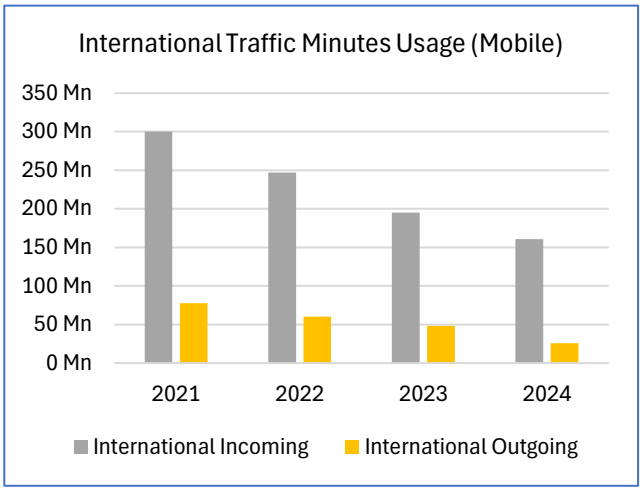


3. Usage Statistics

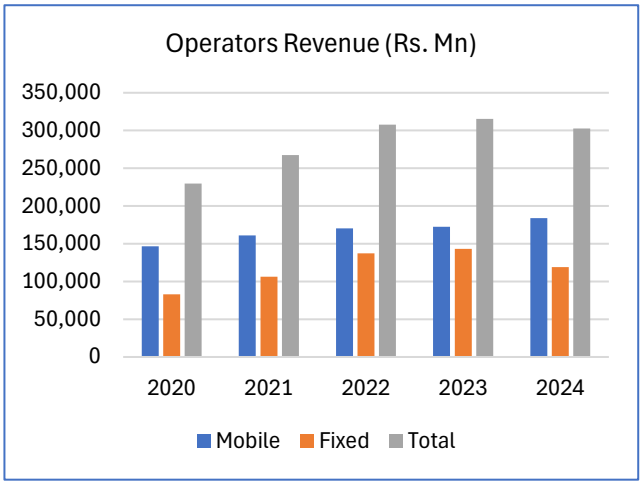


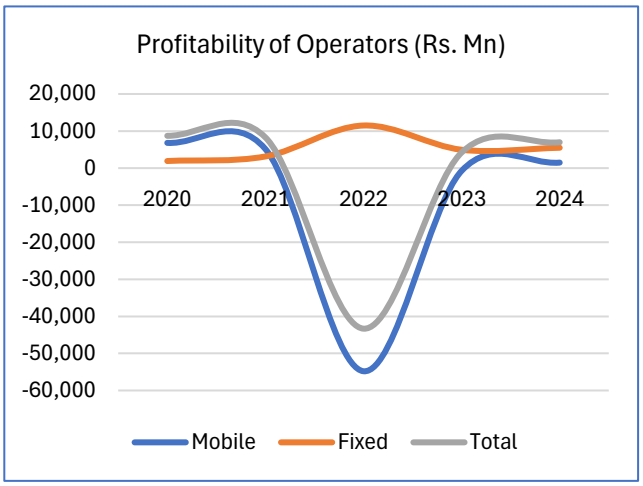


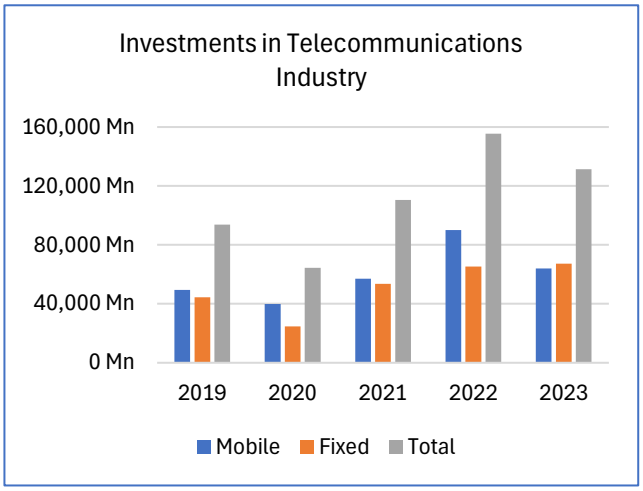


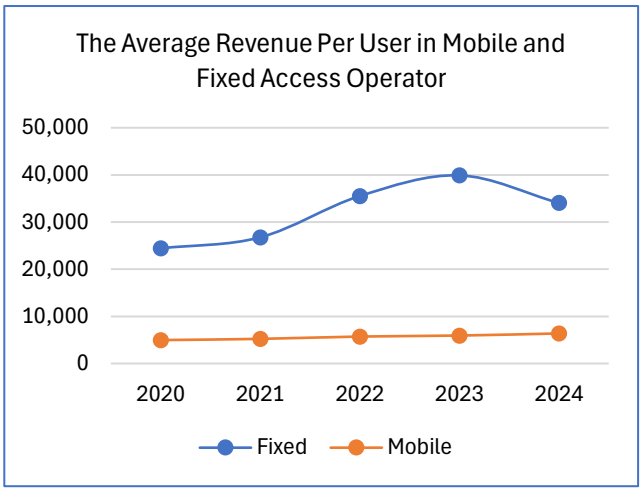


4. Investment & Revenue of Operators

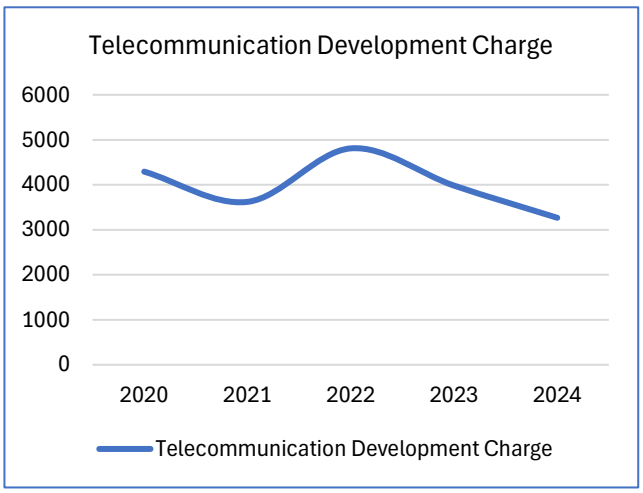


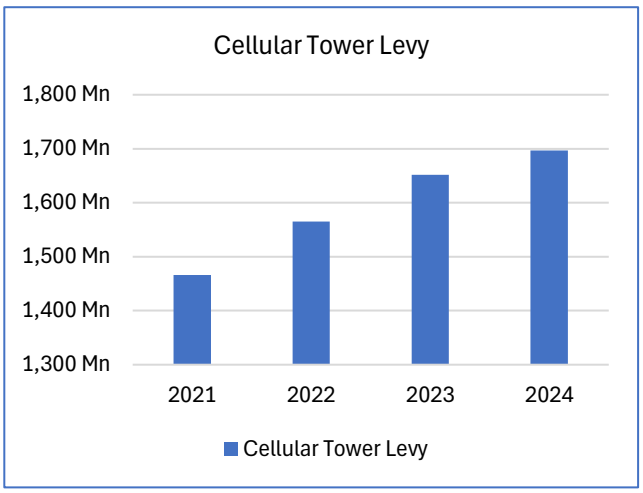


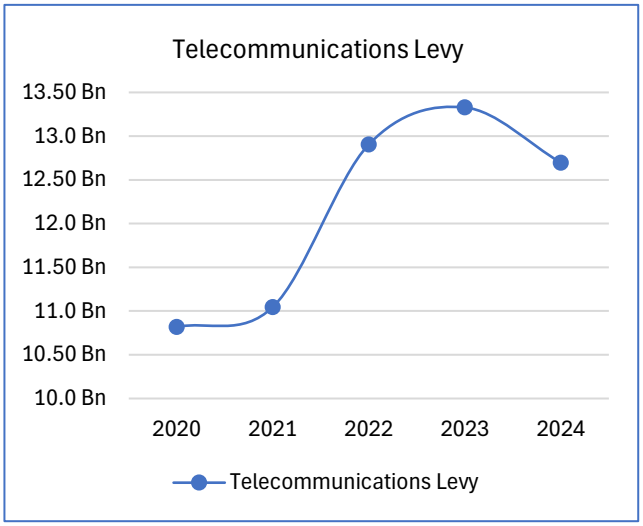


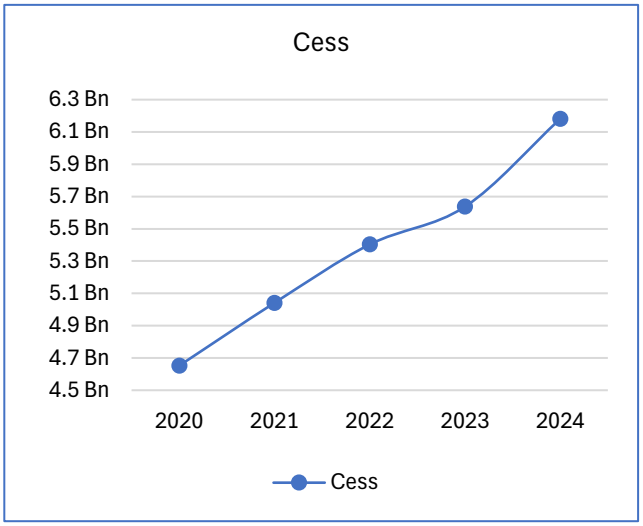


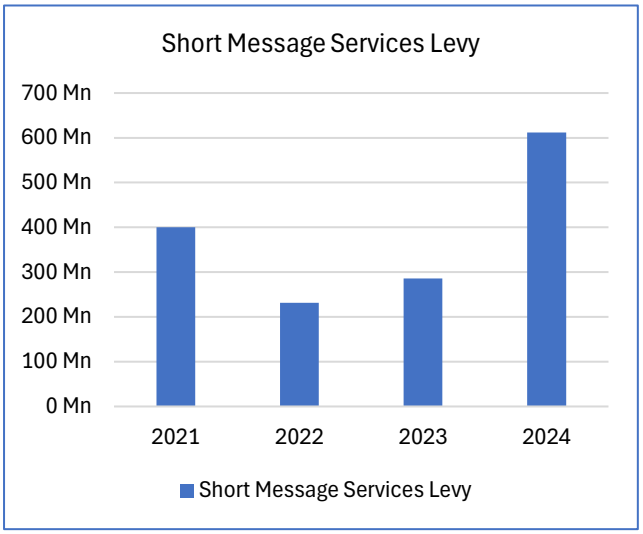
5. Taxes and Levies

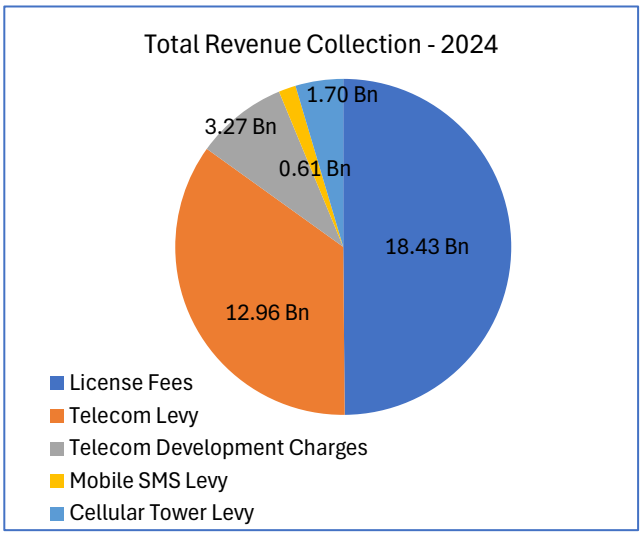




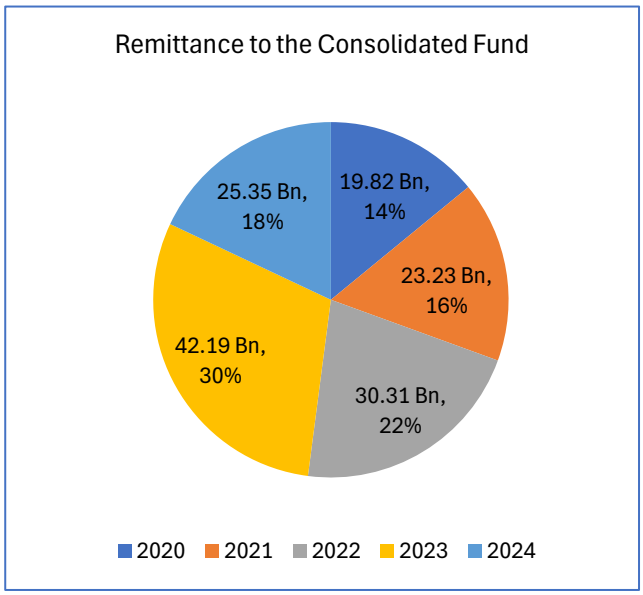








6. Remittance to the Consolidated Fund



REPORT OF THE DIRECTORS

LICENCE MANAGEMENT

OVERVIEW

The Telecommunications Regulatory Commission of Sri Lanka (TRCSL) is mandated to ensure that all reasonable demands for national and international telecommunication services are met reliably and efficiently. As per Section 17 of the Act, no person shall operate a telecommunication system in Sri Lanka except under the authority of a licence granted by the Minister, based on the recommendation of the Commission. Section 18 empowers the Commission to propose modifications to existing licences.

As per section 17B of the Act, a person shall not engage in providing telecommunication services, infrastructure services and cable landing station facilities, specified by rules, except under the authority of a licence issued by the Commission.

These provisions of the Act collectively ensure the regulated operation of all telecommunication systems in Sri Lanka.

FUNCTIONS

The Licence Management Division is responsible for regulating and administering telecommunications licensing in Sri Lanka in accordance with the Act, relevant Rules, Guidelines, and gazetted provisions. The core functions include:

- Issuance of Section 17 System Licences
- Issuance 17B Licences
- Renewal of Section 17 and 17B System Licences
- Governance of Licensing Regulatory Framework

Issuance of Section 17 System Licences

This function involves processing and evaluating applications submitted by operators seeking authorization to establish and operate telecommunication systems and provide services under Section 17 of the Act. It includes assessing the technical, financial, sales and marketing, customer service & protection, organizational & managerial and other regulatory compliance of the applicants, and preparing necessary documentation for the issuance of licences in accordance with the guidelines stipulated in the Extraordinary Gazette No. 2355/28.

Issuance of Section 17B Licences

This function entails the review and assessment of applications submitted by operators requesting authorization to provide services and facilities under Section 17B of the Act. It covers the evaluation of applicants' technical, financial, sales and marketing, customer service & protection, organizational & managerial and other regulatory compliance and the preparation of required documentation for licence issuance in accordance with the criteria outlined in Extraordinary Gazette No. 2395/34.

Renewal of Section 17 and 17B System Licences

The renewal process ensures continuity of licensed operations by assessing whether the existing licence holders remain compliant with all terms and conditions of their current licence. This function includes issuing renewal notices, collecting required documents, conducting regulatory and technical reviews, and processing approvals for timely renewal.

Governance of Licensing Regulatory Framework

This function entails maintaining and updating the regulatory framework governing the licensing process as per the industry requirements. It includes implementing provisions of the Telecommunications Act and subsidiary legislation. The Division also ensures uniform application of licensing policies and contributes to the development of telecommunication industry standards in Sri Lanka.

PERFORMANCE

Key regulatory and strategic initiatives undertaken by the Division during year 2024 include:

- Initiation of legislative amendments (Act) related to the licensing regime.
- Publication of a new Extraordinary Gazette Notification for Section 17
- Publication of the Extraordinary Gazette Notification under Section 17B.
- Development of a Unified Licensing Roadmap.
- Formulation of a licensing framework under Section 22A for regulating cabling work
- Issuance and Renewal of Section 17 licences
- Issuance of Section 17B Licence

Initiation of Legislative Amendments (Act)

A revised licensing regime was introduced through the enactment of Act No. 39 of 2024. The reforms included updates to Section 17 and Section 22A, aimed at strengthening the regulatory framework to address emerging regulatory requirements, particularly in relation to telecommunication infrastructure and cabling oversight.

Publication of a new Extraordinary Gazette Notification for Section 17 Licences

Published Extraordinary Gazette No. 2355/28, dated 25.10.2023, that came into effect from 01.09.2024. It replaced the previous Gazette No. 1435/20, introducing the guidelines and procedures for issuing, renewal, transfer of ownership, modifications and revocation of system licenses issued under Section 17 and 18 of the Act.

Publication of the Extraordinary Gazette under Section 17B

A new Extraordinary Gazette No. 2395/34 dated 31.07.2024 was issued, introducing Provider License Rules under Section 17B of the amended Act. In this gazette, License Rules have been specified for the issuance of license on provision of telecommunication services, infrastructure services, and cable landing station facilities.

Development of a Unified Licensing Roadmap

The Licence Management Division initiated the development of a Unified Licensing Regime in response to the rapid evolution of the telecommunications sector. This strategic initiative aims to consolidate multiple existing licence categories into a single, streamlined framework that supports technological convergence and service flexibility. The unified approach is designed to encourage innovation, enhance regulatory clarity, and promote fair and effective competition among licenses.

Formulation of a Licensing Framework under Section 22A for Regulating Cabling Work

Initiated a standardized, comprehensive activity to facilitate the issuance of Section 22A licenses for cabling work, ensuring regulatory compliance, streamlined processing, and alignment with national telecommunications standards.

Issuance and Renewal of Section 17 Licences

In the year 2024, two new licenses were granted by the Minister in the categories of Teleport Service and Number Portability Service. As well, another two new licenses were renewed in the category of Cable Distribution Network Operator Service

Issuance of new Section 17 Licences - 2024	
Licence Category	**Quantity**
Teleport Service Operators	01
Number Portability Service Operators	01
Renewal of Section 17 Licences - 2024	
Cable Distribution Network Operators	02

Table 1: Issuance and Renewal of Section 17 Licences

Issuance of Section 17B Licences

Under Section 17B of the Act, one license under the category of telecommunication services, in line with Gazette No. 2395/34 was granted by the Commission.

Issuance of Section 17B Licence - 2024	
Licence Category	**Quantity**
Telecommunication Service Providers	01

Table 2: Issuance of Section 17B Licences

The following table presents the list of current licences issued under Section 17 categorized by type of service, up to the year 2024.

Section 17 Licence Holders	
Licence Category	**Quantity**
Fixed Operators	03
Mobile Operators	04
International Telecommunication Operators (EGO)	05
Data Communication Operators	01
Cable Distribution Network Operators	03
Internet Service Providers	03
Direct to Home Satellite Broadcasting Operators	02
Leased Circuits Operators	01
Satellite Service Operators	01
Total	**23**

Table 3: Section 17 Licence Holders

NETWORKS

OVERVIEW

The Commission shall be the sole authority vested with the power to manage the use of numbers, names, codes and identifiers and shall be responsible for promoting the efficient allocation of numbers, names, codes and identifiers in terms of Section 10A of the Act. Further, as per Section 21 of the Act, the Commission is responsible for controlling and regulating the telecommunication equipment vendors and matters related to public and private telecommunication networks operating in Sri Lanka.

In terms of the Section 22 A of the Act, no person shall perform cabling work in any premises, over or under the land, roads or territorial waters of Sri Lanka except under the authority of a license issued by the Commission for that purpose under.

Sections 22AA and 22 AB of the Act empower the Commission with the responsibility of protecting submarine cables.

The Network Division is responsible for carrying out the regulatory functions necessary to fulfil the above-mentioned responsibilities vested in the Commission.

FUNCTIONS

The functions carried out under different areas under the purview of Network Division are as follows.

- Managing the national numbering resource
- Allocating International and National Signalling Point Codes and Object Identifiers (OID)
- Assigning network codes to telecommunications operators
- Issuing approvals to telecommunications operators to unblock voice over Internet Protocol (VoIP) ports, protocols and applications
- Facilitating the deployment of telecommunications infrastructures such as copper or optical fiber networks, undersea cable landing stations, and telecommunication antenna structures.
- Handling public complaints regarding issues related to telecommunications towers.
- Conducting Public Awareness Programs to overcome the issues related to telecommunication towers.
- Issuing Vendor Licenses upon fulfilment of required conditions
- Issuing type Approval and equipment clearance for wired telecommunications network equipment
- Ensuring the equipment in compliance with the technical standards specified in ITU recommendations and guidelines
- Providing necessary assistance for the investigations carried out by Police/Criminal Investigation Department (CID) etc. in -related matters.

PERFORMANCE

NUMBERING & NEW SERVICES

Number Portability

The Internal Committee under the leadership of the Networks Division completed the drafting of Rules and Guidelines required for managing and administration of number porting process. The approval of the Attorney General's Department was granted for the draft Number Portability Rules. The Guarantee company named 'Lanka Number Portability Services Ltd (LNPS) which consists of members from all licensed fixed and mobile operators was formed to carry out administrative services and functions of number portability. A licence under Section 17 of the Act was issued to this company. LNPS has called for RFPs for selecting a suitable vendor for the procurement of necessary equipment and financial evaluation of the proposals is ongoing. A working group consisting of representatives from all fixed and mobile telecommunication operators and officers was formed to monitor the progress of implementation.

Toll-Free Numbering System

There was a growing demand for Toll-Free Numbers from commercial organizations for promoting their enterprises. Therefore, the Networks Division initiated the necessary work for the implementation of this service in Sri Lanka. In line with international practices, number level 800 was identified for this purpose. A Toll-Free number will be a 10-digit number and the format of a toll-free number is 800 xxx xxxx. Number blocks for PSTN operators have been identified based on their existing prefixes. The Internal Committee appointed to decide suitable charges for Toll-Free Number blocks has finalized the charging structure. Guideline for issuing number blocks have been also finalized. Number blocks from this range could be issued to operators upon their request.

Numbering Rules

Actions were initiated to prepare the Numbering Rules with the objective of managing National Numbering Resource efficiently and effectively in terms of the Section 10 A of the Act.

Voice over Internet Protocol (VoIP) Unblocking

Network Division issues necessary approvals to the parties who request to unblock the VoIP ports protocols and applications of the internet links they obtain from the telecommunication operators. During the year 2024, two (02) number of approvals granted to unblock the VoIP ports, protocols and applications.

IPv6 Roadmap

Readiness for the transition to IPV6 and the progress in the process of getting towards it of licensed ISPs in the country was checked as an initial step of drafting the Roadmap of IPV6 transition Asia Pacific Telecommunity (APT) provided expert assistance to a draft roadmap and the strategy for the implementation of the transition to IPv6 under the APT Expert Assistance Program. Based on the roadmap drafted by the expert a roadmap suitable for the country was prepared.

INFRASTRUCTURE DEPLOYMENT

Infrastructure Sharing Regulations

The Infrastructure Sharing Regulations No. 1 was published as per the Act with the objective of promoting efficient use of telecommunication infrastructure resources.

