

USER MANUAL

Registrar General's Department

eBMD Online Application Public Portal

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Functionality – Online Portal

1.1 Select Language

- Select the preferred language by clicking on the relevant button. (Sinhala, English, and Tamil)
- Users navigates to this screen upon entering the below URL of the web application in a web browser.

Online.ebmd.rgd.gov.lk

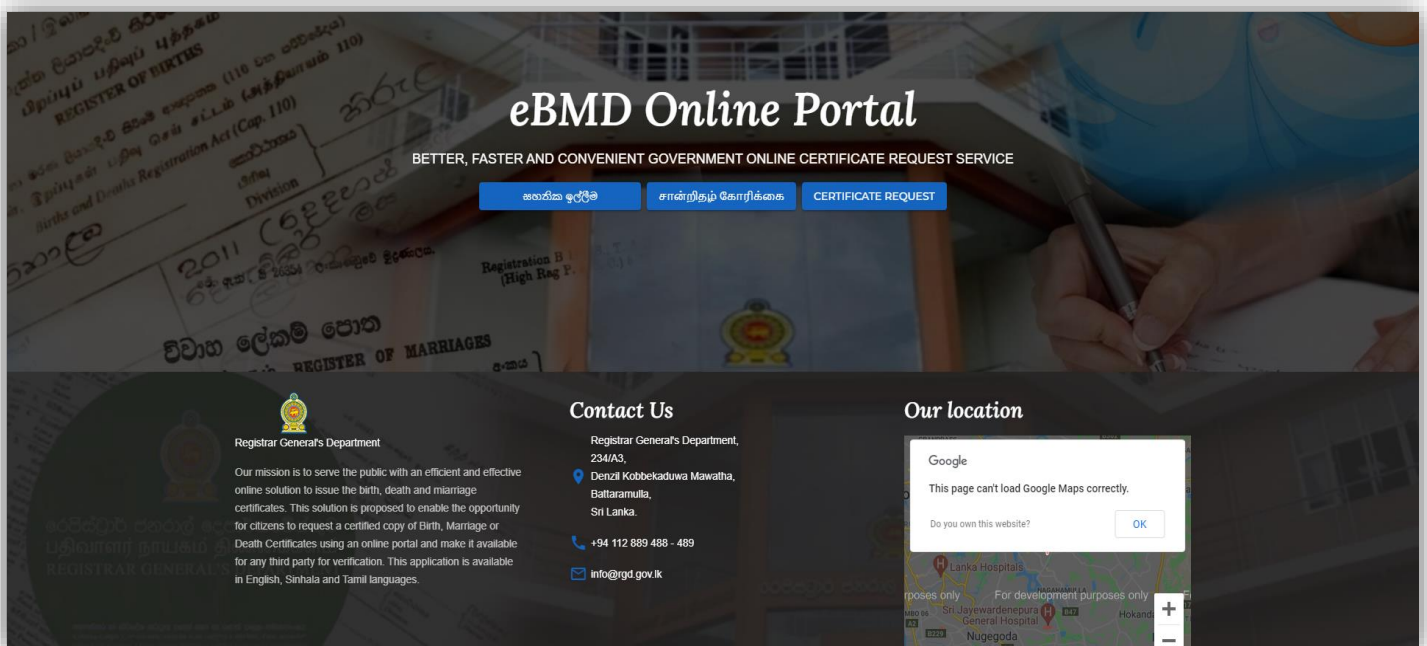


Figure 0.1: Screen for Language Selection Function

1.2 Requester Details

- Here user should verify the requester with the mobile and details of the requester will be captured.
- User enters the required details and clicks on the 'Send PIN' button to get the PIN.

The screenshot shows a web form titled "Certificate Requester Details" with the tagline "BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE". The form is set against a background image of a government building. At the top left, there is text in Sinhala and Tamil: "රෙජිස්ට්‍රාර් ප්‍රධාන දෙපාර්තමේන්තුව" and "பதிவாளர் நாயகம் திணைக்களம்" above "REGISTRAR GENERAL'S DEPARTMENT".

