

Instruction Sheet

Police clearance applications should only be forwarded online and therefore, it is possible to apply for clearance certificates by visiting the website (www.police.gov.lk). Payments in that regard can be made online using credit cards and debit cards.

It is essential to have separate scanned copies of the following documents (in PDF format less than 250kb) before completing the application.

- ☐ 'Bio-data' page of the passport
- ☐ 'All countries' page of the passport
- ☐ 'Alterations and Observations' page if any alteration has been made in the passport
- ☐ Front of the National Identity Card
- ☐ Back of the National Identity Card
- ☐ Front of the birth certificate
- ☐ Back of the birth certificate
- ☐ An affidavit, only if there is a difference between the name on your National Identity Card and passport

It should be noted that the application must be completed and the payment should be made within 20 minutes from the time the application filling is commenced.

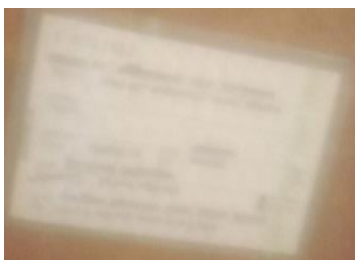
After submitting an application under NEW Application, it takes 14 working days from the date of submission to issue the certificate.

To be noted:-

In order to apply for a police clearance certificate, it is essential for a Sri Lankan over 16 years of age to submit a clear copy of the National Identity Card, and please note that applications submitted using unclear copies or driving license or other identification documents will be rejected with neither a prior notice nor refund.

Imperfectly submitted applications such as the ones failing to provide correct information, clear copies of national identity cards and passports will be rejected without a refund.

Examples :-



It is not necessary to submit either the National Identity Card number or its copies for foreigners without Sri Lankan citizenship.

Pay attention to the following points when entering information for the questions in this clearance application form. Complete the application completely in English capital letters (except for the email address). (Eg:- BANDARA) Furthermore, never use any special symbols (" " # & \$) while completing the application form.

When applying for a police clearance certificate, the first question in the application has been given as, 'Application type'.

- ☐ Two options are given here to the applicant as, "New" and "Renewal".
- ☐ In cases where a Sri Lanka Police Clearance Certificate is applied for the first time, having received an erroneous report as a result of not entering the correct information during the previous application (Eg. – Having required to enter the passport number instead of the National Identity Card number, to enter the name on the passport instead of the name on the National Identity Card, to change the current address, to extend the period for which the certificate has been issued or to get a certain period removed, to enter the new National Identity Card number or the new passport number, to enter a piece of information such as, name, address or other information on the National Identity Card or passport, in the event of such alteration of information), applications must be submitted through the "New" option.
- ☐ When the "Renewal" option is selected, only a copy of the latest certificate issued within one year can be obtained and no other changes can be made in that application except for the address of the embassy/high commission.

The names mentioned in the National Identity Card and passport should be mentioned exactly as they appear in those. [Ensure that English letters are entered correctly in the manner they appear and the Clearance Branch bears no responsibility with regard to spelling mistakes.]

Completion of the clearance application online

When submitting the information in the application form, complete it according to the instructions given below. **It is compulsory for you to enter the information marked with a red asterisk (*), and such information should be entered with extreme accuracy.**

- ☐ If you need to submit a fresh application, select 'New Application', and select 'Renewal', if you want a copy. (The difference between 'New' and 'Renewal' in terms of certificates is given under the previous instructions.

Application Type

New Application
New Application
Renewal

When the 'Renewal' option is selected, take action to complete the application as follows

Previous Application Reference No.

198254/2023/N

Load

Enter the number mentioned as my number on the certificate obtained within a period of one year and click 'Load'.

* Country:

Romania

Reference high
commission/
embassy/consulate:

EMBASSY OF ROMANIA - COLOMB

Afterwards, select the name of the country, and Embassy/High Commission you want to change.

☐

*I declare that the information provided above are true to the best of my knowledge and I agree to the terms of Sri Lankan Police Headquarters.

Having accepted that the information provided by you is true and correct, click on the blank box before the above sentence. Then, you will be directed to the payment procedure.

When the option 'New' is selected, take measures to complete the application as follows

Follow the instructions given below regarding the particulars which require careful consideration when completing the application.

* Did you leave Sri Lanka
before the age 16 ?