Establishment of National Submarine Cable Committee is being processed as per the Section 22 AA of the Act.

Reconciliation of unapproved towers

Network Division has continued the reconciliation of the Operators On-Air site list with the data available at ASMS. This reconciliation process has been completed for five operators and total number of unapproved towers of each operator was finalized. Approvals have been granted for already constructed unapproved towers for which fresh applications submitted to the Commission based on the recommendations of relevant government organizations. The data reconciliation process of one operator is in progress.

Statistics related to Telecom Towers

Description	2024
Cumulative No. of Towers approved	8643
Total No. of Tower complaints received	41
Total No. of Tower complaints solved	41
Total No. of technical investigations carried out (Tower related)	91
Total No. of court cases related to towers	04

Table 4: Statistics related to Telecom Towers

Monitoring the Networks of System Operators

The Networks Division collects the above information pertaining to the networks of operators quarterly and verifies the given information through physical inspections in coordination with Licence Management Division.

VENDOR LICENSING

The statistics related to Vendor licences are given in the table below.

Description	2024
Total no. of new Vendor Licence applications	300
Total No. of Vendor Licenses issued including renewals	1064
Total No. of applications pending for payments/MOD Approvals/Documents submission	94

Table 5: Vendor Licences

SHORT CODES

In 2024, four (4) short codes were assigned to government organizations and eleven (11) short codes in the 13xx range were assigned to Private sector organizations. Organizations and their respective short codes are listed in the table given below.

Short Code	Organization	Sector
1966	Skill Development & Vocational Education Division - Ministry of Education	Government
1949	Marine Environment Protection Authority	Government
1916	Coconut Cultivation Board	Government
1917	Sri Jayewardenepura General Hospital	Government
1380	Breathe Free Lanka Ltd	Private
1303	HNB General Insurance	Private
1305	Serendib Logistics Worldwide Pvt Ltd	Private
1377	Sri Lanka Insurance Corporation Life Ltd	Private
1383	Maliban Biscuits Manufacturing Pvt Ltd	Private
1317	LOLC Finance PLC	Private
1327	LOLC Holdings PLC	Private
1396	Rhino Roofing Products Pvt Ltd	Private
1369	Asia Asset Finance Ltd	Private
1322	Prime Lands Pvt Ltd	Private
1350	Greenway Agencies Pvt Ltd	Private

Table 6: Short Codes assigned in 2024

TYPE APPROVAL & EQUIPMENT CLEARANCE

The Networks Division continued the regulatory function entrusted to the Division in processing requests made for the issuance of type approvals and clearance letters for the importation of network-related equipment.

Description	No. of clearances issued in 2024
Equipment clearances	3316
Type Approvals	05

Table 7: Type Approval & Equipment Clearance

SPECTRUM MANAGEMENT

OVERVIEW

The radio frequency spectrum is a limited natural resource of high economic and strategic value, essential for telecommunications, broadcasting, defense, and socio-economic services such as health, education, and transport. Efficient spectrum management ensures optimal use and minimal interference among users. The TRCSL, under Section 10(1) of the Act, is the sole authority responsible for spectrum management. No person shall use any radio frequency or any radio frequency emitting apparatus in Sri Lanka or in any part of the territorial waters of Sri Lanka or in any ship or aircraft registered in Sri Lanka except under the authority of a licence issued by the Commission under Section 22 of the Act for that purpose.

The Commission is vested with authority to enforce compliance with rules to minimize electromagnetic disturbances produced by radio communication installations.

FUNCTIONS

- Planning and allocation of radio frequency spectrum to various services
- Assigning spectrum to various services based on national needs and ITU regulations
- Issuing radio frequency licences under Section 22 of the Act
- Monitoring and Enforcement of Section 22 licence conditions
- Mitigating radio frequency interference
- Granting Type Approval and Import Clearance for radio communication equipment
- Coordination with ITU on matters related to spectrum management
- Maintaining and updating master frequency register

PERFORMANCE

Spectrum Road Map (2024-2029)

The telecommunications sector is rapidly evolving with 5G driving demand for new spectrum across multiple bands. To support this growth, TRCSL has finalized and published the Spectrum Road Map for 2024 – 2029, providing a transparent framework for spectrum allocation and future planning. The roadmap aligns with international best practices and supports national 5G deployment. The National Frequency Allocation Table (NFAT) has also been updated and published.

Radio Frequency Spectrum Licensing Rules (RFSL)

A licence is a unilateral grant of permission to operate a radio communication equipment or operate a radio communication and should not be regarded as a contract or bilateral agreement. The use of radio equipment requires a licence upon payment of the appropriate fee unless the user category has been exempted from licensing under the section 22(2)(b) of the Act. The procedure to be followed in obtaining a radio frequency licence is outlined in Radio Frequency Spectrum Licensing Rules (RFSL). Drafting of Radio Frequency Spectrum Licensing Rules (RFSL) was initiated during this year.

Allocation of Spectrum for 5G

TRCSL is inviting comments from stakeholders on the current market environment and the potential for a turnaround, their views of the current and future demand for 4G and 5G services (both fixed and mobile), and the best way forward for the deployment of 5G services in the given market conditions, on imbalances in current spectrum assignments and proposals for how to address them, how to rearrange the current spectrum assignments to create contiguous spectrum blocks for all operators. In view of this TRCSL published a Consultation Paper on 5G Deployment. It seeks stakeholder input on market conditions, demand for 4G/5G services, and spectrum-related concerns. All stakeholders operators were invited to share views on spectrum pricing, demand projections, and proposals for reassigning spectrum to create contiguous blocks. The feedback will guide future 5G policy decisions.

Issuance of Frequency Licenses

Category of Service	Year		
	2022	2023	2024
Fixed service	45	43	41
Broadcasting service (Television and Radio)	44	30	40
Data / Radio Telemetry Service	24/33	28/19	28/18
Cellular Service (Mobile Operators)	05	04	03
Aeronautical Services			
(i) Aircraft stations	71	75	63
(ii) Aeronautical mobile	08	11	06
Maritime Services			
(i) Maritime mobile	834	1192	786
(ii) Ship stations	71	110	93
Private mobile radio service	143	300	146
Amateur Radio	66	52	77

Table 8: Issuance of Frequency Licences

Complaints Received and Investigations handled

Service	No. of Complaints Received		
	2022	2023	2024
TV and Sound Broadcasting	3	1	01
Other Services	14	17	02

Table 9: Complaints Received and Investigations handled

Issuance of Clearance Letters

Category of Service	Year		
	2022	2023	2024*
Fixed service including CDMA	650	464	163
Broadcasting service (TV and Radio)	50	40	65
Cellular Mobile Services			
(i) Dealer Licence	5340	5858	7525
(ii) Mobile Operators	1695	1602	1173
(iii) Private Mobile Radio	69	38	84
Data Service/ Radio Telemetry	12/1	28/0	40/02
Satellite Service	86	84	194
Amateur Radio	15	32	15
Low Power Devices	1840	1311	1617
(i) Vendor licence holders	887	1051	1336
(ii) Individual customers	953	260	281
Maritime Communication Ship stations	87	65	119
Diplomatic Service	-	-	58
Type Approval for RTTE	-	-	775

Table 10: Issuance of Clearance Letters

**Provisional data*

COMPLIANCE & INVESTIGATION

OVERVIEW

One of the main objectives of TRCSL is to ensure the provision of reliable and efficient national and international telecommunication services in Sri Lanka. For this purpose, regulatory measures need to be taken to ensure that telecommunication service providers comply with their regulatory obligations to provide a reliable, efficient, and quality telecommunications service. This necessitates continuous surveillance, investigation, intelligence of the industry, and enforcement of appropriate regulatory measures. Processing consumer complaints and finding reasonable solutions to their problems, resulting in customer satisfaction and profile enhancement. The Compliance & Investigation Division of TRCSL handled these responsibilities.

FUNCTIONS

- Investigating and resolving consumer complaints related to telecommunication services, including billing, coverage, and internet issues.
- Coordinating with telecom operators and stakeholders to facilitate complaint resolution through meetings and technical site visits.
- Conducting Quality of Service (QoS) monitoring and audits to ensure service providers meet regulatory performance standards for voice and Broadband services.
- Promoting public awareness on ethical and responsible use of telecommunications through workshops, media, and educational programs.
- Performing surveillance and inspections to ensure compliance with licensing conditions under Sections 17 and 21 of the Act.
- Monitoring and enforcing SIM registration requirements to prevent unauthorized or fraudulent telecom use.
- Carrying out tariff audits and technical evaluations to ensure transparency and fairness in service pricing and configurations.
- Collaborating with law enforcement and regulatory bodies to address issues such as cyber harassment, illegal devices, and unlicensed telecom operations.

PERFORMANCE

Customer Complaints

Customer complaints to TRCSL mainly cover billing disputes, signal/coverage issues, technical faults, connection problems, data/internet issues, and value-added services. The Compliance Division acknowledges each complaint, forwards it to the relevant service provider for resolution, and follows up within a specified timeframe (usually 14 days). For unresolved or complex issues, TRCSL arranges meetings with both the customer and service provider or conducts on-site technical visits to customer premises. Complaints outside TRCSL's direct scope such as social media harassment, nuisance calls, and Facebook issues are redirected to appropriate platforms or authorities (e.g., SL Police, SLCERT).

In 2024, TRCSL handled 2,933 complaints, with the highest volumes in categories like "Others" (1,801), billing (395), and internet issues (176).

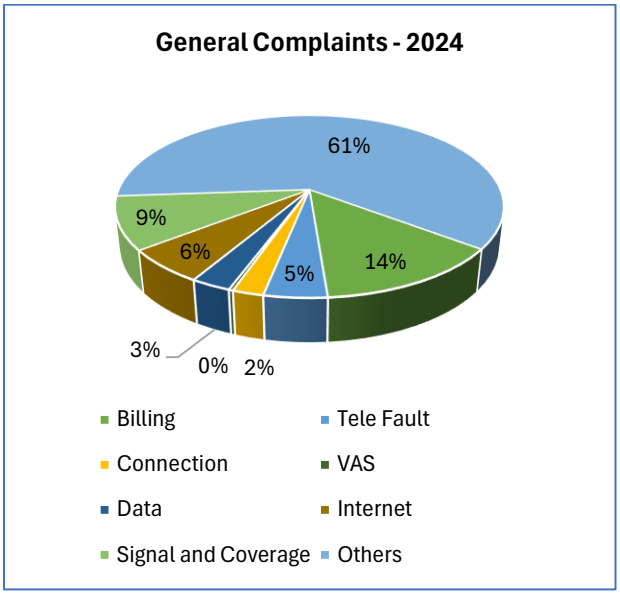


Chart 1: General Complaints - 2024

Complaints Handled in 2024

Type	Number of Handled Complaints
Billing	395
Tele Fault	130
Connection	64
VAS	9
Data	83
Internet	176
Signal and Coverage	275
Others	1801

Table 11: Complaints Handled in 2024

Quality of Service (QoS)

Quality of Service (QoS) monitoring by TRCSL ensures reliable performance of voice, broadband, and data services across telecom operators. QoS audits cover both customer service parameters and technical parameters. Service providers submit monthly QoS reports, which are verified through independent audits conducted quarterly by TRCSL. If discrepancies are found between reported and audited data, remedial actions are proposed, and the findings are published on the TRCSL website as a QOS dashboard. The introduction of a new guideline for QoS parameters specific to Broadband services was initiated in 2024.

In 2024, TRCSL conducted 44 voice audits and 20 broadband audits, totaling 120 QoS reports evaluated to ensure service standards are maintained.

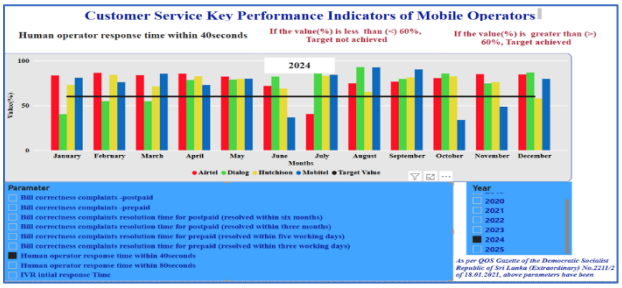


Figure 1: Sample of QOS dashboards for customer service published on TRCSL website

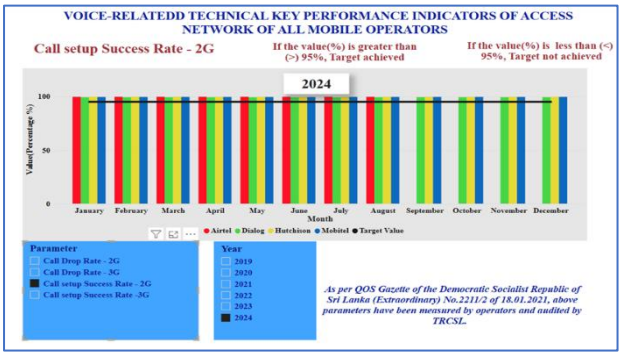


Figure 2: Sample of QOS dashboards for technical parameters published on TRCSL website

Public Awareness

Compliance Division conducted 39 awareness programs for the Army, Police, schools, rehabilitation centers, and divisional secretariats on ethical use of telecom and social media. Compliance Division held 25 media awareness programs via radio, TV, and social media on telecommunication issues and made aware the general public via printed media. Further and cyberbullying and harassment complaints were addressed through public educational efforts.

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Surveillance

TRCSL's Surveillance activities ensure compliance with license conditions under Sections 17 and 21 of Act. Regular inspections are conducted to identify and act against unauthorized telecom operators, vendors, and illegal telecom equipment. SIM registration audits are carried out to ensure operators follow the SIM registration guideline , including checks on SIMs issued to deceased persons. Tariff audits and random checks on operator websites help the verification of approved pricing and service transparency.

Summary of the performance of each subsections of the Compliance Division

Activity	Q1 to Q4 2024
Acknowledgement and verification QOS monthly Reports for voice and Broadband	received 120 reports and verified
Conduct QOS audits for voice and broadband services	completed 69 audits
Inspections carried out to monitor the adherence to the terms and conditions of the licence issued by the TRCSL under Section 17	52 inspections were carried out
Conduct SIM Registration audits	completed 64 audits
Conduct tariff package testing	50 tariff packages tested
Conduct Tariff packages configuration audits	completed 18 package configuration audits
Advise for social media complaints	advised 149 social media complaints
Conduct awareness programs for Army/Police, Divisional secretariat office , Schools, Rehabilitation centers	conducted 39 awareness programs
Conduct awareness programs through radio, Television and social media	conducted 25 awareness programs
Handle customer complaints	Handled 2933 customer complaints
Misplaced mobile phones received online	Arrangements were made to respond to 20259 complaints

Table 12: Summary of performance

LEGAL

OVERVIEW

The Legal Division serves a critical function within the Commission by providing comprehensive legal and regulatory advice. This division is responsible for managing all litigation matters involving the Telecommunications Regulatory Commission of Sri Lanka (TRCSL). The Legal Division's contributions are essential to the overall regulatory framework of the TRCSL. It is tasked with delivering legal counsel in accordance with the Sri Lanka Telecommunications Act, No. 25 of 1991, as amended, as well as other pertinent legislation, including the Finance Act, No. 11 of 2004, and the Telecommunication Levy Act, No. 8 of 2011, as amended.

FUNCTIONS

- Filing and defending court actions.
- Handling of court cases, preparations of briefs and observations instructing lawyers coordinating with TRCSL officers and legal counsels, filing of documents etc.
- Providing in-house legal advice to the Commission and other Divisions.
- Drafting /reviewing of Rules, Regulations and Guidelines.
- Processing of Court Orders.
- Review of Agreements/Contracts etc.
- Checking conformity with the circulars, and the attestation of vehicle and distress loan of TRCSL Officers

PERFORMANCE

- The Legal Division provided authoritative advice on matters concerning section 17(2) of Telecommunication System Licenses, vendor licenses, radio frequency spectrum, network operations, and telecom operator issues.
- It successfully advised and assisted in compliance matters, including customer complaints, SIM registration, website-related issues, and other initiatives pertaining to regulatory compliance. Additionally, the division offers guidance on administrative and human resources matters.
- The division actively participated in a number of TRCSL initiatives, including the implementation of mobile number portability, SIM card registration and the establishment of the Internal Committee for the Resolution of Consumer Complaints.
- In 2024, an increase in court order processing was observed, with 869 court orders issued in respect of for criminal investigations, thereby assisting law enforcement authorities in their inquiries.
- The year 2024 was marked as notably productive, with the division's active involvement in various regulatory activities.

Litigation

- The Legal Division has initiated legal action to recover statutory dues from defaulting licensees.
- Regulatory disputes were effectively addressed through the establishment of industrial agreements between the TRC and operators, resolving outstanding issues such as spectrum realignment, anticompetitive practices, and Radio Access Network (RAN) concerns which lead to settlement of cases in the court of appeal between the commission and operators.
- The division diligently attended to all employee-related cases filed before tribunals and arbitration appeals.

Regulations

- Initiatives were undertaken to draft amendments or introduce new rules and regulations during 2024, including modifications to RTTE rules and SIM card registration regulations, QOS rules. Review of anti-competitive rules, and infrastructure sharing regulations with co-operation with relevant lead divisions.
- The merger of Dialog Axiata PLC and Bharati Airtel Lanka (Pvt) Ltd was approved, and the amalgamation was successfully executed in 2024.

SPECIAL PROJECTS

OVERVIEW

The Special Projects Division is responsible for implementing projects of national interest and the development projects of TRCSL. This division primarily focuses on enhancing the telecommunication industry by establishing essential infrastructure facilities. Additionally, it plays a key role in expanding connectivity to unserved and underserved areas, ensuring equitable access to telecommunication services.

One of the key responsibilities of this division is the implementation and maintenance of projects. This requires continuous monitoring and supervision to ensure the continued functionality and efficiency of completed projects.

FUNCTIONS

- Development of TRCSL Head Office New Building as an extension to the main building
- Renovation and Rehabilitation of Kadirana Frequency Monitoring Station
- Implementation of telecommunications sector development related projects (School Fiber Connectivity project, Smart School Project Gamata Sannivedanaya (Connect Sri Lanka) Project)
- Monitoring the activities of the Colombo Lotus Tower Project

PERFORMANCE

Throughout 2024, the Special Projects Division remained committed to implementing and maintaining the following key projects:

1. Colombo Lotus Tower Project
2. Development of TRCSL head office new building
3. Renovation and Rehabilitation of Kadirana Frequency Monitoring Station
4. School Fiber Connectivity Project
5. Smart School Project
6. “Gamata Sannivedanaya” (Connect Sri Lanka) Project

1. Colombo Lotus Tower Project

The Colombo Lotus Tower is a multifunctional landmark designed to enhance Sri Lanka's skyline while supporting the country's economy, tourism, and telecommunications. It houses attractions like an observation deck, banquet halls, restaurants, a digital art gallery, and shopping areas, alongside facilities for broadcasting and communications. The tower aims to generate sustainable revenue through commercial use and has been positioned as Sri Lanka's digital broadcasting hub. Collaborative efforts have been made to optimize its use for both public and defense communication needs. Importantly, the loan obtained from the EXIM Bank of China for its construction was fully settled on July 18, 2024, marking a key financial achievement.

2. Development of TRCSL Head Office New Building

To address growing space needs, TRCSL initiated the construction of a five-story steel-structured annex to its Head Office, designed by the University of Moratuwa’s Project Consultancy Unit. The new building, connected to existing structures, aims to improve service delivery, staff efficiency, and public engagement through upgraded facilities. It also supports optimal land use for national benefit. The project is in its final phase, with construction nearly complete and the handover process, including testing and commissioning, currently underway. Interior design has been finalized, and contractor procurement is in progress.

3. Renovation and Rehabilitation of Kadirana Frequency Monitoring Station

The Kadirana Development Project began in February 2019 and was completed by 2024. The main building, covering approximately 4,960 square feet, is now being optimized for effective use. A key outcome is the setup of an IT training centre within the main facility. Additional buildings are planned for use as a regional office and a frequency monitoring station. The project supports enhanced technical and administrative operations.

Figure 3: Renovation and Rehabilitation of Kadirana Frequency Monitoring Station

4. School Fiber Connectivity Project

The School Fiber Connectivity Project, launched in 2023, aims to improve ICT education by providing high-speed internet to schools across Sri Lanka. Initially targeting 1,000 schools with MOE support, the project offers affordable connectivity through a special tariff and support from two licensed operators. TRCSL also subsidized part of the infrastructure costs. Over 500 schools have already been connected, the project continues to expand, aiming to provide seamless digital access to more schools across the country.

5. Smart School Project

The Smart School Project aims to strengthen ICT education in Sri Lanka by providing essential technological resources to schools offering ICT as a subject for the G.C.E. (Advanced Level) Examination. This initiative supports the development of the Telecommunications industry by promoting advancements in Information and Communication Technology (ICT) education.

The Telecommunications Regulatory Commission of Sri Lanka (TRCSL) collaborated with the Ministry of Education to implement this project, which ran concurrently with the China Aid Project.

"Gamata Sannivedanaya" (Connect Sri Lanka) Project

The "Gamata Sannivedanaya" Project was launched in 2020 to build a technology-driven society by expanding 4G and fiber broadband coverage across the country. Led by the Commission, it focuses on constructing new mobile towers to bridge the digital divide. At the end of 2024, 65 towers have been commissioned, significantly improving connectivity in key areas. While notable progress has been made in several districts, some regions face delays due to challenges such as the pandemic, adverse weather, land acquisition difficulties, and rising construction costs. Efforts are ongoing to overcome these obstacles through updated guidelines and coordinated actions with operators, steadily advancing toward nationwide digital connectivity.

POLICY & INTERNATIONAL RELATIONS

OVERVIEW

As mandated by the Section 4 (c) of the Act, the Commission may advise the Minister on public telecommunication policy

Sections 5(i) and 5(j) of the Act empowers the Commission to coordinate with International Telecommunication Union (ITU) and its affiliated bodies on matters related to telecommunications.

In terms of the Sections 4(g) and 5(s) the Commission has responsibility of promoting telecom related research through collaboration with local universities and research institutions. The P & IR Division carryout this task with the aim of enhancing research quality, encouraging academic engagement and applying research outcomes to advance the telecom sector.

The Policy and International Relations (P & IR) Division is responsible for carrying out the regulatory functions necessary to fulfil the above-mentioned duties.

Also this division serves as the focal point for international telecommunication regulatory bodies such as the International Telecommunication Union (ITU), Asia-Pacific Telecommunity (APT), and the South Asian Telecommunications Regulators' Council (SATRC).

