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வெளிநாட்டு அலுவல்கள், வெளிநாட்டு வேலைவாய்ப்பு மற்றும் சுற்றுலாத்துறை அமைச்சு
MINISTRY OF FOREIGN AFFAIRS, FOREIGN EMPLOYMENT AND TOURISM

Media Release

"Lankakonec" Complaint Management Mobile Application launches for Sri Lankan Migrant Workers on International Domestic Workers' Day

The Ministry of Foreign Affairs, Foreign Employment and Tourism, together with Sri Lanka Bureau of Foreign Employment (SLBFE) and the International Labour Organization (ILO), today (15 June 2026), commemorated the International Domestic Workers' Day with the official launch of "LankaKonec", a Complaint Management Application (CMA) designed to strengthen protection, improve complaint management, and enhance access to support services for Sri Lankan migrant workers worldwide.

The Application was launched by the Minister of Foreign Affairs, Foreign Employment and Tourism Hon. Vijith Herath, at a ceremony in Colombo, in the presence of the Deputy Minister of Foreign Affairs and Foreign Employment Hon. Arun Hemachandra, ILO Country Director Joni Simpson, representatives of Diplomatic Missions and Senior Government officials, , development partners, and other stakeholders, while representatives of the Sri Lanka Missions and Posts abroad also joined the event virtually.

Developed through a collaborative partnership between the Ministry of Foreign Affairs, Foreign Employment and Tourism, the International Labour Organization (ILO), and the Sri Lanka Bureau of Foreign Employment (SLBFE), with technical support from Sri Lanka Telecom (SLT), the "LankaKonec" Mobile Application provides migrant workers with a centralized and user-friendly digital platform to submit complaints and requests for assistance, monitor the progress of their cases, and access essential information and support services, regardless of their country of employment.

The Application addresses a longstanding gap in migrant worker protection by digitally integrating the complaint management processes of the Sri Lanka Bureau of Foreign Employment (SLBFE), the Consular Affairs Division of the Ministry of Foreign Affairs, Foreign Employment and Tourism, and the Sri Lanka Missions and Posts abroad. This integrated platform enhances institutional coordination, facilitates centralized case management and monitoring, and enables more timely, efficient, and coordinated responses to complaints and welfare concerns raised by Sri Lankan migrant workers overseas.

Originally conceptualized as a digital complaint management mechanism, "LankaKonec" evolved through extensive consultations among Government institutions and development partners into a comprehensive digital platform serving the wider Sri Lankan migrant community. In addition to complaint management, the Application provides access to essential information and services for Sri Lankans living overseas for employment, education, and residential purposes, enabling them to remain connected with Government institutions throughout their migration journey.

Foreign Affairs
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Available free of charge on both the Google Play Store and the Apple App Store, the launch of “LankaKonect” reflects the Government's continued commitment to advancing digital transformation, strengthening citizen-centred public service delivery, and safeguarding the rights, welfare, and dignity of Sri Lankan migrant workers through innovative and accessible digital solutions.

**Ministry of Foreign Affairs, Foreign Employment & Tourism
Colombo**

16 June 2026

Foreign Affairs
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