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Darshan University

A Project Report on

**“Bank management system”**

Under the subject

**Software Engineering (2301CS405)**

B. Tech, Semester – IV

Computer Science & Engineering Department

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|  | **Computer Science & Engineering Department**  **Darshan University** |

**DECLARATION**

We hereby declare that the SRS, submitted along with the **Software Engineering (2301CS405)** for entitled “**Bank management system**” submitted in partial fulfilment for the Semester-5 of **Bachelor Technology (B. Tech)** in **Computer Science and Engineering (CSE)** Department to Darshan University, Rajkot, is a record of the work carried out at **Darshan University, Rajkot** under the supervision of R. B. Gondaliya and that no part of any of report has been directly copied from any students’ reports, without providing due reference.

Padsumbiya Darshan

Student’s Signature

Date: \_\_\_\_\_\_\_\_\_\_

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**CERTIFICATE**

This is to certify that the SRS on “Bank Management System” has been satisfactorily prepared by Padsumbiya Darshan (23010101181) under my guidance in the fulfillment of the course Software Engineering (2301CS405) work during the academic year 2024-2025.

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**Acknowledgement**

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Thanking You

**Padsumbiya Darshan**

**ABSTRACT**

The Bank Management System (BMS) is a software application designed to automate and streamline various banking processes, such as customer account management, transactions, loan management, deposits, withdrawals, and reporting. With the increasing demand for improved efficiency, security, and customer satisfaction in the banking industry, BMS provides an essential framework for modern banks to handle a wide range of banking operations seamlessly. As the global financial sector embraces digital transformation, the need for efficient and scalable systems that ensure smooth operations while reducing human error has never been greater.

A Bank Management System centralizes core banking functions in a single platform, offering a secure and user-friendly interface for both customers and employees. The system automates manual tasks, thereby reducing operational costs, saving time, and increasing overall productivity. By integrating essential functions such as account management, loan disbursements, interest calculations, transaction processing, and reporting into one system, BMS allows banks to deliver a seamless banking experience to their customers across various platforms, including online banking, mobile banking, and ATM networks.

Main purpose of this system is to reduce human efforts as much as possible.

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# Introduction

## Product perspective

A Bank Management System (BMS) is a software solution designed to automate, manage, and streamline the complex tasks involved in banking operations. In an era where technology plays an indispensable role in every sector, the financial industry, including banks, has adopted advanced software solutions to facilitate better customer service, ensure secure transactions, and improve overall operational efficiency. The Bank Management System, as a critical part of the banking infrastructure, serves as the backbone of a bank’s internal systems, assisting in day-to-day banking operations and in managing the wide variety of services that banks offer.

The need for efficient, secure, and scalable management systems in banks has never been more pressing. With the advent of online banking, mobile applications, and increased regulatory scrutiny, the pressure to manage vast amounts of sensitive financial data while maintaining the highest levels of security and customer satisfaction has grown exponentially. A Bank Management System addresses these challenges by providing automated, integrated solutions that allow banks to deliver quality services to their customers while ensuring operational efficiency, security, and compliance.

## Key Features and Functionalities of a Bank Management System

A Bank Management System typically includes a range of features aimed at simplifying the management of various banking operations. Some of the key functionalities include:

1. **Customer Management**: One of the fundamental features of a Bank Management System is the management of customer data. This involves storing and retrieving information such as customer profiles, transaction history, account types, and personal details. The system ensures that sensitive customer data is managed securely, in compliance with data privacy regulations.
2. **Account Management**: The system allows for the creation, modification, and deletion of accounts. This includes saving accounts, checking accounts, fixed deposits, and more. Bank employees can manage account information such as balance, transaction history, interest calculations, and other pertinent details.
3. **Transaction Management**: A Bank Management System handles various types of financial transactions, such as deposits, withdrawals, transfers, and bill payments. The system automates the transaction process, reducing the risk of human error and ensuring that all transactions are accurately recorded in real-time.
4. **Loan Management**: The system helps manage the loan application process, loan disbursements, repayments, and interest calculation. It also allows banks to track loan status and customer payments, and maintain a record of all loan-related information.
5. **Deposit and Withdrawal Processing**: The system manages deposit and withdrawal transactions for both customers and non-customers. Automated processing of deposits and withdrawals ensures accuracy, and reporting features help maintain a record of all activities.
6. **Interest Calculation**: For savings accounts, fixed deposits, and other interest-bearing accounts, the Bank Management System automatically calculates interest based on pre-configured rates. This feature enhances accuracy and saves time for both customers and bank staff.
7. **Reporting and Analytics**: The system generates reports on account activity, loan status, interest calculations, and other financial operations. This enables bank management to track performance, assess financial health, and make informed decisions. Analytics tools also help in identifying trends and improving customer service.
8. **Security Features**: Security is a paramount concern in banking, and Bank Management Systems are designed with multiple layers of protection. These include encryption for secure data storage, multi-factor authentication for user access, and audit trails for tracking user activities. Regular updates and compliance with security standards are also integral to ensuring that the system remains secure.
9. **Integration with External Systems**: A Bank Management System must integrate with various external systems, such as payment gateways, ATMs, and online banking platforms. This allows the bank to offer services like internet banking, mobile banking, and seamless transactions across various channels.
10. **Regulatory Compliance**: Compliance with national and international financial regulations is essential in banking. The Bank Management System helps ensure that all operations, including financial reporting, are in line with regulatory requirements. Features like anti-money laundering (AML) and know-your-customer (KYC) checks are often integrated into the system to help banks comply with legal standards.

## Functional Requirement

### Customer

* See account details:Customers should see their account details.
* Apply for documents: Customer can apply for documents like statement, chequebook etc.
* Login: Customer should login by their A/C No, Mobile No or Email.
* Online payment:Customer should do online payments from system.
* Apply for card renew: Customer should apply for card renew.
* View statement: Customer should view statements of their account.
* Change personal details: Customer should change their personal details like phone No, email, address, etc.
* Apply for loans: Customer should view and apply for loans.
* Pay credit card bills: Customer should view credit card purchases and Pay bill in the system.
* Change passwords and pin: Customer should change net banking password and ATM pin online.
* Track cheque status: Customer should track cheque status by cheque No.
* Stop payment of cheque: Customer should request for stop payment of any given cheque.
* Invest money in FDs: Customer should view and invest in different FDs.
* Apply for lockers: Customer should apply for bank locker service
* Disable payment on card: Customer should disable payment service on card.
* Open new account: Customer should open new account.