FUNCTIONS

- Advice the Minister on policy matters related to telecommunication
- Promoting telecom related research through collaboration with local universities and research institutions
- Provide financial assistance to universities and research institutions to conduct telecommunication related research studies
- Carrying out projects/programs to promote ICT literacy among students in remote areas and students with special educational needs
- Coordinate with the ITU, APT, SATRC and regional telecommunication regulators in other countries on matters including capacity building, expert/technical assistance, issues related to telecommunication, cross-border coordination, international notifications
- Disseminate information received from international organizations among TRCSL staff and related organizations
- Collect and compile telecom sector statistics and information organizations through questionnaires and share with international organizations

PERFORMANCE

In 2024, the P & IR Division played a significant role in advancing telecom related policy initiatives, development projects, research and international cooperation.

It facilitated funding and monitoring seven research studies in telecommunication, supported local and international ICT volunteer initiatives. The division coordinated expert assistance programs. The division also facilitated 49 international training programs, enhancing TRCSL's institutional capacity and global partnerships.

Research & Development in the field of Telecommunications

Two key research studies including *"Machine Learning based Smart Antenna Design for 5G and Future Wireless Technologies"* by the University of Jaffna, and "*Blockchain-enabled RF Radiation Exposure Level Measurements in Mobile Networks*" by the University of Ruhuna were continued to the year 2024 from the year 2023.

The disbursement of final payments to the University of Jaffna and the University of Ruhuna were done upon completion of final presentations and report submissions in March 2024.

Initial presentations of the following selected studies were conducted at the Commission, bringing together researchers, university students, TRCSL officials, and industry experts. This Research and Development Program 2024 showcased research contributions from the University of Sri Jayewardenepura, the University of Moratuwa, the University of Kelaniya, and the University of Ruhuna, featuring the latest research studies on:

- Spatial sound recording and reproduction for personalized speech intelligibility enhancement in noise.
- An IoT-based sleep monitoring tool for independent living support.
- Machine learning-enabled network optimization to minimize atmospheric ducting interference in LTE-TDD networks.
- Innovative software solutions to enhance educational engagement and independence for visually impaired school children.
- City Cense Colombo: Smart Sensing Network for Colombo.

After the initial presentations, the first installment of payments was processed to provide financial support for the aforementioned research studies in December 2024. These efforts highlight commitment of the Commission to

advancing research and development by providing essential resources and fostering collaboration between academia and industry.

TRCSL ICT Volunteer Programme 2024

In 2024, the ICT Volunteer programme was jointly implemented by the Commission, the University of Moratuwa, and the Ministry of Education, selecting 35 Bachelor of Information Technology undergraduates from University of Moratuwa as ICT volunteers.

The selected IT volunteers underwent a one-week Boot Camp at the University of Moratuwa, supported by resource persons from the university, the IT industry, and telecom operators. During this bootcamp, training sessions were conducted on pedagogical aspects including planning volunteer activities and handling difficult situations during volunteering at schools, computational thinking, introduction to Data Science, use of Artificial Intelligence for teaching/learning, introduction to web and mobile application development, smart education, refreshing programming in Java, awareness on Computer Security and secure use of social media.

Following the training boot camp, 35 ICT volunteers were deployed in October 2024 to government schools across 13 districts for a two-month period to support ICT education and digital skills development.

Figure 5: A group photo taken during the inauguration of the Boot Camp of the TRCSL ICT Volunteer Program 2024

NIA-APT World Friends Korea IT Volunteer Program 2024

The "NIA-APT World Friends Korea IT Volunteer Program 2024", conducted in collaboration with National Information Society Agency (NIA) of the Republic of Korea, the APT, TRCSL, and the Uva Provincial Department of Education delivered IT training to teachers and students in Uva Province.

Korean IT volunteers conducted both online training (8–19 July 2024) and onsite training (23 July–2 August 2024) sessions at B/Bogahakumbura Maha Vidyalaya, Welimada.

Figure 4: Photos from the Opening Ceremony of the World Friends Korea Volunteer Program 2024

Figure 6: Photos from the Closing Ceremony of the World Friends Korea Volunteer Program 2024

Figure 7: Performance Report Conference of the WFK ICT Volunteer Program 2024 held in Seoul, South Korea

INTERNATIONAL RELATIONS

Sri Lanka is a long-standing member of the International Telecommunications Union (ITU), Asia Pacific Telecommunity (APT) and South Asian Telecommunications Regulators' Council (SATRC). TRCSL is the sole lawful authority to negotiate with the ITU or its affiliated bodies in all matters associated with telecommunication regulations.

Memberships of the aforementioned international organizations enable TRCSL to receive technical/expert assistance, collaborative projects, programs, and fellowship opportunities for capacity building in the field of telecommunication/ICT.

The Policy and International Relations division functions as the focal point for coordinating with international organizations.

Collaboration with International Organizations and Regional Regulators

1. Coordinating the Expert Assistance Programs

International organizations such as ITU and APT provide technical assistance to member countries upon request. The P & IR Division supports this process by coordinating expert recruitment, meetings, public consultations, project execution, and logistical arrangements.

Under the World Bank's Digital Development Policy Operation (DPO), expert assistance was extended to TRCSL to improve broadband connectivity and support Sri Lanka's National Digital Economy Strategy.

Expert assistance from the World Bank is focused on key areas such as spectrum management, competition regulation, and amendment of the Telecommunications Act (the Telecommunication Act Amendment No. 39 of 2024 certified on 17th July 2024), while the ITU provided support on developing a framework for infrastructure sharing.

2. Coordinating the Country Representations in High-Level Meetings & Conferences

The division coordinated with relevant ITU, APT & SATRC and facilitated executive staff of TRCSL to participate in the following high-level meetings/conferences.

- The 25th Meeting of South Asian Telecommunication Regulator's Council (SATRC - 25)
- The 48th Session of the Management Committee of the APT (MC-48)

3. Coordinating the Capacity Building and Training programs

The division coordinated with ITU, APT, and other international organizations to arrange capacity-building programs for TRCSL staff and organize post-training presentations to share knowledge. Relevant officers were nominated for participation in international programs with approval from the Advanced Training Committee (ATC).

Program Category	ITU	APT	Other	Total No. of Programs	No. of TRCSL Participants
Trainings	02	15	01	18	**22**
Seminars	01	-	02	03	**03**
Conferences	-	-	05	05	**11**
Meetings	09	07	01	17	**19**
Forums	-	01	01	02	**02**
Workshops	04	-	-	04	**04**
Total	**16**	**23**	**10**	**49**	**61**

Table 13: Summary of the ATC Approved International Programs

Item	ITU	APT	Other	Total
Fellowship Programs	16	23	10	49
TRCSL Funded Programs	-	-	-	-
Total Number of International Programs	16	23	10	49

Table 14: Funding type of approved International Programs

Furthermore, the Policy & International Relations Division facilitated the participation of 25 TRCSL officials in five APT local training programs on the following topics, organized in coordination with the APT, GSM Association (GSMA), and Internet Society (ISOC).

4. World Telecommunication and Information Society Day 2024

The World Telecommunication and Information Society Day (WTISD) is celebrated annually to raise global awareness on the benefits of ICTs and their role in bridging the digital divide. WTISD 2024 marks the 159th anniversary of the First International Telegraph Convention, which led to the founding of the ITU.

In celebration of WTISD 2024, the ITU invited member states to promote the theme 'Digital Innovation for Sustainable Development'. The PIR Division published WTISD 2024 messages from the ITU Secretary General, Chairman and Director General on the TRCSL website. Public awareness was created through the website focusing on the WTISD theme. An awareness program conducted by a university lecturer was held at the Auditorium of the Commission with staff participation in both physical and virtual modes.

5. Telecommunications Regulation Related Surveys and other Questionnaires

- **ITU World Telecommunication /ICT Indicators Questionnaire 2024**

Upon ITU's request, TRCSL ITU World Telecommunication/ICT Indicators Short and Long Questionnaires 2024 were completed with inputs from telecom operators, ensuring timely submission. The Long Questionnaire covered 70 key ICT indicators, with clarifications obtained where necessary.

The data supports the ICT Development Index and global ICT analysis by governments, international organizations, and financial institutions. It also contributes to updating the World Telecommunication/ICT Indicators database, ITU statistical reports, and World Bank publications.

- **ITU World Telecommunication/ICT Regulatory Survey 2024**

The ITU Telecommunication Development Bureau annually conducts the World Telecommunication/ICT Regulatory Survey to collect data on ICT policy and regulation from its member states. ITU World Telecommunication/ICT Regulatory Survey 2024 was completed on time, in coordination with other divisions.

The data provided supports to update the ICT Regulatory Tracker, a global benchmarking tool for digital policy and regulation. Sri Lanka received an "advanced" rating in digital regulatory readiness under the ITU G5 Benchmark, reflecting strong progress in collaborative digital regulation.

- **ITU/APT Questionnaires, Recommendations and other surveys**

The Policy and International Relations Division coordinated with other divisions, telecom operators, and government agencies to compile and complete following surveys, questionnaires, and recommendations.

6. Annual Subscriptions of International Organizations

As a member of ITU, APT, and SATRC, TRCSL benefits from expert assistance, training, and fellowships to support ICT infrastructure development, technology adoption, and capacity building in the telecom sector. The Commission made arrangements to disburse membership payments to ITU, APT and SATRC during the fiscal year 2024. A membership subscription payment of CHF 79,500 was remitted to ITU in the first quarter of 2024. Subscription payments of USD 15,420 to APT and USD 15,000 to SATRC were completed in the first and third quarters of 2024 respectively.

INFORMATION TECHNOLOGY

OVERVIEW

The Information Technology (IT) Division has started implementing Digital Transformation within the Commission by integrating necessary software, solutions, and platforms to provide a conducive working environment among essential stakeholders. This will streamline the organization's internal and outside procedures, allowing staff and customers to take full advantage of the technology. . This will provide information technology based solutions for making the internal and external processes in line with the latest state of the art technology for the Commission employees and its customers.

FUNCTIONS

- Formulate and maintenance IT policy and governance of the ICT
- Define a security strategy to manage ICT network
- Strategic level assessment of new technologies to improve the digital transformation of the organization
- Develop strategy, deploy, and manage software system database and infrastructure to improve working culture, productivity, and efficiency
- Develop and maintain the ICT asset registry and prepare procurement plan
- Develop a roadmap to enhance knowledge and skills for adopting the digital transformation
- Develop, introduce, and implement an agile working culture within the IT Division and within the Commission

PERFORMANCE

The main development areas initiated are as follows:

1. Infrastructure Development
2. System & Process Development
3. Information Technology Governance
4. Employee Awareness and Training

1. Infrastructure Development

Work has been initiated to enhance network capabilities of the Commission by leveraging the latest technologies available in the industry, aiming to establish a seamless communication and collaborative working platform. Key initiatives include the migration of the on-premises Active Directory to the cloud for improved accessibility and security, and the implementation of network segmentation to strengthen cybersecurity and minimize potential risks. Additionally, outdated personal computers and laptops have been upgraded, and new laptops have been provided to the staff to enhance productivity. IT Division started repairing PCs and laptops in-house, reducing downtime and maintenance costs. These advancements collectively contribute to a more secure, efficient, and collaborative IT environment of the Commission.

2. System & Process Development

The Commission successfully launched its new official website in 2024, completing Phase 01 of the redesign. The website is hosted on a cloud platform, with ongoing developments to enhance its features and user experience. To ensure secure communication with the public and stakeholders, the website domain has been secured with an SSL certificate and Web Firewall.

The IT Division initiated several systems and process developments to improve digital services for beneficiaries. Notable initiatives include the launch of the pilot version of the Finance System, the cloud migration of the Antenna Structure Management System (ASMS), and the development of the Transport Management System to streamline fleet operations. Furthermore, the Division has taken steps to automate work processes and support the functional transformation of selected divisions, with the Finance Division Automation process already in progress.

3. Information Technology Governance

The IT Division initiated the process of developing information security guidelines to align with the organization’s information and cybersecurity policy. The Commission collaborated with SLCERT to obtain advisory services for the effective implementation of this policy. A Memorandum of Understanding (MOU) with SLCERT has been prepared to formalize this partnership.

As part of this effort, SLCERT successfully completed a comprehensive cybersecurity assessment . Based on the cybersecurity policy, guidelines will be established to ensure the adoption of best practices when using ICT systems. Following the signing of the MOU, IT general control reviews, diagnostic technical reviews, and process-based IT risk assessments will be implemented to strengthen security measures. Additionally, the IT Division has streamlined the firewall and Active Directory policies to enhance network security and access management.

4. Employee Awareness and Training

The IT Division conducted several IT awareness sessions and training programs for the staff throughout the year to keep them informed about the latest IT-related technologies. As part of these initiatives, comprehensive training on new features of Microsoft 365 was provided to all staff to enhance productivity and improve collaboration using modern digital tools.

ADMINISTRATION & CORPORATE AFFAIRS

OVERVIEW

The role of the division is crucial for the smooth functioning of the entire organization, and its scope of it encompasses a wide range of functions and responsibilities. The division is responsible for the administration, management and development of human resources and corporate affairs.

The scope of the division also extends to planning and monitoring activities of the Commission, maintaining and creating a physical environment conducive for the employees to improve their standards of work, and coordinating within the organization and with other organizations.

Furthermore, the division manages the provision of office requisites and supportive facilities for staff, ensuring the welfare of the staff, providing library facilities, and media coverage of important events of the organization.

FUNCTIONS

- Handling recruitment of staff and their confirmation, promotions, leave records, attendance and disciplinary inquires & retirement
- Co-ordinating training activities both local and foreign and makes necessary travel, registration and other arrangements
- Co-ordinate the general administration of the Commission including contractual services, procurements, maintenance works, vehicle fleets management and welfare related activities
- Coordinate activities relating to preparing the corporate plan, action plan, progress report, and annual report
- Coordinate with the Presidential Secretariat, Cabinet Secretariat, the Treasury, Ministries, Departments and Statutory Authorities in relation to the general functions of the Commission.

PERFORMANCE

General Administration

The Administration Division carried out the general administration of the Commission including HR management, infrastructure facility management, provision of required supplies for the staff etc.

Under the internal promotion scheme, 06 promotions were granted and 24 recruitments were made. Furthermore, 33 students from government universities and vocational training institutes were enlisted as trainees for a 06-month training period enabling them to gain industry exposure.

Establishment Work and Management of the Cadre

The division continued its work on the proposed Scheme of Recruitment (SOR) during the year under the direction and guidance of the Commission . Accordingly, discussions were continued to verify the proposed organigrams for the respective divisions. Meetings were also conducted in the latter part of 2024 to expedite the SOR revision, and it is expected to be completed in the following year.

The division successfully conducted Efficiency Bar Examinations for the officers of the staff during the year.

Annual Report 2023

The Annual Report is a mandatory publication submitted annually to Parliament, detailing the operational performance and financial standing of the organization, along with the Auditor General's observations. The Commission submitted the draft Annual Report 2023, along with the draft Financial Statement, to the Auditor General's Office and other relevant institutions on 28.02.2024. The Annual Report was submitted to the National Audit Office, the Department of Public Enterprises, and the Ministry of Digital Economy on 19.12.2024.

Corporate Plan 2025 -2027 & Action Plan 2025

The Corporate Plan process establishes a robust path for the organization to achieve its objectives while ensuring optimal resource utilization. . This incorporates strategies to be implemented by the Commission, aiming to foster an effective regulatory environment. Corporate Plan has been updated for the period 2025 to 2027.

The Corporate Plan and the Action Plan for 2025 were developed through consultations with the Heads of Divisions under the supervision of the Director General.

Quarterly Review of the Action Plan 2024

The Commission is required to conduct four progress review meetings annually to assess the Action Plan. Three quarterly review meetings were successfully held during 2024, with the fourth quarter meeting scheduled for January of the following year. In line with established guidelines, the Commission submitted the progress reports to the Line Ministry, the Department of Public Enterprises, and the National Audit Office on time.

Official Correspondence

The Commission coordinated and handled matters related to the Presidential Secretariat, Cabinet Secretariat, Treasury, Ministries, Departments, and other statutory authorities in relation to the function of institution activities in the year. Further, matters related to

the National Audit Office, Line Ministry, and other parliamentary committees were attended during the year.

Training

The Commission provided local and overseas training opportunities for the staff to enhance their knowledge, skills, and positive attitudes and to apply them in the office environment. Due to the government policy of controlling government expenditure, providing local training during the year is highly restricted. 08 officers attended local training, and 59 officers have attended fully funded foreign training and other programs.

Participation of TRCSL Staff in Foreign & Local Training programs in 2024

Participation in Foreign Training Programs

No	Foreign Programme	Funding Type	Duration	Number of Officials Participated
01	The APT Training course on Towards Realization of Modern Digital Networks using ICT Technologies and Services	Fellowship	10 Days	01
02	The APT Training course on Radio Spectrum Management and Monitoring in the Age of Digital Transformation and 5G	Fellowship	09 Days	01
03	The APT Training Course on Planning for Effective Use of Radio Frequency Bands and Trends in Wireless Communication Technology	Fellowship	05 Days	01
04	The IIC's Annual Telecommunications & Media Forum	Fellowship	03 Days	01
05	The ITU – T study Group 17	Fellowship	10 Days	01
06	The 32nd Meeting of the APT Wireless Group (AWG-32)	Fellowship	05 Days	01
07	ITU-T Study Group 13	Fellowship	12 Days	01
08	The Asia Pacific Spectrum Management Conference	Fellowship	02 Days	01
09	The Meeting of the SATRC Working Group on Spectrum	Fellowship	03 Days	02
10	The ITU Meeting of Study Group 16	Fellowship	12 Days	01
11	The 03 Meeting of the APT Preparatory Group for WTSA-24 (APT WTSA24-3)	Fellowship	03 Days	01
12	The Meeting of the SATRC Working Group on Policy, Regulation and Services	Fellowship	03 Days	02
13	The APT Training Course on Preparing for International Conferences	Fellowship	04 Days	01
14	The Meeting of ITU - T Study Group 11	Fellowship	10 Days	01
15	The 36th APT Standardization Program Forum (ASTAP-36)	Fellowship	05 Days	01
16	Global Cyber Drill 100x	Fellowship	03 Days	01
17	Digital and Intelligent APAC Congress 2024	Fellowship	03 Days	01
18	The APT NIPA Training Program Digital Technology	Fellowship	10 Days	01
19	The Seminar on Communication Network Construction in Rural Areas for Countries Under Belt and Road Initiative	Fellowship	14 Days	01
20	The ITU Workshop on National Tables of Frequency Allocation (NTFA) for Region 03	Fellowship	04 Days	01
21	Australia Awards Sri Lanka Short Course "Governing in the Digital Age"	Fellowship	12 Days	03
22	The Meeting of ITU -T Study Group 02	Fellowship	10 Days	01
23	The Meeting of ITU -T Study Group 20	Fellowship	12 Days	01
24	The APT Training Course on Ultra Broadband Network Technology and Solution	Fellowship	05 Days	01
25	The meeting of ITU-T Study Group 03, Geneva, Switzerland	Fellowship	10 Days	01
26	The APT training Course on Future Network Infrastructure and the Implementation of Digital Transformation Society	Fellowship	05 Days	01
27	The APT Training course on Digital Divide and Solutions: Digital Divide Policies and Planning	Fellowship	05 Days	01

No	Foreign Programme	Funding Type	Duration	Number of Officials Participated
28	The APT Training Course on the Application of Artificial Intelligence and Cybersecurity (Face-to-Face)	Fellowship	10 Days	01
29	Digital Government Policy Management Course	Fellowship	05 Days	01
30	The APT Training Course on AI Empowered 5G and 6G Telecommunications (Face-to-Face)	Fellowship	05 Days	01
31	Huawei Connect 2024	Fellowship	03 Days	06
32	Seminar on Digital Economy Governance Under the Global Development Initiative	Fellowship	14 Days	01
33	The South Asian Telecommunication Regulator's Council (SATRC) Workshop on Recent Trends and Technologies	Fellowship	03 Days	02
34	ITU Regional Radiocommunication Seminar 2024 for Asia and the Pacific (RRS-24-Asia & Pacific)	Fellowship	06 Days	01
35	The ITU Asia-Pacific Regional workshop on Satellite Services, National Regulatory Frameworks, and partnership	Fellowship	02 Days	01
36	The APT Training course on State Computation on 5G and IoT Network Infrastructures to Provide their Industrial Verticals	Fellowship	05 Days	03
37	The APT Training Course on Developing fundamental network planning skill to bridge the digital divide in rural areas	Fellowship	10 Days	01
38	The APT Training Course on Innovation, Application and Governance Challenges of Artificial Intelligence	Fellowship	06 Days	01
39	Global Standards Symposium & World Telecommunication Standardization Assembly	Fellowship	10 Days	01
40	Workshop on Future of undersea cables in the Indo-Pacific	Fellowship	01 Days	01
41	The APT Training course on Understanding 5G: Evolution of Cellular Technologies	Fellowship	06 Days	01
42	The 25th Meeting of the South Asian Telecommunication Regulators' Council (SATRC-25)	Fellowship	03 Days	01
43	The ITU Training course on Emerging Technologies for Digital transformation, Chongqing, People's Republic of China	Fellowship	05 Days	01
44	IIC's International Regulators Forum and Annual Conference	Fellowship	04 Days	01
45	The 03rd Meeting of ITU D Study Group 01	Fellowship	05 Days	01
46	Training Experts and Foster Managements in Standardization of ASTAP and related Organizations - Sharing trends of emerging technologies in standardization - (Face-to-Face)	Fellowship	05 Days	01
47	ITU Subregional workshop for Asia on promoting and measuring Universal and Meaningful Connectivity (UMC)	Fellowship	03 Days	01

Table 15: Foreign Training Programs

Participation in Local Training Programs

Local Programme	Organization	Duration	Number of officials Participated
Course on Practical application of income tax recent	Institute of Certified Management Accountants of Sri Lanka	14 days	01
Workshop on Risk Based Internal Auditing	Skill Development Fund Ltd.	02 days	01
Two-day Workshop on Information System Audit	Distance Learning Center Ltd.	02 days	01
45th National Conference of Chartered Accounts	Institute of Chartered Accountants of Sri Lanka	03 days	03
Internal Control Systems and Internal Audit	Arthur C Clarke Institute for Modern Technologies	02 days	02

Table 16: Local Training Programs

Procurement Activities

The division coordinated activities to supply different goods, works, and services to the Commission. These activities include preparing bidding documents, publication notices, and appointing Technical Evaluation Committees (TECs) and Department Procurement Committees (DPCs). In addition, the division attends to the preparation and submission of reports for obtaining required approvals, intimation of the decisions to relevant parties, preparation of service agreements in collaboration with the Legal Division, supervision of the work of the service providers, and taking corrective measures when deviations from the service agreements were observed.

Maintenance of Fleet of Vehicles

In 2024, vehicle fleet of consisted of eleven cars, two double cabs, four jeeps, five vans, one bus, and two motorbikes. The vehicles were allocated for inspection visits, transport facilities for the staff for official duties and welfare activities etc.

