ANNEX: C

SOFTWARE REQUIREMENT OVERVIEW
ESERVICES FOR SRI LANKA POLICE

INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF SRI LANKA

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[1] OVERVIEW

Sri Lanka Police works towards a peaceful environment to within the country while providing a range of services that enables the citizens to live a safe life with confidence. SLP is committed and confident to uphold and enforce the law of the land, to preserve the public order, prevent crime and Terrorism with prejudice to none – equity to all.

Service of clearance is a top range of service carried out by SLP where thousands of people are obtaining the service on daily basis. There, a citizen of Sri Lanka, either living in Sri Lanka or abroad may apply for a clearance certificate for VISA or employment purposes from the police headquarters. SLP carries out an investigation and issues this certificate for justified citizens.

Taking all inline, ICTA has advised and arranged the required to implement the operations related to the above activity through eServices project for SLP which is linked to Lanka gate infrastructure, the gateway for the electronic information and electronic delivery in Sri Lanka. eService scope under this project includes the following two main applications;

1. Citizen application to submit applications for Clearance Certificate through Lanka Gate;
2. Department application to manage activities related to issuing the clearance certificate. This document details out the requirements to be implemented through each of these eServices.

In addition to these services, applicants can check the status of their application and external stakeholders can validate if a certificate has been issued through SLP by inputting the NIC No, Passport No, and Certificate No of a clearance certificate.
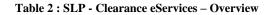
#	Eservice	Stakeholder Type		
		SLP	Other Depts.	Citizen
1.	Online Application Submission	√		√
2.	Send Revisions when requested			√
3.	Re-apply for certificates			√
4.	Check Application Status			√
5.	Manage Clearance Approval from External Departments	√	√	
6.	Manage Certificate Issuance	√		
7	Validate details of Certificate		√	

Table 1 : eService Summary

[2] Process Summary

There are three main users that are accessing the solution. Each set of users will be having a separate set of functionalities as depicted below.

Police Head Quarters	Other Departments	Citizen
• Enter manually submitted applications • Verify Applications prior to Processing • Manage change requests from applicants • Communicate with other Departments • Process and Print Certificate • Express Certificate/ Green Channel • View Progress • Track Past Applications	• View Pending Applications • Update Clearance Online	• Online Applications with Online Payments • Re-submit Detail • Receive Notifications • Check Application Status

Table 2 : SLP - Clearance eServices – Overview

[3] Functional Description

01. Citizen Application – Online application submissions	
Overview	**Business Rules**
Applicants may submit their applications to obtain a clearance certificate through this online service. The service eliminates the requirement of the applicant to physically be present at the application submission counter. In addition, the department user (application counter or police stations) can enter details from the manually submitted applications through the same function.	1. An applicant cannot submit a new application when an application is already being processed for the same country, same NIC# and same PPT# combination. 2. The reference number will be generated only when the application is submitted and payment is successful, until then the 'Reference No' field will be disabled. 3. Applicant may re-apply for a certificate in order to extend the validity period or for a different country. The new certificate shall be issued for the same passport number, NIC number and clearance period as the approved certificate. Re-application shall be considered as a new application and the applicant should make a payment as well. 4. Book receipt number field should be displayed only for manual submissions

02. Request for updates	
Overview	**Business Rules**
The applicant can resend his/her name, date of birth, NIC/Passport copies if the department user has requested for any one of those.	1. An applicant has access to the "Request for updates" interface only if the department user has requested a further clarification. 2. Applicant can submit the detail for the requested data as well as for the other additional fields available. A comment is mandatory and the applicant should provide a reason for the change. 3. The application will be on hold until the applicant submits the updates 4. (status – Verification) **5.** The user can make the updates only if he/she uses the same aOuth used to submit the application.

03. Application Status Check	
Overview	**Business Rules**
Applicants can check the status of their application using their application reference number.	1. No fee is charged for this service. **2.** Any citizen with an application reference number can use this service.

