



**THE GOVERNMENT OF THE DEMOCRATIC SOCIALIST REPUBLIC OF
SRI LANKA**

Ministry of Technology

BIDDING DOCUMENT – SCHEDULE OF REQUIREMENTS

Volume 02 of 03 - Annexure 1: Functional Overview

Single Stage Two Envelopes Bidding Procedure

FOR THE

**PROCUREMENT OF A IDNETITY SYSTEM INTEGRATOR (ISI) FOR DESIGNING, DEVELOPING,
SUPPLYING, DELIVERING, INSTALLATION, IMPLEMENTING, SUPPORT AND MAINTAINING THE
SOFTWARE, HARDWARE AND INFRASTRUCTURE FOR SRI LANKA UNIQUE DIGITAL IDENTITY (SL-
UDI) PROJECT OF GOVERNMENT OF SRI LANKA**

INVITATION FOR BIDS No: ICTA/SLUDI/IS/2022/01

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1.1. Registration of Citizens, Issuance of NIC and Department for Registration of Persons

“Authentication of an Identity of a Citizen” is a prime aspect to be well-thought-out in provision of services to citizens by both the state and private sector institutions under the prevailing context of Sri Lanka. Strength and reliability depend solely upon the “Authentication Mechanism” used. There are three forms (Primary Artefacts) of Authentication Mechanisms used globally for the verification and certification of the identity of a person namely.

Form 01: Something that the “Person to be authenticated knows” – Password, PIN Number, Mother’s maiden name

Form 02: Something that the “Person to be authenticated has” – Identity Card, Token, Key, Crypto Card

Form 03: Something that the “Person to be authenticated is inherent” – Biometrics (Fingerprint, Hand Geometry, Retina, Irish, Face, Voice, DNA, Signature

Even though, Biometrics (Form 03) provide much better form of authentication compared to other two (Form 01 and Form 02), the selection of authentication mechanism is based on the degree of accuracy and precision desired for authenticity, availability of technology, feasibility of implementation as well as affordability.

In this context, Department for Registration of Persons (DRP), which was established on 1st October, 1971, issued the first ever Identity Card on 14th September, 1972 as the basic identification, verification and authentication Tool (Form 02) to be used for the identification of persons of Sri Lanka. As such, the sole authority and powers for registering citizens of Sri Lanka and issuance of National Identity Card (NIC) are vested with the DRP under the Registration of Persons Act No. 32 of 1968, which has been implemented since April 1971 with its allied Regulations.

Since DRP commenced its operations, NICs had been issued by means of a manual paper-based enrolment and approval system for more than 40 years until February 2014 (where an automated system was commissioned) and a laminated paper based card until October, 2017 (where a plastic card was introduced). The paper-based registry was severely constrained such that data had not been regularly updated and there was also high incidence of false information due to the lack of adequate sophistication in the paper based registry. As such, said system could not be relied upon for accuracy, particularly regarding national security requirements. Furthermore, the physical cards issued could be counterfeited easily using available printing technologies and was estimated that 15% to 20% of cards in circulation were forged, counterfeited or obtained by providing false

information. Both the Registry and the physical Identity Card, therefore, required a replacement to cater to current and anticipated future challenges.

As several countries have implemented electronic identity registries and several other countries are in the process of implementing such systems, it was proposed that Sri Lanka should adopt a similar system, which suits the needs of the country. In this regard, DRP was granted approval for the “Establishment of a National Register of Persons (NRP) for the electronic storage of Citizens Registration data and issuance of Electronic National Identity Card (e-NIC)” in August 2011. This had been an enhancement of Authentication Mechanism from Form 02 to Form 03, which was to be implemented under e-NIC Project.

In the meantime, priority has been given by the Government of Sri Lanka for a national level program for the establishment of a Unique Digital Identity Framework for Sri Lanka (SL-UDI) in 2020 and SL-UDI Framework was defined as a foundational component with the overall Digital Economy Architecture for Sri Lanka.

As DRP has been vested with powers by the Registration of Persons Act No. 32 of 1968 to secure the identity of persons by ensuring timely registration of citizens of Sri Lanka, DRP has been identified to be a key stakeholder of the SL-UDI Project and Information and Communication Technology Agency of Sri Lanka (ICTA) has been appointed to function as the implementation /execution agency for the SL-UDI project. Based on the objectives, scope and outcomes, it has been suggested that, to successfully implement and operationalize the SL-UDI, e-NIC Project scope has to be an integral component.

The proposed process comprised with:

- Collection of data of the citizens of Sri Lanka
- Creation, population and maintenance of a biometric database
- Personalize and issuance of an electronically verifiable Identity Card

The highlights of the proposed Citizens’ Registration and ID Management system are as follows:

Secured centralized Biometrics Database called “National Register of Persons” (NRP) is to be established with biographic, biometric and family data of every citizen, whose age is 15 years or above, at the Main Data Centre of DRP.

Finger impressions of fingers on both hands and iris of both eyes as well as an International Civil Aviation Organization (ICAO) standard Photograph of every citizen, whose age is 15 years or above, are to be captured as Biometrics and stored in NRP and used as “Primary Artefacts” for digital verification and certification purposes. ICAO standard photograph is to be captured at a studio registered with DRP and the digital image is to be uploaded accordingly.

NICs with Name and Date of Birth of Parents, Spouse, Children and Siblings of every citizen, whose age is 15 or above are to be captured as Family data and stored in NRP and used as “Secondary Artefacts” solely for the precise identification and verification of a person.

“Family Tree” of every citizen, with all ancestors and descendants, is to be automatically created within NRP to improve precision of the identity of a person.

SL-UDI Number is to be generated for every citizen of Sri Lanka who is eligible to be registered in NRP (Citizens of age 15 or above).

SL-UDI Number is to be generated and information record (with respect to parents’ information) is to be created in National Pre-Register of Persons (NPRP) at the time of birth of a citizen of Sri Lanka, by linking with the Register General’s Department.

SL-UDI Number is to be generated and information record is to be created in NPRP at the time of receiving citizenship of Sri Lanka, by linking with Department of Immigration and Emigration.

In this regard, Amendments to Registration of Persons Act No. 32 of 1968 and Regulations have already been made to provide legal provision to DRP for capturing Biometrics, Biographic details and Family Details of Parents, guardians, spouse, children and siblings of all citizens of age 15 or above.

National Identity Card (NIC), which is 10-year durable laser-engraved 100% polycarbonate with varying levels of security (Level 01 through Level 03) and anti-forgery features, is to be issued to every citizen of age 15 or above, as a trusted “Identification and Authentication Tool” (Form 02 primary artefact).

“Personalization” of information, through laser-engraving as per the international standards, has been introduced instead of printing data on NIC to protect from forgery and fake IDs.

Introduction of “Activation” of NIC through biometrics verification by the citizen, before use, to ensure Identity Card is with its correct person.

NIC is to be deactivated and status of the respective record in NPR is to be updated accordingly at the death of a citizen, through relevant DS-DRP Unit in Divisional Secretariat.

NIC is to be deactivated and status of the respective record in NPR is to be updated accordingly in case of a Renewal after 10 years of issuance or in the event of Lost card, Damaged/Defaced card as well as Change of Information, through relevant DS-DRP Unit in Divisional Secretariat. A new NIC is to be issued and the information is to be updated in NRP, if needed.

Policies and a mechanism within the legal framework have been devised and a national platform is to be established for verification, authentication and data sharing with trusted government and non-government institutions.

DRP divisional Units at each Divisional Secretariats (DS-DRP Units) have already been established with required physical and ICT infrastructure to facilitate decentralized capturing of biographic, biometric and family data of citizens and linked through VPN with DRP Head Office (DRP-HO) to update NRP.

Provincial Offices of DRP in each Province have been established with required physical and ICT infrastructure and linked through VPN with DRP-HO to co-ordinate DS-DRP Units.

Disaster Recovery Data Centre (DRDC) is to be established as per the international standards, with the same infrastructure facilities similar to Main Data Centre to ensure high availability of information through backup and recovery facilities.

1.2. Key Participants in the ID Issuance Process

1.2.1. Citizens of Sri Lanka (Applicant)

Individuals who have obtained “Citizenship by Descent” at the time of birth through Registrar General’s Department OR who have obtained citizenship or dual citizenship after the birth either as “Citizenship by Descent” or as “Citizenship by Registration” through Department of Immigration and Emigration.

1.2.2. Department for Registration of Persons (DRP)

Department established with the sole authority and powers vested, under the Registration of Persons Act No. 32 of 1968, its subsequent amendments as well as with its allied Regulations, for capturing and storing biographic and biometric information, registering citizens of Sri Lanka and issuance of National Identity Card (NIC) and also is the legal owner of the biographic and biometric stored in NPRP and NRP.

1.2.3. Registrar General’s Department (RGD)

Department established under Births and Deaths Registration Act, which is responsible for registering life events of citizens such as birth, death and marriage and sends data of a person, who have obtained “Citizenship by Descent” at the time of birth, to DRP in order to generate SL-UDI Number and create a record in NPRP accordingly.

1.2.4. Department of Immigration and Emigration (DIE)

Department established under Immigration and Emigration Act which is responsible for controlling entry of individuals to Sri Lanka and the departure from Sri Lanka and sends data of a person, who have obtained citizenship or dual citizenship after the birth under the Citizenship Act either as “Citizenship by Descent” or as “Citizenship by Registration”, to DRP in order to generate SL-UDI Number and create a record in PNRP accordingly.

1.2.5. Certifying Officer at Divisional Secretariat Unit (CO)

Development Officers (DO), who have been authorized by the Commissioner General of DRP as Certifying Officers (CO), and are responsible for carrying out activities related to the citizens’ enrolment such as capturing biographic and biometric data, payments, scanning documents submitted, certification and confirmation of information as well as activities related to renewals, lost card and re-issuances, administrative work and reporting at DS-DRP Units.

1.2.6. Grama Niladhari (GN)

The Divisional Secretariat Divisions (DSD) have been further categorized into subunits known as Grama Niladhari Divisions (GND) which is the lowest administrative division in Sri Lanka and the government official appointed to conduct administrative activities under this division is known as the “Grama Niladhari” (GN - Village Officer). The GN functions as a coordination point between the Divisional Secretariat and the public and maintenance of voter registry as well as certifying residence addresses of citizens who resides within GND (act as CO) are major responsibilities of GN.

1.2.7. Registered Photo Studio

The studios established under prevailing statutes within Sri Lanka, who have been authorized by Commissioner General of DRP as Registered Studios to capture photographs of citizens according to International Civil Aviation Organization (ICAO) DOC 9303 Standards and subsequently upload the image of the photograph to e-Studio System of DRP which is already in operation.

1.3. High Level SL-UDI Process Overview

TYPE		PROCESSES		NPR Administrative Support Process	
PRE - REGISTRATION OF CITIZENS OF SRI LANKA IN NATIONAL PRE-REGISTER OF PERSONS (PNRP)					
Pre-Registration	Citizenship By Birth	Citizens’ Admission Process			
	Citizenship By Registration	SL-UDI Generation Process			
REGISTRATION OF CITIZENS OF SRI LANKA IN NATIONAL REGISTER OF PERSONS (NRP)					
Pre-Issuance	Citizens’ Enrolment	Pre-Enrolment Process			
		Enrolment Completion Process			
	Citizens’ Registration Confirmation	Registration Verification Process			
		Registration Authorization Process			
		Registration Process			
		NRP Update and Family Tree Establishment Process			
Issuance	NIC Issuance	Personalization Process			
		Quality Assurance Process			
		Dispatching Process			
		Activation Process			

Post-Issuance	NIC Replacement	Renewal Process	
		Lost Card Process	
		Damaged Card Process	
		Information Amendment Process	
		NIC Deactivation Process	
	Identity Services Provision	Identity Authentication	
		Identity Verification & Certification	
		Identity Information Sharing	

Table 01: Main Processes of Establishment of National Pre-Register of Persons (NPRP) and National Register of Persons (NRP) and Issuance of NIC with Sri Lanka Unique Digital Identity (SL-UDI)

Citizens’ Registration and Identity Management process has two major components, namely.

1. Pre-Registration of Citizens on NPRP
2. Registration of Citizens on NRP (Pre-Issuance)

1.3.1. Pre-Registration of Citizens on NPRP

Citizens who are not eligible to apply due to their age is below 15 or citizens who have obtained citizenship but not yet applied for NIC are registered in National Pre-Register of Persons (NPRP) through Pre-Registration process. There are two instances where Pre-registration takes place.

1.3.1.1. Persons who obtain citizenship through Registrar General’s Department

The prescribed details of a Person, who have obtained “Citizenship by Descent” at the time of birth, must be sent to DRP by Registrar General’s Department (RGD) within the prescribed time after birth of such person and after verification of parents’ details, the SL-UDI Number is created and record is appended in NPRP, if successful, and the SL-UDI Number is return back to RGD to get it printed on Birth Certificate. If unsuccessful, error message is sent back.

Three months (03) prior to a person in NPRP who is about to attain age of 15 years, system informs to apply for NIC and if applies at the age of 15 years, after the registration process, record is created in NRP, NIC is issued and the relevant record in NPRP is inactivated.

1.3.1.2. Persons who obtain citizenship through Controller - Department of Immigration and Emigration

The prescribed details of a Person, who have obtained citizenship or dual citizenship after the birth under the Citizenship Act either as “Citizenship by Descent” or as “Citizenship by Registration”, must be sent to DRP by Department of Immigration and Emigration (DIE) within the prescribed time after obtaining citizenship by such person and after verification of parents’ details, the SL-UDI Number is created and record is appended in NPRP, if

successful, and the SL-UDI Number is return back to DIE to get it printed on relevant Citizenship Certificate. If unsuccessful, error message is sent back.

Three months (03) prior to a person in NPRP who is about to attain age of 15 years or such person has already 15 or above, system informs to apply for NIC and if applies on or after the age of 15 years, after the registration process, record is created in NRP, NIC is issued and the relevant record in NPRP is inactivated.

1.3.2. Registration of Citizens on NRP (Pre-Issuance)

Registration Citizens is the process where registration of citizen who has attained 15 years or above is registered in NRP after capturing biographic, biometric and family data at the DS-DRP Unit (Enrolment Unit) and verification, authorization and registration at DRP-HO. Pre-Issuance process has two major components, namely.

1. Citizens' Enrolment
2. Citizens' Registration Confirmation

1.3.2.1. Citizens' Enrolment

Capturing biographic and biometric data and payment data, document scanning, confirmation and certification of captured information are done by Certifying Officer (CO) in the presence of Citizen (Applicant) at DS-DRP Unit (Enrolment Unit). There are two steps in Enrolment process.

1.3.2.1.1. Pre-Enrolment

The pre-enrolment process will be either a manual or an online submission of Enrolment Application Form (EAF) where applicants are privileged to select the convenient method.

In Online Submission, applicants will be able to load the online electronic EAF on to a web browser and the entire application form or mandatory fields should be filled. Upon the submission of the application, a unique Temporary Reference Number (TRN) will be generated. Filled Application with TRN can be downloaded and get printed.

In Manual Submission, Pre-printed EAF (with a QR Code) should be collected from Grama-Niladhari (GN) or DS-DRP Unit or downloaded from the DRP website by the applicant and the required fields should be filled.

The photograph which complies with the ICAO standards should be taken from a DRP-registered studio. A unique Photograph Reference Number (PRN) will be generated and will be printed as a text and QR on Photograph Reference Slip (PRS).

Subsequently, the image of the photograph will be transferred as a JPEG image to the e-Studio system.

The payments can be done through cash, credit card or mobile based payment anchors and the unique Payment reference number with regard to such payment should be submitted as proof of payment.

The filled EAF should be signed by GN. If applicant needs to pay a penalty fee, Penalty Payment Form has to be filled and signed by GN. If applicant needs to waive off application processing fee, Application Fee Waive Off Form has to be filled and signed by GN.

After getting relevant documents completed, the applicant can be present at any DS-DRP Unit for the Enrolment Completion with or without a prior appointment.

The above-explained process is to be followed by every applicant who applies form NIC first time (New Registrations) under normal circumstances.

There is a one-time process called Re-Registration where 16.5 - 17.5 Mn citizens, who already possess NICs issued since 1972 up to to-date, should be registered in NRP within 18 – 20 months by capturing biographic and biometric data. Since it is an expedited process, the pre-enrolment is slightly different from the regular New-Registration process. In Re-registration, GN distributes a Docket with EAF and other relevant forms to each eligible citizen to his/her residence three months prior to the commencement of the Re-registration period. Filled applications are collected by GN. Applicants can submit information on-line as well, if he/she wishes, and the filled application can be downloaded, printed and can be handed over to GN instead of manually filled physical application. Filled applications are submitted to relevant DS-DRP Unit by the GN and the COs at DS-DRP Units enter information on physical applications if not submitted online. Each applicant is given a TRN, a Date and time to be present at a given DR-DRP Unit/Enrolment Unit for the next step, which is Enrolment Completion Process. Applicants are needed to get an ICAO standard photograph from a registered studio and submit PRS to CO at the time of giving biometrics at DS-DRP Unit. Payments can also be made prior to attending at DS-DRP Unit but the payment reference should be submitted to CO at DS-DRP Unit.

1.3.2.1.2. Enrolment Completion

After getting all necessary documents completed through the above-mentioned pre-enrolment process, applicant needs to be present before CO to complete the enrolment process. Following are the steps carried out at DS-DRP Unit/Enrolment Unit within Enrolment Completion Process.

Application Submission - Upon the completion of the EAF, it should be submitted to the relevant enrolment unit with the proof of payment, supportive documents as

stipulated in the application form, and PRS, if the photograph has been taken from a registered studio.

Physical Examination of Supportive Documents - CO is responsible for checking the EAF filled by applicants and completing the EAF with relevant details, if it's partially filled or not filled at all. Supportive documents will be evaluated based on the defined documents checklist to ensure that the applicants comply with the administrative regulations required for a registration.

Biographic Data Capture - All the biographic data captured through manual forms or online forms. should be entered, updated or modified, where necessary, for the purpose of registration in the presence and with the consent of the applicant

Note: The software should be designed in a manner, to ensure extensibility i.e., field(s) can be added in future to accommodate additional information, if required.

Auto Transliteration - Auto Transliteration will be applied to the basic data of the Applicant, those which are to be printed on the card in three languages (Full Name, Address [Last line from a standard list of postal code and postal names provided by Postal Department], Place of Birth [from a standard list] translated to Sinhala and Tamil). Data Verification Form (DVF), with verified transliterated information, will be signed and confirmed digitally by the Applicant, which will be subsequently digitally certified by CO. Facility will be available to print DVF and get signatures manually, if necessary.

Reference Number Generation - A unique Application Reference Number (ARN) will be generated for each application, and this will be used thereafter as the primary key for all biographic, biometric information as well as scanned documents of a particular applicant.

Payments Capture - Payment details will be captured if payments had been made online. Pay-In-Voucher will be printed, if any payment is to be made and Penalty Payment Form will be printed, if penalty payment is due. Payment due, if any, can be made in cash, credit card or mobile means and the unique Payment reference number with regard to such payment should be submitted as proof of payment.

Biometric Data Capture - Finger impressions of fingers in both hands, iris of both eyes and face image as well as signature will be captured from a biometric capturing machine for authorization purposes and tagged to respective ARN. CO must ensure the identity of the applicant before the biometrics are captured through face verification with ICAO image uploaded from studio. Special cases where infirmities are observed (such as missing fingers, etc.) should be recorded clearly and CO has been granted proper authority to bypass capturing of biometric images in such situations. Biometric Confirmation Certificate (BCC), with captured biometrics as well as infirmities, if any, will be signed and confirmed digitally by the Applicant,

which will be subsequently certified digitally by the CO. Facility will be available to print BCC and get signatures manually, if necessary.

Along with ICAO photograph, captured biometrics will be submitted to the Automated Biometric Identification System (ABIS) for 1: N verification. The citizens who are unable to provide biometrics due to disabilities will be considered as exceptions and handled separately.

Enrolment Certification - NRP Registration Request Form (NRRF), with verified and confirmed biographic information of the Applicant, will be signed and confirmed by the Applicant, which will be subsequently digitally certified by the CO. Facility will be available to print NRRF and get signatures manually, if necessary.

Document Scanning - All documents submitted by applicant, relevant for registration, will be scanned and tagged to respective ARN. Quality of the scanned images must be assured by CO and should be able to re-scanned or add-scanned, if necessary.

Provide Missing Supportive Documents - Applicants are required to provide missing/incomplete information and documents on request by the (CO).

Application Record Quality Assessment (ARQA) - Verification of entered text data, history records of past IDs, Number Book records if history records are not found, Payment details, Photograph and Signature and also submitted documents will be done by CO. If any item will be not verified, CO will mark it with reasons.

This concludes the Enrolment of an Applicant at Enrolment Centre and begins the Registration Confirmation Process at DRP Head Office.

1.3.2.2. Citizens' Registration Confirmation

Captured biographic and biometric data and payment data, scanned documents, confirmation and certification of captured information are submitted to DRP-HO for Registration Confirmation Process. Following are the steps carried out

Data Verification - The captured details will be verified manually and automatically by the DRP officers prior to authorization for registration.

Transliteration Verification (Manual) - Automatically transliterated Sinhala, Tamil and English data will be separately verified by DRP Officers except the data verified and confirmed by the applicant at the Enrolment Process.

Biometric Verification (Auto) - 1: N Biometric Verification will be done automatically for Iris, Finger Impressions and Face within 24 hours by Automated Biometric Identification System (ABIS)

Biographic Verification (Auto) - Biographic Verification on captured data will also be done automatically based on a logic designed, considering the existing data in the DRP system with entered data from Number Book verification process)

Channel Selection (Auto) - Based on the above Biometric and Biographic verification results and according to the verified and not verified fields marked at ARQA task, applications will be diverted automatically into three channels namely Authorization Green, Authorization Amber and Authorization Red

Authorization - Biometric and Biographic verification results will be checked and eligibility for registration is confirmed by the DRP officers to register citizens in NRP. During the Authorization process, DRP officers will be connected automatically to multiple sources of information both internal and external.

Authorization Green - Final verification & validation will done by DRP Officers for all the biographic and biometric data that have been verified and cleared by the aforesaid automated verification process and approval will be given to register the Applicant in NRP. If any doubts are detected, applications will be forwarded to either Authorization Amber or Authorization Red for further verification, based on the nature of uncertainty.

Authorization Amber - Verification & validation will done by DRP Officers to clear doubts of the applications, with questionable biographic data (with no biometric conflicts), diverted through automated verification process or forwarded by Authorization Green. If conflicts related to NIC No. exist, those will be forwarded to Number Book inquiry and get the results. After clearance of doubts, approval will be given to register the Applicant in NRP. If problems related to biographic data cannot be solved, applications will be forwarded to Authorization Red for further verification.

Authorization Red - Verification & validation will done by DRP Officers to resolve biometric conflicts of the applications diverted through automated verification process or to clear problems of biographic data of the applications forwarded by Authorization Green or Authorization Amber. To resolve conflicts and problems, if necessary, applications will be forwarded to relevant units for further investigations and will also be connected automatically to multiple external sources if external confirmations are needed. After clearance of doubts and conflicts, high level approval will be given to register the Applicant in NRP.

Registration - The registration will be done automatically for the applications confirmed through afore-mentioned Authorization process. Accordingly, SL-UDI number will be generated through an automatic process and NRP DB will be updated with Family tree links. Relevant data to be printed on NIC will be passed to Personalization system.

1.3.3. NIC Issuance Process at DRP Head Office

1.3.3.1. NIC Personalization Process

NIC details to be printed on IC will be passed to Personalization system (Track Master System - TM) through a web service. Passed data of a particular application should not be able to be changed or edited by TM system. NIC details will be verified with Print Preview and confirmed by DRP Officer prior to commence personalization. Card personalization

will be done either batch-wise or individually. A schedule number will be generated for a particular batch of personalized cards and a schedule report will be printed after printing of each batch. Relevant application numbers of personalized cards with schedule, date, time and user details will be passed back to main DB-through a web service.

1.3.3.2. Quality Assurance Process

QA process will be commenced for the personalized cards. This is to check whether there is any mismatch between the personalized cards and the information available in the system. SL-UDI Numbers will be loaded using QR Code in personalized physical cards and “Accept” will only be enabled if all personalized cards in the schedule are matched in quantity and SL-UDI Numbers are matched with physically available cards.

