

User Manual

INOVA[®]

eBMD

eBMD Foreign Missions Online Portal

Submitted To: Registrar General's Department

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Abbreviations

Abbreviation	Explanation
eBMD	Electronic Birth, Marriage and Death Certificate System
DS	Divisional Secretariat
N/A	Not Applicable
RGD	Registrar General's Department
PIN	Personal Identification Number
OTP	One-Time Password
NIC	National Identity Card
URL	Uniform Resource Locator

1 Introduction

1.1 An Overview of the Application

The Foreign Missions Online Portal is an extension of the eBMD system introduced by the Registrar General's Department to support Sri Lankan citizens residing abroad in checking the availability of Birth, Marriage, and Death Certificates before visiting a Sri Lankan Mission Office.

Through this online portal, users can submit a certificate availability request by providing the required certificate details and selecting their preferred collection country and the Sri Lankan Mission Office. Once the request is submitted, the relevant foreign mission officers will review the request in the eBMD system and verify whether the requested certificate is available.

After verification, the user will be notified via email regarding the availability status of the certificate. If the certificate is available, the user may proceed to visit the selected Sri Lankan Mission Office to collect the certificate through the standard over-the-counter process.

This portal is designed to improve accessibility, reduce unnecessary travel, and provide a more convenient service experience for Sri Lankan citizens living overseas.

Core Objectives

- **Enhance Accessibility:** To provide Sri Lankan citizens residing overseas with a convenient method to verify the availability of Birth, Marriage, and Death certificates before visiting a Sri Lankan Mission Office.
- **Reduce Unnecessary Travel:** To minimize the inconvenience caused to customers by avoiding unnecessary visits to Sri Lankan Mission Offices when requested certificates are unavailable in the system.
- **Improve Service Convenience:** To enable users to submit certificate availability requests online from their current country of residence in a simple and efficient manner.
- **Strengthen Communication:** To facilitate timely communication between foreign mission customers and mission offices through email notifications regarding certificate availability.
- **Improve Service Efficiency:** To support a more streamlined certificate issuance process at Sri Lankan Mission Offices by allowing officers to verify certificate availability in advance.

1.2 Objective

This manual, written by Inova IT Systems (Pvt) Ltd, provides comprehensive procedures and information related to the system developed by Inova IT Systems. The primary aim is to educate users, offering clarity on the system's behaviour, features, and functions. This document serves as your main reference for operating the system. By reading this manual, users will gain a clear understanding of how the system operates, helping anyone interacting with this solution to identify its various features and functions. Refer to this manual if you have any questions or issues related to using the system.

2 Intended Audience

The primary audience for this manual includes Sri Lankan citizens residing overseas who intend to use the Foreign Missions Online Portal to verify the availability of Birth, Marriage, and Death certificates before visiting a Sri Lankan Mission Office.

This manual is specifically intended for:

- **Foreign Mission Customers:** Users who submit certificate availability requests through the online portal for Birth, Marriage, or Death certificates.
- **General Users of the Online Portal:** Individuals seeking guidance on how to navigate the portal, enter required certificate details, and submit requests successfully.
- **First-Time Users:** Customers who require step-by-step instructions to understand the portal's features and available functions.

This document is designed to assist users in understanding the correct usage of the system and to serve as a reference when performing actions within the portal.

3 Pre-requisites

To use the eBMD Online Portal smoothly, the user must have the following:

- A stable internet connection to access and use the portal without interruptions.
- A supported web browser such as the latest version of Google Chrome, Mozilla Firefox, Microsoft Edge, or Safari.
- A valid email address to receive verification PINs, request confirmations, and other system-generated notifications.
- Access to the provided email account in order to complete email verification during the request submission process.

4 Functionality

How to Request a Certificate Copy?

4.1 Home Page

The “Home Page” is the initial screen of the “eBMD Online Portal”, where users are welcomed and given the option to select their preferred language in order to proceed with submitting a certificate availability request.

1. Open your web browser and enter the following URL to access the “eBMD Online Portal”.
 - <https://online.ebmd.rgd.gov.lk/>
2. Once the portal is loaded, click on your preferred language to begin the certificate availability verification request process.

