

## **Rules and regulations for eChannelling system**

1. This service is not availed to foreigners. Foreigners are facilitated on priority basis therefore foreigners are not required to make appointments via this system.
2. The person who wish to obtain a medical report must provide accurate details as requested on the system including his/her valid NIC number and phone number.
3. When arriving for the medical test, you must produce any of the following documents which must be legible, for identity verification purposes:
  - a. Original National ID card (if it is lost or stolen respective police report must be produced),
  - b. valid driving license, if available, or
  - c. valid passport.
4. Appointments made on this eChannelling system are not transferable and no proxies shall be allowed. You must attend the medical test in person.
5. You shall bear the cost of the medical certificate which is Rs. 800.00 in addition to the convenience fee of LKR 99.00 charged by eChannelling. All payment must be made via the online payment facility. There shall be no additional charge for the issuance of the Medical Certificate.
6. NTMI reserves the right to re-assign your appointment to a date and time of your preference in the event NTMI is unable to provide you the services on the given appointment. You will receive the date and the time of the new appointment via an SMS or by a telephone call.
7. No refunds shall be made by NTMI or eChannelling to you for any reason whatsoever for an appointment made. You are responsible to attend to your appointment on-time and ensure to fix your appointment to a date and time convenient for you.

8. If you made the appointment through an agent you must make the cancellation with in a same day through the same agent.
9. Neither NTMI nor eChannelling shall be responsible for any errors you have made whilst using the eChannelling service.
10. To ensure efficient service, you are required to produce the SMS confirmation to the relevant officer of NTMI which you have received from eChannelling confirming your appointment.
11. eChannelling's services are limited to making an appointment with NTMI based on the information you provide on the system.
12. You consent to eChannelling processing any personally identifiable information you provide on this system for the purpose of making an appointment with NTMI and for any incidental purpose thereto.