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| Image result for iub bd logo png | |  |  | | --- | --- | | Nabil Akhunjee | 1720430 | | S. M. Mohaiminul Islam Eraj | 1721499 | |

**Simulating operations of a Passport Issuing Authority**

(Milestone 1)

**User types**:

* Citizen
* Employee
* Agencies
* Admin

**Goals & Details**:

* **Citizen:**
  + Apply for passport

(*Citizen will visit the system and then select desired fields*)

* + - First of all applicant needs to select ‘Apply for passport’ then select type such as:
      * New passport
      * Re-issue/Update/Correction
      * Retrieve Lost or Stolen passport
    - After that the desired form will load and applicant needs to fill that form with necessary information such as:
      * for New Passport:
        + Passport type (Ordinary, Diplomatic, Official)
        + Delivery type (Regular, Express)
        + Personal Information (Name, Gender, DOB, Birth ID no, National ID no, Height, Religion, Email, Guardian’s details)
        + Citizenship Information (Nationality, Citizenship status, Dual Citizenship(y/n))
        + If Dual Citizenship is ‘yes’ then Enter 2nd country
        + Present Address (Village/House, Road/Block/Sector, District, Police Station, Police Office)
        + Permanent Address (\*\*same fields as Present Address/There will also be an option to select Permanent Address as Present Address)
      * While submitting applicant will need to set a password which will create his/her personal account.
      * Re-Issue Passport:
        + Name of regional passport office
        + Applicant’s name
        + Received passport details (passport no, expiry date, issue date & place)
        + Delivery type (Regular, Express)
        + Required Correction (Present Information, Changed Information)
      * Retrieve Lost/Stolen Passport:
        + Applicant’s name
        + Passport details (passport no, expiry date, issue date & place)
        + Lost/Stole date
        + GD copy/ GD no
  + Submit necessary documents
    - After the submission of application applicant will ask to submit necessary documents such as:
      * Recent passport size photo
      * National ID soft copy
      * Birth certificate soft copy
      * Signature soft copy
      * GD copy (for lost/stolen passport)
    - Applicant will select ‘Choose file’ option to choose desired file from his/her pc
    - Then select ‘upload’ to upload the documents
    - Applicant may also choose to submit these documents later by login into his/her account.
  + Payment for Passport

(*After submitting application applicant will need to pay via online payment*)

* + - Select online payment service (bKash, Credit/Debit card)
      * After selecting payment interface will open and ask for bKash/card account information
      * If provided information are correct, then payment will be received successfully
      * else it’ll ask to enter correct information and then try again
      * if account/card’s balance isn’t sufficient a message will pop-up called “Insufficient balance!”
  + Track application status

(*After apply for passport, applicant can track his passport/ payment status by login into his/her account*)

* + - Login to the system using Applicant account
    - If any of login information is wrong, there will be a popup message says “Invalid ID or password! Please try again.” And Applicant will need to try again to login.
    - After successful login Applicant can track status such as:
      * Delivery date
      * If any information need to be updated
      * If uploaded all documents being accepted or need to reupload
  + Receive passport

(*Applicant will receive a notification about his/her passport is ready to receive*)

* + - When applicant’s passport is ready a deadline date will be given to receive the passport through the system. Applicant can choose to
      * Receive the passport physically
      * Cash on delivery
    - Applicant may need to pay extra fees to receive passport after deadline.
* **Employee:**
  + Receive application for passport

(*Employee will receive applications submitted by applicants*)

* + - Employees will have their accounts which will be provided by Admin
    - Employees can login their account selecting as ‘Employee’
    - If any of login information is wrong, there will be a popup message says “Invalid ID or password! Please try again.” And Employee will need to try again to login.
    - After login successfully they can check all submitted applications
    - They will check every application for passport one by one whether applicants provided all information or not
    - Also check uploaded necessary documents are valid, clear or not.
  + Approve/Disapprove application

(*After observing the applications Employee can approve/disapprove an application and according to this advance to next step*)

* + - After login into system Employee will check the submitted applications
    - If applicant missed any information to fill or filled wrong or uploaded documents have issue, then applicant’s application will be disapproved and Employees will notify & request Applicant for resubmission through the system
    - Else if every information & documents are correct then application will be approved
    - After approving, a request will be sent to Police to verify applicant’s address & GD copy.
  + Request Police for verification

(*After approving submitted application, now it’s time to verify if provided address & documents by applicant are valid or not*)

* + - Employee will submit a request to Police through the system saying

(for new passport) ask police to verify applicant’s address

(for lost passport) ask police to verify applicant’s GD copy

* + - After verification is complete Employee will receive police verification report
    - If verification report says invalid then applicant’s application will be disapproved

And applicant will be notified through the system

* + - If verification report says valid then passport issue authority will proceed for the applicant’s application

* + Maintain bills & orders

(*Employee will also be able to maintain bill & orders through the system*)

* + - Employee will receive & generate different types of bills from Agencies like electricity bills, gas bills, order bills
    - Employee will select ‘Payment’ option
    - After selecting payment interface will open and ask for bKash/card account information
    - If provided information are correct, then payment will be received successfully
    - else it’ll ask to enter correct information and then try again
    - if account/card’s balance isn’t sufficient a message will pop-up called “Insufficient balance!”
    - If information are correct & balance is sufficient then payment will be successful
    - Order necessary stuff like blank passport book, ink, paper etc. to the supplier through the system
  + Contact with applicant