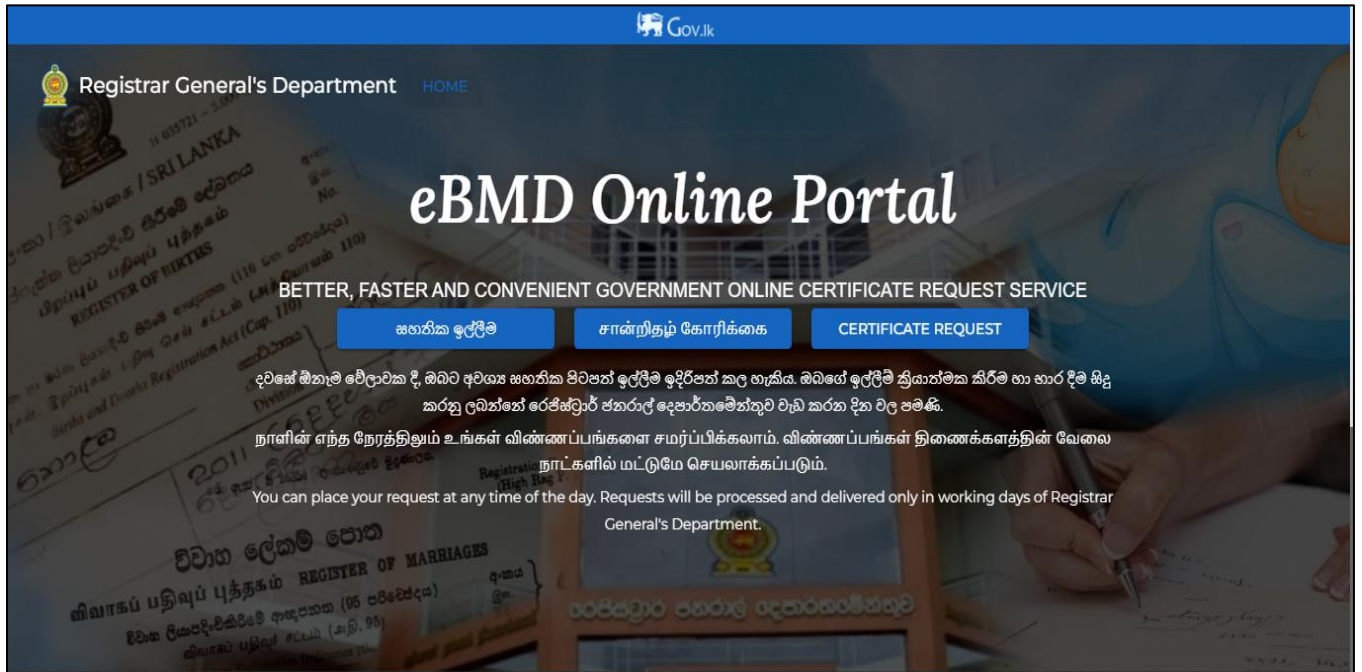


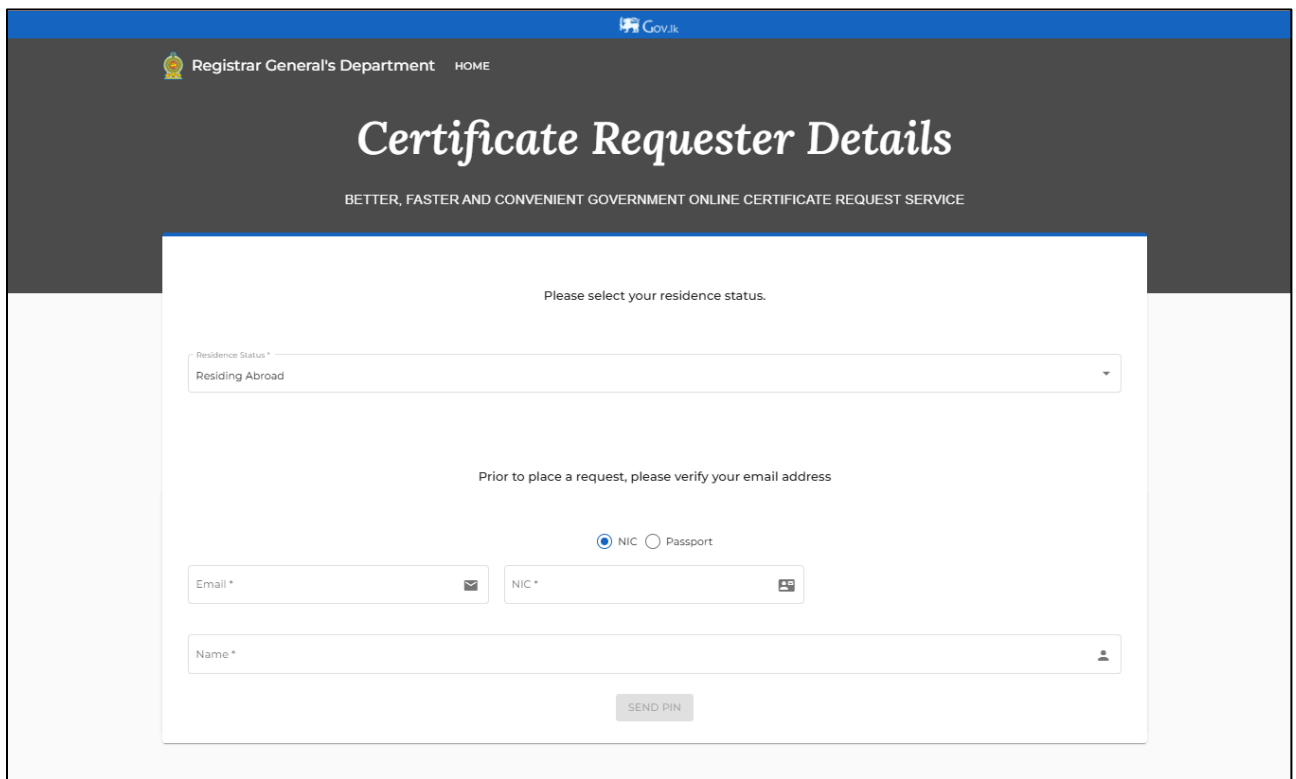
Figure 1 – Home Page

4.2 Certificate Requester Details

Through the “Certificate Requester Details” screen, the requester is required to select their residence status and enter the relevant personal information necessary to submit a certificate availability request. These details are collected to identify the requester and enable further communication related to the request.

1. Select “**Residing Abroad**” from the **Residence Status** dropdown field.
2. Enter your **Email Address** in the relevant field.
3. Select the preferred identification type by choosing either **NIC** or **Passport**.
4. Enter the corresponding **NIC Number** or **Passport Number** based on the selected identification type.
5. Enter your **Name** in the provided field.
6. Click the “**Send PIN**” button to proceed with email verification.

Note: All fields marked with (*) are mandatory and must be completed before proceeding.



The screenshot shows the 'Certificate Requester Details' form on the Registrar General's Department website. The page header includes the logo and 'Registrar General's Department HOME'. The main heading is 'Certificate Requester Details' with the tagline 'BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE'. The form content includes a dropdown menu for 'Residence Status' with 'Residing Abroad' selected. Below this is a message: 'Prior to place a request, please verify your email address'. There are two radio buttons for 'NIC' (selected) and 'Passport'. Below these are input fields for 'Email *', 'NIC *', and 'Name *'. A 'SEND PIN' button is located at the bottom of the form.

Figure 2 – Certificate Requester Details

4.3 Email Address Verification

The “Email Address Verification” pop-up window is displayed after the requester completes the Certificate Requester Details section and clicks the “Send PIN” button. This step is used to verify the provided email address before proceeding with the certificate availability request submission.

1. After clicking “**Send PIN**”, a verification PIN will be sent to the provided email address.
2. Check your email inbox and locate the received PIN.
3. Enter the received PIN in the “**Enter PIN**” field displayed in the pop-up window.
4. Click the “**Verify**” button to confirm the email address.
5. Upon successful verification, the system will allow you to proceed to the next step of the certificate availability request.
6. If the PIN is not received, click the “**Resend PIN**” button to request a new PIN.
7. If you do not wish to continue, click the “**Cancel**” button to close the verification window.