No

Only the Sri Lankan applicants who left Sri Lanka permanently before the age of 16, should say "Yes" to the above. As such applicants currently have not obtained the Sri Lankan National Identity Card, take measures to submit applications through the Sri Lankan Embassy/High Commission of the country where they live in. In such cases, the clearance certificate is issued only from the date of birth to the date on which the said person left Sri Lanka permanently.

NIC No:

***Passport No:**

Confirm NIC No:

***Confirm Passport No:**

New NIC No:

***Country:**

Confirm New NIC No:

- ☐ NIC No: Enter the old National Identity Card number with nine digits including letter V or X
- ☐ Confirm NIC No.: Enter the old National Identity Card number with nine digits including letter V or X once again
- ☐ New NIC No: If you have the new National Identity Card with twelve digits enter that number
- ☐ Confirm New NIC No: Enter the new National Identity Card number with twelve digits once again
- ☐ * Passport No.: Enter the passport number
- ☐ * Confirm Passport No.: Enter the passport number once again
- ☐ * Country: Select the country for which the clearance certificate is required to be produced

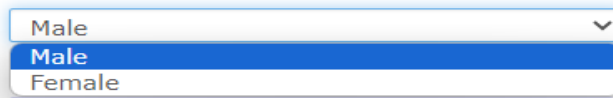
***High Commission/Embassy/Consulate Name (Addressee & the Name of the Authority):**

"e.g. H. E. THE HIGH COMMISSIONER, SRI LANKAN HIGH COMMISSION"

- ☐ Reference high commission/embassy/consulate – After selecting the relevant country, from the section ‘Country’, select the necessary address from ‘high commission/embassy/consulate’ that appears accordingly. (For example, if the Embassy of Romania in Sri Lanka should be mentioned select ‘Embassy of Romania – Colombo’.) If this is entered correctly, the address will be automatically entered in the two sections below that. If the desired address is not found in the drop down list, select ‘other’ and type the address correctly in sections, ‘* High Commission/Embassy/Consulate Name (Addressee & the Name of the Authority):’

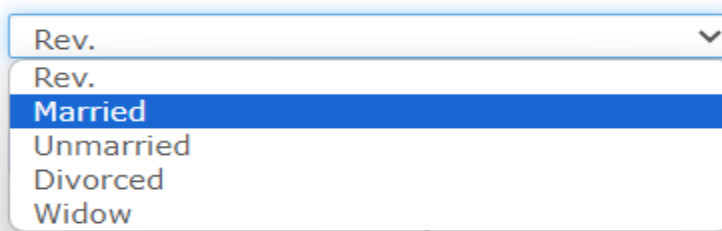
and '* Indicate address of the High Commission/Embassy/Consulate to which the certificate should be addressed to.'

***Sex:**



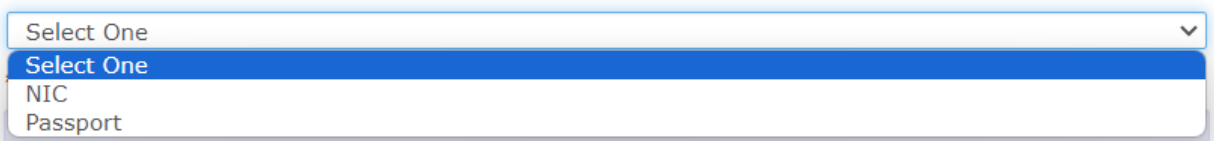
- ☐ * Sex - Enter whether you are male or female (If 'Male' is selected, the title 'Mr.' will be printed, and if 'Female' is selected, the title 'Ms.' will be printed before the name in the certificate. Therefore, you should be very careful regarding this selection.
- ☐ * Status - Select the correct category from 'married', 'unmarried', 'Rev'. (Title 'Rev.' is printed before the name when 'Rev.' is selected.)

***Status**



- ☐ Applicant's Name in full as in the NIC - Correctly enter the name exactly as it appears on the National Identity Card
- ☐ Applicant's Name in full as in the Passport - Correctly enter the name exactly as it appears on the passport. If the name has been changed on the 'Alterations and Observations' page, make sure to enter the altered name.

