Unique ID Management System

Software Requirement Specifications   v2.0

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Revision History

Date	Version	Description	Author
5/4/2012	2.0	Synopsis	Digerati

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Software Requirements Specification

1. INTRODUCTION

UID is an online management site which maintains a record of personal details of every citizen in India. It also provides other benefits such as booking tickets, filing complaints, paying taxes etc. online.

1.1 PURPOSE:

Conventionally there wasn't one location where all the personal details of a citizen from his blood group till his criminal record, if any, were present.UID overcomes this shortcoming by providing every detail of the citizen in one single location. The citizen has a unique profile protected by a password which he can access anytime and also use the details to perform varied tasks such as voting, booking tickets, paying bills or taxes, applying for passport, visa, pan card without going through the trouble of waiting in long queues or filling out the numerous pages of a form as well as carrying various forms of proof documents to these offices.

The government officials too can keep a check on the citizens by following their profile. Every activity of the citizen from mundane items such as his change of address to important proceedings such his tax payments etc. are recorded here. This provides officials to keep a check on the citizen's history and it is easier to track down the citizen when required. The system will make simple transactions for the citizen easy with the advantage of doing them from home. By removing the hassles of visiting various offices for paying bills or applying for a license or passport, the citizen's valuable time will get saved and the process will be extremely user friendly with help provided.

Thus, the purpose of UID is to help citizens avail of the various government services in a fast and simple manner as well as provide a complete record of all citizens as required by the government authorities

1.2 SCOPE:

- o Create different users and assign them corresponding privileges.
- o Maintain a centralized database to provide security to information which can be accessed only by the admin.
- o Creating dynamic users like police officials, tax officers, etc.
- o Citizen logs on to his account to view various updates.
- o All users have a unique password for their profile since security is of utmost importance in this system. Moderators and government officials also have a unique password along with a different login id.
- o Provide other ways of login besides password such as retina scan or digital signature which can be used in the case of login for special users like administrator, moderators, etc.
- o Maintain a history of all activities of the citizen for e.g. booking tickets, refilling account, applying for documents, etc.
- o In case of any new updates in the citizen's profile maintain a record of all their previous details. Thus personal history of every citizen is available, e.g. previous residential address, previous name, etc.
- o Provide FAQs for helping the user.
- o Citizens can book tickets, pay taxes, pay bills through a smart account using the details in their account.
- o Citizens can apply for license, passport, visa, pan card through the details in their account.
- o Government officials can keep a tab on citizens verifying their details as and when required.

1.3 Definitions, Acronyms, and Abbreviations

- o Citizens: All end users registered on the site.
- o Personal Details: Details of the user such as name, address, telephone number, blood group, office address, etc.
- o Admin: Administrator (super user), he is the controller of all employees, citizens and maintaining all records of the citizen and employees. He maintains the coding structure of the system.
- o Government Officials: All government officers such as police officers, income tax officers, UID officer.
- o Moderator: He creates a new account every time a citizen turns eighteen, updates the profile of the citizen and maintains the database.
- o UI: User Interface
- o UID: Unique Identification Number
- o PAN: Permanent Account Number
- o LOC: Location
- o ACC: Account
- o GOVT: Government
- o PNR: Passenger Name Record
- o FIR: First Information Report
- o CC: Credit Card
- o HTML (Hyper Text Markup Language): It is used to create static web pages.
- o JSP (Java Server Pages): It is used to create dynamic web content.
- o J2EE (Java 2 Enterprise Edition): It is a programming platform, belonging to the Java platform, which is used for developing and running distributed java applications.
- o WASCE (WebSphere Application Server Community Edition): It is an application server that runs and supports the J2EE and the web service applications.
- o WSAD (WebSphere Studio Application Developer): It is a designer toolkit which is designed to develop more complex projects by providing a complete dynamic web service.

o DB2 (IBM Database 2): It is a database management system that provides a flexible and efficient database platform to raise a strong "on demand" business applications.

o HTTP (Hyper Text Transfer Protocol): It is a transaction oriented client/ server protocol between a web browser and a web server.

o XML (Extensible Markup Language): It is a markup language that was designed to transport and store data.

o Ajax (Asynchronous Java Script and XML): It is a technique used in JavaScript to create dynamic web page

o Web 2.0: It is commonly associated with web applications which facilitate interactive information sharing, interoperability, user-centered design and collaboration on the World Wide Web

1.4 References:

o IBM SRS Format
o Problem Statement by IBM TGMC
o "Object Oriented System Analysis And Design Using UML"- Simon Bennett, Steve McRobb, and Ray Farmer

## 1.5 Technologies to be used

o UML
o J2EE
o XML
o AJAX

1.6 Overview

The remainder of this document is two chapters:

o   Overall Description: It will describe the major components of the
    system, interconnection and external interfaces.

o   Specific Requirements: It will describe the functions of actors, their role
    in the system and constraints. Supplementary Specifications capture
    requirements that are not included in the use cases. They mainly
    include the non-functional requirements.

2. OVERALL DESCRIPTION
2.1 Product Perspective
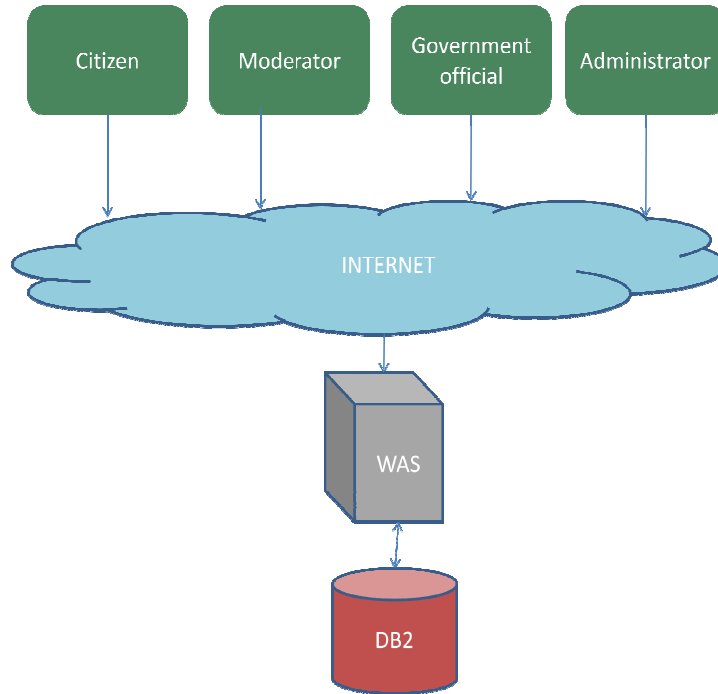
o   All users communicate with the server using Internet.

2.2 Software Interface

o   Client on Internet

  IE, NN, Mozilla Firefox and Google Chrome
o   Web Server
  WAS (Web Sphere Application Server)

o   Database Server

  DB2

o   Development End

  Eclipse (J2EE, Java, Servlets, HTML, AJAX), DB2, OS (Linux),
  WebSphere Application Server (Web Server)

2.3 Hardware Interface

The minimum hardware requirements are:

Client Side			
	Processor	RAM	Disk Space
IE-6/Firefox-2/Chrome-6	Intel/AMD with 1 GHz processor	256 MB	100 MB
Web-cam	1.3 Megapixel Camera or more		
Server Side			
	Processor	RAM	Disk Space
Eclipse	Intel/AMD with 2 GHz processor	2 GB	3.5 GB
DB2 - 9.0		512 MB	500 MB (Excluding Data Size)

2.4 Product Functions

o Online government service portal: The main aim of the system is to provide an easy access to various governmental procedures like applying for passport/pan/license/certificate in a genuine and authenticated fashion.

o Maintaining criminal records: Maintains criminal records of every Indian citizen which can be used by other departments.

o Maintaining citizen records: System not only maintains the citizen's current information, but also provides his/her old modified details.

o Online Booking: Train, flight and bus tickets can be booked online.

o Online voting: Allows every Indian citizen above the age of 18 to vote for his/her region, maintaining records of the citizens who voted.

o Smart Account: System reduces the online usage of credit card providing a virtual account to pay for various transactions.
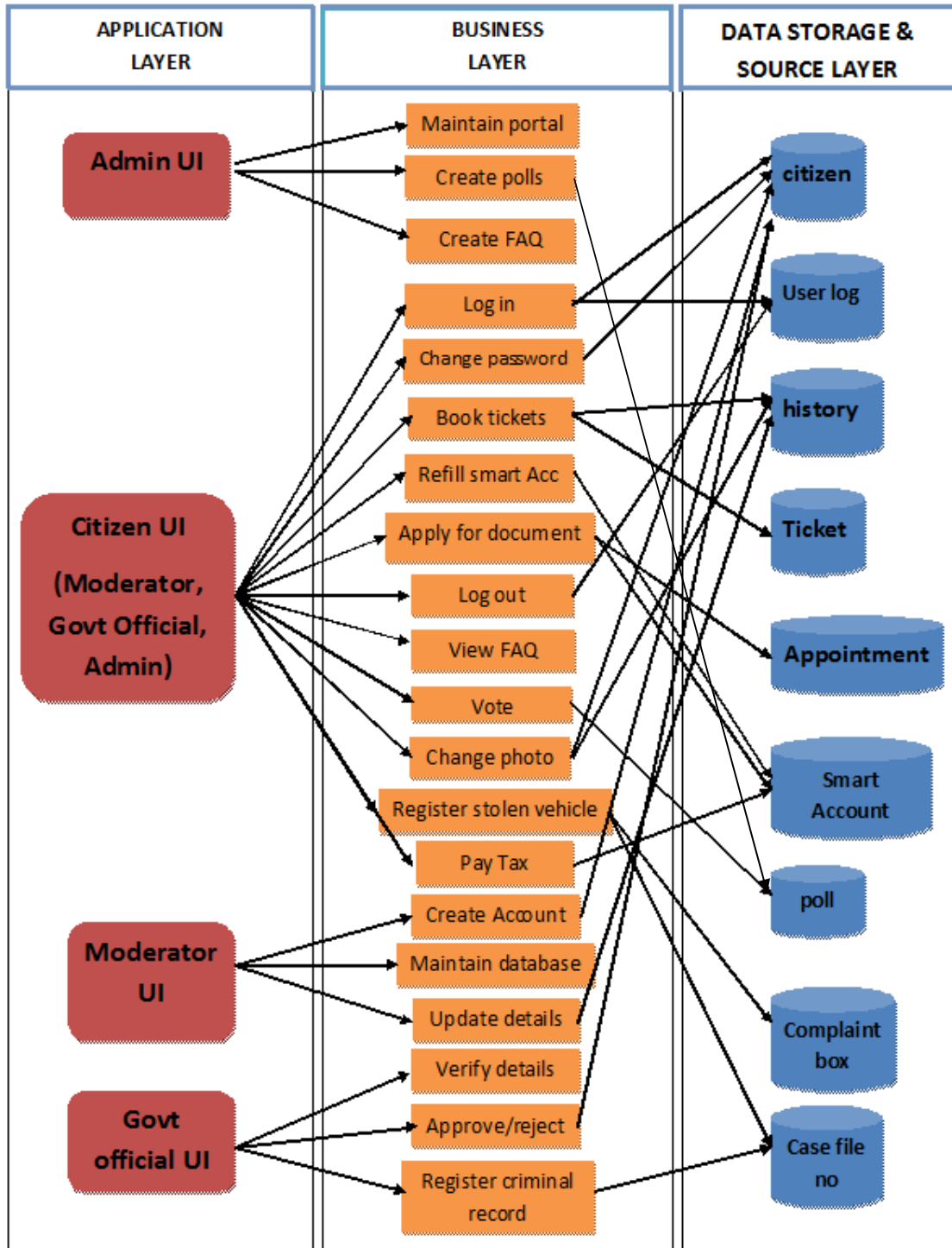
2.5 User Characteristics

o Citizen must have basic knowledge of English or Hindi.
o He/she should be comfortable with using computer and net browsing.
o He/she must immediately apply to update details on the account, if change occurs.
o He/she can be a government official, moderator or the administrator.

2.6 Constraints

o GUI is only in English and Hindi.
o Only registered citizens of India will be able to use the services.
o The System uses a single server, the maintenance of which may be affected to provide 24x7 availability. This can be removed by using a stand-by server along with the main server.

2.7 Architecture Design

APPLICATION LAYER	BUSINESS LAYER	DATA STORAGE & SOURCE LAYER

Admin UI

Maintain portal

Create polls

Create FAQ

Log in

Change password

Book tickets

Refill smart Acc

Apply for document

Log out

View FAQ

Vote

Change photo

Register stolen vehicle

Pay Tax

Create Account

Maintain database

Update details

Verify details

Approve/reject

Register criminal record

Citizen UI

(Moderator, Govt Official, Admin)

Moderator UI

Govt official UI

citizen

User log

history

Ticket

Appointment

Smart Account

poll

Complaint box

Case file no

2.8 Use Case Model Description

Admin

- o <u>Maintain portal</u>: Admin maintains the coding and structure of the system
- o <u>Maintain user access rights</u>: The admin gives special rights(other than citizen rights) to government officials and moderators
- o <u>Create polls</u>: The admin creates polls for online voting

Moderator

- o <u>Create account</u>: The moderator creates account, updating details of the citizen once he/she is 18 years of age
- o <u>Maintain database</u>: The moderator updates status in the database, modifies user details in case of any change

Government Official

- o <u>Verify Details</u>: The government official verifies citizen's details in case of modification of original data and passes the verified data to the moderator for updating on system
- o <u>Check status</u>: He/she informs the moderator a case's status, which then can be updated on the site

Citizen (End user)