The main form area contains a message: "Prior to place a request, please verify your mobile phone number". Below this are four input fields: "Phone No.*" with a phone icon, "NIC*" with a NIC icon, "Email" with an email icon, and "Name*" with a person icon. A blue "SEND PIN" button is positioned below the "Name*" field.

The footer of the page is dark and contains three columns of information:

- Registrar General's Department:** Includes the department logo and a mission statement: "Our mission is to serve the public with an efficient and effective online solution to issue the birth, death and marriage certificates. This solution is proposed to enable the opportunity for citizens to request a certified copy of Birth, Marriage or Death Certificates using an online portal and make it available for any third party for verification. This application is available in English, Sinhala and Tamil languages."
- Contact Us:** Lists the address "Registrar General's Department, 234/A3, Denzil Kobbekaduwa Mawatha, Battaramulla, Sri Lanka." and provides contact details: "+94 112 889 488 - 489" and "info@rgd.gov.lk".
- Our location:** Features a Google Maps widget with an error message: "This page can't load Google Maps correctly. Do you own this website? OK".

Figure 0.2: Screen for Capturing Requester Details function

- Upon clicking on the 'Send Pin' Button, user views the 'Phone Number Verification' popup to enter the Pin.
- A message is displayed with the masked phone number (only last two digits should be displayed) which the pin has been sent.
- User can request another PIN after 60 seconds of receiving the previous PIN by clicking on the 'Resend PIN' button.
- User clicks on the 'Verify' button to verify the phone number and continue.

