

Digital Mission Platform Blueprint

One platform for every Sri Lankan in Israel, every partner organisation and every embassy officer.



Consular



Welfare



Crisis



Opportunities



Trade and investment



Community

For the Ambassador and the programme sponsor

13 service domains

6 phases

18 months

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The case for change

At a glance

Why now

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Governance

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A

The full scope

116 requirements by domain

01

CHAPTER 1

The case for change

What the programme is, why the mission needs it now, and what changes for people.

1 At a glance

2 Why now

3 Today and tomorrow



The whole programme on one page



13

service domains on one foundation



116

capabilities mapped to a phase



6

phases over 18 months



15,000+

Sri Lankans on the registry within two years



Register once →



Reached in any crisis



Renew a passport online



Report a problem



Apply for opportunities



Join community events

PHASE 0 · wk 1–6



Discovery

Validate, consult, plan

PHASE 1 · m 2–6



Foundation

Registry, crisis, consular online

PHASE 2 · m 6–9



Opportunities

Publish and apply

PHASE 3 · m 9–12



Welfare, legal

Workers protected end to end

PHASE 4 · m 12–15



Economic

Trade, investment, culture

PHASE 5 · m 15–18



Scale

AI assistant, handover

RECOMMENDED

Full programme

- ✓ All six phases, 18 months
- ✓ Every domain, including trade, investment and culture
- ✓ AI assistant and replication kit for other missions

LEAN FALLBACK

Phases 0 to 3

- ✓ 12 months
- ✓ Every obligatory service to nationals
- ✓ The opportunities marketplace
- ✓ Phases 4 and 5 decided later on results

Four pressures on the mission

Each one is a reason the current way of working cannot scale.



A growing community

15,000+

Sri Lankans expected within two years, up from 8,000 today

- Historically 9 in 10 were caregivers
- Construction and agriculture opened since 2023
- About 1,000 caregivers a year planned



A wider mandate

3 portfolios

Foreign Affairs, Foreign Employment and Tourism

- Labour welfare is now a core duty
- Tourism promotion is now a core duty
- Plus consular, protection and economic work



Recurring crises

213

return registrations handled by hand, June 2025

- Two caregivers killed on 7 October 2023
- No tool to reach everyone in minutes
- No way to see who is unaccounted for



A website at its limit

8

appointment buttons, and little else online

- No online application or payment
- No case tracking, no Hebrew
- No WhatsApp channel for workers

Recent labour flows to Israel, by sector (people)



Each bar covers a different reporting period, as published by SLBFE and reported in the press. Sources are listed at the end.



Jobs go through SLBFE

- Only SLBFE may recruit Sri Lankans for Israel; private agencies are excluded
- The platform collects employer demand and candidates, then hands them to SLBFE
- Training, scholarships and business opportunities have no such limit

3 • TODAY AND TOMORROW

What changes for people and the mission

TODAY

Counters, calls, inboxes
and spreadsheets

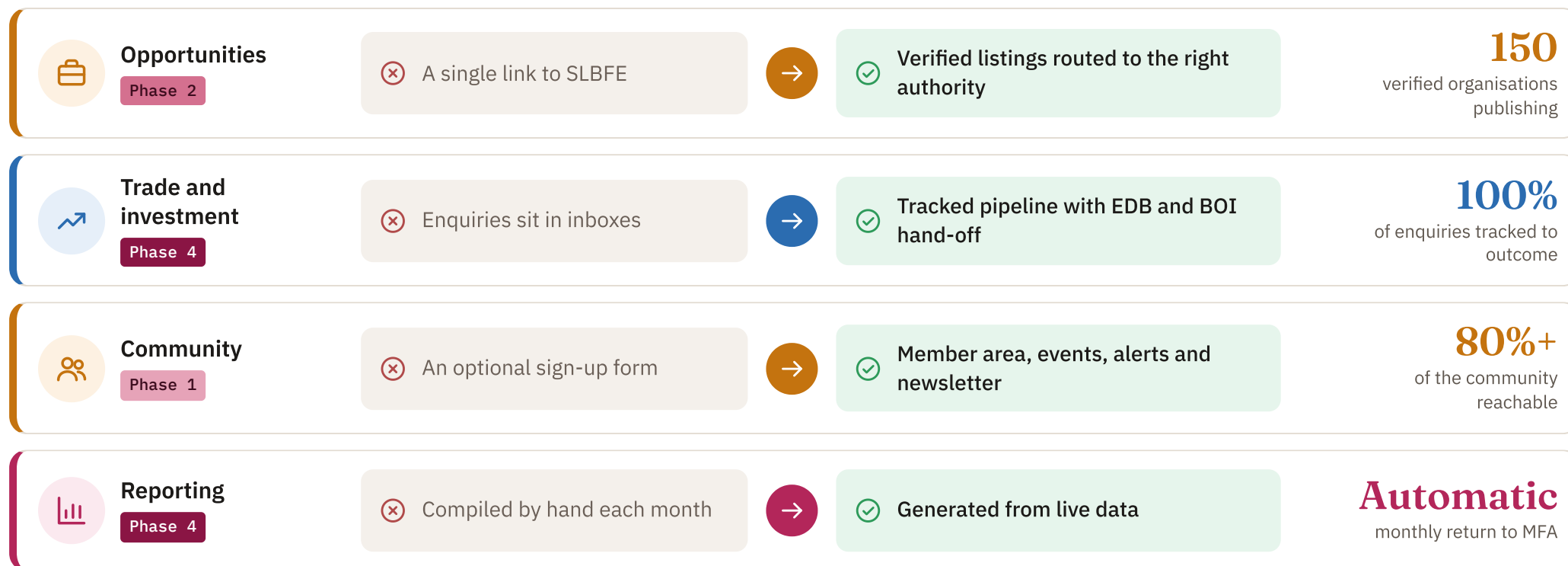


WITH THE PLATFORM

One registration. Every
service on a phone.



