

User Manual

INOVA[®]

eBMD

eBMD Local Online Portal

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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
SMS	Short Message Service
URL	Uniform Resource Locator
LKR	Sri Lankan Rupees
IPG	Internet Payment Gateway

1 Introduction

1.1 An Overview of the Application

The Local eBMD Online Portal is an online service provided by the Registrar General's Department to enable Sri Lankan citizens to request Birth, Marriage, and Death certificate copies electronically without physically visiting DS offices.

Through this portal, users can submit certificate copy requests by providing the required requester details and certificate information to verify certificate availability in the system. Once the submitted request is reviewed by the relevant officers and certificate availability is confirmed, the requester will receive further communication, including the payment link required to complete the payment process.

This portal is designed to improve accessibility, reduce manual effort, and provide a more convenient certificate request experience for local users.

Core Objectives

- **Enhance Accessibility:** To provide Sri Lankan citizens with convenient online access to request Birth, Marriage, and Death certificate copies without visiting DS offices.
- **Improve Service Efficiency:** To streamline certificate request handling through digital submission and certificate availability verification.
- **Reduce Manual Effort:** To minimize paperwork and manual interactions involved in certificate request submission.
- **Support Digital Payment Facilitation:** To enable users to complete payment after certificate availability is confirmed and the payment link is issued by the relevant office.
- **Improve User Convenience:** To provide a faster and more user-friendly certificate request experience.

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 who intend to use the Local eBMD Online Portal to submit requests for Birth, Marriage, and Death certificate copies.

This manual is specifically intended for:

- **Local eBMD Online Portal Customers:** Users who submit certificate copy 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 mobile number to receive verification PINs, confirmations, and other system-generated notifications.
- A valid debit or credit card enabled for online payments when making certificate payments.

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.