System will only allow QA for QA-accepted cards. QA will ensure that the Identity Card has been printed with proper standards and personalized information are accurate. Separate schedule number and a schedule report will be printed for QA Accepted and QA Rejected Applications. If a card is QA-rejected, application will be passed to Registration task or TM system with reject reasons according to the nature of rejection.

If the quality assessment fails, the system would reject the card with a reject reasons. Check the physical appearance of the card will also be checked and if not acceptable, it will be forwarded to reprint.

The system will read information in the card through the QR code and match the actual data with the printed data. If any mismatch is found, card information would be forwarded to Authorization (to the relevant person/s who has the authorization privileges) with remarks. If the system does not trace any mismatches, the card would be forwarded to dispatch as it has qualified through the quality assessment.

1.3.3.3. Dispatching Process

Card Scanning and Print Envelope: Schedules will be loaded by using the schedule number and relevant batch of cards will be scanned and confirmed quality of scanning. Further below features will be enabled,

- (i) Facility to display scan cards and images
- (ii) Facility to remove a single image selected from the slider or clear all images scanned before save.
- (iii) Facility to preview the UDI number of an image
- (iv) Facility to enter the UDI number to tag the UDI with the image if the OCR is disabled
- (v) If OCR enabled, auto display UDI and save
- (vi) Facility to Print scanned schedule with an auto-generated schedule no

(vii) Facility to print the addresses of scanned cards on a pre-printed envelope

Apart from the above, system will facilitate the Insertion of Scanned Cards, Activation Instruction Sheet, and printed envelopes to dispatch machines to paste envelopes with cards in the same order as per the QA Complete schedule. Normal Post, Registered Post and Courier services queues will be separated when printing the envelope and pasting the cards to the envelopes.

Card dispatching: Printed envelopes and the cards would be sent to the dispatched machine along with the activation instruction sheet.

Dispatch envelopes: When the card is pasted to the envelope along with the registration address, system users can start the envelope dispatch process.

Once the envelopes are dispatched an SMS / Email notification will be sent to the applicant informing the applicant that the card has been dispatched with the registration No., Post office and the Request for Activation.

1.3.3.4. Activation Process

System generated instructions on “How to Activate” in three languages will be given to the Applicant with the Card. System will provide.

- Facility to activate the Card through DPR head office
- Facility to activate the Card at GN Office
- Facility to activate the Card through WWW
- Facility to activate the Card through SMS
- Facility to activate the Card when card is used for the first time at an instance of the electronic transaction (E.g.: Bank)

1.3.4. Post-Issuance: NIC Replacement Process

This service would allow citizens to update their demographic details e.g., mobile number, address, email address either online or in assisted mode in the enrolment centre, as per the prescribed procedure. This will ensure that the demographic information in the system is up to date. SL-UDI may maintain a threshold for quality of biometrics and in case the quality of captured biometrics does not satisfy the threshold, the SL-UDI may intimate the citizen to update their biometrics. In addition, the citizens may also choose to update their biometrics in cases when biometric their authentication requests are failing regularly. In case of loss of SL-UDI, this service can also be used to recover the same

For the person attaining 15 years of age, the DRP informs the citizen in advance and the record continues to be in pre-registration database. There is a provision of financial penalty for cases where citizen has attained the age of 15 years and hasn't registered itself.

When the person comes for registration at the age of 15 years, the biometrics registration is carried out and in case these biometrics are found to be duplicate, the record is temporarily suspended and enquiry may be held for this case.

Once every 10 years (up to 55 years of age) and for senior citizens (55 and above) the biometric update is voluntary. Temporary suspension for those who fail to renew within 10 years.

NIC Replacement facilities will be provided in case of Renewal after date of expiry, the loss of card, change of personalized information or physical damage to the card occurred. Applicant will be authenticated using biometric verification and NRP will be updated if any changes exist in biographic or biometric data. A new card will be personalized with applicant's latest information and follow the issuance process as mentioned above. Card status will be updated as "Inactive Card" for the respective UDI, cancelling only the issuance (i.e., Card Serial No), but not the identity (i.e., UDI No.).

1.3.5. Digital Credential Issuance

UDI credentials are used by citizens to present and prove their ownership of the identity. The UDI card itself can be considered as a credential; in addition, UDI is associated with a set of digital credentials which the user can use in cyberspace. This may include password, PIN, etc. The use case scenarios that need stringent authentication/signing requirements are facilitated via PKI based cryptographic keys that are linked with the individual's identity. Mobile-ID or a Smart Card can be used for storing private keys of the user in cryptography based digital credentials.

1.3.6. Inquiry Details:

Advance search facilities would be enabled such as search through the UDI number, registration number, first name, last name, card serial number etc. Further below facilities would be enabled.

- (i) Facility to custom search using either Name, DOB or Gender also would be enabled.
- (ii) Facility to display Status, Name, DOB, Place of Birth, Gender, Address, Print Schedule, QA Accepted or Rejected Schedule, Card Scanning Schedule, Dispatch Schedule, Scanned Image, History Record, Card History, District, DSD, GND if available or if needed.
- (iii) Facility to Display detailed contents of the selected cage above on Preview Cage. The facility must be given for an expandable view

1.3.7. Authentication

The authentication will happen based on the following classes where the class is defined based on the severity of the service where the citizen is authenticated.

- (i) Class standard 1 - The least level of security (single-factor authentication). The authentication factor will be "What you have" (i.e., UDI/Smart card).

- (ii) Class standard 2 - Two-factor authentication. The authentication factor will be “What you have” (i.e., UDI/Smart card) and “What you have/know” (i.e., OTP/PIN).
- (iii) Class standard 3 - The authentication factor will be “What you are” (i.e., Biometrics).
- (iv) Class standard 4 - The authentication factor will be “What you are” (i.e., Biometrics) and “What you have/know” (i.e., OTP).
- (v) Class standard 5 - The authentication factor will be “What you have” (i.e., UDI/Smart card) and “What you know” (i.e., PIN) and “What you are” (i.e., Biometrics).
- (vi) Class standard 6 (signing class) - The authentication factor will be “What you have” (i.e., UDI/Smart card) and “What you know” (i.e., PIN).

Once a person is enrolled and provided with credentials, they can use those credentials to prove they are the identity they claim to be while accessing benefits and services. This process of proving the identity is called authentication.

1.3.7.1. Online Authentication

Online authentication happens when the user is accessing a service remotely using the internet, usually from a private location (home, office, etc.). Credentials such as UDI along with memorized secrets, Mobile ID are more suited for this scenario. While the use of smart cards and 2D Barcodes are technically possible, they might not scale well because they need specialized reader hardware.

1.3.7.2. Onsite Authentication

This is when the user must visit either a central or a remote office of the service provider to get authenticated. It is assumed that the service touchpoint is connected to the identity provider via the internet. In these scenarios, it is even practical to use credentials such as smart cards and 2D barcodes.

1.3.7.3. Offline Authentication

The authentication that can happen even when there is no internet connectivity. Typically happens at a service provider premise. Smart Card and 2D barcodes are the only credentials suited for these scenarios. Mobile ID is also possible if used conjunction with a mobile device having NFC capability.

1.3.7.4. Multi Factor Authentication

For a higher level of assurance of identity, it is customary to use multiple authentication factors. Authentication factors can be customized as:

- (i) Something You Are (Biometrics),
- (ii) Something You Have (Smart Card, Mobile Phone, SIM card, etc.)
- (iii) Something You Know (PIN Number, Passphrase, etc.),

Consumption of a particular type of services/transactions can require the user to prove the control of multiple of these factors.

1.3.7.5. Contextual Authentication

A particular case of multi-factor authentication. Rather than stick by a predefined set of rules, contextual authentication varies the number of authentication factors users need to prove control based on the risk indications applicable for a transaction in each time instance.

1.3.7.6. e-KYC Authentication

eKYC based authentication component for users to verify and authenticate general information which are not captured in the general identity details. e.g.: Citizen's Mobile Number

UDI offers e-KYC verification to allow UDI number holders to voluntarily use it for establishing their identity in various applications in a paperless and electronic fashion followed by authentication of the citizen through their own OTP/Biometric authentication mechanisms. The following data can be exposed based on the requirement (only a few fields) during the eKYC based on applicable policies of SL-UDI program,

- (i) Name
- (ii) Address
- (iii) Photo
- (iv) Gender
- (v) DoB
- (vi) Mobile number
- (vii) Email

1.3.7.7. Signatures (outside scope of work)

Signatures are additional digital content that is logically associated or attached to with the digital content (document, receipt) related to a transaction by a user with the intent of signing the record. Used to achieve non-repudiation (i.e., user denying commit of an action) transactions.

Digital signatures are created using cryptographic keys. Signature is created using the message content and the private key of the party signing the transaction. This provides stronger protection against non-repudiation by linking the signatory to the private key under his control and integrity of the message content being signed. e.g.: PKI / Blockchain etc.

1.3.7.8. Authentication Credentials & Presentation mediums

UDI uniquely links the identity of an individual to biometric and demographic data captured during the enrolment. Once enrolled the individuals need to be provided id credentials that

they can use for presenting and authenticating their identity. Principal authentication/presentation mechanism supported under UDI includes:

1.3.8. Deduplication and Manual Adjudication

There are two types of deduplications such as demographic deduplication and biometric deduplication should happen when a potential match is detected during the enrolment process by comparing the citizen's biometric and demographic information with the data stored in the system. This will be followed by manual adjudication to ensure the uniqueness of a citizen's demographic and biometric details.

- (i) Demographic deduplication - In demographic deduplication, the system should compare the defined demographic data such as name, date of birth, and gender of the citizen against the data stored in the system to ensure the uniqueness. If any potential match is found, the platform should send the citizen's biometrics to the ABIS to assert if the biometrics are also matching.
- (ii) Biometric deduplication - In biometric deduplication, the platform should send the biometrics of the citizen to an ABIS where it will perform biometric deduplication (1: N match) against all the records that it has stored earlier.

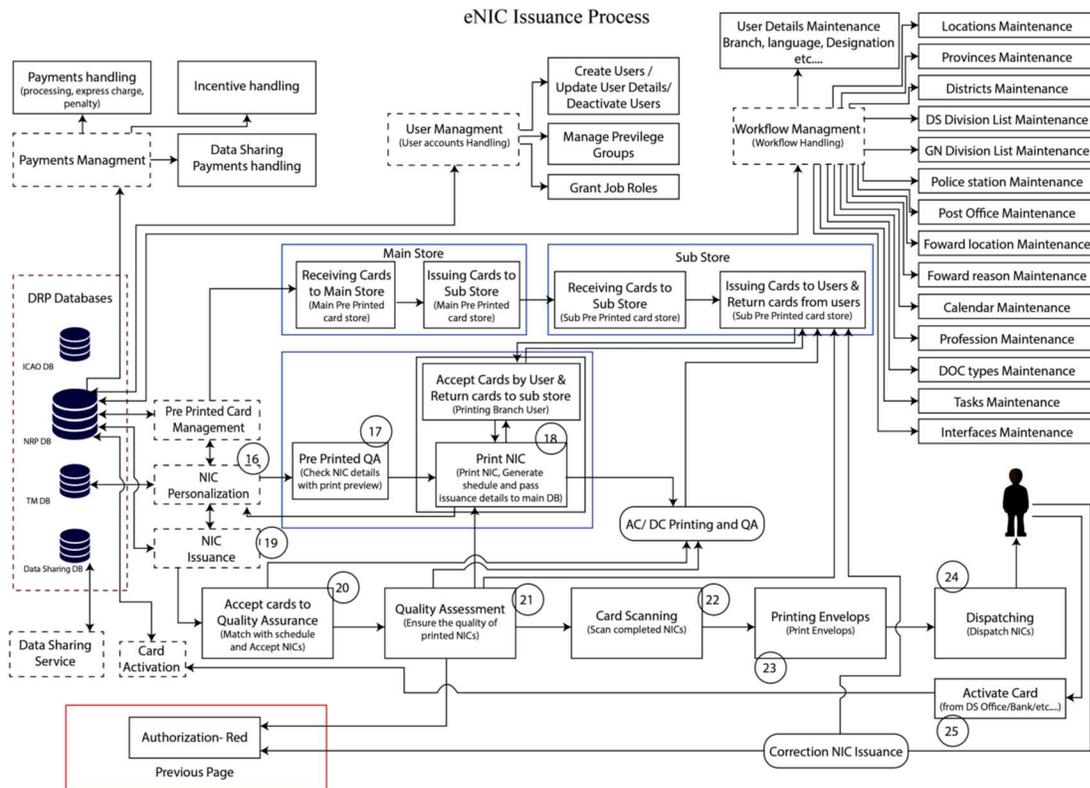
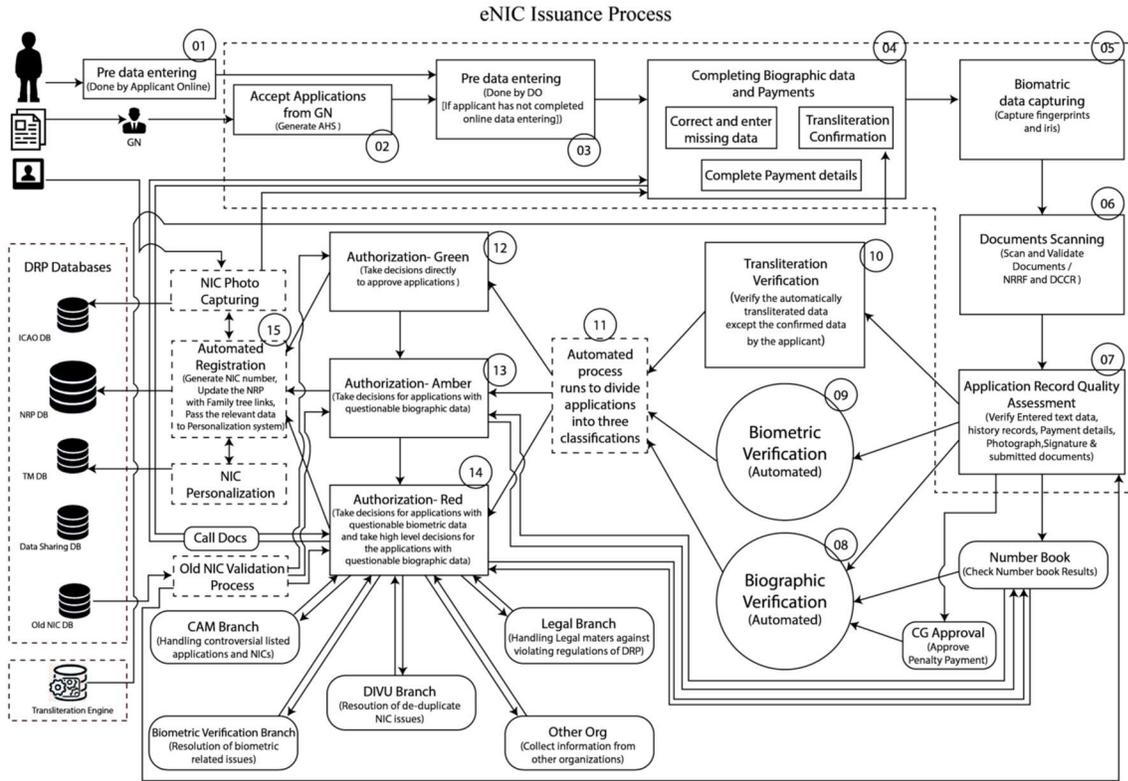
The below mentioned requirements are for initial understanding of the bidder. The successful bidder is required to do a detailed requirement gathering in consultation with DRP and other stakeholders and design the system accordingly.

1.4. Functional Requirements

1.4.1. Components of an Enrolment Unit



1.4.2. Diagrammatic View of SL-UDI Registration Process



1.4.3. SL-UDI Registration Process

1.4.3.1. Pre - Registration of Citizens in National Pre-Register of Persons (PNRP)

PERSONS WHO OBTAIN CITIZENSHIP THROUGH REGISTRAR-GENERAL - REGISTRAR GENERAL’S DEPARTMENT			
Step	Actor / Agent	Description	Data / Administrative Requirements
PR-01	Registrar-General and DRP-NIC Registration System	1.1 [Registrar-General] Citizens details, Birth details, Parents details are sent to DRP – NIC Registration System through API	DRP will coordinate and make necessary arrangements to establish API connection between DRP System and System at Registrar General’s Department
		1.2 [System] Data sent are accepted and Parents’ details are verified with NRP and other relevant Databases	
		1.3 [System] If verification is successful, SL-UDI Number is generated else error is communicated back to Registrar-General	
		1.4 [System] Update NPRP and links of Family Tree	
		1.5 [System] SL-UDI and relevant data are forwarded back to Registrar-General.	
PR-02	DRP-NIC Registration System	2.1 [System] Generate letter/SMS/e-Mail to inform citizen to apply for the NIC three months prior to the date on which he/she attains 15 years	
		2.2 [System] Pass relevant details to NRP Registration process when applies for NIC	
		2.3 [System] Inactivate the corresponding record in NPRP	
PERSONS WHO OBTAIN CITIZENSHIP THROUGH CONTROLLER - DEPARTMENT OF IMMIGRATION AND EMIGRATION			
Step	Actor/Agent	Description	Data / Administrative Requirements
PR-03	Controller and DRP-NIC Registration System	3.1 [Controller] Citizens details, Citizenship details, Birth details, Parents details are sent to DRP – NIC Registration System through API	DRP will coordinate and make necessary arrangements to establish API connection between DRP System and System at Department of Immigration and Emigration
		3.2 [System] Data sent are accepted and Parents’ details are verified with NRP and other relevant Databases	
		3.3 [System] If verification is successful, SL-UDI Number is generated else error is communicated back to Controller	
		3.4 [System] Update NPRP and links of Family Tree	
		3.5 [System] SL-UDI and relevant data are forwarded back to Controller.	
PR-04	DRP-NIC Registration System	4.1 [System] Generate letter/SMS/e-Mail to inform citizen to apply for the NIC three months prior to the date on which he/she attains 15 years or if already 15 or above	
		4.2 [System] Pass relevant details to NRP Registration process when applies for NIC	
		4.3 [System] Inactivate the corresponding record in NPRP	

1.4.3.2. Registration of Citizens in National Register of Persons (NRP)

<u>PRE-ENROLMENT PROCESS (PEP)</u>			
	<u>Standard New Registration Process</u> <i>{For Manual Submission, proceed to Step PEP-01 OR for Online Submission proceed to Step PEP-02}</i>		
Step	Actor / Agent	Description	Data / Administrative Requirements
PEP-01	Applicant	<p><u>Manual Submission</u></p> <p>1.1 [Applicant] Pre-printed hardcopy of Enrolment Application Form (EAF), Penalty Payment Form (PPF - No. DRP/OP/02/03), Application Fee Waive Off Form (FWO – No. DRP/OP/02/04) and Instructions Booklet is either downloaded from DRP Web Site (get printed on A4 paper) or collected from any Grama Niladari (GN) / any Unit of Department for Registration of Persons in Divisional Secretariat (DS-DRP Unit). Enrolment Application Form is fully or partially filled by Applicant with his/her preferred language; either in Sinhala or in Tamil or in English with mandatory fields are in English. (As per the instructions given in the Booklet)</p> <p><i>{If Online submission is also to be made, then proceed to Step PEP-02 else proceed to Step PEP-04}</i></p>	DRP through GNs and other grass-root / community leaders will Conduct regular awareness campaigns on the procedures and processes related to registration of citizens and the issuance of e-NIC with SL-UDI to educate and facilitate potential applicants.
PEP-02	Applicant	<p><u>Online Enrollment</u></p> <p>2.1 [Applicant] Online web-based device-responsive e-EAF is loaded on PC, Tab or any Mobile device.</p> <p>2.2 [Applicant] Entire application or mandatory fields are filled on e-EAF in English (Application Type, District, DS Division, GND, Applicant's Preferred Language, Full Name, DOB, Birth Location, Birth Confirmation Certificate, Civil Status, Gender, Title, Address, Residence, Tel No. (if available), Mobile No., e-Mail Address).</p> <p>2.3 [Applicant] Preferred DS must be given, if needed. (optional)</p> <p>2.4 [Applicant] QR Code on the Pre-printed hardcopy of EAF and/or Photograph Reference Number (PRN) can also be entered as a reference, if available. (optional)</p>	Design requirements of e-EAF to be given by DRP
PEP-03	DRP-NIC Registration System and Applicant	<p>3.1 [System] Unique Temporary Reference Number (TRN) is generated.</p> <p>3.2 [System] For each applicant, who has electronically submitted an EAF (reference to TRN), an appointment (Date and Time)</p>	TRN to be Designed by DRP based on District / DS Division / GND

		<p>is allocated with respect to the preferred DSD and the appointment details together with his/her TRN are sent, in applicants preferred language, through SMS or e-Mail inviting applicant to be present at respective DSD for the completion of Enrollment. Appointment is system generated but applicant has the option of changing the date, time or DSD at his/her discretion, provided that the preferred date-time is available at the particular DSD.</p> <p>3.3 [Applicant] Filled Application is downloaded and get printed on A4.</p>	
PEP-04	Online Photograph Capturing - e-Studio System	<p><u>Capture ICAO Standard Photograph at a Registered Studio</u></p> <p>4.1 [Applicant] ICAO Standard Photograph is captured at a Registered Studio</p> <p>4.2 [System] Unique Photograph Reference Number (PRN) is generated for the Applicant.</p> <p>4.3 [System] Photograph Reference Slip (PRS) with Applicant’s Name, Address, Photograph and PRN is printed in Text and as QR/Bar Code on it.</p> <p>4.4 [Applicant] Payment as per the Gazette Notification is made the studio for the photograph and the Photograph Reference Slip (PRS), signed by the Applicant and certified by the Photographer, is issued to the Applicant.</p> <p>4.5 [System] JPEG image is transferred to the SL-UDI System.</p> <p><i>{If Online Payment is to be made, then proceed to Step PEP-05 else proceed to Step PEP-06}</i></p>	e-Studio System has already been developed and is in operation. Proposed SL-UDI system must pull the photograph through a web service.
PEP-05	Applicant	<p><u>Online Payments</u></p> <p>5.1 [Applicant] Pay through (Debit Card, Credit Card - Web Portal and iOS, Windows and Android App to be developed), Bank Deposit (Pay-In Slips 4 copies to be developed, should be able to be downloaded or kept in the bank), (Ez Cash : Dialog, M-Cash : Mobitel – no development needed for DRP, Paying facility to be developed with given Payment reference number format by respective organization), Bank Transfer, Kiosk – no development needed for DRP, Payment transfer facility with given Payment reference number format must be developed by respective organization)</p> <p>5.2 [Payment System] Payment Reference Number (PyRN) (in number format and QR) of must be obtained as Proof Payment.</p>	Tracking Payment Reference No. to be arranged with mobile companies as Method of Proof: SMS / email / easy cash, etc. and Payment Gateway with Bank
PEP-06	GN and Applicant	<p><u>GN Certifications (only after Period of Re-registration)</u></p> <p>6.1 [GN] GN’s Certificate on Residence (DS04) or Letter of Confirmation of Residence certified by GN should be obtained (If printed Application is not available).</p> <p>6.2 [GN] If printed application is available, it should be certified by GN.</p>	