AREA	TODAY		WITH THE PLATFORM	TARGET
 Consular Phase 1	 Counter visits and email, no tracking		 Apply, upload, pay and track from a phone	90% of applications started online
 Crisis Phase 1	 Phone calls and spreadsheets		 One-tap alerts and a live headcount	1 hour for 90% to confirm they are safe
 Workers Phase 3	 No record of employer or contract		 Employment record and tracked grievances	100% of welfare cases tracked end to end



Each tag shows the phase in which the change goes live. Targets are the end-of-programme figures from the Outcomes section.

02

CHAPTER 2

The scope

Who the platform serves, the thirteen domains it covers, and how the pieces fit together.

4

Who it serves

5

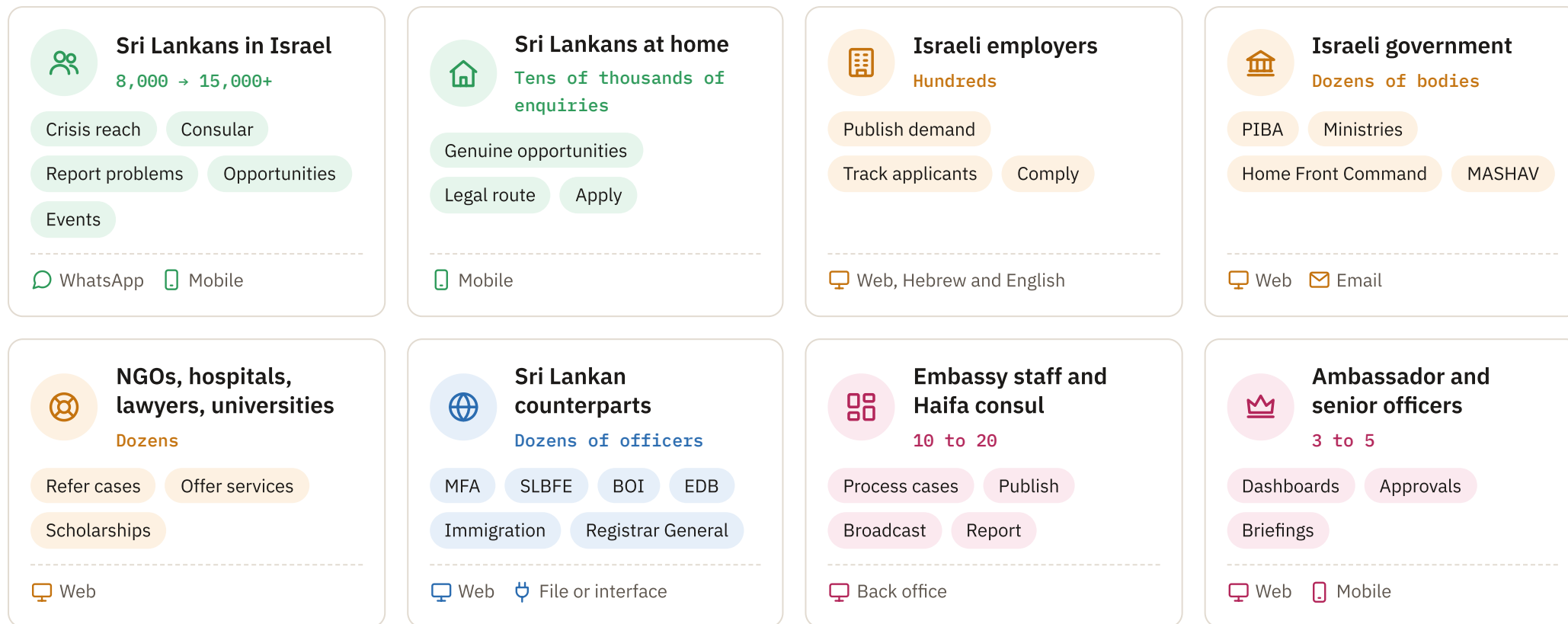
Thirteen domains

6

How it fits



Eight groups, one front door



Thirteen domains on one foundation

■ P0 Discovery
 ■ P1 Foundation
 ■ P2 Opportunities
 ■ P3 Welfare and legal
 ■ P4 Economic
 ■ P5 Scale

Capabilities mapped per domain (count)

Platform foundation 27

TIER A · OBLIGATORY

Consular and civil registry 14

Labour and welfare 11

Crisis and emergency 8

Protection and legal 7

TIER B · PROMOTION

Trade 4

Investment 4

Education, science, culture 4

Public diplomacy 4

Agriculture, water, technology 3

Tourism 3

TIER C · COMMUNITY AND OPERATIONS

Opportunities marketplace 11

Mission operations 9

Community and diaspora 7

Counts come from the full requirement list in the appendix. The foundation is the largest block because every domain reuses it.