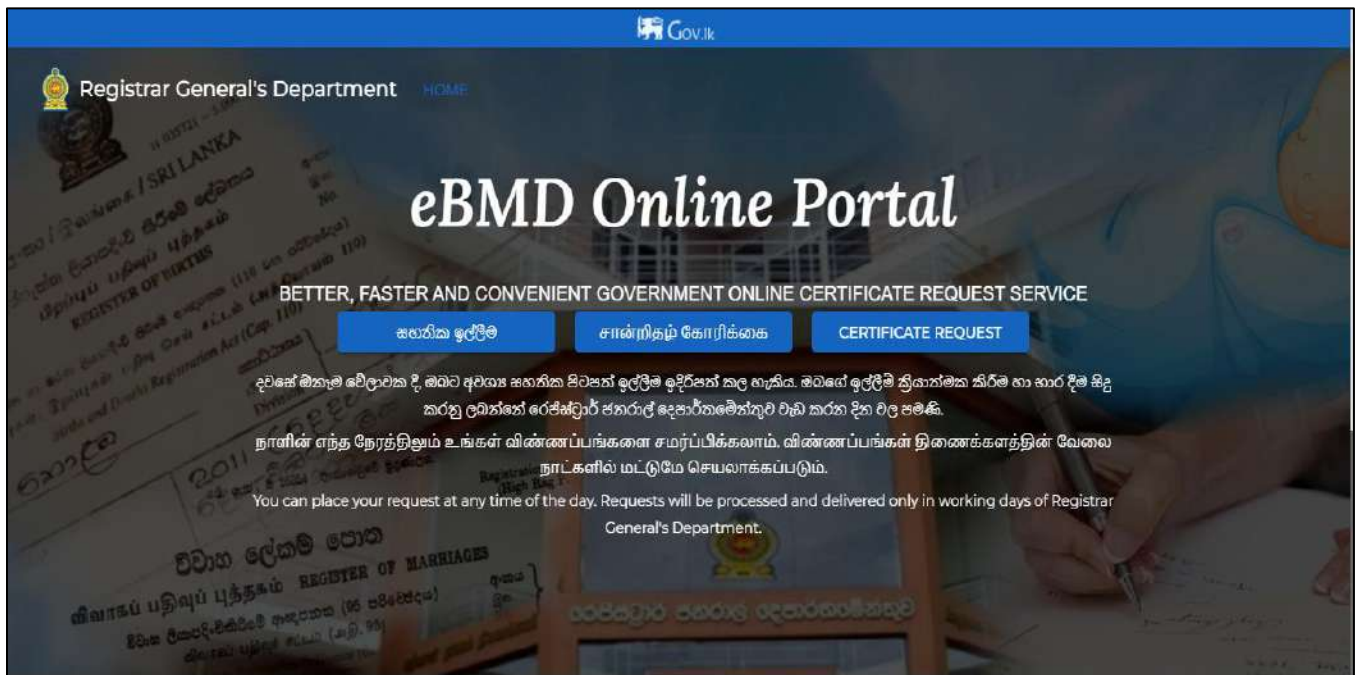


Figure 1 – Home Page

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 copy request. These details are collected to identify the requester and enable further communication related to the request.

1. Select “**Residing in Sri Lanka**” from the **Residence Status** dropdown field.
2. Enter your **Phone Number** 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 **Email Address**, if available.
6. Enter your **Name** in the provided field.
7. Click the “**Send PIN**” button to initiate mobile phone number verification.

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

4.3 Phone Number Verification

The “Phone Number 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 phone number before proceeding with the certificate availability request submission.

1. After clicking “**Send PIN**”, a verification PIN will be sent to the provided phone number.
2. Check your mobile phone and locate the received PIN in your SMS inbox.
3. Enter the received PIN in the “**Enter PIN**” field displayed in the pop-up window.
4. Click the “**Verify**” button to confirm the phone number.
5. Upon successful verification, the system will allow you to proceed to the next step of the certificate request submission.
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..

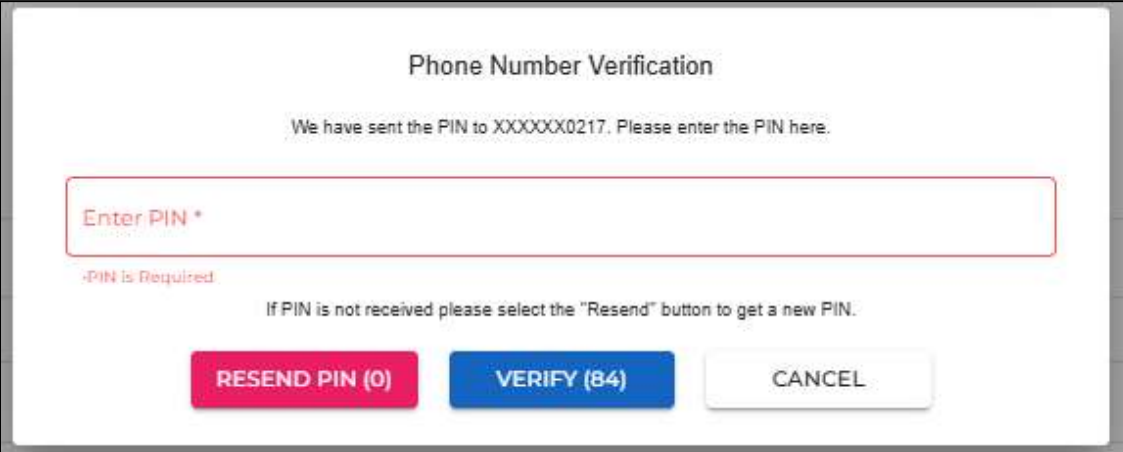


Figure 3 – Phone Number Verification

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 mobile number 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 is displayed after successful phone number verification. On this screen, the requester must complete the certificate request by selecting the required Certificate Type and Delivery Type. Based on the selected delivery type, additional fields will be displayed to capture the certificate collection or delivery information.

1. Verify that the pre-filled requester information, including **Name, NIC / Passport Number, and Phone Number**, is displayed correctly.
2. Select the required **Certificate Type** from the dropdown list.
3. Select the preferred **Delivery Type** from the dropdown list.

If the Delivery Type is selected as Collect;

4. Select the **Collection District** from the dropdown list.
5. Select the **Collection DS** from the dropdown list.
6. Click “**Submit**” to proceed with the certificate request submission.

If the Delivery Type is selected as Speed Post

7. Enter **Address Line 1**.
8. Enter **Address Line 2**.
9. Enter the **City**.
10. Select the **District** from the dropdown list.
11. Select the **DS** from the dropdown list.
12. Click “**Submit**” to proceed with the certificate request submission.

