

Bangladesh Returnee Case Management System (RCMS)

Location of Assignment	Dhaka, Bangladesh, and European Union
Client	International Organization for Migration (IOM), UN
Reference Contact	Omar Faruque Program Manager, IOM Bangladesh E-mail: ofaruque@iom.int Phone: +8802 55044811-13
Contract Value	BDT 28,077,204.67
Period of Activity	November 2019 to June 2020
Status	Completed
Nature of Work	<p>The project scope included, but not limited to, the design, development, deployment, and commissioning of custom built software modules and components of the very first Returnee Case Management System (RCMS) in Bangladesh, which was funded by the International Organization for Migration (IOM), and supervised and directed by Special Branch, Bangladesh Police. Important and significant stakeholders that are using Bangladesh RCMS are the European Union, different EU countries through their embassies/consulates, Bangladesh Ministry of Foreign Affairs (MoFA), Bangladesh Ministry of Home Affairs (MoHA), Bangladesh Mission, and last but not the least, Special Branch, Bangladesh Police. The project lets the EU countries enroll and create profiles for the Bangladeshi Citizens that need to be detained and sent back to Bangladesh for various reasons. Once the profiles are created, the consulate can use the system to initiate a request for verification of that person, which would be reviewed and verified by MoFA, MoHA, Bangladesh Mission, and then the field level investigation and reporting will be done by the Special Branch, Bangladesh Police. Once the report is uploaded to the system, the notification system notifies the relevant stakeholders and the report is then reviewed and forwarded all the way to the requesting consulate. The entire process is automated in the system and there is no need for maintaining any extra paperwork or keeping track of the cases outside of the system. The system is primarily deployed in two different networks – Extranet and Intranet. The Extranet sub-system is used by the EU consulates and other authorized personnel to create the biometric and demographic profile of the potential returnees and initiate an investigation request for Special Branch, Bangladesh Police. The Intranet sub-system has several users and stakeholders – MoFA, MoHA, Bangladesh Mission, and Special Branch, Bangladesh Police. The Field Verification Modules for SB field officers and investigators is developed separately to facilitate using the system to create investigation report on the go using their mobile computing devices. The project scope also included preparation of various documents such as SRS, SDD, Inception Report, User Manuals for each stakeholder, Training Manuals, Progress Report, Risk Mitigation and Change Management Report etc. A comprehensive UAT, feedback implementation, and training for the different levels of users have also been conducted before closing the project to the utmost satisfaction of the client.</p>
Total Man-Month	126