Platform foundation

Built once in Phase 1, reused by everything



Identity

Phone or email code, passport verified, staff roles



One record per person

Contacts, status, emergency contacts, consents, family



Case engine

Every request tracked; staff change workflows without code



Appointments

Slots, reminders, walk-in queue, Haifa calendar



Documents

Phone-camera upload, encryption, certificates, e-signature



Messaging

WhatsApp, SMS, email, push; voice menu in Sinhala and Tamil



Payments

Card fees in NIS, automatic receipts and reconciliation



Security and hosting

Israeli cloud region, backups abroad, both privacy laws



Tier A • Obligatory services

What the embassy must do for its nationals



A1 Consular and civil registry

P1

P3

P5

- ✓ 10 services online: apply, upload, pay, track
- ✓ Passports, visas, emergency travel documents
- ✓ Birth, marriage and death registration
- ✓ Attestation, power of attorney, police clearance, licences
- ✓ Repatriation of remains checklist

Immigration

Registrar General

Motor Traffic

Police



A2 Labour and welfare

P3

P4

- ✓ Employment record for every worker
- ✓ Grievances: wages, abuse, documents, employer change
- ✓ Injury, death-in-service and compensation
- ✓ Directory of NGOs, shelters and lawyers
- ✓ Welfare dashboard for SLBFE and MFA

SLBFE

PIBA

Ministry of Labour

National Insurance

NGOs



A3 Protection and legal

P1 P3

- ✓ Rights library in three languages
- ✓ Detention visits and court tracking
- ✓ Legal aid referrals and lawyer panel
- ✓ Trafficking victims, missing persons, minors

Police

Courts

Prison Service

Legal aid NGOs



A4 Crisis and emergency

P1 P3

- ✓ One-step alerts on every channel
- ✓ One tap: "I am safe" or "I need help"
- ✓ Live headcount by region
- ✓ Evacuation lists for MFA and airlines
- ✓ SMS-only mode if data networks fail

Home Front Command

MFA

Airlines



Tier B • Promotion and relations

What the mission is mandated to promote



B1 Trade

P4

- ✓ Trade enquiries routed to EDB
- ✓ Exporter and buyer matchmaking
- ✓ Trade fairs and delegations



B2 Investment

P1 P4

- ✓ Investor and digital nomad visa guidance
- ✓ Investor pipeline with BOI hand-off
- ✓ Roadshows and reporting



B3 Agriculture, water, technology

P2 P4

- ✓ MASHAV courses via the marketplace
- ✓ Cooperation projects and MoUs tracked
- ✓ Agri-tech partner directory



B4 Tourism

P1 P4

- ✓ Visit Sri Lanka hub, Hebrew and English
- ✓ Travel trade campaigns
- ✓ Familiarisation trips



B5 Education, science, culture

P1 P2 P4

- ✓ Scholarships via the marketplace
- ✓ Student registry and university links
- ✓ Vesak, Poson and Independence Day events



B6 Public diplomacy

P1 P4

- ✓ News, advisories and press
- ✓ Community newsletter
- ✓ Rating after every service



Tier C • Community and operations

The people and the mission's own work



C1 Community and diaspora

P1 P3 P4

- ✓ Register once, verified eligibility
- ✓ Member area: cases, documents, alerts
- ✓ Events with RSVP and galleries
- ✓ Volunteers callable in a crisis
- ✓ Diaspora skills and philanthropy



C2 Opportunities marketplace

P2 P5

- ✓ Verified organisations only
- ✓ Four categories, each routed correctly
- ✓ Applications tracked to outcome
- ✓ Employer dashboard and talent pool
- ✓ Scam reporting and public register



C3 Mission operations

P1 P3 P4 P5

- ✓ Staff queues with deadlines
- ✓ Counter and kiosk mode
- ✓ Haifa consul workspace
- ✓ Fees reconciled automatically
- ✓ AI assistant for first-line enquiries

6 • HOW IT FITS

Architecture in six layers

Everyone enters through one door and one identity. Every domain reuses the same shared services.

1 CHANNELS

Public portal

Mobile web app

WhatsApp and SMS

Store apps

Counter and kiosk

Haifa consul

Staff office

↓ every request

2 IDENTITY AND ACCESS

Nationals: phone or email code, passport verified

Organisations: verified by company number

Staff and Honorary Consul: roles and audit

↓ who is asking

3 SERVICE DOMAINS

A · OBLIGATORY



B · PROMOTION



C · COMMUNITY AND OPERATIONS



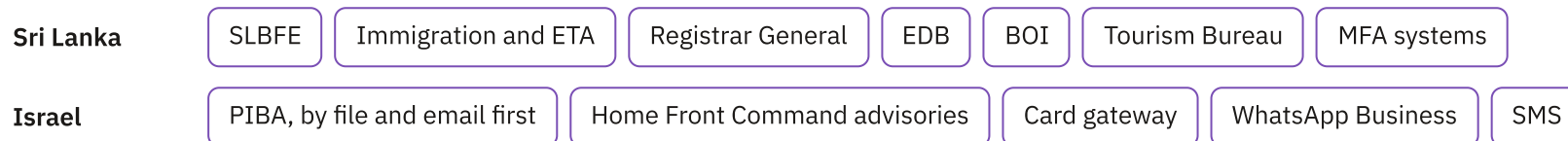
↓ every domain reuses

4 SHARED SERVICES



↓ outside systems only through adapters

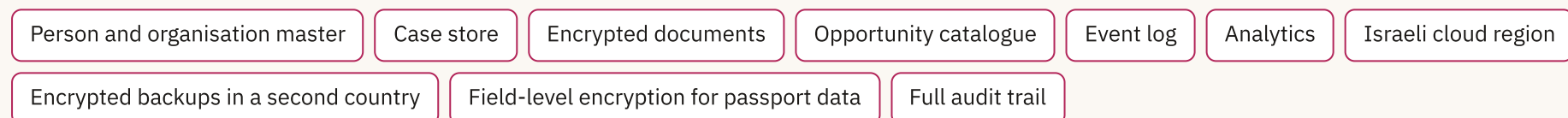
5 INTEGRATION LAYER



Dashed: outside the mission's control. Each system has its own adapter, so it can change without touching the platform.