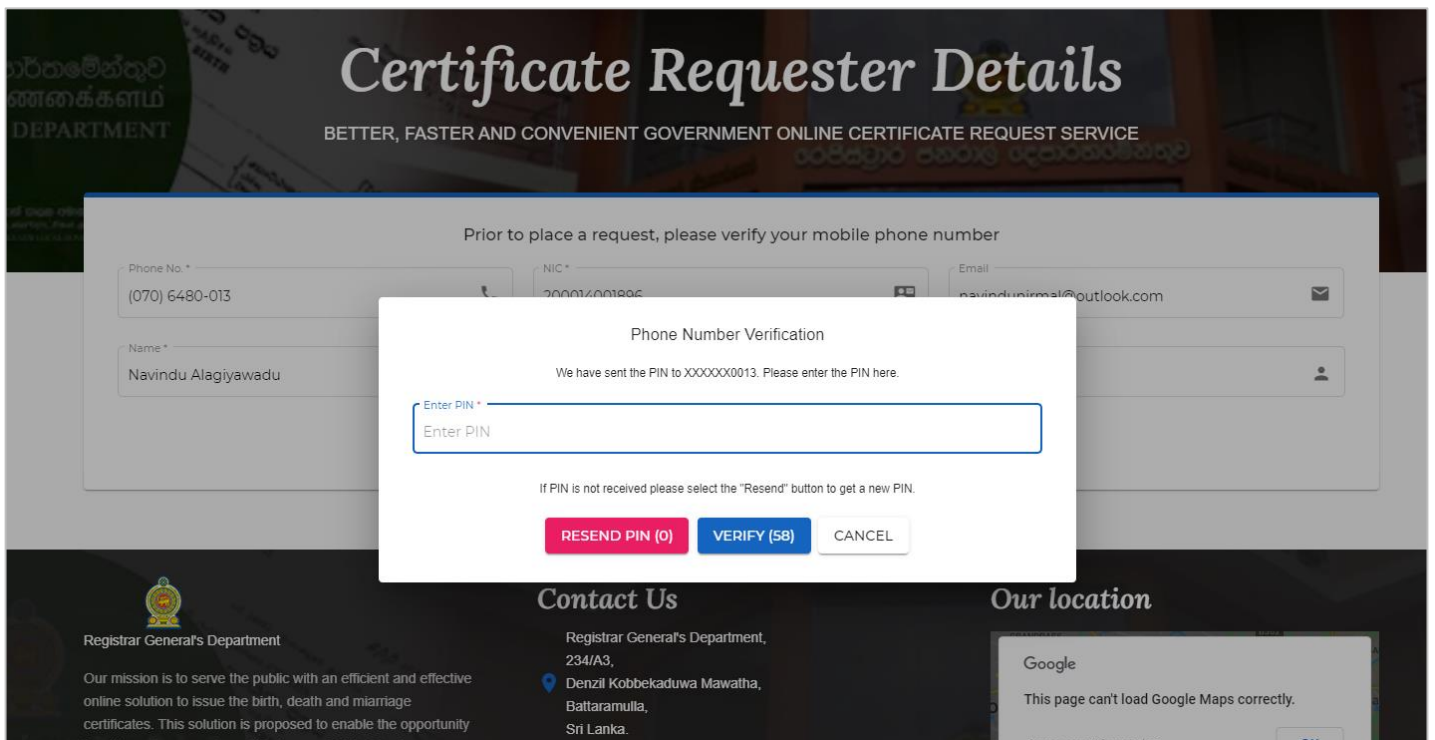


Figure 0.3: Screen for Phone Number Verification Function

- Upon verifying the phone number, user views the screen to select the certificate type and delivery/collection details.
- If 'Courier' or 'Collect from DS' is selected as the delivery type, address fields are enabled and if 'Collect' is selected as the delivery type, 'District' and 'Collection DS' fields are enabled.
- The request will be landed on the DS office which is being selected by the customer when entering the Collection/Address Details.

Please refer below screen of the Requester Details function when delivery type is 'Registered Post' or 'Courier'.

The screenshot displays the 'Request Completion' interface. At the top, it identifies the Registrar General's Department and provides a home link. The main heading is 'Request Completion', followed by the service motto: 'BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE'. A confirmation message states: 'Your phone number is successfully verified. Please complete your request by completing the below form.' The form fields are as follows:

Name Navindu Alagiyawadu	NIC 200014001896	Phone No. (070) 6480-013 VERIFIED
Email navindunirmal@outlook.com	Certificate Type * Birth Certificate	Delivery Type * Courier
Address Line 1 *	Address Line 2 *	City *
District *	DS *	

At the bottom of the form are two buttons: 'SUBMIT' (blue) and 'CANCEL' (red).

Figure 0.4: Screen for Requester Details-Delivery Type= 'Registered Post' or 'Courier' function

Please refer below screen of the Requester Details function when delivery type is 'Collect'.

The screenshot shows a web application interface for the Registrar General's Department. The page title is "Request Completion" with the tagline "BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE". A message at the top of the form states: "Your phone number is successfully verified. Please complete your request by completing the below form." The form contains the following fields:

- Name: Navindu Alagiyawadu
- NIC: 200014001896
- Phone No.: (070) 6480-013 VERIFIED
- Email: navindunirmal@outlook.com
- Certificate Type*: Birth Certificate
- Delivery Type*: Collect
- Collection District* (dropdown)
- Collection DS* (dropdown)

At the bottom of the form are two buttons: "SUBMIT" (blue) and "CANCEL" (red).

Figure 0.5: Screen for Requester Details-Delivery Type= 'Collect' function

1.3 Request Birth Certificate

- Purpose of this functionality is to capture the birth certificate details that the customer is requesting.
- Users navigates to this screen upon selecting 'Birth Certificate' as the certificate type in the requester details page.
- User clicks on the 'Upload certificate' button to upload a sample of the certificate.
- If user clicks on the 'Consular' checkbox, 'Country' field should be enabled to select the country.
- If user clicks on the 'Amendment Done' checkbox, 'Amended Date' field should be enabled to select the 'Amended Date'.
- User enters the required details and clicks on the 'Submit' button and will be directed to the 'Request Confirmation' screen.

Registrar General's Department HOME

Gov.uk

Birth certificate request

BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE

Please fill the form with the requesting birth certificate information.