- o <u>Get Appointment</u>: Citizen can apply for passport, visa, license appointment online
- o <u>Book Tickets</u>: Citizen can book train, flight and bus tickets online and payment can be done using smart Account
- o <u>Voting</u>: Citizen can poll online for his/her candidate
- o <u>Maintain profile</u>: The citizen should change his/her details on the profile so that the profile always shows his/her current details.
- o <u>Refill smart Account</u>: If the payment amount is more than smart Account balance, user can refill the account using his\her credit card or through a government of
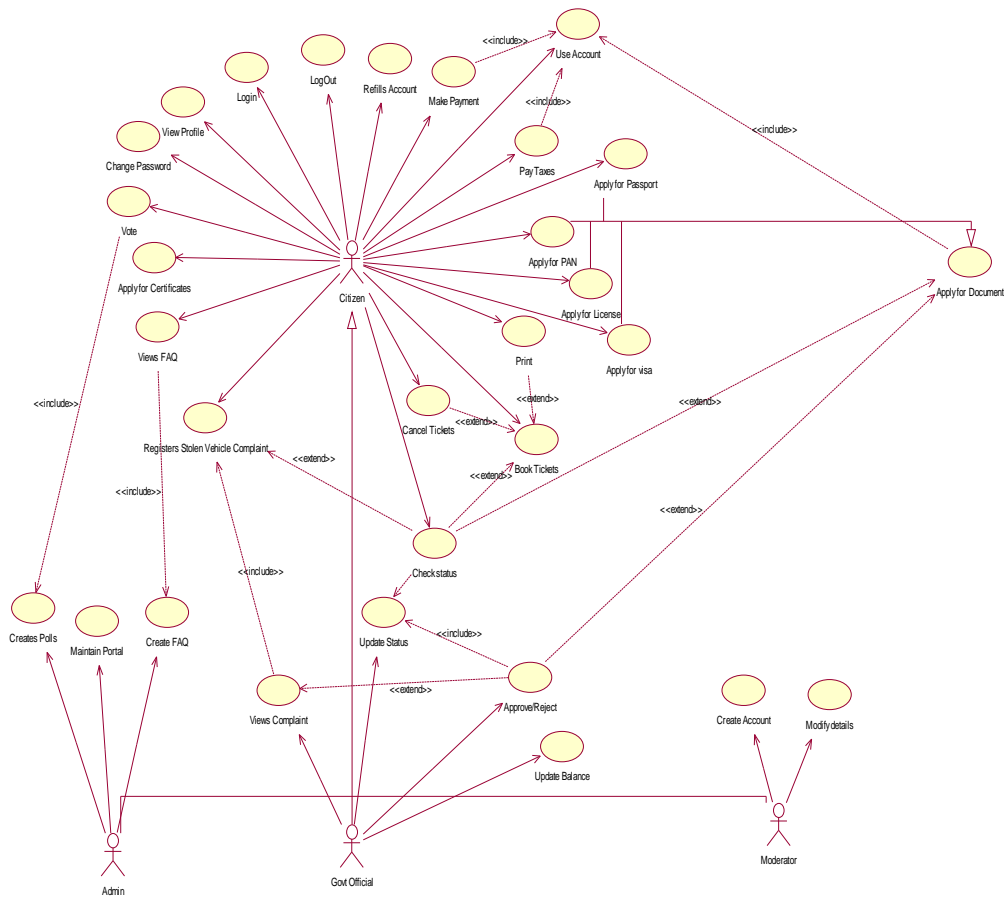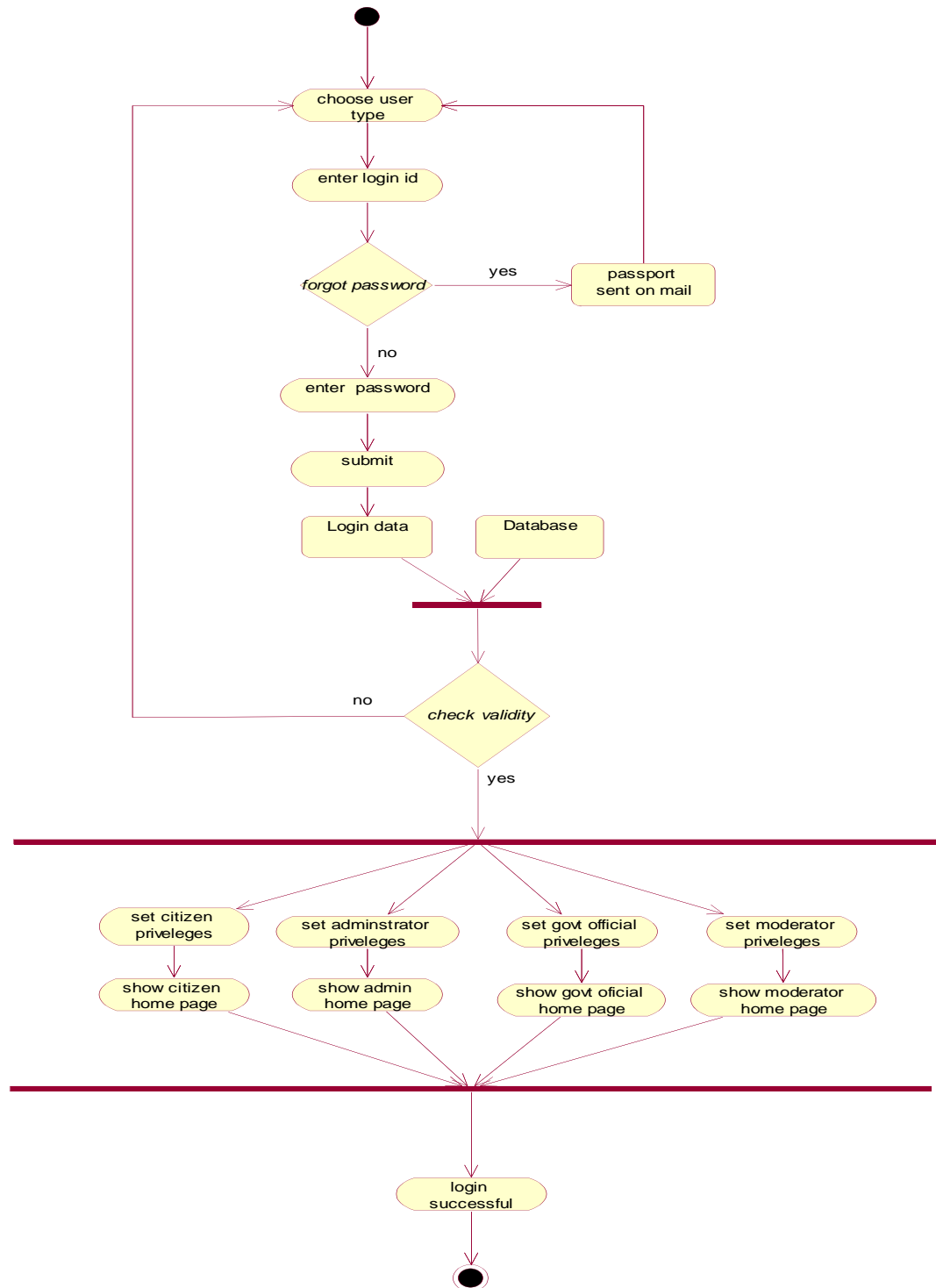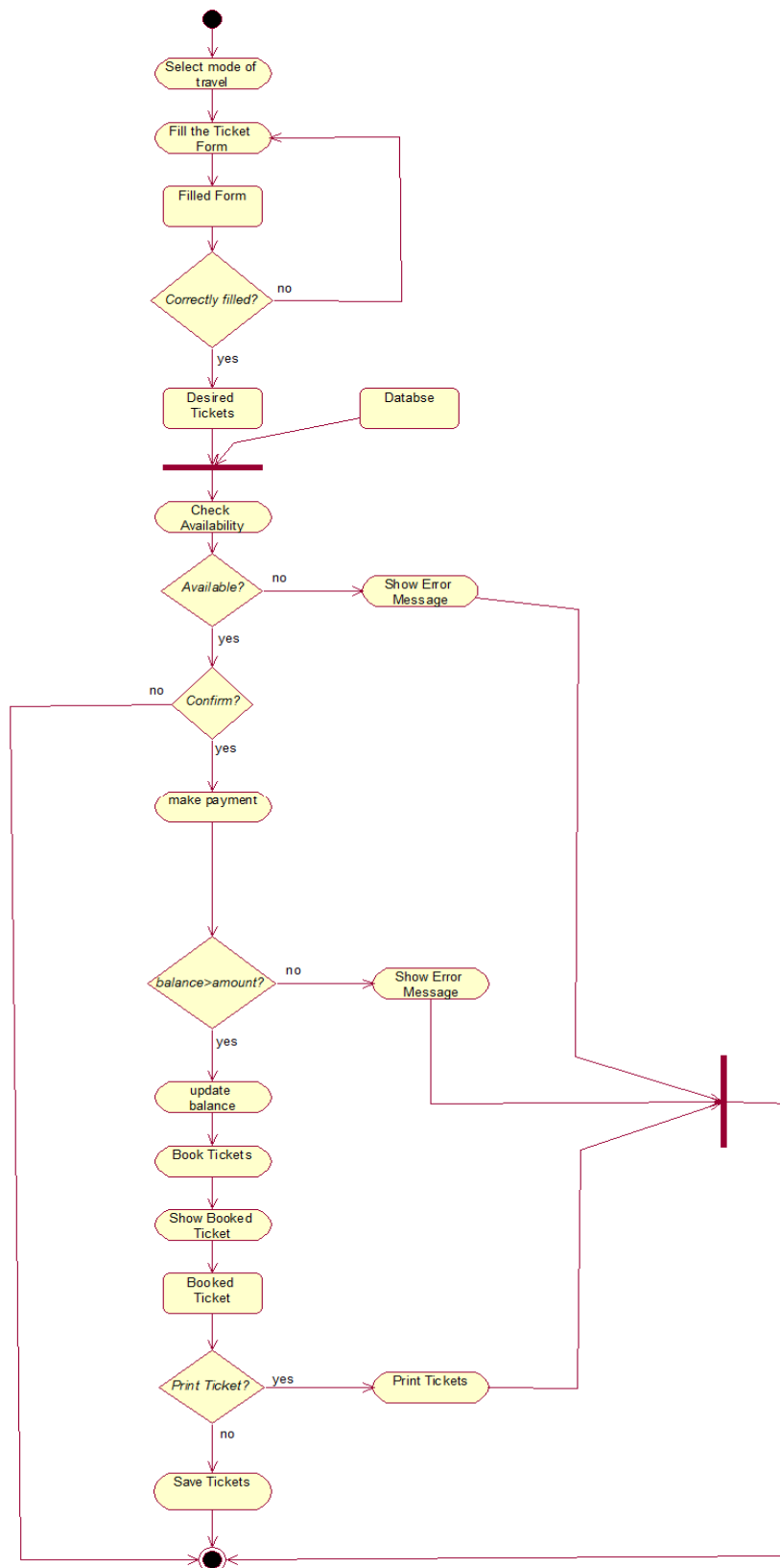
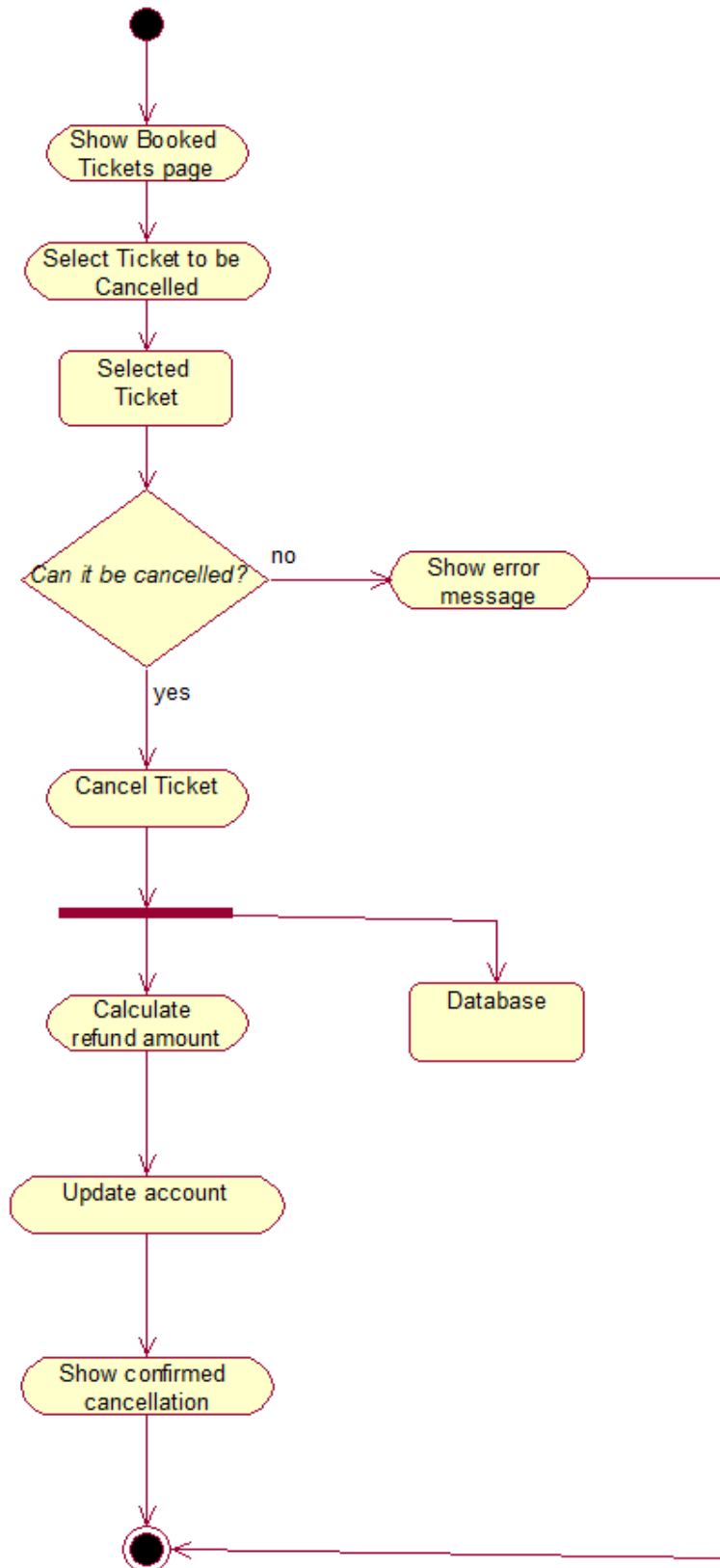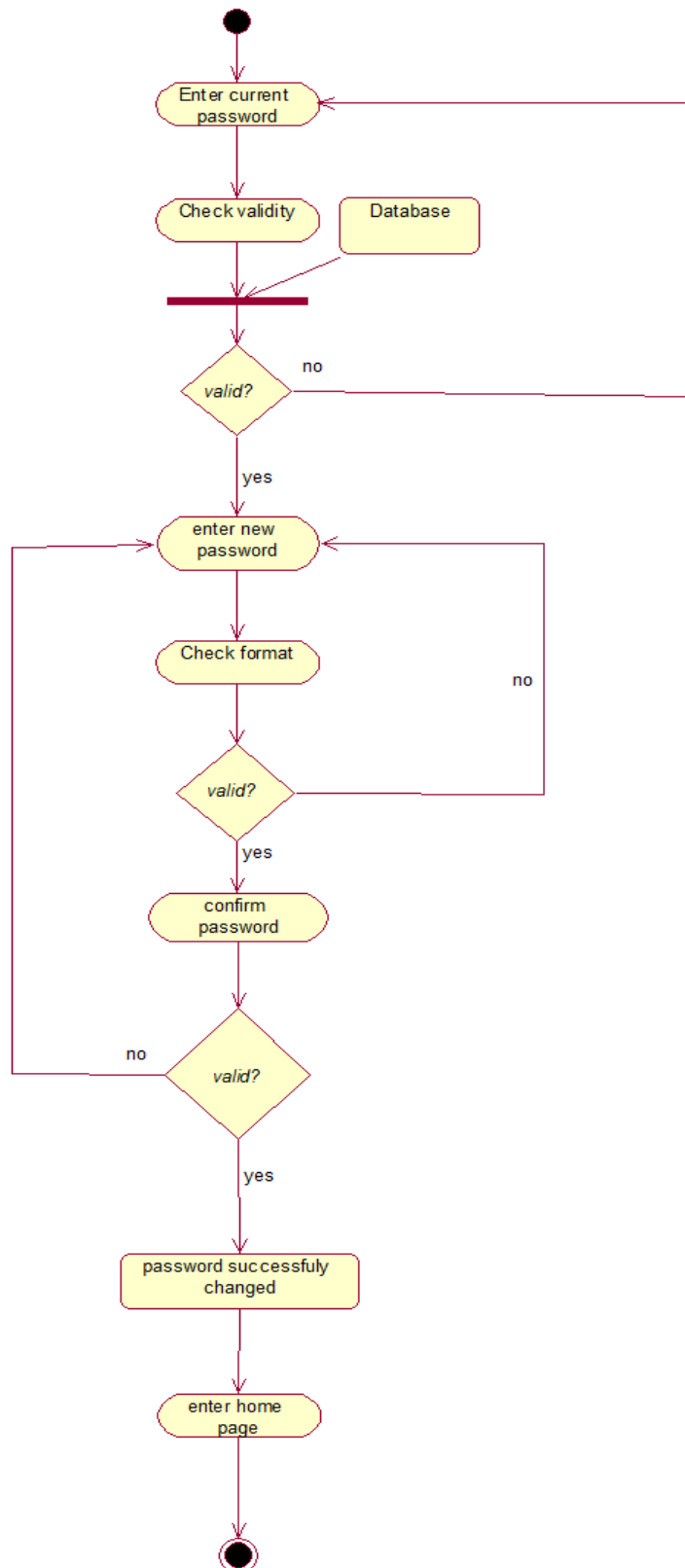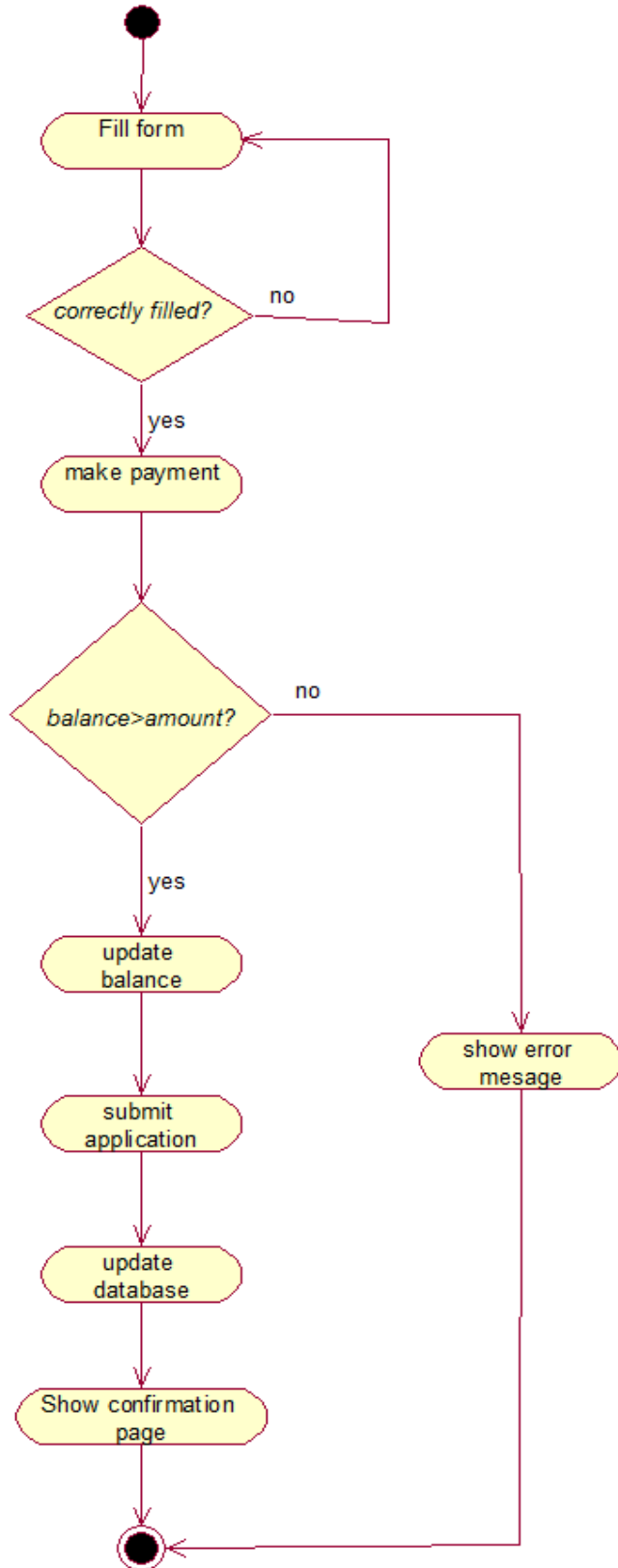## 2.9 Activity Diagrams
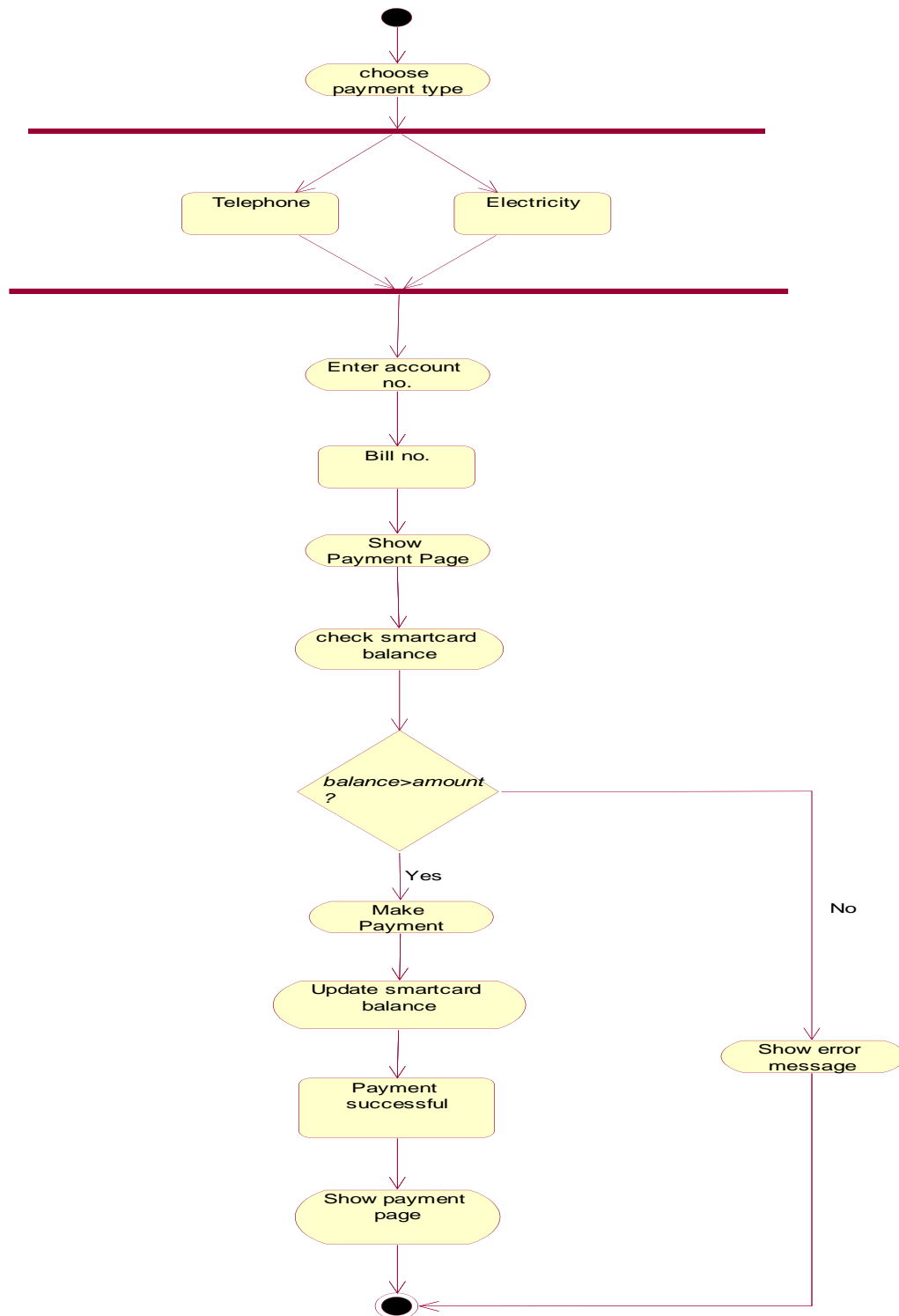
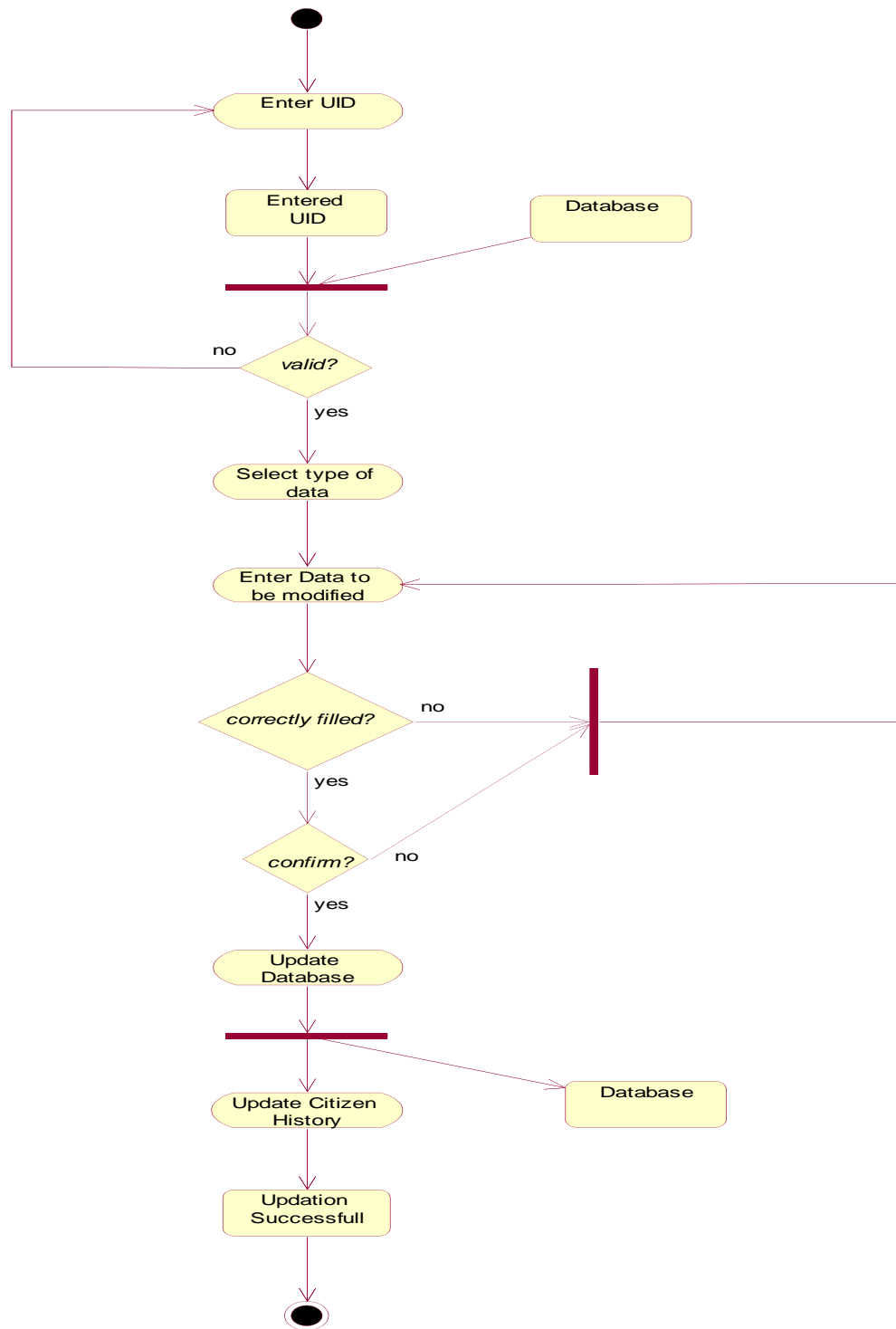o Create Account
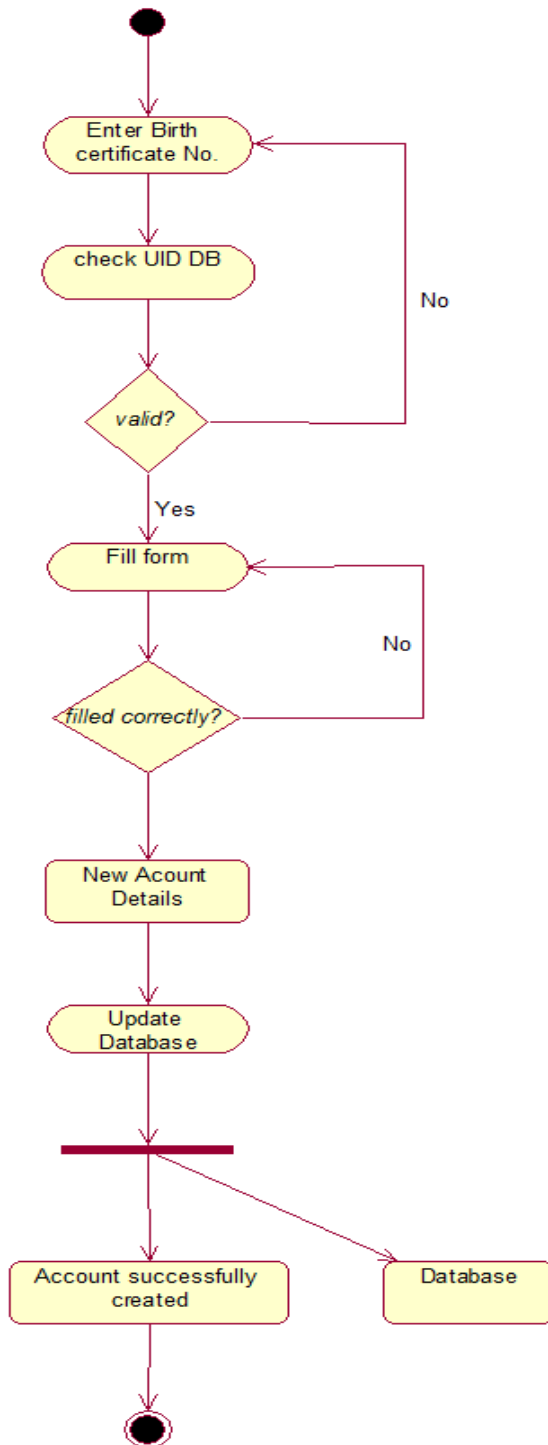
o Login