		<p>6.3 [Applicant/GN] If Penalty is applicable, Penalty Payment Form (PPF) should be filled specifying reasons for delaying submission of application for registration and certified by GN.</p> <p>6.4 [Applicant/GN] If Application Fee is to be waived-off, Application Fee Waive Off (FWO) Form should be filled specifying reasons and certified by GN.</p> <p>6.5 [GN] PRS should be authorized by GN.</p> <p><i>{Proceed to Enrolment Completion Process - ECP-01}</i></p>	
<p>Re- Registration Process (One Time Expedited Process) <i>{For Manual Submission, proceed to Step PEP-07 OR for Online Submission proceed to Step PEP-08}</i></p>			
Step	Actor / Agent	Description	Data / Administrative Requirements
PEP-07	GN/Authorized Officer and Applicant	<p>Manual Submission</p> <p>7.1 [GN/Authorized Officer] SL-UDI Dockets, containing Pre-printed hardcopy of Enrolment Application Form (with QR Code), Instructions Booklet, Penalty Payment Form, Application Fee Waive Off Form and other relevant Brochures, are distributed by GN or by an officer authorized by Commissioner General to Households within particular Grama Niladari Division (GND), three (03) months prior to the Gazette Notification for the commencement of Period of Re-Registration. Each eligible Citizen (Applicant) within a household thus receives a Docket.</p> <p>7.2 [Applicant] EAF is filled fully, by each Applicant with his/her preferred language; either in Sinhala or in Tamil or in English with mandatory fields are in English, not later than one (01) month from the date of receipt of Docket.</p> <p>7.3 [GN/Authorized Officer] Completed applications, Penalty Payment Form (if necessary), Application Fee Waive Off Form (if necessary) are collected by GN/Authorized Officer from Households within particular GND and the Acknowledgement Receipt part of the EAF with a QR Code is given to each applicant for future references. Collected applications are duly authorized and are subsequently handed over by GN/Authorized Officer to Development Officer (DO) at the corresponding Unit of Department for Registration of Persons (DS-DRP Unit) in Divisional Secretariat within two (02) weeks after collecting the filled applications.</p> <p>7.4 [DO + System] “Application Handing over Schedule” (AHS) with AHS No. is generated after reading the QR Code of each EAF handed-over by the GN/Authorized Officer to DS-DRP Unit. (Conformity of the QR Code with the QR Generation algorithm is validated and the status of correctness is captured by the System).</p> <p>7.5 [DO + System] Proper authenticity of GN on all documents is checked and verified by DO, ensuring that all Applications are</p>	

		<p>from the correct GN and also whether the signature of the GN is active and valid for the specified period with respect to the particular GND. System should display Signature of relevant GN.</p> <p>7.6 [DO + System + GN] AHS with Acknowledgement to GN is printed, duly signed by DO and GN and is subsequently handed over to GN.</p> <p><i>{If Online submission is also to be made, then proceed to Step PEP-08 else proceed to Step PEP-11}</i></p>	
PEP-08	Applicant and DRP-NIC Registration System	<p><u>Online Enrollment</u></p> <p>8.1 [Applicant] Online web-based device-responsive e-EAF is loaded on PC, Tab or any Mobile device.</p> <p>8.2 [Applicant] Entire application or mandatory fields are filled on e-EAF in English (Application Type, District, DS Division, GND, Applicant’s Preferred Language, Full Name, DOB, Birth Location, Birth Confirmation Certificate, Civil Status, Gender, Title, Address, Residence, Tel No. (if available), Mobile No., e-Mail Address).</p> <p>8.3 [Applicant] QR Code on the Pre-printed hardcopy of EAF or Acknowledgement Receipt (if available) should be entered to the system.</p> <p>8.4 [System] QR Code should be validated for conformity with QR Generation algorithm, and the status of correctness is captured by the System.</p>	
PEP-09	DO/CO and DRP-NIC Registration System	<p><u>Data Entry of EAF</u></p> <p>9.1 [DO/CO] Online device-responsive e-EAF is loaded by DO at DS-DRP Unit on Web using the QR Code of filled Pre-printed hardcopy EAFs received through GN/Authorized Officer and information is entered in English, if online submission has not been made by the particular Applicant.</p> <p>9.2 [System] QR Code should be validated for conformity with QR Generation algorithm, and the status of correctness is captured by the System.</p> <p>9.3 [DO/CO] Fields filled on application including mandatory fields are entered on e-EAF (Application Type, District, DS Division, GND, Applicant’s Preferred Language, Full Name, DOB, Birth Location, Birth Confirmation Certificate, Civil Status, Gender, Title, Address, Residence, Tel No. (if available), Mobile No., e-Mail Address)</p>	In addition to permanent DS-DRP Units, temporary Units are also established within DSDs based on the eligible population of respective DSD and Certifying Officers (CO) for all DS-DRP Units, are appointed by CG to facilitate the enrolment of re-registration of citizens.
PEP-10	DRP-NIC Registration System and Applicant	<p>10.1 [System] Unique Temporary Reference Number (TRN) is generated with respect to QR Code of each entered EAF</p> <p>10.2 [System] For each applicant, who has submitted EAF either manually or electronically, an appointment (Date and Time) is specifically allocated (reference to TRN/QR Code) with respect to a DS-DRP Unit established within the DSD that belongs to applicant’s residential area and the appointment</p>	

		<p>details together with his/her TRN are sent, in applicants preferred language, through SMS or e-Mail or any of such other mode, inviting applicant to be present at the respective DS-DRP Unit for the completion of enrolment.</p> <p>10.3 [Applicant] Where the applicant is unable to be present at the specified DS-DRP Unit on allocated date-time for the completion of enrolment due to any infirmity or otherwise, such conditions shall be informed to respective DS-DRP Unit through the DRP web site at the time of electronic submission OR through either Telephone No. or e-Mail address in order to make an alternative arrangement, as appropriate. Attending for enrollment without a prior appointment is, thus, not entertained during re-registration period.</p>	
PEP-11	Online Photograph Capturing - e-Studio System	<p><u>Capture ICAO Standard Photograph at Studio</u></p> <p>11.1 [Applicant] ICAO Standard Photograph is captured at a Registered Studio</p> <p>11.2 [System] Unique Photograph Reference Number (PRN) is generated for the Applicant.</p> <p>11.3 [System] Photograph Reference Slip (PRS) with Applicant’s Name, Address, Photograph and PRN is printed in Text and as QR/Bar Code on it.</p> <p>11.4 [Applicant] Payment as per the Gazette Notification is made the studio for the photograph and the Photograph Reference Slip (PRS), signed by the Applicant and certified by the Photographer, is issued to the Applicant.</p> <p>11.5 [System] JPEG image is transferred to the SL-UDI System.</p> <p><i>{If Online Payment is to be made, then proceed to Step PEP-12 else proceed to Enrolment Completion Process - ECP-01}</i></p>	e-Studio System has already been developed and is in operation. Proposed SL-UDI system must pull the photograph through a web service.
PEP-12	Applicant	<p><u>Online Payments</u></p> <p>12.1 [Applicant] Pay through (Debit Card, Credit Card - Web Portal and iOS, Windows and Android App to be developed), Bank Deposit (Pay-In Slips 4 copies to be developed, should be able to be downloaded or kept in the bank), (Ez Cash : Dialog, M-Cash : Mobitel – no development needed for DRP, Paying facility to be developed with given Payment reference number format by respective organization), Bank Transfer, Kiosk – no development needed for DRP, Payment transfer facility with given Payment reference number format must be developed by respective organization)</p> <p>12.2 [External Payment System] Payment Reference Number (PyRN) (in number format and QR) of must be obtained as Proof Payment from the External Party.</p>	Tracking Payment Reference No. to be arranged with mobile companies as Method of Proof: SMS / email / easy cash, etc. and Payment Gateway with Bank

1.4.3.3. Enrolment Completion Process (ECP): (At DS-DRP Units)

Step	Actor / Agent	Description	Data / Administrative Requirements
ECP-01	Applicant and DO/CO	<p><u>Application Submission</u></p> <p>1.1 [Applicant] Applicant shall be present before the DO/CO at DS-DRP Unit and submit completed Pre-printed hardcopy of EAF (For Manual submissions) OR TRN (For Online submissions).</p> <p>1.3 [DO/CO] If Pre-printed hardcopy of EAF is available and partially filled OR not filled at all; complete EAF with basic details – (optional)</p> <p>1.4 [Applicant] GN’s Certificate on Residence (DS04) or Letter of Confirmation (certified by GN) should also be submitted to confirm residence address, if EAF is not available.</p> <p>1.5 [Applicant] In any case, submit Proof of Payment (Payment Reference No.) OR Application Fee Waive Off (FWO) Form (certified by GN), and other relevant Supportive Documents as stipulated in the EAF/Instruction Booklet and PRS.</p> <p>1.6 [Applicant] Person with CIT without having dual citizenship and age 21 or greater, should submit a form confirming that he/she is not a citizen of any other country.</p> <p>1.7 [Applicant] If Penalty is applicable, Penalty Payment Form (PPF) should submit specifying reasons for delaying submission of application for registration and certified by GN.</p>	<p>If Express Service is requested, Application is to be processed on Express Service (Priority should be given on each Processing Queue).</p> <p>Supportive Documents must be clearly specified on the instruction sheet to applicant.</p> <p>EAF and Basic Application Form to be designed by DRP</p>
ECP-02	DO / CO and Applicant	<p><u>Physical Examination of Supportive Documents</u></p> <p>2.1 [DO/CO] Examine Supportive Documents (as per the Guidelines for Document Submission (GDS)) to ensure that they are complying with the administrative regulations required for Enrolment.</p> <p>2.2 [Applicant] Missing documents and incomplete information, if any, should be provided if they are available with the Applicant.</p> <p>2.3 [DO/CO] If Missing documents and incomplete information are not available with the Applicant, Enrolment proceeds further but those should be marked at the Step ARQA.</p>	<p>Guidelines for Document Submission (GDS) to be designed by DRP</p>
ECP-03	DO / CO, Applicant and DRP-NIC Registration System	<p><u>Biographic Data Capture</u></p> <p>3.1 [DO/CO] Open SL-UDI Enrollment Form of SL-UDI System on hyper system - tabbed window. If data has already been submitted online, load entered details using TRN.</p> <p>3.2 [DO/CO] Enter applicant’s details filled in Pre-printed hardcopy of EAF in English OR update applicant’s details (if data has already been submitted online).</p>	

		<p>3.3 [DO/CO] Enter/Update: TRN (for online submissions), PRN (to display Photograph), Old NIC No if available (mandatory for Re-Registration), District, DS Division, GND, Application Type, Application Language, Mode of Delivery, Name, Gender, Civil Status, Title, Birth details, Citizenship. For Lost IDs, Police station, Police Report - Date of issue (provision to link police stations online when available). Facility should be given to check Old IC Details through IC Inquiry from DRP Database.</p> <p>3.4 [System] Following details should be displayed on top of every interface as a Ribbon - ARN, TRN, PRN, NIC No., Application Type, Full Name, Address, DOB, and Photograph. Data entered/updated should be displayed on separate Dual-Touch Display Monitor for Applicant (Minimum size 21”)</p> <p>3.5 [DO/CO] Indication must be made as to whether Last Issued / Previous Card has been submitted, if re-registration, and if not, Enrolment proceeds further but those should be marked at the Step ARQA.</p> <p>3.6 [DO/CO] Enter/Update: Permanent Address (within Last three words of Address should be a post office name validated with standard list of post offices and it should be the last words of the Address field., Temporary Address, Contact details, Profession. Enter Family Data only if not already in the e-NICES otherwise retrieve using relevant e-NIC Numbers and verify with Applicant. Parent’s details, Spouse’s details.</p> <p>3.7 [System] Last line of the Address (Town) and Place of Birth shall not be allowed to edit as these have been transliterated based on a standard list of values during data entry and auto transliterated. This shall be allowed to edit or update only under higher level authority (Based on Standard Database). [System] X and Y Geo-Coordinates should be auto stored when saving, based on Permanent Address.</p> <p>3.8 [DO/CO] Enter/Update: Sibling’s details, Children’s details. Provision must be made to repeat these details.</p> <p>3.9 [System] Validations should be carried on possible data fields and status indicators such as Penalty-Status, New-Record_Status, Old_Record_Status, Verification status must be set accordingly.</p>	
ECP-04	DRP-NIC Registration System	<p><u>Auto Transliteration</u></p> <p>4.1 [System] Perform Auto Transliteration to the Basic data of the Applicant, those which will be printed on e-NIC into Sinhala and Tamil. (Full Name, Name to be included in IC, Shorted Name to be printed on IC, Address [Last line from a standard list of postal code and postal names provided by Post Department], Place of Birth)</p>	
ECP-05	DRP-NIC Registration System	<p><u>Generation of ARN</u></p> <p>5.1 [System] Generate unique Application Reference Number (ARN) and a QR/Bar Code for the Application.</p>	ARN should include DSD and GND; to be designed

		<i>(The initial Acceptance of Application is done at this stage)</i>	
ECP-06	DO/CO and DRP-NIC Registration System	<p><u>Capture Biometrics</u></p> <p>6.1 [DO/CO] Capture Biometric Photograph of Applicant and it must be 1:1 matched with ICAO Photo. If matched, activate finger impression capturing facility on capturing machine. If not matched due to non-standard Biometric Photo, re-capture and match it. If not matched due to wrong PRN, new PRN can be entered, and the relevant ICAO photo can be re-matched. If matched, PRN is replaced. If not matched, auto marked the photo status as non-verified and diverted to Red Channel. Biometrics - Finger Impressions of all fingers in both hands (4:4:2), Iris of both eyes are electronically captured on Biometric Capturing Machine with respect to ARN and display.</p> <p>6.2 [DO/CO] Electronically capture applicants’ signature on Signature Pad with respect to ARN.</p> <p>6.3 [System] Submit captured fingerprints, Iris and ICAO photograph for 1: N identification to the Automated Biometric Identification System (ABIS).</p> <p>6.4 [DO/CO] Biometric Confirmation Certificate (BCC), with captured biometrics as well as infirmities (Category, Type of Disability, Reason), if any, is signed and confirmed electronically by the Applicant, which is subsequently electronically certified by the Certifying Officer.</p> <p>6.5 Provision shall be given to print, BCC and get the signature of the Applicant in the Applicant’s Declaration Section, confirming that the biometrics have been given in the presence of DO/CO. DO/CO shall sign in the Authorization Section, confirming the biometrics of the Applicant has been captured in front of him/her. ARN shall be printed on it in both Number/Character format and QR/Bar Code form.</p> <p>6.6 Facility must be given to “Add Minutes” to be checked at Green/Amber/Red Channels</p>	<p>The officer must ensure the identity of the applicant before the fingerprints are captured. For special cases (such as missing fingers, etc.) special approval with proper authority and permission may be granted to bypass the fingerprint imaging.</p> <p>In the event that applicant is unable to sign, his / her thumb impression may be used instead.</p> <p>DOs must be provided with the necessary training</p>
ECP-07	DRP-NIC Registration System	<p><u>Captured Biographic Data Verification</u></p> <p>7.1 [System] Display PRN, TRN, Full Name, Name to be included in IC and Shorted Name to be printed on IC in three languages, Address in three languages, Place of Birth in three languages, Gender in three language, Date of Birth.</p> <p>7.2 [System] Provision must be given to apply verification to these fields on touch screen display by the applicant.</p>	<p>DVF should include a clause indicating that the Name requested by applicant and DOB could be changed as per the statutory requirements related to ID issuance.</p>
ECP-08	Applicant	<p>8.1 [Applicant] Check the data-on-Data Verification Form (DVF) on dual display screen, whether there are any changes in information.</p>	
ECP-09	DO/CO	<u>Update Biographic Data</u>	

		9.1 [DO/CO] Update, if there are any changes to be made to basic data on the DVF at the request of Applicant.	
ECP-10	Applicant	10.1 [Applicant] Tick check boxes against the fields verified by the applicant on DVF. 10.2 [Applicant] DVF with verified transliterated information, is signed and confirmed electronically by the Applicant.	Applicant’s screen is a touch screen. DO screen cannot click verification check box.
ECP-11	DO/CO and DRP-NIC Registration System	11.1 [DO/CO] DVF, with verified transliterated information, signed and confirmed electronically by the Applicant, shall be subsequently electronically certified by the Certifying Officer. 11.2 [DO/CO] Provision shall be given to Print, DVF with transliterated basic data. ARN (in Number/Character format and QR/Bar Code form) shall be printed on it.	Capturing and updating biographic data must be done before capturing Biometrics
ECP-12	DO/CO	<u>Capture Payment</u> 12.1 [DO/CO] Select Mode of Payment (PIV, Debit Card, Credit Card, Bank Deposit, Ez Cash, M-Cash, Bank Transfer, Kiosk, QR) 12.2 [DO/CO] Enter Payment Reference No and Validate. 12.3 [System] If online payment had been made and validate is OK, display Amount Paid and Date of Payment. 12.4 [DO/CO] Select Types of Payment - Application Processing Fee / Express Service Payment / Courier Service Fee (auto select if Mode of Delivery is Courier Service) / Section 51 Fee 12.5 [System] If Penalty-Status is PaymentDue then generate Penalty Payment Form – (only if not filled earlier) 12.6 [System] System must set the Service_Type accordingly	Payment Analysis Reports to be designed
ECP-13	DRP-NIC Registration System	13.1 [System] Calculate Amount Payable as per the selected types of payment. Calculate Amount Due (Amount Payable – Amount Paid) 13.2 [System] If Amount Due is non-zero, Generate Pay-In Voucher. ARN (in Number/Character format and QR/Bar Code form) shall be printed on it. 13.3 [System] System must set Payment status accordingly. 13.4 [System] Provision must be made for an Audit Trail and Payment Analysis Reports	
ECP-14	Applicant and DO/CO	14.1 [Applicant] Any Due Payment can be made to DO/CO. Facility must be there to make the payment to Shroff at DS Office and get Payment Receipt as Proof of Payment – optional) 14.2 [Applicant] If paid to Shroff, submit the Payment Receipt to DO. 14.3 [DO/CO] Such payment is captured, and status payment status is updated). 14.4 [System] Facility should be available to add-scan Payment Receipt, if paid to shroff.	

		<p>14.5 [System] Facility should be given to remove a Payment already captured</p> <p><i>{If ICAO photograph has not been taken from studio by the applicant, then proceed to Step ECP-15.0 else proceed to Step ECP-16.0}</i></p>	
ECP-15	Online ICAO Photograph Capturing e-Studio System	<p><u>Capture ICAO Photograph at DS-DRP Unit (future provision)</u></p> <p>15.1 [System] Capture ICAO photograph of the applicant.</p> <p>15.2 [System] Generate unique ICAO PRN for the Applicant, print the PRS with PRN printed in Text and as QR/Bar Code on it and transfer the JPEG image to the SL-UDI System (to a temporary database).</p>	Optional facility – no new development needed to provide this provision.
ECP-16	DO/CO and DRP-NIC Registration System	<p><u>Scan and Tag Documents</u></p> <p>16.1 [DO/CO] Basic data entered (ARN, Name, Photograph, NIC if available at Reregistration) are auto loaded in initial data capture. Basic data entered could be loaded by ARN QR/Bar when scanning is needed in out of workflow.</p> <p>16.2 [DO/CO] Scan filled Physical Application Form and all Supportive Documents. Scanned images must be loaded to a slider and selected slide is previewed on Preview scanned Images. Facility must be given to selectively remove and rescan, clear all and rescan all before Save.</p> <p>16.3 [DO/CO] Tag together the previewed Application (APP), Birth Certificate (BC), Citizenship Certificate (CIT), Dual Citizenship Certificate, NRRF, DVF, BCC, Proof of Payment, Police Report, Last NIC, PRS, Marriage Certificate (MC), Affidavit, Other, by selecting the respective document type on e-Submission Checklist.</p> <p>16.4 [DO/CO] Check and confirm image quality of all scanned documents. Scanned images quality should be assessed through the system and color coded based on quality. Rescan (Add scan) documents with poor image quality and replace them while tagging.</p>	DOs must be provided with the necessary training for scanning
ECP-17	DO/CO	<p><u>Request for Registration in NRP</u></p> <p>17.1 [Applicant] NRP Registration Request Form (NRRF), with verified and confirmed biographic information of the Applicant, shall be signed and confirmed electronically by the Applicant, which is subsequently electronically certified by the Certifying Officer.</p> <p>17.2 [DO/CO] Provision shall be given to Print NRRF with entered data, Photograph with the ARN (in both Number/Character format and QR/Bar Code form).</p> <p>17.3 [DO/CO] AutoDoc Verification should be available to detect whether missing documents exist after scanning. System identified required documents must be compared with scanned-tagged documents and if missing documents exists, popup window, with system identified required documents (by default) must be displayed. Status of each document could be able to be changed to Not Required and giving reasons for the</p>	

		<p>change. If missing documents do not exist or all missing documents are checked and verified, Print DCCN is enabled (consists of two parts).</p> <p>17.4 [DO/CO] Print the Data Capture Confirmation Note (DCCN) – Acknowledgement Receipt with Photograph (Part 1) and missing documents, if any (Part 2)</p>	
ECP-18	DRP-NIC Registration System	<p>18.1 [System] Send SMS/e-Mail to Applicant and log a Message in Message Log with ARN with respect to DS-DRP Unit, confirming that Enrollment is completed.</p> <p><i>(Applicant’s involvement in Enrolment Process completes)</i></p>	
ECP-19	DO/CO	<p><u>Application Record Quality Assessment (ARQA) - Update Applicants Biographic Data</u></p> <p>19.1 [DO/CO] Load entered data using ARN. Update applicant details in the system, if any changes to be made with respect to relevant documents. These changes must be validated at the Data Cleaning process at Head Office level.</p>	
ECP-20	Applicant and DO/CO	<p>20.1 [Applicant] Make the Express Service Payment to Shroff at DS Office and obtain Payment Receipt as Proof of Payment. Submit the Payment Receipt to DO/CO.</p> <p>20.2 [DO/CO] Such payment is captured, and status payment status is updated.</p> <p>20.3 [System] Facility should be available to add-scan Payment Receipt, if paid to shroff.</p> <p>20.4 [System] Facility should be given to remove a Payment already captured</p>	Facility - if Applicant wants to change Mode of Processing from Regular service to Express Service, where additional fee is involved.
ECP-21	DO/CO	<p><u>Scan and Tag Additional Documents</u></p> <p>21.1 [DO/CO] Already scanned documents must be loaded. Scan and tag any missing supportive documents that were not submitted by the applicant initially. Facility must be provided to Remove selected images (not to delete but only mark “cancelled”) or clear the images only to the current scanned documents, (not for previously scanned documents). Facility must be given to “Add Minutes” to be checked at Green/Amber/Red Channels.</p>	Facility - Add-scan any missing documents after initial submission.
ENP-22	DO/CO and DRP-NIC Registration System	<p><u>Document Verification (ARQA)</u></p> <p>22.1 [DO/CO] Each submitted Supportive Documents shall be checked for genuineness and confirmed physically. If suspected to be not genuine, use other resources within the DSD to check genuineness manually (BC checking) or online (BC checking, Police Report, Vote List, Passport Details). Compare each scanned document with relevant hard copy to confirm whether the scanned document is the same as respective physical document. If any problem due to scanning, Add Scan that document. (Any changes required at this point shall be done; cannot replace the original scanned images – indicate as “cancelled”). System must present on the interface</p>	DOs is given authority to examine the authenticity of the source cardinal documents and the locking of relationship in applicant’s biometric / biographic data records.