Certificate No. Consular Birth Certificate: Country

Registered District * Registered DS * Registered Division *

DOB * Name * Gender *

Mother's Name Amendment Done: Amended Date

NO IMAGE

UPLOAD CERTIFICATE

SUBMIT CANCEL

Figure 0.6: Screen for Request Birth Certificate function

1.4 Request Marriage Certificate

- Purpose of this functionality is to capture the marriage certificate details that the customer is requesting.
- Users navigates to this screen upon selecting 'Marriage Certificate' as the certificate type in the requester details page.
- User clicks on the 'Upload certificate' button to upload a sample of the certificate.
- User enters the required details and clicks on the 'Submit' button and will be directed to the 'Request Confirmation' screen.

The screenshot displays the 'Request Marriage Certificate' web interface. At the top, the header shows 'Registrar General's Department HOME' and 'Gov.jk'. The main heading is 'Request Marriage Certificate' with the tagline 'BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE'. Below the heading, a form is presented with the instruction: 'Please fill the form with the requesting marriage certificate information.' The form includes the following fields and controls:

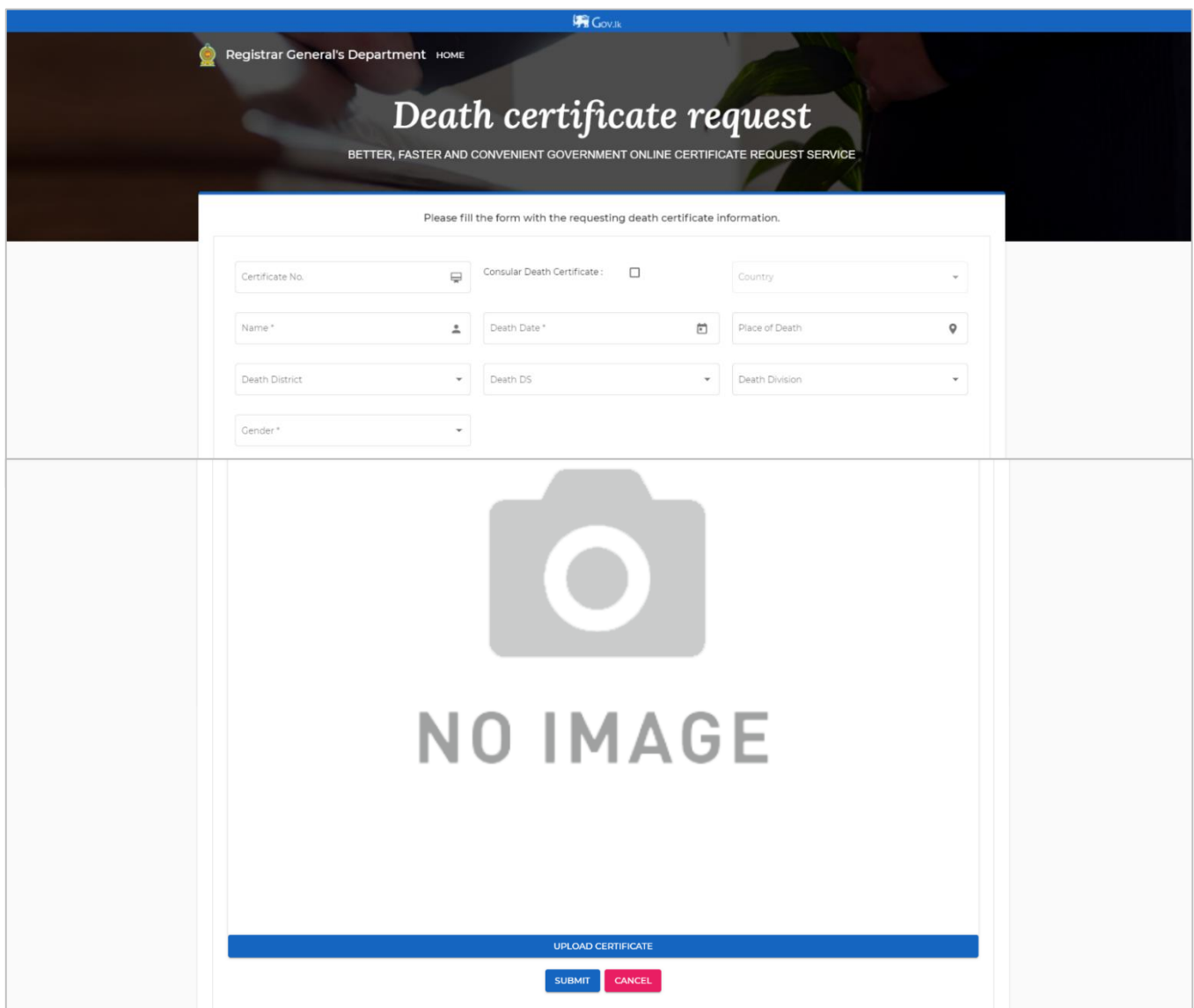
- Certificate No. (text input)
- Consular Marriage Certificate: (checkbox)
- Country (dropdown menu)
- Registered Date * (calendar icon)
- Male Name * (text input with person icon)
- Female Name * (text input with person icon)
- Name of Registrar (text input with person icon)
- Registrar Division (dropdown menu with location pin icon)
- Registered District * (dropdown menu)
- Registered DS (dropdown menu)
- Divison (dropdown menu)