o Book Tickets
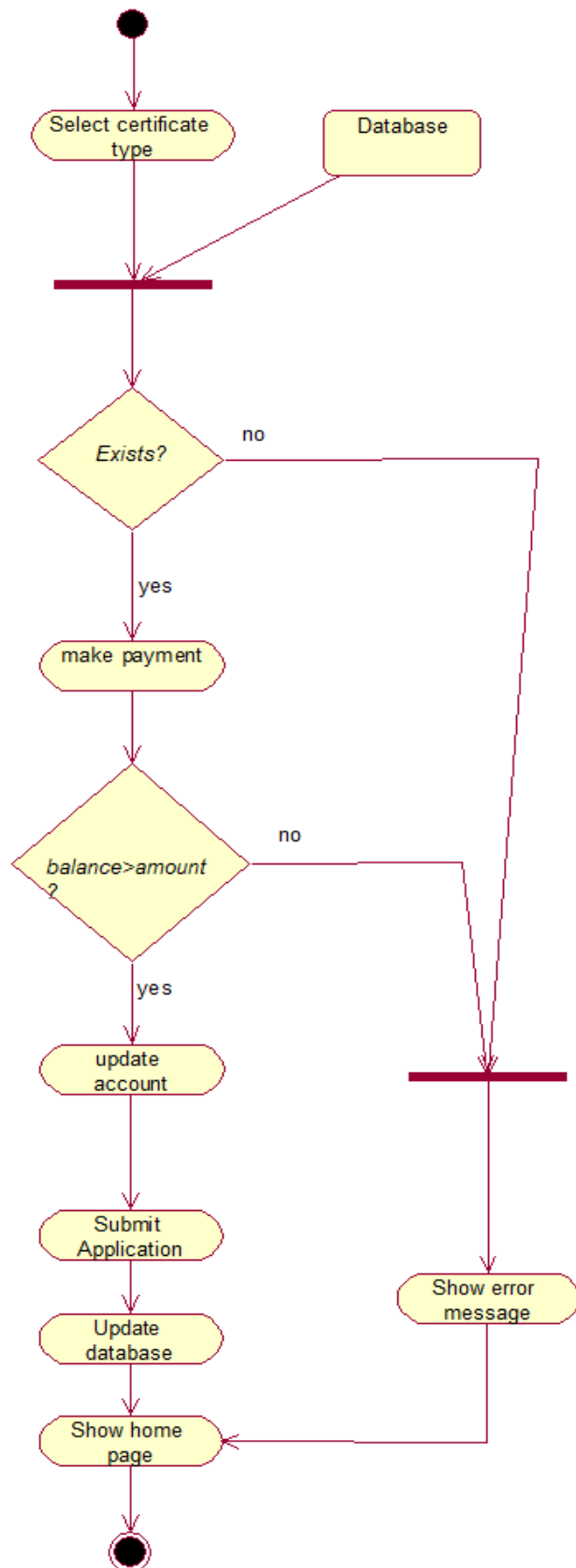
o Cancel Tickets

o Change Password

o Apply for PAN

o Make Payment

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                   │ payment type │
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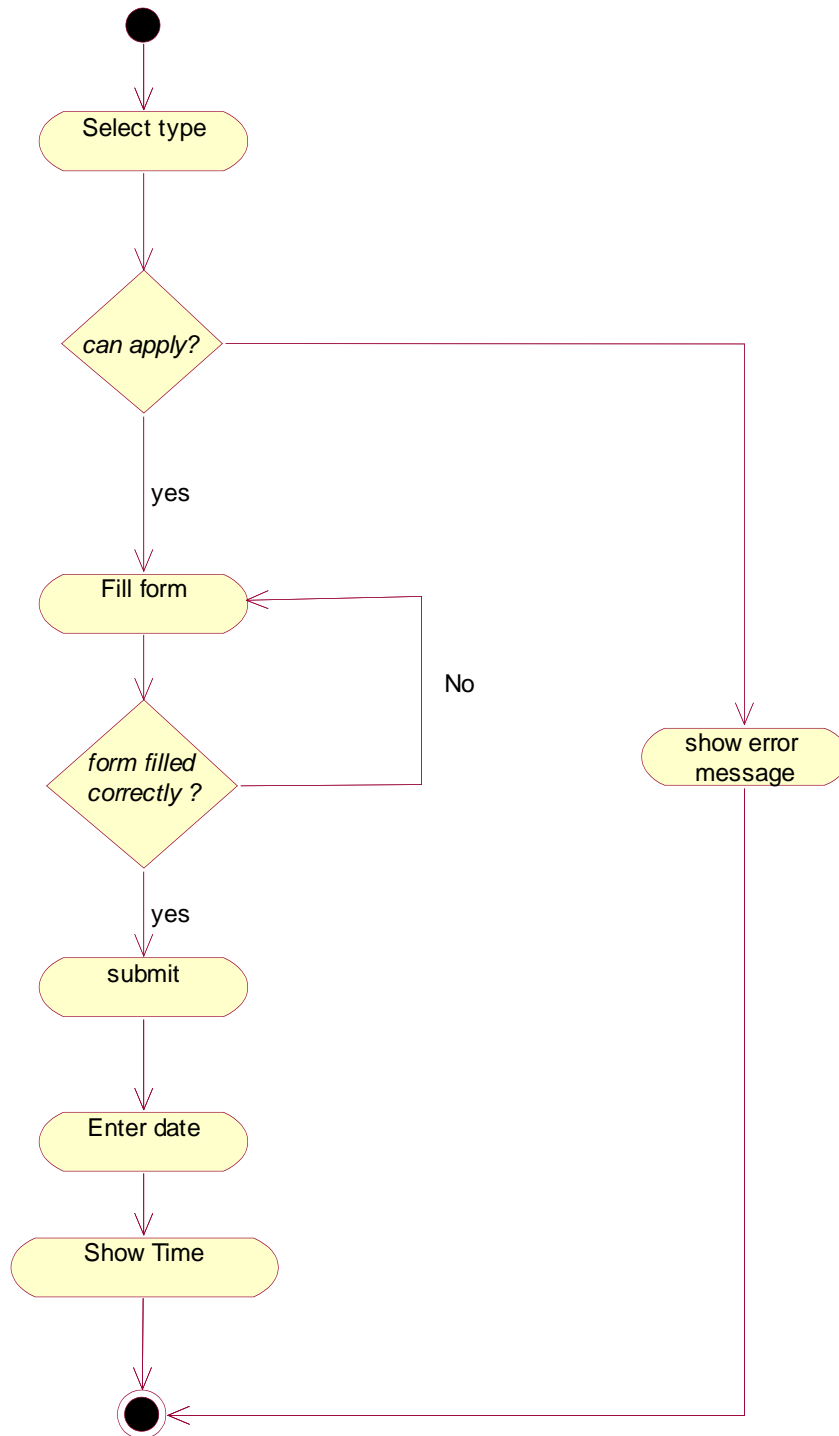
o Modify Details