### Bank staff

* Login: Staff members should login in system by their id’s.
* Access of account:Casher should deposit and credit amount of account.
* Apply for leave: Staff should apply for leave in system.
* View daily cash collection: Casher should view daily cash collection of particular branch.
* View loan application: loan department should view loan application and documents.
* Search customers: Staff should search customers by their name, AC No and mobile No
* View document applications: Staff members should view that Customers would apply for which documents
* Approve document application: Staff members should approve document application of customer.
* Approve loan application: Loan department should approve loan application.
* View locker application: Locker department should view locker applications of customers.
* View list of securities: Loan department should view list of securities was given by loan takers.
* Open new account: Staff member should open a new account of person.
* Close account: Staff member should remove existing account.

### Manager

* Login: Manager should login in system by their id’s.
* View leave applications: Managers should view leave application of their respective department.
* Grant leave: Manager should grant a leave of staff member.
* View daily collection: Manager should view daily cash collection of branches.
* View loan details: Managers should view given loan details and their document.
* View Details of ATMs: Managers should view details of ATMs of their respective branch area.
* View details of loan EMIs: Managers should view EMI details of loan taker. Weather they are paying EMIs on time or not.
* View details of credit card bills: Managers should view pending and paid bill details of credit cards.
* View details of FDs: Managers should view that how many customers are Inves
* ting in FDs.
* View performance of employee: Managers should view overall performance of their staff.

### Admin

* View performance branch: Admin should view details of branches in their region.
* Chek the cashflow: Admin should view overall cashflow of bank.
* View total assets: Admin should view total assets of the bank.
* View investment details: Admin should view investment details of the bank that bank are investing money in which bonds, schemes, stocks, etc.
* View performance of managers: Admin should view performance of branch manager.
* Promote manager: Admin should give promotion of the managers.

## Non-Functional Requirement

### Usability:

* The UI should be simple enough for everyone to understand and get the relevant information without any special training. Different languages can be provided based on the requirements.

### Accuracy:

* The data stored about the books and the fines calculated should be correct, consistent, and reliable.

### Availability:

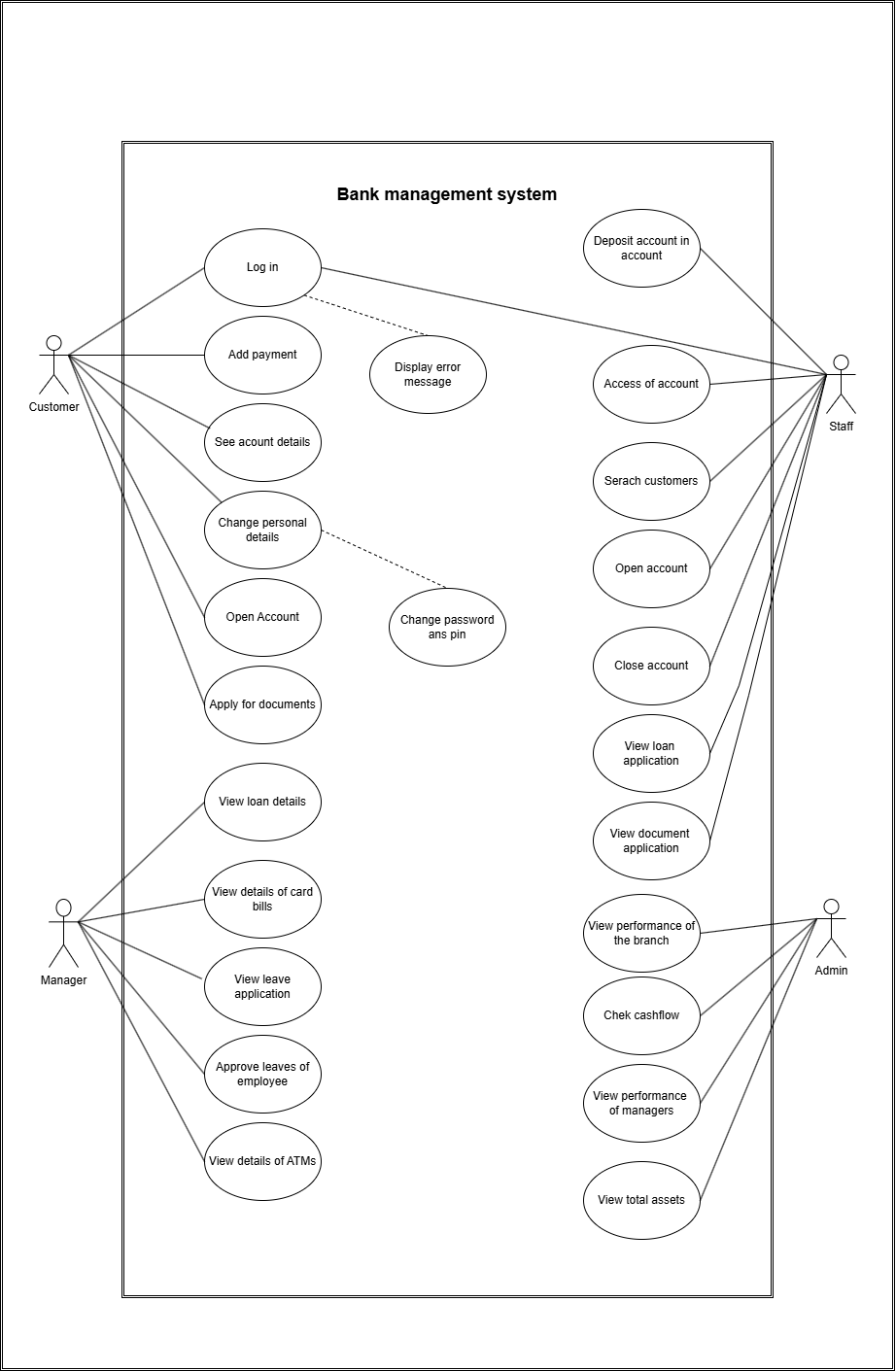
* The System should be available for the duration when the library operates and must be recovered within an hour or less if it fails. The system should respond to the requests within two seconds or less.

### Maintainability:

* The software should be easily maintainable and adding new features and making changes to the software must be as simple as possible. In addition to this, the software must also be portable.