Annual Board of Survey

The annual board of survey for the year 2023 was carried out in January 2024. A board comprising six members was appointed to carry out the survey. Items to be disposed of were identified, and necessary actions were taken to dispose of these items according to standard procedure. The auction of goods for the year 2023 was held in early 2024.

Logistics Support

The Administration Division provided logistical support for activities of other divisions of the Commission , such as conducting meetings, workshops, seminars, inspection visits, implementation of projects, etc.

Recommendation/Approval of Payments

An essential activity of the Administration Division is approving a variety of payments related to increments, overtime, arrears, traveling and subsistence, disciplinary inquiry fees, vehicle repairs, purchase of perishable items, equipment and machinery, books, periodicals, and supply of services (security, cleaning, water, telephone, electricity, etc.). The Division carefully examined payment vouchers and made recommendations or granted approval depending on the nature of the payment/financial authority limit. The necessary actions were taken to make the payments without delay.

Library

The library has been established to assist individuals engaged in the telecom industry and other interested parties to update their knowledge. It has an extensive collection of textbooks and magazines on telecommunications. The library facilities are continuously being improved to fulfill the requirements of the users. The library provides reference facilities to the staff and external parties such as researchers, university students, school children, etc.

Media Related Activities

The Media Unit provided media coverage for the local and international programs organized by the Commission The media unit captures photographs and videos of significant events and occasions of the Commission, utilizing cutting-edge technology for editing and secure storage.

COMMISSION SECRETARIAT

OVERVIEW

The Commission Secretariat is the focal point aligning the Commission with the senior management in the decision-making process of the Commission and carries out its activities in statutory compliance and in keeping with principles of good governance for corporate entities.

FUNCTIONS

- Convening of meetings of the Commission
- Management of proceedings, taking records of decisions and post-meeting related functions
- Providing expert opinions, strategic planning inputs to the Commission
- Monitoring and reporting on follow-up actions
- Original records management
- On boarding of new Members of the Commission
- Co-ordinate all matters relating to the Amendment of Sri Lanka Telecommunications Act
- Affixation of the Seal of the Commission on instruments and documents & maintaining Seal Register
- Carry out searches of decisions of the Commission
- Co-ordinate and respond to requests of external government agencies

PERFORMANCE

Eleven (11) Meetings of the Commission were held during the year of review.

Eight (08) matters requiring decisions on an urgent basis were circulated.

Approximately two hundred (200) matters were deliberated & decisions taken by the Commission which included several key regulatory initiatives relating to Spectrum Management, Competition Regulation, resolving industry issues as well as recruitment drives for the organization.

The seal of the Commission was affixed to 17 instruments & documents which included Modifications to Licenses.

Among the regular activities of the Secretariat, assistance was extended to other divisions by carrying out numerous searches into past Decisions and furnishing documentation required for their functions.

Furthermore, activities relating to on boarding of Members of the Commission were successfully completed with two major changes of the composition of the Commission in the year 2024.

It was the responsibility of the Commission Secretariat to coordinate the extensive process for the Amendment of the Sri Lanka Telecommunications Act, which was successfully completed in July 2024 with the passing in Parliament of the Sri Lanka Telecommunications (Amendment) Act No 39 of 2024. It was a special achievement reaching a milestone of the Commission and the telecommunications industry.

COMPETITION DIVISION

OVERVIEW

The Competition Division undertakes regulatory activities to provide an efficient, fully fledged telecommunication service that fulfils the interests of consumers, operators and other stakeholders. The Division actively involves in ensuring affordable and quality service to all citizens of the country. Accordingly, the Division regulates tariffs and interconnection and publishes industry information by analyzing operators' performance and provides necessary advice to the parties concerned and to ensure a level playing field for all operators in the industry.

The Sri Lanka Telecommunications (Amendment) Act, No. 39 of 2024 introduced significant legislative enhancements that directly align with and strengthen the mandate of the Competition Division of the Telecommunications Regulatory Commission of Sri Lanka (TRCSL). Under Sections 5(k) and 6A, the Commission is empowered to determine or approve tariffs in consultation with the Minister, ensuring fair and transparent pricing. Sections 5(l) and 20A authorize the Commission to ensure interconnection between operators and to determine interconnection charges in instances where parties fail to reach agreement. Further, Sections 5(wa), (wb), (wc), (wd), and 9A strengthen the Commission's mandate to promote and safeguard competition by ensuring a level playing field across the telecommunications sector.

FUNCTIONS

- Monitor trends by analyzing the financial and operational performance of licensed operators.
- Collect and analyze statistical information about the industry.
- Regulate tariffs by ensuring fair competition and the interest of consumers.
- Process interconnection agreements for issuing Certificate of Conformity and handle relevant issues/disputes.
- Collection of taxes/levies (Telecommunications Levy, Cess, Cellular Tower Levy and Short Message Service Levy and International Telecommunications Operator Levy) from the industry.
- Conduct projects for improving telecommunication infrastructure facilities in unserved and underserved areas through licensed telecom operators.
- Organize awareness programs on Telecommunication & ICT waste management.
- Ensure the correctness of tax and levy payments by performing financial investigation.
- Collecting Audited Accounts of Licensed Operators.
- Analyzing PSTN Operators' financial performance and industry investment.
- Facilitate obtaining relevant visas for foreign experts involved in the Telecommunications related projects in Sri Lanka

PERFORMANCE

The Competition Rules were published in July 2024 to ensure a level playing field for all operators in the industry and to take appropriate action against the anti-competitive behavior of operators.

Under these Rules, a process has been initiated to identify the operators who are having Significant Market Powers (SMP) in defined markets.

1. Collection of Levies and Cess

Type	Year	
	2023	2024
Telecommunication Levy	13,328	12,697
International Telecommunication operators levy	3,983	3,268
Cellular tower levy	1,652	1697
Short Message Service Levy	286	612
Cess	5,637	6,181

Table 17: Collection of Levies and Cess

Also, the Competition Division ensures the accuracy of the Taxes/Levies payment made to the Commission, conducting financial investigation.

2. Recommendation of Visa Applications

As the technology of telecommunications sector is rapidly changing, the operators continuously strive to upgrade their networks with emerging technologies. In order to obtain expertise, the operators hire overseas industry professionals to work on their particular projects. The Commission facilitates the necessary documentation for visas of such foreign professionals. During the year 2024, 27 visa applications of professionals were processed by the Division.

3. Collection of Statistics of the Industry

Industry data and statistics were collected and submitted to government organizations such as the Central Bank of Sri Lanka and the Department of Census and Statistics and to international organizations (ITU, APT etc.). The collected industry statistics are published periodically on the TRCSL website.

4. Handling Interconnection

Following a lengthy process, including discussions with the industry, the Competition Division recommended revised interconnection rates to the Commission for its determination. Accordingly, the Commission determined new interconnection rates which were implemented in four steps as described below.

Item	Step 01	Step 02	Step 03	Step 04
Termination charge per minute (Cents)	20	15	10	0
Termination charge per SMS/MMS (Cents)	07	05	03	0
Effective Dates	15.04.2022	15.04.2023	15.04.2024	15.04.2025

Table 18: Handling Interconnection

5. Tariff Regulation

The Commission approves tariffs under three categories namely Seasonal Tariff, Promotional Tariff and Permanent Tariff. Within the year the Commission approved 09 Seasonal Tariffs, 32 Promotional Tariffs and 16 Permanent Tariffs.

Within the year 2024, the operators came up with Combo tariff plans (including Voice, SMS and Data) which are more convenient to the subscribers. Further due to fierce competition they prompt unlimited packages at affordable rates.

The Commission approves tariff plans under three categories as Seasonal Tariff, Promotional Tariff and Permanent Tariff. Respective numbers of tariff plan approvals processed by the Competition Division during the year are as follows:

Operator	Type of Tariff		
	Seasonal	Promotional	Permanent
Airtel	1	1	-
Dialog Axiata	-	12	7
Hutch	-	6	-
Mobitel	3	8	1
Dialog Broadband	1	4	3
Lanka Bell	-	-	-
SLT	-	6	5
Ask Cable	-	-	-
Dialog TV	3	2	1
Trymas Media	-	-	-
City Cable	-	-	-
Star Link	-	-	-
Total	**8**	**40**	**18**

Table 19: Tariff Regulation

Tariff Under Special Category

The following tariff plans were approved for special categories during the year.

Category	Number of Tariffs
Mobile Tariff Plans for Government Officers	03
Tariff Plan for Mobile Number Validation (MNV) Feature	01

Table 20: Tariff under special category

FINANCE DIVISION

OVERVIEW

The Finance Division plays a pivotal role in the financial management of the Commission by overseeing all monetary functions, including revenue collection, fund management, and the accurate recording and reporting of revenue and expenditure. In addition to financial control and disbursement, the Division ensures strict compliance with relevant financial regulations, circulars, and Commission decisions. The Commission is obligated to submit annual financial statements to the Auditor General, ensuring the integrity and completeness of all transactions.

FUNCTIONS

The core functions successfully carried out by the Division are as follows.

- Prepare the annual budget forecast to support strategic and operational planning
- Maintain an effective internal control system to ensure the integrity and security of financial transactions
- Maintain the Fixed Assets Register and provide periodic reports to relevant stakeholders to ensure accountability and asset management
- Ensure tax planning and compliance with statutory requirements through proper coordination with relevant authorities
- Monitor and follow up on the collection and remittance of various levies imposed by the Government and under Acts of Parliament
- Prepare quarterly and annual financial statements of the Commission in accordance with applicable accounting standards and statutory obligations
- Maintain comprehensive statistical records relating to revenue, expenditure, assets, liabilities, and equity capital

PERFORMANCE

Annual budget / Delegation of Financial Authority / Financial statement

Reports relating to the Annual Budget of 2025, Statement of Delegation of Financial Authority of 2025, and Annual Financial Statement of 2024 were completed and submitted after obtaining the Commission approval.

Taxes Payments

The tax payments made to the Department of Inland Revenue for the last 5 years are given below.

Taxation	Years				
	2020	**2021**	**2022**	**2023**	**2024**
Corporate Income Tax	1,784.94 Mn	1,907.76 Mn	1,223.18 Mn	670.13 Mn	1,376.22 Mn
Vat	864.73 Mn	1,238.94 Mn	1,650.37 Mn	3,906.69 Mn	3,458.91 Mn
SSCL	-	-	61.17 Mn	661.68 Mn	616.93 Mn
Stamp Duty	2.66 Mn	3.66 Mn	3.43 Mn	4.56 Mn	4.87 Mn
PAYE/APIT	1.75 Mn	1.64 Mn	5.65 Mn	21.99 Mn	26.69 Mn
Surcharge Tax	-	-	1,593.71 Mn	-	-
Total	**2,654.08 Mn**	**3,152.00 Mn**	**4,537.50 Mn**	**5,265.05 Mn**	**5,483.62 Mn**

Table 21: Tax payments

Automation of the processes of Finance Division

The Government has introduced the GovPay online payment platform with the objective of facilitating convenient and secure online payments to government institutions. The Commission has been selected as one of the pilot organizations for this initiative.

In parallel, a comprehensive finance automation process is currently underway and upon its successful implementation, the Commission will integrate a dedicated payment gateway system, further enhancing efficiency and providing a more user-friendly payment experience for its customers.

Revenue

The Commission earns/collects revenue by way of Radio License Fees, Cess Fees, System Operator License Fees, Vendor License Fees, and other related fees from Public Switched Telephone Network (PSTN) operators and Radio Frequency users. The Commission's revenue for last five years is highlighted below.

Source of Income	2020 (Rs. '000)	2021 (Rs. '000)	2022 (Rs. '000)	2023 (Rs. '000)	2024 (Rs. '000)
System Operator License Fees	5,402	-	-	5,011,857	55,100
CESS Fees	4,674,874	5,164,189	5,514,298	5,637,770	6,111,180
Radio Frequency License Fees	6,724,408	7,374,468	5,430,252	8,329,845	6,221,328
Frequency Upfront Fees	-	3,324,250	3,278,900	6,106,230	4,124,550
Vendors License Fees	14,393	14,226	14,198	15,793	20,354
Amateur Radio License Fees	88	100	71	86	73
Cordless Phone Dealer Charges	94,408	193,970	63,251	71,589	58,987
Examination Fees	203	388	371	360	499
Type Approval Fee	102	38,970	23,278	23,407	31,909
Application Processing Fees	400	1,000	1,400	2,320	1,560
Short Code Charges	34,250	45,750	39,750	55,200	60,300
ISP License Fees	-	133,473	2,252,509	-	-
Label fee	-	-	2,539	44,189	73,604
Other Income (Interest income from Fixed Deposits, Staff loans etc.)	488,995	871,819	2,280,096	3,759,145	1,675
Total	**12,037,523**	**17,162,602**	**18,900,918**	**29,057,796**	**18,434,396**

Table 22: Revenue

Telecommunication Levy

The Telecommunications Levy is collected per the provisions in the Telecommunication Levy Act, No. 21 of 2011. The Government has decided to increase Telecommunications levy from 11.25% to 15% with effect from 04.06.2022.

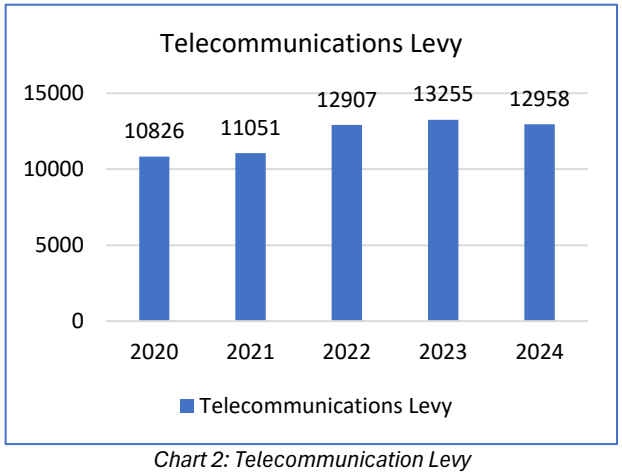


Chart 2: Telecommunication Levy

Telecommunications Development Charges

In terms of Finance Act No. 11 of 2004, as amended by the Finance Act No. 13 of 2009, the Commission collects the International Telecommunication Operator's Levy from Operators.

As such, the Commission collected USD 0.06 per minute as Incoming Local Access Charges (ILAC), of which 50% were remitted to the Consolidated Fund, and the balance 50% is retained for the Telecommunication Development Charges (TDC).

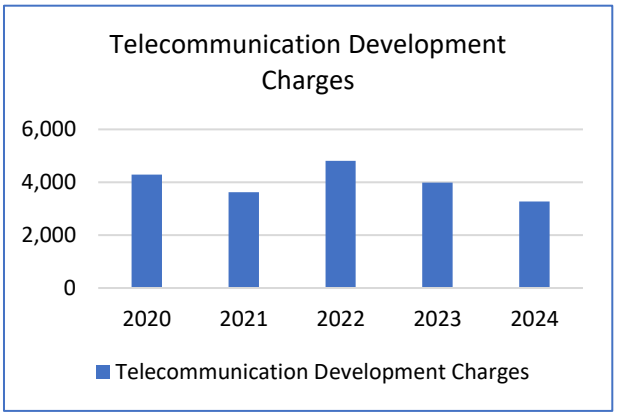


Chart 3: Telecommunication Development Charges

Cellular Tower Levy

This levy was introduced with effect from 01st January 2019 as a new levy and to be collected by the Commission quarterly & remitted to the Consolidated Fund.

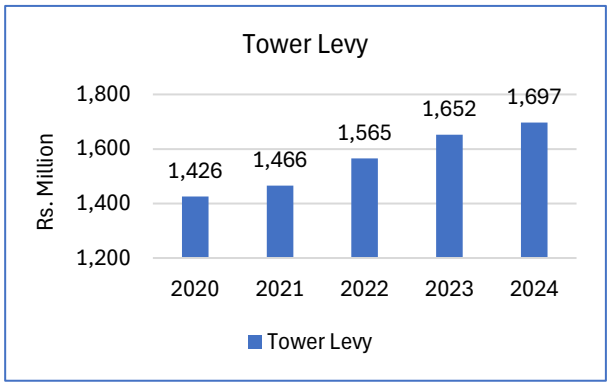


Chart 4: Tower Levy

SMS Levy

This levy was introduced with effect from 01st April 2019 at a rate of Rs. 0.25 per SMS for bulk SMS. A charge has been imposed for the bulk advertisement sent through fixed telephone lines under section 48 of the Finance Act No.35 of 2018 w.e.f 13.12.2023.

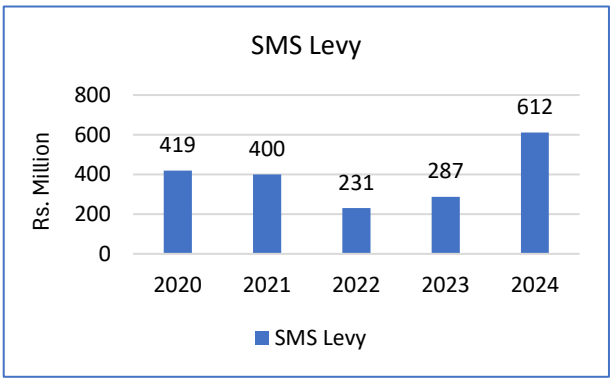


Chart 5: SMS Levy

Total Collections

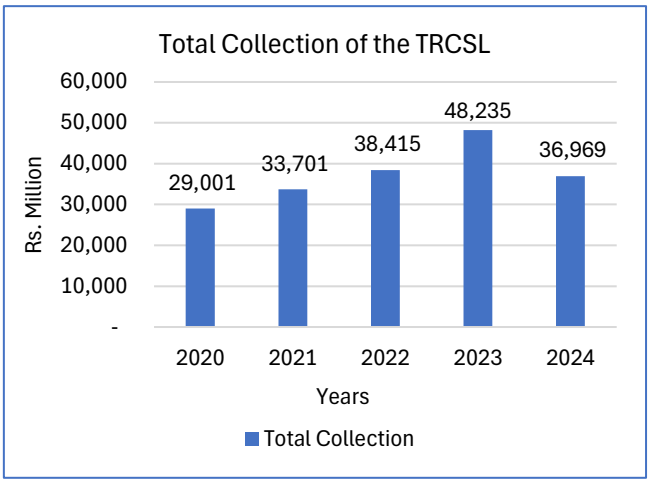


Chart 6: Total Collection of the TRCSL

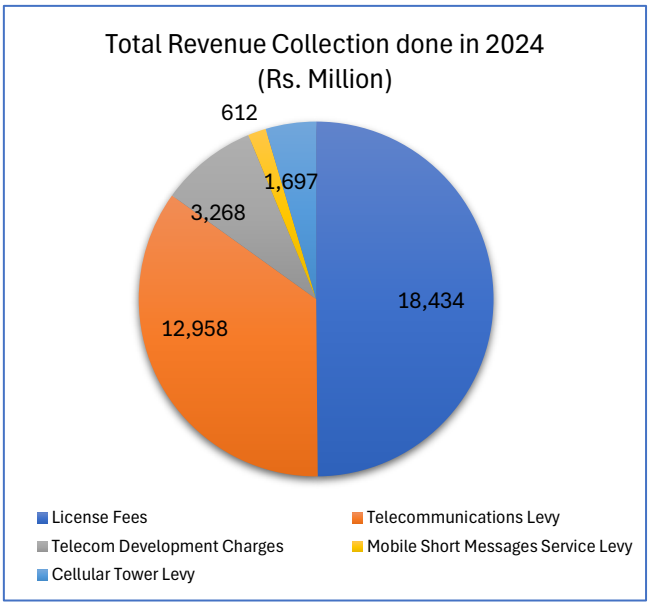


Chart 7: Total Revenue

Remittance to the Consolidated Fund

In 2024, Rs. 25.35 billion was remitted to the Government Treasury by TRC to strengthen the Government Revenue as follows.

Description	2020 Rs. Bn	2021 Rs. Bn	2022 Rs. Bn	2023 Rs. Bn	2024 Rs. Bn
Telecommunication Act / TRC Funds	5.0	8.5	13.2	25.0	7.0
Telecommunication Levy	10.82	11.05	12.9	13.25	12.95
Telecom Development Charges 50%	2.15	1.81	2.41	3.86	1.63
Levy on Outgoing Local Access Charges	-	-	-	-	-
SMS Levy	0.42	0.40	0.23	0.28	0.61
Tower Levy	1.42	1.47	1.56	1.62	1.69
Total	**19.81**	**23.23**	**30.30**	**44.05**	**25.35**

Table 23: Remittance to the Consolidated Fund

INTERNAL AUDIT

OVERVIEW

Internal auditing is an independent activity aimed at adding value to the organization and its stake holders when it considers strategies, objectives, and risk; strives to offer ways to enhance governance, risk management and control process and objectively provides relevant assurance. It is a catalyst for improving an organization's governance, effectiveness, risk management and efficiency by providing insight and recommendations based on systematic analysis and assessments of data and business processes. The scope of internal auditing within an organization is broad and may involve areas such as the efficacy of operations, the reliability of financial reporting, deterring, and investigating fraud, safeguarding assets, and compliance with rules and regulations.

The head of the internal audit division directly reports to the Commission and the reports are submitted to the Audit Committee and administratively, he reports to the Director General.

FUNCTIONS

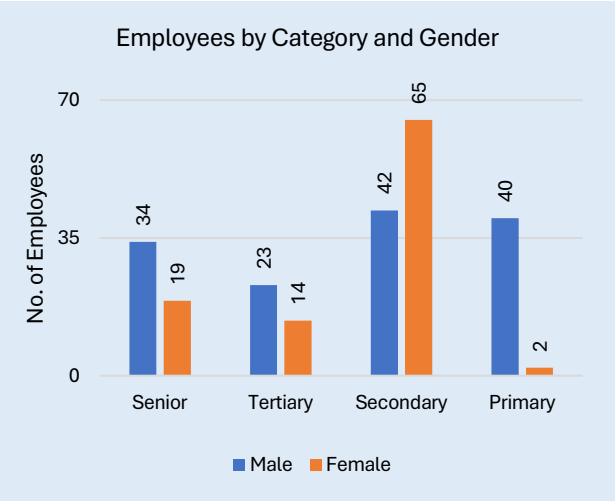
- Preparation of Annual Audit Plan and submission to the Commission and Auditor General.
- Convene of Audit Committee Meetings and submit Internal Audit Reports Audit Queries raised by Auditor General and replies for the consideration.
- Carrying out internal audit on the processes of revenue collection, debts, payments and expenditure of the organization.
- Auditing of the use of funds such as deposits in General Treasury, State Institutions Temporary Surplus Trust Fund, and fixed Deposits with other Banks and Contribution to consolidated fund.