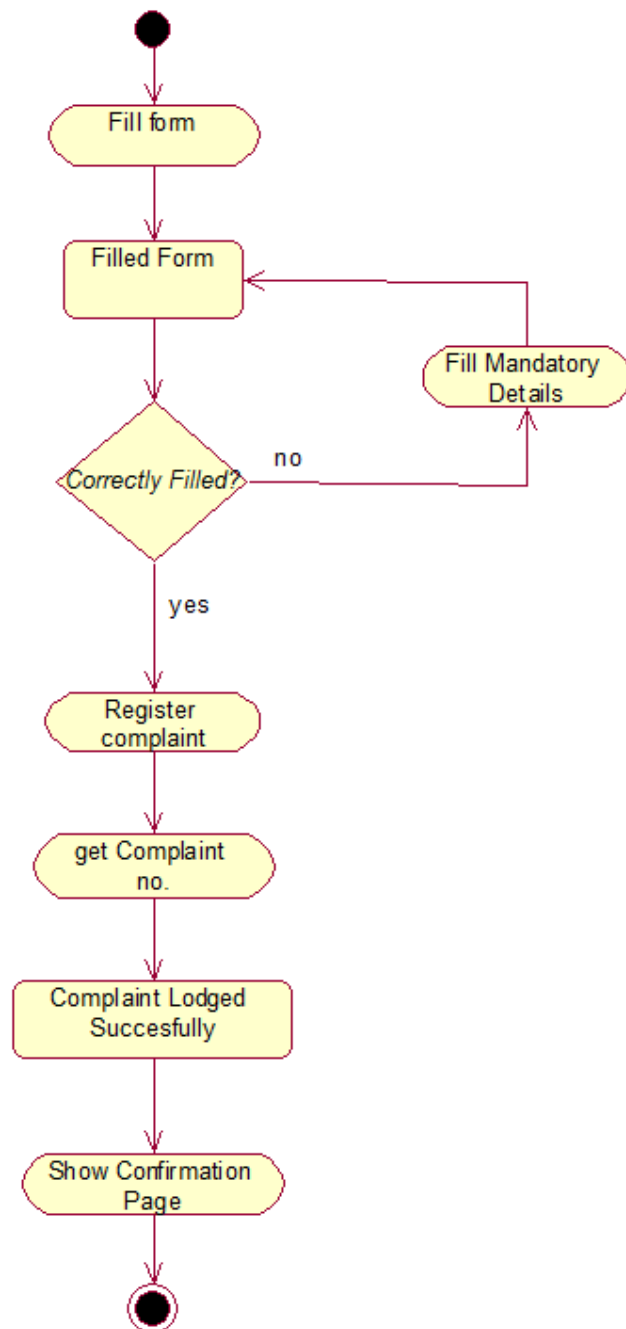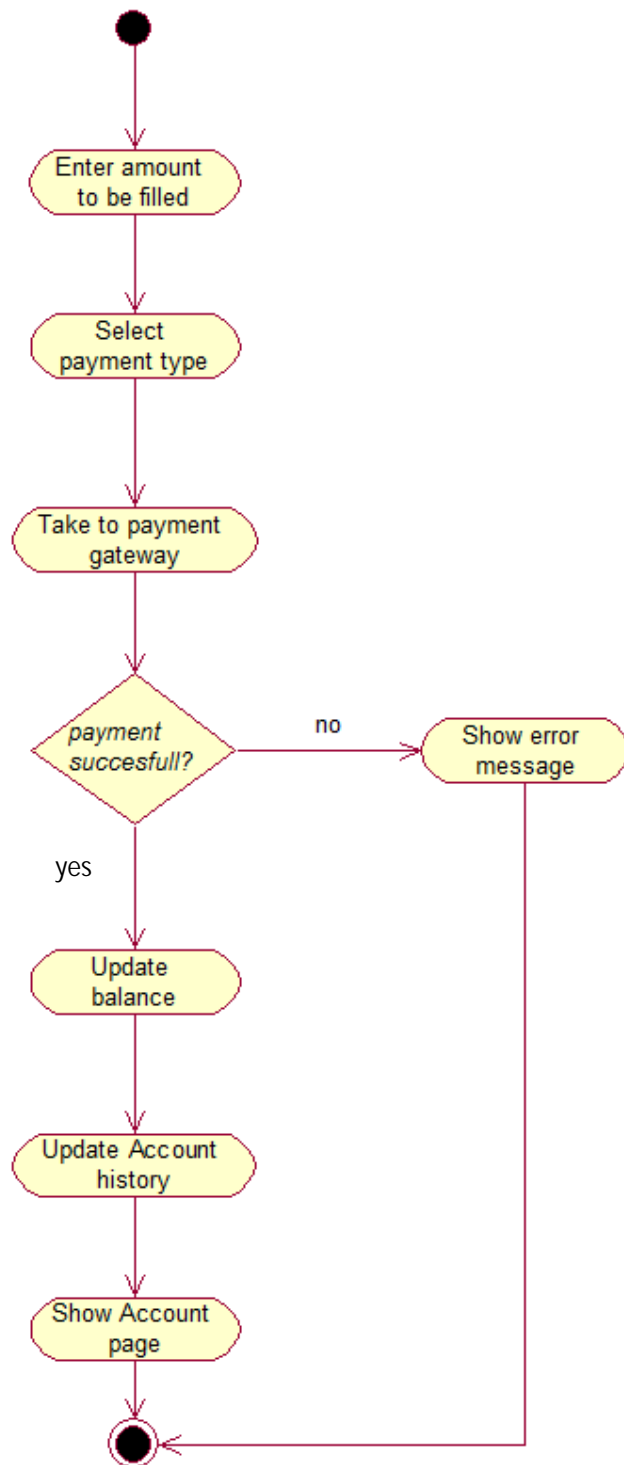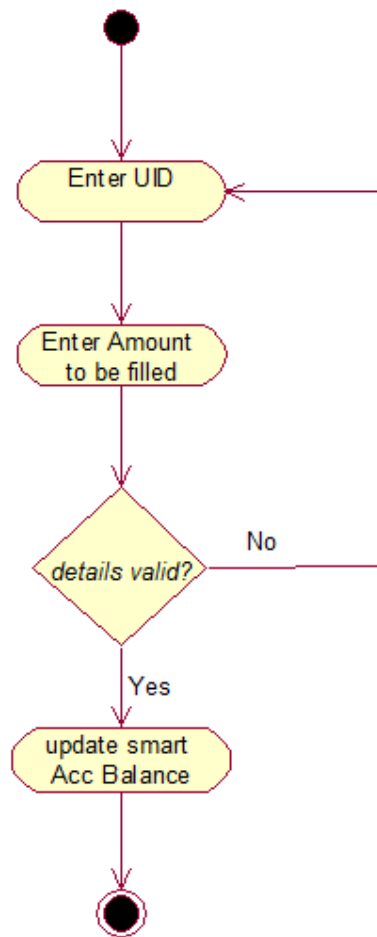## o Apply for Certificates

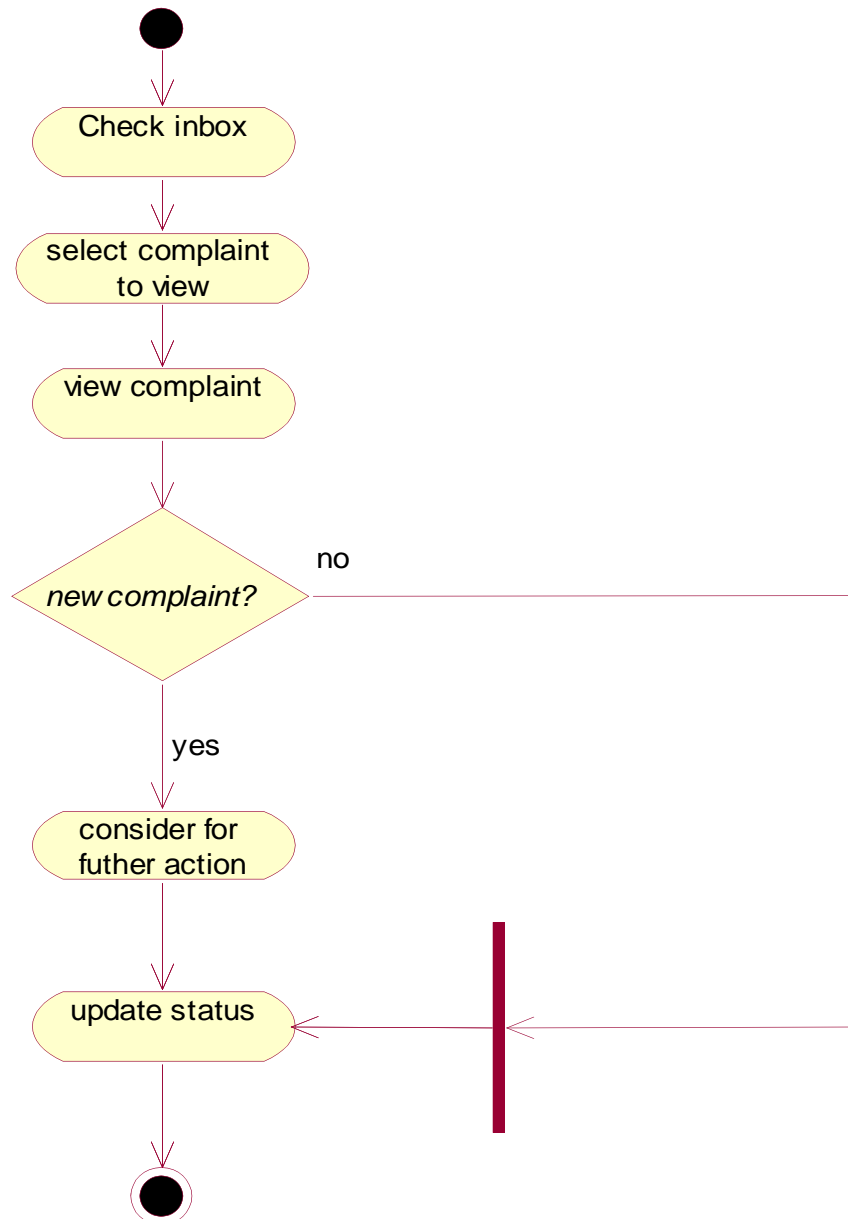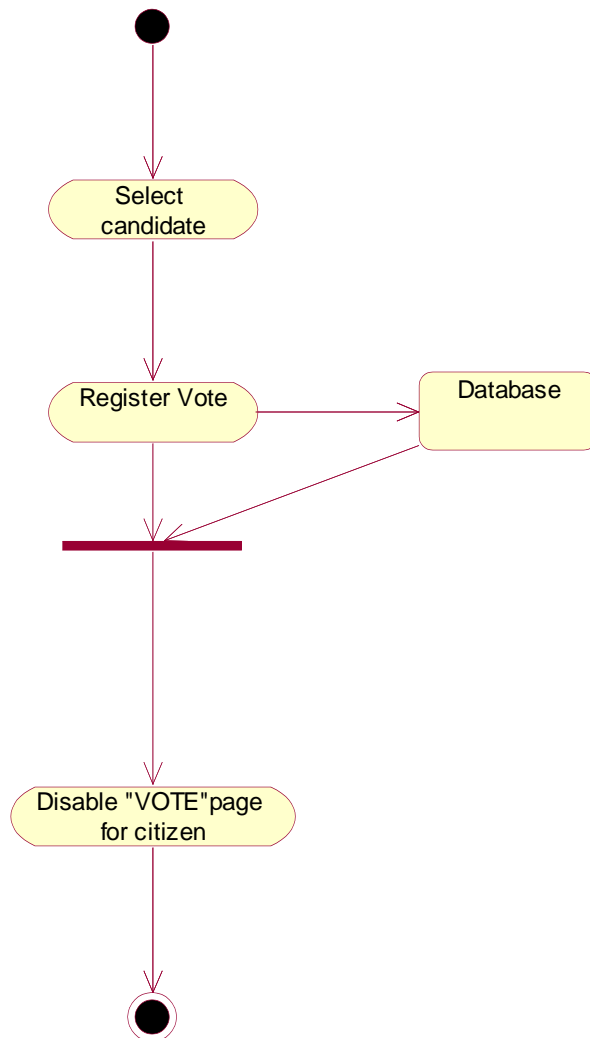o Apply for Passport

o Register Stolen Vehicle Complaint
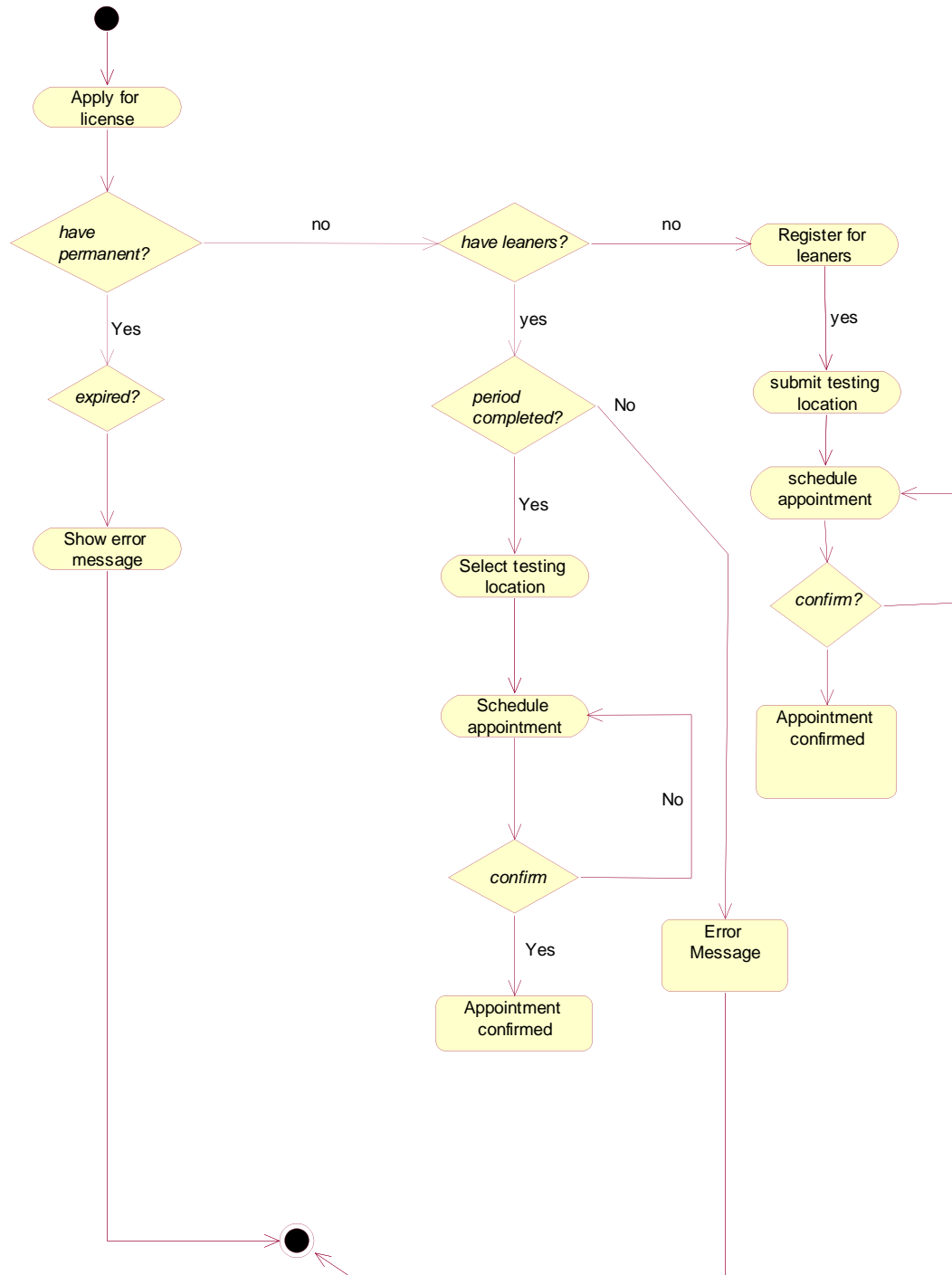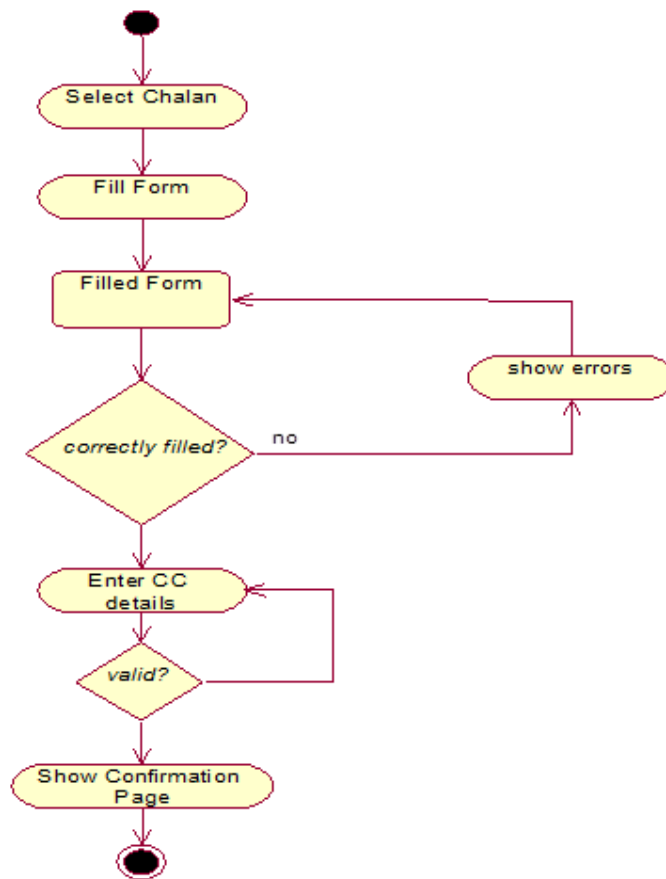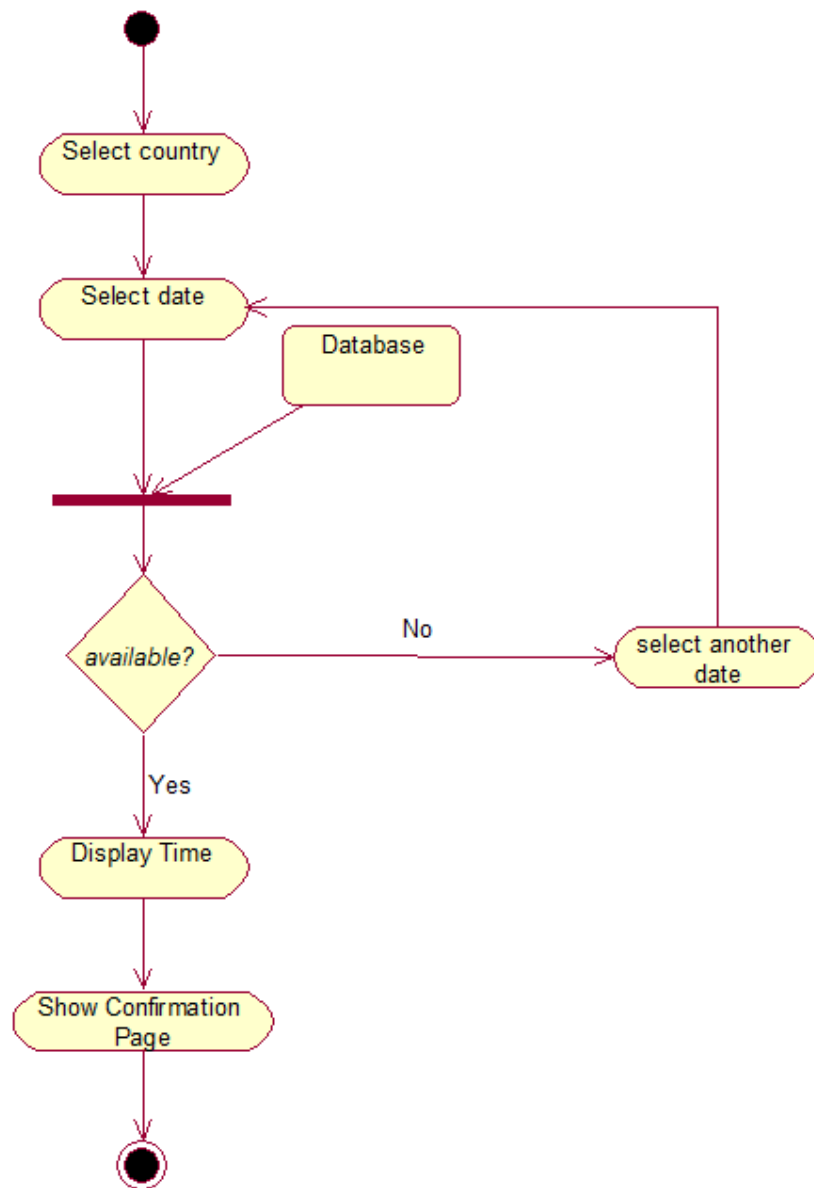
o Refill Account