Note:

- The DS fields will remain disabled until a District is selected.
- Once a District is selected, the relevant DS options will be enabled for selection.
- Click “Cancel” if you do not wish to continue with the request.

Registrar General's Department HOME

Request Completion

BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE

Your phone number is successfully verified. Please complete your request by completing the below form.

Name Gayatri Pereira	NIC 200458508777	Phone No. VERIFIED
Email	Certificate Type*	Delivery Type*

SUBMIT CANCEL

Figure 4 – Request Completion – Default

Registrar General's Department HOME

Request Completion

BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE

Your phone number is successfully verified. Please complete your request by completing the below form.

Name Gayatri Pereira	NIC 200458508777	Phone No. VERIFIED
Email	Certificate Type*	Delivery Type* Collect
Collection District*	Collection DS	

Select the District to collect the certificate. Select the DS office to collect the certificate.

SUBMIT CANCEL

Figure 5 – Request Completion – Collection

Registrar General's Department HOME

Request Completion

BETTER, FASTER AND CONVENIENT GOVERNMENT ONLINE CERTIFICATE REQUEST SERVICE

Your phone number is successfully verified. Please complete your request by completing the below form.

Name Cayson Daniels	RIC 200450989717	Phone No. VERIFIED
Email	Certificate Type *	Delivery Type * Speed Post
Address Line 1 *	Address Line 2 *	City *

Please select the office to proceed with your request

District *	DIS
------------	-----

SUBMIT CANCEL

Figure 6 – Request Completion – Speed Post

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 accurate certificate details to support certificate copy request 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**.

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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>Place 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 7 – 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 accurate certificate details to support certificate copy request 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. <small>Please enter the certificate number</small>	Consular Marriage Certificate: <input type="checkbox"/>	Country
Registered Date *	Male Name *	Female Name *
Name of Registrar	Registrar Division	Registered District *
Registered DS	Division	

UPLOAD CERTIFICATE



NO IMAGE

SUBMIT CANCEL

Figure 8 – 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 accurate certificate details to support certificate copy request 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**.

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. <small>Please enter the certificate number</small>	Consular Death Certificate: <input type="checkbox"/>	Country
Name *	Death Date *	Place of Death
Death District *	Death OS	Death Division
Gender *		

UPLOAD CERTIFICATE



NO IMAGE

SUBMIT CANCEL

Figure 9 – 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 request. This screen displays the requester details, selected certificate details, delivery information, and uploaded certificate image for final verification prior to confirmation.

1. Review the displayed requester information, including **Name, NIC / Passport Number, Phone Number, and Email Address.**
2. Verify the selected **Certificate Type** and **Delivery Type.**
3. Review the uploaded certificate image, if provided.

If Delivery Type is selected as Collect

4. Verify the selected **Collection District.**
5. Verify the selected **Collection DS.**
6. Click the “**Confirm**” button to complete the certificate request submission.

If Delivery Type is selected as Speed Post

7. Verify **Address Line 1.**
8. Verify **Address Line 2.**
9. Verify the **City.**
10. Verify the selected **District.**
11. Verify the selected **DS.**
12. Click the “**Confirm**” button to complete the certificate request submission.

Note:

- Click the “Back” button if any information needs to be modified before submission.
- Upon successful confirmation, the system will display a confirmation message together with the assigned Request ID.