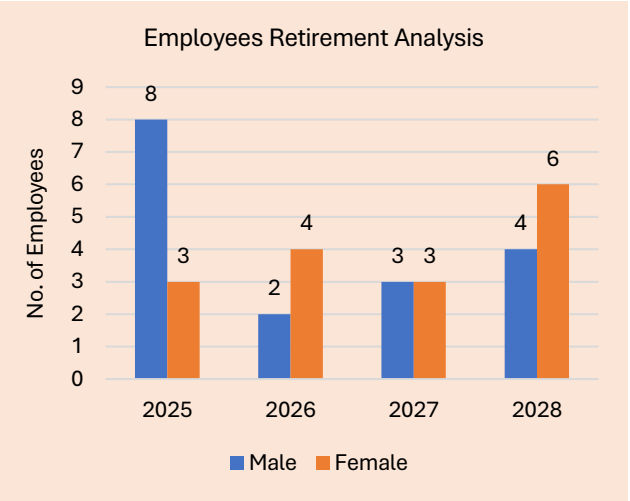
PERFORMANCE

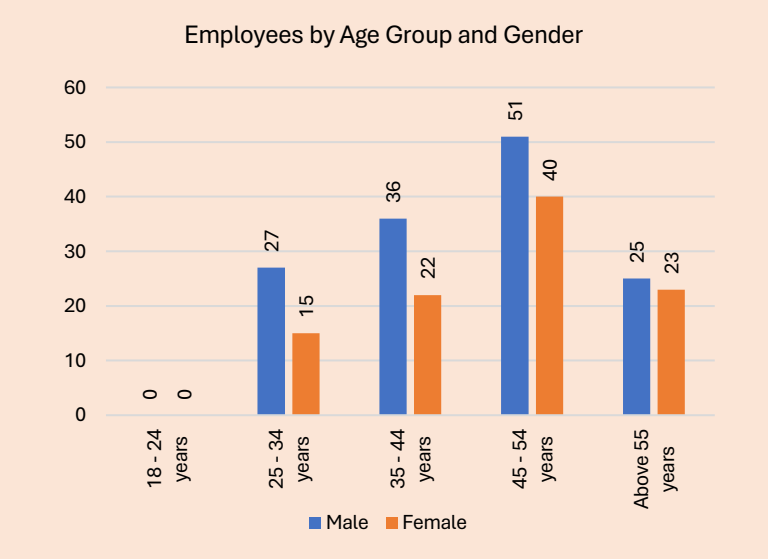
Internal Audit carried out following activities during the year 2024.

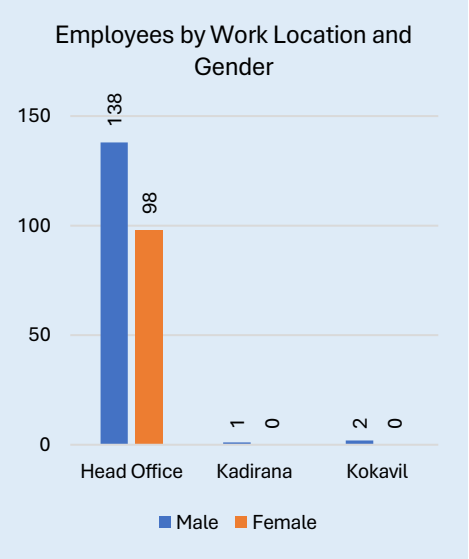
No.	Description	Complete/In progress/Other
1	TRCSL Receipts (Cash, Cheques & Money orders)	Completed & Submitted the Report
2	TRCSL Payments (except salaries and related payments, loans, and advances to employees)	Completed & Submitted the Report
3	Issue of new Licenses & Renewal of Licenses issued under Section 22 of the TRC Act No. 25 of 1991 as amended by Act No 27 of 1996.	Completed & Submitted the Report
4	Issue of Vendor Licenses under Section 21 of the TRC Act No. 25 of 1991 as amended by Act No 27 of 1996.	Completed & Submitted the Report
5	Revenue from Telecommunications system Operator (License issued under section 17 of the TRC Act No. 25 of 1991 as amended by Act No. 27 of 1996.)	Completed & Submitted the Report
6	Sundry Income	Completed
7	Maintenance of Running Charts	Completed & Submitted the Report
8	Payment of Salaries & Wages	Completed & Submitted the Report
9	Process of granting and settlement of advances of TRCSL	Completed & Submitted the Report
10	Maintenance of Fixed Asset Inventory	Submission of Report is in progress
11	Procurement of TRCSL	Completed & Submitted the Report
12	Verification of Bank Reconciliations	Completed & Submitted the Report
13	Debtor Balances on Frequencies	Completed & Submitted the Report
14	Process of Granting and Recovery of Distress Loan	Completed & Submitted the Report
15	Coordinate with National Audit Office, regarding all audit queries & replies: Audit Reports - 03 Audit Queries - 33 Request to Information - 13	Completed
16	Coordinate with Department of Management Audit	Completed

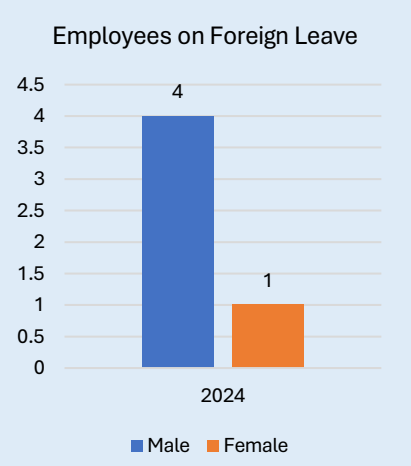
OUR EMPLOYEE PROFILE

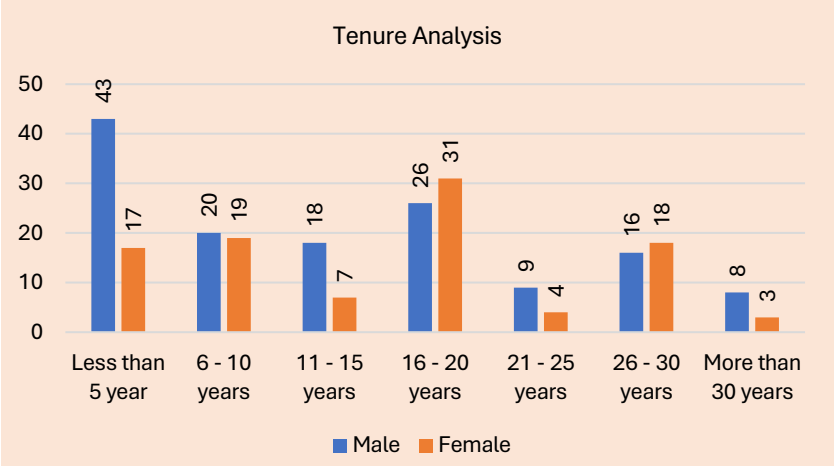












AUDIT COMMITTEE UPDATES

During the year 2024, four (04) Audit Committee meetings were held, and the following matters were discussed at this meeting.

1. Audit Committee meeting held on 20th March 2024.

1.1 The reports/matters were discussed, and decisions / actions were taken as follows:

Subject Area	Action / Decision taken
Internal Audit of Colombo Lotus Tower Project	To submit the COPE report in 2017 and the action taken by TRCSL.
Checking of Vehicle Loan	To submit the draft vehicle loan circular for the approval of the committee.
Query received from Auditor General - Island Wide Physical Verification of Telecommunication Towers.	• To continue the Island Wide Physical Verification of Telecommunication Towers as per the proposed action plan. • To finalize the reconciliation between the No. of towers approved, frequency licences granted, and Tower Levy charged by the relevant divisions.
Query received from Auditor General - Consultancy Services from UOM	To prepare and submit draft cabinet paper for the approval.
Annual Report, Procurement Plan and Board of Survey	To submit Board of Survey report to the Commission for approval.
Internal Audit on Broadcast Station Licence (TV) and Broadcast Station Licence (FM)	To ensure that the Broadcast Station Licence holders are adhering to the provisions of the Telecommunications Act.No.25of 1991.
Internal Audit on Property, Plant and Equipment	• To revalue PPE timely and update the records of books of account. • To insure assets prevailing market value. • To apply the amortization method over the lease hold land.

2. Audit Committee meeting held on 20th June 2024

2.1 The reports/matters were discussed, and decisions /actions were taken as follows:

Subject Area	Action / Decision taken
Internal Audit of Colombo Lotus Tower Project.	To inform the COPE current status of COPE report in 2017.
Checking of Vehicle Loan	To submit the draft vehicle loan circular to the next committee.
Query received from Auditor General - Island Wide Physical Verification of Telecommunication Towers.	• To continue the Island wide Physical Verification of Telecommunication Towers. • To finalize the reconciliation between the No. of towers approved, frequency licences granted, and Tower Levy charged.
Query received from Auditor General - Consultancy Services from UOM	To prepare and submit draft cabinet paper for the approval.
Annual Report, Procurement Plan and Board of Survey	To submit Board of Survey report to the Commission for approval.
Internal Audit on Broadcast Station Licence (TV) and Broadcast Station Licence (FM)	To ensure that the Broadcast Station Licence holders are adhering to the provisions of the Telecommunications Act.No.25of 1991.
Audit on the Procurement of TRCSL	To adherence the requirements of Government Procurement Guidelines (GPG).
Receivable and Payments of Telecommunication Levy - 2023/2024	To submit a Commission Paper on underpayment of TL.
Payments (except salaries and related payments, loans and advances to employees)	To ensure that the payments are made in line with the Financial Regulations.
Query received from Auditor General - Debtors Outstanding	To submit a Commission Paper with audit Committee recommendations.

3. Audit Committee meeting held on 05th September 2024

3.1 The reports/matters were discussed, and decisions /actions were taken as follows:

Subject Area	Action / Decision taken
Internal Audit of Colombo Lotus Tower Projects	Inform the COPE by the letter.
Checking of Vehicle Loan	To submit the draft vehicle loan circular for the approval of the Commission.
Query received from Auditor General	• To continue the Island wide Physical Verification of Telecommunication Towers. • To finalize the reconciliation between the No. of towers approved, frequency licences granted, and Tower Levy charged.
Query received from Auditor General Consultancy Services from UOM	To prepare and submit draft cabinet paper for the approval.
Receivable and Payments of Telecommunication Levy – 2023/2024	If failure to pay the due, initiate action in terms of section 6 of the Telecommunication Levy Act, No.21 of 2011.
Query received from Auditor General Debtors Outstanding	To submit a Commission Paper incorporating the audit Committee recommendations.
Internal Audit on Bank Reconciliation	• To writing off of the long-outstanding balances. • To follow up the reconciliation of deposits not recognized.
Internal Audit on Maintenance of Running Charts	• To check the completeness of running chart before recommending the payment on overtime.
Internal Audit on HR System of TRCSL	• To prioritize the implementation and activation of the remaining modules within the e-HR system • Update the e-HR system includes a robust audit trail feature.
Internal Audit on Payment of Salary	To writing off the long – outstanding balance

4. Audit Committee meeting held on 18th December 2024.

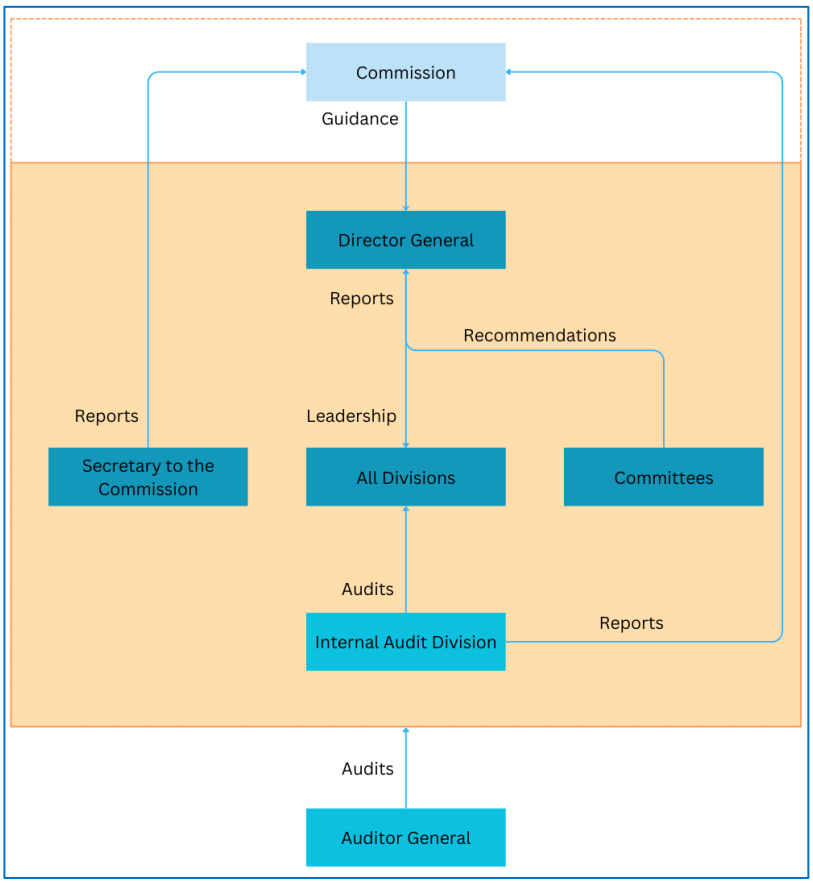
4.1 The reports/matters were discussed, and decisions /actions were taken as follows:

Subject Area	Action / Decision taken
Technical Audit of Colombo Lotus Tower Project (CLTP)	• To obtain scope for a technical audit of CLTP. • To establish a high-profile Committee. • To expedite negotiations with the management company.
Checking of Vehicle Loan	To submit the draft vehicle loan circular after incorporating all concerns raised.
Query received from Auditor General	To continue the Island wide Physical Verification of Telecommunication Towers.
Query received from Auditor General Consultancy Services from UOM	To prepare and submit draft cabinet paper for the approval.
Receivable and Payments of Telecommunication Levy – 2023/2024	If failure to pay the due, initiate action in terms of section 6 of the Telecommunication Levy Act, No.21 of 2011.
Query received from Auditor General Debtors Outstanding	To submit a Commission Paper for write off the balances.
Lease and Electricity Payments at Kokavil Multi -functional Transmission Centre	To submit a complete and detailed report.
Audit on Bank reconciliation	• To writing off of the long-outstanding balances. • To follow up the reconciliation of deposits not recognised.
Audit on the Payment of Salaries	• To writing off the long – outstanding PAYE balances.
Corporate Plan, Annual Report, Action Plan, Budget, Procurement Plan and Board of Survey	• To submit the Annual Report for the year 2023 to parliament. • To submit Procurement Plan for the year 2025 and Board of Survey Report for the year 2024.
Internal Audit Plan for the Year 2025	• To ensure compliance and timely responses to statutory obligations.

CORPORATE GOVERNANCE REPORT

The Telecommunications Regulatory Commission of Sri Lanka is a statutory body which recognizes excellent corporate governance as a crucial corporate requirement. In all areas of its operations, the Commission is dedicated to adhering to all statutory and regulatory requirements. Transparency, dependability, and compliance are the guiding principles that the Commission uses to lead itself in achieving its goals.

Corporate Governance Framework



The Commission

The Commission deeply committed to upholding the highest standards of governance, firmly believes that strong corporate governance practices are the cornerstones of a thriving telecommunications landscape. These practices not only enhance the value of regulations, but also ensure the vital interests of consumers and stakeholders are safeguarded. In pursuit of this noble objective, the Commission has diligently crafted a set of rigorous governance principles. These principles prioritize excellence in every aspect of the Commission's work, from diligent control procedures to unwavering transparency and robust accountability. Moreover, strict adherence to all applicable laws and regulations remains paramount, solidifying the Commission's commitment to ethical and responsible governance.

- Sri Lanka Telecommunication Act No. 25 of 1991
- Sri Lanka Telecommunication (Amendment) Act No. 27 of 1996
- Sri Lanka Telecommunication (Amendment) Act No. 39 of 2024
- Regulations issued by the Commission
- Appointment and Disciplinary Codes of TRCSL
- Establishment Code
- Financial Regulations
- Department of Public Enterprises guidelines
- Sri Lanka Accounting and Auditing Standards
- National Procurement Guidelines
- Relevant Government Circulars

Appointments to the Commission

The Secretary of the Line Ministry serves as the ex officio Chairman, bringing leadership and a deep understanding of the government's perspective. The Director General and other three esteemed Members are appointed by the Minister. The Director General is the Chief Executive Officer of the Commission and responsible for direction of the affairs & transaction of the Commission, the exercise & performance of powers and duties of the Commission. He serves as the primary channel, leading both the staff and the Commission towards the attainment of well-defined strategic objectives.

Three members are appointed representing the fields of Law, Finance, and Management. The Commission members have the necessary knowledge, skills, and experience to lead the institution toward the highest levels of good governance and achieve the objectives of the Telecommunications Regulatory Commission. They are individuals who possess vision, leadership skills, competence, and integrity. Page 08 to 09 of this Report provide the individual profiles of the Commission members.

Responsibilities of the Commission

The Commission is the highest decision-making body of the organization which provides strategic leadership to the management. Members of the Commission are responsible for overseeing the operations of the organization. The operations are managed under the direction of the Commission. The Commission delegates its authority to the Director General and to other Senior Management for regulating the Telecommunications sector.

The Commission,

- Ensure that the strategies are capable of achieving galls of the organization.
- Review and approve significant corporate actions.
- Review and monitor implementation of Management's strategic plans.
- Review and approve the action plan, corporate plan, procurement plan and annual budget.
- Monitor the performance and evaluate results compared to the strategic plans and other long-range goals.
- Review financial controls and reporting systems.
- Review and approve the Financial Statements and financial reporting.
- Review the policies and procedures for legal compliance.

Commission Meetings

The quorum for a meeting of the Commission shall be three members, one of whom shall be the Chairman of the Commission. The Chairman, in his absence, the Director General shall preside at every meeting of the Commission. The majority vote of the members present at a Commission meeting determines the decisions made at that meeting.

The Commission meets generally every month and as required. Throughout the year, the Commission met 10 times. To increase the effectiveness of Commission meetings, Commission papers are distributed well in advance before the meeting. It will ensure that the Commission members have adequate time to scrutinize the Commission papers.

The attendance at Commission meetings held in 2024 is shown below.

Name	Designation	Date of Appointment	Date of End of Tenure	No. of Meetings held during the tenure	No. of Meetings attended
Dr. Dharmasri Kumaratunga	Chairman	01.01.2024	26.09.2024	08	08
Mr. D.M.M. Dissanayake	Director General	10.08.2023	02.10.2024	08	08
Mr. A.B Rajasinghe	Member	16.02.2023	15.10.2024	08	07
Mr. Nandasiri Ponnamperuma	Member	13.06.2023	15.10.2024	08	07
Mr. Erusha Kalidasa	Member	28.06.2023	15.10.2024	08	03
Air Vice Marshal Sampath Thuyaconthe (Retd)	Chairman	27.09.2024	25.11.2024	01	01
Mr. T.R.W.S Dhanapala	Chairman	29.11.2024	To date	01	01
Air Vice Marshal Bandula Herath (Retd)	Director General	03.10.2024	To date	02	02
Mr. Athula Tikiri Bandara	Member	15.10.2024	To date	02	02
Mr. Rukshan Ranabahu	Member	15.10.2024	To date	02	02
Mr. Aruna C. Kukulegama	Member	15.10.2024	To date	02	02

Role of the Commission Secretary

- Convening of Meetings of the Commission
- Drafting of Minutes
- Preparation of Extracts
- Monitoring and reporting to the Commission on follow-up actions
- Handling of matters for decisions by Circulation
- Maintaining of the Seal Register
- Original records management
- On Boarding of new Members of the Commission
- Providing expert opinions to the Commission
- Co-ordinate all matters relating to the Amendment of the Sri Lanka Telecommunications Act

Key Governing practices

Accountability

The Commission adheres to the Sri Lanka Accounting Standards in presenting of financial statements and reporting.

In accordance with the provisions of the Finance Act No. 38 of 1971, read with Article 154(1) of the Constitution and the National Audit Act No. 19 of 2018, the Auditor General conducts financial and managements audits on the activities of the Commission.

Responsibility

The Director General conducts continues progress reviews and management meetings to monitor and ensure that operations of the commission are handled as planned and directed by the Commission ensuring the long term sustainability of the entity.

The Commission periodically reviews the progress of the activities in the Action Plan of the Commission.

Transparency

The Commission has set out rules, regulations, guidelines to ensure the activities of the Commission are handled with transparency.

The Internal Audit Division functions under the Internal Auditor of TRCSL directly reports to the Commission and the Director General. The division is responsible for ensuring that all systems and processes including internal controls of the Commission are functioning in order.

The Audit Committee periodically reviews the major activities of the Commission.

FINANCIAL STATEMENT
FOR THE YEAR 2024

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRI LANKA
STATEMENT OF FINANCIAL POSITION
AS AT 31ST DECEMBER 2024
(Expressed in Sri Lankan Rupees)

	NOTES	Year as at 31.12.2024	Year as at 31.12.2023
ASSETS			
NON-CURRENT ASSETS			
Property, Plant & Equipment	4	3,444,852,130	3,445,580,151
Investment Property - Colombo Lotus Tower	4.1	60,769,584,120	61,450,235,494
Intangible Assets	4.2	926,404	1
Work In Progress	5	1,179,671,434	1,025,916,186
Investment	6	7,500,000,000	7,551,394,125
TOTAL NON-CURRENT ASSETS		**72,895,034,087**	**73,473,125,957**
CURRENT ASSETS			
Accounts Receivable	7	2,925,397,231	2,791,140,497
Prepayments and Advances	8	119,333,880	205,833,705
Loans and Other Receivables	9	171,560,617	1,835,537,864
Cash & Cash Equivalents	10	15,519,175,441	10,294,093,663
TOTAL CURRENT ASSETS		**18,735,467,170**	**15,126,605,730**
TOTAL ASSETS		**91,630,501,256**	**88,599,731,687**
EQUITY AND LIABILITIES			
EQUITY			
Government Contribution	11	22,737,646,792	22,737,646,792
Accumulated Surplus		32,830,857,669	32,428,417,564
Revaluation Surplus	12	19,572,379,054	19,572,379,054
TOTAL EQUITY		**75,140,883,515**	**74,738,443,410**
NON-CURRENT LIABILITIES			
Project Loan - Exim Bank (Lotus Tower)		0	2,234,220,795
Retention	13	17,448,766	17,448,766
Retirement Benefit Obligation	14	30,286,447	44,790,264
TOTAL NON-CURRENT LIABILITIES		**47,735,213**	**2,296,459,825**

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRI LANKA
STATEMENT OF FINANCIAL POSITION
AS AT 31ST DECEMBER 2024
(Expressed in Sri Lankan Rupees)

(Contd...)