# Design and Implementation Constraints

## Use case diagram



+Figure 2.1‑1 Use case diagram for Bank management system

## Activity diagram and Swimlane diagram

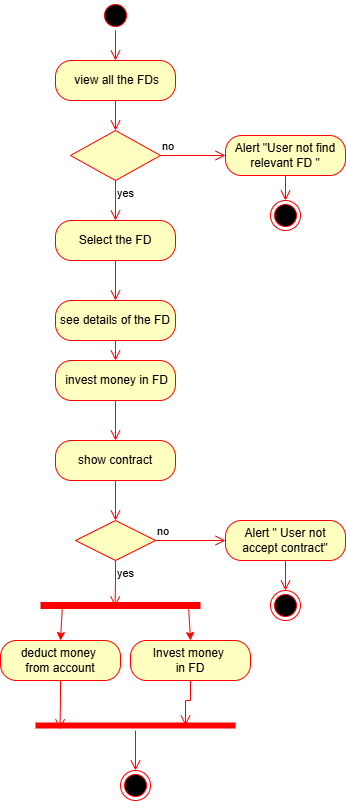


Figure 2.2‑1 Activity diagram for Invest in FDs

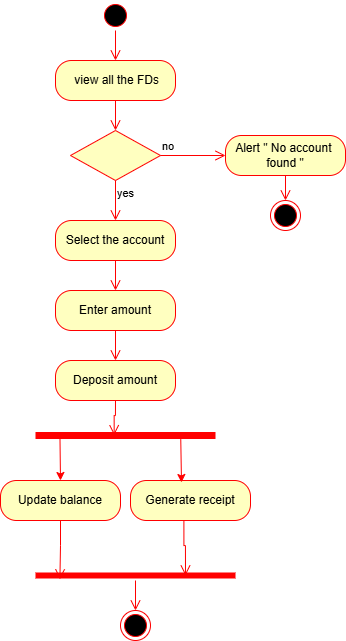


Figure 2.2‑2 Activity diagram for deposit money