↓ stored and protected

6 DATA AND HOSTING



Filled blocks go live in Phase 1. Every later module plugs into the same identity, services and data.



Where each opportunity goes



Sector-protocol jobs

Construction, agriculture, hospitality



SLBFE



Caregiver placements

Home-based care



SLBFE



Training and scholarships

MASHAV courses, university scholarships



Ministries and Education



Business, investment, tenders

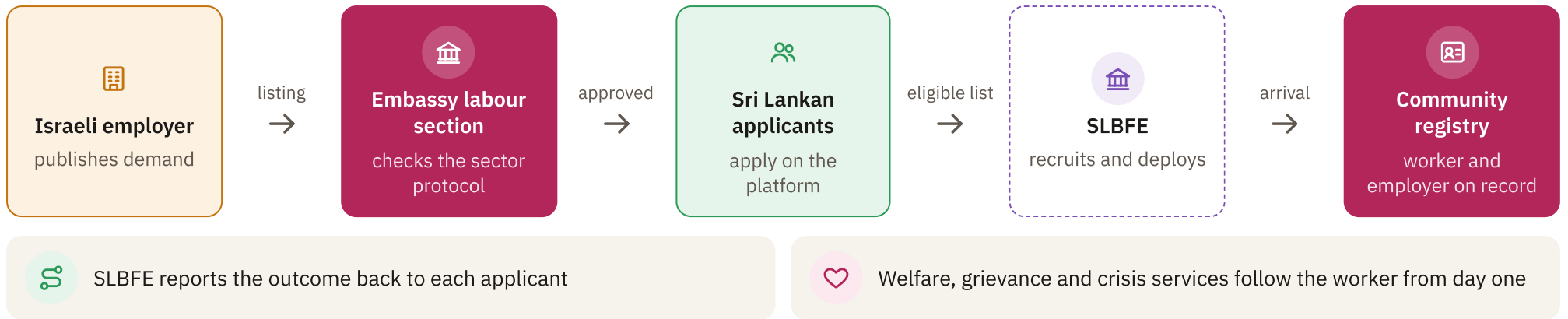
Partners, suppliers, investors



EDB and BOI



The journey of a job



SLBFE, dashed, stays outside the platform. The hand-off starts as a file exchange and moves to an interface when SLBFE offers one.

03

CHAPTER 3

Delivery and impact

Six phases, what each one delivers, how success is measured, and how the platform lasts.

7

Six phases

8

Outcomes

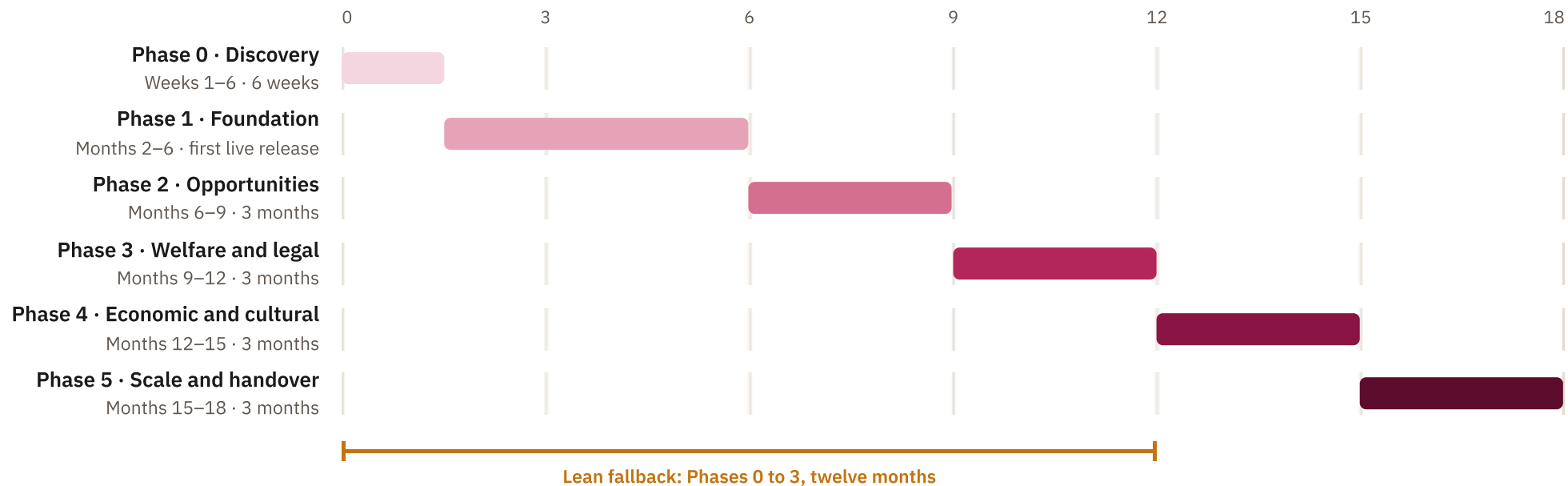
9

Sustainability



A live release every three months

Eighteen-month timeline (months)