(*Employee will be able to contact with applicant through the system when necessary*)

* + - After login into the system Employee will select the ‘Received applications’ option
    - Then will search for the application with application no.
    - After that Employee will notify/contact with the applicant through the system
      * To resubmit necessary documents if needed
      * To resubmit correct address if incorrect
      * To resubmit valid GD copy if invalid
      * To receive applicant’s passport when it’s ready
    - If all information of an application are correct then applicant will be notified with a message says “Congratulations! Your application for passport has been approved.”
    - When the passport is ready to collect Applicant will be notified with the procedure to collect his/her passport
* **Agencies:**
  + Police verify applicant’s address

(*Police will receive a request from Employee to verify applicant’s address through the system and Police will verify and then update the request*)

* + - Police can login into their account using their email address & password
    - If any of the login information is wrong, there will be a popup message says “Invalid ID or password! Please try again.” And Police will need to try again to login.
    - Then they can check the request from Employee to validate applicant’s address
    - Then police will check birth certificate/National ID card of the applicant’s
    - Police will visit applicant’s house
    - After that Police will update the request on the system about the applicant’s address if they are valid or not
  + Police verify applicant’s GD copy

(*Police will receive a request from Employee to verify applicant’s GD copy through the system and Police will verify and then update the request*)

* + - After login into the account Police can check the request from Employee to validate GD copy provided by applicant
    - Police will check the GD number
    - Police may call other police stations for confirmations (if needed)
    - After that Police will update the request on the system about the applicant’s GD copy if they are valid or not
  + Home Ministry regulates

(*Home Ministry can observe & contact with Admin through the system*)

* + - Home Ministry will login to the system with their ID & password
    - If any of login information is wrong, there will be a popup message says “Invalid ID or password! Please try again.” And Home Ministry will need to try again to login.
    - After successfully login if Home Ministry need to contact with Admin then they will select ‘Contact’ then ‘Admin’
    - Then they can ask Admin for a specific generated chart by sending Admin a request selecting ‘Request to Admin’ then ‘Chart’ then by selecting ‘Specific fields’.
    - Home Ministry can also select ‘Appeal’ to send an application to the admin if any upgrade is needed to the system.
  + Supplier

(*Supplier will maintain orders ordered by Employee*)

* + - Supplier will have their own account where they can login
    - If any of login information is wrong, there will be a popup message says “Invalid ID or password! Please try again.” And Supplier will need to try again to login.
    - Supplier can Accept order from the employees
    - Confirm employees if they are able to deliver the order or not through the system
    - Send bill to employees & receive bill if they’re able to deliver the order
    - Track order/delivery status
    - Provide discount based on order quantity (if needed) through the system
  + Prepare bills
    - Agencies will prepare bills like electricity bills, gas bills etc. by login to their account
    - Then agencies will send the bill to Employees through the system
    - Agencies will receive the bill paid by Employees
* **Admin:**
  + Adding/Removing users

*(Admin will be able to add new users according to necessity by selecting user type after login into Admin account)*

* + - Admin will login to the system using Admin account
    - If any of login information is wrong, there will be a popup message says “Invalid ID or password! Please try again.” And Admin will need to try again to login.
    - After successful login Admin will select ‘Add user’
    - After that select user type such as: Employee, Police, Home Ministry, Supplier
    - Then will fill some necessary fields like ID, Name, Designation, Address, Contact information (phone no./Email address)
    - Then select ‘Save’ to save the user
    - If need to remove existing user simply select the specific user, then select ‘Delete’ option
  + Employee salary distribution

(Admin will save all employees bank account information and salary of each employee. Salary will be sent to the employee’s bank account when Admin select to send)

* + - Admin will login to the system using Admin account
    - Then Admin will select ‘Edit user’ to edit an existing Employee information
    - Then Admin will add employee’s bank account information & salary amount to the selected employee.
    - Salary will be sent to the Employee’s bank account on the first five business days automatically
    - Admin can even send salaries manually by selecting ‘Send Salary’ and then selecting the desired employees
  + Create chart

(Admin can create chart to observe citizen application for passport according to these fields: District, Birth year, Gender, Religion & monthly, quarter monthly, yearly)

* + - Admin will login to the system
    - Then Admin will need to select the option ‘Create Chart’
    - After that Admin will need to select two fields
    - On the first field select from District, Birth year, Gender, Religion and on the second field select from monthly, quarter monthly, yearly
    - Then select ‘Generate’ to generate the chart
    - Admin will be able to save the generated chart as .pdf
    - Admin also can send the generated chart to the Home Ministry if asked
  + Observe evaluation

(*Admin will be able to observe the evaluation done by passport Applicants and based on this Admin can propose suggestion for the system to the assigned Employees in the meeting*)

* + - After login into the system Admin will select option called ‘Evaluation’ to see the evaluation done by passport applicants
    - While observing Admin can also be able to delete unnecessary/irrelevant evaluations
    - Admin can also bookmark/star relevant evaluations
  + Update application process

(*Admin can update the process anytime by discussing with assigned employees or by the instruction of Home Ministry*)

* + - Admin can arrange meeting with other employees by notifying Employees through the system
    - Then in the meeting Admin and Employee will discuss about the system and Applicant’s evaluations
    - Admin may also receive instructions from Home Ministry
    - After that Admin will change/update the system according to necessity