

ISSUING CERTIFICATES ONLINE

Instructions for Applicants

1. Applying certificates online is applicable only for G.C.E. (O/L) and G.C.E. (A/L) Examinations conducted on or after year 2001.
2. All certificates should be applied by the certificate holder himself / herself.
3. Details of **National Identity Card Number, Contact Number, E-mail Address, Index Number and Year of Examination** should be accurately entered. Applicant (certificate holder) should bear responsibility for all information provided.
4. **Any payment made for obtaining certificates will not be refunded.**
5. Certificates will not be issued for the candidates not appeared for all subjects of the relevant examination. **Such applicants should not make any requests for certificates or payments accordingly.**
6. It is recommended to view the guideline video before applying certificates.
7. **The hard copies of the certificates requested for the authentication through the Ministry of Foreign Affairs will not be issued by the Department of Examinations.**
8. The soft copies of the certificates applied for authentication through the Ministry of Foreign Affairs are forwarded to the Ministry of Foreign Affairs and it will be notified **via SMS alert** by the Department of Examinations, Sri Lanka. **Then the instructions of the Ministry of Foreign Affairs should be followed** and the soft copy of the certificate authenticated by the Ministry of Foreign Affairs will be delivered to the e-mail address of the certificate holder. The soft copy of the certificate can be downloaded according to the requirement. Visiting either the Department of Examinations or the Ministry of Foreign Affairs in this regard will not be required.
9. Regarding the certificates requested for Foreign Ministry authentication, any issues arise up to the stage of SMS alert stating that the particular certificate has been forwarded to the Ministry of Foreign Affairs with a reference number should be directed to the Department of Examinations via contact no. 0112788137 and any issues come across thereafter should be directed to the Ministry of Foreign Affairs via contact nos. 0117024798, 0112335942 for information.
10. Scrutinizing accuracy of all certificates obtained via online method is available in the website; www.certificates.doenets.lk through the path "**Request Certificate** → **Certificates Issued Online**", and entering Reference Number (CX-XXXXXX) in relevant space. Furthermore, the authenticated certificates could be verified through the Foreign Missions that the access facility had been granted by the Ministry of Foreign Affairs.
11. All certificates requested for local purposes will be dispatched only through Speed Post Service to be received at the **given address**.
12. The certificates requested for Australian Visa should be collected by visiting the Department of Examinations and **producing the valid passport and a photocopy of the same, which is mandatory.**
13. Certificates in Foreign Country category will be posted only to the address of foreign countries.
14. Certificates containing subjects of "Withheld" results or "Not Decided – X" which the results were not confirmed yet, will not be issued online Applicants of such certificates should visit the Department of Examinations in person to further clarification.
15. Any certificate issued by the Department of Examinations, Sri Lanka or a service obtained should not be used for any illegal activity and/or to impair privacy of a third party at any reason.