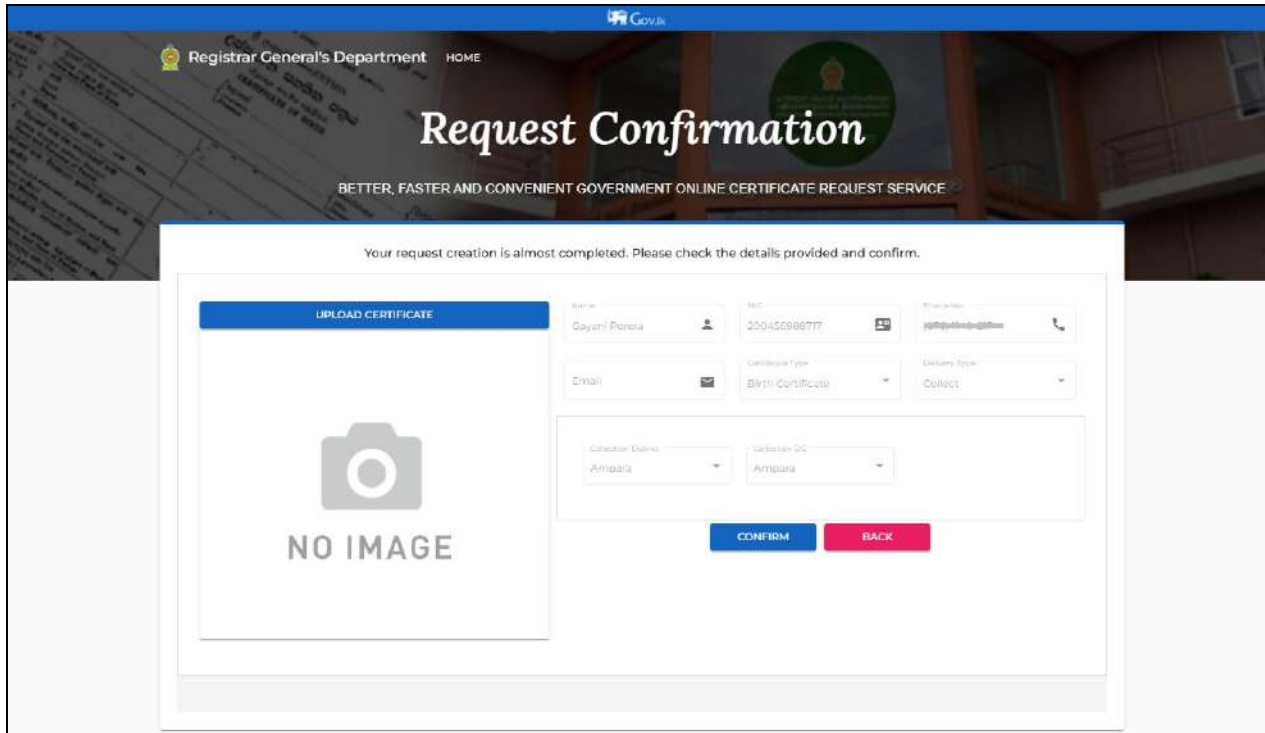


Figure 10 – Request Confirmation – Collection

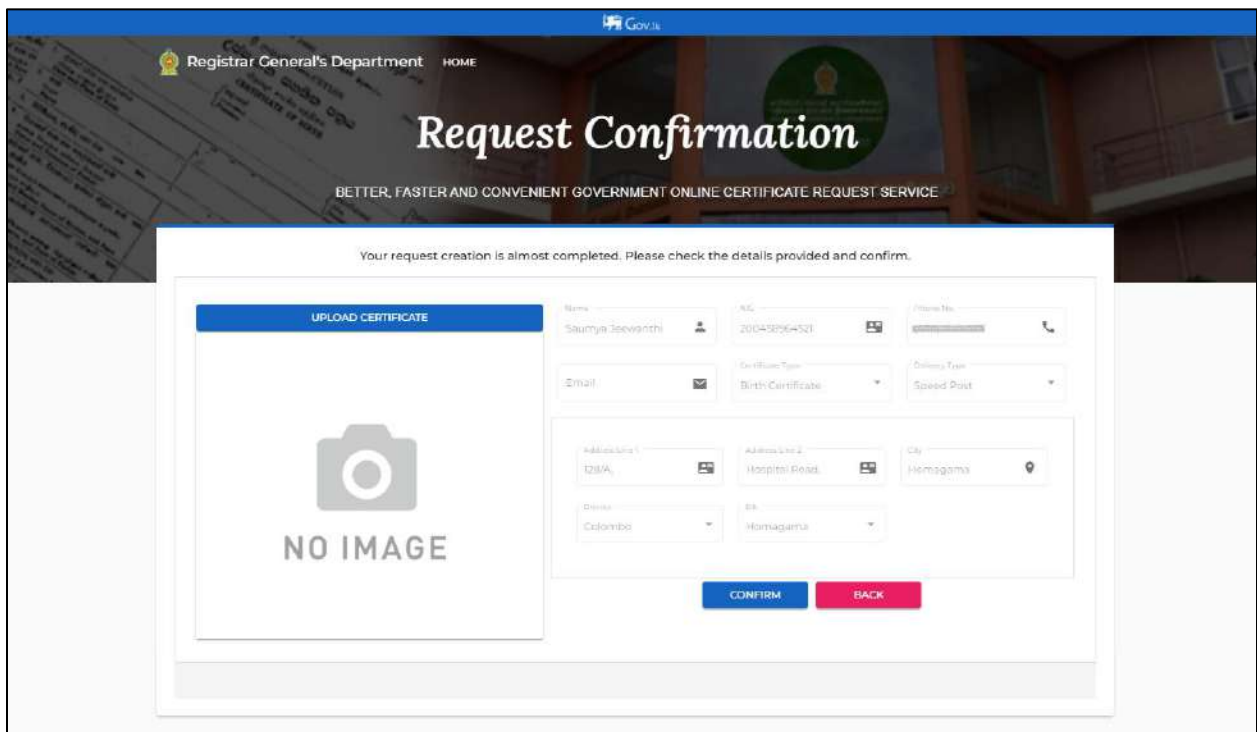


Figure 11 – Request Confirmation – Speed Post

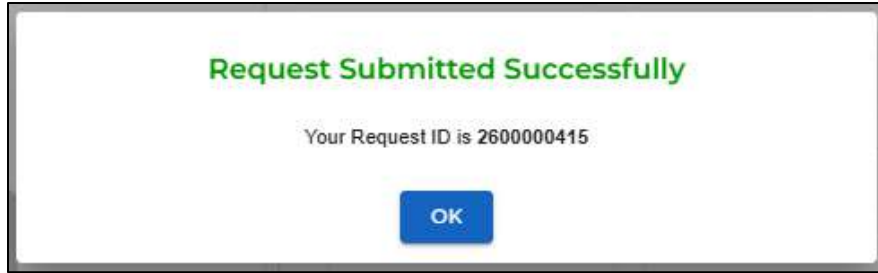


Figure 12 – Success Message

Note:

- If incorrect certificate details are entered, the requester should return to the previous screen and correct the information before submission.
- Upon successful submission of the request, a confirmation SMS and/or email will be sent containing the assigned **Request ID** together with the necessary instructions for future reference.
- If the system becomes unavailable during request submission, retry after some time.

How to Make the Payment?

4.9 Certificate Print and Payment Details

The “Certificate Print and Payment Details” screen is displayed when the requester accesses the payment link received through SMS after the certificate availability request has been reviewed and approved. This screen allows the requester to select the required number of certificate copies, review the calculated payment details, and proceed to the payment gateway to complete the payment.

1. Open the SMS received to your verified mobile number and click on the provided payment link.
2. The system will direct you to the **eBMD Online Portal – Payment** and display the “**Certificate Print and Payment Details**” screen.
3. Select the required **Number of Copies** from the dropdown list.
4. Review the payment details displayed by the system:
 - **Certificate Fee**
 - **Delivery Charge / Postage**
 - **Convenience Fee**
 - **Total Amount**
5. Verify the certificate preview displayed below the payment section.
 - The preview displays only a partial section of the requested certificate for reference, as the full certificate is intentionally not displayed for security purposes.
6. Click the “**Pay**” button to initiate the payment process.
7. A payment confirmation pop-up will be displayed requesting confirmation before proceeding.
8. Click “**Yes**” to proceed to the payment gateway and continue with the payment.

9. Click **“No”** if you do not wish to continue with the payment process and remain on the current screen.
10. Click the **“Cancel”** button if you wish to exit the payment process.