	NOTES	Year as at 31.12.2024	Year as at 31.12.2023
CURRENT LIABILITIES			
Accounts Payable	15	2,274,439,799	3,116,819,143
Advances, Deposits and Other Payables	16	9,340,945,339	3,432,320,334
Payable To Treasury	17	1,774,853,570	1,637,168,956
Lotus Tower Delay Damages		3,051,643,819	3,378,520,019
TOTAL CURRENT LIABILITIES		**16,441,882,528**	**11,564,828,453**
TOTAL LIABILITIES		**16,489,617,741**	**13,861,288,277**
TOTAL EQUITY AND LIABILITIES		**91,630,501,256**	**88,599,731,687**

Accounting Policies and Notes to the Financial Statements form an integral part of the Financial Statements. I certify that the financial statements of the Commission give a true and fair view of the state of affairs as at 31st December 2024 and its surplus for the period then ended.

.....

Jayantha MK
Director Finance

The Commission is responsible for the preparation and presentation of these Financial Statements. Approved and signed for and on behalf of the Commission.

.....	.....	.....
Waruna Sri Dhanapala	**Air Vice Marshal Bandula Herath (Retd)**	**Aruna Chaminda Kukulegama**
Chairman	**Director General**	**Member of the Commission**

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRI LANKA
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE PERIOD ENDED DECEMBER 31, 2024
(Expressed in Sri Lankan Rupees)

	NOTES	Year Ended 31.12.2024	Year Ended 31.12.2023
Revenue			
Income	18	36,969,301,790	48,235,966,865
Total Operating Income		**36,969,301,790**	**48,235,966,865**
Less: Regulatory Expenses	19	(6,801,857,045)	(1,131,537,426)
Net Total Operating Income		**30,167,444,745**	**47,104,429,439**
Less **: Other Expenses**			
Administration & Establishment	20	1,726,846,103	1,565,095,871
Finance & Others	21	111,932,340	120,438,179
(Gain) / Loss on Foreign Currency Transactions		(1,085,255,615)	(384,645,157)
Total Expenditure		**753,522,828**	**1,300,888,893**
Revenue from Continuing Operations		**29,413,921,917**	**45,803,540,546**
Less: Income Tax - Charge for the year		(3,643,113,935)	0
Adjustment for previous year under provision		0	(501,617,700)
Profit for the Year from Continuing Operations After Income Tax		**25,770,807,982**	**45,301,922,846**
Other Comprehensive Income			
Gain/(Loss) on Retirement Benefit Obligation		(19,565,330)	101,443
Total Other Comprehensive Income for the Year		**(19,565,330)**	**101,443**
Total Comprehensive Income for the Year After Tax		**25,751,242,652**	**45,302,024,289**
Less: Contribution to the Consolidated Fund	22	(25,348,845,276)	(44,055,632,587)
Total Comprehensive Income for the Year After Contributing to the Consolidated Fund		**402,397,376**	**1,246,391,702**
Add: **Total Comprehensive Income Brought Forward**		32,428,460,293	31,182,025,862
Total Comprehensive Income Carried Forward		**32,830,857,669**	**32,428,417,564**

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRI LANKA
STATEMENT OF CASH FLOW
FOR THE YEAR ENDED DECEMBER 31, 2024
(Expressed in Sri Lankan Rupees)

	Notes	Year Ended 31.12.2024	Year Ended 31.12.2023
Cash Flows from Operating Activities			
Cash Generated from Operations	**23**	32,956,315,012	45,711,556,178
Income Tax Paid		(679,367,183)	(815,318,475)
Retirement Benefit Obligation Paid		(5,490,330)	(10,636,780)
Net Cash Generated from Operating Activities		**32,271,457,499**	**44,885,600,923**
Cash Flow from Investing Activities			
Purchase of Property Plant & Equipment		(27,342,119)	(2,505,689)
Projects under Work in Progress		(153,755,248)	(55,568,265)
Net Investment in Fixed Deposit & Treasury Bonds		51,394,125	3,900,000,000
Interest Income from Fixed Deposit		759,949,700	1,783,165,651
Investment in Fixed Deposit - Gratuity Obligation		(60,300,000)	(4,680,000)
Interest Income from Fixed Deposit - Gratuity Obligation		17,663,969	9,262,419
Proceed from sale of Property, Plant & Equipments		0	279,600
Net Cash used in Investing Activities		**587,610,427**	**5,629,953,715**
Cash Flow from Financing Activities			
Mobilization Advance Payment		0	17,450,122
Interest Income from Money Market Transactions		691,844,503	1,124,766,523
Remittance to the Consolidated Fund		(25,348,845,276)	(44,055,632,587)
Project Loan - Exim Bank (Lotus Tower)		(2,423,818,355)	0
Coupon Interest Income		187,027,397	0
Net Cash used in Financing Activities		(26,893,791,731)	(42,913,415,942)
Net (Decrease) / Increase in Cash and Cash Equivalents		**5,983,441,193**	**7,602,138,696**
Movement in Cash and Cash Equivalents			
As at 01st January 2024	**10**	10,294,093,663	2,691,954,967
(Decrease) / Increase		5,983,441,193	7,602,138,696
Exchange (Losses) / Gains on Cash and Cash Equivalent		(758,359,415)	0
As at 31st December 2024	**10**	**15,519,175,441**	**10,294,093,663**

TELECOMMUNICATIONS REGULATORY COMMISSION OF SRI LANKA
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED DECEMBER 31, 2024
(Expressed in Sri Lankan Rupees)

	Notes	Government Contribution	Revaluation Surplus	Accumulated Surplus / (Deficits)	Total Equity
Balance at 01st January 2023		**526,214,744**	**37,380,000**	**31,182,025,862**	**31,745,620,606**
Less: Transfer to Consolidated Fund		-	-	(1,000,000,000)	(1,000,000,000)
		526,214,744	**37,380,000**	**30,182,025,862**	**30,745,620,606**
Government Grant	**11**	22,211,432,048	-	-	22,211,432,048
Revaluation Surplus	**12**	-	19,534,999,054	-	19,534,999,054
Total Comprehensive Income for the Year Ended 31st December 2023		-	-	2,246,391,702	2,246,391,702
Balance at 31st December 2022		**22,737,646,792**	**19,572,379,054**	**32,428,417,564**	**74,738,443,410**
Balance at 01st January 2024		**22,737,646,792**	**19,572,379,054**	**32,428,417,564**	**74,738,443,410**
Total Comprehensive Income for the Year Ended 31st December 2024		-	-	402,397,376	402,397,376
Write-offs (Net)		-	-	42,729	42,729
Balance at 31st December 2023		**22,737,646,792**	**19,572,379,054**	**32,830,857,669**	**75,140,883,515**

1. GENERAL INFORMATION

Telecommunications Regulatory Commission of Sri Lanka is an independent body established under the Sri Lanka Telecommunication Act, No. 25 of 1991 as amended by the Sri Lanka Telecommunications Amendment Act, No. 27 of 1996 to regulate the telecommunication sector, in Sri Lanka.

The registered office of the Commission is located at No.276, Elvitigala Mawatha, Colombo 8.

Principal activities of the Commission which are cited in the said Act are as follows:

The Commission shall exercise its powers under the Act in a manner which it considers is calculated to promote the national interest and in particular.

(a) To ensure the provision of a reliable and efficient national and international telecommunication service in Sri Lanka (save in so far as the provision thereof is impracticable) such as will satisfy all reasonable demands for such service including emergency services, public call box services, director information services, maritime services and rural services as may be considered essential for the national wellbeing.

(b) Without prejudice to the generality of paragraph (a), to ensure that every operator shall have and employ the necessary technical, financial and managerial resources to ensure the provision of the services specified in his license.

(c) To protect and promote the interests of consumers, purchasers and other users and the public interest with respect to the charges for, and the quality and variety of telecommunication services provided and telecommunication apparatus supplies.

(d) To maintain and to promote effective competition between persons engaged in commercial activities connected with telecommunication and promote efficiency and economy on the part of such persons.

(e) To promote the rapid and sustained development of telecommunication facilities both domestic and international.

(f) To ensure that operators are able to carry out their obligations for providing a reliable and efficient service free of undue delay, hindrance or impediment.

(g) To promote research into and the development and use of new techniques in telecommunications and related fields.

(h) To encourage the major users of telecommunication services whose places of business are outside Sri Lanka to establish places of business within Sri Lanka and

(i) To promote the use of Sri Lanka for international transit services

2. STATEMENT OF COMPLIANCE

The Commission prepares its Financial Statements in accordance with the Sri Lanka Accounting Standards ("SLFRS" and "LKAS") issued by the Institute of Chartered Accountants of Sri Lanka and the requirements of Sri Lanka Accounting and Auditing Standards Act No.15 0f 1995 and SLPSAS's (Sri Lanka Public Sector Accounting Standards).

3. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The principal accounting policies applied in the preparation of these Financial Statements are set out below.

These policies have been consistently applied to the years presented unless otherwise stated.

3.1 BASIS OF PREPARATION

The Financial Statements of TRCSL have been prepared in accordance with Sri Lanka Accounting Standards ("SLFRS" and "LKAS"). The Financial Statements have been prepared under the historical cost convention. No adjustment has been made for inflationary factors affecting these Accounts.

3.1.1 Foreign Currency Conversion

All foreign currency transactions are converted at the rate of exchange prevailing at the time of the transactions were affected. Assets and Liabilities in foreign currencies are translated at the rates of exchange prevailing at the Balance Sheet date. The resulting gains and losses are dealt within the Income and Expenditure Account.

3.2 ASSETS AND THE BASES OF THEIR VALUATION

3.2.1 Property, Plant and Equipment

(a) Measurement at Recognition

I. Property Plant & Equipment

All the Property, Plant and Equipment are stated at cost less accumulated depreciation or impairment loss. The cost of property, plant and equipment comprises its purchase price and any directly attributable cost to bring the asset to working condition for its intended use.

Subsequent cost incurred for the purpose of acquiring, extending or improving assets of a permanent nature in order to carry on or flow future economic benefits associated with the item to the Commission has been treated as capital expenditure. The carrying amounts of replaced parts are de-recognized. All other repairs and maintenance are charged to the comprehensive income during the financial period in which they are incurred.

As per audit committee instructions, until the Auditor General's opinion is received for the draft revaluation policy of TRCSL, which was submitted in last year for their concurrence, the process is initiated by Finance division requesting Administration division to coordinate & arrange the revaluation process with Department of Valuation.

II. Investment Property-Colombo Lotus Tower

Investment Property are stated at cost less accumulated depreciation.

(b) Depreciation

Land is not depreciated. Depreciation on other assets is recognized in profit or loss on a straight-line method over the estimated useful life of each part of the item of property plant & equipment. In the year of acquisition, depreciation is computed on a proportionate basis from the month the asset is put into use and no depreciation will be charged to the month in which the particular asset is disposed.

(c) Estimated Useful Lives of PPE (including Investment Property)

Lotus Tower Building & Structure	Over 50 Years
Other Buildings	Over 20 Years
Telecommunication Towers	Over 10 Years
Furniture & Fittings	Over 10 Years
Office Equipment	Over 10 Years
Fire Protection System	Over 10 Years
Kitchen Equipment	Over 10 Years
Air Conditions	Over 10 Years
Generators	Over 10 Years
Elevators	Over 10 Years
Office Telephones	Over 10 Years
Technical Equipment	Over 10 Years
Motor Vehicles	Over 08 Years
Computers	Over 04 Years
Web Server	Over 04 Years
Gymnasium Equipment	Over 04 Years
Video Unit Equipment	Over 04 Years

(d) Intangible Assets

Acquired Computer Software licenses are capitalized on the basis of the costs incurred to acquire and bring to use the specific software. Those costs are amortized over a period of one year.

(e) Capital Work-In-Progress

Capital work in progress is stated at cost. These are expenses of a capital nature directly incurred in the construction of buildings and system development awaiting capitalization.

(f) De-recognition

The carrying amount of an item of property, plant and equipment is de-recognized on disposal. Gains and losses on disposal of an item of property, plant and equipment are determined by comparing the proceeds from disposal with the carrying amount of property, plant and equipment and the amount is recognized within “Other Income” in profit or loss.

3.2.2 Temporary Fund Management /Investments

All the investment activities are done by TRCSL in line with the Temporary Fund Management guideline approved by the Commission.

Investment balance represents a fixed deposit of Rs. 7,500,000 which is kept for the national projects such as “Gamata Sanniwedanaya”, Fiber School project etc.

The interest income from the above fixed deposit has been recorded under note number 18 A (1) Sundry Income.

3.2.3 Accounts Receivable

Accounts receivables are recognized and carried at the original invoice amount after deducting an allowance for any uncollectible amounts. An estimate for doubtful receivables is made when the collection of the full amount is no longer probable.

3.2.4 Cash and Cash Equivalents

Cash and cash equivalents comprise cash in hand, cash at a bank and Money Market Savings account at bank.

3.3 LIABILITIES AND PROVISIONS

All material liabilities as of the balance sheet date are included in the Financial Statements and adequate provision has been made for liabilities that are known to exist but the amount of which cannot be determined accurately.

Obligation payables on demand or within one year from the last date of the financial year are treated as current liabilities in the Statement of Financial Position. Liabilities payable after one year from the last date of the financial year are treated as non-current liabilities in the Statement of Financial Position.

3.3.1 Capital Commitment and Contingencies

Capital expenditure commitments and contingent liabilities as at the date of the Statement of Financial Position have been disclosed under note no. 3.8.

3.3.2 Employee Benefit

(a) Retirement Benefit Obligation

The movement in the retirement benefit obligation over the year is given below.

	2024 (Rs.)	2023 (Rs.)
Balance at the beginning of the financial year	**137,352,511**	**117,674,290**
Current Service Cost	5,119,234	3,942,155
Interest Cost	8,010,245	7,851,356
Charged as other expenses to the Statement of Comprehensive Income	**150,481,990**	**129,467,801**
Actuarial losses / (gains)	19,565,330	(101,443)
Benefits paid	(5,490,330)	(10,636,780)
Add: Interest earned on the investment which is to cover gratuity obligation	14,250,387	18,622,933
Balance at the end of the financial year	**178,807,377**	**137,352,511**

The Commission has adopted the retirement benefit plan as required under the payment of Gratuity Act, No.12 of 1983 for all eligible employees.

The retirement benefit plan defines the amount of benefit that an employee will receive on retirement. The liability recognized in the Statement of Financial Position in respect of defined benefit plan is calculated annually by the Commission using the Projected Unit Credit method prescribed in Sri Lanka Accounting Standard – LKAS 19: Employee Benefits.

Gains and losses arising from changes due to over or under provision in the previous year are charged or credited to Statement of Comprehensive Income in the period in which they arise. The Obligation for the year is recognized immediately in the Statement of Comprehensive Income. The amount equals to the gratuity obligation is invested in a fixed deposit by the Commission.

The principal actuarial assumptions used were as follows.

Discount Rate	-	10.25% per annum
Rate of salary increment	-	1% - 6.7%
Retirement Age	-	60 years

(b) Defined Contribution Plans

Obligation for contributions to defined contribution plan is recognized as an expense in the Statement of Comprehensive Income as incurred.

(c) Employee Provident Fund (EPF) and Employee Trust Fund (ETF)

All employees of the Commission are members of the Employee Provident Fund (EPF) and Employee Trust Fund (ETF).

The Commission contributes 15% and 3% of the basic salary of employees to Employee Provident Fund (EPF) and to Employee Trust Fund (ETF) respectively, and employee contributes 10% to the EPF.

3.4 REVENUE RECOGNITION

Revenue is recognized in accordance with Sri Lanka Accounting Standard - LKAS 18.

3.4.1 Frequency License Fee

As per sec. 22 of the Sri Lanka Telecommunications Act No. 25 of 1991 as amended by the Sri Lanka Telecommunications Amendment Act No. 27 of 1996, the Frequency license fee is the fee which has to be paid by the frequency user for the use of any radio frequency or radio frequency emitting apparatus. Therefore, the Ship station fee and Aircraft license fee were also classified under the Radio Frequency license fee since the year 2019.

If the license period of any frequency license fee which was collected during the year runs through the next year, the proportionate amount relevant for the following year is recognized as Revenue in Advance and classified under the heading of Advances, Deposits, and other payables.

3.4.2 Operator License Fee

The operator license fee is recognized on a cash basis when the new licenses are issued, or existing licenses are renewed for a period of either 10 years or 05 years, to the telecom operators under section 17 of the Sri Lanka Telecommunication Act, No. 25 of 1991 as amended by the Sri Lanka Telecommunication Amendment Act, No. 27 of 1996.

3.4.3 Vendor License Fee/ Cordless Phone Dealer Charges/ Short Code Charges/ Application Processing Fee

Vendor license fee is recognized on cash basis when the licenses are issued to the persons under section (21) of the Sri Lanka Telecommunication Act, No. 25 of 1991 as amended by the Sri Lanka Telecommunication Amendment Act, No. 27 of 1996.

3.4.4 Cess Fee

Cess fee is recognized as per the condition of the 22(G) of Sri Lanka Telecommunications Act, No. 25 of 1991 as amended by the Sri Lanka Telecommunications Amendment Act, No. 27 of 1996.

The recovery process of unpaid Cess fees from Lanka Broadband Network (Pvt) Ltd is in progress.

3.4.5 Telecommunication Levy

Telecommunication Levy (TL) received from the telecom operators under the Telecommunication Act, No. 21 of 2011, is recognized as revenue and subsequently remitted to the State Consolidated Fund.

The telecommunication Levy rate on telecommunication service was reduced to 15% from 25% with effect from 05.11.2018 and again it was reduced to 11.25% from 15% with effect from 01.12.2019 with an amendment to the Telecommunication Levy, Act No. 21 of 2011, which was decided in a meeting of Cabinet of Ministers held on 27.11.2019. Hence, it is proposed to increase the Telecommunication Levy from 11.25% to 15% from 4th June 2022.

The recovery process of unpaid telecommunication levy from Lanka Cable Satellite Network (Pvt) Ltd, is in progress as per the provisions of the Telecommunication Act, No. 21 of 2011.

3.4.6 Telecommunication Development Charges

Telecommunication Development Charges received from the External Gateway Operators under Part III of the Finance Act, No.11 of 2004, and further regulations are being published under the Extraordinary Gazette NO. 1662/1, dated 12th July 2010, and 50 percent of this revenue is remitted to the State Consolidated Fund, on or before the stipulated due dates.

3.4.7 Levy on Bulk Short Message Service (SMS)

Levy on Bulk Short Message Service (SMS) was imposed with effect from 01.01.2019 under part xiii of the Finance Act No. 35 of 2018 and further regulations are being published in the Extraordinary Gazette No. 2104/16.

3.4.8 Cellular Tower Levy

Cellular Tower Levy was imposed with effect from 01.01.2019 under part xii of Finance Act No.35 of 2018 and further regulations are been published in the Extraordinary Gazette No. 2104/1.

3.4.9 Type Approval Fees

This is a new revenue source introduced as Radio and Telecommunications Terminal Equipment (RTTE) Type Approval Rules 2020, under the extraordinary gazette No. 2196/51 dated October 09, 2020. It defined all the applicable fees with regard to all types of RTTE intended to be imported, marketed, manufactured, or used in Sri Lanka.

The type Approval fee is intended to cover the administrative costs incurred by the Commission for operating and administering the Type Approval System, including the assessment of Type Approval applications and market surveillance. The fee for Type Approval will be charged per each type of RTTE, as set out in Appendix D of these Rules. The Type Approval fees may be reviewed by the Commission from time to time as necessary.

3.4.10 Sundry Income

Sundry income comprises interest income on short-term fixed deposit and Money Market savings accounts, Kokavil lease rental, Madukanda lease rental, etc. Interest income is recognized as it accrues in gain or loss on the maturity date.

3.5 EXPENDITURE

Expenses are recognized in the comprehensive income statement on the basis of a direct association between the cost incurred and the earnings of specific items of income. All expenditure incurred in the running of the Commission and in maintaining the capital assets in a state of efficiency has been charged to revenue in arriving at the surplus for the year.

3.5.1 Income Taxes

The Tax period of TRCSL is from 1st January to 31st December as approved by the Commissioner General of Inland Revenue. Accordingly, the tax liability for 2024 is shown below.

	2024 (Rs.)
Accounting Profit before Taxation	**29,413,921,917**
Add: Income Tax payment 2020 ***(Note)***	1,994,163,391
Add: Surcharge Tax payment 2020 ***(Note)***	2,147,456,398
Add: Total disallowable expenses in determining taxable income/ (loss)	(372,341,270)
Less: Income on Levies, total allowable expenses & interest income in determining taxable income/ (loss)	(22,685,121,440)
Adjusted Accounting profit/ (loss) chargeable to income taxes	**10,498,078,996**
Interest Income	1,645,634,121
Assessable Income	**12,143,713,116**
Less: Qualifying Payments	-
Total Taxable Income	**12,143,713,116**
Tax rate for the year	30%
Tax effect for the year	**3,643,113,935**
Self-Assessment Tax Installments paid	
Income Tax Payment (3rd Quarter) paid in November 2024	679,367,183
Income Tax Payment (4th Quarter) paid in February 2025	696,848,129
WHT/AIT	71,691,868
Tax Payable	**2,195,206,754**

Note

The above mentioned two tax payments; Income Tax 2020 and Surcharge Tax 2020, are currently under discussion with the Inland Revenue Department (IRD). The Telecommunications Regulatory Commission of Sri Lanka (TRCSL) has contributed funds to the Consolidated Fund, which were treated as qualifying payments in calculating the assessable income, in line with the provisions set out in Cabinet Memorandum Ref. MFE/FP/02/CM/2020/007 dated 07.01.2020.

Accordingly, TRCSL calculated its Corporate Income Tax (CIT) and made the respective payments, which were duly accepted by the LTU (Service Sector-02) of the Department of Inland Revenue for the year of assessment 2020/2021.

However, on 22.05.2024, a "Notice of Assessment" was issued by the LTO Investigation, of the Department of Inland Revenue, contesting the treatment of such contributions to the Consolidated Fund as qualifying payments.

TRCSL has lodged a formal appeal with the IRD against this assessment. The tax arrears in question have been duly disclosed and provided for in the financial statements for the year 2024, pending the outcome of the appeal process.

3.6 INVESTMENT PROPERTY-COLOMBO LOTUS TOWER

The Colombo Lotus Tower was leased out by the Lease Agreement no. 33, of Sonali K. M. Perera, Attorney-At-Law & Notary Public, to the Colombo Lotus Tower Management Company (Private) limited (lessee) a fully state-owned company duly incorporated under the Companies Act No. 07 of 2007 bearing Company No. PV 00252719 and having the registered office at 320, D R Wijewardena Mawatha, Colombo 10, for a period of 50 years commencing from the 1st March 2022 to 29th February 2072.