PHASE 0

Discovery

6 weeks

- ✓ Interviews and service mapping
- ✓ SLBFE consultation
- ✓ Sponsor agreement and data rule
- ✓ Privacy assessment, both laws
- ✓ Design system and Phase 1 backlog

Gate: Ambassador and sponsor approve Phase 1



PHASE 1

Foundation

4.5 months

- ✓ New public website
- ✓ Community registry and member area
- ✓ Crisis alerts and live headcount
- ✓ 10 consular services online, with payment
- ✓ Events, newsletter, Haifa workspace

Gate: 2,000 members · first crisis drill · online beats counter



PHASE 2

Opportunities

3 months

- ✓ Verified organisation accounts
- ✓ Listings in four categories
- ✓ Applications with tracking
- ✓ SLBFE hand-off
- ✓ Hebrew organisation screens

Gate: first placements confirmed by SLBFE



PHASE 3

Welfare and legal

3 months

- ✓ Employment record per worker
- ✓ Grievances by WhatsApp
- ✓ Detention, court and legal aid cases
- ✓ Repatriation and family enquiry desk
- ✓ Voice menu in Sinhala and Tamil

Gate: open cases migrated · first welfare report



PHASE 4

Economic and cultural

3 months

- ✓ Trade and investment pipelines
- ✓ Cooperation projects, MASHAV pipeline
- ✓ Student registry, cultural programme
- ✓ Tourism campaigns
- ✓ Automatic MFA reporting pack

Gate: first BOI and EDB hand-offs



PHASE 5

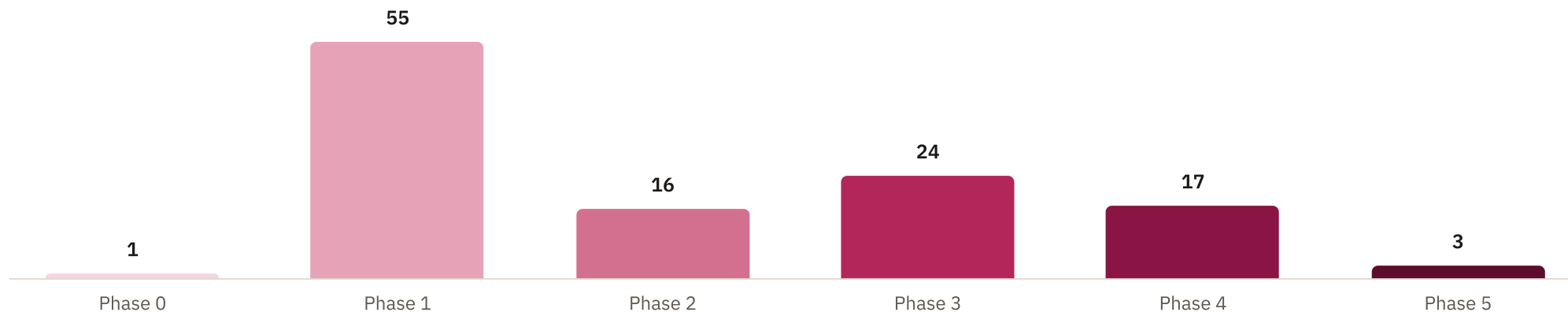
Scale and handover

3 months

- ✓ Multilingual AI assistant
- ✓ Executive dashboards
- ✓ Security certification, recovery drill
- ✓ Replication kit for other missions
- ✓ Operating team handover

Gate: security test passed · team in place

Capabilities that first go live, by phase (count)



Phase 1 is heaviest because the foundation and the consular catalogue go live together. Phase 5 adds few new capabilities but upgrades several earlier ones.



Future option: national digital ID and GovPay

Connect once Sri Lanka's SLUDI and GovPay open to missions.
Designed for, not committed.



Future option: fully native apps

Only if the mobile web app proves insufficient. Designed for, not committed.

What changes, and how it is measured



For a worker

- ✓ Reachable in any emergency
- ✓ One counter visit instead of three
- ✓ Complaints tracked on WhatsApp
- ✓ Genuine opportunities, scams exposed



For the mission

- ✓ Every contact is a known record
- ✓ Less counter time, fees reconcile themselves
- ✓ Welfare and investment work case-managed
- ✓ MFA returns generated automatically



For the Ambassador

- ✓ Live picture of community and cases
- ✓ Crisis headcount in minutes
- ✓ Evidence for every negotiation
- ✓ A model MFA can replicate



Targets, phase by phase

MEASURE	BASELINE	AFTER P1	AFTER P3	AFTER P5
 Community registered and reachable	unknown	2,000	60%	80%+
 90% acknowledge a crisis alert within	days	6 hours	2 hours	1 hour
 Consular applications started online	0%	50%	75%	90%
 Counter visits per consular case	set in P0	-30%	-50%	-60%
 Welfare cases tracked end to end	none	—	100%	100%, published
 Verified organisations publishing	0	—	50	150
 Trade and investment enquiries tracked	none	—	—	100%

Baselines are captured in Phase 0. Targets are confirmed at the Phase 0 gate.

