

MODERNIZING POLICE CLEARANCE PROCESSES THROUGH E-GOVERNANCE: A CASE STUDY AND DIGITAL SOLUTION FOR SRI LANKA

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Abstract

This review paper systematically examines the role of e-governance in modernizing Sri Lanka's Police Clearance Certificate (PCC) system for domestic applicants through comprehensive literature analysis and empirical investigation. The study reviews existing technological frameworks, administrative practices, and case studies from developing countries including India's CCTNS, Philippines' NPCS, and Kenya's eCitizen platform. Multiple methodological approaches were employed to analyse critical inefficiencies in Sri Lanka's manual PCC processes. Primary data collection involved surveys of 152 domestic respondents and stakeholder interviews with police officers, Grama Niladhari officials, and divisional secretariat personnel. These investigations reveal significant service delivery gaps in the current system, particularly the disparity where only foreign applicants can access online services while domestic users rely on manual processes. Survey findings indicate that 50.0% of respondents rated the current process as difficult or very difficult, while 21.2% remained neutral. Comparative analysis demonstrates Sri Lanka's substantial lag in digital adoption compared to regional counterparts. The review particularly examines inter-departmental integration challenges between police stations, Grama Niladhari offices, and divisional secretariats. Evidence synthesis from successful e-governance implementations across developing nations highlights that auto-mated systems incorporating biometric verification, database linkages, and real-time application tracking can enhance transparency and reduce processing delays. Key variables analysed include processing time, user satisfaction metrics, system accessibility, and digital infrastructure readiness. The paper proposes a conceptual framework for centralized digital transformation addressing identified limitations including data privacy concerns, infrastructure gaps, and inter-agency coordination challenges. Literature review of pilot implementations in similar contexts demonstrates processing time reductions of 40-50% with enhanced user satisfaction rates reaching 90% for digital tracking features. This systematic review demonstrates how e-governance principles can enhance law enforcement services and provides evidence-based recommendations for improving citizen-focused public service delivery in developing countries.

Keywords: E-governance, Police Clearance Certificate, Digital transformation, Public-service delivery, Sri Lanka