(5) Passport Automation System

1. Introduction

1.1 Purpose of this document

- The purpose of this document is to specify the requirements and functionalities of a Passport automation System.

1.2 Scope

The P.A.S will streamline the process of applying, verifying and issuing passports. It aims to benefit citizens, passport officers, and government authorities by reducing manual effort, ensuring accuracy, and improving service.

1.3 Overview

The system provides end to end digital platform for passport application, verification, document submission, and status tracking, data management & integration.

2. General Description

The passport automation system will serve applications passport officers, and administrators. It will include modules for user registration, application submission, document verification, appointment scheduling and report generation.

3 Functional Requirements

3.1 Application Submission

- Allow users to register and submit passport applications online.
- upload required documents in digital format
- generate an application reference number.

3.2 Appointment Management

- provide applicants with appointment scheduling options
- notify applicants of confirmed appointments via email/SMS

3.3 Document Verification

- verify submitted documents against government databases
- flag discrepancies for manual review.

3.4 Payment Processing

- Allow secure online payments for passport fees
- Generate payment receipts.

3.5 Passport Issuance & Tracking

- Update application status at each stage
- Notify applicants when passports are dispatched.
- Allow applicants to track delivery.

4. Interface Requirements

4.1 User Interface

- Simple, multilingual and user-friendly interface
- Accessible via web browsers and mobile applications

4.2 Integration Interfaces

- Integration with national ID
- integration with criminal database

5 Performance Requirements

5.1 Response Time

- System should respond to user actions within 3 seconds.

5.2 Scalability

- Support at least 1 millions users.

5.3 data integrity : ensure accuracy and consistency of all data.

6. Design Constraints

6.1 Hardware Limitations: compatible with standard govt infra and biometric devices

6.2 Software dependencies:

- use secure RDBMS
- implement with frameworks supporting high security

7. Non-Functional Attributes

7.1 security: strong encryption for personal data

7.2 reliability: ensure high system availability with backup mechanisms.

7.3 scalability: expand system to handle growing demands

7.3 usability: provide simple navigation.

7.6 compatibility: support for all major browsers and OS

8. Preliminary Schedule and budget

- estimated time to develope 9 months
- estimated budget of $300,000, including planning, development, testing, and deployment.

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