

EPHYTO IMPLEMENTATION CASE STORY

QUESTIONNAIRE `

Country	Sri Lanka
NPPO	National Plant Quarantine Service (NPQS), Department of Agriculture
Contact Person	Dr W.A.R.T. Wickramaarachchi
Designation	Additional Director / NPQS
Date	06 June 2021

TYPE OF IMPLEMENTATION

Please indicate if you have implemented ePhyto through:

- Your own National System
- or
- The IPPC Generic ePhyto National System (GeNS)

- The IPPC Generic ePhyto National System (GeNS)

Briefly describe your ePhyto implementation setup (maximum 150 words)

National Plant Quarantine Service (NPQS) of the Department of Agriculture (DOA) serves as the National Plant Protection Organization (NPPO) of Sri Lanka. Therefore, NPQS is responsible for the plant quarantine activities and regulation of imports and exports of plants products and allied commodities in Sri Lanka as one of the most important boarder agencies. The plant quarantine activities related to international trade are performed through four Plant Quarantine Stations (PQS) located at International Airports, Katunayake, Maththala and Jaffna and the Seaport, Colombo.

Sri Lanka is one of the pioneering countries who has been implemented the pilot project to generate and exchange ePhytos using Generic ePhyto National System (GeNS) aiming at the replacement of the paper based manual phytosanitary certification process with electronic phytosanitary certification system in collaboration with Australian Department of Agriculture, Water and Environment (AWE) and International Plant Protection Convention (IPPC).

NPQS, Sri Lanka has setup 17 ePhyto Work Stations for GeNS implementation at various locations in Sri Lanka. The 12-member ePhyto National Committee in which Director General of Agriculture and Additional Director of NPQS serving as the Chairman and Project Director was setup in order to ensure the smooth functioning of the project. A project office has been setup at NPQS to management the project activities.

Ministry of Telecommunications and Digital Infrastructure, Sri Lanka initially provided financial assistance for purchasing hardware for the ePhyto Workstations for GeNS as the contribution of Sri Lankan government.

Please also indicate briefly (maximum 150 words) the main reasons for your choice of implementation model (i.e. GeNS or National System)

GeNS

The project of implementation of Generic ePhyto National System in Sri Lanka has been initiated in order to introduce a paperless electronic phytosanitary certificate issuing system to facilitate international trading while eliminating the inherent issues associated with paper based phytosanitary certification system. The GeNS provides the facility to register all the exporters engaged in international trade of plants and plant products. The GeNS improves the overall efficiency of issuing the phytosanitary certificates by reducing the workload of plant quarantine staff members eventually reduced the cost. In addition to financial benefits, it combats fraud and increases transparency. The prior scope of the project was the issuing of phytosanitary certificates through Generic ePhyto National System (GeNS) while upgrading the plant quarantine system with below features.

1. Advanced information management system for plant quarantine system
2. Increasing the traceability of plant quarantine system
3. Avoid the fraudulence of phytosanitary certificates through plant quarantine system
4. Increasing the efficiency of plant quarantine system

The IPPC has provided two forms of piloting systems of information systems for the countries depending on the presence of an own system or not. Accordingly, pilot countries who are having a national system are issuing the ePhyto through HUB while the others are issuing ePhyto using GeNS through HUB as the pilot countries like Sri Lanka who are not having a national system. Sri Lanka is also issuing the ePhytos through GeNS due to the absence of a national electronic system. Sri Lanka had chance to participate in the ePhyto regardless of the capacity of our infrastructure and with relatively lower level of IT based technical capacity.

BASIC ePhyto STATISTICS FOR YOUR COUNTRY

How many ePhytos do you transmit and receive per month through the IPPC ePhyto Hub (average over the past 3 months)?

- Export = 788
- Re-export = 2
- Import = 198
- (The Average based on the months of March, April and May 2021)
- Total number of ePhytos issued for Export is 7794 and for Reexport is 20 (up to 6 June 2021 since its inception in 20 January 2020)

What main countries are you exchanging ePhytos with via the IPPC ePhyto Hub?

Sri Lanka has been exchanging ePhytos with Argentina, Australia, Chile, New Zealand, and USA via the IPPC ePhyto Hub. Further, Uganda has recently been added to the list of countries with whom Sri Lanka is exchanging ePhytos.

