



# **AMERICAN INTERNATIONAL UNIVERSITY–BANGLADESH (AIUB)**

**Summer 2024-25**

## **SOFTWARE ENGINEERING**

**Section: J**

### **PROJECT TITLE:**

Digital Certificate Application and Verification System with Citizen Services  
Portal

### **Document Type:**

Scope, Features

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## **Identifying the users:**

1. Citizen
2. Government Officer
3. Admin

## **Scopes:**

### **1. Profile Management**

#### **Features:**

- a) Citizens, government officers, and admins can create and manage their own profiles with valid information.
- b) All users can log in using email or phone number and password.
- c) After successful login, users are redirected to their respective dashboards.
- d) Users can view and update their profile information.
- e) Users can change or reset their password when necessary.

### **2. Certificate Application Management (Citizen Module)**

#### **Features:**

- a) Citizens can apply for different certificates: birth, death, marriage, nationality.
- b) Citizens can request correction of certificate information if needed.
- c) Citizens can upload supporting documents during the application.
- d) Citizens can save applications as drafts and complete them later.
- e) Citizens can track the status of their applications in real-time.
- f) Citizens can download issued certificates from their profile.
- g) Citizens can re-request certificates if they lose or damage the originals.
- h) Citizens can view the history of their applications and outcomes.

### **3. Application Review and Approval (Government Officer Module)**

#### **Features:**

- a) Officers can log in and view all assigned citizen applications.
- b) Officers can filter and search for certificate applications based on specific criteria.
- c) Officers can approve or reject certificate applications after reviewing documents.
- d) Remarks can be added to explain the reason for approval or rejection.
- e) Approved certificates can be uploaded for citizen download.
- f) Officers can view documents uploaded by citizens for verification.
- g) Officers can edit uploaded certificates to correct any errors.
- h) Notifications can be sent to citizens regarding application updates.
- i) Officers can process multiple applications at once for efficiency.
- j) Officers can generate application reports for any given period.

- k) Applications can be assigned to specific officers by admins.
- l) Internal comments can be added for record-keeping (not visible to citizens).

#### 4. Administrative Management (Admin Module)

##### **Features:**

- a) Admins can log in to securely access the management dashboard.
- b) Admins can add, edit, or remove government officers from the system.
- c) Admins can view all citizen and officer accounts for audit purposes.
- d) Admins can reset user passwords when requested.
- e) Admins can send system-wide notifications to all users.
- f) Certificate types and templates can be created or updated by the admin.
- g) Admins can view statistics on certificate issuance and application volume.
- h) Pending and processed applications can be monitored.
- i) Admins can archive old applications for secure long-term storage.
- j) Integration with National ID databases allows automatic identity verification.
- k) Payment gateways can be configured and managed by the admin.

#### 5. Payment and Receipt Management

##### **Features:**

- a) Citizens can make online payments for certificate application fees.
- b) After payment, receipts can be downloaded for record-keeping.
- c) Admins can manage and monitor the payment process.

#### 6. Notification System

##### **Features:**

- a) Citizens receive SMS or email alerts about application status or updates.
- b) Government officers and admins can send targeted or system-wide notifications.