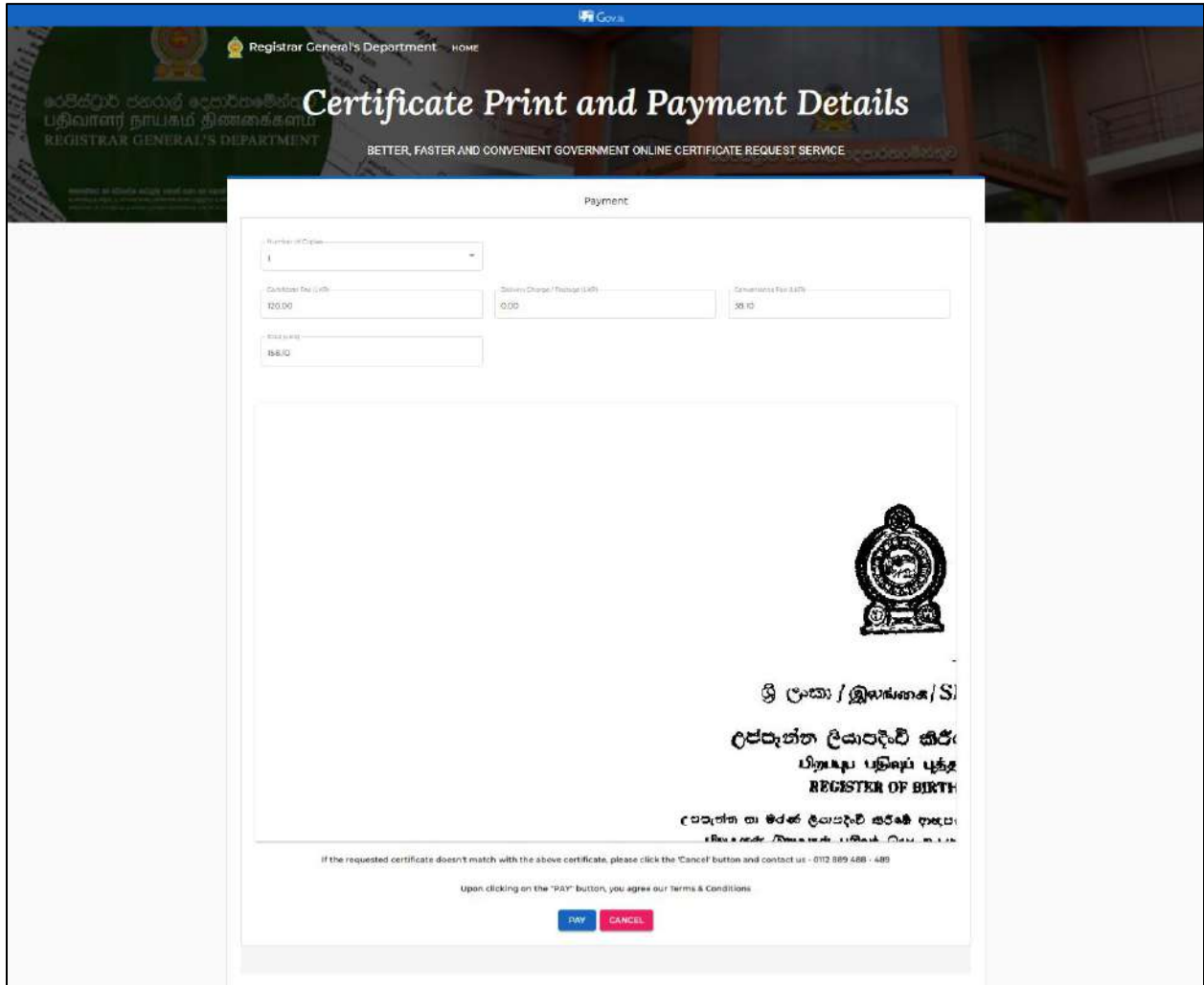


Figure 13 – Certificate Print and Payment Details



Figure 14 – Confirmation Pop-up

4.10 Payment Method Selection (Lanka Government Payment Service)

The “Payment Method Selection” screen is displayed after the requester confirms the payment from the “Certificate Print and Payment Details” screen. This screen allows the requester to review the payment terms and conditions, select the preferred payment method, and proceed to complete the transaction securely through the government payment service.

1. Review the displayed **Terms and Conditions** before proceeding with the payment.
2. Select the **“I Accept”** checkbox to confirm acceptance of the payment terms and conditions.
3. Select the preferred **Payment Method** from the dropdown list.
4. Click the **“Proceed”** button to continue with the payment process.
5. Click the **“Back”** button to return to the previous screen if required.
6. Click the **“Cancel”** button if you do not wish to continue with the payment.

Note: The transaction must be completed within **10 minutes**. If the payment session expires, the requester must restart the payment process using the received payment link.