o Update Balance

o View Complaints

o Vote

Select
candidate

Register Vote → Database

Disable "VOTE"page
for citizen

o Apply for License

o Pay Tax

o Apply for Visa

2.10 Sequence Diagrams

o Create Account

Name of Use Case: Create Account

Description: Moderator creates account for a citizen. The moderator on receiving the verified documents of an adult user from the government official enters the details into the database.

Pre-conditions: Citizen should be above 18 years of age

Normal Flow of Events:

o Moderator enters details corresponding to the UID
o Details are verified
o Account is created and the database is updated.

Alternate Flow of Events: None

Post-conditions: The users account is now accessible
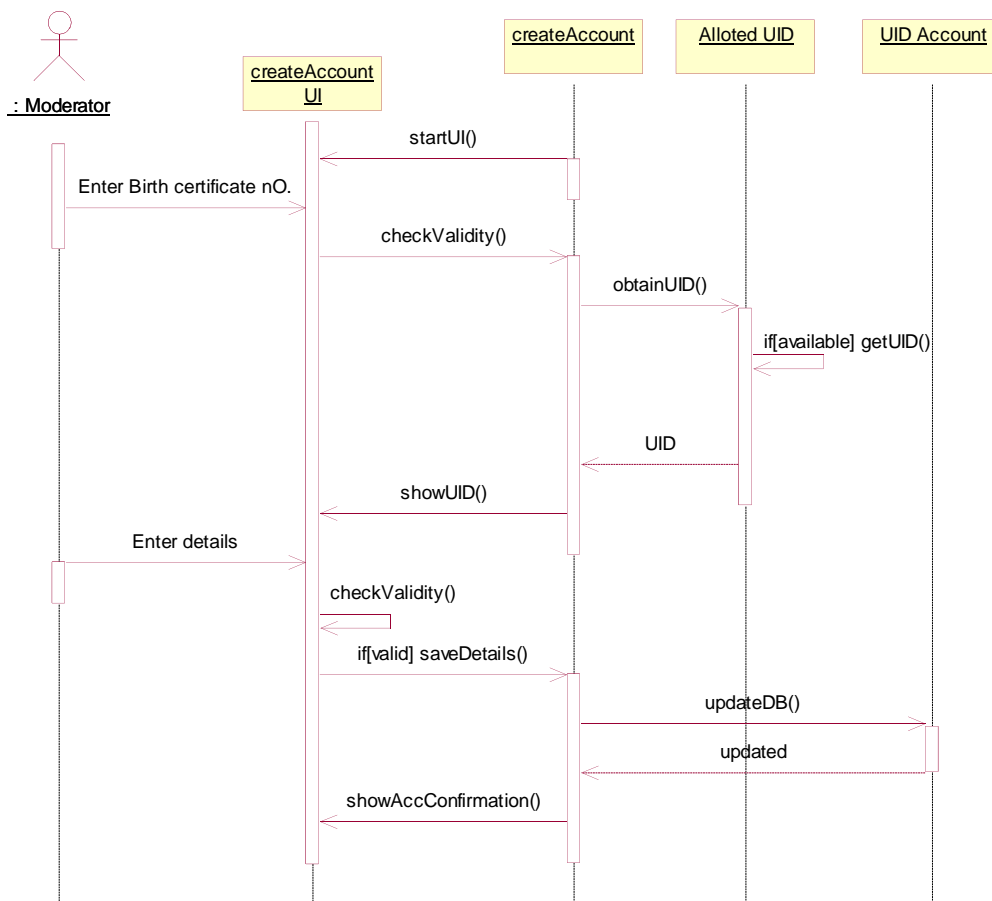
o Login

Name of Use Case: Login

Description: User logs in to use the facilities of the system

Pre-conditions: User must be a registered in the system

Normal Flow of Events:

o   User enters login data
o   Entered data is validated by the system
o   Date and time of login is recorded in the log
o   User is logged in and profile page is displayed

Alternate Flow of Events: None

Post-conditions: User has access to his profile page and facilities provided by the system
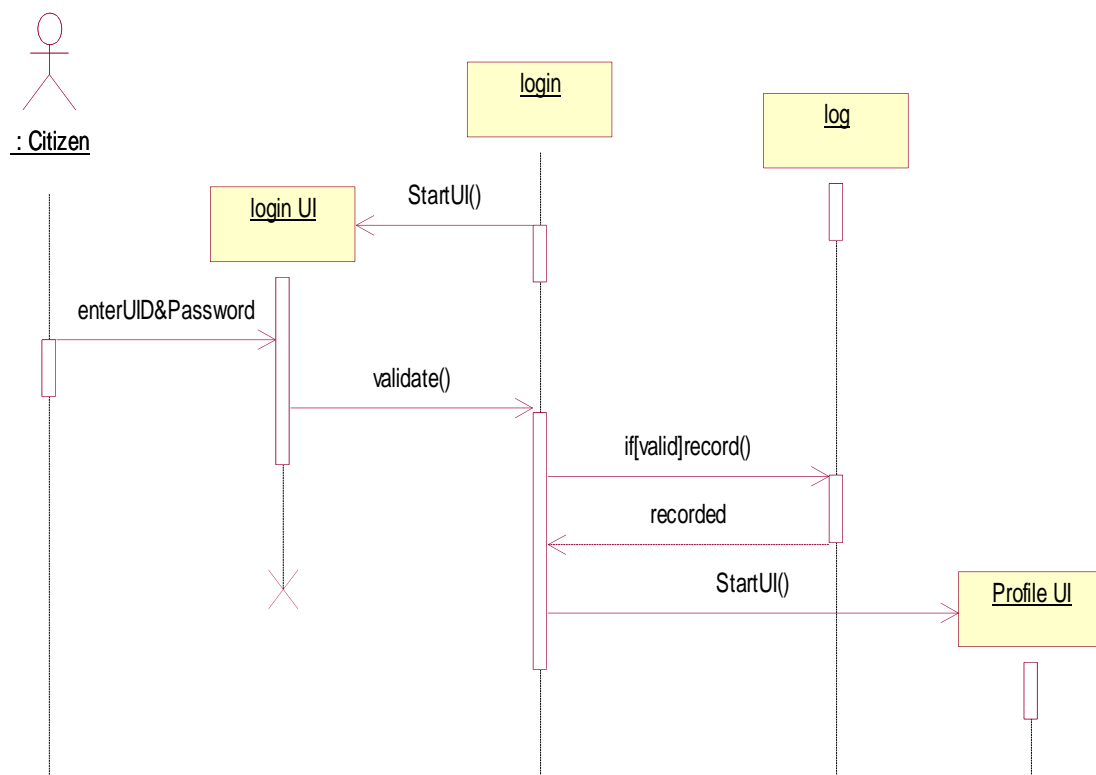
o Book Tickets

Name of Use Case: Book Tickets

Description: The user has the privilege to book railway, flight and bus tickets online. He has a number of trains, flights and buses to choose from and will get confirmation based on the current availability

Pre-conditions: Citizen is registered user of the system and is logged in

Normal Flow of Events:

o   User fills in details of travel
o   List of trains/buses/flight to select from is displayed
o   Train/flight/bus, class and quota selected
o   Ticket is assigned if available
o   Payment is made and account balance is updated

Alternate Flow of Events:

o   If balance is not sufficient, refill

Post-conditions: Tickets are booked for the citizen and the availability is reduced appropriately
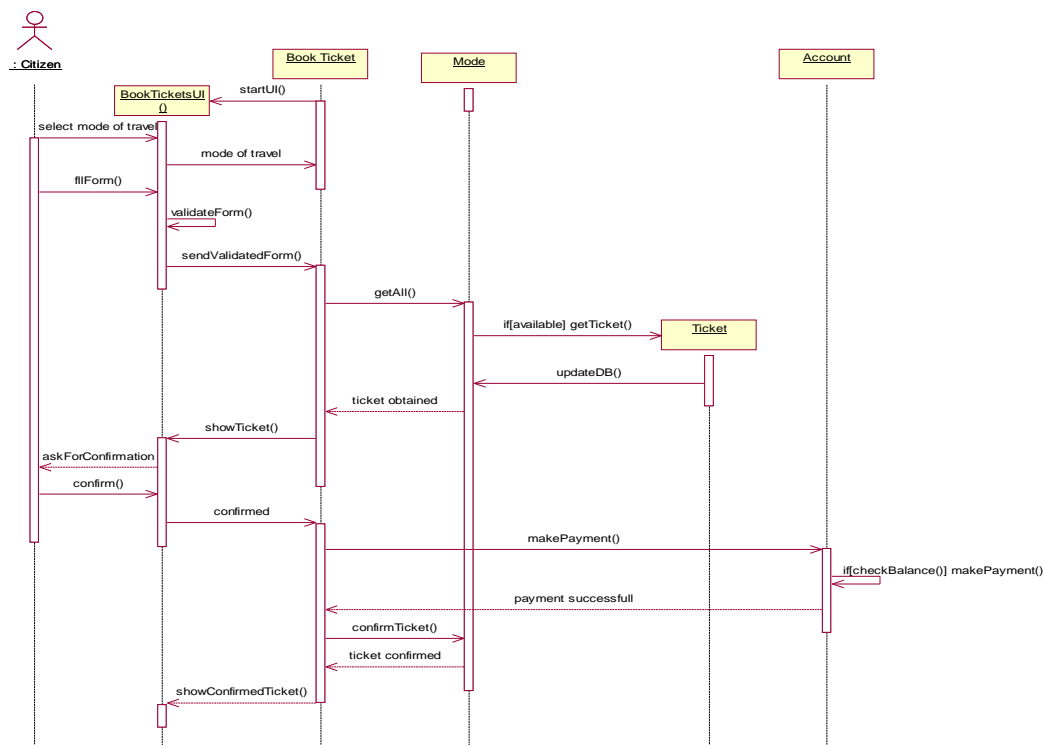
o Cancel Tickets

Name of Use Case: Cancel Tickets

Description: Provides facility to cancel previously booked ticket. After cancellation the corresponding seat(s) becomes vacant in the train/plane/bus and certain amount of money is credited into the smart account

Pre-conditions: A ticket is previously booked

Normal Flow of Events:

o   Citizen selects ticket to be cancelled
o   If it can be cancelled, citizen is asked to confirm cancellation
o   Refund amount is calculated and account balance is updated

Alternate Flow of Events: None

Post-conditions: Seats corresponding to the cancelled ticket become available. A reduced amount is credited to the citizen's account
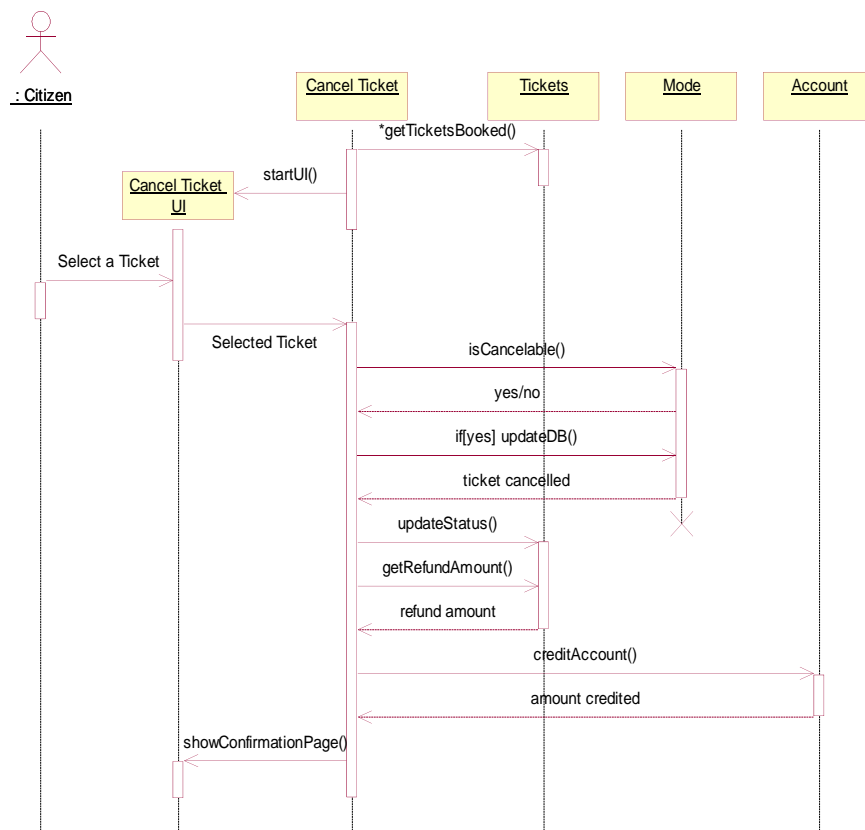
o Change Password