Below the form, a large camera icon and the text 'NO IMAGE' indicate that no certificate image has been uploaded. At the bottom of the form area, there are three buttons: 'UPLOAD CERTIFICATE' (blue), 'SUBMIT' (blue), and 'CANCEL' (red).

Figure 0.7: Screen for Request Marriage Certificate function

1.5 Request Death Certificate

- Purpose of this functionality is to capture the death certificate details that the customer is requesting.
- Users navigates to this screen upon selecting 'Death Certificate' as the certificate type in the requester details page.
- User clicks on the 'Upload certificate' button to upload a sample of the certificate.
- User enters the required details and clicks on the 'Submit' button and will be directed to the 'Request Confirmation' screen.



The screenshot shows a web application interface for requesting a death certificate. The header includes the Registrar General's Department logo and the text 'HOME'. The main heading is 'Death certificate request' with the tagline 'BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE'. The form is titled 'Please fill the form with the requesting death certificate information.' and contains the following fields:

- Certificate No. (text input)
- Consular Death Certificate: (checkbox)
- Country (dropdown menu)
- Name * (text input)
- Death Date * (date picker)
- Place of Death (location picker)
- Death District (dropdown menu)
- Death DS (dropdown menu)
- Death Division (dropdown menu)
- Gender * (dropdown menu)

Below the form is a large area with a camera icon and the text 'NO IMAGE'. At the bottom, there are three buttons: 'UPLOAD CERTIFICATE' (blue), 'SUBMIT' (blue), and 'CANCEL' (red).

Figure 0.8: Screen for Request Death Certificate function

1.6 Request Details Confirmation

- Purpose of this functionality is to display the request details to the requester to confirm.
- Users navigates to this screen upon clicking on the 'Submit' button from the relevant certificate request screen after entering the certificate details.
- User views the request details and a preview of the uploaded sample of the certificate.
- User clicks on the 'Back' button to go back and edit the request details.
- User clicks on the 'Confirm' button to confirm the request and submit the request to the system.

