**Basic Flow of the System**

**ADMINISTRATOR**

* User Management
* Responsible for adding the main users (Focal Officer, OIC, Inspector, Complaint Handling Officer)
* Cannot assign multiple roles for one user.
* Client Manage
* New Client
* New registration of client is listed here where admin accepts or rejects the client
* Registered Clients
* All the clients registered already are listed here
* Master Management
* All the master data management is done through this menu

CLIENT

* Registration
* Client Can register Using their CID and Email Address (Please Remember Only One EMAIL For user registration cannot repeat email addresses)
* Once the client registers it will go to administrator for acceptance then only the user gets the password for login in.
* Using email and password the client logins.

LOGIN

* Any user who logins for the first time must compulsorily change his password
* Once logged in the have their individual dashboards

FOCAL OFFICER

* Food Business Registration
* Meat Shop Registration
* Import Permits

OIC

* All the application must reach respective OIC (Field Office Mapping)
* Remember that the application of field offices will only be visible
* The application will be then forwarded to inspector of his own field office, or he can self-assign to himself

INSPECTOR

* The application forwarded by the OIC will reach here and the inspector does the inspection

COMPLAIN HANDLING OFFICER

* All the Complaint will be handled by him

SERIVCE WISE FLOW

**Plant Section**

* **Nursery Registration**
* **Seed Certification**
* **Movement Permit**
* **Export Certificate**
* **All the above services will go to respective OIC when the applicant applies**
* **Then the application is forwarded to respective inspector for inspection purposes**
* **Once the application approves the client will be informed**
* **Import Permit**
* **When the client applies this application reaches the focal office who will approve once application is approved then import permit is generated. The import permit can only be printed once the payment is done either online or personally visiting the BAFRA offices.**
* **Then client logins and does the consignment call – the client dashboard there is a link called consignment arrival notice through which he will do it then the application reaches the respective OIC of the entry point that client chooses during consignment arrival. Then the OIC forwards the application to the inspector.**

**Livestock Section**

* **Meat Shop Licensing**
* **The application reaches the focal officer where the focal officer acknowledges the application after that he checks and forwards the application to the OIC then to inspector for feasibility inspection. Once the feasibility is approved by the inspector then you will get the meat shop clearance. The client will be informed once the feasibility inspection is approved. Then client logins to the system and then he will call for factory inspection using the menu named Inspection Call in the client menu. The application will again go the OIC and then forwarded to inspector. Once the inspector approves the application reaches the focal officer for final approval of the application. Once the focal officer approves then the final certificate is awarded.**
* **Import Permit Product and Import Permit Animal**
* **When the client applies this application reaches the focal officer who will approve once application is approved then import permit is generated. The import permit can only be printed once the payment is done either online or personally visiting the BAFRA offices.**
* **Then client logins and does the consignment call – the client dashboard there is a link called consignment arrival notice through which he will do it then the application reaches the respective OIC of the entry point that client chooses during consignment arrival. Then the OIC forwards the application to the inspector.**
* **Ante – Postmortem and Movement Permit**
* **The above services will go to respective OIC where the applicant applies**
* **Then the application is forwarded to respective inspector for inspection purposes**

**Food Section**

* **Food Business Registration and Licensing**
* **The application reaches the focal officer where the focal officer acknowledges the application after that he checks and forwards the application to the OIC then to inspector for feasibility inspection. Once the feasibility is approved by the inspector then you will get the meat shop clearance. The client will be informed once the feasibility inspection is approved. Then client logins to the system and then he will call for factory inspection using the menu named Inspection Call in the client menu. The application will again go the OIC and then forwarded to inspector. Once the inspector approves the application reaches the focal officer for final approval of the application. Once the focal officer approves then the final certificate is awarded.**
* **Food Import**
* **When the client applies this application reaches the focal officer who will approve once application is approved then import permit is generated. The import permit can only be printed once the payment is done either online or personally visiting the BAFRA offices.**
* **Then client logins and does the consignment call – the client dashboard there is a link called consignment arrival notice through which he will do it then the application reaches the respective OIC of the entry point that client chooses during consignment arrival. Then the OIC forwards the application to the inspector.**
* **Training And Licensing of Food Handlers**
* **Client applies for food hander training and licensing**
* **The application reaches the respective OIC and then the application is forwarded to inspector.**
* **For food handler inspector has a menu called food handler under which there is application list where you will input the details of training and save**
* **Then the application will come under the result update where you select the batch no and view.**
* **Then you will update his result details and the photo**
* **So, once you do that you will update it then you are allocated the food handler’s license**
* **Only the pass candidates will be intimated regarding the payment and issued the food handler’s license**
* **Export Certificate**
* **The above services will go to respective OIC where the applicant applies**
* **Then the application is forwarded to respective inspector for inspection purposes**

**Certification Section**

* **GAP**
* **Organic Certification**
* **Food Product Certification**
* **The above services will go to respective focal that is certification sections focal where by the application is acknowledged**
* **Then focal officer will put the team details and audit date and send to client for verification**
* **If the client has issue with either the team or the audit date the application keeps moving between focal officer and the applicant**
* **Once the client has no issue regarding both the audit date and audit team then the application will be forwarded to the team leader.**
* **The team leader will then make the audit plan and share with client**
* **Then once the audit plan is shared then the team leader will input the NCs**
* **The NCs will go to client if there is issue for correction once the client corrects the NCs then application is again sent to OIC and then to the team leader.**
* **If all NCs are fixed and there is no issue the application will be forwarded to the focal officer for final approval**
* **Then the focal officer will approve and provide the certificate**
* **Client / BAFRA officers (focal officer, OIC, Inspector) can print the certificates or the permits using the menu print**
* **Client cannot print food handler’s license only the BAFRA officers (focal officer, OIC, Inspector) will be able to print**
* **OIC can assign the officiating OIC using the assign/ revoke menu, only one officiating can be assigned at a time**