Are there new countries to and from which you are now trading as a result of implementing ePhyto?

Sri Lanka has so far exchanged ePhytos only with certain countries of long lasting trade partners of Sri Lanka. Therefore, no country is newly added since ePhytos has recently been initiated. With further enhancement of the system with added features such as issuance of superseded ePhytos, new countries will certainly turn towards Sri Lanka for safe trade.

PROJECT DESIGN AND MANAGEMENT

How did you organise the implementation of ePhyto in your country? Was a project team or steering group established to guide the project?

The ePhyto Steering Group (ESG) has selected Sri Lanka for piloting ePhyto based on a survey conducted in 2015. Then, Sri Lanka confirmed the participation as the pilot country on 28 March 2016. Sri Lanka has started the piloting of ePhyto under the Cabinet Approval of 14.02.2018 Cabinet paper No.18/0146/728/008 on Entering into a Memorandum of Understanding (MOU) for issuing Electronic Phytosanitary Certificates in Sri Lanka. Implementation of Generic ePhyto National System in Sri Lanka is being funded by Australian Government under the Knowledge and Linkages for an Inclusive Economy (KLIE) grant program of STDF project.

ePhyto National Committee

A fourteen member ePhyto National Committee was setup by the Director General of Agriculture in order ensure the smooth functioning of the ePhyto project. Director General of Agriculture and Additional Director, NPQS serves as the Chairman and Project Director respectively.

ePhyto Project Management Team

A project team has been set up at NPQS under the supervision of the Project Director. ePhyto Project Manager has been appointed to look after the overall implementation of the project while a Technical Manager looks into the ICT aspect of the ePhyto project. Further, all aspects related to financial management has been assigned to a recognized financial management agency operating in Sri Lanka (Infotech Ideas Pvt Ltd) so that financial activities of project are being coordinated with project management team, DoA and AWE.

Beneficial Analysis Team

An independent team comprises of two professionals as consultants has been appointed to study the cost benefit analysis and economic valuation of other non-financial benefits with the implementation of ePhytos.

Involvement of Australian High Commission in Sri Lanka

Australian High Commission in Sri Lanka played a major role in achieving the project a success with the close coordination with the Department of Agriculture, IPPC and Department of Agriculture, Water and Environment.

Monthly progress meeting through on ground and online

The project progress is reviewed monthly basis. All project partners including AWE, Project Management Team

If yes, who participated in the team – what agencies and at what level (we do not need to know the specific names of the team members)?

ePhyto National Committee

	Name	Post	Contribution to Project
1.	Dr WMW Weerakoon	Director General of Agriculture, DoA	Chairman of the National ePhyto Project Committee
2.	Dr WART Wickramarachchi	Additional Director (NPQS)	Project Director of the ePhyto Project
3.	Ms MPM Senaratne	Assistant Director of Agriculture (Dev)	ePhyto Project Manager (Former)
4.	Dr SHSA De Silva	Additional Secretary, MoA	Member
5.	Dr Jayantha Senayayake	Director, RRDI	Member
6.	Dr Samantha Wasala	Additional Director General (Research), DoA	Member
7.	Ms HMJ Ilangakoon Menike	Additional Director General (Development), DoA	Member
8.	Ms Disna Rathnasinghe	Director, SCPPC, DoA	Member
9.	MrWL Hiran Pieris	Director (NAICC), DoA	Member

10.	Mr MFM Rizwan	Assistant Director of Agriculture (Dev), NPQS, DoA	Member & ePhyto Project Manager (Present)
11.	Ms. LC Hewage	Principal Scientists	Member
12.	Ms. SDK Priyadarshani	Deputy Director, PQS, BIA	Member
13.	Ms. RAP Ranaweera	Deputy Director, PQS, Seaport	Member
14.	Mr Sachintha Gajanayake	ICT Officer, NAICC, DoA	Member & Technical Manager

ePhyto Project Management Team

	Name	Post	Contribution to Project
1.	Dr WART Wickramarachchi	Additional Director (NPQS)	Project Director
2.	Mr MFM Rizwan	Assistant Director of Agriculture (Dev)	ePhyto Project Manager (Present)
3.	Mr Sachintha Gajanayake	ICT Officer	Member & Technical Manager
4.	Ms Ruwindi Kondasinghe	Project Staff Infotech-IDEAS (Pvt) Ltd	Project Support Officer - ePhyto
5.	Mr Kamaleswaran Arun	Project Staff Infotech-IDEAS (Pvt) Ltd	ICT Officer - ePhyto

