

For the User

- **Login:** Access all government services with a single account.
- **Easy Applications:** Apply for services with pre-filled forms and track their status.
- **Smart Chatbot:** Get 24/7 help in Sinhala, Tamil, or English.
- **Online Payments:** Pay all service fees securely online.
- **Automatic Alerts:** Get reminders for passport expiry and other important dates.

For the Admin

- **Central Dashboard:** View all applications and service statistics in one place.
- **AI Task Manager:** Automatically assigns tasks to the right officer and re-assigns if they're unavailable.
- **Instant Verification:** AI automatically checks uploaded documents for accuracy.
- **Predictive Analytics:** AI-powered forecasts to estimate future service demand and predict application processing times, helping manage citizen expectations.
- **Performance Monitoring:** Detailed reports and visualizations on departmental efficiency, service delivery times, and bottlenecks.
- **Secure Data Sharing:** Easily and securely request citizen data from other departments.