04. Clearance Certificate Verification	
Overview	**Business Rules**
This eService allows external parties ~~such as embassies, immigration departments and employers~~ to verify if a clearance certificate is valid.	**1.** Service should be available publicly.

05. Department Application Login & Dashboard	
Overview	**Business Rules**

Authorized department user can log in to the department application to perform the relevant tasks related to issuance of clearance certificate.	1. The application shall facilitate the following groups of users to login to the system;
	
	   a) Police Head Quarters Users – there shall be multiple groups of users for different functions
	   b) Users from the Police Stations – one group of user but need to identify the location
	   c) Users from other Departments – one group of users for the CID, TID, SIS, NIC and Immigration Department users. Need to identify the department of the user.
	
	2. The user name and password to login to the system shall be provided by SLP.

06. Application verification	
Overview	**Business Rules**
Department user should be able to verify the applications, check revisions and accept, reject, request more details, or request re-submission of application. When the applications are verified the details are sent out to the external departments. The applicant is notified of the status of the application through SMS and email.	1. Application verification functionality is available only on the department application to department users 2. Applications when submitted shall be first sent to the verification level where a department user shall verify the submitted detail and the attachments for any faults. Similarly applications which have been revised by the applicant also shall be processed through the same function and shall be listed until the user marks the application as verified. 3. Multiple users can verify applications simultaneously; however, only one user can work on a particular application at a time. If a user selects an application for processing, it should be locked, hence each time a user selects a particular application, the system should reload the application verification table to ensure the particular application has not been already selected by some other user. 4. The statuses of applications should be made in the following order.

07. Request Clarifications	
Overview	**Business Rules**
The functionality allows the department user to request clarifications on name and/or date of birth of the applicant and re send NIC and/or passport copy if the attachments are not clear.	1. "Request Clarification" functionality can be used for a particular application only once. 2. Only Name, Date of birth, NIC and Passport can be resent. 3. The department user can request clarification on all or one of the fields mentioned in Business rule 2 at once.

08. Review & Update Revisions	
Overview	**Business Rules**
The department user can review and update the revisions submitted by the applicant for the clarification requests.	1. Entry to this form will be through the Application Verification form (use case 6) 2. The department user can only accept or reject the updates sent by the applicant. There is no provision to request clarifications again. 3. The revisions shall over-write the information in the original application only if the user accepts the same. **4.** User has rights to edit any information provided by the applicant in case where the detail is submitted manually.
09. Update Clearance	
Overview	**Business Rules**

The system sends applicant details to all the relevant departments, from which clearance is obtained for the person. The system facilitated this through an independent interface given to each of those departments. The police headquarters officers can also access these interfaces in order to update the clearance statuses of citizens until the online procedure is fully rolled out and updated by the relevant departments.	1. The applications shall be listed based on the logged in users department. Default view will list the applications that are 'Verified' by SLP but pending clearance from the relevant department.
	
	2. When a user from a police station is logged in, applications relevant to the user's location should be listed.
	
	3. Updates from police stations can be performed by a SLP user who has access to the function. All applications pending police clearance can be displayed in such view.
	
	4. Multiple users can verify applications simultaneously at one department/ location; however, only one user can work on a particular application at a point for a department/ location. If a user selects an application, it should be locked, hence each time a user selects a particular application, the system should reload the application verification table to ensure the particular application has not been already selected.
	
	5. NIC and Immigration department should select if the adverse is a name issue or other issue along with a relevant comment.
	
	6. Police stations will have the facility of requesting to change the location if the police area given by the applicant is incorrect. The changes will be sent as a request to SLP.
	