Members of the Sub Committee, ePhyto Project (Trainers of Trainings – TOT)

	Name	Post	Working Station
1.	Ms LC Hewage	Principal Scientist	NPQS, Katunayake
2.	Ms NJM Nathawitharana	Assistant Director of Agriculture	PQS, BIA, Katunayake
3.	Ms KC Wasalathanthri	Assistant Director of Agriculture	PQS, Seaport, Colombo
4.	Mr M Rajkumar	Programme Assistant (Agriculture)	PQS, Seaport, Colombo
5.	Mr SDD Terance	Agriculture Instructor	PQS, Seaport, Colombo
6.	Ms MSN Premaratne	Research Assistant	PQS, BIA, Katunayake
7.	Ms DCH Kumarasinghe	Research Assistant	NPQS, Katunayake
8.	Ms WRC Weerakkody	Agriculture Instructor	PQS, BIA, Katunayake

How were the key Stakeholders identified?

The project has identified three major groups of stakeholders during project initiation.

Group I: Clients involved in importing and exporting of plants and plant-based products

Group II: NPPO staff: Staff of the National Plant Quarantine Service, Entry and Exit Points, Decentralized (Regional) Units working with NPQS and National Agriculture Information & Communication Centre (NAICC)

Group III: Project Implementation Team (International), ePhyto National Committee, Project Implementation Team (Local) and other relevant organizations such as Export Development Board, Chamber of Commerce, Ministry of Telecommunications & Digital Infrastructure etc.

What process did you have for consulting with these key stakeholders?

Several preliminary consultative workshops were conducted with the different stakeholder groups in order to prepare the ePhyto project implementation plan. Then, a consultative workshop was conducted to identify the key features and improvement of the ePhytos compared to the paper based phytosanitary certificates. Key informants among the importing and exporting companies were consulted to identify the process and the key process to reengineered in the ePhytos.

Frequent meetings were conducted with the project implementation team from Department of Agriculture, Water and Environment (AWE) and IPPC. Further, the progress and key points were reported regularly and consulted the AWE and IPPC.

Awareness programmes were conducted to introduce the proposed ePhytos and collect the information and ideas about the proposed GeNS.

All the steps were properly documented and reported to the AWE and IPPC.

Were the stakeholders engaged in the design of the ePhyto service?
Yes, all three groups were engaged in the designing process at various levels.
What process did you undertake to get buy-in from senior management in your NPPO?
Based on the identified needs of the preliminary workshops, the project team request for the buy-in from senior management of NPPO. In particularly, computer hardware was purchased with the funding from Ministry of Telecommunications & Digital Infrastructure as the contribution of Sri Lankan government to establish the workstations of the ePhyto piloting project. The purchasing is basically done based on the government procurement procedures.
Did you do a Business Process Analysis (BPA) of the existing paper processes before designing and implementing the ePhyto service (including a cost comparison)?
Yes, a Business Process Analysis (BPA) has done prior to design and implement the ePhyto service in order to identify all processes as it is. The cost analysis was done and identified that it has financial and non-financial benefits to clients, staff and NPPO. Baseline benefit analysis has been completed whereas benefit analysis with project completion will be conducted towards the end of 2021.
If yes, did you use this to develop the new procedures?
Registration of the importer/exporter and the process of applying ePhytos are two major processes which were changed based on the BPA.
Was any other research undertaken?
Yes, Basically the Benefit analysis consist of three steps as follows. <ol style="list-style-type: none"> 1. Baseline survey (Completed) 2. Mid-term survey on lessons learned (on-going) 3. Follow up survey (yet to start)
Was there a pilot project? If yes, please describe (e.g. what countries and or products were chosen)?
Implementation of Generic ePhyto National System is pilot project in Sri Lanka covering the global trading of plants and plant-based products. However, we exchange ePhytos to Argentina, Australia, Chile, New Zealand, USA and Uganda. User Accepting Testing (UAT) is planned for EU countries.
How long did it take from the initial discussions on ePhyto in your country to the first exchange of Production ePhytos through the Hub?
First preliminary discussion on implementing GeNS in Sri Lanka was held on 06 January 2016. The project was officially started with financial assistance from Australia. First ePhyto exchange has been done on 20 January 2020. Therefore, it nearly 4 years to issue the first ePhyto after the initial discussion.
Did implementing ePhyto take more or less time than you expected?
After receiving of financial support from the Australian government on 1 September 2019, the project activities are being completed less time than expected.
What was your biggest challenge to overcome in implementing ePhyto in your country?
ICT infrastructure development for the workstations established for the implementation of GeNS. Change of Attitude of the Staff and clients handling GeNS. Further, making the GeNS platform user friendly with UNICC is found to be a challenge.