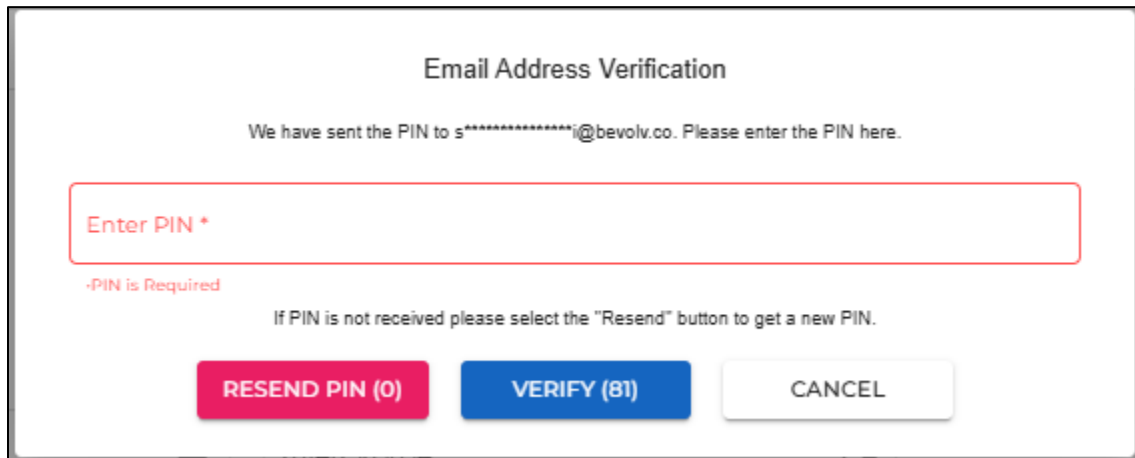


Figure 3 – Email Address Verification

4.3.1 PIN Verification Issues

If an issue occurs during PIN verification, the requester should follow the below guidance:

- If an incorrect PIN is entered, the system will display a validation message and the requester must re-enter the correct PIN.
- If the PIN has expired, click the “Resend PIN” button to request a new PIN.

- If the PIN is not received, verify that the provided email address is correct and request a new PIN.
- If repeated verification failures occur, restart the request submission process and request a new PIN.
- If the issue continues, contact the Registrar General's Department using the official contact details provided in the eBMD Online Portal.

4.4 Request Completion

The “Request Completion” screen allows the requester to complete and submit the certificate availability request after successful email verification. On this screen, the requester must provide the required certificate request details, select the preferred certificate collection location, and submit the request for verification by the relevant Sri Lankan Mission Office.

1. Verify that your **Name**, **Identification Number**, and **Email Address** are correctly displayed as pre-filled information.
2. Select the required **Certificate Type** from the dropdown list.
3. Verify that the **Delivery Type** is displayed as Collect.
4. Select your current **Collection Country** from the dropdown list.
5. Select the nearest **Collection Mission Office** from the available options.
6. Review all entered information for accuracy.
7. Click the “**Submit**” button to submit the certificate availability request.
8. If you do not wish to proceed, click the “**Cancel**” button to discard the request.

Note: The available Mission Offices will be displayed based on the selected Collection Country.

The screenshot shows the 'Request Completion' interface. At the top, it says 'Registrar General's Department' and 'Gov.lk'. The main heading is 'Request Completion' with the tagline 'BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE'. Below this, a message states 'Your email is successfully verified. Please complete your request by completing the below form.' The form contains the following fields:

- Name: Jeewani Perera
- NIC: 201523212123
- Email: gbevolv.co VERIFIED
- Certificate Type: (dropdown menu)
- Delivery Type: Collect
- Collection Country: (dropdown menu)
- Collection Mission Office: (dropdown menu)

Below the form, there are two buttons: 'SUBMIT' and 'CANCEL'. There are also two small informational icons with text: 'Select your current country of residence' and 'Select the nearest Sri Lankan mission office'.

Figure 4 – Request Completion

4.5 Request Birth Certificate

If **Birth** is selected as the **Certificate Type**, the requester will be directed to the “**Request Birth Certificate**” screen to provide the relevant birth certificate information required to verify certificate availability in the system. The requester must enter the available certificate details as accurately as possible to support the verification process.

