# Land Consultancy Service

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There are three main Roles of this service:
1. Citizen (Service taker)
2. Consultant (Service provider)
3. Admin (The System Authority)

## Citizen:

Citizens are the main role of this system because citizens will get services from this system. Using this system a citizen will get a lots of service like ldtax related services, mutation related services, dolil registration related services and other land related services from expert consultant. For getting service first a citizen needs to register on that system. Registration process and service of that system are showing below:

- Registration ( FirstName, LastName, Password, MobileNo) for initial registration information
- Otp verification after registration
- After registration citizens complete his/her profile with detailed information.
- Login (email/mobileNo, password)
- After login citizens will view active consultant list, consultant category,
- Find Consultant/Search Consultant
- Consultant details info page
- Request to consultant for taking service
- Admin can approve or reject the request.
- If accepted, notify the service providing time and contact number to the customer.
- Payment option
- Consultant rating option
- Consultation time notification
- Category wise consultant list.
- Special offer wise consultant list

Settings:
1. My profile / Edit profile
2. Change password
3. Favourite Consultant
4. Payment history
5. Previous consultation list
6. Terms and conditions
7. Privacy policy
8. About us
9. FAQ

10. Contact us

## Consultant:

Another main role of the land consultancy service system is as a consultant who will provide service to the citizens.

- Registration with basic information (Name, Email, password, Mobile) for initial registration
- Mobile number verify by otp
- Complete profile with consultant details information and necessary documents and send to admin for verification. (nid_or_passport_number, expert_type, dob, gender, address, current_profession, year_of_experience, academic_qualification, institute_name)
- Login (Email and password)

Consultant Registration Process:

- Registration with minimum information {Name, email(optional), mobile, password}
- Verify email or mobile.
- Login with email and password.
- Complete profile details
    1. Educational qualification
       - Education level
       - institute name
       - passing year
    2. Expertise
    3. Experience
       - Institute name
       - department (Designation)
       - working duration (date from ..... date to)
    4. Availability
       - available date within a week.
       - available time
    5. Consultancy fee
       - regular fee
       - discount fee
       - specific time wise fee
-
- Dashboard with all activity summary ( pending request, previous service, earning history etc)
- Feedback / Rating history

Settings:

1. Profile / edit profile
2. Change password
3. Manage offer (activate / deactivate)
4. Manage status (Online / offline)

5. Manage rate (consultant fee).
6. FAQ
7. Contact us
8. About us

## Admin:

- Login (Email, password)
- Monitoring Dashboard
- Profile update
- Approved pending consultant (accept or rejected)
- View specific consultant rating and comment
- Take action based on comment and rating
- Create common special offer or discounts
- Generate report
    1. Payment report
    2. User registration report
    3. Consultant registration report
    4. Activity log report
- Settings
    1. Create user role
    2. Set fee or charge limit
    3. Terms and conditions
    4. Privacy policy
    5. FAQ
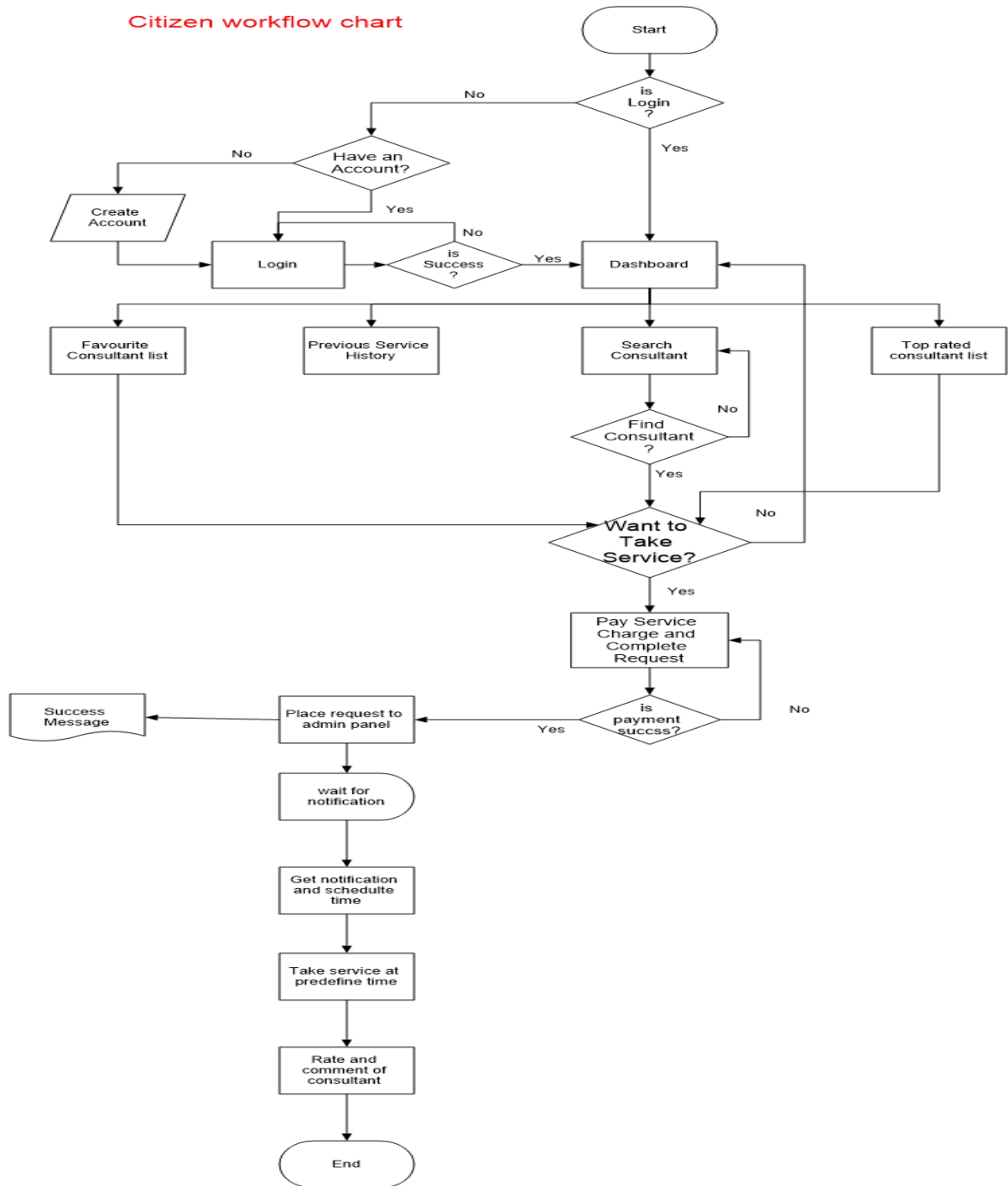    6. About us
    7. Contact us