	7. The columns in the grid will be customised including the following rules;
	
	   – Column Police Messages – enabled only for SLP users
	   – Column Stay in SL – enabled only for SLP and Police Station users,

	Edit functionality for SLP users to update police area and address − Column Attachments – enabled only for SLP, NIC and Immigration users

10. Certificate Issuance

Overview	Business Rules
This function allows the PHQ to view the status of an application that is in processing as well as to finalise the certificate issuance process and printing.	1. Multiple users can verify applications simultaneously; however, only one user can work on a particular application at a point. If a user selects an application, it should be locked, hence each time a user selects a particular application system should reload the application verification table to ensure the particular application has not been already selected. 2. Each time a user performs a task he/she has to click the save button in order to update the changes. 3. When the application reference is clicked the application and the action history should be displayed. The action history must contain the following details of every action made: - Date, Time - User - Action - Comment 4. Columns available in this function should be customised based on the authorization level of the logged in user as below; − All - Select, Application Date, Reference, NIC #, PPT#, Name, Departments, , NIC|PPT|Birth certificate|SLBFE Letter, Save − Checking Officer (No adverse) - Clearance Status (Editable: Issued, Name Issue Cleared, Read only: Pending, Express Issue, Green Channel, OIC Rejected) Name Issue, Print/ Pre-view Certificate, Comments (Read only –) − Checking Officer Adverse - Clearance Status (Editable: Name Issue Cleared, Read Only: Pending, Due Course, Green Channel, Issued), Name Issue, Print/ Pre-view Certificate/Letter, Adverse Records/Comments − OIC – Clearance Status (read only: Issued, Express Issue, Due course), OIC Approved, ASP Approved(Read Only - Only for applicants with Adverse), Adverse History/Comments − ASP – Clearance Status (Editable: Green Channel, Read Only: Due Course, Issued, Express Issue), OIC Approved (read only), ASP Approved, DIG Approved(Read Only - Only for letter issues), Adverse Records/Comments

	− DHA – Clearance Status (Editable: Cleared by SLP, Due Course, Blacklist, Rejected, Issued, Read only: Pending, Express Issue, Green Channel, Name Issue Cleared), OIC approved (read only), ASP Approved (read only), DIG Approved (read only), DHA Signed, Adverse Records/Comments
	− DIG –Adverse Records/Comments, DIG approved), Name Issue (read only), Adverse History (Read only – All comments)
	− Posting Officer – Reg Post #, Print Address/Post List
	
	5. Certificate can be printed/ re-printed till the application is marked as signed by DHA. Number of prints and the user shall be logged in the system. Certificate should be printed in the given template. Certificate/Letter serial number will be generated by the system.
	
	    − Name will be as on NIC
	    − For foreign Applicants name will be as on Passport
	    − BAR code will be generated according to NIC/Passport/Certificate Number
	    − Invert number shall be printed as 'Your Reference Number' for applications from the foreign ministry
	    − The delivery type code shall be printed in the certificated in small font.
	
	6. Only DHA can take action for applicants with adverse records. The document types for these applicants could be a letter or a certificate with additional comments.
	
	7. The letter content must be approved by the DIG
	
	8. The adverse records of the applicant can be viewed only by the following users:
	
	    - DIG
	    - DHA
	    - ASP
	    - OIC
	    - Checking Officer Adverse
	
	9. Address refers to 'Present Address in Sri Lanka'

11. Blacklist	
Overview	**Business Rules**
This report allows SLP to view the blacklisted people	1. The default view shall display all the blacklisted people in the database.

	2. User may enquire with an NIC # or Passport # and search for a particular person.
	3. Pagination should be available
	4. Address refers to 'Present Address in Sri Lanka'

12. Daily Transaction Report	
Overview	**Business Rules**
SLP users will be able to view payment transaction details for daily reconciliation purposes	1. The report can be extracted for a particular date, date range, one or all application statuses, one or all Mode of Submission. 2. Mode refers to Online/Manual

13. Application Details Report	
Overview	**Business Rules**
SLP users will be able to view application details for reference purposes	1. The report can be extracted for a particular date, date range, one or all reference numbers, one or all application statuses, one or all NIC #, one or all PPT #, and one or all countries 2. Address refers to 'Present Address in Sri Lanka' **3.** Mode refers to Online/Manual

14. Master Files	
Overview	**Business Rules**
PHQ users will be able to change the following master data: 1. Name of the Officer who signs the certificate of clearance along with the effective date 2. Details of High commissions	N/A