9 · SUSTAINABILITY

Built to outlast the sponsor's funding



Who runs it

- Operating team of 2 to 3
- Sections own their content
- Haifa consul runs the north



What it costs to run

- Hosting and backups
- Messaging
- Operating team
- Annual security and legal review



What offsets it

- Online fees, reconciled automatically
- Staff hours freed from counter and email
- Crisis lists ready before a crisis



Why it multiplies

- Replication kit in Phase 5
- MFA can deploy it at other missions
- One build, many missions



From one mission to many



Tel Aviv platform

Built and proven



Replication kit

Documentation, configuration, handover



MFA rollout

Decided by MFA Colombo



Other Sri Lankan missions

Same platform, local configuration



Every phase stands on its own

If funding stops after any phase, what is live stays useful. The lean fallback still delivers every obligatory service and the marketplace in twelve months.

04

CHAPTER 4

Governance and decisions

Who decides and delivers, what could go wrong, and what the Ambassador is asked to decide.

10 Governance

11 Risks

12 Decisions requested



Who decides, who delivers



Project board

Ambassador (chair) • sponsor representative • product owner • programme lead



Product owner

Second Secretary, Labour and Welfare • with a consular deputy



Delivery team

Programme lead • product • engineering • design • quality



The embassy owns the code, data, domain and cloud accounts



The sponsor never sees personal data



MFA Colombo is briefed at every gate



Board meets monthly and at each gate



Decisions already taken



FUNDING

Diaspora or philanthropic sponsor



FIRST RELEASE

Registry, crisis alerts, consular



JOBS

Captured, then handed to SLBFE



HOSTING

Israeli cloud region, backups abroad



CHANNELS

WhatsApp, mobile web, store shell, SMS



WEBSITE

Current site replaced



LANGUAGES

Sinhala, Tamil, English; Hebrew for organisations

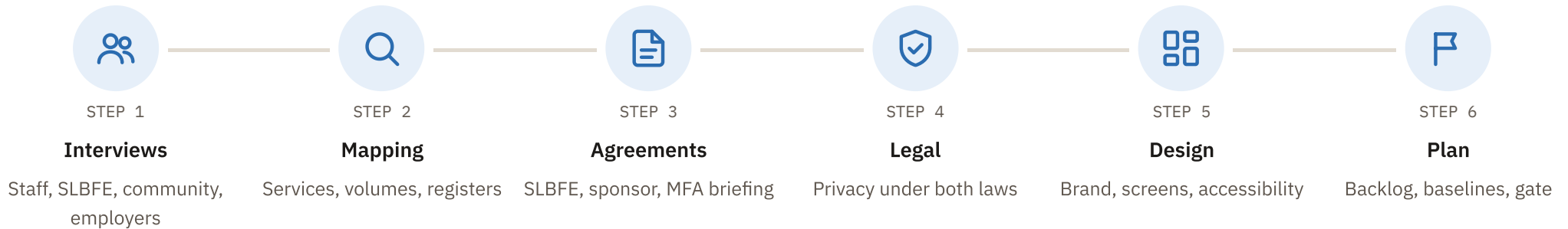


PAYMENTS

Cards in NIS to the embassy account



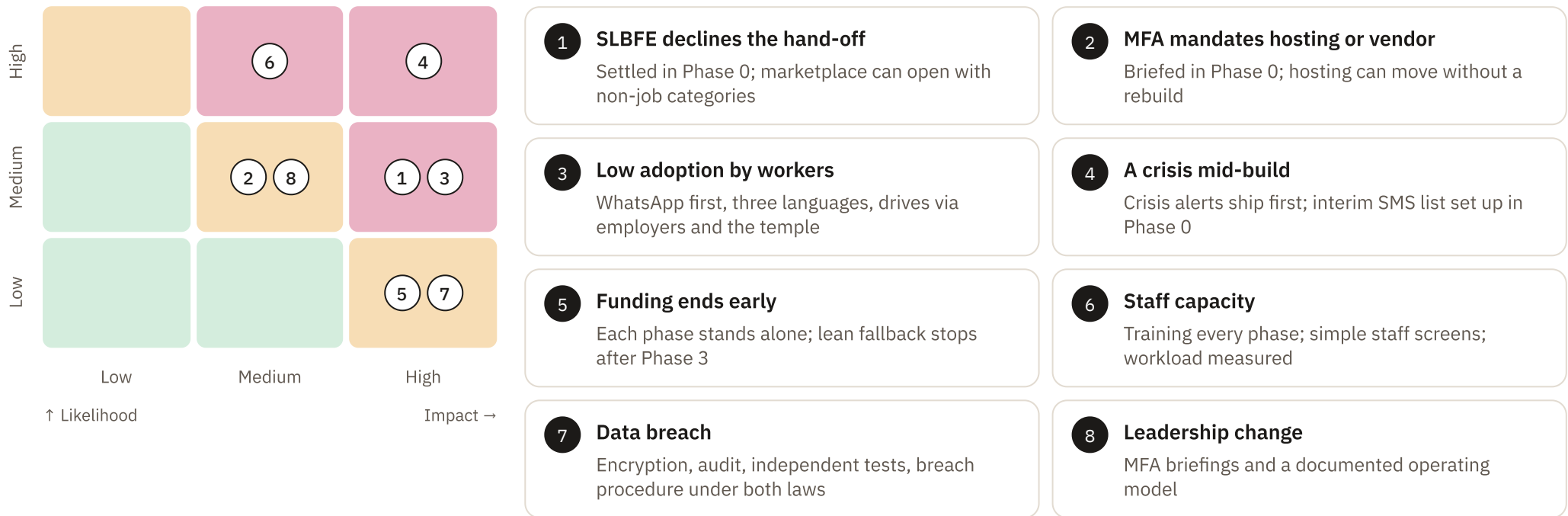
Phase 0 in six steps



11 · RISKS

Eight risks, each with a response

Initial assessment, to be reviewed with the mission in Phase 0.