		<p>to tick whether document is verified or not. If not verified, provision must be given to select reason from a list of reasons.</p> <p>22.2 [System] If no computer records when checking through IC Inquiry or Indexes are not found, provision must be made to send for Number Book through Add Minute and View Minutes/Comments.</p> <p>22.3 [System] Facility should be given to enter another NIC No. belongs to same person. System should auto add a minute “Another NIC No. exists for the same person” and set Application-status to “Fail-Red”. Facility should also be given to remove NIC No. added by current user.</p> <p>22.4 [System] Check stated NIC No. conforms to “Algorithm”, if not and System should set Application-status to “Fail-Red”</p> <p>22.5 [System] If all documents are verified genuine as per the parameters specified by DRP, System must set Document_Genuineness_status for each parameter as “Pass”.</p> <p>22.6 [System] If one or more documents are suspected to be not genuine as per the parameters specified by DRP and cannot be resolved within DSD, System must set Document_Genuineness_status of such fields as “Fail-Red”. (E.g., BC not verified)</p> <p>22.7 [System] The current application must be auto forwarded to Transliteration Verification and Biographic Verification processes, with comments / minutes.</p> <p>22.8 [DO/CO] When CG Approval or Number Book checking is initiated, Biographic Verification process shall be commenced only after receiving results of those.</p>	<p>If DO is not satisfied with the identity of the Applicant or the authenticity / originality of any of the source documents, then the DO initiates the administrative action through provisions available on the System as defined by DRP.</p> <p>Administrative actions include requesting applicant to furnish further evidence or referral to legal procedures if submitted with forged documents with authorization of Red Channel.</p>
ECP-23	DO/CO	<p><u>Store Physical Documents at DS-DRP Unit</u></p> <p>23.1 [DO/CO] Physical Documents shall be stored systematically until an instruction for further processing is received. (Whether changes made online or not)</p> <p>23.2 End of Activity. (Proceed to NRP Registration Confirmation Process)</p>	

1.4.3.4. Registration Confirmation Process (at DRP-HO)

Step	Actor/ Agent	Description	Data / Administrative requirements
RCP-1	DRP Head Office (DRP-HO)	1.1 Transliteration Verification (Manual), Biometric De-duplication /Verification (Auto) and Biographic De-duplication/Verification (Auto) processes shall be carried out for the applications submitted to the queue from DS-DRP Units. Biographic De-duplication/Verification should be started after Biometric De-duplication / Verification is completed and CG Approval and Number	

Step	Actor/ Agent	Description	Data / Administrative requirements
		Book results received, if CG Approval or Number Book Inquiry has been requested.	
RCP-2	Transliteration Verification (Manual)	<p>2.1 [System] Application details are loaded. (ARN, NIC Number if available for Re-registration, Full Name in three languages, Name to be included in IC in three languages, Shortened Name to be printed on IC in three languages, address in three languages, and Place of Birth in three languages – Fields that are printed on NIC)</p> <p>2.2 [System] The direction of Transliteration Verification shall be decided based on the “Application Language” entered with Basic Data Entry. English data fields should not be allowed to edit. Fields verified by Applicant/DO/GN should be disabled for editing. (If clicked on such a field, message should be displayed indicating “already verified – edit disallowed”)</p> <p>2.3 [System] If the “Application Language” is Sinhala, only auto transliterated edit-allowed Sinhala data fields shall be edited but English and Tamil data fields must be disabled for editing. Auto transliterated edit-allowed Tamil data fields shall be edited next.</p> <p>2.4 [System] If the “Application Language” is Tamil, only auto transliterated edit-allowed Tamil data fields shall be edited but English and Sinhala data fields must be disabled for editing. Auto transliterated edit-allowed Sinhala data fields shall be edited next.</p> <p>2.5 [System] Provision must be given to select scanned images, with respect to the current application, scanned by DO/CO with Preview, if required. Facilities must be provided to rotate image, Zoom In and out scanned images.</p> <p>2.6 [System] Provision must be given for View Minutes and Add Minutes, if necessary.</p> <p>2.7 [Manual/System] After all fields have been verified, data must be saved.</p>	<p>Verified fields must be displayed in a separate colour.</p> <p>Facility must be given to check “IC Details”</p> <p>Special display indication should be there to display name changes received second time from Amber or Red channels. Then the Add Scanned document should be displayed on the preview. (Normal Flow and Forwarded from Amber or Red channels)</p>
RCP-3	Biometric De-Duplication / Verification (Auto)	<p>3.1 [System] Fingerprints of ten fingers, Iris of both eyes captured and Photograph submitted, by DO/CO at DS-DRP Unit, are being verified 1: N by Automated Biometric Identification System (ABIS).</p> <p>3.2 [System] If the set of fingerprints of ten fingers or Iris of both eyes have a “Match” 85% or more (subject to be changed time to time), with one or more sets of fingerprints or Iris of both eyes that exist on NRP database (i.e. – matching records exist), System must return Reference (ARN) of each matching.</p>	

Step	Actor/ Agent	Description	Data / Administrative requirements
RCP-4	Biographic De-Duplication/Verification (Auto)	<p>4.1 [System] Auto biographic verification is carried out together with the results of Biometric Verification.</p> <p>4.2 [System] A “Person Centric” multi-criteria search, on Full Name, DOB, Gender, must be applied on the NRP Database and Text data of DRP Database to verify the existence of matching records, with respect to the current applicant (Biographic Data).</p> <p>4.3 [System] New Registration (Regular Service or Express Service).</p> <p>If current record does not match with any records exist on DRP database and NRP Database, without any Biometric matching, System must set Biographic Verification status as “Pass”.</p> <p>If current record matches with any records exist on DRP database but does not match with any records exist on NRP Database without any Biometric matching, System must set Biographic Verification status as “Fail - Amber”.</p> <p>If current record does not match with any records exist on DRP Database but matches with any records exist on NRP database and Biometric matching with same records, System must set Biographic Verification status as “Fail - Red”.</p> <p>If current record does not match with any records exist on DRP database and NRP Database, but Biometric matching with any other record, System must set Biographic Verification status as “Fail - Red”.</p> <p>If current record matches with any records exist on DRP database and NRP Database, as well as Biometric matching with same records, System must set Biographic Verification status as “Fail - Red”.</p> <p>If current record matches with any records exist on DRP database and NRP Database, as well as Biometric matching with any other records, System must set Biographic Verification status as “Fail - Red”.</p> <p>There may be more than one such matching exists for a current record.</p> <p>4.4 [System] Re-registration / Renew / Lost / Damaged / Information Change.</p> <p>If current record does not match with any records exist on DRP database and NRP Database, without any Biometric matching, System must set Biographic Verification status as “Fail - Amber”.</p>	Existing biographic records in DRP Database consist of three (03) categories of data types namely, “Text only”, “Text + Images”, “Images only”.

Step	Actor/ Agent	Description	Data / Administrative requirements
		<p>If current record matches with any records exist on DRP database but does not match with any records exist on NRP Database without any Biometric matching, System must set Biographic Verification status as “Pass”.</p> <p>If current record does not match with any records exist on DRP Database but matches with any records exist on NRP database and Biometric matching with same records, System must set Biographic Verification status as “Pass”.</p> <p>If current record does not match with any records exist on DRP database and NRP Database, but Biometric matching with any other record, System must set Biographic Verification status as “Fail - Red”.</p> <p>If current record matches with any records exist on DRP database and NRP Database, as well as Biometric matching with same records, System must set Biographic Verification status as “Pass”.</p> <p>If current record matches with any records exist on DRP database and NRP Database, as well as Biometric matching with any other records, System must set Biographic Verification status as “Fail - Red”.</p> <p>There may be more than one such matching exists for a current record.</p>	
RCP-5	DRP-NIC Registration System	<p>5.1 [System] Verify with DRP database and NRP Database using NIC No. to check whether it is in the controversial list. If blacklisted, System must set Application status as “Red” and should auto forward the application to “Authorization Red” channel.</p> <p>5.2 [System] Else If all parameters related to Verification status, Payment status, Document Genuineness status, and Biographic Verification status are “Pass”, then System must set Application status as “Green” and should auto forward the application to “Authorization Green” channel.</p> <p>5.3 [System] Else If any one of the parameters related to Verification status, Document Genuineness status or Biographic Verification status is indicated as “Fail - Red”, then System must set Application status as “Red” and should auto forward the application to “Authorization Red” channel.</p> <p>5.4 [System] Else If all parameters related to Verification status, Payment status, Document Genuineness status, and Biographic Verification status are not “Fail - Red”,</p>	

Step	Actor/ Agent	Description	Data / Administrative requirements
		<p>but any one of the parameters related to Verification status, Document Genuineness status or Biographic Verification status is indicated as “Fail - Amber”, then System must set Application status as “Amber” and should auto forward the application to “Authorization Amber” channel.</p>	
RCP-6	Authorization Green	<p>6.1 [Manual/System] Application details are loaded from queue. (ARN, NIC Number if available, Application Type, District, DSD, GND, Full Name in three languages, Name to be included in NIC in three languages, shortened name to be printed on NIC in three languages, Address in three languages, Place of Birth in three languages, Date of Birth, Gender, Dual Citizenship, Photograph, Signature, Page 1 of the Application). DS, GN, District, Dual, Application Type should also be checked</p> <p>6.2 [Manual/System] Facility to Preview and compare scanned images with respect to the current application, with the entered data, for correctness.</p> <p>6.3 [Manual/System] Facility should be given to View Documents to see full view of selected image. (When cursor is kept on the name, position of the name on the first document should be pointed. When press next preview, point to the name in the next document. If thumbnail of an image is selected, display should be shifted to full view of the image)</p> <p>6.4 [Manual/System] Check the genuineness of the scanned documents, if necessary. (On same window)</p> <p>6.5 [Manual/System] Facility to Preview and check History Records of previous ICs related to current NIC, if necessary (IC Inquires on separate window).</p> <p>6.6 [Manual/System] Facility to Preview and check one or more Index Records (Index 1.6) related to current NIC, if necessary. (On same window)</p> <p>6.7 [Manual/System] Last selected Index Records must be shown after the tab window has been changed to View Documents and come back to History Record again. - (switching facility)</p> <p>6.8 [Manual/System] Both View Documents and Index Records should be displayed on the same tabbed switchable panel.</p> <p>6.9 [Manual/System] Facility should be given to rotate left, right and zoom in, out of the image.</p> <p>6.10 [Manual/System] Facility should be given to enter another NIC No. belongs to same person, then auto forward the application to “Authorization Red” (through</p>	

Step	Actor/ Agent	Description	Data / Administrative requirements
		<p>“Save”). System should auto add a minute “Another NIC No. exists for the same person”.</p> <p>6.11 [Manual/System] If one or more documents are suspected to be forged, then forward the application to “Authorization Red” channel with Forward Reasons through Add Minute Form.</p> <p>6.12 [Manual/System] Facility to Preview and check one or more Minutes related to current NIC (View Minutes on new window), if available.</p> <p>6.13 [Manual/System] If no problems are encountered and all are cleared, System should forward the application to Automatic Registration (through “Save”). Application Status should be set to “Authorized”.</p>	
RCP-7	Authorization Amber (Ac Level)	<p>7.1 [Manual/System] Application details are loaded from queue. (ARN, NIC Number if available, Application Type, District, DSD, GND, Full Name in three languages, Name to be included in NIC in three languages, shortened name to be printed on NIC in three languages, Address in three languages, Place of Birth in three languages, Date of Birth, Gender, Dual Citizenship, Photograph, Signature, Page 1 of the Application).</p> <p>7.2 [Manual/System] Attention alert should be displayed for things to which attention is needed. E.g., Dual, Penalty, etc. in shortened form.</p> <p>7.3 [Manual/System] Facility to Preview and compare scanned images with respect to the current application, with the entered data, for correctness.</p> <p>7.4 [Manual/System] Facility should be given to View Documents to see full view of selected image. (When cursor is kept on the name, position of the name on the first document should be pointed. When press next preview, point to the name in the next document. If thumbnail of an image is selected, display should be shifted to full view of the image)</p> <p>7.5 [Manual/System] Check the genuineness of the scanned documents, if necessary. (On same window)</p> <p>7.6 [Manual/System] Facility to Preview and check History Records of previous ICs related to current NIC, if necessary (IC Inquires on separate window).</p> <p>7.7 [Manual/System] Facility to Preview and check one or more Index Records (Index 1.6) related to current NIC, if necessary. (On same window)</p> <p>7.8 [Manual/System] Last selected Index Records must be shown after the tab window has been changed to View Documents and come back to History Record again. - (switching facility)</p>	<p>If directed to Amber is due to either Biographic data matched for a record for new Registration or unmatched for re-registration, Lost, Defaced, Information Change and Renewals, alert with a link must be displayed. Without viewing the link, task should not be able to be completed.</p> <p>If Name has to be changed after confirmation by applicant, SMS or e-Mail has to be informed to applicant.</p> <p>If name is changed, return back to Transliteration Verification, after all other tasks are completed in Amber After that when returning back, Biographic validation has to be done and if</p>

Step	Actor/ Agent	Description	Data / Administrative requirements
		<p>7.9 [Manual/System] Both View Documents and Index Records should be displayed on the same tabbed switchable panel.</p> <p>7.10 [Manual/System] Facility should be given to rotate left, right and zoom in, out of the image.</p> <p>7.11 [Manual/System] Facility should be given to enter another NIC No. belongs to same person, then auto forward the application to “Authorization Red” (through “Save”). System should auto add a minute “Another NIC No. exists for the same person”. Facility should also be given to remove NIC No. added by current user or added in a previous task by any other user.</p> <p>7.12 [Manual/System] When matching records exist, it should be able to be accessed in Amber, Red, Legal, De-duplication processes. Then all history records and scanned images should be able to be viewed. Facility should be given to select another NIC No. and load the details belong to the same person.</p> <p>7.13 [Manual/System] If the applicant possesses Dual Citizenship under section 19(2), and Dual Citizenship effective date is greater than the issued date of last IC, then forward the application to “Authorization Red” channel with Forward Reasons through Add Minute Form to cancel old indexes, computer records, Number book records.</p> <p>7.14 [Manual/System] If Biometric and Biographic Verification failure occurred, facility to check existence of matching records, following information should be displayed with respect to the current Application details after Biometric and Biographic Verification. (ARN/LRN/CRN/Application No. of existing system, NIC, Old NIC, Name, DOB, Gender, Address, Issued Date, Source, DSD, GND, BC No. Fingerprint Matching %, Photo Matching %, Matched Photo.)</p> <p>7.15 [Manual/System] Facility should be given to display Suspected exact matching records, Matching records with biometric data, Matching records without biometric data, Matching records without biometric data (results for DOB range)</p> <p>7.16 [Manual/System] Facility should be given to “Mark as Same Person” for each matched record exists.</p> <p>7.17 [Manual/System] Facility to check existence of Biometric Matching - following information should be displayed with respect to the current Application details after Biometric Verification. (Photo, Full Name, Permanent Address, Gender, Civil Status, Title, DOB,</p>	<p>OK, divert to Green and else divert back to Amber.</p> <p>When any button is highlighted, System should not allow to go forward without attending to indicated task, if it is in highlighted State. When attended, the colour of the highlighted Button should be changed back to normal.</p>

Step	Actor/ Agent	Description	Data / Administrative requirements
		<p>Place of Birth, Fingerprint Matching %, Iris Matching %, Photo Matching % of current record and matched records). Facility should be given to inquire details through Inquiry Details.</p> <p>7.18 [System] To indicate Number Book Result exists, where a request has previously been sent through Add Minutes to Number Book, the Number Book indication should be highlighted by a Colour change.</p> <p>7.19 [Manual/System] To check aforesaid Number Book Result, facility should be given to request a Number Book Records of a NIC No. other than Stated NIC No. or details based on Name + DOB + Gender. When the result of such request is received, facility should also be given to “mark as same person”, if the result belongs to the Applicant. If the result is “No Record” and written evidence has been submitted for the resulted NIC No., facility should be given to mark as “No Records but written evidence exists”</p> <p>7.20 [Manual/System] If a scanned document displayed on View Document Window is evidence submitted as a proof for the stated NIC No., it should be tagged by ticking “No records and written evidence provided” check box and pressing Apply Button.</p> <p>7.21 [System] If one or more documents are suspected to be forged, then application is forwarded to “Authorization Red” through Add Minute Form with Forward Reasons.</p> <p>7.22 [Manual/System] If same NIC number exists for different persons (More than one index), OR two or more different photos of persons in same index, OR Photograph Image different in matched Indexes, then application is forwarded to “Authorization Red” through Add Minute Form with Forward Reasons.</p> <p>7.23 [System] If no problems are encountered and all are cleared, System should forward the application to Automatic Registration (through “Save”). Application Status should be set to “Authorized”.</p>	
RCP-8	Authorization Red (Commissioner Level)	<p>8.1 [Manual/System] Application details are loaded from queue. (ARN, NIC Number if available, Application Type, District, DSD, GND, Full Name in three languages, Name to be included in NIC in three languages, shortened name to be printed on NIC in three languages, Address in three languages, Place of Birth in three languages, Date of Birth, Gender, Dual Citizenship, Photograph, Signature, Page 1 of the Application). Facility should also be given to load Application details using ARN.</p>	<p>If Name has to be changed after confirmation by applicant, SMS or e-Mail has to be informed to applicant.</p> <p>If name has been changed, return back</p>

Step	Actor/ Agent	Description	Data / Administrative requirements
		<p>8.2 [Manual/System] In Attention field: should display things to which attention should be needed. E.g., Dual, Penalty, QA Reject Reasons, etc. in shortened form.</p> <p>8.3 [Manual/System] Facility to Preview and compare scanned images with respect to the current application, with the entered data, for correctness.</p> <p>8.4 [Manual/System] Facility should be given to View Documents to see full view of selected image. (When cursor is kept on the name, position of the name on the first document should be pointed. When press next preview, point to the name in the next document. If thumbnail of an image is selected, display should be shifted to full view of the image)</p> <p>8.5 [Manual/System] Check the genuineness of the scanned documents, if necessary. (On same window)</p> <p>8.6 [Manual/System] Facility to Preview and check History Records of previous ICs related to current NIC, if necessary (IC Inquires on separate window).</p> <p>8.7 [Manual/System] Facility to Preview and check one or more Index Records (Index 1.6) related to current NIC, if necessary. (On same window)</p> <p>8.8 [Manual/System] Last selected Index Records must be shown after the tab window has been changed to View Documents and come back to History Record again. - (switching facility)</p> <p>8.9 [System] Both View Documents and Index Records should be displayed on the same tabbed switchable panel.</p> <p>8.10 [System] Facility should be given to rotate left, right and zoom in, out of the image.</p> <p>8.11 [System] Facility should be given to enter another NIC No. belongs to same person. System should auto add a minute “Another NIC No. exists for the same person”. Facility should also be given to remove NIC No. added by current user or added in a previous task by any other user.</p> <p>8.12 [Manual/System] When matching records are marked, it should be able to be accessed in Amber, Red, Legal, De-duplication Interfaces. Such record can be selected from “Records Marked as Same Person” and press Load and then all history records and scanned images should be able to be viewed. Facility should be given to select another NIC No. and load the details to the interface belongs to the same person. Details of stated NIC No. should be re-loaded when “Back to Current Record” is pressed.</p>	<p>to Transliteration Verification, after all other tasks are completed in Red, and after that when returning back, Biographic validation has to be done and if OK, diverts to Green and else divert to Amber.</p> <p>When any button is highlighted, System should not allow to go forward without attending to indicated task, if it is in highlighted State. When attended, the colour of the highlighted Button should be changed back to normal</p>

Step	Actor/ Agent	Description	Data / Administrative requirements
		<p>8.13 [Manual/System] If any changes to be done, then relevant fields should be updated through “ARQA” (on separate window) by pressing “Correct Application Details” Button.</p> <p>8.14 [Manual/System] If Biometric and Biographic Verification failure occurred, facility to check existence of matching records, following information should be displayed with respect to the current Application details after Biometric and Biographic Verification. (ARN/LRN/CRN/Application No. of existing system, NIC, Old NIC, Name, DOB, Gender, Address, Issued Date, Source, DSD, GND, BC No. Fingerprint Matching %, Photo Matching %, Matched Photo.)</p> <p>8.15 [Manual/System] Facility should be given to display Suspected exact matching records, Matching records with biometric data, Matching records without biometric data, Matching records without biometric data (results for DOB range)</p> <p>8.16 [Manual/System] Facility should be given to “Mark as Same Person” for each matched record exists.</p> <p>8.17 [Manual/System] Facility to check existence of Biometric Matching - following information should be displayed with respect to the current Application details after Biometric Verification. (Photo, Full Name, Permanent Address, Gender, Civil Status, Title, DOB, Place of Birth, Fingerprint Matching %, Iris Matching %, Photo Matching % of current record and matched records). Facility should be given to inquire details through Inquiry Details.</p> <p>8.18 [System] To indicate Number Book Result exists, where a request has previously been sent through Add Minutes to Number Book, the Number Book indication should be highlighted by a Colour change.</p> <p>8.19 [Manual/System] To check aforesaid Number Book Result, facility should be given to request a Number Book Records of a NIC No. other than Stated NIC No. or details based on Name + DOB + Gender. When the result of such request is received, facility should also be given to “mark as same person”, if the result belongs to the Applicant. If the result is “No Record” and written evidence has been submitted for the resulted NIC No., facility should be given to mark as “No Records but written evidence exists”</p> <p>8.20 [Manual/System] If a scanned document displayed on View Document Window is evidence submitted as a proof for the stated NIC No., it should be tagged. No</p>	

Step	Actor/ Agent	Description	Data / Administrative requirements
		<p>existing records exist, but in scanned images evidence exist to prove that the submitted IC Number has been used by the Applicant.</p> <p>8.21 [Manual/System] To indicate Legal Result exists, where a request has previously been sent through Add Minutes to Legal Division, the Legal indication should be highlighted by a Colour change.</p> <p>8.22 [Manual/System] To check aforesaid Legal Result, facility should be given to view Legal forwarded reason, Decision, Remarks for decision, prepared by, Approved by. Multiple results could be there.</p> <p>8.23 [Manual/System] To indicate Call Doc Result exists, where a request has previously been sent through Add Minutes to DS-DRP Unit, the Call Doc indication should be highlighted by a Colour change.</p> <p>8.24 [Manual/System] To check aforesaid Call Doc Result, facility should be given to view District, DS-DRP Unit of User, entered by, Entered Date, Entered Time, Remarks and Scanned Images. Multiple results could be there.</p> <p>8.25 [Manual/System] To indicate Biometrics Result exists, where a request has previously been sent through Add Minutes to Biometrics Verification Division, the Biometric indication should be highlighted by a Colour change.</p> <p>8.26 [Manual/System] To check aforesaid Biometrics Result, facility should be given to view Full Name, Permanent Address, Gender, Civil Status, Title, DOB, Place of Birth, Photo Matching %, Fingerprint Matching %, Iris Matching Percentage, Photograph, Fingerprint, Iris, and Recommendation. Multiple results could be there.</p> <p>8.27 [Manual/System] To indicate Other Organizations Result exists, where a request has previously been sent through Add Minutes to <u>Other Organization Coordinating Unit</u>, the Other Org indication should be highlighted by a Colour change.</p> <p>8.28 [Manual/System] To check aforesaid Other Organizations Result, Other Organizations Results, facility should be given to view Details From, Source, entered by, Entered Date, Entered Time, Remarks and Scanned Images. Multiple results could be there.</p> <p>8.29 [Manual/System] To indicate Document Verification Result exists, where a request has previously been sent through Add Minutes to <u>Document Verification Unit</u>, the “Doc Verification” indication should be highlighted by a Colour change.</p>	

Step	Actor/ Agent	Description	Data / Administrative requirements
		<p>8.30 [Manual/System] To check aforesaid Document Verification Result, Doc Verification Results is loaded.</p> <p>8.31 [Manual/System] To indicate DIVU Result exists, where a request has previously been sent through Add Minutes to <u>De-duplication Verification & Management Unit</u>, the DIVU indication should be highlighted by a Colour change.</p> <p>8.32 [Manual/System] To check aforesaid DIVU Result, facility should be given to view DIVU Forwarded Reason, Decision, Remarks for Decision, prepared by and Approved by. Multiple results could be there.</p> <p>8.33 [Manual/System] To indicate CLM Result exists, where a request has previously been sent through Add Minutes to <u>Controversial List Management Unit</u>, the CLM indication should be highlighted by a Colour change.</p> <p>8.34 [Manual/System] To check aforesaid CLM Result, facility should be given to view NIC No., ARN, Full Name, Address, DOB, Gender, Place of Birth, Source, Reference No., Date, List Type, Photograph, Signature and Decision. Multiple results could be there.</p> <p>8.35 [Manual/System] If Quality Assurance rejection exists, Interface background should be changed to Pink colour. QA Reject Reason should be displayed on Attention Field other than in View Minutes. The erroneous points marked in QA should be highlighted and those fields should only be made editable.</p> <p>8.36 [Manual/System] If Correction to NIC Issuance exists, Interface background should be changed to Light Red colour. Reason for “Correction” should be displayed on Attention Field other than in View Minutes. The erroneous points marked in Correction to NIC Issuance should be highlighted and those fields should only be made editable.</p> <p>8.37. [Manual/System] If no problems are encountered and all are cleared, System should forward the application to Automatic Registration (through “Save”). Application Status should be set to “Authorized”.</p>	
RCP-9	Registration (Auto)	<p>9.1 [System] When Green, Amber or Red processes are completed, auto registration is activated.</p> <p>9.2 [System] If a Stated NIC No. is “Valid” OR Stated NIC No. is “Invalid” and one of the Related NIC No. is “Valid”, Registration should be done with respect to “Valid” NIC No. else Generate “New” NIC No. as per the approved algorithm and Registration should be done with respect to “New” NIC No.</p>	