STAKEHOLDER ENGAGEMENT, CHANGE MANAGEMENT

<p>Was there resistance from any specific sectors or agencies in establishing the service? If so, how was this handled?</p>
<p>Not Applicable</p>
<p>Was a specific Change Management programme implemented? If so, please describe.</p>
<p>Face to face training of the clients (Importer/Exporter) was not possible due to the COVID-19 pandemic situation of the country. Therefore, Online Trainings are initiated as an alternative.</p> <p>Based on the requirements, the GeNS was modified to suit the Sri Lankan trade scenario through enhancement management with UNICC.</p>
<p>What kind of training was provided for users?</p>
<p>Clients (Importers / Exporters) and NPPO staff are the two stake holders for the GeNS in Sri Lanka. Therefore, different kinds of training and awareness programmes were provided to the both parties at different stages of the project.</p> <p>As far as NPPO staff is concern, immediately after developing the initial version of the UAT, face to face training on GeNS were started. A series training was conducted for NPPO staff in order to improve the knowledge, skills and attitude of the GeNS. Refresher trainings also conducted to ensure the necessary skills were transferred to operate the production version of GeNS by the NPPO staff.</p> <p>Then, the exporters and importers were trained on UAT version of GeNS in order to provide necessary skills. Then the production version was introduced to initiate the electronic ePhyto certificate issuance.</p> <p>Initially all the trainings were conduct face to face basis. But, due to the global COVID-19 pandemic situation, face to face training was not possible. Therefore, Video conference based online training was initiated through Zoom app. Presently, the newly registered companies were provided with introductory training on every last working day of the week in order to provide necessary skills.</p>
<p>Do you provide any helpdesk or customer service?</p>
<p>Yes. A helpdesk service is provided through a dedicated telephone line and email. Customers and PQS officers engaged in ePhyto activities can put forward the issues and inquires through the dedicated telephone lines and email. The project team will handle both ePhyto related technical issues and the system related issues. Technical manager and ICT staff of the project look into the matters such as registration of company users and staff users, the process in the system. Further, the system related issues are solved with the coordination of UNICC</p>

COMMUNICATIONS

How were the stakeholders kept informed about the ePhyto implementation progress?

The progress reports on implementation of GeNS are released frequently. Updates are informed through emails. The information is provided with the official website of the Department of Agriculture (www.doa.gov.lk).

Three articles were published in the IPPC newsletters. Please refer the following links for newsletters.

01. Newsletter on March 2019 -
https://www.icac.org/Content/SEEPDocuments/PdfFilesae03ad1e_a64d_4f64_8b8d_0c02f49cc194/ISSUE_8_March_2019.pdf
02. Newsletter on July 2019 –
<https://mailchi.mp/47a4ea741087/the-ippc-ephyto-solution-newsletter-issue-8?e=>
03. Newsletter on December 2020 -
https://assets.ippc.int/static/media/files/publication/en/2020/12/2020-12_ePhyto_December_Newsletter.pdf

How did you promote ePhyto to the business community, other stakeholders?

ePhyto has been mandatory for all 6 countries with which ePhytos are exchanged. Conducting awareness sessions for industry and displaying of notifications at Entry/ Exit points are certain strategies for attracting clients towards ePhyto. Emails are circulated to exporters with the support of Chamber of Commerce in Colombo, Sri Lanka. Further, conducted a national level awareness workshop with the support of Chamber of Commerce. Frequent, online training sessions are conducted for exporters.