Four decisions for the Ambassador

1



Approve the scope

As the programme definition

2



Choose the programme

Full six phases, or the lean fallback

3



Nominate the consular deputy

To support the product owner

4



Authorise Phase 0

Including SLBFE and MFA engagement

APPENDIX

A

The full scope

All 116 requirements, each with an identifier for the build team and the phase in which it goes live.

F

Platform foundation

A

Obligatory services

B

Promotion and relations

C

Community and operations



The full scope, requirement by requirement

116 requirements, each with an identifier for the build team and the phase in which it goes live.

P0 Discovery
 P1 Foundation
 P2 Opportunities
 P3 Welfare and legal
 P4 Economic
 P5 Scale



F • Platform foundation

ID	REQUIREMENT	PHASE
F1.1	Public website replacing the current site, in Sinhala, Tamil and English	P1
F1.2	Content management for staff: pages, news, advisories, documents, translations, scheduled publishing	P1
F1.3	Mobile web app installable on any phone; store-published shell with push notifications	P1
F1.4	Accessibility (WCAG 2.1 AA) and right-to-left layout support	P1
F2.1	Citizen sign-up and login by phone or email code; passport number verified by staff or Immigration lookup	P1
F2.2	Organisation accounts with verification and multiple authorised users	P2
F2.3	Staff accounts with single sign-on, role-based permissions, Honorary Consul scope, full audit trail	P1
F3.1	Person master record: identity, contacts, status, sector protocol, emergency contacts, consents, family links	P1
F3.2	Organisation master record: type, verification, contacts, history	P2
F3.3	Consent and privacy ledger; data subject requests	P1
F4.1	Case engine with configurable workflow per case type	P1
F4.2	Appointment scheduler with reminders, walk-in queue, Honorary Consul calendar	P1
F4.3	Document store: camera upload, virus scan, encryption, retention, generated PDFs	P1
F4.4	Electronic signature and stamping of embassy letters where permitted	P3

ID	REQUIREMENT	PHASE
F5.1	Notifications on WhatsApp, SMS, email and push; templates in three languages; logged to the case	P1
F5.2	Two-way WhatsApp: alert replies and case status (P1); grievance intake and booking by chat (P3)	P1 P3
F5.3	Voice and IVR fallback in Sinhala and Tamil	P3
F6.1	Card payment of consular fees in NIS; fee schedule; receipts; daily reconciliation	P1
F7.1	Search across cases, people, organisations and content with permission filtering	P1
F7.2	Operational reports and automatic monthly MFA return (basic P1, full P4)	P1 P4
F7.3	Executive dashboard for the Ambassador (core P1, full P5)	P1 P5
F8.1	Security controls, multi-factor authentication, field-level encryption, penetration testing (baseline P1, certification-grade P5)	P1 P5
F8.2	Hosting in an Israeli cloud region; encrypted off-region backups; tested disaster recovery	P1
F8.3	Privacy compliance under PDPA 2022 and Israel's Protection of Privacy Law: impact assessment, notices, retention, breach procedure	P0 P1
F9.1	Integration framework with adapters, logging and retry; manual file exchange where no interface exists	P2 P5
F9.2	Data migration from the current website and existing registers	P1
F9.3	Replication kit for other missions: documentation, configuration, handover guide	P5



A1 • Consular and civil registry

ID	REQUIREMENT	PHASE
A1.1	Passport renewal and new passport: form, documents, fee, biometrics appointment, tracking, collection or courier	P1
A1.2	Emergency travel document with urgent fast lane	P1
A1.3	Visa guidance and ETA referral; visa applications handled by the mission	P1

ID	REQUIREMENT	PHASE
A1.4	Registration of birth and citizenship by descent	P1
A1.5	Registration of marriage and certificate issuance	P1
A1.6	Registration of death and repatriation of remains with coordination checklist	P1
A1.7	Attestation, authentication, translation and notarial acts	P1
A1.8	Power of attorney: drafting, appointment, execution, dispatch	P1
A1.9	Police clearance certificate facilitation	P1
A1.10	Driving licence renewal facilitation	P1
A1.11	Dual citizenship and citizenship-related applications	P3
A1.12	National Identity Card facilitation	P3
A1.13	Consular fee schedule, exemptions and refunds	P1
A1.14	Electronic submission of civil registrations to the Registrar General	P5



A2 • Labour and welfare

ID	REQUIREMENT	PHASE
A2.1	Employment record per worker; bulk loading from SLBFE deployment lists	P3
A2.2	Arrival registration with orientation materials in the worker's language	P3
A2.3	Grievance and complaint cases with severity, escalation and confidential handling	P3
A2.4	Injury, illness and hospitalisation cases with hospital, insurer and family liaison	P3
A2.5	Death-in-service cases linked to repatriation and compensation	P3

ID	REQUIREMENT	PHASE
A2.6	Undocumented worker regularisation and voluntary return	P3
A2.7	Directory of partner services: NGOs, hotlines, shelters, hospitals, legal panel	P3
A2.8	Correspondence log with PIBA, Ministry of Labour, employers and SLBFE per case	P3
A2.9	Skills and training records	P4
A2.10	Welfare dashboard and SLBFE and MFA reports	P3
A2.11	Insurance and compensation claim tracking with the SLBFE welfare fund	P3



