AMERICAN INTERNATIONAL UNIVERSITY–BANGLADESH (AIUB)

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SOFTWARE ENGINEERING

Section: J

PROJECT TITLE:

Digital Certificate Application and Verification System with Citizen Services

Portal

Document Type:

Project Proposal, Scope, Features, User Story Card

Supervised By

JUBAYER AHAMED

Submitted By

Name	ID
Md Zahedul Islam Tapu	23-52372-2
AL MUBTASIM	22-49002-3
ADIBA TANZILA	22-49012-3
SHAHRIAR HOSSAIN	22-48990-3
MD. HASIBUL ISLAM	23-51777-2

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Project Proposal:

In many parts of the country, citizens still struggle to access essential government services such as obtaining birth, death, heir, and other legal certificates. These services often require people to stand in long lines, visit local offices multiple times, and navigate confusing procedures. This process becomes even more challenging for elderly citizens, people with disabilities, and those living in rural or remote areas. As a result, important tasks like applying for a passport, proving inheritance, or accessing healthcare and education can be unnecessarily delayed.

The lack of a unified and digitized certificate application system has led to several problems. Manual handling of documents increases the risk of errors and loss of information. Citizens often face uncertainty about the status of their applications, the required documents, or the time needed for processing. Additionally, local government staff are burdened with paperwork and repetitive tasks, which slows down the entire system and creates dissatisfaction on both sides.

To solve these issues, a digital certificate application and management platform will be developed. This platform will aim to simplify and organize the entire process of applying for certificates. Instead of traveling to government offices, citizens will be able to complete applications from their own devices by creating a secure online account. After logging in, users will see a list of certificates they are eligible to apply for and can start the process by uploading their required documents and filling in necessary information.

The system will also include a secure digital payment option to make fee submission simple and accessible. Once an application is submitted, users will receive timely updates about its progress. When the certificate is approved, a downloadable copy will be made available. This removes the need for physical collection and reduces delays.

Citizens will also be able to manage their personal profiles, update contact and address information, and recover their passwords if needed. A built-in noticeboard will help keep users informed about public announcements, deadlines, and new services introduced by local authorities.

For administrative users, a separate login portal will be created where they can verify applications, approve or reject submissions, publish official notices, and carry out general system management. This will not only make their workflow more efficient but also ensure transparency and accountability in service delivery.

The goal of this system is to make government services more accessible, transparent, and user-friendly. By introducing this platform, it is expected that both the workload on administrative bodies and the time taken by citizens to complete official procedures will be significantly reduced. Ultimately, this will support the development of smarter governance and help build trust between people and public institutions by delivering services that are fast, secure, and reliable.