The screenshot shows the 'Payment Method Selection' interface. At the top left is the LGPS logo, and at the top right is the national emblem. The main heading is 'LANKA GOVERNMENT PAYMENT SERVICE'. A red warning banner states 'Please complete the Transaction within 10 minutes'. Below this, the 'Terms and Conditions' are listed, followed by a note about debit card usage. A checkbox labeled 'I ACCEPT' is present. A central box titled 'Choose your Payment Method:' contains a dropdown menu with 'Select' as the current option. At the bottom, there are 'Back', 'Cancel', and 'Proceed' buttons. The footer includes the LGPS logo, 'Powered by ICTA', and the slogan 'always actioned'.

Figure 15 – Payment Gateway

4.11 Payment Confirmation

The “Payment Confirmation” screen is displayed after the requester selects the preferred payment method and proceeds from the payment initiation screen. This screen allows the requester to review the selected payment gateway and confirm the payment amount before proceeding to the final payment processing stage.

1. Review the displayed **Payment Gateway** details.
2. Verify the payment summary, including:
 - **Amount to be paid**
 - **Convenience Fee**
 - **Total Payment Amount**
3. Ensure that the displayed total amount is correct before proceeding.
4. Click the “**Pay Now**” button to continue to the payment processing stage.
5. Click the “**Cancel**” button if you do not wish to continue with the payment.

Note: Once “**Pay Now**” is clicked, the system will proceed to the selected payment gateway for final payment authorization.



The screenshot shows the "Confirm Payment Details" screen. At the top, there are logos for LGPS, LANKA GOVERNMENT PAYMENT SERVICE, and the national emblem. The main content area features a table with the following details:

Description	Amount (LKR)
Payment Gateway :	
Amount to be paid :	158.10
Convenience Fee :	0.00
Total Payment Amount :	158.10

Below the table, there are two buttons: "Cancel" and "Pay Now". At the bottom of the screen, there are logos for LGPS, LANKA GOVERNMENT PAYMENT SERVICE, and ICTA (ideas actioned).

Figure 16 – Payment Confirmation

4.12 Card Payment

The “Card Payment” screen is displayed after the requester confirms the payment details and proceeds to the selected payment gateway. This screen allows the requester to enter card details and complete the payment securely through the authorized bank payment service.

1. Review the displayed payment amount and total amount before proceeding.
2. Enter the **Name on Card** exactly as printed on the card.
3. Enter the **Card Number** in the relevant field.
4. Enter the **Expiry Date** in **MM/YY** format.
5. Enter the **CVC** number displayed on the card.
6. Review all entered card details carefully.
7. Click the “**Submit**” button to proceed with payment authorization.
8. System processes payment
9. Display result based on transaction outcome:
 - Payment Successful
 - Payment Unsuccessful
10. If the payment is successful, the requester will be redirected back to the eBMD Online Portal, where a confirmation pop-up will be displayed showing:
 - Paid Amount
 - Request ID
 - Requester Name
 - Request Status as Successful
11. Click the “**OK**” button to close the confirmation message.
12. If the payment is unsuccessful, the system will display an unsuccessful payment message and the requester may retry the payment process using valid card details.

Note: Ensure that the entered card details are accurate and that the card is enabled for online transactions before proceeding.