A3 • Protection, legal and detention

ID	REQUIREMENT	PHASE
A3.1	Detention and arrest cases: visits, family liaison, consular access log	P3
A3.2	Court case tracking: hearings, lawyer, interpreter, outcomes	P3
A3.3	Legal aid referral and lawyer panel with specialisations and languages	P3
A3.4	Victims of crime and trafficking with confidential handling	P3
A3.5	Missing person cases with search log and police liaison	P3
A3.6	Minors and vulnerable persons cases	P3
A3.7	Legal information library in three languages (content P1, linked to cases P3)	P1 P3

A4 • Crisis and emergency

ID	REQUIREMENT	PHASE
A4.1	Alert broadcast to a selected segment on all channels	P1
A4.2	"I am safe" / "I need help" one-tap response; optional location	P1
A4.3	Live headcount dashboard and follow-up call list	P1
A4.4	Evacuation registration and manifests for MFA and airlines	P1
A4.5	Shelter and safety guidance synced with Home Front Command advice	P1
A4.6	Family enquiry desk for relatives in Sri Lanka, matched with consent	P3
A4.7	SMS-only crisis mode with pre-approved templates	P1
A4.8	Drills and after-action reporting	P3

B1 to B6 • Promotion and relations

ID	REQUIREMENT	PHASE
B1.1	Trade enquiry intake, tracking and hand-off to EDB and sector boards	P4
B1.2	Exporter and buyer directory with matchmaking requests	P4
B1.3	Trade fair and delegation management	P4
B1.4	Market intelligence notes and reports to EDB	P4
B2.1	Investor enquiry pipeline with BOI hand-off	P4
B2.2	Investor and digital nomad visa guidance (content P1, pipeline P4)	P1 P4
B2.3	Investment delegation and roadshow management	P4

ID	REQUIREMENT	PHASE
B2.4	Reporting to BOI and MFA Economic Affairs	P4
B3.1	Cooperation project register: G2G projects, MoUs, milestones	P4
B3.2	MASHAV and training course pipeline via the marketplace (listing P2, pipeline P4)	P2 P4
B3.3	Technology partner directory	P4
B4.1	Visit Sri Lanka hub with ETA referral (content P1, Hebrew P4)	P1 P4
B4.2	Travel trade directory and campaign management	P4
B4.3	Tourism events and familiarisation trips	P4
B5.1	Scholarship and course listings through the marketplace	P2
B5.2	Student registry	P4
B5.3	Cultural and religious programme management (events P1, programme planning P4)	P1 P4
B5.4	University and research partnership register	P4
B6.1	News, advisories, press releases with scheduled publishing and social media hand-off	P1
B6.2	Newsletter to the registered community with segment targeting	P1
B6.3	Media contact directory and enquiry log	P4
B6.4	Feedback and satisfaction ratings after every service	P1



C1 • Community and diaspora

ID	REQUIREMENT	PHASE
C1.1	Self-registration with verification and eligibility status	P1

ID	REQUIREMENT	PHASE
C1.2	Member area: profile, cases, appointments, documents, events, alerts	P1
C1.3	Events calendar with RSVP, reminders and galleries	P1
C1.4	Community announcements and moderated notice board	P1
C1.5	Associations and volunteer register callable in a crisis	P3
C1.6	Diaspora engagement: remittance guidance, skills register, philanthropy	P4
C1.7	Family linking: dependants and emergency contacts across records	P1



C2 · Opportunities marketplace

ID	REQUIREMENT	PHASE
C2.1	Organisation onboarding and verification by staff	P2
C2.2	Opportunity listing with category, eligibility, documents, deadline, language versions	P2
C2.3	Routing rules per category (SLBFE, ministries, Education, EDB, BOI, embassy)	P2
C2.4	Staff validation of employment listings against the sector protocol and permit	P2
C2.5	Application flow for individuals with eligibility check, profile reuse and tracking	P2
C2.6	Application flow for institutions and licensed agencies (non-employment categories)	P2
C2.7	SLBFE hand-off: file export and outcome capture (P2); interface when available (P5)	P2 P5
C2.8	Employer dashboard: demand pipeline, applicant status, compliance attestations	P2
C2.9	Opt-in talent pool searchable by category	P2
C2.10	Fraud controls: duplicate listings, fee-charging warnings, scam reporting, public register of verified organisations	P2

ID	REQUIREMENT	PHASE
C2.11	Marketplace analytics by sector	P2



C3 • Mission operations

ID	REQUIREMENT	PHASE
C3.1	Staff work queues per section with assignment, deadlines, ageing and escalation	P1
C3.2	Counter and kiosk mode: walk-in registration, queue ticket, document check	P1
C3.3	Honorary Consul workspace for the northern region	P1
C3.4	Fee collection and reconciliation: online and counter, cash book, monthly return	P1
C3.5	Correspondence and records management with registry numbering and retention	P3
C3.6	MFA reporting pack generated from live data	P4
C3.7	Staff training materials, procedures and in-app help	P1
C3.8	Multilingual AI assistant for first-line enquiries with human hand-off	P5
C3.9	Service catalogue and performance standards published to citizens	P1

Sources. Draft v0.4, October 2026, prepared for the Embassy of Sri Lanka in Israel. Statistics come from the public sources below and are re-confirmed in Phase 0.

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