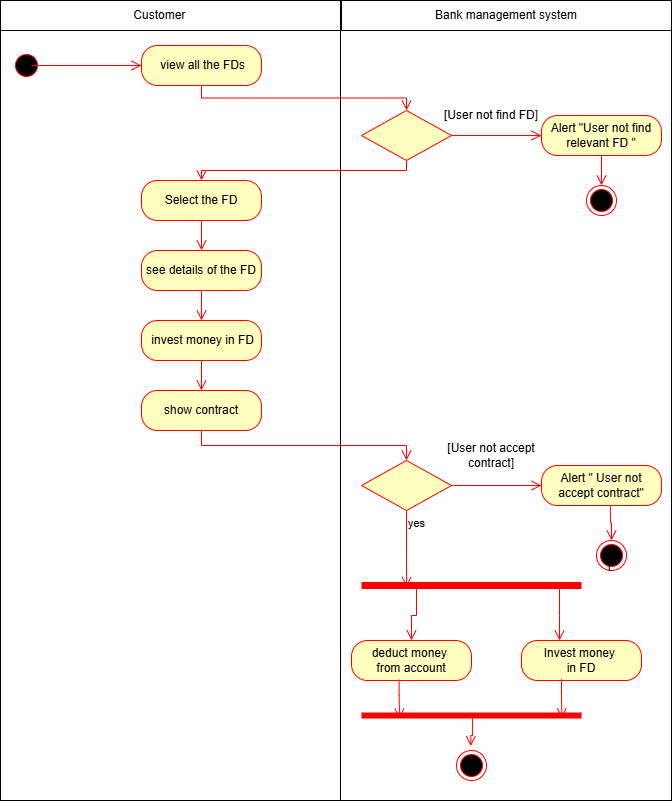


Figure 2.2‑3 Swimlane diagram for Invest money in FDs

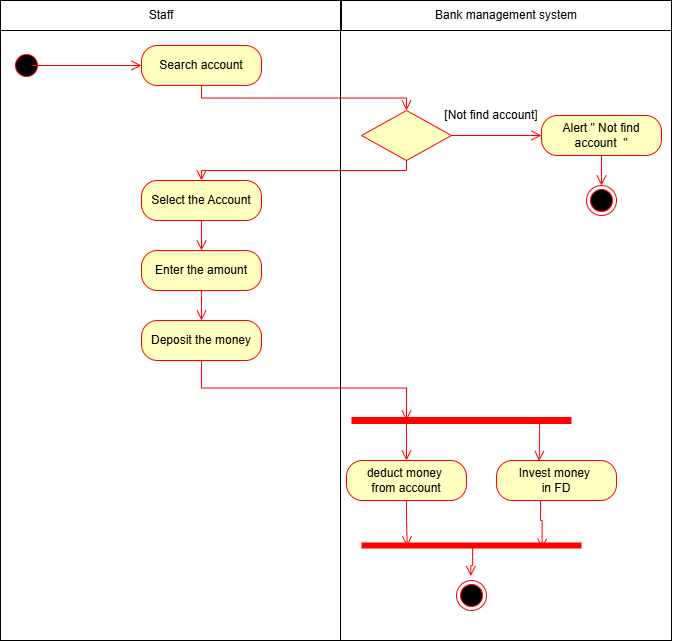


Figure 2.2‑4 Swimlane diagram for deposit money

## Sequence diagram

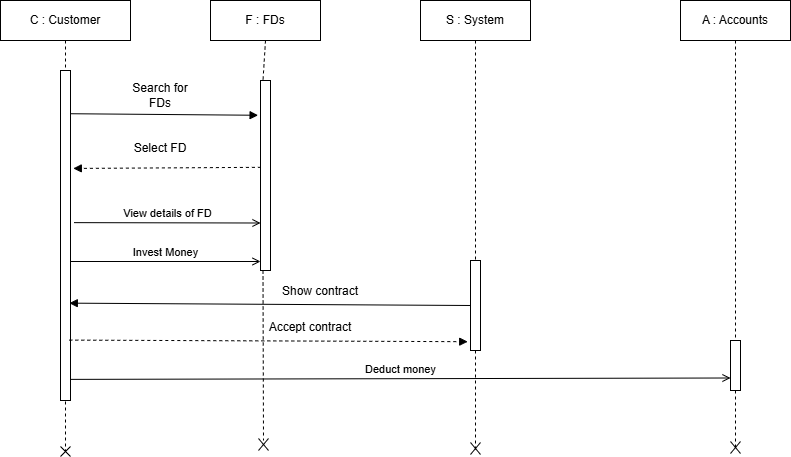


Figure 2.3‑1 Sequence diagram Invest in FDs