Settings:
1. Create User
2. Create Special offer
3. Create regular offer
4. Active / inactive consultant
5.

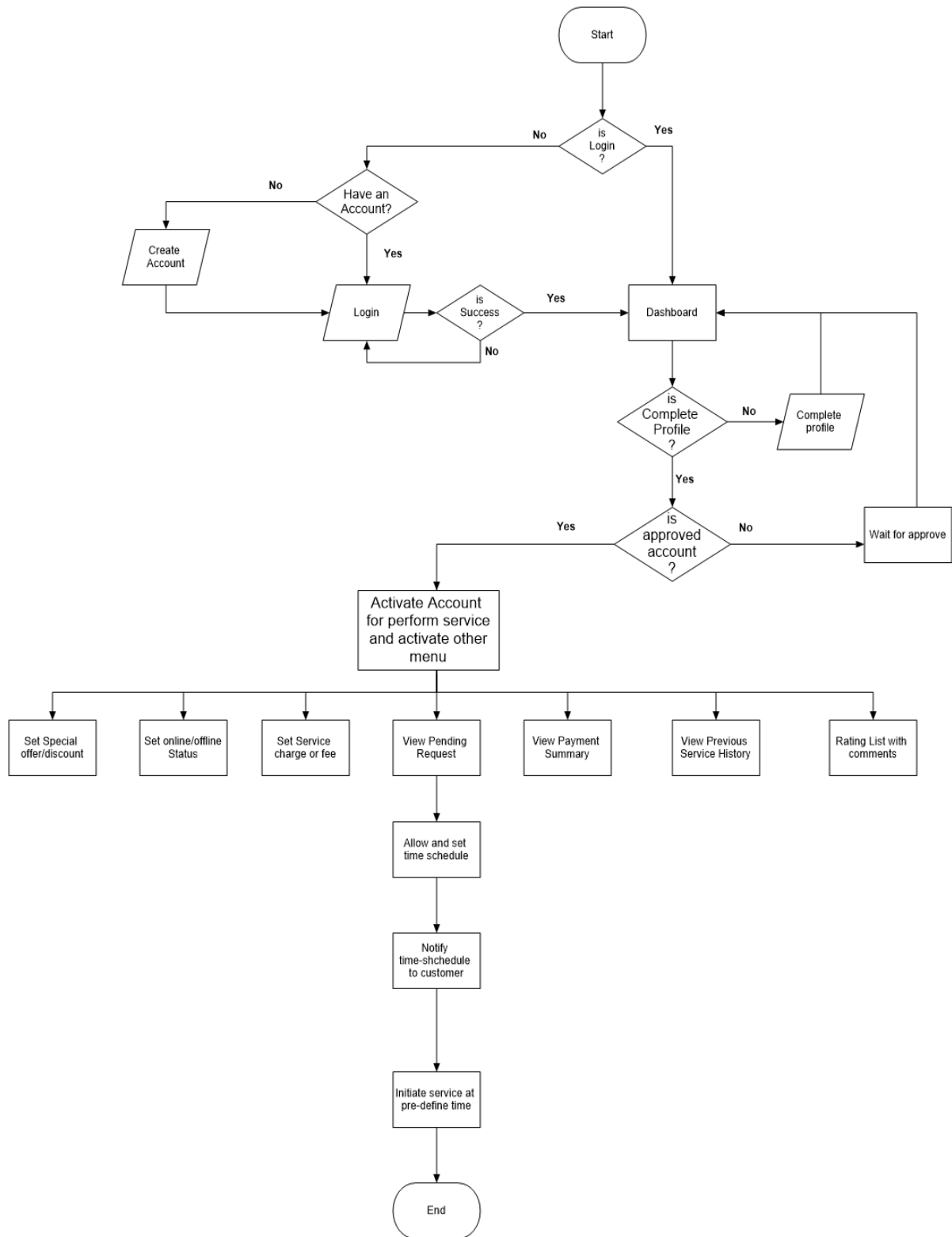## Citizen Module Description

Workflow diagram:

**Citizen workflow chart**

## Consultant Module description

Workflow diagram:

```
                                                    ┌─────────┐
                                                    │  Start  │
                                                    └────┬────┘
                                                         │
                                          No        ╱────┴────╲      Yes
                                    ┌───────────────┤   is     ├──────────┐
                                    │               │  Login   │          │
                                    │               │    ?     │          │
                                    │                ╲────────╱           │
                      No       ╱────┴────╲                                 │
            ┌────────────────┤ Have an   │                                 │
            │                │ Account?  │                                 │
            │                 ╲─────────╱                                  │
    ┌───────┴──────┐              │ Yes                                    │
    │   Create     │              │                                        │
    │   Account    │              │                                        │
    └───────┬──────┘              │                                        │
            │            ┌────────┴───┐    ╱────────╲   Yes       ┌────────┴───┐
            └───────────▶│   Login    ├──▶│   is     ├──────────▶│  Dashboard │◀──────┐
                         └────────────┘   │ Success  │           └─────┬──────┘       │
                                  ▲        │    ?     │                 │              │
                                  │         ╲────────╱                  │              │
                                  │            │ No                     │              │
                                  └────────────┘                       │              │
                                                              ╱─────────┴──╲  No  ┌────┴──────┐
                                                             │    is        ├────▶│ Complete  │
                                                             │  Complete    │     │ profile   │
                                                             │  Profile ?   │     └───────────┘
                                                              ╲────────────╱
                                                                  │ Yes