Step	Actor/ Agent	Description	Data / Administrative requirements
		<p>9.3 [System] New No. Confirmation Letter Generation should be flagged as per the conditions described in “New NIC Number Generation Criteria”</p> <p>9.4 [System] Generate SL-UDI Number, if necessary, Update NPR and links of Family Tree</p> <p>9.5 [System] Send SMS/e-Mail to Applicant and Message to Message Log with NIC informing that applicant has been duly registered in NPR.</p> <p>9.5 [System] Forward relevant data to Personalization System.</p>	
RCP-10	Inquiry Details	<p>10.1 [Manual/System] Facility to load Applicant’s details by searching using ARN/LRN/CRN/IVRN, TRN, PRN, NIC No. or Card Serial No.</p> <p>10.2 [Manual/System] Facility to custom search using either Name, DOB, BC No. or Gender</p> <p>10.3 [Manual/System] Display ARN/LRN/CRN/IVRN, TRN, PRN, NIC No., NIC Status, Name, DOB, Place of Birth, Gender, Address, Print Schedule, QA Accepted or Rejected Schedule, Card Scanning Schedule, Dispatch Schedule, Old NIC No., District, DSD, GND if available. Facility to display multiple records per NIC related to ARN/LRN/CRN, TRN, PRN, NIC, Card Serial No., Name, DOB, and Gender. Facility to Display detail contents of selected cage above on Preview Cage. Facility must be given for an expandable view.</p> <p>10.4. [Manual/System] Display Location, Task, Task Code, Status, User, Task Completed Date and Task Completed Time separately with respect to a single above record</p> <p>10.5 [Manual/System] Provision must be given to display Application images with respect to a single above record</p> <p>10.6 [Manual/System] Provision must be given to display images of History Records with respect to a single above record and should be able to switch among several History Records</p> <p>10.7 [Manual/System] Provision must be given to display Card History with respect to a single above record (Card Serial Number, Status, and Reason)</p> <p>10.8 [Manual/System] Provision must be given to display Photograph image with respect to a single above record</p> <p>10.9 [Manual/System] Provision must be given to display Special Remarks and Special Notes or Minutes with respect to a single above record.</p> <p>10.10 [Manual/System] Display NIC Dispatch Details – ARN, NIC, NIC Status (only one active NIC, if inactive then it is a DU), Dispatch Status, Applicant’s Name,</p>	

Step	Actor/ Agent	Description	Data / Administrative requirements
		<p>Mode of Dispatch, Postal or Courier Reference No., Receiver Representative’s Name, Receiver Representative’s NIC, Availability of Letter of Authorization, Availability of Letter of New Number Verification. Facility to Display detail contents of selected cage above on Preview Cage. Facility must be given for an expandable view.</p> <p>10.11 [Manual/System] Display Application Disposed Details – ARN, NIC, Dispose Date, Dispose Schedule No., Location, Rack No., Shelf No., Availability (If not available and original is temporary removed, then system must maintain the reason and place of application and the Application transfer history must be displayed in detail – Process must be defined)</p> <p>10.12 [Manual/System] Load Applicant’s Relations details, ARN/LRN/CRN/IVRN, TRN, PRN, NIC No., NIC Status, Name, DOB, Place of Birth, Gender, Address, Print Schedule, QA Accepted or Rejected Schedule, Card Scanning Schedule, Dispatch Schedule, Old NIC No., District, DSD, GND if available.</p> <p>10.13 [Manual/System] Facility to display multiple records per NIC related to ARN/LRN/CRN, TRN, PRN, NIC, Card Serial No., Name, DOB, and Gender. Facility must be given for an expandable view.</p> <p>10.14 [Manual/System] Facility to display Location, Task, Task Code, Status, User, Task Completed Date and Task Completed Time separately with respect to a single above record</p> <p>10.15 [Manual/System] Provision must be given to display Application images with respect to a single above record</p> <p>10.16 [Manual/System] Provision must be given to display images of History Records with respect to a single above record and should be able to switch among several History Records</p> <p>10.17 [Manual/System] Provision must be given to display Card History with respect to a single above record (Card Serial Number, Status, and Reason)</p> <p>10.18 [Manual/System] Provision must be given to display Photograph image with respect to a single above record</p> <p>10.19 [Manual/System] Provision must be given to display Special Remarks and Special Notes or Minutes with respect to a single above record. Facility must be given for an expandable view.</p>	
RCP-11	Number Book Inquires	11.1 [Manual/System] Facility should be given to display Requests for Number Book Details through an ordered	

Step	Actor/ Agent	Description	Data / Administrative requirements
		<p>Queue - ARN/LRN/CRN/IVRN, NIC No. Sent Date, Sent Time, and Status (Pending/Open) of each Request should be displayed. User must be able to change Status from Pending to Open or Completed.</p> <p>11.2 [Manual/System] Facility should be given to Print NIF – Number Book Inquiry Form for each Request. If status is Pending, then it should be auto changed to Open when NIF is printed.</p> <p>11.3 [Manual/System] Facility should be given to display following details of the selected Request (Row).</p> <p>11.4 [Manual/System] Facility should also be given to load said details with respect to ARN/LRN/CRN/IVRN - Full Name, NIC No. DOB, Gender, Forwarded Date and Time, Forwarded From, Forwarded User, Location, Remarks, Preview of selected Image of scanned documents.</p> <p>11.5 [Manual/System] Facility should be given to enter one or more Number Book Results with respect to selected Request. - Result Type (No Record/Record Found), Full Name, NIC NO. DOB, Gender, Application No., District, Issued Date, Checked By, Remarks. Each Result should be Saved after entry and once all relevant details are entered Status should be changed to Completed to complete the Request. System should not allow to change the status to Completed, without saving at least one result relevant to Request.</p>	
RCP-12	Minutes – Add Minutes & View Minutes	<p>12.1 [System] Facility to provide with two switchable viewing facility “Add Minutes” and “View Minutes”</p> <p>Add Minutes –:</p> <p>12.2 [Manual/System] ARN/LRN/CRN, NIC No., Full Name, Address, Gender, DOB of the person related to the relevant case should be displayed.</p> <p>12.3 [Manual/System] Group Codes and Group Names, to which the current user who adds the minute belongs to, should be displayed under User Groups.</p> <p>12.4 [Manual/System] Facility should be given to select either “Forward To” or “Add Minute” from two switchable views. Default view should be “Forward To”.</p> <p>12.5 [Manual/System] If the selection is “Add Minute”, facility should be given to type the minute with minimum five-character limit.</p> <p>12.6 [Manual/System] If the selection is “Forward To”, Forward From, Forward To, Forward Reason, Forward Sub-reason and Minute should be displayed. The Current Task Code and Current Task Name should be auto loaded</p>	

Step	Actor/ Agent	Description	Data / Administrative requirements
		<p>against ‘Forward From’. Facility should be given to select ‘Forward To’, ‘Forward Reason’ and ‘Forward Sub-reason’ from a list of values.</p> <p>View Minutes –:</p> <p>12.7 [Manual/System] ARN/LRN/CRN and NIC No. related to the relevant case should be displayed.</p> <p>12.8 [Manual/System] Group Codes and Group Names, to which the current user who adds the minute belongs to, should be displayed under User Groups.</p> <p>12.9 [Manual/System] Date, User ID, Forwarded From, Forwarded To, Forwarded Reason, Forwarded Sub-reason and Minute of the forwarded minutes, which belong to the permission level of current User Group should be displayed. Most recent minute must be displayed on top, if more than one minutes are available.</p>	

1.4.3.5. NIC Issuance Process (At DRP-HO)

Step	Actor / Agent	Description	Data / Administrative Requirements
NIP-01	Quality Assurance	<p>Accept Cards for Quality Assurance</p> <p>1.1 [Manual/System] Schedule no. on the Personalized Card Schedule should be loaded into the Personalization Schedule No.</p> <p>1.2 [Manual/System] NIC Numbers of personalized cards on the schedule should be loaded on to the List and displayed in white colour. The number of NICs in the schedule should be displayed in the Count field.</p> <p>1.3 [Manual/System] Corresponding NIC Number in the list should be changed to Light Green colour when the MRZ/QR of the Physical card is read through QR Reader while the cursor is on the NIC No field of the Interface.</p> <p>1.4 [Manual/System] If the NIC Number read through MRZ/QR of a Physical card has no matching NIC on the list displayed on the Interface, details {NIC No, Card Serial No., Correct Schedule No. of the particular physical card if available} of such card should be displayed on Mismatch Details as “Card not in Schedule”.</p> <p>1.5 [Manual/System] When “Complete” button is pressed after all physical cards have been read into the system, all NIC Numbers on the list, which do not have matched physical cards, should be highlighted in Red colour. Details {NIC No,</p>	Card serial no to be included in the QR

Step	Actor / Agent	Description	Data / Administrative Requirements
		<p>Card Serial No.} of such record should be displayed on Mismatch Details as “Physical Card not available”.</p> <p>1.6 [Manual/System] Facility should be given to remove record of a card belongs to category “Card not in Schedule” from Mismatch Details, by selecting the corresponding record and pressing “Remove Selected” button (if physical card could be assigned to correct schedule).</p> <p>1.7 [Manual/System] If a Physical Card belongs to the category “Physical Card not available” under Mismatch Details is found, facility should be given to read MRZ/QR of such Physical card through QR Reader, while the cursor is on the NIC No field of the Interface. The colour of the corresponding NIC Number on the list should be changed to Light Green and the record of the respective card under Mismatch Details should also be removed automatically.</p> <p>1.8 [Manual/System] Facility should be given to accept cards in the schedule with matching physical cards.</p> <p>1.9 [Manual/System] If records belong to the category “Physical Card not available” in Mismatch Details are found, when “Accept” button is pressed, the schedule should be auto updated by removing those NIC Numbers (Count decreases). Such NIC Numbers should be tagged to “List of non-scheduled NICs” under AC-QA for further action.</p> <p>1.10 [Manual/System] If records belong to the category “Card not in Schedule” in Mismatch Details are found, when “Accept” button is pressed, the schedule should be auto updated by appending those NIC Numbers (Count increases). If these NIC Numbers are available in “List of non-scheduled NICs” under AC-QA, those NIC Number should be removed from the list.</p>	
		<p>Quality Assessment</p> <p>1.11 [System] System should display the Salary No. of the User logged-in, No. of Cards Accepted for QA by User logged-in, No. of Cards on Schedule Print Waiting on the Top-right corner.</p> <p>1.12 [Manual/System] Load NIC No., Card Serial No. in the MRZ, Assigned Card Serial No., Full Name, DOB, Gender, Attention (Summary of minutes), Preview of NIC Front, Preview of NIC Back, Photograph and Signature using QR Code Reader, if the card is an accepted card for the user logged-in and otherwise error message should be displayed.</p> <p>1.13 [Manual/System] Facility must be given to View and Add minutes</p> <p>1.14 [Manual/System] Facility should be given to accept a Card by pressing Accept Button. System should not allow to accept a card, if Card Serial No. in the MRZ, is not matched with</p>	

Step	Actor / Agent	Description	Data / Administrative Requirements
		<p>Assigned Card Serial No. and the Reject Reason must be auto selected as “Card serial number mismatch”.</p> <p>1.15 [Manual/System] Facility should also be given to reject a Card by selecting one or more Reject Reasons and/or Remarks</p> <p>1.16 [Manual/System] Facility should be given to generate a QA Complete Schedule of Accepted Cards in QA using Print Schedule Button. Schedule Print Waiting count should be initialized to zero after print schedule has been generated. Accepted cards should be added to the Schedule Print Waiting count until the next QA Complete Schedule is generated.</p> <p>1.17 [Manual/System] Facility should be given to re-generate an already generated QA Complete Schedule by selecting a relevant schedule from Select Schedule list and pressing Reprint Schedule Button. Select Schedule list should consist of print schedules generated within past three days by the user logged-in and be displayed in descending chronological order.</p>	
NIP-02	Dispatch	<p>Card Scanning and Print Envelop</p> <p>2.1 [Manual/System] Load list of NIC numbers of QA Complete Schedule to “NIC No. on Schedule”, with white background, by entering Schedule No.</p> <p>2.2 [Manual/System] The Order field against each NIC number should be auto filled with a sequence number 1.n based on the loaded order.</p> <p>2.3 [Manual/System] If the New Number Letter to be generated to a particular NIC, the “New Number Letters” field should be auto filled with “Y” with blue color background and else it should be filled with “N” without any background color.</p> <p>2.4 [Manual/System] The “Dispatch Type” field should also be auto filled with the requested dispatch type (Post, By-hand, Courier)</p> <p>2.5 [Manual/System] Facility should be given to scan each card in any order and display thumbnail of each card as well as the preview of the selected card</p> <p>2.6 [Manual/System] Facility should be given to remove a single scanned image by selecting the relevant image and pressing Remove Selected Button or to clear all scanned images</p> <p>2.7 [Manual/System] Facility should be given to enable/disable OCR facility using OCR Button on which the status should be highlighted through two distinguishable colors.</p> <p>2.8 [Manual/System] If OCR has been enabled, the NIC Number of the first scanned image or selected image should get auto converted to text format and display on “NIC No” field. The displayed NIC Number should be editable, and it can be edited, if needed.</p>	

Step	Actor / Agent	Description	Data / Administrative Requirements
		<p>2.9 [Manual/System] If OCR has been disabled, facility should be given to enter the NIC Number of the selected image to “NIC No” field.</p> <p>2.10 [Manual/System] Whether OCR enabled or disabled, the NIC Number in the NIC No. field should be a NIC No. belongs to the loaded QA Complete schedule.</p> <p>2.11 [Manual/System] The area of NIC Number on selected NIC should be zoomed and displayed on “Preview of NIC No. area”</p> <p>2.12 [Manual/System] Facility should be given to verify NIC Number of selected NIC by pressing “Save”. The MRZ/QR/Barcode should be auto read and the read-NIC Number is verified with entered-NIC Number, and if it is matched, “MRZ” and “Scan” fields should be auto marked with “Y”. If read-NIC Number is mismatched with entered-NIC Number, system should auto mark “MRZ” field with “N” and “Scan” field with “Y”. If MRZ/QR/Barcode is non-readable, “MRZ” and “Scan” fields should be auto marked with “N”. If both “MRZ” and “Scan” fields are “Y”, the respective row should be highlighted with color light green and else with light red.</p> <p>2.13 [Manual/System] The Order field of the selected NIC should be auto updated with corresponding sequence number and the order of display should be auto adjusted, if out-of-sequence.</p> <p>2.14 [Manual/System] The “Start Register Post Number” field should be auto filled with respective next available number from among number range of 0001 to 9999</p> <p>2.15 [Manual/System] Similarly, the “Start Post Barcode Number” field should be auto filled with respective next available number from among number range of ID00001 to ID99999</p> <p>2.16 [Manual/System] Facility should be given to generate Register Post Numbers, starting from the number given in the “Start Register Post Number” field, by pressing “Generate Register Post Numbers” Button and the “Register Post Number” field of each row of the list of NIC numbers, whose Dispatch type is “Post”, should be auto filled with the respective number.</p> <p>2.17 [Manual/System] Facility should be given to generate Post Barcode Numbers, starting from the number given in the “Start Post Barcode Number” field, by pressing “Generate Post Barcode Numbers” Button and the “Post Barcode Number” field of each row of the list of NIC numbers, whose Dispatch type is “Post”, should be auto filled with the respective number.</p> <p>2.18 [Manual/System] Count with respect to each column should be displayed as follows.</p>	

Step	Actor / Agent	Description	Data / Administrative Requirements
		<p>NIC No. – NIC Number count of the schedule MRZ – “Y” count Scan - “Y” count New Number Letters - “Y” count Order – Total count (NIC Number count of the schedule) Dispatch Type – By Post count Register Post Number – Number of Reg. Post numbers generated Post Barcode Number – Number of Post Barcode numbers generated</p> <p>2.19 [Manual/System] Facility should be given to print envelop papers for ICs, where Dispatch Type is “By-Post” and “Courier”, by pressing “Print Envelop Paper” Button. Design of the envelop for “By-Post” and “Courier” should be different (as per the artwork given by DRP)</p> <p>2.20 [Manual/System] Facility should be given to print New Number Letters for ICs, where New Number Letters field is “Y”</p> <p>2.21 [Manual/System] Facility must be given to View and Add minutes</p> <p>2.22 [Manual/System] Facility should be given to generate “Scan Schedule” in displayed order</p> <p>2.23 [Manual/System] When “Complete” Button is pressed, system should auto check whether the tasks related to all Buttons have been completed, and if so, mark the respective schedule is as “complete” and clear the form.</p>	
		<p>Card Dispatching</p> <p>2.24 [Manual/System] Load NICs with a “Tick” on respective Dispatch Type for bulk dispatching by entering “Scan Schedule No.” OR NIC with a “Tick” on respective Dispatch Type for individual dispatching, by entering “NIC No.”</p> <p>2.25 [Manual/System] Count with respect to “Ticks” of each column should be displayed.</p> <p>If the Dispatch Type is “Courier”:</p> <p>2.26 [Manual/System] Facility should be given to select Courier Service from a list. Fingerprint of the representative of the respective service provider should be captured. If it is matched with database, the Name and NIC Number should be displayed on the respective fields and message “Fingerprint OK” should be displayed with Light Green. If it is not matched, facility should be given to enter Name and NIC Number of the representative.</p> <p>2.27 [Manual/System] Facility should be given to generate “Dispatch Schedule” for Dispatch Type “Courier”,</p> <p>If the Dispatch Type is “By Hand”:</p>	<p>Methods of Dispatching</p> <p>a. By hand – to Applicant or to the authorized representative of the applicant.</p> <p>b. Express Mail – If applicant has requested for express mail and made the payment.</p> <p>c. Normal Mail.</p> <p>Generate Register Post Number – to be finalized</p>

Step	Actor / Agent	Description	Data / Administrative Requirements
		<p>2.28 [Manual/System] Facility should be given to select the respective NIC Number to be dispatched from List of NICs displayed on left panel. Fingerprint of the Applicant or the representative of the Applicant should be captured. If it is matched with database, the Name and NIC Number should be displayed on the respective fields and message “Fingerprint OK” should be displayed with Light Green.</p> <p>2.29 [Manual/System] If matched with the Applicant, the Name and NIC Number should be displayed on the respective fields and message “Matched with Applicant” should be displayed with Light Green. If matched with a relative of the Applicant, the Name and NIC Number should be displayed on the respective fields and message “Matched with Relative” should be displayed with Light Green.</p> <p>2.30 [Manual/System] If the fingerprint is not matched, facility should be given to enter Name and NIC Number of the representative.</p> <p>2.31 [Manual/System] Facility should be given to scan a Letter of Nominee. Scanned Letter should be displayed on Preview, and it should be able to be cleared. If the scan is acceptable, the letter should be added to the scanned documents of the Applicant.</p> <p>2.32 [Manual/System] Facility should be given to dispatch the selected NIC</p> <p>If the Dispatch Type is “Post”:</p> <p>2.33 [Manual/System] Facility should be given to generate “Post-Dispatch Schedule” for Dispatch Type “Post”</p> <p>2.34 [Manual/System] Facility should be given to see View Documents and IC Inquires</p> <p>2.35 [Manual/System] Facility should be given to complete dispatch of Dispatch Type “Courier” and “Post”.</p>	
NIP-03	Activation	<p>3.1 [Manual/System] System generated instructions on “How to Activate” in three languages must be given to the Applicant with the Card</p> <p>3.2 [Manual/System] Facility to activate the Card at DS-DRP Unit or Head Office. When Barcode of the Card is read, information is displayed on Card Activation Windows. If Verified by Thumb button is pressed, the captured thumb is displayed on window and after 1 to 1 matching successful, card is activated by making the respective record active. If verified, by Signature button is pressed, captured signature and stored signature are displayed on window, and if matched, CO can activate the card by pressing the Activate button.</p>	

Step	Actor / Agent	Description	Data / Administrative Requirements
		<p>3.3 [Manual/System] Facility to activate the Card at GN Office. If GN has Internet, activation can be done through DRP web portal.</p> <p>3.4 [Manual/System] Facility to activate the Card through WWW. Load web portal by using link on the activation instruction letter. Enter SL-UDI No. or load it by reading barcode and pressing Load Button. SL-UDI is verified with the DRP System and if the card is already activated, message “Active card” is displayed. If the card is to be activated, no information is displayed, but three buttons are displayed – By SMS, By e-mail, By Biometrics. If buttons SMS or e-mail is pressed, OTP is sent through SMS or e-mail respectively. When OTP is entered, card is activated and a message “Card activated” is displayed. If Biometrics is given, 1: 1 match is carried out and if matched, card is activated and a message “Card activated” is displayed.</p> <p>3.5 [Manual/System] Facility to activate the Card when card is used for the first time at an instance of electronic transaction (e.g., at a Bank, etc.). When Card barcode is read or SL-UDI is entered for authentication, verification or sharing by an organization, SL-UDI is verified with the DRP System and if the card is already activated, requested authentication, verification or sharing of identity information is performed but if the card is to be activated, message is sent to the organization to activate the card through DRP Web.</p>	
NIP-04	Correction NIC Issuance	<p>4.1 [Manual/System] Load Application details (ARN, NIC Number, Photograph, Full Name in three languages, Address in three languages, Place of Birth in three languages, Date of Birth, Gender, Preview of ID Card)</p> <p>4.2 [Manual/System] Provision must be given to display scanned images of the current application scanned by DO/CO with Preview.</p> <p>4.3 [Manual/System] Provision must be given for View Minutes and Add Minutes. Forward to reprint if information OK and if not forward to Authorization Red.</p> <p>4.4 [Manual/System] Update e-NIC registry status as “Inactive Card” for the respective NIC, cancelling only the issuance (i.e. Card Serial No), not the identity (i.e., e-NIC No.)</p>	<p>Load using NIC or ARN.</p> <p>Error Type 1. Print error 2. Content error</p> <p>Select Error based on Error Type</p> <p>Remarks Correction to be made must be type. This could be able to be viewed through View Minute of destination.</p> <p>Based on Error Type, destination is auto decided when Forward is clicked.</p>

1.4.3.6. Registration Support Processes (RSP)

Step	Actor / Agent	Description	Data / Administrative requirements
RSP-01	System Administrator	<p>User Management - Create User Profile</p> <p>1.1 [Manual/System] Unique Identification of an employee is NIC</p> <p>1.2 [Manual/System] Enter Full Name, Name with Initials, Common Name, DOB (Auto generated based on NIC and verified), Gender (Male / Female), Status (Mr. / Mrs. / Miss), Civil Status (Married / Unmarried / Divorced / Separate), Permanent Address, Correspondence Address (Optional), Telephone Numbers (Mobile, Residence, Emergency), e-Mail, Office Location, Branch, Designation, Immediate Supervising Officer, Office Telephone, Preferred Language, Service Category and Access Status (Active, Deactivate, Suspend, Terminate) for User Creation</p> <p>1.3 [Manual/System] Facility to capture ICAO Standard Photo or Upload by giving image path)</p> <p>1.4 [Manual/System] Facility to capture two fingers</p> <p>1.5 [Manual/System] Enter Access Locations (Facility must be provided to grant One, Many or All using selection from available list panel to be granted list panel) e.g. – Colombo, Vavunia, etc.</p> <p>1.6 [Manual/System] Enter Access Modules – (Facility must be provided to grant One, Many or All using selection from available list panel to be granted list panel) e.g. Enrollment Process, Printing, User Management, Payment, Work Flow Management, Controversial List Management, etc.</p> <p>1.7 [Manual/System] Enter Access Process Type – Normal, Express, Mobile, etc.</p> <p>1.8 [Manual/System] Enter Special Skills, Language Proficiency (Sinhala, Tamil, English, Any Other Languages-repetitive select to Read, Write), Special Skills and Past Experience at DRP – Branch, DS-Unit and No. of Years (repetitive)</p>	
	System Administrator	<p>Update User Profiles</p> <p>1.9 [Manual/System] User Profile must be queried through NIC</p> <p>1.10 [Manual/System] User Profiles must be able to be searched and selected using Part of Name, Date of Birth, Gender or Combination of these.</p> <p>1.11 [Manual/System] User Profile details must be load and displayed on the screen.</p> <p>1.12 [Manual/System] Facility must be provided to edit and save any field.</p>	
	System Administrator	<p>View User Profiles</p> <p>1.13 [Manual/System] User Profile must be queried through NIC No</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>1.14 [Manual/System] User Profiles must be able to be searched and selected using Part of Name, Date of Birth, Gender or Combination of these.</p> <p>1.15 [Manual/System] User Profile details must be load and displayed on the screen.</p> <p>Note: The properties that can be given through list of values must be allowed to be given. Self-update facilities must be allowed with higher level authorization.</p>	
	System Administrator	<p>Creating Privilege Groups</p> <p>1.16 [Manual/System] Create a new Privilege Group by entering Group Name with a Unique Identification</p> <p>1.17 [Manual/System] Load and display List of privileges available on the Left Panel and List of privileges already granted, if any, on the Right Panel. (e.g., Change Password – 01.001, Inquire Details – 01.002, etc.)</p> <p>1.18 [Manual/System] Mark individual privileges on the Left Panel and move to Right Panel to add new privileges.</p> <p>1.19 [Manual/System] Mark individual privileges on the Right Panel and move to Left Panel to revoke existing privileges.</p> <p>1.20 [Manual/System] Facility must be provided to rename or edit existing privilege groups.</p> <p>1.21 [Manual/System] Facility must be provided to View existing privilege group details.</p>	
	System Administrator	<p>Granting User Privileges –</p> <p>1.22 [Manual/System] Open Privileges Granting module</p> <p>1.23 [Manual/System] Load basic data (Name with initials, Service Category, Branch and Photograph) of User through NIC No. from a query.</p> <p>1.24 [Manual/System] Facility to assign a user to a Group of privileges categorized according to main modules and/or assign individual Privileges without a Group</p> <p>1.25 [Manual/System] Load and display List of Available Groups for a given main module not granted yet to the current user, on the Left Panel with the code assigned to group (e.g., Printing – G001, QA – G002)</p> <p>1.26 [Manual/System] Load and display List of groups already granted to the current user, if any, on the Right Panel. (Group Code, Group).</p> <p>1.27 [Manual/System] Select duration and mark individual group on the Left Panel and move to Right Panel to grant new Group of privileges.</p> <p>1.28 [Manual/System] Mark individual Group on the Right Panel and move to Left Panel to revoke existing Group.</p>	Objective of this module is to grant permission (privileges) to users of DRP to work in the system according to the assigned duties.