MONITORING AND EVALUATION

How did you monitor and evaluate progress in implementing ePhyto and in achieving the project objectives? What Key Performance Indicators (KPIs) did you use?

- Project team of the ePhyto submits weekly, bimonthly, yearly progress reports to AWE. Monthly teleconference meeting to track the progress is conducted. Further, National Progress Review Meeting is held in every 6 months with the participation projects team, officials from High Commission of Australia, financial management team, benefit analysis team and ePhyto National Committee. The meeting is chaired by Director General of Agriculture, Sri Lanka.
- KPIs
 - Completion of Exporter Registration
 - Completion of Exporter Training Program
 - Completion of NPPO Officer Training Program
 - GeNS usages by Exporters in Sri Lanka
 - GeNS usages by NPPO Officers in Sri Lanka
 - Exchanging GeNS certificates with other countries
 - Evaluation of GeNS technical issues
 - Evaluation of GeNS for future upgrades
 - Completion of Benefit Analysis survey
 - ePhyto National Workshop in Sri Lanka

BENEFITS OBTAINED

What are the main benefits generated by the introduction of ePhyto?	
(1)	For your NPPO
-	It reduced the staff time and cost of NPPO in generating and exchanging of ePhytos. ePhytos are requested by the companies. NPPO staff does the crosschecking the information and authorize the ePhytos in the GeNS.
-	It avoids the manual documentation works as in the paper based Phytosanitary certificates. It is easy to access to the data stored in a centralized system and facilitate to retrieve information for decision-making.
-	It reduced the printing and reprinting cost
-	Reduced the fraudulent incidences almost to zero.
-	Tracking the records and generation of reports are easier.
(2)	For Companies
-	Comparatively transection cost is reduced
-	Delivery time of the Phytosanitary certificate is reduced to zero time compared to the traditional paper based phytosanitary certificates.
(3)	Others?
-	Supervision of the senior management made easy and it can be done by accessing to the GeNS remotely
What problems did it solve?	
-	Staff time has been significantly reduced
-	It reduced the fraudulent incidences since the system is completely sharing ePhytos in secured format through online. It reduced the fraudulent of Phytosanitary Certificate to almost zero.
-	
Is it possible to put a dollar value on the benefits achieved?	
It is too early to comment on this matter since ePhytos are issued to certain countries while paper based certification with majority of trade partners.	

COSTS AND SUSTAINABILITY

How much did it cost to establish ePhyto in your country?
LKR 10.30 million was utilized for establishing 17 workstations funded by Ministry of Telecommunications and Digital Infrastructure (MTDI), Sri Lanka. LKR 19,195,750.00 (AUD174,506.82) received from Knowledge and Linkages for Inclusive Economy (KLIE) grant under the standards and Trade Facility project through AWE for implementation of pilot project from September 2019 to December 2021. Sustainability plan has been prepared how ePhyto activities will be carried out after the project completion.
What were the main costs areas?
Conducting refresher training and awareness programmes and setting of internet facilities have to be looked after.
What are the ongoing operational costs (annual)?
Annual Subscription Fee for the GeNS Cost for Telecommunication means Maintenance of the computer and necessary equipment Training and awareness programmes
Do you charge for issuing a Phytosanitary Certificate? If yes, what is the charge per certificate?
Yes, LKR 162.00 per certificate
Are there any additional user fees for ePhyto?
No changes in user fee presently, but we expect to increase the user fee to a reasonable amount for both ePhyto and paper based phytosanitary certification in line with revising of regulations of the Plant Protection Act of Sri Lanka under which all plant quarantine operations are imposed.
If yes, Do the revenues generated cover operational costs?
Not Applicable
Are the revenues (if any) reinvested in the facility?
No any other revenues generated by the facility
How will the facility/service be sustained over the coming years?
Looking for funding from either International Donors or Government of Sri Lanka

FUNDING SOURCE(S)