                         Yes                         ╱────────────┴─╲    No    ┌─────────────┐
              ┌──────────────────────────────────┤     is           ├───────▶│ Wait for    │
              │                                   │  approved        │        │ approve     │
              │                                   │  account ?       │        └─────────────┘
              │                                    ╲────────────────╱
    ┌─────────┴──────────┐
    │  Activate Account  │
    │ for perform service│
    │ and activate other │
    │       menu         │
    └─────────┬──────────┘
```

```
┌──────────┬──────────┬──────────┬──────────┬──────────┬──────────┬──────────┐
│Set Special│Set online│Set Service│View Pending│View Payment│View Previous│Rating List│
│offer/     │/offline  │charge or  │Request     │Summary     │Service      │with       │
│discount   │Status    │fee        │            │            │History      │comments   │
└──────────┴──────────┴──────────┴─────┬────┴──────────┴──────────┴──────────┘
                                       │
                              ┌────────┴───────┐
                              │ Allow and set  │
                              │ time schedule  │
                              └────────┬───────┘
                                       │
                              ┌────────┴───────┐
                              │    Notify      │
                              │ time-shchedule │
                              │ to customer    │
                              └────────┬───────┘
                                       │
                              ┌────────┴───────┐
                              │Initiate service│
                              │at pre-define   │
                              │time            │
                              └────────┬───────┘
                                       │
                                  ┌────┴────┐
                                  │   End   │
                                  └─────────┘
```

Workflow Diagram:

**Workflow diagram for Admin**

Start

Login

is Success ? — No

Yes

Dashboard

Profie

Approved Consultant List

View Rating and Comments list

Pending Consultant List

Reports

Settings

Consultant Details info

Have major Complain ? — No

Yes

Verify Complain

is valid Complain ? — No

Yes

Deactivate account and notify Consultant

Profile Details

is Profile Complete ? — No — Notify consultant

Yes

Approve and activate account

Payment Report

User registration report

Consultant Registration report

Activity Log Report

Create Role

Create Offer/discount

privacy policy

Terms and Conditions

About us

FAQ

End