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>1.29 [Manual/System] Load and display List of available privileges not granted yet to the current user, on the Left Panel with the code assigned to individual and group privileges (Privilege Code, Privilege).</p> <p>1.30 [Manual/System] Load and display List of privileges already granted to the current user, if any, on the Right Panel. (Privilege Code, Privilege, Group Code, Duration)</p> <p>1.31 [Manual/System] Select duration and mark individual privileges on the Left Panel and move to Right Panel to grant new privileges.</p> <p>1.32 [Manual/System] Mark individual privileges on the Right Panel and move to Left Panel to revoke existing privileges.</p> <p>1.33 [Manual/System] Save all Groups and Privileges granted to the current user.</p>	
	System User	<p>Resetting User Passwords</p> <p>1.34 [Manual/System] Load basic data (Name with initials, Service Category, Branch and Photograph) of User through NIC No. or User ID from a query.</p> <p>1.35 [Manual/System] Reset password (enter new password twice and save)</p>	
	System User	<p>Force User Log Off</p> <p>1.36 [Manual/System] System must facilitate to force log off from current login session through NIC No. or User ID.</p> <p>1.37 [Manual/System] With log off message, the IP Address of the PC and the session details on which the force log off occurred</p>	
	System Administrator	<p>Audit Trail of User Management</p> <p>1.38 [Manual/System] Facility must be provided to get Job Role Management history of an individual user</p>	
RSP-02	System Administrator	<p><u>Work Flow Management - Login Locations Management</u></p> <p>2.1 [Manual/System] Facility to create (Assign a Code for a location – 3 digit decided by DRP), edit and delete login location – A Location is where a given application is initiated and processed and the queue to be maintained within the system – for 25 Districts (Colombo, Vavunia, Batticaloa, Kurunegala, etc.) or special location (Head Office, Mobile, Front Office, etc.)</p> <p>2.2 [Manual/System] Facility to merge locations according to tasks, if needed, and assigned to a location as per the DRP requirement, keeping track of the location originated.</p>	
		<p>Maintenance of List of Values</p> <p>2.3 [Manual/System] Facility to create, edit, delete Names of Provinces with a Code</p> <p>2.4 [Manual/System] Facility to create, edit, delete Names of Districts with a Code linked to the province</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		2.5 [Manual/System] Facility to create, edit, delete Names of DS Division with a Code linked to the district 2.6 [Manual/System] Facility to create, edit, delete Names of GND with a Code linked to DSD 2.7 [Manual/System] Facility to create, edit, delete special Administrative Units/Areas apart from the above. e.g., Mobile Unit 2.8 [Manual/System] Facility to create, edit, delete Postal Codes and Names of Post Offices 2.9 [Manual/System] Facility to create, edit, delete Names of Countries 2.10 [Manual/System] Facility to create, edit, delete Job Titles 2.11 [Manual/System] Facility to create, edit, delete Designations and Service Categories 2.12 [Manual/System] Facility to create, edit, delete Gender – Male, Female, Other 2.13 [Manual/System] Facility to create, edit, delete Marital / Civil Status – Married, Unmarried, Divorced, Separate, Living together 2.14 [Manual/System] Facility to create, edit, delete Personal Status – Mr. Mrs., Ms., Miss, Ven., Rev., Dr., Prof. 2.15 [Manual/System] Facility to create, edit, delete “Forward To - AC” Task Lists. 2.16 [Manual/System] Facility to create, edit, delete “Forward To - DC” Task Lists 2.17 [Manual/System] Facility to create, edit, delete “Forward To - Commissioner” Task Lists 2.18 [Manual/System] Facility to create, edit, delete “Forward To – Additional Commissioner General” Task List 2.19 [Manual/System] Facility to create, edit, delete “Forward To – Commissioner General” Task List 2.20 [Manual/System] Facility to create, edit, delete “Reasons to Reject” List (Task wise selection of reason for rejection) with the “Where to Forward” task 2.21 [Manual/System] Facility to create, edit, delete “Minute” List according to the task category 2.22 [Manual/System] Facility to create, edit, delete “Penalty Payment Reasons” 2.23 [Manual/System] Facility to create, edit, delete “Fee for courier service” 2.24 [Manual/System] Facility to create, edit, delete “Profession” List 2.25 [Manual/System] Facility to create, edit, delete “Reason” List if not verified at ARQA	
RSP-03	AC/DC – Court Cases	3.1 [Manual/System] Facility should be given to display Court Cases assigned to Particular AC/DC through an ordered Queue	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>3.2 [Manual/System] CRN, NIC No. Sent Date, Sent Time, Prepared By, Status (Pending/Open) of each Case and Reason should be displayed. User must be able to change Status from Pending to Open or Reject. If Reject, Reason should be specified by selecting from a dropdown list.</p> <p>3.3 [Manual/System] Facility should be given to display following details of the selected Case (Row).</p> <p>3.4 [Manual/System] Facility should also be given to load said details with respect to CRN Full Name, NIC No., Case No., Court Location, Court Type, Court Date, Source, Forwarded Date and Time, Prepared By, Remarks. Both View Documents (Scanned documents related to the selected case and tagged documents related to the selected case by Legal Division) and Index Records should also be displayed on the same tabbed switchable panel. Facility should be given to rotate left, right and zoom in, out of the image.</p> <p>3.5 [Manual/System] Facility should be given to print the current image displayed on the switchable panel or print all images in View Documents.</p> <p>3.6 [Manual/System] When NIC No. is selected from “Records marked as same person” or “NIC Number marked as related” and press “IC Inquires for Selected” Button, details with respect to the selected NIC No. should be displayed.</p> <p>3.7 [Manual/System] Facility should be given to forward Request for Number Book Inquiry or verify document from Doc Verification or check Biometric Results or forward Request for Investigation through “Minutes” or View Minutes.</p> <p>3.8 [Manual/System] To indicate Number Book Result exists, where a request has previously been sent through Minutes to Number Book Division, the Number Book indication should be highlighted by a Colour change.</p> <p>3.9 [Manual/System] Facility should be provided to check aforesaid Number Book Result.</p> <p>3.10 [Manual/System] To indicate Biometrics Result exists, where a request has previously been sent through Minutes to Biometrics Verification Division, the Biometric indication should be highlighted by a Colour change.</p> <p>3.11 [Manual/System] Facility should be provided to check aforesaid Biometrics Result.</p> <p>3.12 [Manual/System] To indicate Document Verification Result exists, where a request has previously been sent through Minutes to <u>Document Verification Unit</u>, the “Doc Verification” indication on should be highlighted by a Colour change.</p> <p>3.13 [Manual/System] Facility should be provided to check aforesaid Document Verification Result.</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>3.14 [Manual/System] To indicate Investigation Result exists, where a request has previously been sent through Add Minutes to <u>Investigation Unit</u>, the Investigation indication should be highlighted by a Colour change.</p> <p>3.15 [Manual/System] Facility should be provided to check aforesaid Investigation Result</p> <p>3.16 [Manual/System] Facility should be given to enter the results of the court proceedings; Result Type (Postponed, Not Attended, End of Submission of Evidence) to be selected, Next Date, Remarks. Result should be tagged to respective CRN when Save is pressed. If the Result Type is not End of Submission of Evidence, a new tab should open.</p> <p>3.17 [Manual/System] After completion of a task assigned to a particular AC/DC, facility should be given to change the status to “Completed” by the AC/DC.</p>	
RSP-04	Forward To Commissioner Sub-Module	<p>4.1 [Manual/System] Queue must be maintained on Forwarded Applications according to the Type of Commissioner.</p> <p>4.2 [Manual/System] Login by selecting Type of Commissioner on Interface 21 Commissioner.</p> <p>4.3 [Manual/System] Load applications from Forwarded Application queue as per the selected Type of Commissioner, in FIFO order or select required application as per the priority requirements.</p> <p>4.4 [Manual/System] Load Application details (ARN, NIC Number if available, Full Name in three languages, Address in three languages, Place of Birth in three languages, Date of Birth, Gender)</p> <p>4.5 [Manual/System] At the initial stage of loading an application, System must indicate “message or minute”, if any, on the computer of respective officer by means of a popup (the respective message or minute), in order get the immediate attention and to take action accordingly without any delay.</p> <p>4.6 [Manual/System] After popup is closed, facility must be provided to view all messages and minutes (by means of a button)</p> <p>4.7 [Manual/System] Access QRM module by selecting QR Validation and Display the result</p> <p>4.8 [Manual/System] Preview and check and compare scanned images with respect to the current application (scanned by DO-2), with the entered data, for correctness and also check the genuineness of the scanned documents, if necessary. (On same window)</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>4.9 [Manual/System] Preview and check Text Data and NIC Image (both side) of current NIC, if necessary (through “IC Details” on same window).</p> <p>4.10 [Manual/System] Preview and check History Records of previous ICs related to current NIC, if necessary (“IC Inquires” on separate window).</p> <p>4.11 [Manual/System] For NICs before 2014-02-28 validate Text Data if necessary (“Name Validation” for different DOB on separate window and IC No. Validation for different names with same BC Number, Birth Division and District).</p> <p>4.12 [Manual/System] For NICs before 2014-02-28 and after 1992 and if NIC is known, Preview and check one or more Index Records (Index 1.6) related to current NIC(on same window), but if NIC is not known, set Application status to “Red” and System should auto forward the application to “Authorization Red” channel with Forward Reasons (Add Minute Form). (For Number Book checking).</p> <p>4.13 [Manual/System] If Applicant is a new Applicant and DOB is before 1992, set Application status to “Red” and System should auto forward the application to “Authorization Red” channel with Forward Reasons (Add Minute Form). (For Number Book checking).</p> <p>4.14 [Manual/System] If the applicant possesses Dual Citizenship under section 19(2), Forward to AC(Operation) with Forward Reasons and old indexes, computer records, Number book records should be cancelled (“Cancel IC” on separate window).</p> <p>4.15 [Manual/System] Generate New Numbers for system existing records of Invalid IC Numbers. Select reason and generate New Number letter and save in DB (“New Number” on separate window).</p> <p>4.16 [Manual/System] If entered NIC No. is not the last NIC issued to the Applicant or any document is missing or suspected to be not genuine, System should auto forward the application to DS-DRP Unit with Forward Reasons (Add Minute Form) and get the latest from applicant.</p> <p>4.17 [Manual/System] Facility to add minutes by selecting from a list or by typing interactively.</p> <p>4.18 [Manual/System] If approved, facility to forward back to the point of origin or to a selected point in the enrolment process.</p> <p>4.19 [Manual/System] If not approved Facility to forward to higher level or to selected task.</p>	
RSP-05	Forward To Additional Commissioner	<p>5.1 [Manual/System] Queue must be maintained on Forwarded Applications Additional Commissioner General.</p> <p>5.2 [Manual/System] Login by selecting Additional Commissioner General</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
	General Sub-Module	<p>5.3 [Manual/System] Load applications from Forwarded Application queue as per the selected Type of Commissioner, in FIFO order or select required application as per the priority requirements.</p> <p>5.4 [Manual/System] Load Application details (ARN, NIC Number if available, Full Name in three languages, Address in three languages, Place of Birth in three languages, Date of Birth, Gender)</p> <p>5.5 [Manual/System] At the initial stage of loading an application, System must indicate “message or minute”, if any, on the computer of respective officer by means of a popup (the respective message or minute), in order get the immediate attention and to take action accordingly without any delay.</p> <p>5.6 [Manual/System] After popup is closed, facility must be provided to view all messages and minutes (by means of a button)</p> <p>5.7 [Manual/System] Provide facilities in Red Channel within a single window as a hyper system (tabbed window)</p> <p>5.8 [Manual/System] Facility to add minutes by selecting from a list or by typing interactively.</p> <p>5.9 [Manual/System] Facility to approve applications received for the settlement under the provision of section 51 of the Act. OR if not approved, forward to Legal Division or any other AC / DC / Commissioner / CG, with a minute of ADCG, for further actions.</p> <p>5.10 [Manual/System] Facility to forward back to the point of origin or to a selected point in the enrolment process.</p>	
RSP-06	Forward To Commissioner General Sub-Module	<p>6.1 [Manual/System] Queue must be maintained on Forwarded Applications Commissioner General.</p> <p>6.2 [Manual/System] Login by selecting Commissioner General</p> <p>6.3 [Manual/System] Load applications from Forwarded Application queue as per the selected Type of Commissioner, in FIFO order or select required application as per the priority requirements.</p> <p>6.4 [Manual/System] Load Application details (ARN, NIC Number if available, Full Name in three languages, Address in three languages, Place of Birth in three languages, Date of Birth, Gender)</p> <p>6.5 [Manual/System] At the initial stage of loading an application, System must indicate “message or minute”, if any, on the computer of respective officer by means of a popup (the respective message or minute), in order get the immediate attention and to take action accordingly without any delay.</p> <p>6.6 [Manual/System] After popup is closed, facility must be provided to view all messages and minutes (by means of a button)</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>6.7 [Manual/System] Provide facilities in Red Channel within a single window as a hyper system (tabbed window)</p> <p>6.8 [Manual/System] Facility to add minutes by selecting from a list or by typing interactively.</p> <p>6.9 [Manual/System] Facility to approve applications received for the settlement under the provision of section 51 of the Act. OR if not approved, forward to Legal Division or any other AC / DC / Commissioner / ADCG, with a minute of CG, for further actions.</p> <p>6.10 [Manual/System] Facility to forward back to the point of origin or to a selected point in the enrolment process.</p>	
RSP-07	Legal 1	<p>7.1 [System] Queue must be maintained on Forwarded Applications for Legal requirements. Legal Staff have been assigned by Legal AC as Users.</p> <p>7.2 [Manual/System] The forwarded applications must be displayed in Total Pending.</p> <p>7.3 [Manual/System] The first application in the queue must be loaded to the Legal Staff Interface, when a user who has permission to legal pressed load button.</p> <p>7.4 [Manual/System] Status is displayed as Pending and it has to be changed to Open by the user. (Other status is Completed). Then that is assigned to that user. Salary no is displayed. All facilities like Red Channel are given to Legal staff.</p> <p>7.5 [Manual/System] Application count for the selected user is to be displayed.</p> <p>7.6 [Manual/System] Login to the system</p> <p>7.7 [Manual/System] System should facilitate to load forwarded applications according to the type of error/ forward reason, among legal branch staff with respect to their salary no. (Forwarded applications classified on task type and assign as per the privileges granted to users) in FIFO order or selectively. Priority and high priority (e.g., request by court) could be changed by Legal-AC. Legal-AC could re-assign an application from a particular user to another user halfway through.</p> <p>7.8 [Manual/System] Application details are loaded (ARN / LRN / CRN / IVRN, NIC Number if available, Application Type, District, DSD, GND, Full Name in three languages, Name to be included in NIC in three languages, Shortened name to be printed on NIC in three languages, Address in three languages, Place of Birth in three languages, Date of Birth, Gender, Dual Citizenship, Photograph, Signature, Page 1 of the Application). Facility should also be given to load Application details using ARN/LRN/CRN/IVRN.</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>7.9 [Manual/System] At the initial stage of loading an application, System must indicate “message or minute”, if any, on the computer of respective officer by means of a popup (the respective message or minute), in order get the immediate attention and to take action accordingly without any delay.</p> <p>7.10 [Manual/System] In Attention field: should display things to which attention should be needed. E.g., Dual, Penalty, QA Reject Reasons, etc. in shortened form.</p> <p>7.11 [Manual/System] After popup is closed, facility must be provided to view all messages and minutes (by means of a button)</p> <p>7.12 [Manual/System] Preview and compare scanned images with respect to the current application, with the entered data, for correctness. Facility should be given to View Documents to see full view of selected image.</p> <p>7.13 [Manual/System] When cursor is kept on the name, position of the name on the first document should be pointed. When press next preview, point to the name in the next document. If thumbnail of an image is selected, display should be shifted to full view of the image.</p> <p>7.14 [Manual/System] Check the genuineness of the scanned documents, if necessary. (On same window)</p> <p>7.15 [Manual/System] Preview and check History Records of previous ICs related to current NIC, if necessary (IC Inquires on separate window).</p> <p>7.16 [Manual/System] Preview and check one or more Index Records (Index 1.6) related to current NIC, if necessary. (On same window)</p> <p>7.17 [Manual/System] Last selected Index Records must be shown after the tab window has been changed to View Documents and come back to History Record again.</p> <p>7.18 [Manual/System] Both View Documents and Index Records should be displayed on the same tabbed switchable panel.</p> <p>7.19 [Manual/System] Facility should be given to rotate left, right and zoom in, out of the image.</p> <p>7.20 [Manual/System] Facility should be given to enter another NIC No. belongs to same person. System should auto add a minute “Another NIC No. exists for the same person”. Facility should also be given to remove NIC No. added by current user or added in a previous task by any other user.</p> <p>7.21 [Manual/System] When matching records are marked on Interface 36-Matching Records, it should be able to be accessed in Amber, Red, De-duplication Interfaces. Such record can be selected from “Records Marked as Same Person” and press</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>Load and then all history records and scanned images should be able to be viewed. Facility should be given to select another NIC No. and load the details to the interface belongs to the same person. Details of stated NIC No. should be re-loaded when “Back to Current Record” is pressed.</p> <p>7.22 [Manual/System] If any changes to be done, then relevant fields should be updated through “ARQA” (on separate window).</p> <p>7.23 [Manual/System] Facility to check existence of matching records</p> <p>7.24 [Manual/System] Facility to check existence of Biometric Matching</p> <p>7.25 [Manual/System] Facility To indicate Number Book Result exists, where a request has previously been sent through Add Minutes to Number Book Division, the Number Book Button should be highlighted by a Colour change.</p> <p>7.26 [Manual/System] Facility to check aforesaid Number Book Result,</p> <p>7.27 [Manual/System] If a scanned document displayed on View Document Window is evidence submitted as a proof for the stated NIC No., it should be tagged by ticking “No records and written evidence provided” check box and pressing Apply Button. No existing records exist, but in scanned images evidence exist to prove that the submitted IC Number has been used by the Applicant. This is necessary when a New Number Confirmation Letter is issued. Tick applied and forwarded by Amber or Red can be removed or ticked, if not ticked. If tick is removed, the number is not recorded in New Number Confirmation Letter, but if ticked, Number must be recorded with reasons. Each number should be tracked separately.</p> <p>7.28 [Manual/System] To indicate Call Doc Result exists, where a request has previously been sent through Add Minutes to DS-DRP Unit, the Call Doc indication should be highlighted by a Colour change.</p> <p>7.29 [Manual/System] Facility to check aforesaid Call Doc Result</p> <p>7.30 [Manual/System] To indicate Biometrics Result exists, where a request has previously been sent through Add Minutes to Biometrics Verification Division, the Biometric indication should be highlighted by a Colour change.</p> <p>7.31 [Manual/System] Facility To check aforesaid Biometrics Result</p> <p>7.32 [Manual/System] To indicate Other Organizations Result exists, where a request has previously been sent through Add Minutes to <u>Other Organization Coordinating Unit</u>, the Other Org indication should be highlighted by a Colour change.</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>7.33 [Manual/System] Facility To check aforesaid Other Organizations Result</p> <p>7.34 [Manual/System] To indicate Document Verification Result exists, where a request has previously been sent through Add Minutes to <u>Document Verification Unit</u>, the “Doc Verification” indication should be highlighted by a Colour change.</p> <p>7.35 [Manual/System] To check aforesaid Document Verification Result, .</p> <p>7.36 [Manual/System] To indicate CLM Result exists, where a request has previously been sent through Add Minutes to <u>Controversial List Management Unit</u>, the CLM indication should be highlighted by a Colour change.</p> <p>7.37 [Manual/System] To check aforesaid CLM Result,</p> <p>7.38 [Manual/System] System should facilitate to forward the application from the staff to</p> <ul style="list-style-type: none"> • SA/BH – AC (SA-Staff Assistant, BH-Branch Head) <p>7.39 [Manual/System] After the approval, relevant application should be forwarded to “Shroff” to collect the fine. If fine exists, Shroff indication should be highlighted by a Colour change.</p> <p>7.40 [Manual/System] Fine can be made online or through Shroff. If online, payment should be captured and updated by the system automatically or if payment is made to Shroff, payment should be captured and updated by the system</p> <p>7.41 [Manual/System] When fine is complete, the colour of the highlighted Shroff Button should be changed back to normal. System should not allow to go forward without making the payment, if it is in Highlighted State.</p> <p>7.42 [Manual/System] To indicate Investigation Result exists, where a request has previously been sent through Add Minutes to <u>Investigation Unit</u>, the Investigation indication should be highlighted by a Colour change.</p> <p>7.43 [Manual/System] To check aforesaid Investigation Result,</p> <p>7.44 [Manual/System] Facility should be given to view Details From, Source, entered by, Entered Date, Entered Time, Remarks and Scanned Images. Multiple results could be there.</p> <p>7.45 [Manual/System] Facility should be given to Add scan documents</p> <p>7.46 [Manual/System] Once all relevant actions are taken with respect to the Legal clearance of the Application, a Minute should be added using “Add Minute” and Status should be changed to “Completed” to complete the Request. Once the</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		status is “Completed”, Application should be auto forwarded to AC Legal.	
RSP-08	Legal 2 (Legal Cases not related to an application)	<p>8.1 [Manual/System] Facility should be given to input NIC No., if available, and generate Legal Reference Number (LRN) to “Open” a new Legal case when press Generate-LRN button. Status should be displayed as Open.</p> <p>8.2 [Manual/System] Facility should be given to assign the case to another user based on expertise by entering Salary No. and forward the job</p> <p>8.3 [Manual/System] Facility should be given to view Full Name, Address, DOB, Gender and previous NIC Numbers (if available) with respect to NIC No. If not available, facility should be given to enter or change (if required) said information.</p> <p>8.4 [Manual/System] Facility should be given to enter Previous Numbers or remove entered NIC Numbers.</p> <p>8.5 [Manual/System] Facility should be given to scan and add to the system, documents related to the case. Facility should also be given to remove scanned documents without permanently deleting from the system (only marked as removed) and view removed documents</p> <p>8.6 [Manual/System] Preview and check History Records of previous ICs related to current NIC, if necessary (IC Inquires on separate window).</p> <p>8.7 [Manual/System] Preview and check one or more Index Records (Index 1.6) related to current NIC, if necessary. (On same window)</p> <p>8.8 [Manual/System] Last selected Index Records must be shown after the tab window has been changed to View Documents and come back to History Record again.</p> <p>8.9 [Manual/System] Both View Documents and Index Records should be displayed on the same tabbed switchable panel.</p> <p>8.10 [Manual/System] Facility should be given to rotate left, right and zoom in, out of the image.</p> <p>8.11 [Manual/System] Facility should be given to enter another NIC No. belongs to same person. System should auto add a minute “Another NIC No. exists for the same person”. Facility should also be given to remove NIC No. added by current user or added in a previous task by any other user.</p> <p>8.12 [Manual/System] To check existence of matching records</p> <p>8.13 [Manual/System] When matching records are marked, such record can be selected from “Records Marked as Same Person” and press Load and then all history records and scanned images should be able to be viewed. Facility should be given to select</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>another NIC No. and load the details to the interface belongs to the same person. Details of stated NIC No. should be re-loaded</p> <p>8.14 [Manual/System] Facility To check existence of Biometric Matching,</p> <p>8.15 [Manual/System] Facility should be provided to cancel ICs</p> <p>8.16 [Manual/System] All Computer Records for current IC or a selected NIC No. should be displayed Tab-wise: NIC No., ARN/Application No., Full Name, DOB, Gender, IC Issued Date, Address</p> <p>8.17 [Manual/System] All Index Records for current IC or a selected NIC No. should be displayed Tab-wise: scanned image</p> <p>8.18 [Manual/System] Facility should be given to cancel Computer Record or Index Record by selecting Cancel Reason</p> <p>8.19 [Manual/System] To indicate Number Book Result exists, where a request has previously been sent through Add Minutes to Number Book Division, the Number Book indication should be highlighted by a Colour change.</p> <p>8.20 [Manual/System] Facility To check aforesaid Number Book Result,</p> <p>8.21 [Manual/System] If a scanned document displayed on View Document Window is evidence submitted as a proof for the stated NIC No., it should be tagged by ticking “No records and written evidence provided” check box. No existing records exist, but in scanned images evidence exist to prove that the submitted IC Number has been used by the Applicant. This is necessary when a New Number Confirmation Letter is issued. Tick applied and forwarded by Amber or Red can be removed or ticked, if not ticked. If tick is removed, the number is not recorded in New Number Confirmation Letter, but if ticked, Number must be recorded with reasons. Each number should be tracked separately.</p> <p>8.22 [Manual/System] To indicate Call Doc Result exists, where a request has previously been sent through Add Minutes to DS-DRP Unit, the Call Doc indication should be highlighted by a Colour change.</p> <p>8.23 [Manual/System] To check aforesaid Call Doc Result,</p> <p>8.24 [Manual/System] To indicate Biometrics Result exists, where a request has previously been sent through Add Minutes to Biometrics Verification Division, the Biometric indication should be highlighted by a Colour change.</p> <p>8.25 [Manual/System] Facility To check aforesaid Biometrics Result</p> <p>8.26 [Manual/System] To indicate Other Organizations Result exists, where a request has previously been sent through Add Minutes to Other Organization Coordinating Unit, the Other Org indication should be highlighted by a Colour change.</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>8.27 [Manual/System] Facility To check aforesaid Other Organizations Result,</p> <p>8.28 [Manual/System] To indicate Document Verification Result exists, where a request has previously been sent through Add Minutes to <u>Document Verification Unit</u>, the “Doc Verification” indication should be highlighted by a Colour change.</p> <p>8.29 [Manual/System] System should facilitate to forward the application from the staff to</p> <ul style="list-style-type: none"> • SA/BH – AC (SA-Staff Assistant, BH-Branch Head) <p>8.30 [Manual/System] After the approval, relevant application should be forwarded to “Shroff” to collect the fine. If fine exists, Shroff indication should be highlighted by a Colour change.</p> <p>8.31 [Manual/System] Fine can be made online or through Shroff. If online, payment should be captured and updated by the system automatically or if payment is made to Shroff</p> <p>8.32 [Manual/System] To indicate Investigation Result exists, where a request has previously been sent through Add Minutes to Investigation Unit, the Investigation indication should be highlighted by a Colour change.</p> <p>8.33 [Manual/System] Facility should be given to view Details From, Source, entered by, Entered Date, Entered Time, Remarks and Scanned Images. Multiple results could be there.</p> <p>8.34 [Manual/System] Facility should be given to generate letter, based on different reasons</p> <p>8.35 [Manual/System] Once all relevant actions are taken with respect to the Legal clearance of the Application, a Minute should be added using “Add Minute” and Status should be changed to “Completed” to complete the Request. Once the status is “Completed”, Application should be auto forwarded to AC Legal.</p>	
RSP-09	Legal 3 - Legal Proceedings Facilitating Module	<p>9.1 [Manual/System] Facility should be given to input NIC No., if available, and generate Court Reference Number (CRN) to “Open” a new Court case when press Generate-CRN button. Status should be displayed as Open.</p> <p>9.2 [Manual/System] Facility should be given to enter Full Name, Address, DOB, Gender, previous NIC Numbers (if available) and Case No. Facility should also be given to enter Court Type, Source, Court Location, and Court Date through a dropdown selection.</p> <p>9.3 [Manual/System] Facility should be given to assign the case to another user based on expertise by entering Salary No. and forward the job</p>	Court Cases, Human Right Cases and Corruption & Bribery Cases