3.7 GOVERNMENT GRANTS

3.7.1 Land Lotus Tower

In terms of Section 6(1) of the State Lands Ordinance, Free Grant bearing No.4/10/66753, allotment of land marked Lot 1 depicted in Survey Department Preliminary Plan No.9956 containing in extent 1.2141 Hectares and Free Grant bearing No.4/10/66549, all that divided and defined allotment of land marked lots 1-6 depicted in Survey Department Preliminary Plan No.9401, containing in extent 1.1372 Hectares have been granted to the Telecommunications Regulatory Commission of Sri Lanka. The re-valued amount of the total extent (Hectares 2.3513) of both grants were Rs. 22,167,432,048.

3.7.2 IT Park Hambantota Sooriyawewa

The Deed of Grant bearing No.92, dated 3rd September 2014 attested by D.Sunanda Ranasinghe Notary Public of Colombo had been executed on behalf Telecommunications Regulatory Commission of Sri Lanka and the Board of Investment of Sri Lanka (BOI) had transferred the ownership of the land marked Lot J depicted in Plan No.65/2013 dated 4th May 2013 made by G.G.L.Pathmasiri Registered Licensed Surveyor and Leveler.

Sooriyawewa land cost shall be capitalized when the value of the land is assessed by the government valuer.

3.8 CONTINGENCIES

3.8.1 D.C (Colombo) Case No. DMR / 3277/2017

The Plaintiff has filed this case to recover damages for sum of Rupees Rs.14,800,000,000/= from TRCSL for its unlawful and /or wrongful and /or without any right thereto for disruption of service and for damaging the Transmission Station which covered the entire Jaffna Peninsula and nearby Islands. This case is pending before Court and fixed for further trial.

3.8.2 H.C.(Civil) Colombo Case No. 137/2011

The Plaintiff has filed this case to recover damages for sum of Rupees 47,345,112,000/= for Respondent's unlawful and/ or wrongful and /or without any right thereto and in breach of the terms and conditions of the said license and/ or agreement refused to and / or failed and neglected to permit the Plaintiff to commence the aforesaid project to set up and operate a GSM mobile and SCDMA network. This case is pending before Court and fixed for further trial.

3.8.3 DC (Colombo) Case No. DMR/6188/2010

Mr. Gamini Rajapakse, proprietor of Gewaan Engineering filed a case in the District Court of Colombo bearing No. 6188/2010 citing Telecommunications Regulatory Commission of Sri Lanka as the Defendant.

The Plaintiff has filed this case to recover damages from TRC for breach of the agreement entered between the Plaintiff and Defendant on 19th July 2007. Under the reliefs sought, the Plaintiff was seeking Rs.1.5 million in damages.

The Judgment was delivered on 30.04.2019 in favor of the Plaintiff. As per the Judgment Rs. 71,443.31 and legal cost were awarded to the Plaintiff and decree to be filed by the Plaintiff.

3.9 COMPARATIVE INFORMATION

Comparative information has been reinstated or re-classified where necessary in line with the presentation requirements for the current year.

4. PROPERTY, PLANT & EQUIPMENT

COST	BALANCE AS AT 01.01.2024	For the Year 2024		BALANCE AS AT 31.12.2024
		ADDITIONS	DISPOSALS/ TRANSFERS	
Lands	3,377,830,000	0	0	3,377,830,000
Lease Hold Lands	345,502	0	0	345,502
Buildings	150,381,065	0	0	150,381,065
Kokavil Tower	314,933,479	0	0	314,933,479
Vauniya Tower	29,900,741	0	0	29,900,741
Vehicles	164,200,913	0	0	164,200,913
Air conditioners	18,042,145	0	0	18,042,145
Elevators	4,683,848	0	0	4,683,848
Generators	2,665,428	3,247,047	0	5,912,474
Computers	122,087,043	14,469,100	0	136,556,143
Web Server	34,095,551	0	0	34,095,551
Other Office Equipment	49,610,436	5,223,802	0	54,834,238
Mobile Phones	1,517,309	619,640	0	2,136,949
Office Furniture	27,597,325	699,358	0	28,296,683
Technical Equipment	75,377,569	206,772	0	75,584,341
FMMS Project Surveillance Vehicles	61,712,127	0	0	61,712,127
FMMS Project Equipment	408,303,544	0	0	408,303,544
Gymnasium Equipment	5,629,707	0	0	5,629,707
Video Unit Equipment	13,615,066	0	0	13,615,066
	4,862,528,796	**24,465,719**	**0**	**4,886,994,515**

DEPRECIATION	BALANCE AS AT 01.01.2024	For the Year 2024		BALANCE AS AT 31.12.2024
		ADDITIONS	DISPOSALS/ TRANSFERS	
Buildings	139,004,511	1,990,057		140,994,568
Kokavil Tower	314,933,480			314,933,480
Vauniya Tower	29,900,741			29,900,741
Vehicles	164,200,912			164,200,912
Air Conditioners	16,014,780	454,495		16,469,275
Elevators	4,683,848			4,683,848
Generators	2,665,428	140,557		2,805,985
Computers	115,353,215	3,814,236		119,167,451
Web Server	34,095,550			34,095,550
Other Office Equipment	38,357,771	2,611,014		40,968,784
Mobile Phones	1,205,368	129,522		1,334,891
Office Furniture	23,416,087	833,287		24,249,373
Technical Equipment	62,554,775	4,584,631		67,139,406
FMMS Project Surveillance Vehicles	61,712,127			61,712,127
FMMS Project Equipment	390,011,615	10,448,442		400,460,056
Gymnasium Equipment	5,629,707			5,629,707
Video Unit Equipment	13,208,730	187,500		13,396,230
	1,416,948,645			**1,442,142,385**
NET BOOK VALUE	**3,445,580,151**			**3,444,852,130**

4.1 PROPERTY, PLANT & EQUIPMENT - COLOMBO LOTUS TOWER

COST	BALANCE AS AT 01.01.2024	For the Year 2024		BALANCE AS AT 31.12.2024
		ADDITIONS/ REVALUATION	DISPOSALS/ TRANSFERS	
Lands	40,873,000,000	0	0	40,873,000,000
Building & Structures	18,773,228,257	0	0	18,773,228,257
Air Conditioning	636,947,459	0	0	636,947,459
Elevators	613,103,592	0	0	613,103,592
Generators	540,207,042	0	0	540,207,042
Fire Protection System	362,321,270	0	0	362,321,270
Other Equipment	568,170,384	0	0	568,170,384
Furniture & Fittings	94,721,217	0	0	94,721,217
Kitchen Equipment	236,397,126	0	0	236,397,126
	62,698,096,346	**0**	**0**	**62,698,096,346**

DEPRECIATION	BALANCE AS AT 01.01.2024	For the Year 2024		BALANCE AS AT 31.12.2024
		ADDITIONS	DISPOSALS/ TRANSFERS	
Building & Structures	688,351,703	375,464,565	0	1,063,816,268
Air Conditioning	116,773,701	63,694,746	0	180,468,447
Elevators	112,402,325	61,310,359	0	173,712,684
Generators	99,037,958	54,020,704	0	153,058,662
Fire Protection System	66,425,566	36,232,127	0	102,657,693
Other Equipment	104,164,570	56,817,038	0	160,981,609
Furniture & Fittings	17,365,556	9,472,122	0	26,837,678
Kitchen Equipment	43,339,473	23,639,713	0	66,979,186
	1,247,860,852	**680,651,374**	**0**	**1,928,512,226**
NET BOOK VALUE	**61,450,235,494**			**60,769,584,120**

4.2 INTANGIBLE ASSETS

COST	BALANCE AS AT 01.01.2024	For the Year 2024		BALANCE AS AT 31.12.2024
		ADDITIONS	DISPOSALS/ TRANSFERS	
Computer Software	47,369,781	2,876,400	0	50,246,181
	47,369,781	**2,876,400**	**0**	**50,246,181**

AMORTIZATION	BALANCE AS AT 01.01.2024	For the Year 2024		BALANCE AS AT 31.12.2024
		ADDITIONS	DISPOSALS/ TRANSFERS	
Computer Software	47,369,780	1,949,998	0	49,319,778
	47,369,780	**1,949,998**	**0**	**49,319,778**
NET BOOK VALUE	**1**			**926,404**

5. WORK IN PROGRESS

	BALANCE AS AT 01.01.2024	For the Year 2024		BALANCE AS AT 31.12.2024
		ADDITIONS/ ADJUSTMENTS	(TRANSFERS)	
Main H/O Building	10,508,910	0	0	10,508,910
IT Park - Hambantota	711,268,797	0	0	711,268,797
Construction of TRC H/O - New Building	199,748,125	32,705,379	0	232,453,504
Construction of Kadirana	102,665,861	89,060,490	0	191,726,351
Work In Progress - Miscellaneous	1,724,493	31,989,379	0	33,713,872
	1,025,916,186	**153,755,248**	**0**	**1,179,671,434**

		Year Ended 31.12.2024	Year Ended 31.12.2023
6. INVESTMENTS			
Fixed Deposit		7,500,000,000	3,500,000,000
Investments - Treasury Bond		0	4,000,000,000
Investments - Discount - Treasury Bond		0	51,394,125
		7,500,000,000	**7,551,394,125**
7. ACCOUNTS RECEIVABLE			
CESS Receivable		627,843,738	560,419,554
TDC Receivable		443,872,866	632,433,755
Telecom Levy Receivable		1,046,821,583	839,954,289
Kokavil Tower Recoverable		115,528,038	115,320,992
Tower Levy Receivable		424,287,530	412,818,085
SMS Levy Receivable		81,808,024	68,179,704
Other Income Receivable		4,520	0
Outstanding Staff Loans Recoverable		690,028	713,143
Kokavil Lease Rental Receivable		2,066,233	1,176,987
Madukanda Lease Rental Control A/C		754,125	1,146,758
Air Ticket Receivable		972,600	764,900
Interest Receivable on Fixed Deposit		180,747,945	140,239,726
Coupon Interest Receivable		0	17,972,603
Trade Debtors	**7 A**	0	0
		2,791,140,497	**3,104,691,601**
7 A. Trade Debtors			
Radio Frequency Fees		364,415,275	372,764,954
Armature Radio License Fees		0	32,790
		364,415,275	**372,797,744**
Less - Provision for Bad Debtors **		(364,415,275)	(372,797,744)
		0	**0**

	Debtors		***Provisions***
***** Provision for Bad Debtors***			
More Than 20 Years	364,415,275	**100%**	364,415,275

Trade debtors are stated at fair value after providing 100%.

(Contd...)

		Year Ended 31.12.2024	Year Ended 31.12.2023
8. PREPAYMENT AND ADVANCE			
Special Advances		0	575
Festival Advances		191,000	198,000
Purchase Advances		201,875	221,553
Pre-payments		118,941,005	205,413,578
		119,333,880	**205,833,705**
9. LOANS AND OTHER RECEIVABLES			
Distress Loans		65,036,032	52,391,777
Motor Vehicle Loans		97,337,842	106,277,187
Property Loans		207,495	279,640
Motor Cycle Loans		676,732	1,015,014
Salary Deduction Recoverable		2,302,065	2,305,065
Other Receivables		2,050,000	85,383,333
CEB Security Guarantee Deposit A/C (IT Park)		125,000	125,000
Withholding Tax (WHT)		0	163,072,996
Income Tax		0	1,391,693,000
Lotus Tower Electricity Security Deposit		3,125,000	3,125,000
Election Duty Payment Receivable		700,451	0
CLT Monetization Receivable		0	29,869,852
		171,560,617	**1,835,537,864**
10. CASH & CASH EQUIVALENTS			
Cash At Bank	**10 A**	284,423,226	2,273,593,726
Cash In Hand	**10 B**	75,000	75,000
People's Bank - Narahenpita Branch, Money Market Saving Account - (No.119-2-001-2-3693169)		15,234,677,215	8,020,424,937
		15,519,175,441	**10,294,093,663**
10 A. CASH AT BANK			
I People's Bank - Narahenpita Branch (Deposit Account) A/c No.119-4021-1-3960300 (RFC USD 0032)		191,871,922	209,716,013
II People's Bank - Narahenpita Branch (Collection Account) Current A/c No.119-1-001-4-3693169		70,306,617	1,529,383,962
III People's Bank - Narahenpita Branch (Collection Account) Current A/c No.119-1-002-3-3693169		55,821	30,000
IV People's Bank - Narahenpita Branch, (ITO Levy) Current A/c No. 119-1-001-3-3693264		1,014,587	467,974,275
V Bank of Ceylon - Narahenpita Branch Current A/c No.2323167		21,174,280	66,489,477
		284,423,226	**2,273,593,726**
10 B. CASH IN HAND			
Petty Cash - Head Office		10,000	10,000
Petty Cash - Admin & HR Division		15,000	15,000
Petty Cash - DG Office		25,000	25,000
Petty Cash - Compliance		5,000	5,000
Petty Cash - A/O Admin		20,000	20,000
		75,000	**75,000**
11. GOVERNMENT CONTRIBUTIONS			
World Bank Credit Agreement		298,572,434	298,572,434
United Nations Development Program		19,533,906	19,533,906
Capital Contributed by the Treasury		208,108,404	208,108,404
Government grants -Land		22,211,432,048	22,211,432,048
		22,737,646,792	**22,737,646,792**

	Year Ended 31.12.2024	Year Ended 31.12.2023
12. REVALUATION SURPLUS		
Revaluation Surplus - Opening Balance	37,380,000	37,380,000
Revaluation Surplus - Investment Property - Lotus Tower	16,350,032,825	16,350,032,825
Revaluation Surplus - Other Land	3,184,966,229	3,184,966,229
	19,572,379,054	**19,572,379,054**
13. RETENTION		
Retention H/O New Building	10,454,652	10,454,652
Retention Kadirana	6,994,114	6,994,114
	17,448,766	**17,448,766**
14. RETIREMENT BENEFIT OBLIGATION		
Provision for Gratuity	178,807,377	137,352,511
Fixed Deposit (Gratuity)	(137,400,000)	(77,100,000)
Interest Receivable on Fixed Deposit for Gratuity Benefits	(11,120,930)	(15,462,247)
Net Benefit Liability	**30,286,447**	**44,790,264**
15. ACCOUNTS PAYABLE		
Accrued Expenses		
Telephone - Office	350,046	740,018
Salaries Control	770,687	306,679
Salaries Payable	341,884	629,884
Electricity	1,825,329	2,839,931
Water	279,196	77,287
Janitorial Services	1,332,073	838,167
Security Services	1,704,410	1,659,790
Overtime	1,051,312	1,076,974
E.P.F	5,155,669	3,761,797
E.T.F	618,679	451,415
Internet	511,359	405,939
Medical Insurance Claims	0	250,995
Staff Welfare	952,650	1,213,370
News Papers & Notifications	1,024,106	330,400
Audit Fees	2,000,000	2,000,000
Bonus & Festival Allowance	42,003,689	35,823,516
Retention – General	613,771	508,436
Salary Deductions	133,374	133,374
Repairs & Maintenance	9,398,696	15,399,925
Stamp Duty Payable	1,543,725	1,369,460
PAYE Payable	0	56,537
APIT Payable	8,678,641	5,424,109
Misc. Purchase & Supplies Payable	44,205,527	166,563,411
Annual Subscription Payable	205,978	0
Over Recoveries of Staff Loan	0	12,657
Printing & Stationery Payable	257,492	159,425
Miscellaneous Payable	147,045	718,572
Filling & Depend Court Action	0	447,000
Deferred Income	1,878,060	1,878,060
Surcharge Tax Payable	2,147,456,398	0
CLT Loan Repayment	0	2,871,742,016
	2,274,439,799	**3,116,819,143**

(Contd...)

		Year Ended 31.12.2024	Year Ended 31.12.2023
16. ADVANCES, DEPOSITS AND OTHER PAYABLES			
Revenue Received in Advance		4,892,142,800	2,109,725,422
Refundable Deposits for Tender		1,770,167	1,745,167
Advances Received for 1800 MHz Band		57,500,000	57,500,000
ICT for Effective Disaster Management Summit		34,210	34,210
Over recovery of Frequency Licence Fee		2,175,002	2,175,002
C.T.O Telecenter Project		924,492	924,492
VAT Control Account		925,019,553	1,078,317,169
Social Security Contribution Levy (SSCL)		129,175,188	181,130,172
Income Tax		3,331,452,278	0
Withholding Tax Payable		0	5,250
Construction Creditors		751,650	751,650
Vendor License Late Refund		0	11,800
		9,340,945,339	**3,432,320,334**
17. PAYABLE TO TREASURY			
50% TDC Payable to Treasury		221,936,432	316,216,877
Telecom Levy Payable to Treasury		1,046,821,584	839,954,291
SMS Levy Payable to Treasury		81,808,024	68,179,704
Cellular Tower Levy Payable to Treasury		424,287,530	412,818,085
		1,774,853,570	**1,637,168,956**
18. INCOME			
Income - License Fee	**18 A**	18,434,395,717	29,057,796,413
Telecommunications Levy		12,958,295,005	13,255,333,224
Telecom Development Charges	**18 B**	3,267,678,917	3,983,034,681
Mobile Short Messages Services Levy		611,782,031	287,485,768
Cellular Tower Levy		1,697,150,120	1,652,316,780
		36,969,301,790	**48,235,966,865**
18 A. INCOME - LICENSE FEES			
Cess Fee		6,111,180,171	5,637,770,474
Radio Frequency Fee		6,221,328,487	8,329,845,593
Frequency Upfront Fee		4,124,550,000	6,106,230,000
Telecom Operator License Fees		55,100,000	5,011,857,976
Vendor License Fee		20,353,952	15,793,750
Amateur Radio License Fee		73,001	86,038
Cordless Phone Dealer Charges		58,987,192	71,589,345
Examination Fee		499,260	360,730
Type Approval Fee		31,909,322	23,407,284
Label Fee		73,604,491	44,189,867
Application Processing Fee		1,560,000	2,320,000
Short Code Charges		60,300,000	55,200,000
Sundry Income - **18 A (1)**		1,674,949,840	3,759,145,355
		18,434,395,717	**29,057,796,413**

(Contd...)

	Year Ended 31.12.2024	Year Ended 31.12.2023
18 A(1). SUNDRY INCOME		
Interest Income from Staff Loans	6,812,521	7,467,105
Interest Income from Fixed Deposits	759,949,700	2,021,140,315
Interest Income from Money Market Transactions	691,844,503	1,124,766,523
Kokavil Lease Rental	7,109,252	7,076,563
Madukanda Lease Rental	3,289,082	3,289,082
Lease Rental - Colombo Lotus Tower	16,666,667	183,333,333
Other Income - Miscellaneous	2,063,540	1,391,681
Fixed Assets Disposal	0	279,600
Coupon Interest Income	187,027,397	410,000,000
Maritime Mobile Sticker Fees	21,500	0
Recovery of Bad Debts	165,679	401,153
	1,674,949,840	**3,759,145,355**
18 B. TELECOMMUNICATION DEVELOPMENT CHARGES (TDC)		
TDC Revenue	3,267,678,917	3,983,034,681
	3,267,678,917	**3,983,034,681**
19. REGULATORY EXPENSES		
ITU Annual Subscription	31,446,522	64,202,161
APT Annual Subscription	5,042,290	5,901,701
Local Training Program - ITU/APT	347,444	0
Participating in Regulatory Affairs Work	5,250,877	3,388,241
Filling & Defending Court Actions	2,496,250	9,385,050
Lotus Tower Loan Interest	738,016,727	162,594,088
Traveling & Subsistence for Regulatory Affairs	1,773,617	1,861,535
Project of Gamata Sannivedanaya	1,346,334,008	207,322,524
Student Awareness & ICT Volunteer Program	2,636,625	1,272,450
SATRC	4,645,110	0
Social Security Contribution Levy	489,932,062	661,675,252
Income Tax	1,994,163,391	0
Surcharge Tax	2,147,456,398	0
Miscellaneous Regulatory Expenses	32,315,724	13,934,425
	6,801,857,045	**1,131,537,426**

(Contd...)

	Year Ended 31.12.2024	Year Ended 31.12.2023
20. ADMINISTRATION & ESTABLISHMENT EXPENSES		
Salaries	226,641,933	179,257,568
E.P.F. (15% Contribution)	35,569,566	26,177,574
E.T.F. (3% Contribution)	7,113,913	5,235,534
Cost of Living Allowance	30,341,977	2,869,294
Transport Allowance	47,620,841	33,073,687
House Rent Allowance	22,255,279	17,380,978
Other Allowances	18,479,736	22,823,212
Performance Incentive	54,778,368	43,206,970
Special Allowance	415,807	358,852
Bonus/Festival Allowance	69,609,315	60,854,211
Overtime	15,593,298	11,820,529
Chairman's Remuneration	1,180,025	1,200,000
Unutilized Vacation Leave Allowance	15,310,090	11,575,930
Commission's Contribution for Pension	3,397,109	1,591,443
Communication Allowance	7,114,556	3,372,180
Uniforms	2,752,587	986,364
Staff Welfare	14,615,385	15,446,885
Staff Professional Membership Subscription	943,003	644,279
Local Training	1,352,562	698,940
Commission Members Allowance	169,700	62,500
Audit Committee Allowances	215,800	187,500
Housing Loan 2/3 Interest Reimbursement	3,743,589	4,209,491
Gratuity	5,119,234	3,942,155
Electricity	23,362,280	22,182,962
Water	1,318,076	916,892
Janitorial Services	10,360,365	10,467,927
Security	19,483,573	17,740,147
Rates & Taxes	939,182	2,051,424
Printing and Stationery	21,504,450	7,885,352
Fuel	7,241,330	7,287,082
Postage	1,601,270	1,633,910
Telephone, Fax and PABX	4,725,772	5,664,571
Insurance (Property , Medical & CLT Fire)	187,673,524	161,711,048
Internet Charges	80,547	89,847
Newspapers & Notifications	3,508,386	3,768,165
Library Annual Subscription	86,666	93,334
Seminars & Conferences	2,529,624	1,285,231
Professional Allowance	7,166,484	7,949,903

	Year Ended 31.12.2024	Year Ended 31.12.2023
Audit Fee	1,698,000	2,060,000
Legal Expenses/Deciplinary Inquaries/Prelimanary Investigation	59,633	304,364
Depreciation	705,845,113	707,175,400
Amortization	1,949,998	6,841,124
Administration Miscellaneous	3,526,217	959,278
Operating Cost Miscellaneous	4,941,290	2,163,620
Office Equipment Maintenance	9,212,585	9,020,475
Vehicle Maintenance	11,422,386	7,463,716
Building & Structure Maintenance	3,779,446	6,644,395
Technical Equipment Maintenance	1,292,434	9,294,479
Software Maintenance & Development	89,417,941	100,796,838
Repairs & Maintenance - Miscellaneous	2,923,768	1,608,022
Rent for Lease Premises	0	2,292,945
Internet Lease Line	6,107,677	6,107,677
Monitoring System Upgrade	2,760,711	105,982
Development of Sports Activities	1,366,394	872,215
Miscellaneous Purchase & Supplies	4,530,493	2,457,337
Maintenance of Monitoring Station	96,816	1,224,135
	1,726,846,103	**1,565,095,871**

21. FINANCE & OTHER EXPENSES

Bank Charges	52,527,969	258,345
Interest on Gratuity Provision	8,010,245	7,851,356
Treasury Bond Discount Amortization	51,394,125	112,328,478
	111,932,340	**120,438,179**

22. CONTRIBUTION TO THE CONSOLIDATED FUND

Contribution under Telecommunication Act For the Year Ended 31.12.2024	7,000,000,000	25,000,000,000
Contribution under Finance Act for the Year Ended 31.12.2024		
Telecommunication Levy Paid	12,958,295,005	13,255,387,225
50% Telecommunication Development Charges	1,633,840,959	1,991,517,340
TDC Unutilized - Treasury	1,447,777,162	1,868,925,474
SMS Levy Paid to Treasury	611,782,031	287,485,768
Cellular Tower Levy Paid to Treasury	1,697,150,120	1,652,316,780
	25,348,845,276	**44,055,632,587**

(Contd...)