1. Enter the **Certificate Number** in the relevant field, if available.
2. Select whether the certificate is a **Consular Birth Certificate** by checking the provided checkbox, if applicable.
3. Select the **Country** related to the birth registration.
4. Select the **Registered District** from the dropdown list.
5. Select the relevant **Registered DS Division**.
6. Select the applicable **Registered Division**.
7. Enter the **Date of Birth (DOB)**.
8. Enter the **Child’s Name**.
9. Select the **Gender**.
10. Enter the **Mother’s Name**.
11. If the certificate has been amended, check the amendment option as applicable.
12. Enter the **Amended Date**, if applicable.
13. Click “**Upload Certificate**” to upload an image or copy of the available certificate, if available.
14. Review all entered details carefully.
15. Click “**Submit**” to submit the request.
16. Click “**Cancel**” if you do not wish to proceed.

Note:

- Providing accurate certificate details will improve the ability of the system to verify certificate availability successfully.
- Certificate images must be uploaded only in **PNG, JPEG, or JPG** format, and the maximum permitted file size is **5120 KB**.

Gov.k

Registrar General's Department HOME


Request Birth Certificate

BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE

Please fill the form with the requesting birth certificate information.

Certificate No. <input type="text"/>	Consular Birth Certificate : <input type="checkbox"/>	Country <input type="text"/>
<small>■ Please enter the certificate number</small>		
Registered District * <input type="text"/>	Registered DS <input type="text"/>	Registered Division <input type="text"/>
DOB * <input type="text"/>	Name * <input type="text"/>	Gender * <input type="text"/>
Mother's Name <input type="text"/>	If your certificate has been made any amendment or alteration : <input type="checkbox"/>	Amended Date <input type="text"/>

UPLOAD CERTIFICATE



NO IMAGE

Figure 5 – Request Birth Certificate

4.6 Request Marriage Certificate

If **Marriage** is selected as the **Certificate Type**, the requester will be directed to the “**Request Marriage Certificate**” screen to provide the relevant marriage certificate information required to verify certificate availability in the system. The requester must enter the available certificate details accurately to support the verification process.

1. Enter the **Certificate Number** in the relevant field, if available.
2. Select whether the certificate is a **Consular Marriage Certificate** by checking the provided checkbox, if applicable.
3. Select the **Country** related to the marriage registration.
4. Select the **Registered Date** from the date field.
5. Enter the **Male Name**.
6. Enter the **Female Name**.
7. Enter the **Name of the Registrar**.
8. Select the **Register Division** from the dropdown list.
9. Select the **Registered District**.
10. Select the **Registered DS Division**.
11. Select the relevant **Division**.
12. Click “**Upload Certificate**” to upload an image or copy of the available certificate, if available.
13. Review all entered details carefully.
14. Click “**Submit**” to submit the request.
15. Click “**Cancel**” if you do not wish to proceed.

Note:

- Providing accurate certificate details will improve the ability of the system to verify certificate availability successfully.
- Certificate images must be uploaded only in **PNG, JPEG, or JPG** format, and the maximum permitted file size is **5120 KB**.

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Request Marriage Certificate

BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE

Please fill the form with the requesting marriage certificate information.

Certificate No. <input type="text"/>	Consular Marriage Certificate: <input type="checkbox"/>	Country <input type="text"/>
<small>• Please enter the certificate number</small>		
Registered Date * <input type="text"/>	Male Name * <input type="text"/>	Female Name * <input type="text"/>
Name of Registrar <input type="text"/>	Registrar Division <input type="text"/>	Registered District * <input type="text"/>
Registered DS <input type="text"/>	Division <input type="text"/>	

UPLOAD CERTIFICATE



NO IMAGE

SUBMIT CANCEL

Figure 6 – Request Marriage Certificate

4.7 Request Death Certificate

If **Death** is selected as the **Certificate Type**, the requester will be directed to the “**Request Death Certificate**” screen to provide the relevant death certificate information required to verify certificate availability in the system. The requester must enter the available certificate details accurately to support the verification process.