How was the implementation of ePhyto funded?
Knowledge and Linkages for Inclusive Economy (KLIE) grant under the standards and Trade Facility project Ministry of Telecommunications & Digital Infrastructure
Did you receive Donor Support? If so, please describe.
Knowledge and Linkages for Inclusive Economy (KLIE) grant under the standards and Trade Facility project

CAPACITY BUILDING AND TECHNICAL ASSISTANCE

Describe any capacity building or technical assistance you received, including the source:	
(1)	<p>to conceptualize and design your country's approach to ePhyto</p> <ul style="list-style-type: none"> • Consultative workshops for need assessment and to overcome the negative attitudes of stakeholders • Business Process Analysis on issuing Phytosanitary certificates & process reengineering support ePhyto
(2)	<p>to actually implement ePhyto</p> <ul style="list-style-type: none"> • Prototype was developed and UAT was opened for practicing in issuing ePhyto • Based on UAT version enhancements were suggested • Then, production version of GeNS released • Further, enhancements management of ePhytos (GeNS) • Established workstations at NPQS, PQS offices (Entry Points) etc. • Training of NPPO staff • Training of Exporters/Importers

LEGISLATION CHANGES REQUIRED

Were any specific legislation changes necessary?
<p>Legislation is not changed as no any restriction is mentioned in the existing legislations for implementation of electronic phytosanitary certification. However, arrangements have been made to include the provision for implementation of electronic phytosanitary system in Sri Lanka into revised Plant Quarantine Regulations.</p>
If so, what was the process and how long did this take?
<p>It will take another 1 year time</p>
How is the privacy of information protected?
<p>All types of users are clearly instructed with the importance of privacy of information. Companies are provided with two different types of users so that the company admin user can control over company users. If needed company accounts can be deactivated to ensure the security.</p> <p>All the user activities are recorded in the history of the GeNS and it is accessible only to NPPO admin. Further, history detail cannot be deleted by any user.</p> <p>Accessible to the information is possible only with the relevant entry points and information from other entry points can not be retrieved by others.</p>

TECHNOLOGY

What were the additional hardware or software or Internet facilities required to introduce ePhyto in your NPPO?

The following hardware items and internet facilities were purchased to establish workstations

Description of Good	Quantity
Desktop PC	17
Virus Guard	17
UPS	17
Laptop	07
Tablet PC	12
Network Attached Storage	07
All in One Colour Photocopier (Print / Scan / Photocopy) – Type 01	17
All in One Colour Photocopier (Print / Scan / Photocopy) – Type 02	02
Dot Matrix Printer	03

SUCCESS FACTORS AND LESSONS LEARNED

What are the main lessons learned from implementing this service?

- A user-friendly system for production and exchange of ePhytos is widely accepted by the importers and exporters
- It clearly shows that there is a greater potential for Automation of National Plant Quarantine Service
- Remote accessibility to the system is enabled the NPPO staff to operate continuously, even under the global COVID-19 pandemic situations.
- It is always easy to store and manage the data since it is stored in servers. Further, it is easy to prepare reports. Therefore, the paper based phytosanitary certificate issuing system can be gradually transformed to paperless system
- Incorporating an online payment system can attracts more clients to GeNS
- Harmonize the plant quarantine operations with other countries through GeNS
- Efficiency of the NPPO staff improved dramatically

What were the crucial success factors?

- Support from the Government of Sri Lanka and the Ministry of Agriculture, to enter into the international MOU for implementation of GeNS
- Dedicated effort of NPPO staff in developing and implementing the GeNS
- Establishing of workstations with the funding of Ministry of Telecommunications & Digital Infrastructure
- Continuous support by the Department of Agriculture, Water and Environment, IPPC and UNICC.

What were the greatest obstacles?

- Securing the funds for implementing GeNS and computer and accessories required for establishing workstations
- Going into the international agreements

What are the biggest obstacles to further development of the Facility/service?

- Securing funds to ensure the sustainability of the GeNS
- Securing funds to ensure to pay of the Annual subscription fee
- User-friendliness of the system is relatively low for the NPPO staff and clients
- Establishing a payment gateway to the system

Are you or other colleagues available to be resources to other countries implementing ePhyto?

Yes. We can share the experience in implementing ePhytos in Sri Lanka.

CONTACT DETAILS FOR FURTHER INFORMATION

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