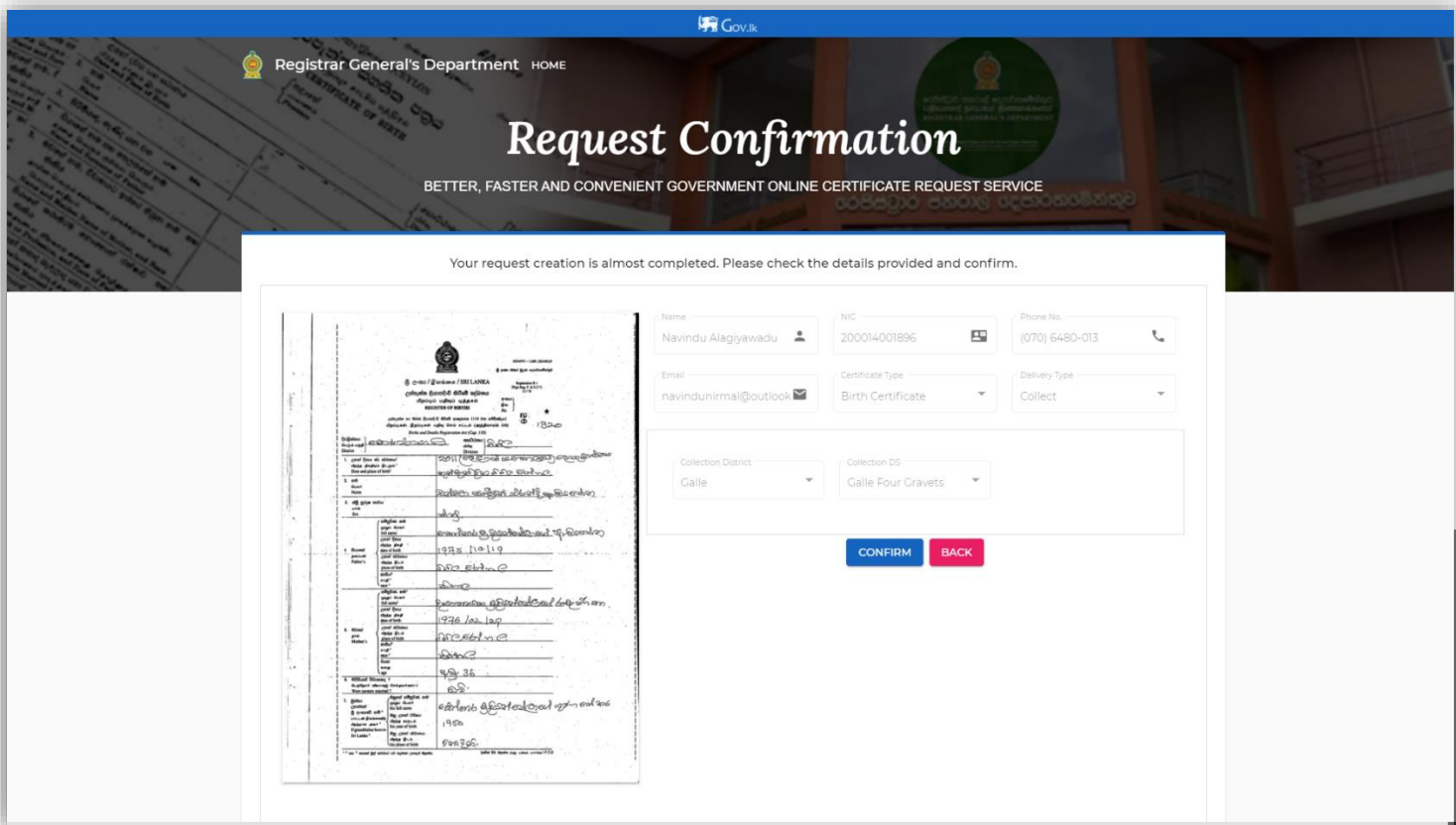


Figure 0.9: Screen for Request Details Confirmation function

1.7 Payment

- Purpose of this functionality is to display the payment details to the requester and direct the requester to the payment process.

eBMD- Online Application

- Users navigates to this screen upon clicking on the Payment Link sent by the eBMD via SMS and Email.
- User views the payment details and a masked preview of the certificate to be printed.
- User can select up to maximum number of 5 copies.
- Once user selects the number of copies, the total amount should be calculated accordingly.
- Upon clicking on the 'Pay' button after selecting the number of copies, user navigates to the payment gateway to proceed the payment.

Registrar General's Department HOME

Certificate Print & Payment Details

BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE

Payment

Number of Copies: 1

Certificate Fee (USD): 100 Delivery Charge (Storage) (USD): 0 Commission Fee (USD): 200

Total (USD): 300 Banknote:

REGISTRAR GENERAL'S DEPARTMENT
REGISTRAR GENERAL'S DEPARTMENT

1973...
1940...
1940...

UPON CLICKING ON THE "PAY" BUTTON, YOU AGREE OUR TERMS & CONDITIONS

PAY CANCEL

Figure 0.10: Screen for Payment function