## State diagram

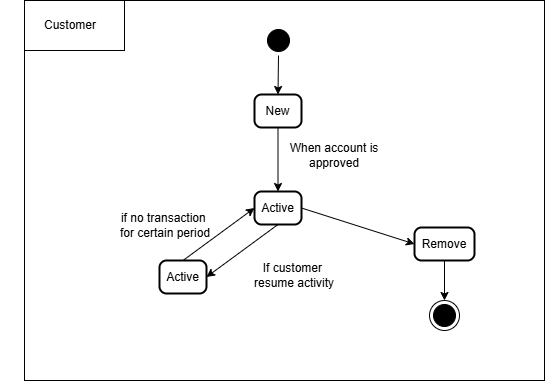


Figure 2.4‑1 State diagram of Customer

## Class diagram

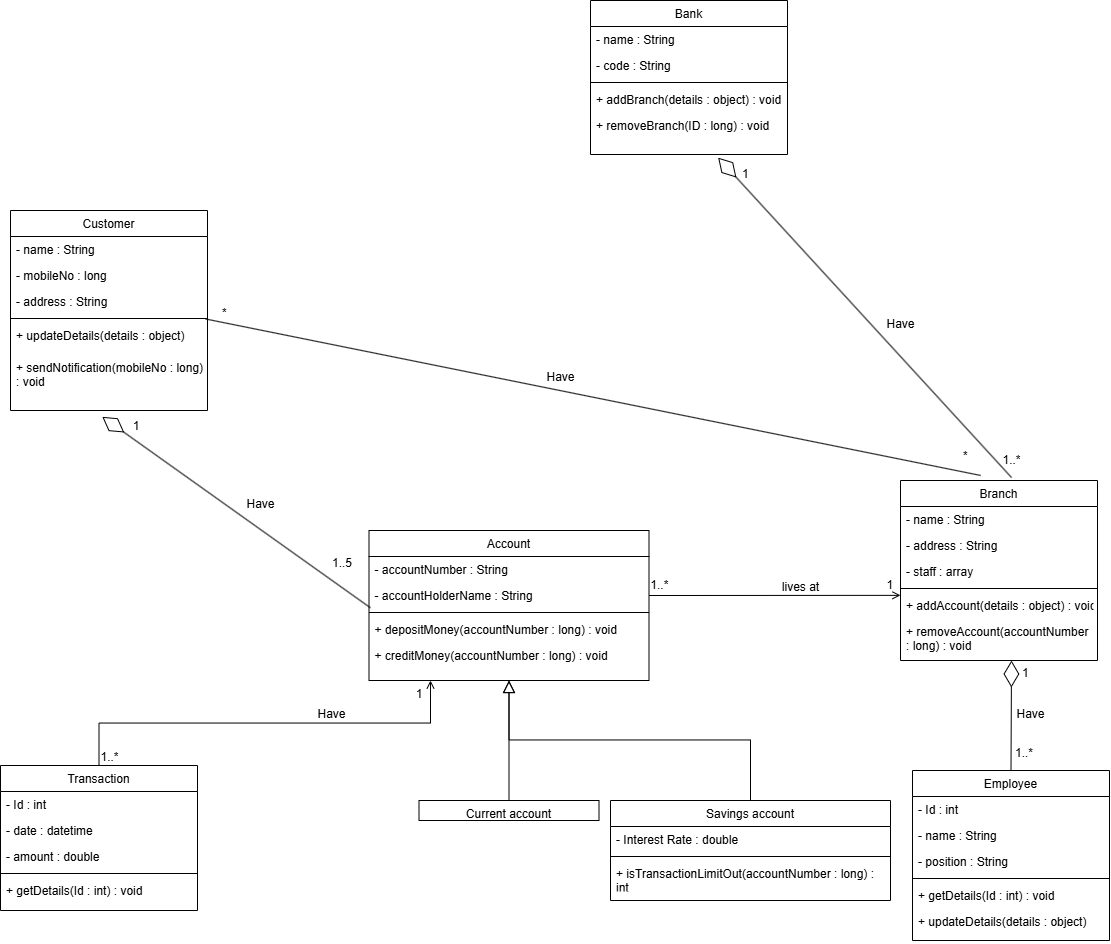


Figure 2.5‑1 Class diagram for Bank management system

## Data flow diagram

### Context diagram (level-0)

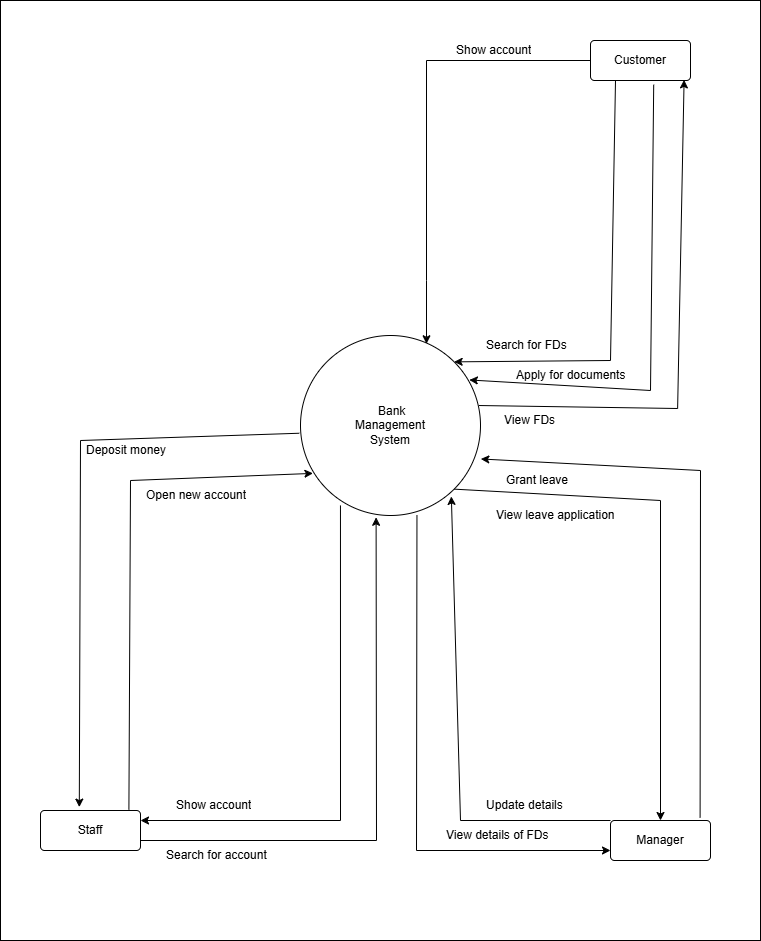
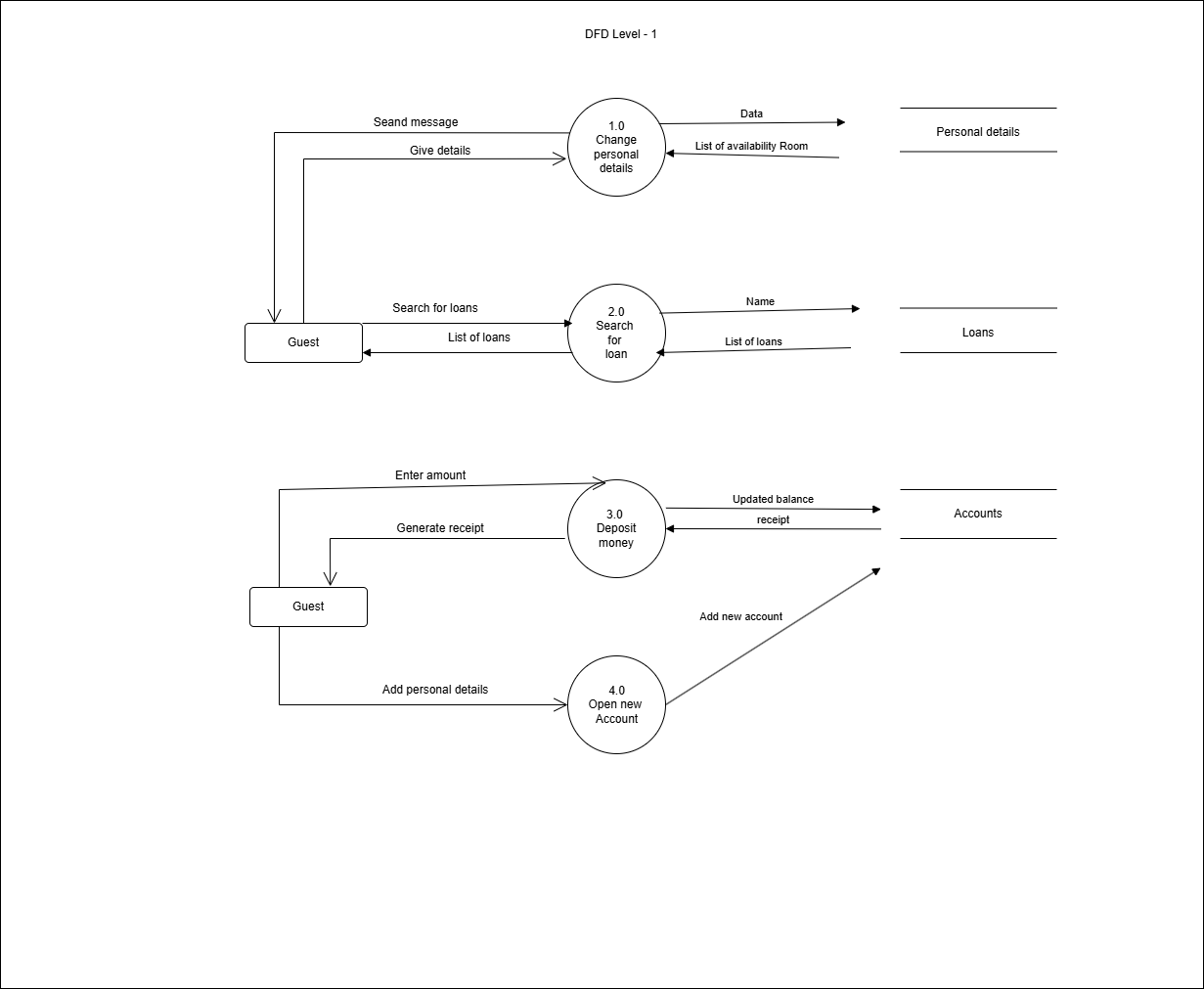