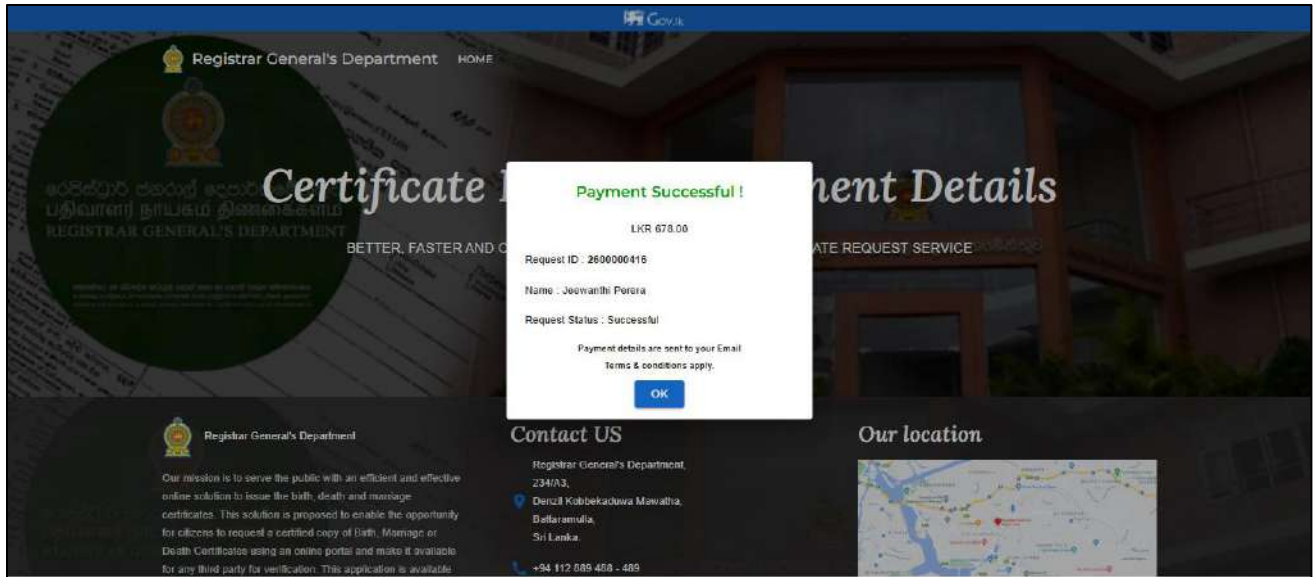


Figure 17 – Payment Successful

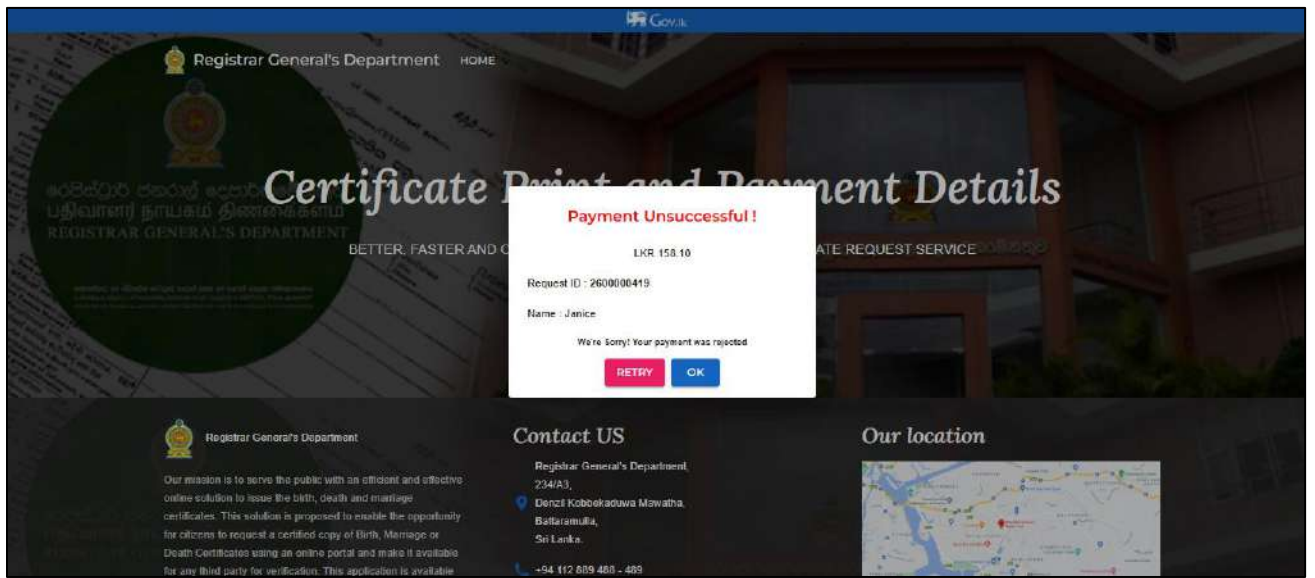


Figure 18 – Payment Unsuccessful

4.13 Payment Issues

If an issue occurs during the payment process, the requester should follow the guidance below:

- If the payment fails due to incorrect card details, verify the entered card information and retry the payment.
- If the payment fails due to insufficient funds or card restrictions, use another valid card enabled for online transactions.
- If the payment session expires, restart the payment process using the payment link received through SMS or email.
- If the payment is interrupted due to internet connectivity issues, reconnect and retry the payment process.
- If the payment amount is deducted but the system does not confirm success, contact the relevant bank and the Registrar General's Department using the payment reference details.

5 Appendix

N/A