

# **People's Leasing Kandy introduces QR Code to enable Real-Time Public Engagement**



*A. H. M. Indika Kumari Abeysingha, Municipal Commissioner, Kandy Municipal Council (KMC) (right) receives QR Code stickers from Sanjeeva Bandaranayake, CEO/GM, PLC while N.H.S.P. Jayanath, Deputy Manager PLC Kandy Branch, Roshan Madawala, Branch Manager PLC Kandy Branch, Senaka Munasinghe – Chief Manager (Designate) Branch Network, K Godamunna – Assistant Manager PLC Kandy Branch and Dr. Pasan Parakum Jayasinghe, Chief Medical of Health Officer of KMC, look on.*

The Kandy Municipal Council (KMC) introduced a Quick Response Code (QR Code). Through this in-house developed QR Code, KMC expects to engage the public living within the Municipal limits and those visiting the city daily to channel their general complaints/ suggestions in real time. At the request of the KMC, the Kandy Branch of People's Leasing and Finance sponsored 15,000 QR Code stickers. It will be displayed in food outlets and other public places in Kandy.

“PLC is the flagship subsidiary of the state-owned People’s Bank. We cater to the financial needs of mostly the Small and Medium Entrepreneurs. We also give back to society through Social Welfare programs. As we learned from KMU, this is the first time that a Sri Lankan provincial governance institution has introduced a QR Code to receive real-time responses from the public. We are happy to partner with the KMC in this initiative, said Sanjeewa Bandaranayake, CEO/GM, PLC. “If services are lacking, the public can easily register complaints by scanning a QR Code at any state institution in Kandy through KMC. This initiative encourages public participation, enabling KMC to quickly address issues. We appreciate PLC’s partnership,” said A. H. M. Indika Kumari Abeysingha, Municipal Commissioner, KMC.

“Food hygiene issues, road safety violations, street dangers, and vehicle park problems can be reported to the Municipal Council via text or photo. Complainants receive a reference number to track the KMC’s actions. These public- private partnerships advance sustainable development goals,” said Dr. Pasan Parakum Jayasinghe, chief medical health officer, KMC.