Name of Use Case: Change Password

Description: Client enters the new password in order to replace his existing password. A user of the system would be provided a default password at the beginning. To maintain privacy he/she can change his/her password
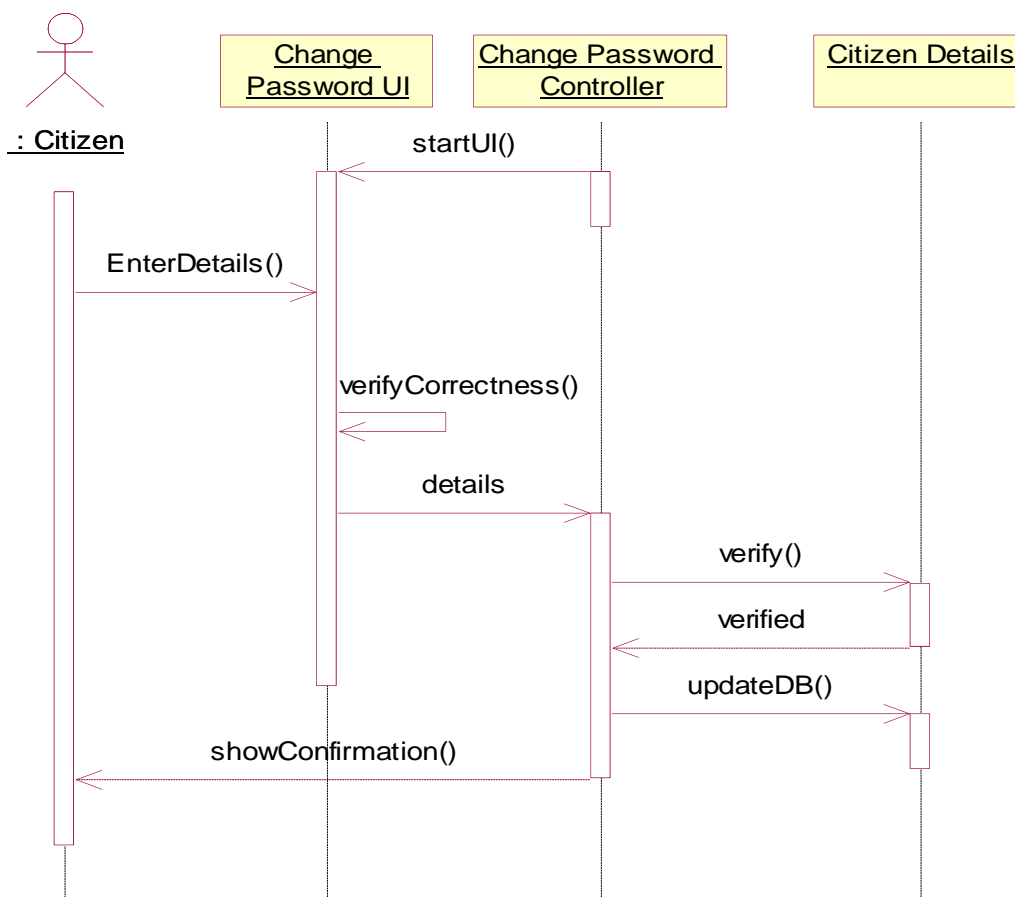
Pre-conditions: The user account exists in the database and user has logged in

Sequence of Events:

o   User logs in
o   User enters details(old password, new password)
o   Details are verified
o   Confirmation page is displayed

Alternate Flow of Events: None

Post-conditions: The user has a new password

o Apply for PAN

Name of Use Case: Apply for PAN

Description: The user applies for a PAN card and makes payment for the same. PAN card can be for an individual or for a company

Pre-conditions: Citizen must be a registered user of the system, logged in and must not have an existing PAN
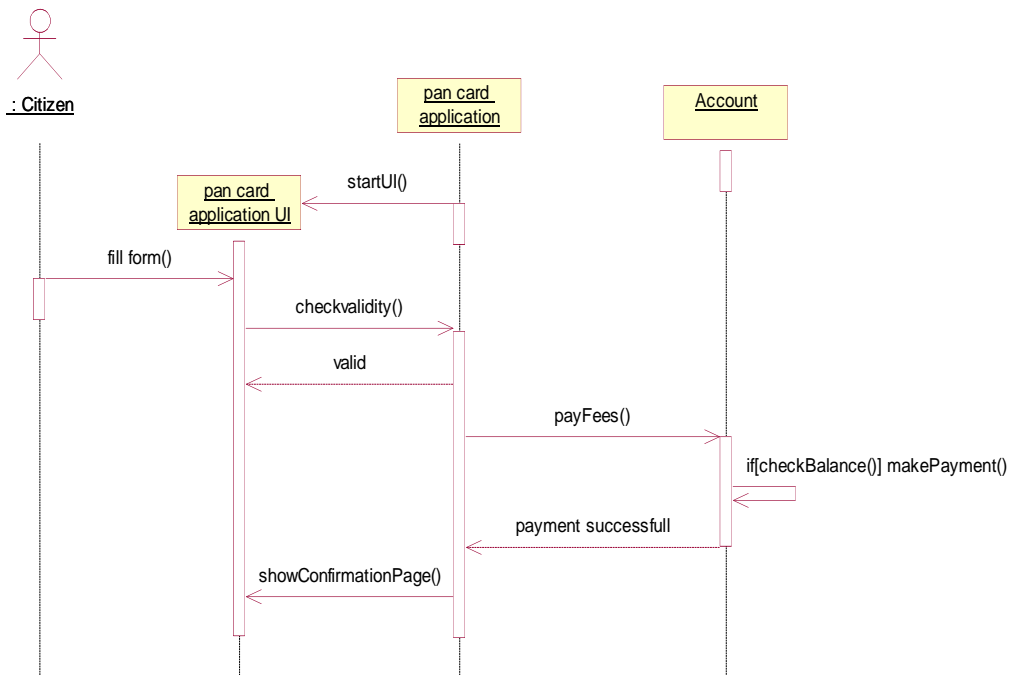
Normal Flow of Events:

o   Citizen enters details in the form
o   Form is validated by UI
o   Make payment using Smart Account
o   Application is made for PAN
o   Confirmation page is the displayed

Alternate Flow of Events:

o   If balance is not sufficient, refill

Post-conditions: An amount equal to the payment is deducted from Smart Account and an application for PAN is made

o Make Payment

Name of Use Case: Make Payment

Description: Citizen can pay telephone, electricity bills on the system using Smart Account. The payment is authenticated and user gets a confirmation of payment

Pre-conditions: Citizen Account must be in the database

Normal Flow of Events:

o   Citizen enters account no.
o   Latest bill with the bill no. is displayed to the citizen
o   Citizen enters amount he wants to pay
o   Form validated using UI
o   Make payment using smart account
o   Confirmation page is displayed

Alternate Flow of Events:

o   If balance is not sufficient, refill

Post-conditions: An amount equal to the payment is deducted from Smart Account and the bill is paid
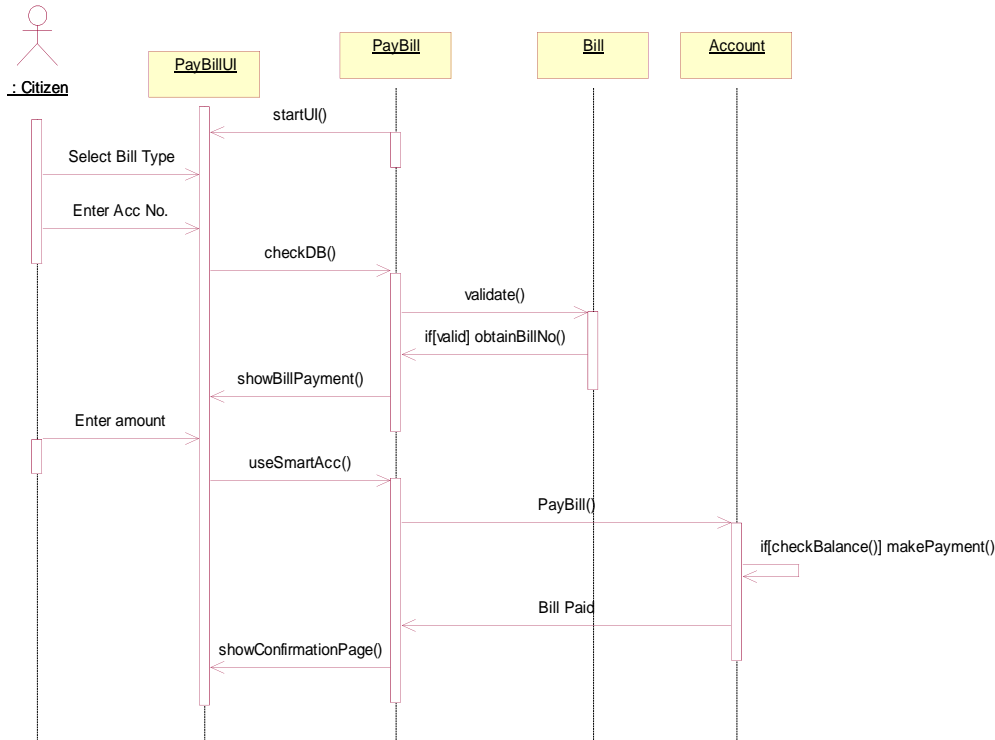
o Modify Details

Name of Use Case: Modify Details

Description: Moderator receives data from government official. Depending on whether the citizen's requests have been approved or rejected, the moderator updates/modifies details of the citizen

Pre-conditions: Citizen Account must be in the database. He/she should have applied for change in details. The change in details should be verified by the government official

Normal Flow of Events:

o   Moderator makes changes to corresponding account
o   Changes validated by the UI
o   Details modified and database updated
o   Confirmation page is then displayed

Alternate Flow of Events: None

Post-conditions: Details of the citizen are modified
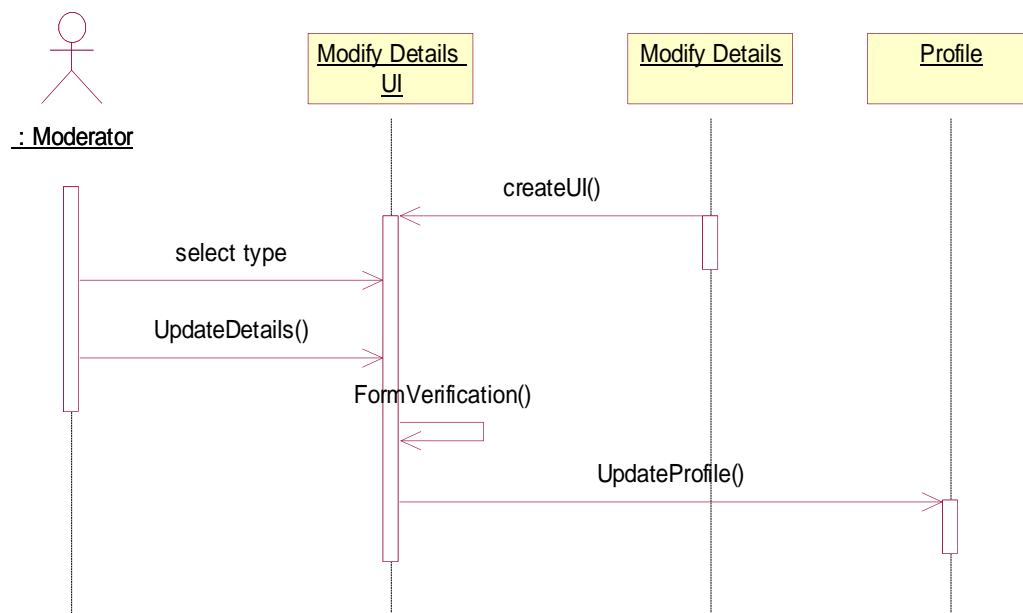
o Apply for Certificates

Name of Use Case: Apply for certificates

Description: User applies for a new birth and/or marriage certificate

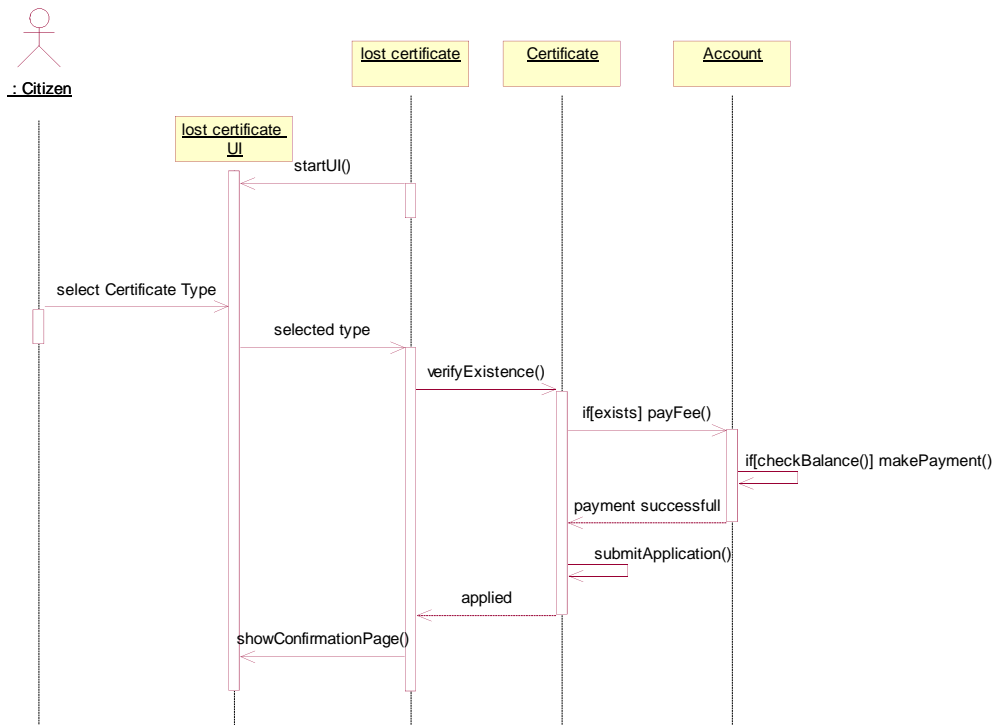Pre-conditions: Citizen must be registered user of the system and logged in

Normal Flow of Events:

o Citizen enters certificate type
o If the selected type exits for the citizen, application is made for new certificate
o Account balanced is updated
o Confirmation page is then displayed

Alternate Flow of Event:

o If account balance is not sufficient, refill

Post-conditions: An amount equal to the payment is deducted from account balance and application for certificate is made

o Apply for Passport

Name of Use Case: Apply for passport

Description: Citizen fills passport form details and submits the form

Pre-conditions: Citizen must be registered user of the system and logged in. If applying for a new passport, old passport must not exist.

Normal Flow of Events:

o   Citizen fills passport form
o   Details entered are validated by the UI
o   Appointment for police verification is prompted
o   Confirmation page is then displayed

Alternate Flow of Events:

o   If balance is not sufficient, refill

Post-conditions: An amount equal to the payment is deducted from Account balance. Appointment is added to the police official database and application for passport is made
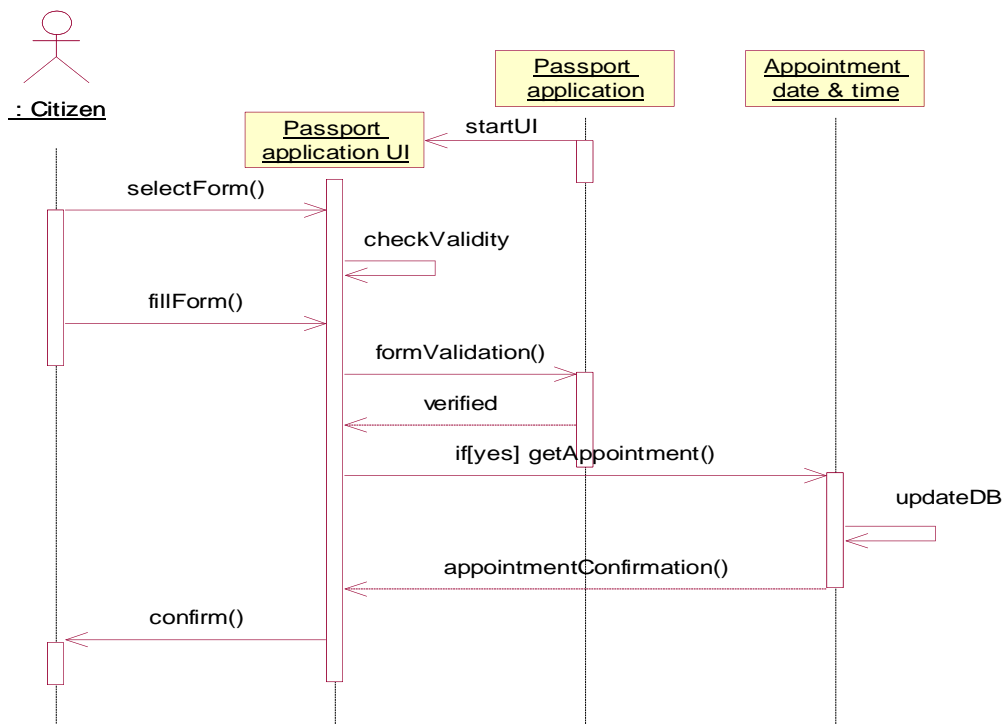
o Register Stolen Vehicle Complaints

Name of Use Case: Register Stolen Vehicle Complaint

Description: Citizen can lodge a complaint if their vehicle is lost and track the status of the complaint using the complaint number which is provided
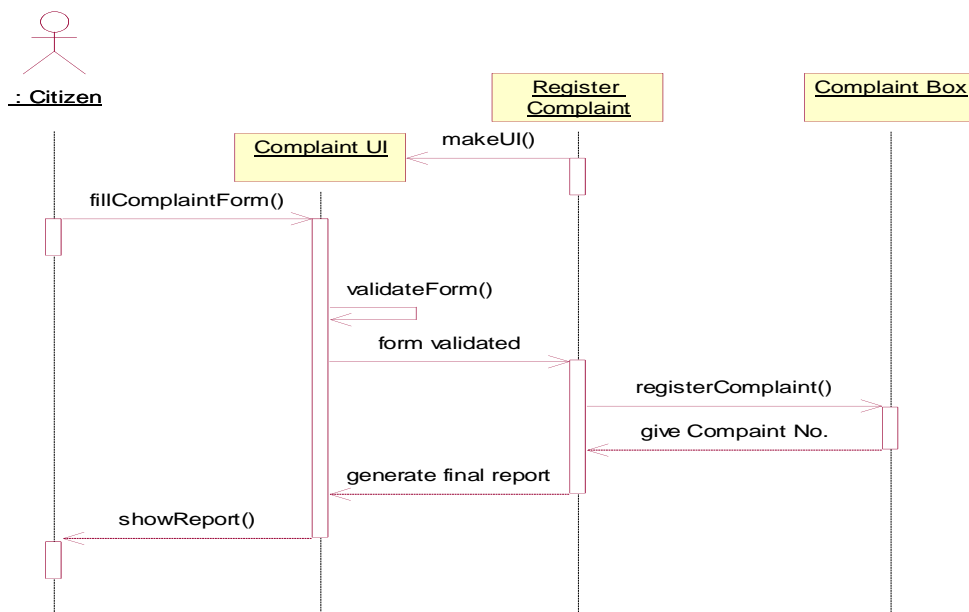
Pre-conditions: Citizen is a registered user of the system and is logged in