1. Enter the **Certificate Number** in the relevant field, if available.
2. Select whether the certificate is a **Consular Death Certificate** by checking the provided checkbox, if applicable.
3. Select the **Country** related to the death registration.
4. Enter the **Name** of the deceased.
5. Select the **Death Date** from the date field.
6. Enter the **Place of Death**.
7. Select the **Death District** from the dropdown list.
8. Select the relevant **Death DS Division**.
9. Select the applicable **Death Division**.
10. Select the **Gender**.
11. Click “**Upload Certificate**” to upload an image or copy of the available certificate, if available.
12. Review all entered details carefully.
13. Click “**Submit**” to submit the request.
14. Click “**Cancel**” if you do not wish to proceed.

Note:

- Providing accurate certificate details will improve the ability of the system to verify certificate availability successfully.
- Certificate images must be uploaded only in **PNG, JPEG, or JPG** format, and the maximum permitted file size is **5120 KB**.

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Registrar General's Department HOME

Request Death Certificate

BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE

Please fill the form with the requesting death certificate information.


Certificate No. Please enter the certificate number Consular Death Certificate: Country:

Name* Death Date* Place of Death

Death District* Death DS Death Division

Gender*

UPLOAD CERTIFICATE



NO IMAGE

SUBMIT CANCEL

Figure 7 – Request Death Certificate

4.8 Request Confirmation

The “Request Confirmation” screen allows the requester to review all previously entered information before final submission of the certificate availability request. This screen displays the requester details, certificate request details, selected collection location, and uploaded certificate image for final verification prior to confirmation.

1. Review the displayed requester information, including **Name**, **Identification Number**, and **Email Address**.
2. Verify the selected **Certificate Type** and **Delivery Type**.
3. Review the selected **Collection Country** and **Collection Mission Office**.
4. Verify the uploaded certificate image, if provided.
5. Ensure that all displayed information is accurate and complete.
6. Click the “**Confirm**” button to complete the request submission.
7. Upon successful submission, the system will display a confirmation pop-up containing the assigned **Request ID** together with a success message.
8. Record the displayed **Request ID** for future reference.
9. If any changes are required before submission, click the “**Back**” button to return to the previous screen.

