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c) SRS document for passport auto

1. Introduction:

1.1 Purpose of the document: to specify the software requirements for a passport automation system that streamlines the passport application

1.2 Scope of this document: Users can apply for passports online, track the status of their applications & receive notifications for document submission & appointment scheduling; allows staff to verify applications, manage appointments & process passport issuance

1.3 Overview: this document outlines the requirements and procedures involved in the automation of passport services.

2. General Description:

2.1 Product perspective:

- applicant's perspective: submit passport ~~online~~ applications online with personal details, upload required documents & track application status
- staff perspective: access applicant details, verify submitted documents & schedule appointments for in-person verifications; manage passport issuance and record passport delivery status.

2.2 Product functions:

- submit applications online
- upload required documents and track application status
- schedule and manage appointments
- passport verification and issuance

2.3 User characteristics:
- users include applicants (citizens applying for passports) and staff (government personnel)
- applicants must have basic computer literacy to submit online applications
- staff must be familiar with document verification & passport issuance processes.

2.4 General constraints:
- System must operate in compliance with the legal requirements for passport issuance
- users must have valid identification and provide required documents before applying for a passport
- the system must ensure real-time updates on application status.

2.5 Assumptions & Dependencies:
- applicants will provide accurate personal and document information
- the system will rely on secure database infrastructure to store sensitive applicant data
- internet access will be required for online application submission & status tracking.

3. Functional requirements:
- Passport application system: applicants can create new applications by submitting personal data & uploading documents
- Appointment management system: applicants can schedule view and reschedule appointments for document submission and biometric capture.

- verification and issuance system: staff can access submitted applications, verify uploaded documents, and update application statuses; passports issuance can be processed once all verifications are completed.
- notification system: automated notifications will be sent to applicants for appointment scheduling, status updates, and document submission reminders.

4. Interface requirements:
- User Interface: a user friendly interface for applicants to submit applications, track status, and schedule appointments.
- API: allow integration with external systems, such as govt identity verification system and postal service
- Database interface: manage the storage and retrieval of applicant data, verification status and passport issuance details

5. Performance requirements:
- response time should be within 2 seconds
- should maintain an uptime of 99.9%.
- clear & user-friendly error ~~to~~ messages for failed application submissions or system errors
- Security: all personal & sensitive data must be encrypted.

6. Design constraints:
- database structure should be relational DBMS

- must use microservices to allow scalability and maintainability
- must integrate with national ID verification system, payment gateways and postal services

7. Non functional Requirements:
- Performance: System should process document uploads & application submissions within seconds
- must support thousands of concurrent users submitting & tracking applications
- Sensitive data must be encrypted and protected from unauthorized access
- intuitive interface that requires minimal training

8. Preliminary scheduling and budget: estimated to take approximately 6 months to complete. This timeline includes hiring process, planning the software, developing the system, testing for quality assurance and deployment. The total budget required is estimated to be ₹50 lakhs.