Figure 2.6‑1 Context diagram for Bank management system

### DFD Level-1



gure 2.6‑2 DFD level-1 for Library management sys

# External interface requirement (Screens)

## Screen-1: Login Form

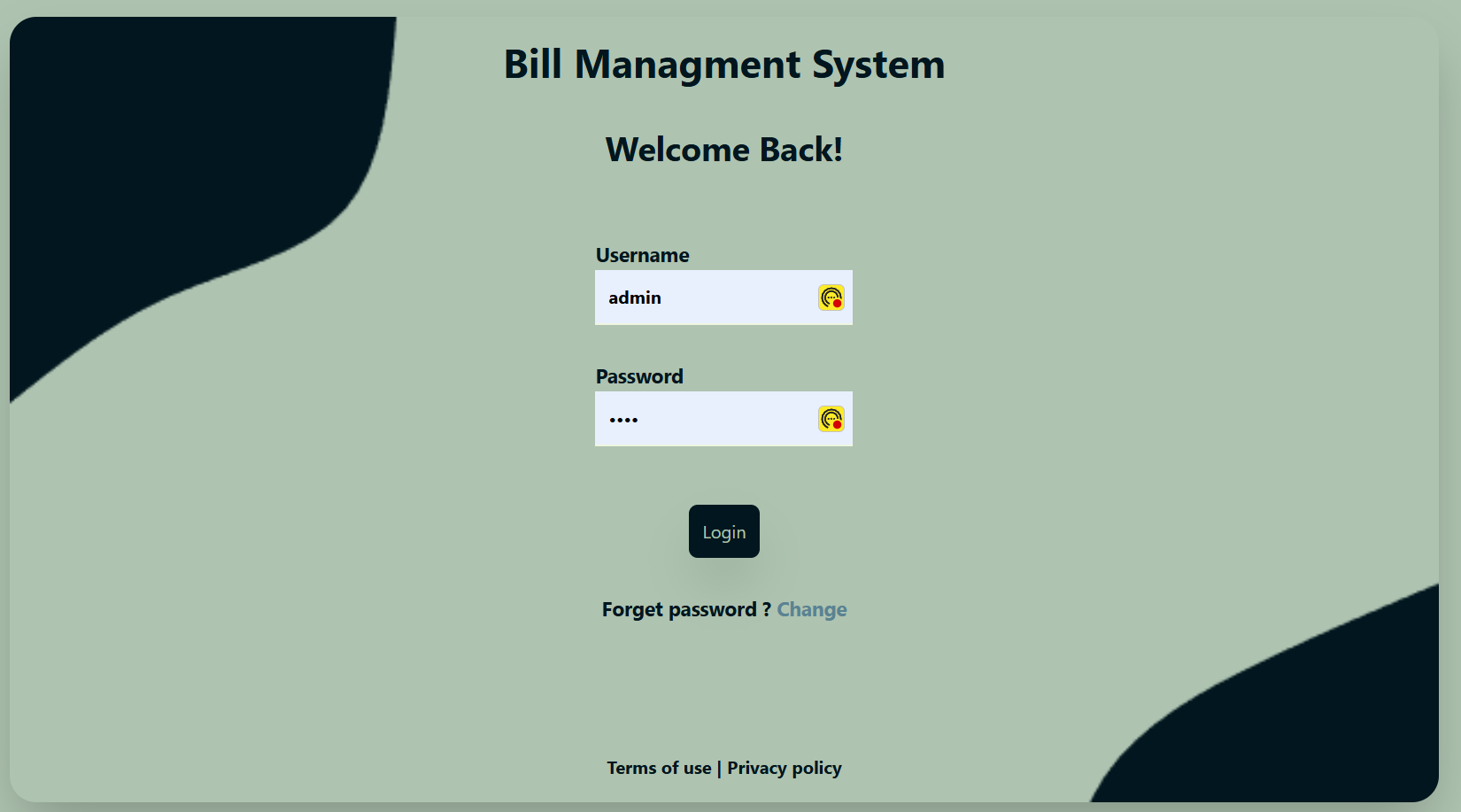


Figure 3.1‑1 Screen-1: Registration Form

**Purpose:** This form will allow the target end-users to login in the system.

Table 3.1‑1 Screen element of Registration form

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sr. | Screen Element | Input Type | O/M | 1/N | Description |
| 1 | Username | Textbox | M | 1 | Username field should be editable and accept the Username. |
| 2 | Password | Password | M | 1 | Password field should be editable and accept the password and display as star or dot. |
| 3 | Terms of use | Link | ------ | ------ | Link to Terms of use page to read terms |
| 4 | Privacy policy | Link | M | 1 | Link to Privacy policy page to read Privacy policy |
| 5 | Change | Link | ------ | ------ | Link for forget password page to changepassword |
| 6 | Login | Button | ------ | ------ | Login is a button for store and check the entered data into database. |

## Screen-2: Data change request

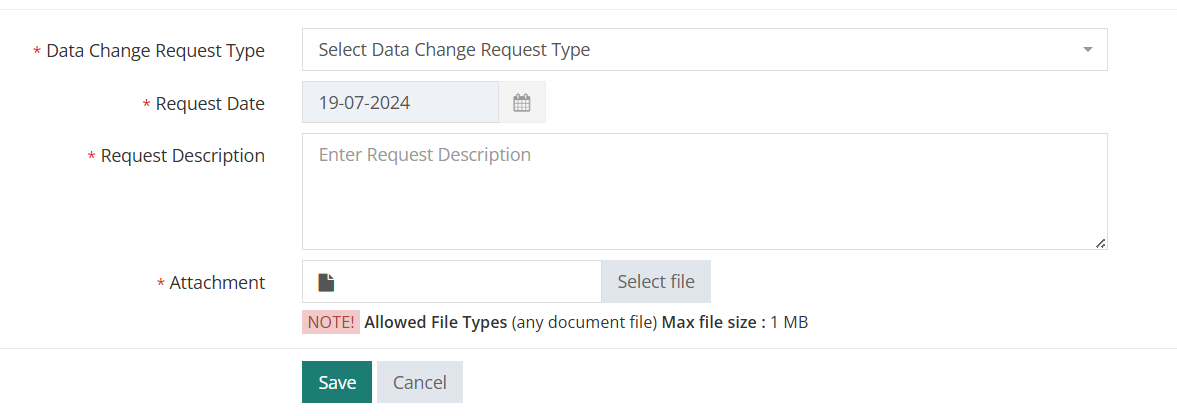


Figure 3.2‑1 Screen-2: Data change request form

**Purpose:** This form will be used by the students to make request to change the data. Add request type, date, description and attachments.

Table 3.2‑1 Screen element of Login form

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sr. | Screen Element | Input Type | O/M | 1/N | Description |
| 1 | Data change request type | Selection List | M | 1 | Username field should be editable and accept the Username. |
| 2 | Request Date | Date | M | 1 | Password field should be editable and accept the password and display as star or dot. |
| 3 | Request Description | Text Area | M | 1 | Saving login credentials through remember me checkbox |
| 4 | Attachment | File | M | 1 | Link for navigate to Forgot password page for allows users to recover password. |
| 5 | Save | Button | ------ | ------ | Save button will save form data in database and navigate to Home page |
| 6 | Cancel | Button | ------ | ------ | Cancel button will cancel the request and navigate to home page |

## Screen-3: Email verification

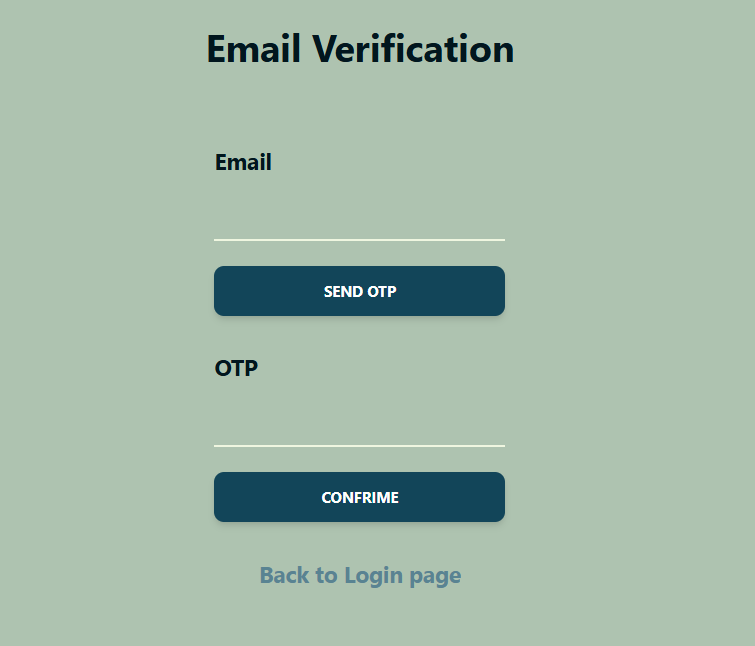


Table 3.3‑1 Screen element of Add borrower book

**Purpose:** This module will allow Customer to verify Email by OTP.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sr. | Screen Element | Input Type | O/M | 1/N | Description |
| 1 | Email | Textbox | M | 1 | Email field should be editable and accept the Username. |
| 2 | OTP | Number | M | 1 | OTP field should be editable and accept the OTP and display as star or dot. |
| 3 | Send OTP | Button | ------ | ------ | Send OTP button will send the OTP in Email |
| 4 | Confirm | Button | ------ | ------ | Confirm Button will check the OTP and navigate to forget password page |
| 5 | Back to Login Page | Link | ------ | ------ | Link back toLogin page |