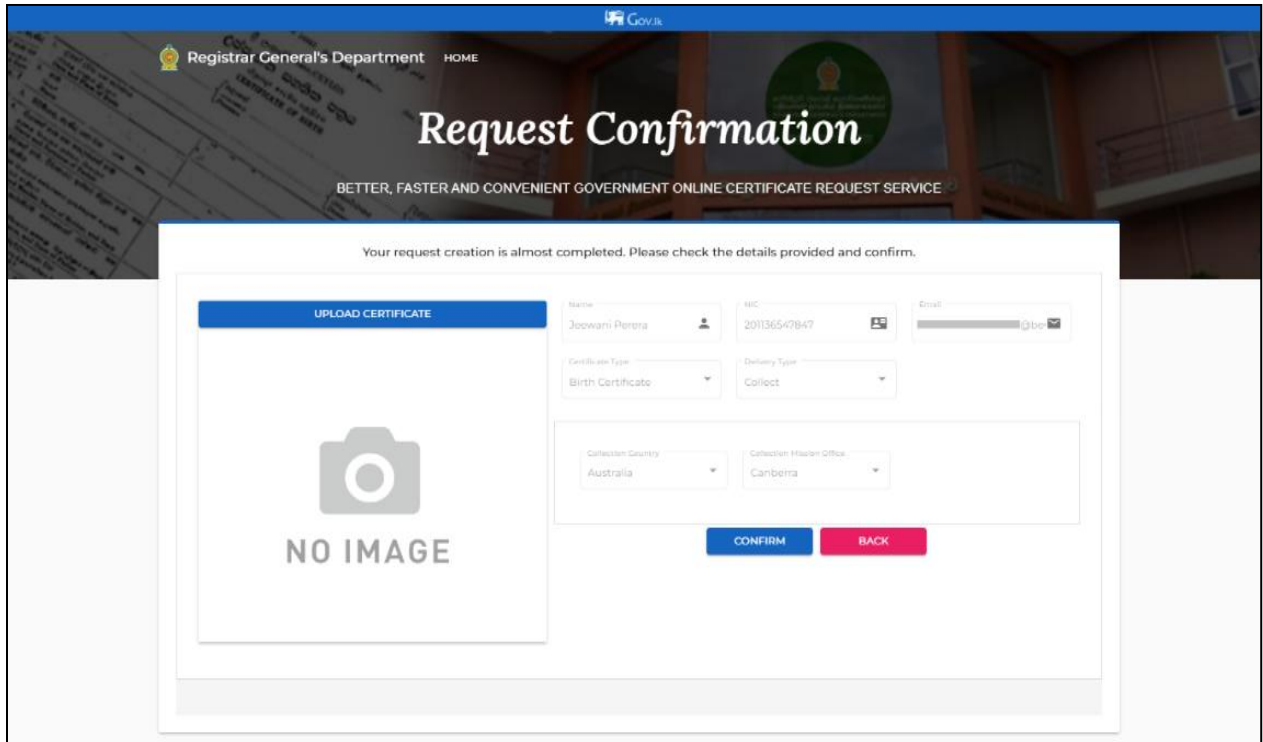


Figure 8 – Request Confirmation

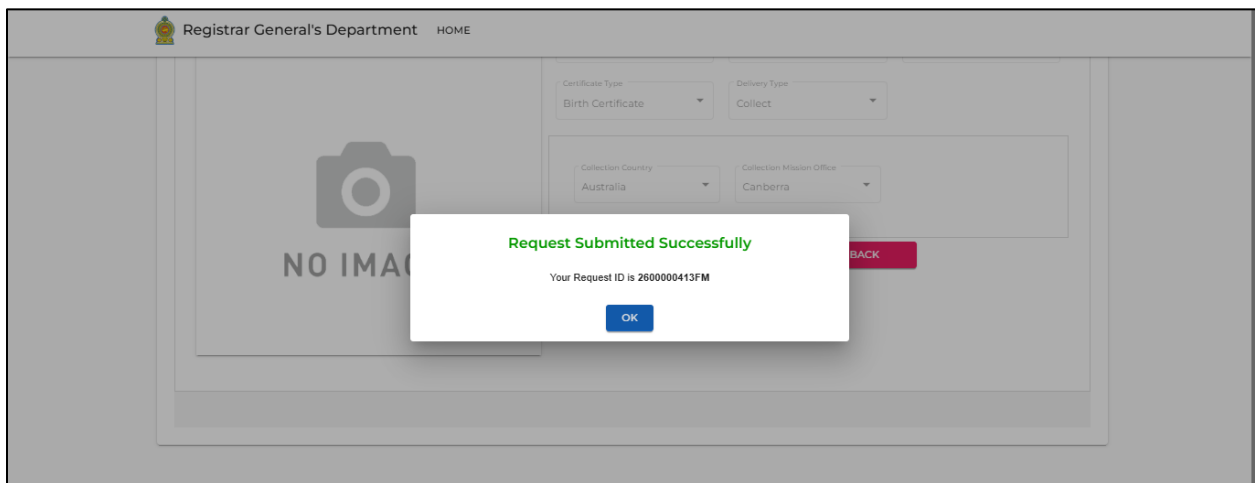


Figure 9 – Success Message

Note:

- If incorrect certificate details are entered, the requester should return to the previous screen and correct the information before submission.

- Upon successful request submission, a confirmation email will be sent to the verified email address containing the assigned **Request ID** together with the necessary instructions related to the certificate availability request.
- If the system becomes unavailable during request submission, retry after some time.

What Happens Next?

- Once your request is submitted, it will be reviewed and processed by an officer from the selected Sri Lankan Mission Office.
- If the requested certificate is available in the system, you will receive an email notification confirming its availability and instructing you to visit the selected mission office to collect the certificate copy or copies.
- When visiting the Sri Lankan Mission Office, you should bring your assigned **Request ID** and present it at the counter for reference.
- If the requested certificate is not available in the system, you will receive an email notification informing you of the certificate's unavailability.
- If the request is rejected by the Sri Lankan Mission Officer, an email notification will be sent informing you of the rejection.
- If the submitted request is not processed by the relevant officer within 30 days from the submission date, the request will be automatically marked as Expired by the system.
- If you do not visit the selected mission office to complete payment and collect the certificate within 30 days after receiving the availability confirmation email, the request will be automatically marked as Expired.

5 Appendix

N/A