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>9.4 [Manual/System] Facility should be given to enter Previous Numbers or remove entered NIC Numbers.</p> <p>9.5 [Manual/System] Facility should be given to scan and add to the system, documents related to the case. Facility should also be given to remove scanned documents without permanently deleting from the system (only marked as removed) and view removed documents</p> <p>9.6 [Manual/System] Both View Scanned Documents and View Tagged Documents should be displayed on the same tabbed switchable panel.</p> <p>9.7 [Manual/System] Photograph and the signature of the related or selected NIC Number must be displayed.</p> <p>9.8 [Manual/System] Preview and check History Records of previous ICs related to current NIC, if necessary (IC Inquires on separate window).</p> <p>9.9 [Manual/System] Preview and check one or more Index Records (Index 1.6) related to current NIC, if necessary. (On same window)</p> <p>9.10 [Manual/System] Last selected Index Records must be shown after the tab window has been changed to View Documents and come back to History Record again.</p> <p>9.11 [Manual/System] Both View Documents and Index Records should be displayed on the same tabbed switchable panel.</p> <p>9.12 [Manual/System] Facility should be given to rotate left, right and zoom in, out of the image.</p> <p>9.13 [Manual/System] Facility should be given to enter another NIC No. belongs to same person. System should auto add a minute “Another NIC No. exists for the same person”. Facility should also be given to remove NIC No. added by current user or added in a previous task by any other user.</p> <p>9.14 [Manual/System] Facility to check existence of matching records</p> <p>9.15 [Manual/System] When matching records are marked, such record should be able to be selected from “Records Marked as Same Person” OR when NIC Number is tagged as related, such record should be able to be selected from “NIC Numbers marked as related”, and press Load and then all history records and scanned images should be able to be viewed. Facility should be given to select another NIC No. and load the details to the interface belongs to the same person. Details of stated NIC No. should be re-loaded</p> <p>9.16 [Manual/System] Facility to check existence of Biometric Matching,</p> <p>9.17 [Manual/System] To indicate Number Book Result exists, where a request has previously been sent through Add Minutes</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>to Number Book Division, the Number Book indication should be highlighted by a Colour change.</p> <p>9.18 [Manual/System] Facility to check aforesaid Number Book Result</p> <p>9.19 [Manual/System] To indicate Biometrics Result exists, where a request has previously been sent through Add Minutes to Biometrics Verification Division, the Biometric indication should be highlighted by a Colour change.</p> <p>9.20 [Manual/System] Facility To check aforesaid Biometrics Result</p> <p>9.21 [Manual/System] To indicate Document Verification Result exists, where a request has previously been sent through Add Minutes to <u>Document Verification Unit</u>, the “Doc Verification” indication should be highlighted by a Colour change.</p> <p>9.22 [Manual/System] Facility To check aforesaid Document Verification Result,</p> <p>9.23 [Manual/System] To indicate Investigation Result exists, where a request has previously been sent through Add Minutes to <u>Investigation Unit</u>, the Investigation indication should be highlighted by a Colour change.</p> <p>9.24 [Manual/System] Facility To check aforesaid Investigation Result</p> <p>9.25 [Manual/System] Facility should be given to view Details From, Source, entered by, Entered Date, Entered Time, Remarks and Scanned Images. Multiple results could be there.</p> <p>9.26 [Manual/System] Facility should be given to enter another NIC No. on NIC No. to be Viewed field and load the ID details to View Document Panel and Indexes to History Records Panel. When Tag as Related button is pressed, these details are tagged to the CRN. Details of stated NIC No. can be re-loaded.</p> <p>9.27 [Manual/System] Facility should be given to assign the case to AC/DC by selecting AC/DC from a loaded list. The record related to the case should be able to be loaded by the assigned AC/DC.</p>	
RSP-10	AC-Legal	<p>10.1 [System] Queue must be maintained on Forwarded Applications for AC-Legal and ARN/LRN, NIC, Sent Date, Sent Time and Status of Applications must be displayed in ascending/FIFO order when logged-on.</p> <p>10.2 [Manual/System] The Username of the user must be displayed on top right of the Interface</p> <p>10.3 [Manual/System] The forwarded applications must be displayed as “Total Pending” on top left</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>10.4 [Manual/System] Status is displayed as Pending and it has to be changed to Open. The count of Opened applications must be displayed as “Open for User” on top</p> <p>10.5 [Manual/System] Details of the selected Application are loaded (Full Name, NIC Number if available, DOB, Gender, Forwarded Date and Time, Forward From, Forwarded User, Location, Remarks)</p> <p>10.6 [Manual/System] Facility should also be given to load Application details using ARN/LRN.</p> <p>10.7 [Manual/System] Facility should be to display details</p> <p>10.8 [Manual/System] Provision must be given for View Minutes and Add Minutes, if necessary.</p> <p>10.9 [Manual/System] Respective case can be approved by pressing Approved Button. If approved an Application with ARN, it will be added to Authorized Red for further processing. If approved an Application with LRN, the case is thus complete. If not, case can be forwarded through Add Minutes, to CG</p>	
RSP-11	AC-Legal (Detail View)	<p>11.1 [Manual/System] Application details are loaded from queue (ARN/LRN, NIC Number if available, PRN if available, TRN if available, Application Type, District, DSD, GND, Full Name in three languages, Name to be included in NIC in three languages, Shortened name to be printed on NIC in three languages, Address in three languages, Place of Birth in three languages, Date of Birth, Gender, Dual Citizenship, Photograph, Signature, Page 1 of the Application).</p> <p>11.2 [Manual/System] In Attention field: should display things to which attention should be needed. E.g., Dual, Penalty, QA Reject Reasons, etc. in shortened form.</p> <p>11.3 [Manual/System] Preview and compare scanned images with respect to the current application, with the entered data, for correctness. Facility should be given to View Documents to see full view of selected image.</p> <p>11.4 [Manual/System] When cursor is kept on the name, position of the name on the first document should be pointed. When press next preview, point to the name in the next document. If thumbnail of an image is selected, display should be shifted to full view of the image.</p> <p>11.5 [Manual/System] Check the genuineness of the scanned documents, if necessary. (On same window)</p> <p>11.6 [Manual/System] Preview and check History Records of previous ICs related to current NIC, if necessary (IC Inquires on separate window).</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>11.7 [Manual/System] Preview and check one or more Index Records (Index 1.6) related to current NIC, if necessary. (On same window)</p> <p>11.8 [Manual/System] Last selected Index Records must be shown after the tab window has been changed to View Documents and come back to History Record again.</p> <p>11.9 [Manual/System] Both View Documents and Index Records should be displayed on the same tabbed switchable panel.</p> <p>11.10 [Manual/System] Facility should be given to rotate left, right and zoom in, out of the image.</p> <p>11.11 [Manual/System] If any changes to be done, then relevant fields should be updated through “ARQA” (on separate window)</p> <p>11.12 [Manual/System] Name Validation indication should be highlighted by a change of colour, if Biometric and Biographic Verification failure occurred. Facility To check existence of matching records</p> <p>11.13 [Manual/System] Facility To check existence of Biometric Matching,</p> <p>11.14 [Manual/System] To indicate Number Book Result exists, where a request has previously been sent through Add Minutes to Number Book Division the Number Book indication should be highlighted by a Colour change.</p> <p>11.15 [Manual/System] Facility To check aforesaid Number Book Result,</p> <p>11.16 [Manual/System] Facility To check aforesaid Call Doc Result,</p> <p>11.17 [Manual/System] Facility should be given to view District, DS-DRP Unit of User, entered by, Entered Date, Entered Time, Remarks and Scanned Images. Multiple results could be there.</p> <p>11.18 [Manual/System] To indicate Biometrics Result exists, where a request has previously been sent through Add Minutes to Biometrics Verification Division, the Biometric indication should be highlighted by a Colour change.</p> <p>11.19 [Manual/System] Facility To check aforesaid Biometrics Result, .</p> <p>11.20 [Manual/System] To indicate Other Organizations Result exists, where a request has previously been sent through Add Minutes to Other Organization Coordinating Unit, the Other Org indication should be highlighted by a Colour change.</p> <p>11.21 [Manual/System] Facility To check aforesaid Other Organizations Result,</p> <p>11.22 [Manual/System] To indicate Document Verification Result exists, where a request has previously been sent through Add Minutes to Document Verification Unit, the “Doc Verification” indication should be highlighted by a Colour change.</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>11.23 [Manual/System] Facility To check aforesaid Document Verification Result,</p> <p>11.24 [Manual/System] To indicate CLM Result exists, where a request has previously been sent through Add Minutes to Controversial List Management Unit, the CLM indication should be highlighted by a Colour change.</p> <p>11.25 [Manual/System] Facility To check aforesaid CLM Result,</p> <p>11.26 [Manual/System] After the approval, relevant application should be forwarded to “Shroff” to collect the fine. If fine exists, Shroff indication should be highlighted by a Colour change.</p> <p>11.27 [Manual/System] Fine can be made online or through Shroff. If online, payment should be captured and updated by the system automatically or if payment is made to Shroff.</p> <p>11.28 [Manual/System] To indicate Investigation Result exists, where a request has previously been sent through Add Minutes to Investigation Unit, the Investigation indication should be highlighted by a Colour change.</p> <p>11.29 [Manual/System] Facility To check aforesaid Investigation Result</p> <p>11.30 [Manual/System] Facility should be given to view Details From, Source, Entered by, Entered Date, Entered Time, Remarks and Scanned Images. Multiple results could be there.</p>	
RSP-12	AC-Legal (Staff Handling)	<p>12.1 [Manual/System] Facility should be available to display user details (Sequence No., User Name, Name, Assigned Date and Time) of users who have been assigned to Legal tasks.</p> <p>12.2 [Manual/System] Facility must also be given to assign legal tasks to a new user by entering the User name and pressing Add To Legal Staff Button. Removal of a user assigned to legal task should also be able to be done by entering the User name and pressing Remove Selected User from Legal Staff Button. If a user to be removed, the jobs assigned to that user must be transferred to another user prior to such removal.</p> <p>12.3 [Manual/System] By entering already assigned user name and pressing Load Open Jobs Button, facility should be given to display details (ARN/LRN, NIC if available, Sent Date, Sent Time, Status) of legal case assigned to that user.</p> <p>12.4 [Manual/System] Facility should be given transfer one or more selected cases to another already existing user by entering the User Name.</p>	
RSP-13	Controversial List Management	<p>Watch List –</p> <p>13.1 Problems detected with the applications or information received from third party on NIC No., Application No., Name, DOB, Address, DS Division or any combination of more than two of these.</p>	<p>(Watch List Identification No, WLIN, NIC No, Application No, Name, DOB, Address, Reason (s),</p>

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>13.2 System must maintain the Source of information (From where, when, who, Reference No,) and reason per incident with system generated unique Watch List Identification No. (WLIN) – Primary Key (NIC, WLIN)</p> <p>13.3 Add scan all relevant documents with respect to NIC+WLIN</p> <p>13.4 If an Application in enrolment process is hit/matched (on one or more mentioned in 1) with an item in watch list, a message must be popped-up and the processing must be suspended and application must be forwarded to Legal Division.</p> <p>13.5 enrolment process can be continued from the point of suspend or can be moved to Black Listed.</p> <p>13.6 Application can be forwarded for further approval by Legal Division.</p> <p>13.7 The Documents required carrying out the clearance of and applicant - system must have facilities to generate Letters and other documents needed and also must have facilities to inquire details related to documents generated.</p> <p>13.8 Policies and criteria must be developed in-line with the establishment of Watch List.</p> <p>13.9 Reports on Source-wise, Date-wise, Reason-wise, Status-wise, Statistical Reports, a. Pre-defined Reports b. Customized Reports</p> <p>13.10 Inquiry Facilities</p>	<p>Source related information)</p>
		<p>Black List –</p> <p>13.11 Cancelled NIC Nos. or Applications due to submission of false information with the approval of Commissioner General or informed by Court of Law.</p> <p>13.12 System must maintain the Source of information (From where, when, who, Reference No.) and reason per incident with system generated unique Black List Identification No. (BLIN) – Primary Key (NIC, BLIN)</p> <p>13.13 Add scan all relevant documents with respect to NIC+BLIN</p> <p>13.14 If an Application in enrolment process is hit/matched (on one or more mentioned in 1) with an item in Black List, a message must be popped-up (Forward to Legal) and the processing must be suspended and application must be forwarded to Legal Division.</p> <p>13.15 If ID No. is blacklisted, access of all related information must be restricted only to DRP-defined higher level authority.</p> <p>13.16 If an Application No. is blacklisted, all related information must be suspended until cleared.</p> <p>13.17 Facility must be provided to issue a new ID for the Applicant with verified information, even though an Application No. or ID No. with related information is blacklisted.</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>13.18 Blacklisted ID No. will never be issued to the same applicant or another applicant.</p> <p>13.19 If information related to a blacklisted ID No. or Application No. is requested for verification or sharing purposes, a message must be popped up stating to contact Legal Division for further verification.</p> <p>13.20 Reports on Source-wise, Date-wise, Reason-wise, Status-wise, Statistical Reports,</p> <ul style="list-style-type: none"> a. Pre-defined Reports b. Customized Reports. <p>13.21 Inquiry Facilities</p>	
		<p>Inactive List</p> <p>13.22 NIC No. of a dead person,</p> <ul style="list-style-type: none"> a. ID Card must be surrendered to get the Death Certificate to DS-DRP Unit b. Add scan Death Certificate c. Data to be filled – Death Certificate No., Date of Death, Place of Death, Reason for Death <p>13.23 DOB changed,</p> <p>13.24 Ceasing of Sri Lankan Citizenship</p> <p>13.25 Submission of two applications by one new applicant (first time applicant)</p> <p>13.26 Issuance of invalid NIC by DRP (e.g. Male ID issued to a Female)</p> <p>13.27 One No. is issued to two or more persons. Need to cancel all and issue each a new ID.</p> <p>13.28 When a new NIC No is issued, all information related to old NIC No. must be inactivated.</p> <p>13.29 Facility must be provided to store reasons for inactivation.</p> <p>13.30 Reports</p> <ul style="list-style-type: none"> a. Pre-defined Reports b. Customized Reports. <p>13.31 Inquiry Facilities</p>	
RSP-14	Payments	<p>14.1 Facility to track Online Payment through TRN generated by the e-NICES system and store Payment Details (Date of Payment, Amount – verified online,)</p> <p>14.2 Facility to track Mobile Payment through TRN generated by the me-NICES system and enter and store Mobile Payment Reference No. and Payment Details</p> <p>14.3 Facility to track Bank Payment through TRN / ARN / DARN / LARN generated by the e-NICES or me-NICES and enter Payment Details</p> <p>14.4 Facility to track Payment to Shroff at Divisional Secretariat through TRN / ARN / DARN / LARN generated by the e-</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>NICES or me-NICES and enter Receipt No. and Payment Details</p> <p>14.5 Facility to scan and tag Proof of Payment to the relevant Application.</p> <p>14.6 Reports</p> <p>a. Pre-defined Reports</p> <p>b. Customized Reports</p>	
RSP-15	Card Stock Management	<p><u>01. Card Stocks</u></p> <p>a. 250 Cards consist of one Batch with a unique Pack No.</p> <p>b. 20 Packs consist of one Pallet (Box) with a unique Pallet No. (5000 Cards)</p> <p><u>02. Receiving Cards to Main Store</u></p> <p>15.1 Logged User Name should be displayed on top right hand corner.</p> <p>15.2 Facility should be given to enter Box No. range FROM to TO and Pack No. range and Pre-printed card serial No. range should be auto filled. Totals should also be auto filled.</p> <p>15.3 Facility should be given to enter Bill of Leiden No., Invoice No., Date of Shipment, Date Received, and Batch Control Report No.</p> <p>15.4 Facility should be given to browse and upload Batch Control Report, Bill of Leiden, Invoice already scanned. Facility should also be given to view those and if details of scanned documents are matched with details entered, confirm them using a checkbox. If not matched, facility should be given to send to CG through Minutes with reasons. If no problems are encountered, then details of cards should be able to be recorded into the system</p> <p>15.5 Facility should be given to view Available Card Stocks record-wise by giving date range and pressing Search button. Thus, Box No. range {FROM, TO, Total, Inserted Date}, Pack No. range {FROM, TO, Total}, Pre-printed Card No. range {FROM, TO, Total} should be displayed.</p> <p>15.6 Bill of Leiden No., Invoice No., Date of Shipment, Date Received, Batch Control Report No. should also be able to be displayed.</p> <p>15.7 Respective scanned images of Batch Control Report, Bill of Leiden, Invoice related to each purchase within that date range should be viewed</p> <p><u>03 Issuing Cards to Mini Store</u></p> <p>15.8 Logged User Name should be displayed on top right hand corner.</p> <p>15.9 Facility should be given to enter Box No. range FROM to TO and Pack No. range and Pre-printed card serial No. range should be auto filled. Totals should also be auto filled.</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>15.10 Facility should be given to issue part of a Box and then Pack Range should be able to be edited. Then card serial no. range must be auto adjusted accordingly.</p> <p>15.11 If part has already been issued from a box, available pack no. range should be displayed.</p> <p>15.12 Facility should be given issue packs by entering salary no of the issuing officer and pressing Issue Button.</p> <p>15.16 Available card stocks in Main stores must be displayed. If parts are available from boxes due to part issuance to Mini store, those must also be displayed separately.</p> <p>15.17 Facility should be given to clear Form</p> <p>Card Mini Store –</p> <p><u>04 Receiving Cards to Mini Store</u></p> <p>15.18 Logged User Name should be displayed on top right hand corner.</p> <p>15.19 When User logs in, the packs already assigned from Main Store to that user must be auto loaded. If more than one ranges have been assigned, those must be displayed separately. Box No. range {FROM, TO, Total}, Pack No. range {FROM, TO, Total}, Pre-printed Card No. range {FROM, TO, Total} and Received FROM should be displayed.</p> <p>15.20 Facility must be given to change manually the quantity issued from main store to the amount actually accepted by the user at Mini store.</p> <p>15.21 Facility must be given to accept those cards</p> <p>15.22 Available card stocks in Mini store must be displayed. If parts are available from boxes, those must also be displayed separately. (If issuance of packs issued sequentially in correct order for personalization, only one range of stock is displayed)</p> <p>15.23 Facility should be given to clear Form</p> <p><u>05 Issuing Cards at Mini Store to Print User</u></p> <p>15.24 Logged User Name should be displayed on top right hand corner.</p> <p>15.25 Facility should be given to enter Pack No. range FROM to TO and Pre-printed card serial No. range should be auto filled. Totals should also be auto filled.</p> <p>15.26 Facility should be given to issue part of a Pack and then card serial no. range should be able to be edited. Then Pre-printed card serial no. range must be auto adjusted accordingly.</p> <p>15.27 If part has already been issued from a pack, available Pre-printed card serial no. range should be displayed.</p> <p>15.28 Facility should be given issue Packs / Pre-printed cards by entering salary no of the issuing officer and pressing Issue Button.</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>15.29 Facility must be given to record issuance in the system with respect to the user by pressing Issue Button after entering the user to be issued and selecting the process type (Express, Normal).</p> <p>15.30 Facility must be given to display available card stocks in Mini store. If parts are available from boxes, those must also be displayed separately. Box No. range {FROM, TO, Total}, Pack No. range {FROM, TO, Total}, Pre-printed Card No. range {FROM, TO, Total} and Grand Total should be displayed.</p> <p>15.31 Facility should be given to clear Form</p> <p><u>06 Accept Card by Print User from Mini Store</u></p> <p>15.32 Logged User Name should be displayed on top right hand corner.</p> <p>15.33 When User logs in, the packs already assigned from Mini Store to that user must be auto loaded. If more than one ranges have been assigned, those must be displayed separately. Pack No. range {FROM, TO, Total}, Pre-printed Card No. range {FROM, TO, Total}, Received FROM (user) and Process Type should be displayed.</p> <p>15.34 Facility must be given to change manually the quantity issued from Mini store to the amount actually accepted by the user.</p> <p>15.35 Facility must be given to accept those cards by pressing Received Button.</p> <p>15.36 Available card ranges in-hand must be displayed. If parts are available from packs, those must also be displayed separately. (If cards received sequentially in correct order, only one range of cards is displayed). Grand Total should also be displayed.</p> <p>15.37 Facility should be given to clear Form</p> <p><u>07 Return Cards by Print User 44</u></p> <p>15.38 Logged User Name should be displayed on top right hand corner.</p> <p>15.39 Facility should be given to display balance cards not printed at the end of the day, with respective pack range. Pack No. range {FROM, TO, Total}, Pre-printed Card No. range {FROM, TO, Total}, and Process Type should be displayed.</p> <p>15.40 Facility should be given to record Return of Cards in the system with respect to the user when user presses Return Button after User to Return at Mini store is entered and Reason is selected.</p> <p>15.41 The cards which are accepted by this user but not printed at a given time or not returned yet, must be displayed as Card Ranges in Hand. Pack No. range {FROM, TO, Total}, Pre-printed Card No. range {FROM, TO, Total}. Grand Total should also be displayed.</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>15.42 Facility should be given to clear Form</p> <p><u>08 Accept Return Cards, from Print User, by user at Mini Store</u></p> <p>15.43 Logged User Name should be displayed on top right hand corner.</p> <p>15.44 Facility should be given to display details of Cards that the particular Print User is marked to return, when Return from Print user is entered and Load button is pressed. Facility must be given to change manually the quantity received from particular Print User to the amount actually accepted by the user at Mini Store.</p> <p>15.45 Facility should be given to record reception of Cards in the system with respect to the user when user press Received Button.</p> <p>15.46 Facility must be given to display Available card stocks. Box No. range {FROM, TO, Total}, Pack No. range {FROM, TO, Total}, Pre-printed Card No. range {FROM, TO, Total}. If parts are available from different ranges, those must also be displayed separately. Grand Total should be displayed.</p> <p>15.47 Facility should be given to clear Form.</p> <p><u>09 Return Spoilt Cards by User (QA/Print/DU) to Mini Store</u></p> <p>15.48 Logged User Name should be displayed on top right hand corner.</p> <p>15.49 Facility should be given to auto display User-rejected cards at the Issuance Process with Reasons and Availability, after those cards are counted for the User, when Process Type is selected and search button is pressed. The Availability status must initially be displayed as “Available” but facility must be given to change the status to “Not-available” against each card separately. Return Card Count (marked as “Available”) and Misplaced Card Count (marked as “Not-available”) must be displayed separately.</p> <p>15.50 Facility must be given to record the details of Available Returned Cards in the system with respect to User by entering the User who is responsible to accept rejected cards at Mini Store and pressing Return. The List of Not-Available Misplaced Cards, if any, should be forwarded Commissioner Operations for further action.</p> <p>15.51 Facility should be given to clear Form</p> <p><u>10 Accept Spoilt Cards by Mini Store User</u></p> <p>15.52 User logged in at Mini Store is displayed on the Right Top corner.</p> <p>15.53 Type Returned User Name and press Load Button. Card Serial Numbers, Reason of Spoilt Cards Returned by User and</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>Count must be displayed. Mini Store User must accept it by pressing Accept Button.</p> <p>15.54 Facility should be given to clear Form.</p> <p>15.55 Spoilt Card Details – Date, Time, Return By, Serial No. and Reason - should be displayed in descending order of the Date + Time. Facility must be given to sort and display the said details on Date + Time, Returned By, Serial No. or Reason. Total No. of spoilt cards must also be displayed.</p> <p>15.56 Facility must also be given to search Spoilt Card Details on Serial No, Process Type or Date Range or any combination. Search result must be displayed in Spoilt Card Details area.</p> <p>a. Facility to Receive blank cards as Pallets Task is to confirm the receipt of the Pallet through QR Reading. Open physical pallet and verify the physical existence of Packs indicated in the Batch Control Report through QR Reading. If not verified, report to Commissioner - Operations</p> <p>b. Facility to issue blank cards as a Pack or more than one Pack to User</p> <p>c. Facility to issue set of individual Cards</p> <p>d. Facility to generate a Report on Printed, spoiled or damaged cards and Due Cards user-wise.</p> <p>e. Facility to receive unused Packs and spoiled or damaged cards and Due Cards (according to serial no.) at the end of the day</p> <p>f. Facility to return Spoiled or Damaged cards and Due Cards to Card Main Store with a Report (physically verified)</p> <p>15.57 Reorder Level</p> <p>a. Facility to maintain Re-order level in the system (refer Work-flow)</p> <p>b. Facility to indicate attainment of Re-order Level to CG, Commissioner – Operations & IT, Chief Accountant through SMS, e-mail, Popups.</p> <p>15.58 Reports</p> <p>a. Pre-defined Reports</p> <p>b. Customized Reports</p>	
RSP-16	Application Storage Management	<p>16.1 Physical Store structure must be maintained by the system. Racks with Rack Nos., Racks must be divided in to Shelves with Shelf no, Shelves must be partitioned with a Partition No.</p> <p>16.2 When storing, the location must be selected through the system according to Rack No + Shelf No + Partition No.</p> <p>16.3 After selection, unique no. (ASN) must be generated for the storage location as QR/Barcode using Rack No + Shelf No + Partition No. + Batch Serial No.</p> <p>16.4. Batch of 50 Applications get a unique ASN and physically store the batch according to the ASN.</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
RSP-17	Dashboards	17.1 Two requirements for Dashboards (a) Information related the overall current status of DRP (b) Information related to current status of individual requirements, such as, Task-wise, DS-wise, Province-wise, HO-Branch-wise, Location-wise, Process-wise (Regular and Express Services) to relevant AC, DC, Commissioner, Addl. Commissioner General, Commissioner General 17.2 Statistical Analysis and presentation of information (Barchart, Line Chart, etc.) 17.3 Payment Records, Card Issuance records 17.4 All of the above in daily, weekly, monthly yearly, As and when required, Specific date range. 17.5 All of the above in Task-wise, DS-wise, Province-wise, HO-Branch-wise, Location-wise, Process-wise	
RSP-18	Reporting	18.1 Responsibility of each task shall be laid on whom? 18.2 Error Report 18.3 Separate module to Add Scan 18.4 Ancestors, Descendants, Siblings, Family display and Reports (Family Map) – Relate to Google Map and locate based on Address (X, Y Coordinates) 18.5 User Performance Evaluation 18.6 Incentive Scheme 18.7 DO Work task list.	
RSP-19	Call Center	19.1 Check the status of the application, when call comes. 19.2 If no issues for delay, inform the tentative time of receipt of the e-NIC. 19.3 If no issues for delay, on the special request of the Applicant, process can be forwarded to relevant unit to make it express and inform the tentative time (minimum processing time would be 5 working days in the system) of receipt of the e-NIC. 19.4 If the Application is in the process and it is less than 5 working days, it shall be liable to change in to Express Service, and the applicant can be instructed for the way to make the payment and get the requested service. 19.5 If there is an issue, forward the call to respective unit or inform alternative for the response to the issue. 19.6 If any other inquiry or information request or complaint made, forward the requested service with remarks to the relevant higher level authority. A Service Reference Number (SRN) must be created by the system for the service request to track the service. 19.7 The response/reply from the relevant authority must be forwarded to the complainer based on the SRN.	