## Screen-4: Search lesson

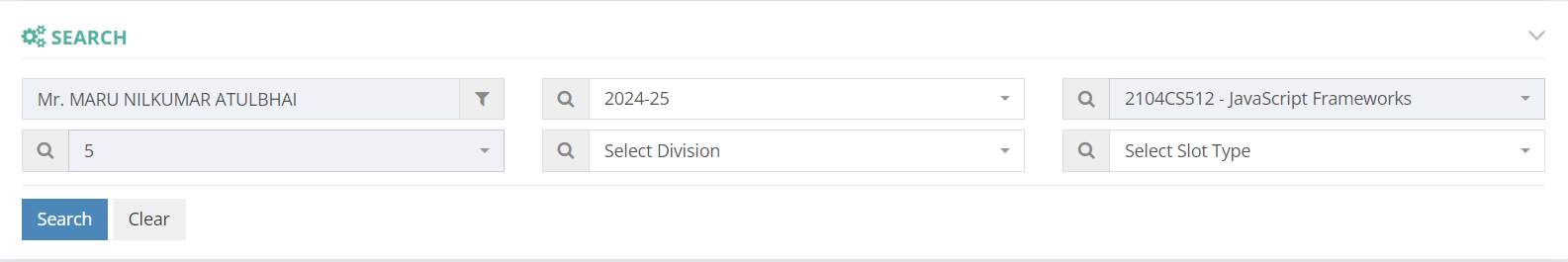


Table 3.4‑1 Screen element of Add borrower book

**Purpose:** This module will help faculties to search their lessons for particular division.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sr. | Screen Element | Input Type | O/M | 1/N | Description |
| 1 | Name | Textbox | M | 1 | Name field will auto fill from login token |
| 2 | Academic year | Selection | M | 1 | OTP field should be editable and accept the OTP and display as star or dot. |
| 3 | Subject | Selection | M | 1 | Select the subject from the list |
| 4 | Semester | Selection | M | 1 | Select the semester from 1 to 8 |
| 5 | Division | Selection | M | 1 | Select the Division from the list |
| 6 | Slot | Selection | M | 1 | Select the slot from 1 to 4 |
| 7 | Search | Button | ------ | ------ | Search the lesson from database by following field and return. |
| 8 | Clear | Button | ------ | ------ | Clear button clear the selected items from all the fields |

## Screen-4: Add employee

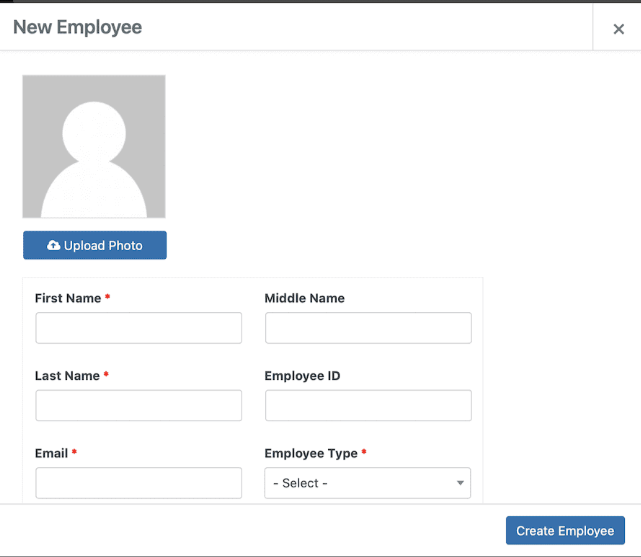


Table 3.5‑1 Screen element of Add borrower book

**Purpose:** This module will Add new User with photo and necessary fields.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sr. | Screen Element | Input Type | O/M | 1/N | Description |
| 1 | First Name | Textbox | M | 1 | First Name field should be editable and accept the First Name. |
| 2 | Middle Name | Textbox | O | 1 | Middle Name field should be editable and accept the Middle Name. |
| 3 | Last Name | Textbox | M | 1 | Last Name field should be editable and accept the Last Name. |
| 4 | Employee ID | Textbox | M | 1 | Employee ID field should be editable and accept the Employee ID. |
| 4 | Email | Textbox | M | 1 | Email field should be editable and accept the Email. |
| 5 | Employee Type | Selection | M | 1 | Select the type from the list |
| 6 | Upload photo | Button | ------ | ------ | Open folder to select the photo. |
| 7 | Create Employee | Button | ------ | ------ | Create Employee button will add employee details to databse |

# Database design

## List of Tables

* Admin
* Staff
* Customer
* Manager

Table 4.1‑1 Table: Admin

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Data Type** | **Null** | **Constraints** | **Description** |
| Admin\_ID | INT | NOT NULL | PRIMARY KEY | Unique Identifier for each admin. |
| Name | VARCHAR(255) | NOT NULL |  | Name of the admin. |
| Email | VARCHAR(255) | NOT NULL | UNIQUE | Email address of the admin. |
| Password | VARCHAR(255) | NOT NULL |  | Password for the admin account. |
| Additional\_Info | TEXT | NULL |  | Any additional information about the admin. |
| Contact\_Number | VARCHAR(20) | NULL |  | Contact number of the admin. |

Table 4.1‑2 Table: Staff

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Data Type** | **Null** | **Constraints** | **Description** |
| Staff\_ID | INT | NOT NULL | PRIMARY KEY | Unique Identifier for each staff member. |
| Name | VARCHAR(255) | NOT NULL |  | Name of the staff member. |
| Email | VARCHAR(255) | NOT NULL | UNIQUE | Email address of the staff member. |
| Password | VARCHAR(255) | NOT NULL |  | Password for the staff account. |
| Position | VARCHAR(100) | NOT NULL |  | Job position of the staff member. |
| Contact\_Number | VARCHAR(20) | NULL |  | Contact number of the staff member. |

Table 4.1‑3 Table: Customer

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Data Type** | **Null** | **Constraints** | **Description** |
| Customer\_ID | INT | NOT NULL | PRIMARY KEY | Unique Identifier for each customer. |
| Name | VARCHAR(255) | NOT NULL |  | Name of the customer. |
| Email | VARCHAR(255) | NOT NULL | UNIQUE | Email address of the customer. |
| Password | VARCHAR(255) | NOT NULL |  | Password for the customer account. |
| Address | TEXT | NULL |  | Address of the customer. |
| Contact\_Number | VARCHAR(20) | NULL |  | Contact number of the customer. |
| Account\_Number | VARCHAR(20) | NOT NULL | UNIQUE | Bank account number of the customer. |
| Balance | DECIMAL(10,2) | NOT NULL |  | Current balance of the customer's account. |

Table 4.1‑4 Table: Student

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column Name** | **Data Type** | **Null** | **Constraints** | **Description** |
| Manager\_ID | INT | NOT NULL | PRIMARY KEY | Unique Identifier for each manager. |
| Name | VARCHAR(255) | NOT NULL |  | Name of the manager. |
| Email | VARCHAR(255) | NOT NULL | UNIQUE | Email address of the manager. |
| Password | VARCHAR(255) | NOT NULL |  | Password for the manager account. |
| Department | VARCHAR(100) | NOT NULL |  | Department the manager oversees. |
| Contact\_Number | VARCHAR(20) | NULL |  | Contact number of the manager. |

# Stories and Scenario

## Story-1: Add New Book in Library Catalogue

|  |  |  |
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| *Story # S1* | : | As aCustomer,  I want toview my account details  So thatI can track my balance and recent transactions easily.. |
| Priority | **:** | High |
| Estimate | **:** | S |
| Reason | **:** | This is a core functionality that allows customers to track their account status, including their balance and transactions. It needs to be quick, accessible, and reliable, as customers frequently need to view their account details for various banking activities. |