Normal Flow of Events:

o   Citizen fills up the complaint form
o   UI validates the data entered
o   Complaint is registered in the complaint box
o   Complaint number is generated
o   Final report is displayed

Alternate Flow of Events: None

Post-conditions: A new complaint is added to the complaint box for the reference of a police official

o Refill Account

Name of Use Case: Refill Account

Description: Citizen can refill their account online by using various online payment techniques

Pre-conditions: Citizen is a registered user of the system and is logged in

Normal Flow of Events:

- o Citizen fills up the refill form
- o UI validates the details entered
- o Citizen is shifted to appropriate payment gateway UI
- o Citizen enters all required details related to the payment method
- o Account balance is updated and confirmation page is displayed

Alternate Flow of Events: None

Post-conditions: The account of the citizen is refilled
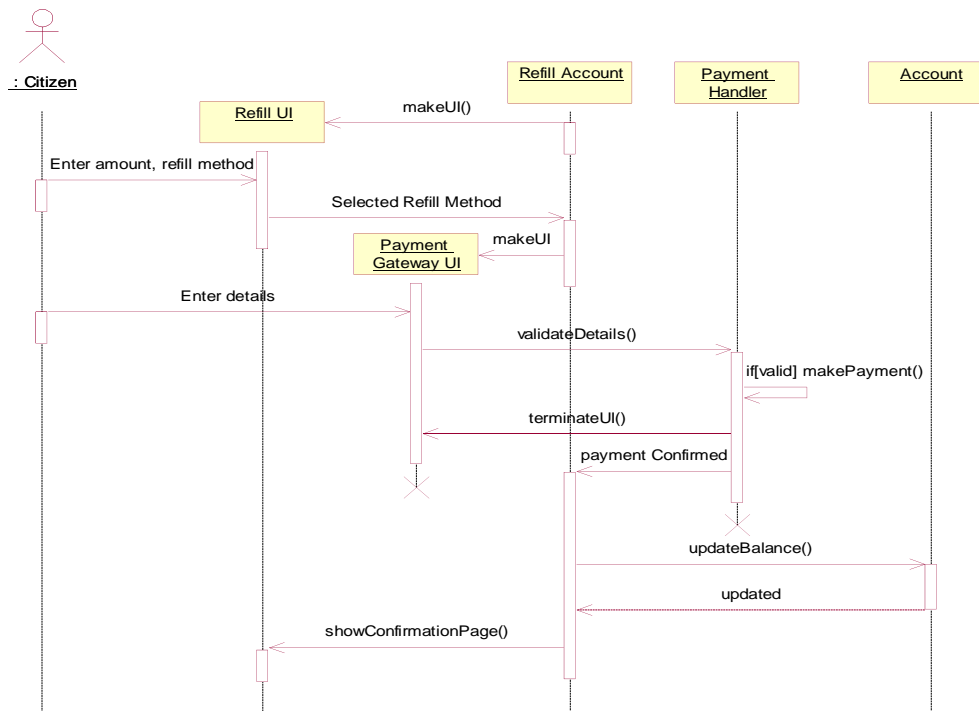
o Update Balance

Name of Use Case: Update Balance. Government Official updates the balance of a citizen

Description: Govt. Official updates balance of the citizen's account

Pre-conditions: Govt. Official is logged in. Citizen is a registered user of the system

Normal Flow of Events:

o Govt. official fills up the update balance form
o UI validates the details entered
o Controller verifies the data and updates account balance of the citizen
o Controller signals UI to show confirmation page

Alternate Flow of Events: None

Post-conditions: The account balance of the citizen is updated
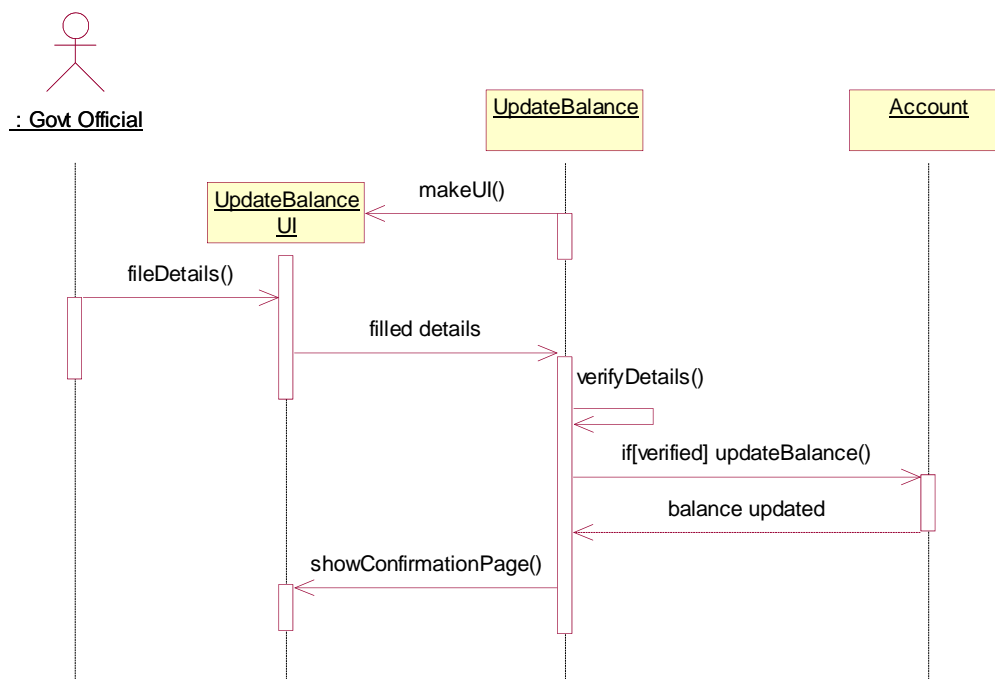
o View Complaints

Name of Use Case: View Complaints

Description: Police official can view the complaints lodged by citizens for lost vehicles and take further action if needed

Pre-conditions: Police Official is logged in. There are complaints in the mail box

Normal Flow of Events:

o   UI with all complaints is generated
o   Police official selects complaint to view
o   Details of selected complaint UI are fetched and displayed
o   Confirmation page is then displayed

Alternate Flow of Events: None

Post-conditions: The status of a complaint is updated
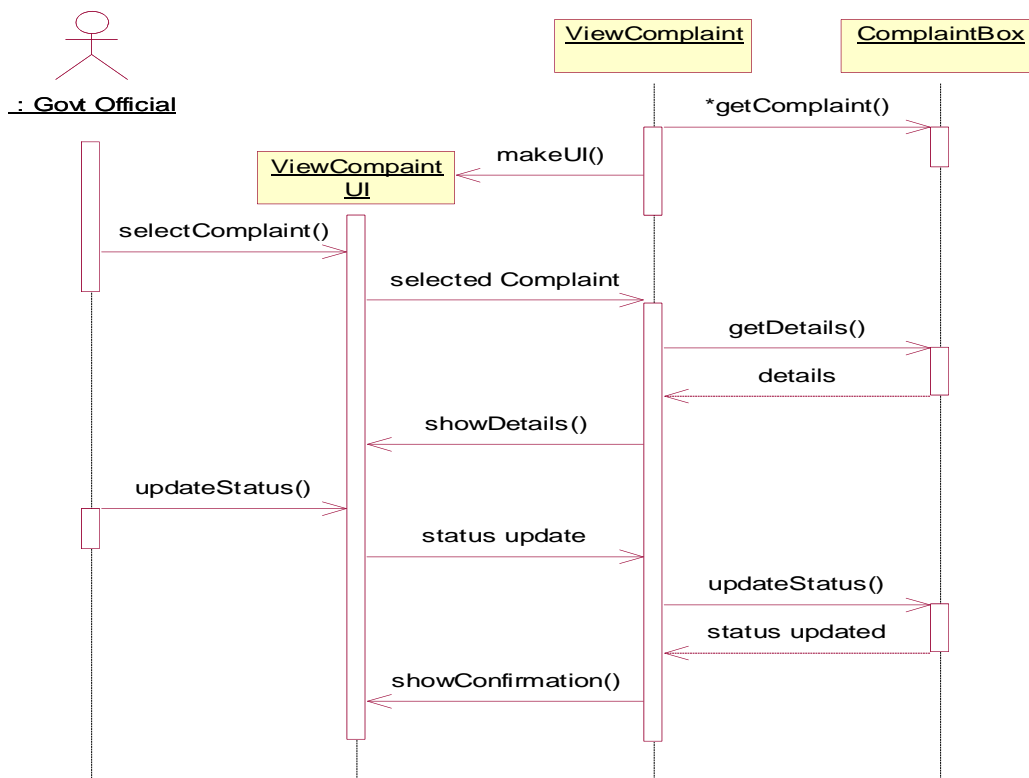
o   # Vote

Name of Use Case: Vote

Description: At the time of poll, a citizen can log in and vote for the candidate of his choice

Pre-conditions: Citizen is a registered user of the system and is logged in. He/she should not have voted before

Normal Flow of Events:

o   UI with the list of candidates and their details is shown
o   Citizen casts his vote for the candidate of his choice
o   Vote is registered and the VoteUI is terminated for the citizen
o   Live voting figures are then displayed

Alternate Flow of Events: None

Post-conditions: The citizen's vote is registered. UI is blocked for that citizen
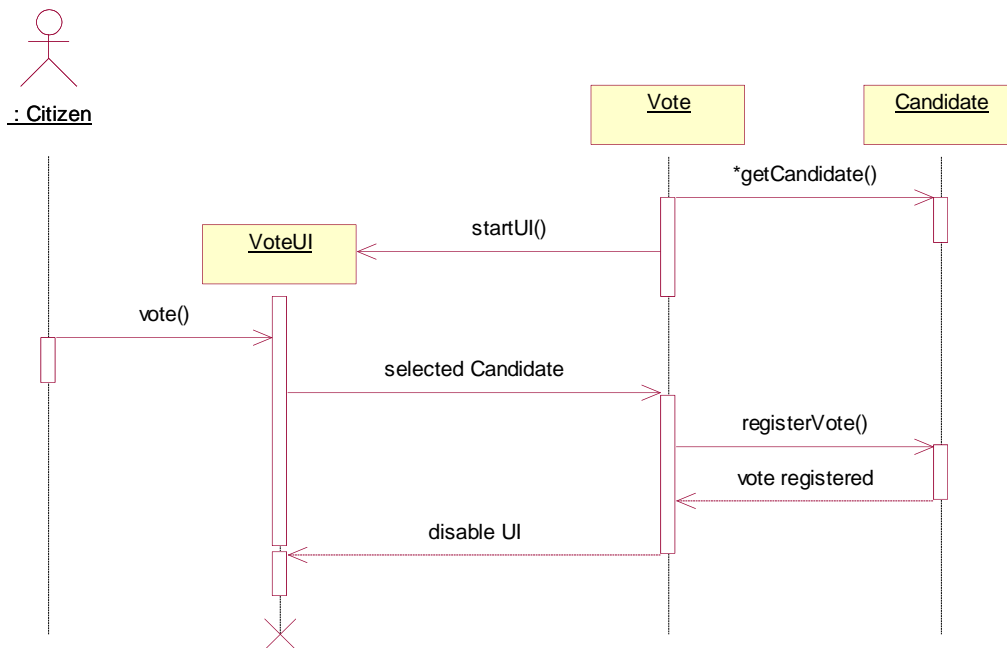
o   Apply for License

Name of Use Case: Apply for license

Description: Citizen can apply for learner license as well as permanent license. The appointment for the same is provided by the system

Pre-conditions: Citizen ID must be in the database. If applying for permanent license, citizen should have a valid learner license. If applying for new permanent license after expiry, citizen should have a valid permanent license
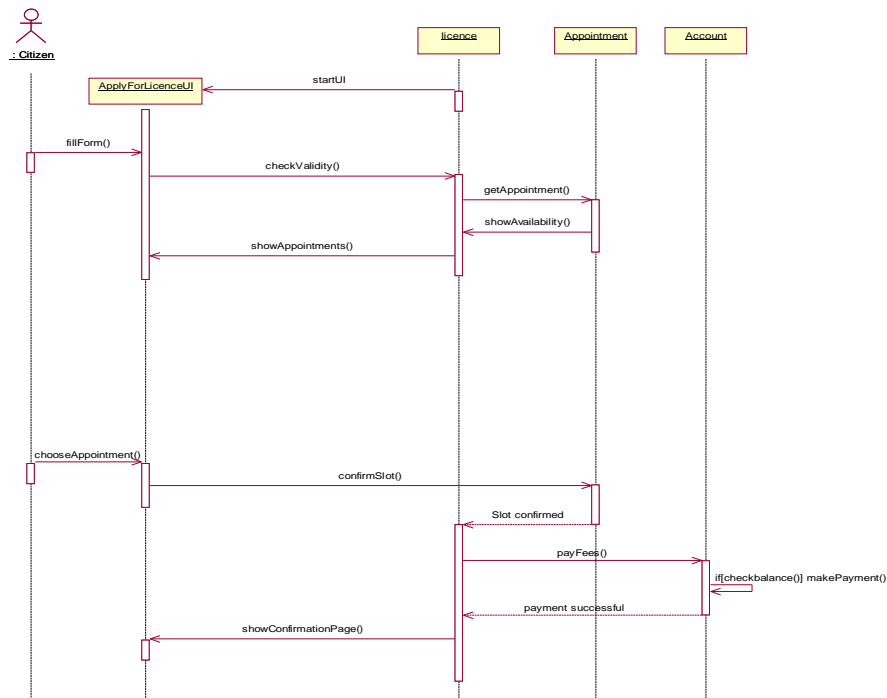
Normal Flow of Events:

o   Citizen fills up the license form
o   Entered details are validated by UI
o   Appointment given to the citizen by the system
o   Payment is made using the citizen's account
o   Confirmation page is then displayed

Alternate Flow of Events:

o   If balance is not sufficient, refill

Post-conditions: An amount equal to the payment is deducted from Account balance. Appointment is added to the RTO database

o   Pay Taxes

Name of Use Case: Pay Tax

Description: Citizen pays tax from the system using credit card
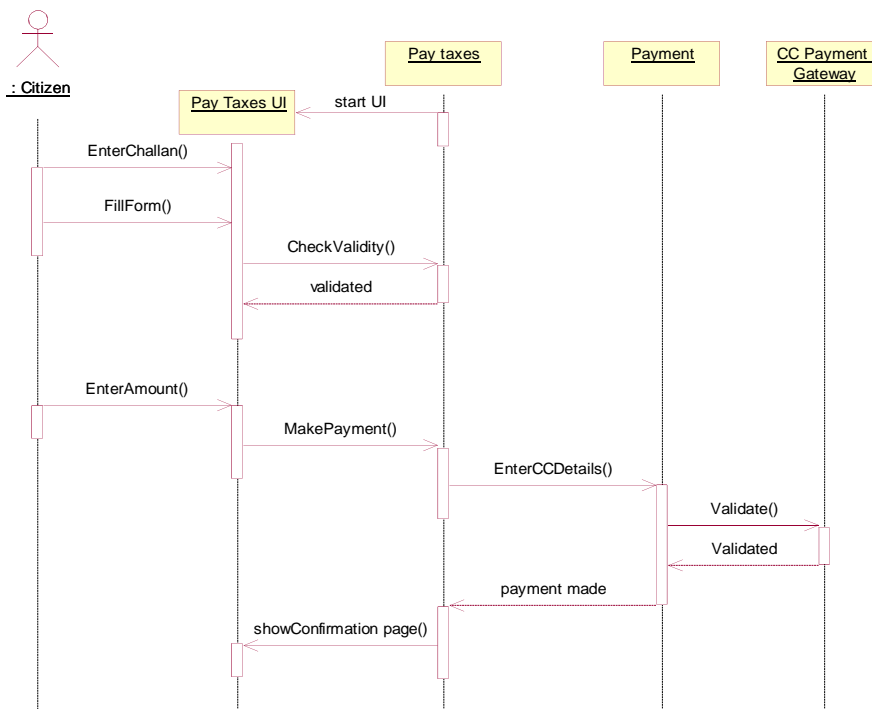
Pre-conditions: Citizen must be registered user of the system and logged in. Citizen should have a valid TAN

Normal Flow of Events:

o   Citizen fills up the tax form
o   The entered details are validated by UI and the system
o   Citizen makes payment using credit card
o   Confirmation page is then displayed

Alternate Flow of Events: None

Post-conditions: Tax for the selected assessment year paid

o   Apply for Visa

Name of Use Case: Apply for Visa

Description: Citizen applies for Visa for selected country and schedules an appointment date