		Year Ended 31.12.2024	Year Ended 31.12.2023
23. CASH GENERATED FROM OPERATIONS			
Net profit before tax		**29,413,921,917**	**45,803,540,546**
Adjustments for			
Depreciation on Property, Plant and Equipment		705,845,113	707,175,400
Amortization of Intangible Assets		1,949,998	6,841,124
Recovery of Bad Debts		(165,679)	401,153
Retirement Benefit Obligation		5,119,234	3,942,155
Interest Income from Fixed Deposit		(759,949,700)	(2,021,140,315)
Interest Income from Money Market Transactions		(691,844,503)	(1,124,766,523)
Interest Cost on Retirement Benefit Obligation		8,010,245	7,851,356
(Gain) / Loss on Foreign Currency Transactions		(1,085,255,615)	(384,645,157)
Gain on Disposal of Fixed Assets		0	(279,600)
Coupon Interest income		(187,027,397)	(410,000,000)
Discount Amortization on Treasury Bonds		0	112,328,478
Provision for Bad Debtors		364,415,275	0
Changes in Working Capital			
Accounts Receivable	**23-1**	(134,256,735)	313,952,257
Prepayment and Advance	**23-2**	86,499,825	(145,654,618)
Loans and Other Receivables	**23-3**	(1,663,977,247)	460,648,166
Interest Receivable in FD - Gratuity		4,341,317	(8,873,019)
Accounts Payable	**23-4**	842,379,344	193,410,108
Advances, Deposits and Other Payables	**23-5**	5,908,625,005	2,323,248,637
Payable To Treasury		137,684,614	(126,423,970)
Cash Generated from Operations		**32,956,315,012**	**45,711,556,178**

23-1. Accounts Receivable			
CESS Receivable		627,843,738	560,419,554
TDC Receivable		443,872,866	632,433,755
Telecom Levy Receivable		1,046,821,583	839,954,289
Kokavil Tower Recoverable		115,528,038	115,320,992
Tower Levy Receivable		424,287,530	412,818,085
SMS Levy Receivable		81,808,024	68,179,704
Other Income Receivable		4,520	0
Outstanding Staff Loans Recoverable		690,028	713,143
Kokavil Lease Rental Receivable		2,066,233	1,176,987
Madukanda Lease Rental Control A/C		754,125	1,146,758
Air Ticket Receivable		972,600	764,900
Interest Receivable on Fixed Deposit		180,747,945	140,239,726
Coupon Interest Receivable		0	17,972,603
		2,925,397,231	**2,791,140,496**
		(134,256,735)	

(Contd...)

	Year Ended 31.12.2024	Year Ended 31.12.2023
23-2. Prepayment and Advance		
Special Advances	0	575
Festival Advances	191,000	198,000
Purchase Advances	201,875	221,553
Pre-payments	118,941,005	205,413,578
	119,333,880	**205,833,706**
	86,499,825	
23.3. Loans and Other Receivables		
Distress Loans	65,036,032	52,391,777
Motor Vehicle Loans	97,337,842	106,277,187
Property Loans	207,495	279,640
Motor Cycle Loans	676,732	1,015,014
Salary Deduction Recoverable	2,302,065	2,305,065
Other Receivables	2,050,000	85,383,333
CEB Security Guarantee Deposit A/C (IT Park)	125,000	125,000
Commissioner General of Inland Revenue (WHT)	0	163,072,996
Commissioner General of Inland Revenue	0	1,391,693,000
Lotus Tower Electricity Security Deposit	3,125,000	3,125,000
Election Duty Payment Receivable	700,451	0
CLT Monetization Receivable	0	29,869,852
	171,560,617	**1,835,537,864**
	(1,663,977,247)	
23-4. Accounts Payable		
As per Statement of Financial Position	2,274,439,799	3,116,819,143
	2,274,439,799	**3,116,819,143**
	842,379,344	
23-5. Advances, Deposits and Other Payables		
As per Statement of Financial Position	9,340,945,339	3,432,320,334
	9,340,945,339	**3,432,320,334**
	(5,908,625,005)	

AUDITOR GENERAL'S REPORT
FOR THE YEAR 2024

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தேசிய கணக்காய்வு அலுவலகம்
NATIONAL AUDIT OFFICE

මගේ අංකය எனது இல. My No. CAM/E/TRC/01/24/30 ඔබේ අංකය உமது இல. Your No. දිනය திகதி Date 24th November 2025

The Chairman
Telecommunications Regulatory Commission of Sri Lanka

Report of the Auditor General on the Financial Statements and other Legal and Regulatory Requirements of the Telecommunications Regulatory Commission of Sri Lanka for the year ended 31 December 2024 in terms of section 12 of the National Audit Act No. 19 of 2018

1.1 Financial Statement

1.1 Qualified Opinion

The audit of the financial statement of the Telecommunications Regulatory Commission of Sri Lanka for the year ended 31 December 2024 comprising the statement of financial position as at 31 December 2024 and the profit and loss statement, statement of other comprehensive income, statement of changes in equity and cash flow statement for the year then ended, and notes to the financial statement, including a summary of significant accounting policies, was carried out under my direction in pursuance of provisions in Article 154 (1) of the Constitution of the Democratic Socialist Republic of Sri Lanka read in conjunction with provisions of the National Audit Act No 19 of 2018 and the Financial Act No. 38 of 1971. In accordance with Article 154 (6) of the Constitution, my report will be tabled in Parliament in due course.

In my opinion, except for the effects of the matters described in the basis for the qualified opinion section of my report, the accompanying financial statements give a true and fair view of the financial position of the Commission as at 31 December 2024, and of its financial performance and cash flow for the year then ended in accordance with Sri Lanka Accounting Standards.

1.2 Basis for Qualified Opinion

(a) Even though Rs. 683,690,115 should have been identified as interest income under investing activities in the cash flow statement; the net cash flow from investing activities had been overstated by an amount of Rs. 76,259,585 due to the recognition of Rs. 759,949,700.

(b) Even though the value amounting to Rs. 1,663,977,247, identified as loans and other receivables, is to be added under changes in working capital, in the cash flow statement, due to this amount being deducted in the cash flow statement, the net cash flow generated from operating activities had been understated by the same amount.

අංක 306/72, පොල්දූව පාර, බත්තරමුල්ල, ශ්‍රී ලංකාව. இல. 306/72, பொல்துவ வீதி, பத்தரமுல்லை, இலங்கை. No. 306/72, Polduwa Road, Battaramulla, Sri Lanka.
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(c) Even though the amount of Rs. 842,379,344, identified as the payable, should have been identified as a deduction under the change in working capital, since it had been added in the cash flow statement, the net cash flow generated from operating activities had been overstated by that amount.

(d) No action had been taken until the end of the year under review to identify amounts amounting to Rs. 15,131,285 for the 848 unidentified receivable items, which were prevailing in bank accounts from the years 2020, 2022, and 2023, and to adjust them in the financial statements.

(e) The Lotus Tower had been leased to the Telecommunications Regulatory Commission of Sri Lanka and Colombo Lotus Tower Management Company (Private) Limited for a period of 50 years, and identified the lease income only up to 28 February 2024 relevant to the recovery of levy rental for the same, and had not been identified the lease income relating to the period from 31 December 2024. Furthermore, the lease agreement between the two parties had not been updated to ensure accurate recognition of lease income in the financial statements.

(f) Due to the crediting of Rs. 1,097,439, which was identified as an expense in the year 2023, to the software maintenance account in the year under review, the profit for the year under review had been overstated by the same amount.

(g) Even though Rs. 120,524,829 to be receivable from the parties using the Kokavil Tower at the end of the year under review, only Rs. 115,528,038 had been identified as receivable in the financial statements for the year 2024. Accordingly, a receivable balance of Rs. 4,996,791 had not been identified in the financial statements.

(h) Due to the making of the payment of an expenditure amounting to Rs. 583,644 incurred in the year 2019 for the inauguration ceremony of the Colombo Lotus Tower Management Private Company, and a total cost of the sum of Rs. 9,139,509 incurred in 2023 for motor vehicle repairs, labels printing, sports activities and legal fees in the year under review, the expenses incurred in the year 2024 had been overstated for same amount and understated the net profit.

I conducted my audit in accordance with Sri Lanka Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statement section of my report. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my qualified opinion.

1.3 Other particulars included in the Commission's Annual Report 2024

The other particulars mean the details included in the Commission's Annual Report 2024, which I obtained prior to the date of this Audit Report, but not included in the financial statements and my audit report. The management shall be responsible for these other particulars.

I do not cover any other particulars in my opinion applicable to the financial statements and express any assurance or opinion regarding them.

In relation to my audit of financial statements, my responsibility is to read the other particulars identified above and to consider whether other particulars are quantitatively inconsistent with my knowledge obtained from the financial statements or during the audit or otherwise.

If I conclude that these other particulars are quantitatively incorrect, based on the other particulars I received prior to the date of this audit report and the work I have done, I will be required to report the same fact. I do not have any issues to report in this regard.

1.4 Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation of financial statements that give a true and fair view in accordance with Sri Lanka Accounting Standards and for such internal control as management determines is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Commission's ability to continue as a going concern and using the going concern basis of accounting unless management either intends to liquidate the Commission or to cease operations or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Commission's financial reporting process.

As per sub-section 16(1) of the National Audit Act No. 19 of 2018, the Commission is required to maintain proper books and records of all its income, expenditure, assets, and liabilities to enable annual and periodic financial statements to be prepared by the Commission.

1.5 Auditor's Responsibilities for the Audit of the Financial Statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but it is not a guarantee that an audit conducted in accordance with Sri Lanka Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if individually or in the aggregate, they could reasonably be expected to influence the economic decision of users taken on the basis of these financial statements.

As a part of an audit in accordance with Sri Lanka Auditing Standards, I exercise professional judgment and maintain professional skepticism throughout the audit. I also,

- Appropriate audit procedures were planned and performed on occasion to identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, in providing a basis for the audit opinion expressed. The effect of fraud is stronger than the effect of material misstatements due to misrepresentation because they are caused by negligence, falsification of documents, intentional omissions, misrepresentations, or circumvention of internal controls.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Commission's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the management.

- Conclude on the appropriateness of the management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Commission's ability to continue as a going concern. If I conclude that material uncertainty exists. I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. However, future events or conditions may cause the instate to cease to continue as a going concern.
- Evaluate the overall presentation, structure, and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

2. Report on other Legal and Regulatory Requirements

2.1. National Audit Act No. 19 of 2018 includes specific provisions for the following requirements.

2.1.1 Except for the effect of the matters described in the Basis for Qualified Opinion paragraph, I have obtained all information and explanations required for the audit, and as far as appears from my examination, proper accounting records have been kept by the Commission as per the requirements of section 12 (a) of the National Audit Act No. 19 of 2018.

2.1.2 The financial statements presented by the Commission are consistent with the preceding year as per the requirement of section 6 (i) (d) (iii) of the National Audit Act N0 19 of 2018.

2.1.3 The recommendations made by me in the previous year, as required by Section 6 (1) (d) (iv) of the National Audit Act, No. 19 of 2018, have been included in the financial statements presented.

2.2. Based on the procedures performed and the evidence obtained, limited to material matters, nothing has come to my attention.

2.2.1 As per the requirement of Section 12(d) of the National Audit Act No. 19 of 2018, any member of the Governing Body of the Commission has any direct or indirect relationship with the Commission in relation to any agreement, outside the ordinary course of business.

2.2.2 To state that the Commission has not complied with any applicable written law, or general and special directions issued by the governing body of the Commission as per the requirement of section 12 (f) of the National Audit Act No. 19 of 2018, except for the following observation.

	Reference to Laws, Rules / Regulations	Non – Compliance
(a)	Section 20 (2) (c), 21 (2) (b) and 22 (2) (a) of the Sri Lanka Telecommunications (amended) Act No. 27 of 1996	Even though services should be provided only when a fee is paid, due to services provided before receiving payment prior to 2018, an amount of Rs. 364,415,275 was to be recovered as of December 31, 2024.
(b)	Surcharge Tax Act. No.14 of 2022	In respect to the 2020/2021 financial year, a total amount of Rs. 2,147,456,398 was payable, comprising tax in arrears amounting

to Rs. 1,289,763,603, penalties amounting to Rs. 257,952,720, and interest amounting to Rs. 599,740,075. Even though, this amount should have been considered as an expense in the financial statements commencing from 01 April 2020 in accordance with section 6(a) of the Surcharge Tax Act, the required adjustment to retained profits had not been made, and instead, the amount had been identified as an expense of the year under review and even until the audited date, the said amount had not been remitted to the Department of Inland Revenue.

2.2.3 To state that the Commission has not performed according to its powers, functions, and duties as per the requirement of section 12 (g) of the National Audit Act, No 19 of 2018.

2.2.4 To state that the resources of the Commission had not been procured and utilized economically, efficiently, and effectively within time frames and in compliance with the applicable laws as per the requirement of section 12 (h) of the National Audit Act No. 19 of 2018, except for the following observation.

(a) In accordance with the agreement entered into with the University of Moratuwa on 30 December 2014 for the provision of consultancy services in connection with the renovation of the Commission's Head Office building, payments amounting to Rs. 10,057,909 were made on 06 January 2015 and in addition, a sum of Rs. 451,000 was paid to the State Engineering Corporation, bringing the total payments to Rs. 10,508,909 and however, the relevant work had not been completed even as at the date of audit.

(b) The agreement entered into between the Commission and the Contractor for the construction of a Telecommunication Media Center at the IT park on 4.7 hectares of land in Hambantota – Sooriyawewa area was terminated on 10 August 2016. At the date of termination of the contract, the physical progress of the project was only 33 percent, and as of 31 December 2024, expenditure amounting to Rs. 711,268,796 had become idle expenditure.

(c) In respect of the Human Resource Management System, for which an agreement was entered into on 29 April 2022, payments amounting to Rs. 1,500,000 had been paid on 23 May 2022 and 29 August 2023 and however , the relevant work had not been completed by the date of audit.

2.3 Other Observations

(a) Even though it had been planned to complete 92 activities by 31 December 2024 according to the 2024 Action Plan, only 64 activities were completed as per the performance report prepared as of 31 December 2024.

(b) Even though a provision of Rs. 50 million had been allocated for the implementation of a solar project at the head office building of the Telecommunications Regulatory Commission of Sri

Lanka, and scheduled to commence this project in 2021 and be completed by 2024, its work had not commenced as of 31 December 2024.

(c) According to the performance report for the year 2024, Rs. 60 million had been allocated for replacing old servers of the spectrum management system, and the physical progress of this project, which was scheduled to commence on April 01, 2024, and complete by December 31, 2024, was only 25 percent as of December 31, 2024.

(d) A remained outstanding loan of Rs. 2,302,060 to be recoverable from two former officers of the Commission for a period of exceeding three months and an advance payment of Rs. 1,550,000, made by the Commission in respect of building leases, which had been identified as receivable for a period exceeding ten years from two parties, had also not been recovered as at the audit date of 07 October 2025.

(e) Even though a sum of Rs. 4,479,128 should have been recovered from Sri Lanka Telecom PLC, Lanka Broadband Network Private Limited, and Satnet Company for more than five years, the said amount had not been recovered as of December 31, 2024.

(f) Due to the payable taxes by the Commission amounting to Rs.1,187,002,018, which had been identified as understated, it should have paid the total amount Rs. 1,994,163,391as a fine of Rs. 237,400,404 and interest thereon of Rs. 569,760,969.

G.H.V. Dharmapala
Auditor General (Actg.)

SUPPLEMENTARY INFORMATION

FINANCIAL PROGRESS OF 10 YEARS

(All amounts in Sri Lankan Rupees million)

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Financial Position										
Total non-current assets	72,895.0	73,473.1	36,395.0	43,506.6	35,826.9	34,215.3	30,334.9	34,324.5	25,330.0	45,915.1
Total current assets	18,735.5	15,126.6	7,179.6	9,123.3	12,724.0	9,295.8	8,306.0	12,120.3	18,746.0	7,022.0
Total assets	91,630.5	88,599.7	43,574.5	52,629.8	48,550.9	43,511.1	38,640.9	46,444.8	44,076.0	52,937.0
Total equity	75,140.9	74,738.4	31,701.1	32,060.5	27,478.8	20,327.8	11,132.4	17,309.2	20,041.4	29,242.9
Total non-current liabilities	47.7	2,296.5	5,162.1	12,581.8	13,850.1	15,294.3	16,947.1	18,451.7	16,966.6	15,856.3
Total current liabilities	16,441.9	11,564.8	6,711.3	7,987.5	7,222.0	7,889.0	10,561.4	10,683.9	7,068.0	7,837.9
Total liabilities	16,489.6	13,861.3	11,873.4	20,569.3	21,072.1	23,183.3	27,508.5	29,135.6	24,034.6	23,694.2
Total equity and liabilities	91,630.5	88,599.7	43,574.5	52,629.8	48,550.9	43,511.1	38,640.9	46,444.8	44,076.0	52,937.0
Profit Or Loss and Other Comprehensive Income										
Revenue	36,969.3	48,236.0	38,414.6	33,700.5	29,000.9	38,575.2	48,032.9	54,368.0	56,024.0	48,235.1
Regulatory expenses	6,801.9	1,131.5	209.6	50.1	54.8	78.9	82.2	66.9	164.2	97.8
Other expenses	753.5	1,300.9	6,507.9	1,354.2	918.0	612.8	2,244.1	724.7	518.0	543.9
Profit before Income tax	25,770.8	45,301.9	31,697.2	32,296.3	28,028.1	37,883.5	45,706.6	53,576.5	55,341.7	47,593.4
Income tax	3,643.1	0.0	159.1	4,492.1	702.9	0.0	2,349.2	536.4	727.8	842.1
Profit after income tax	25,770.8	45,301.9	31,538.0	27,804.1	27,325.1	37,883.5	43,357.3	53,040.0	54,614.0	46,751.3
Other comprehensive income	19.6	0.1	4.8	5.1	2.5	7.1	5.1	0.8	1.5	0.5
Contribution to the Consolidated Fund	25,348.8	44,055.6	29,308.5	22,227.5	18,817.6	27,681.0	34,529.0	40,773.1	48,816.9	43,652.1
Total comprehensive income	402.4	1,246.4	2,234.3	5,581.7	8,505.0	10,195.4	8,823.2	12,267.8	5,798.6	3,099.7
Cash Flow										
Net Cash Generated from Operating Activities	32,271.5	44,885.6	28,619.4	29,113.6	27,415.0	33,498.7	44,722.8	54,790.7	51,101.7	46,054.0
Net Cash used in Investing Activities	587.6	5,630.0	(1,101.1)	(7,353.3)	(1,476.3)	(3,946.8)	3,584.7	(7,398.2)	22,462.9	(8,339.2)
Net Cash used in Financing Activities	(26,893.8)	(42,913.4)	(30,156.3)	(24,523.4)	(21,583.8)	(29,573.4)	(50,301.2)	(53,749.8)	(62,420.8)	(42,485.2)

LIST OF ACRONYMS

AI	Artificial Intelligence
APT	Asia Pacific Telecommunity
ARPU	Average Revenue Per User
ASMS	Antenna Structure Management System
ATC	Advance Training Committee
BOI	Board of Investment
CDMA	Code Division Multiple Access
CEB	Ceylon Electricity Board
CEO	Chief Executive Officer
CID	Crime Investigation Department
CLT	Colombo Lotus Tower
COPE	Committee on Public Enterprises
CSSL	Computer Society of Sri Lanka
CTL	Cellular Tower Levy
DS	Divisional Secretariat
DTH	Direct to Home
DVB	Digital Video Broadcasting
ECSL	Engineering Council Sri Lanka
FM	Frequency Modulation
GPG	Government Procurement Guidelines
GPRS	General Packet Radio Services
GSM	Global System for Mobiles
HR	Human Resource
ICT	Information and Communications Technology
IESL	Institution of Engineers Sri Lanka
IET	Institution of Engineering and Technology
IMEI	International Mobile Equipment Identity
IMSL	Institute of Management of Sri Lanka
IMT	International Mobile Telecommunications
IP	Internet Protocol
ISOC	Internet Society
ISP	Internet Service Provider
IT	Information Technology
ITU	International Telecommunication Union
JICA	Japan International Cooperation Agency
LNPS	Lanka Number Portability Services Ltd
LTE	Long Term Evolution
MOD	Ministry of Defence
MOE	Ministry of Education
MOU	Memorandum of Understanding
MPLP	Multi-Purpose Lamp Pole
NFAT	National Frequency Allocation Table
NIA	National Information Agency
PAYE	Pay as You Earn Tax
PCU	Project Consultancy Unit
PLC	Public Limited Company
PPE	Property, Plant and Equipment
PSTN	Public Switched Telephone Network
QOS	Quality of Service
RAN	Radio Access Network
RF	Radio Frequency
RFSL	Radio Frequency Spectrum Licence
RTTE	Radio and Telecommunications Terminal Equipment
SATRC	South Asian Telecommunication Regulators Council
SDG	Sustainable Development Goals
SIM	Subscriber Identity Module
SLAF	Sri Lanka Air Force
SLAS	Sri Lanka Administrative Service
SLCERT	Sri Lanka Computer Emergency Readiness Team
SLIDA	Sri Lanka Institute of Development Administration
SMP	Significant Market Powers
SMS	Short Message Service
SOR	Scheme of Recruitment
TDC	Telecommunications Development Fund
TL	Telecommunications Levy
TRCSL	Telecommunications Regulatory Commission of Sri Lanka
UN	United Nations

UN ESCAP	United Nations Economic and Social Commission for Asia and the Pacific
UOM	University of Moratuwa
URLLC	Ultra Reliable Low Latency Communications
VIP	Very Important Person
VLR	Visitor Location Register
VPN	Virtual Private Network
WFK	World Friends Korea
WRC	World Radiocommunication Conference
WTISD	World Telecommunication and Information Society Day

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