### Scenario# S1.1

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| *Scenario# S1.1* | : | Viewing Account Details with Valid Credentials |
| Prerequisite | **:** | The customer is registered and logged into the Bank Management System |
| Acceptance Criteria | **:** | **Given:** The customer is logged in to the system and navigates to the "Account Details" section.  **When:**  The customer selects the "View Account Details" option.  **Then**  The system should display the customer’s account number, balance, recent transactions, and other relevant details |

### Scenario# S1.2

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| *Scenario# S1.2* | : | Attempting to View Account Details with Invalid Credentials |
| Prerequisite | **:** | The customer is not logged into the system or has entered invalid login credentials. |
| Acceptance Criteria | **:** | **Given:**The customer tries to access their account details without logging in or by using invalid credentials.  **When:** The customer enters incorrect login credentials or attempts to bypass login.  **Then t**he system should display an error message such as "Invalid username or password" and prevent access to account details. |

### Scenario# S1.3

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| *Scenario# S1.3* | : | Viewing Account Details During System Maintenance |
| Prerequisite | **:** | The Bank Management System is undergoing scheduled maintenance |
| Acceptance Criteria | **:** | **Given**: The customer tries to access their account details during a period when the system is unavailable due to maintenance.  **When**: The customer logs in and attempts to view their account details. **Then**: The system should display a maintenance notification or a message like "Service is temporarily unavailable" and prevent access to account details.  **Then**: Generate unique book id, barcode and spine label for various book of same title. |

## Story-2: Search Book

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| *Story # S2* | : | As a Customer,  I want to apply for a loan online,  So thatI can submit my application without visiting the branch. |
| Priority | **:** | Medium |
| Estimate | **:** | M |
| Reason | **:** | Applying for loans online is an essential feature for customers, especially for convenience and accessibility. However, since this feature involves form filling and approval processes, it requires more development and testing efforts compared to simply viewing account details |

## Story-3: Manage due date for borrowed book

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| *Story # S3* | : | As Customer,  I wantpay my credit card bill online  So thatI can clear my outstanding balance quickly and conveniently. |
| Priority | **:** | High |
| Estimate | **:** | L |
| Reason | **:** | Paying credit card bills is a critical feature that customers expect to work seamlessly. Any issues here could lead to customer dissatisfaction, financial penalties, or compliance risks. Due to the complex integrations with payment gateways and security considerations, this feature requires more time and effort to develop and test.. |

# Test cases

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| Project Name: | Bank Management system | Test Designed by: | P. U. Jadeja |
| Module Name: | **Apply for loan** | **Test Designed date:** | 01-10-2023 |
| Release Version: | **1.0** | **Test Executed by:** | **R. B. Gondaliya** |
|  |  | **Test Execution date:** | 15-01-2023 |

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| Pre-condition: Web application should be accessible | | | | |
| Test Case ID | **Test Title** | **Test Type** | **Description** | **Test Case ID** |
| TC\_001 | Login to Bank Management System with valid credentials | Functional | Login to Bank management system web application through valid credential | TC\_001 |
| TC\_002 | Login to Bank Management System with invalid credentials | Functional | Login to Bank management system web application through invalid credential | TC\_002 |
| TC\_003 | Apply for a loan with valid data | Functional | Apply for loan in bank management system | TC\_003 |

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| **Test Case Title** | Login to Bank Management System with valid credentials |
| **Test Type** | Functional |
| **Test Priority** | High |
| **Pre-condition** | Web application should be accessible |

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| **Test Step** | **Test Case Description** | **Expected Result** | **Actual Result** | **Status** | **Comment** | **Data** | **BUG ID** |
| 1 | Access Web application URL | The site launched properly | Site launched successfully | Pass |  | https://bankmanagementsystem.com/login |  |
| 2 | Enter valid Username in username field | Username field should be editable and accept the Username | Username input accepted | Pass |  | Username: johndoe@example.com |  |
| 3 | Enter valid Password in Password field | Password field should be editable and accept the password and display as star or dot | Password input displayed in dot and accepted | pass |  | Password: John@123 |  |
| 4 | Enter valid captcha code in captch field | Captch field should editable and accept captcha and captcha is case sensitive | Captcha input accepted | Pass | Step required when human action validation perform | Captcha from the image |  |
| 5 | Click on login button | User should login into site and navigated to dashboard | User navigated to dashboard and username should br display in top of the right side. | pass |  |  |  |

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| **Test Case Title** | Login to Bank Management System with invalid credential |
| **Test Type** | Functional |
| **Test Priority** | Medium |
| **Pre-condition** | Web application should be accessible |

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| **Test Step** | **Test Case Description** | **Expected Result** | **Actual Result** | **Status** | **Comment** | **Data** | **Bug ID** |
| 1 | Verify that User is not able to Login with invalid Username and invalid Password | Should be display an error message enter wrong username or password | Display an error of wrong username and password | Pass |  |  |  |
| 2 | Verify that User is not able to Login with Valid Username and invalid Password | Should be display an error message enter wrong password | Display an error of wrong password | Pass |  |  |  |
| 3 | Verify that User is not able to Login with invalid Username and Valid Password | Should be display an error message User not found | Display an error Username not found | Pass |  |  |  |
| 4 | Verify that User is not able to Login with blank Username or Password | Set required field validation message for Username and Password | Display an error of wrong username and password | Fail | Error: "Invalid username or password" |  |  |

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| **Test Case Title** | Apply for a loan with valid data |
| **Test Type** | Functional |
| **Test Priority** | High |
| **Pre-condition** | The user must be logged into the Bank Management System |

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| **Test Step** | **Test Case Description** | **Expected Result** | **Actual Result** | **Status** | **Comment** | **Data** | **Bug ID** |
| 1 | Navigate to the "Apply for Loan" section | The loan application form should be displayed | Form displayed | Pass |  |  |  |
| 2 | Enter valid loan amount, duration, and purpose | Fields should accept valid inputs and display them correctly | Inputs accepted | Pass |  | Loan amount: 100000 Duration: 12 months Purpose: Home renovation |  |
| 3 | Upload valid required documents (e.g., proof of income) | The system should accept the uploaded files | Documents uploaded | Pass |  | File: income\_proof.pdf |  |
| 4 | Click on the "Submit" button properly or not | The system should process the application and display a confirmation | Application submitted | Pass | A confirmation message should appear: "Your loan application has been submitted successfully." |  |  |

# References

* http://www.w3schools.com/html/html\_intro.asp
* https://www.w3schools.com/php/default.asp
* https://www.javatpoint.com/uml