***Which name should be printed in certificate ? :**



- ☐ For the question, 'Which name should be printed in certificate', two options are given as, 'NIC', and 'passport'.
 - When the option, 'NIC' is selected, the National Identity Card number and the name on that will be printed on the certificate.
 - When the option, 'Passport' is selected, the passport number and the name on that will be printed on the certificate. Only if there is a difference between the name of the applicant on the passport and the name on the National Identity Card, an original copy of an affidavit certified by an Attorney at Law or Justice of

the Peace, should be uploaded. (If there is no difference between the names, it is sufficient to upload the passport instead of the affidavit)

- ☐ * Address:
- ☐ * Police Area:
- ☐ * From:
- ☐ * To:

The time periods and addresses relevant to such time periods for which the clearance certificate is required should be entered here. If you have resided at several addresses, those addresses, the relevant police areas, and the period of residence at that address should be entered separately. In each of those cases, after entering the relevant police area and the period of residence at the relevant address, click 'Add' and provide the information relevant to the next address. After each instance of entering information, you must click 'Add'. If you do not click 'Add', the relevant information will not be entered to the application. After clicking 'Add', if the relevant information for each address has been duly entered, it can be observed how the said information is displayed in the table that follows. Only the time periods entered here will be printed on the certificate.

Address	Police Area	From	To	Edit	Delete
1 (මෙම ලිපිනය ඇතුළත් කරන්න)	Kelaniya	16/01/1998	31/12/2002	✕	✕
2 (මෙම ලිපිනය ඇතුළත් කරන්න)	Alawwa	01/01/2003	31/12/2013	✕	✕
3 (මෙම ලිපිනය ඇතුළත් කරන්න)	Rambukkana	01/01/2014	09/08/2024	✕	✕

- ☐ **Are you a referred applicant through the Sri Lankan Foreign Employment Bureau (SLBFE)?** - After the certificate is printed, if you want the certificate to be delivered to the Foreign Employment Bureau through Police Headquarters, select "Yes", and select "No", if it needs to be delivered to the applicant's home by post. If "Yes" is selected, the letter issued by the Foreign Employment Bureau to obtain a Police Clearance Certificate must be uploaded to the relevant section.

***Are you referred applicant through the Sri Lankan Foreign Employment Bureau(SLBFE)?**

No

☐ *I declare that the information provided above are true to the best of my knowledge and I agree to the terms of Sri Lankan Police Headquarters.

Accept the information provided by you is true and correct and click on the blank box presented before the above sentence. Afterwards, you will be directed to the payment procedure.

To be noted:-

- I. A correct telephone number and e-mail address should be mentioned, since the applicant is informed via e-mail, should there be any issues regarding the National Identity Card or local police reports not getting recommended during the process of the investigation of the application.
- II. Kindly note that the Police Clearance Certificate is issued by the Director Headquarters Administration of the Police Headquarters based on the background report obtained through the investigations conducted on you by the police, and that it will only be forwarded by registered post to the address mentioned by the applicant.
- III. When entering personal information of the applicant, in the section where, "Present address in Sri Lanka" is mentioned, it is mandatory to mention "Sri Lanka" towards the end when entering the present address.
- IV. Police Clearance Certificates are issued to the officers who are actively serving in Forces such as, Police, Tri-Forces, Civil Security Force, and Coast Guard only with the written permission of the authorized officers.
- V. You may make enquiries through the following telephone numbers when you want to take follow-up action regarding the applications submitted.
- VI. If a certain change has to be made in the application, such request should be made within two days from submitting it and any request made afterwards shall be declined.
- VII. In the event of submitting a clearance application, having entered incomplete or false information and subsequently getting informed over the phone, via email or WhatsApp to correct such mistakes, measures will be taken to remove the application from the system, unless such mistakes are corrected within 03 months.
- VIII. When the period of residence in the police area has not been mentioned correctly in the application, and police investigations mention the period of residence as a lesser period of time, you will be informed of such via e-mail or WhatsApp. Even in such instances, if you do not furnish correct information, actions will be taken to issue clearance reports only for the time periods recommended by the police stations.

Telephone Numbers -	0112439185, 0112439186, 0112122800 s
Fax Numbers -	0112439187, 0112439188
WhatsApp Number -	071 8592990
Email -	clearance@police.gov.lk
Web address -	www.police.gov.lk
Address -	17 th floor, Suhurupaya, Battaramulla.