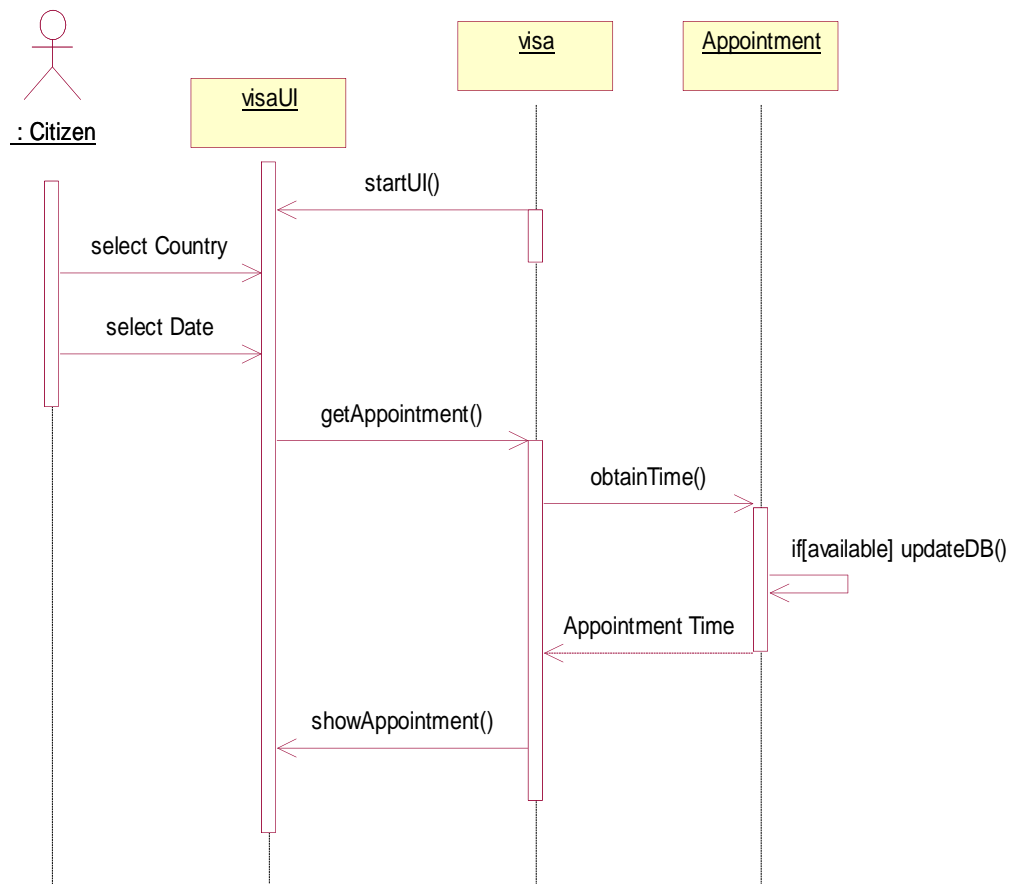Pre-conditions: Citizen is a registered user of the system and is logged in

Normal Flow of Events:

o   Citizen selects country
o   The date is selected to schedule the appointment
o   If the selected slot is available, appointment is fixed
o   Confirmation page is the displayed to the citizen

Alternate Flow of Events:

o   If slot is not available, citizen is to select another date

Post-conditions: An appointment for the visa application is made for the citizen

o   Log Out

Name of Use Case: Log Out

Description: The user logs out from his/her account to close all sessions
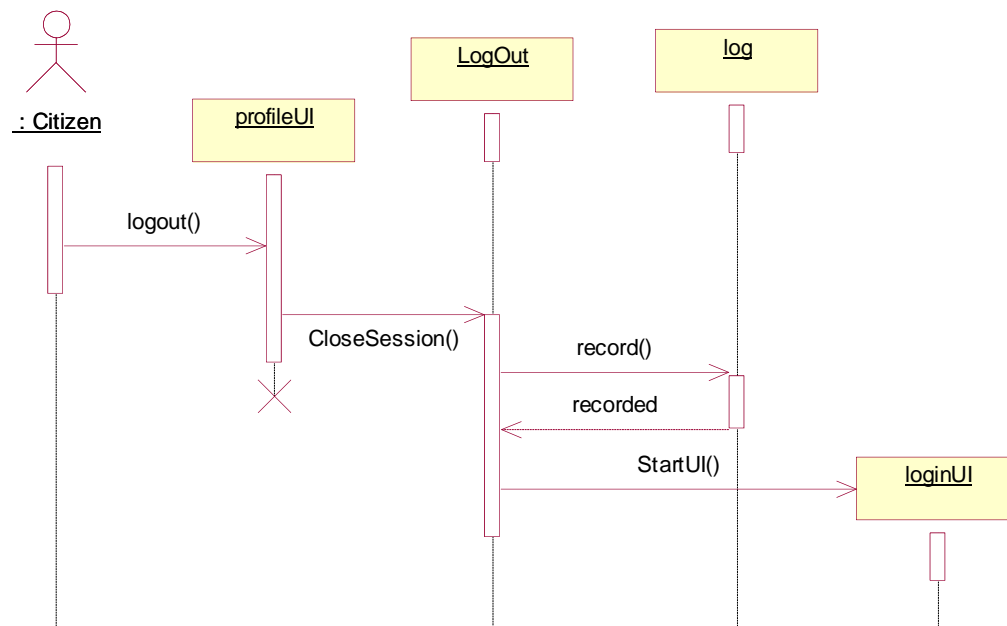
Pre-conditions: Citizen is a registered user of the system and is logged in
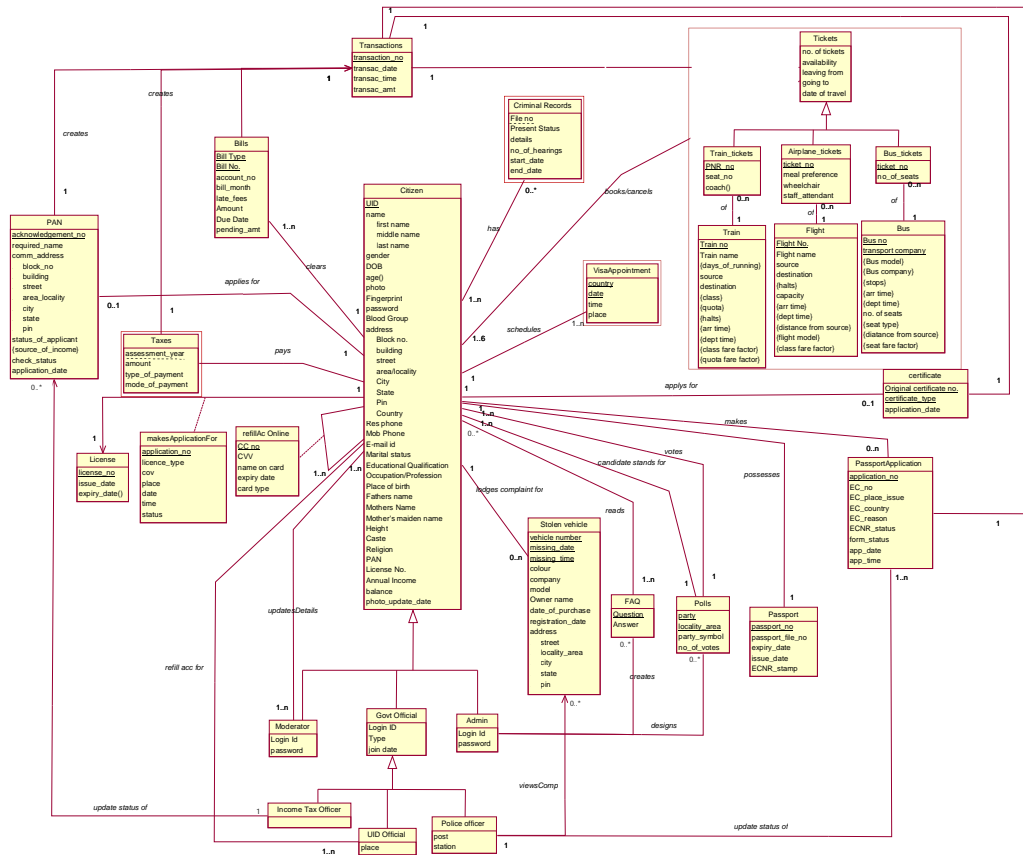
Normal Flow of Events:

o   User requests to log out
o   User session is terminated
o   Log is updated for the session of the user
o   User is logged out

Alternate Flow of Events: None

Post-conditions: The user is logged out

2.11 Database Design

2.11.1 ER Diagram

2.11.2 Schema Diagram
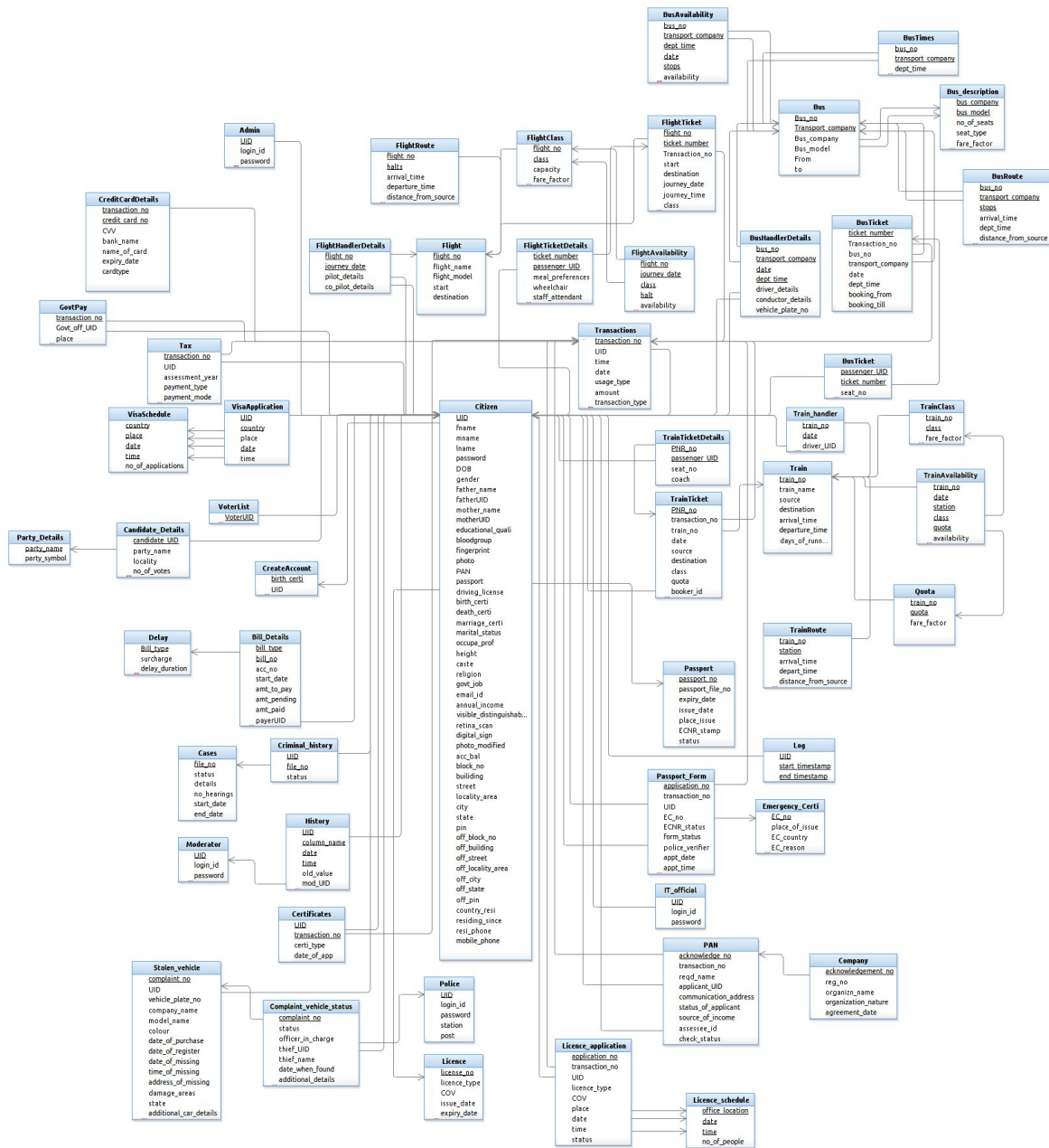
2.12 Assumptions and Dependencies

- The admin is created in the system already.
- The end user should have basic knowledge of English and computer usage.
- UIDs are already assigned to citizens and a database of such UIDs is maintained.
- The Govt. officials personally pass all documents and information to moderators for the creation of new users' accounts.
- The different databases that are required for the facilities provided are shared with the companies that provide them.

3. Specific Requirements

3.1 Use Case Reports

<u>Register Stolen Vehicle Complaint:</u>

Citizen can file a complaint for a stolen vehicle. The citizen gets a complaint number. This number can be used to check the status of the complaint in the future.

<u>Use Account:</u>

Citizen is provided a virtual account where he can have money for transactions required for some services on the website. The user can use this account to avail the services like applications for documents, book tickets etc.

<u>View Profile:</u>

Citizen has the right to view pre-decided part of his profile. He cannot view any other citizen's profile. Also, the details on the profile are read only i.e. the citizen cannot make changes to the profile.

<u>View FAQ:</u>

For the benefit of users, an FAQ page (Frequently Asked Questions) is provided. Here, the user can solve most frequent queries and also learn about the different functionalities and how to access/use them.

<u>Vote:</u>

Citizen can cast his vote online during the time of voting. As a model, we have shown how polling might take place online in the Rajya Sabha elections. Other voting polls can be similarly implemented. Also, once the citizen has cast his vote, this functionality is disabled for him to avoid inconsistencies, duplications etc.

Update Balance:

For the benefit of citizens who cannot refill their accounts online, special government officials designated for such work can update the balance of a citizen's account according to the receipt of proper cash from the citizen.

Update Status:

Government officials can update the status of various procedures that the citizen is involved through the website. For e.g. status can be updated for procedures like stolen vehicle complaints, applications for documents, etc.

View Complaints:

Police officials can view complaints for stolen vehicles lodged by citizens. The complaints viewed by a police official do not appear in another police official's view. The officer can then take further action using the details provided by the citizen at the time of lodging of complaint.

Apply for certificates:

The user can apply for lost birth and marriage certificates. The original certificate no. , if present on the system, is automatically inserted and submitted. This process is authenticated and the new certificate provided is also genuine.

Apply for passport:

The user can apply for a new, lost or renewal of passport. The system checks details and gives user an appointment for police verification.

Apply for PAN:

User can apply for a new PAN card through the system. Once the form is filled and payment is made, the application is submitted.

<u>Apply for License</u>:

User can apply for learner's license and permanent license. Once the respective form is filled, an appointment is generated.

<u>Apply for Visa</u>:

When user applies for a country's visa and the date of appointment, time of the appointment is prompted to the user depending on availability

<u>Approve/Reject</u>:

The government official approves or rejects a user's request for updating, modification or insertion. Depending on the decision, moderator updates the status on the system.

<u>Book Tickets</u>:

User can book train, flight and bus tickets online. The user enters location, date and time of journey, class, quota, etc details. Depending on availability, the user is given his/her ticket. After this, user makes payment using smart Account.

<u>Cancel Tickets</u>:

User can cancel a pre-booked ticket using this facility. The amount due to cancellation will be refunded and added to the smart Account.

<u>Change Password:</u>

The End User can change his account password for future log in into the account. The user can also change the default password that he/she receives on initial account activation.

Check Status:

The End User can check the status of his complaints, bookings or applications. Complaints include Stolen Vehicle Complaints; Applications include applications for PAN Card, Passport, License, etc. And boo kings include Train, airplane and bus bookings.

Create Account:

The government official verifies the documents provided by an adult user and passes them on to the moderator who then creates an account for the particular user.

Create FAQs:

 The Administrator creates a list of FAQs and uploads them on the website.

Create Polls:

The Administrator creates polls during elections and uploads them on the website where the citizen casts his/her vote.

Login:

The End User selects his/her role and logs in using the particular Login ID. UID for a citizen and special Login ids for users with additional privileges (Government Officials, Admin, Moderators)

Log Out:

 The End user logs out from the website to come out from his/her account.

Maintain Portal:

The Admin has to maintain the website and ensure regular updates and proper functioning.

Make Payment:

The Citizen has to make payments using his smart accounts to clear the telephone, gas and electricity bills.

Modify details:

The moderator receives a go-ahead from the government official after he/she has verified the documents submitted by the user requesting modification of certain details.

Pay Taxes:

The Citizen pays his taxes using his credit card. (Smart account not used since amounts can be large)

Print:

The end user prints a copy of the booked ticket

Refill Smart Account:

The end user can refill his/her smart account using his/her credit card or can also go to the government official and get it done.

Register Stolen Vehicle Complaint:

The End User can lodge a complaint for his/her stolen vehicle by providing appropriate details.

Update Status:

The government official updates the status of applications like PAN Card applications, license applications, passports etc

<u>Use Smart Account</u>:

The citizen has the privilege to use his/her smart account for making money transactions.

3.2 Supplementary Requirements

24x7 availability: Since the system is one which provides services that are required throughout the day, it is indispensable to make it available 24x7. Also since the entire system is an automated one, it can stay open for 24 hours a day. Necessary support should be there on server site for at least 8 hours in case of power failure.