1.4.3.7. Lost Card Process (LCP)

Step	Actor / Agent	Description	Data / Administrative requirements
LCP - 1	Applicant	1.1 [Manual] Notify by calling Call Center about the lost card or online through WWW or Mobile APP. 1.2 [Manual] If informed by a call, then go to task 2.1 OR if informed through WWW then go to task 3.1	Inform to DS-DRP Unit
LCP - 2	Call Center Agent	2.1 [Manual] If caller identity is verified go to task 4.1 2.2 [Manual] If caller ID is not verified, End Call and go to task 31.1 (End of Activity)	
LCP - 3	DO/CO	3.1 [Manual/System] Retrieve applicant’s information in the system using NIC No. and update e-NIC registry status as “Inactive-Reported Lost” for the respective NIC,	Cancel only the issuance (i.e. Card Serial No), not the identity (i.e. e-NIC No.)
LCP - 4	DRP-NIC Registration System)	4.1 [System] Generate Letter to the applicant, in three copies, indicating the Lost Card status and instructions on Documents to be submitted, Payment and Photograph (if earlier photograph had been taken before one year), with copy to GN and an office copy. 4.2 [System] Send SMS notification to NIC holder of the change of status and Message to Message Log with reference to NIC and relevant DS-DRP Unit.	
LCP - 5	DO/CO	5.1 [Manual] Send Letters to Applicant and GN	
LCP - 6	Applicant	6.1 [Manual] Obtain Police Report on the lost NIC card (only a supporting document) and handover to DO1 at DS-DRP Unit 6.2 If Photograph is to be taken from a studio, then go to task 7.1 else go to task 8.1	Facility to link Police for the online submission of the Report to DRP
LCP - 7	Online ICAO Photograph Capturing e-Studio System	7.1 [Applicant] ICAO Standard Photograph is captured at a Registered Studio 7.2 [System] Unique Photograph Reference Number (PRN) is generated for the Applicant. 7.3 [System] Photograph Reference Slip (PRS) with Applicant’s Name, Address, Photograph and PRN is printed in Text and as QR/Bar Code on it. 7.4 [Applicant] Payment as per the Gazette Notification is made the studio for the photograph and the Photograph Reference Slip (PRS), signed by the Applicant and certified by the Photographer, is issued to the Applicant. 7.5 [System] JPEG image is transferred to the SL-UDI System.	

Step	Actor / Agent	Description	Data / Administrative requirements
LCP - 8	DO/CO	8.1.[Manual] Accept Police report, Supportive Documents as stipulated in the letter and ICAO Photograph Reference Slip, if photograph has been taken prior from Studio	
LCP - 9	DRP-NIC Registration System	9.1 [System] Generate Lost Card Application Form (LCAF) with Application Reference Number (LARN) LARN and Original e-NIC in Number/Character format and QR/Bar Code form must be printed on LCAF) 9.2 [System] Generate Pay-in Voucher (PV) for the Lost card in two / four copies. LARN and Original e-NIC in Number/Character format and QR/Bar Code form must be printed on PV)	
LCP- 10	Applicant	10.1. [Manual] Complete LCAF. 10.2 [Manual] Make the payment to Shroff at DS Office and obtain Payment Receipt as Proof of Payment. 10.3 [Manual] Submit completed LCAF to DO No. 1 at DS-DRP Unit with Proof of Payment. 10.4 If Express Service, mention to DO-1 that LCAF is to be processed on Express Service.	
LCP- 11	DO/CO	11.1 [Manual] Check Supportive Documents against the Document Submission Checklist (DSC). 11.2 If Express Service, Check whether the applicant has satisfied all requirements for Express Service. 11.3 [Manual] If LCAF is partially filled or not filled at all, fill it with relevant details. 11.4 [Manual] If there are any incomplete/missing documents, request Applicant to provide the incomplete information/missing documents.	
LCP- 12	Applicant	12.1 [Manual] Provide missing /incomplete information /documents, if they are present with the Applicant.	
LCP- 13	DO/CO	13.1 [Manual/System] Retrieve applicant’s Biographic data already on the e-NIC Enrollment System using relevant LARN/e-NIC on LCAF, with earlier Photograph and Family data and verify with Applicant. 13.2 If Applicant’s Biographic Data to be changed then go to task 13.3 else go to task 17.1 13.3 [Manual/System] Print, Data Verification Form (DVF) (to be designed) with transliterated basic data. LARN / e-NIC No. in Number/Character format and QR/Bar Code form) shall be printed on it. Space shall be provided to write corrections to Basic Data, if any, by the Applicant. (“verified” or “not-verified” check boxes shall be provided for relevant data)]	(Separate screen for Applicant to see the Data)
LCP- 14	Applicant	14.1 [Manual] Check the data on DVF and correct on the blank spaces provided, if there are any information to be changed.	

Step	Actor / Agent	Description	Data / Administrative requirements
LCP- 15	DO/CO	15.1 [Manual/System] Update entered data, if there are any changes to be made to basic data on the DVF by Applicant and submit to Auto Transliteration. (Must be done before capturing fingerprints)	
LCP- 16	DRP-NIC Registration System	16.1 [System] Perform Auto Transliteration to the updated Basic data of the Applicant, those which will be printed on e-NID Card in three languages. (Full Name, Address, Date of Birth, Place of Birth translated to Sinhala and Tamil)	
LCP- 17	DO/CO	17.1 If ICAO photograph required to be taken and has not been taken from a studio by the applicant, go to task 18.1, otherwise, go to task 19.1.	
LCP- 18	Online ICAO Photograph Capturing e-Studio System	<p>18.1 [System] capture ICAO photograph of the applicant (This must come before fingerprint capture – must be controlled by the system)</p> <p>18.2 [System] Generate unique ICAO Photograph Reference Number (PRN) for the Applicant, print the PRS with PRN printed in Text and as QR/Bar Code on it and transfer the JPEG image to the Application Enrollment System (to a temporary database).</p> <p>18.3 [System] Send SMS/e-Mail to Applicant and Message to Message Log with PRN to relevant DS-DRP Unit of e-NICES.</p>	
LCP- 19	DO/CO	<p>19.1 [Manual/System] Capture applicants Biometrics-Fingerprints of fingers in both hands, on Biometric Capturing Machine with respect to LARN/e-NIC. Submit captured fingerprints for 1 : 1 identification to the Automated Biometric Identification System (ABIS). If Biometric verification is unsuccessful, Forward to Legal process at HO-DRP</p> <p>19.2 [Manual/System] Electronically capture applicants signature on Signature Pad with respect to LARN.</p> <p>19.3 [System] Send SMS/e-Mail to Applicant and Message to Message Log, with LARN related DS-DRP Unit, confirming that the biometrics has been captured.</p> <p>19.4 [Manual/System] Print, Biometric Confirmation Certificate (BCC) (to be designed) and get the signature of the Applicant in the Applicant’s Declaration Section, confirming that the biometrics have been given in the presence of DO1. DO1 shall sign in the Authorization Section, confirming the biometrics of the Applicant has been captured in front of him/her. LARN/e-NIC No. shall be printed on it in both Number/Character format and QR/Bar Code form.</p>	
LCP- 20	DO/CO	20.1 [Manual/System] Mark documents to be scanned on e-Submission Checklist. Scan filled LCAF, DVF (if available)	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>and all Supportive Documents and BCC with respect to LARN/e-NIC.</p> <p>20.2 [Manual/System] Tag together the LCAF, Police Report, Proof of Payment, ICAO Photograph (if new one is taken), Fingerprint and Signature as per the document type on e-Submission Checklist.</p> <p>20.3 [Manual] Check and confirm for image quality of scanned documents. Rescan all documents with poor image quality and replace them while tagging.</p> <p>20.4 If Applicant’s Basic Data to be changed then go to task 20.5 else go to task 30.1 (End of Activity)</p> <p>20.5 [Manual/System] Print NPR Registration Update Form (NRUF) with updated data, ICAO Photograph and the LARN/eNIC (in both Number/Character format and QR/Bar Code form).</p> <p>20.6 [Manual/System] Print the Data Capture Confirmation Note (DCCN) and Printed Envelop (to be designed) to Grama Niladhari with three (03) Parts (LARN in both Number/Character format and QR/Bar Code form); 1st Part – To GN, 2nd Part – Special Remarks, missing Documents, incomplete information (administrative information), 3rd Part – Acknowledgement to be given to Applicant by GN.</p> <p>20.7 If Express Service, Indicate that the Application is processed under “Express Service” on the DCCN.</p> <p>20.8 [Manual] Check and Handover NRUF and Supporting Documents together with BCC, DCCN and Pay-in Voucher (if not paid to Shroff at DS Office) to Applicant.</p>	
LCP- 21	DRP-NIC Registration System	21.1 [System] Send SMS/e-Mail to Applicant and Message to Message Log with LARN to relevant DS-DRP Unit confirming that NRUF is handed over to Applicant.	
LCP- 22	Applicant	<p>22.1 [Manual] Complete inaccurate Basic Data, missing / incomplete information, and attach missing documents indicated in the DCCN.</p> <p>22.2 [Manual] If not paid to Shroff at DS Office, make the payment to Bank through Pay-in Slip generated by the system.</p> <p>22.3 [Manual] Hand over NRUF and Supporting Documents together with BCC, DCCN and Proof of Payment to Grama Niladari.</p>	
LCP- 23	Grama Niladhari	23.1 [Manual] Check and confirm accuracy of the Updated data, ICAO Photograph, and Residence of the Applicant as per the declaration on the Printed Application. (NRUF and Supporting Documents together with BCC, DCCN) (If online access available to GN, facilities shall be provided for GN to check, verify, change or add documents, if any)	

Step	Actor / Agent	Description	Data / Administrative requirements
		<p>23.2 [Manual] Check and confirm whether missing information are completed or documents are attached and Payment is made to the Bank if not paid earlier.</p> <p>23.3 [Manual] Get Applicant’s signature on the NRUF.</p> <p>23.4 [Manual] Authenticate/Certify applicant details in the NRUF. (If online facilities available to GN, certify and confirm online data on NRUF through web service by GN and in turn, confirm by Applicant through a Pin)</p> <p>23.5 [Manual] If changes need to be made to the NRUF, perform required changes to the NRUF and make a note of those changes made, in the Part 2 – Administrative information of DCCN. GN shall indicate special cases, in the Part 2 – Administrative information of DCCN.</p> <p>23.6 [Manual] GN shall maintain a Registry of Received Applications (RRA) (manually or online).</p> <p>23.7 [Manual] Handover original documents and Part 3 – Acknowledgement of DCCN to Applicant, acknowledging the acceptance of the NRUF and relevant documents. (If online facilities available to GN or manual, update RRA)</p> <p>23.8 [Manual] If Express Service, Certified NRUF and set of Supporting Documents together with Part 2 – Administrative information of DCCN must be handed over to DO-2 at DS-DRP Unit through Applicant under a sealed envelope and Applicant.</p> <p>23.9 [Manual] If Regular Service, Certified NRUF and set of Supporting Documents together with Finalized Verification Form and Part 2 – Administrative information of DCCN must be handed over to DO-2 at DS-DRP Unit by GN.</p>	
LCP- 24	DO/CO	<p>24.1 [Manual/System] generate the “Application Handing over Schedule” (AHS) by reading the LARNs of handed-over applications. (If online facilities available to GN, LARN queue of GN certified applications could be retrieved at DS then DO)</p> <p>24.2 [Manual] Check the proper authenticity of GN has been made on all the documents.</p> <p>24.3 [Manual] Check whether the GN has specified any special remarks on Part 2 – Administrative Information of DCCN, and corrections have physically been made on Application and missing documents have physically been attached.</p> <p>24.4 [Manual] acknowledge the AHS and handover to GN. [GN’s involvement complete]</p> <p>24.5 [Manual] If Regular Service needed to be changed to Express Service, request Applicant to make the Payment and go to task 25.1, otherwise, go to task 27.1.</p>	

Step	Actor / Agent	Description	Data / Administrative requirements
LCP- 25	DRP-NIC Registration System	25.1 [System] Generate Pay-in Voucher in four copies for Express Service payment.	
LCP- 26	Applicant	26.1 [Manual] Make the Express Service Payment to Shroff at DS Office and obtain Payment Receipt as Proof of Payment. Submit the Payment Receipt to DO-1	
LCP- 27	DO/CO	27.1 [Manual/System] Scan and tag any missing supportive documents that were not submitted by the applicant initially, but have been submitted now through the GN. 27.2 [Manual/System] Update applicant details in the system, if any changes have been made by the GN on NRUF or any special remarks on Part 2 – Administrative Information of DCCN. 27.3 [Manual/System] If Applications rejected by GN, Forward to Legal Division through System for inquiry (should categorized reasons for legal actions). 27.4 [Manual] Submit GN Certified Application to DS for counter signing.	
LCP-28	Divisional Secretary	28.1 [Manual] Countersign application and return application to DO-2. (If online facilities available to GN, LARN queue of GN certified applications could be retrieved by DS) 28.2 [Manual/System] If counter signing is rejected by DS (when problem with GN or DO), Forward to Legal Division through System for inquiry.	
LCP-29	DRP-NIC Registration System	29.1 [System] Send SMS/e-Mail to Applicant and Message to Message Log with LARN relevant to DS-DRP Unit of e-NICES indicating the application has been handed over to DS-DRP Unit by GN and counter-signed by DS.	
LCP-30	DO/CO	Application Record Quality Assessment 30.1 [Manual] Compare scanned documents with relevant hard copies to confirm whether the scanned documents are the same as respective physical document. 30.2 [Manual/System] Scan and tag missing documents or corrected documents. 30.3 [Manual] Submitted Supportive Documents shall be checked for genuineness and confirmed physically. (Any changes required at this point shall be done under higher authority approval.) 30.4 [Manual/System] If one or more documents are suspected to be not genuine, forward to Amber Channel with comment through System. 30.5 [Manual] Physical Documents shall be stored systematically until an instruction for further processing is received. (Whether changes made online or not)	

Step	Actor / Agent	Description	Data / Administrative requirements
		30.6 [Manual/System] If the application tagged as blacklisted at the application submission, forward to Red Channel through System.	
LCP- 31		31.1 End of Activity.	

1.4.3.8. Damaged / Defaced / Illegible/Information Change (DCP)

Step	Actor/ Agent	Description	Data / Administrative requirements
DCP - 1	Applicant	01. [Manual] Visit DS-DRP unit and inform DO/CO that the NIC is damaged / defaced / cracked / illegible. 02. If damaged card serial no. is visible go to 3.1 and If card serial no. is not visible, damaged card is considered as lost card and further processing is done as Lost Card and go to 26 (End Activity)	Affidavit from Applicant
DCP - 2	DO/CO	03. [Manual] Accept the damaged NIC. 04. [Manual/System] Retrieve applicant's information in the system using NIC No. and update e-NIC registry status as "Inactive – Damaged Card" for the respective NIC, cancelling only the issuance (i.e. Card Serial No), not the identity (i.e. e-NIC No.)	
DCP - 3	DRP-NIC Registration System	05. [System] Generate Letter in three copies indicating the damaged status of the card with a copy to Applicant, copy to GN and office copy. 06. [System] Send SMS notification to NIC holder of the change of status and Message to Message Log with reference to NIC and relevant DS-DRP Unit. 07. [System] Generate Damaged Card Application Form (DCAF) with Application Reference Number (DARN) (to be Design). DARN and Original e-NIC in Number/Character format and QR/Bar Code form must be printed on DCAF) 08. [System] Generate Pay-in Voucher (PV) for the Damaged Card in two / four copies. DARN and Original e-NIC in Number/Character format and QR/Bar Code form must be printed on PV)	
DCP - 4	DO/CO	09. [Manual] Send Letters to Applicant and GN	
DCP - 5	Applicant	10. [Manual] Complete DCAF. 11. [Manual] Make the payment to Shroff at DS Office and obtain Payment Receipt as Proof of Payment. 12. [Manual] Submit completed DCAF to DO No. 1 at DS-DRP Unit with Proof of Payment.	

Step	Actor/ Agent	Description	Data / Administrative requirements
		13. If Express Service, mention to DO-1 that DCAF is to be processed on Express Service.	
DCP - 6	DO/CO	14. [Manual] Check Supportive Documents against the Document Submission Checklist (DSC). (To be designed) 15. If Express Service, Check whether the applicant has satisfied all requirements for Express Service. 16. [Manual] If DCAF is partially filled or not filled at all, fill it with relevant details. 17. [Manual] If there are any incomplete/missing documents, request Applicant to provide the incomplete information/missing documents.	
DCP - 7	Applicant	18. [Manual] Provide missing/incomplete information/documents, if they are present with the Applicant.	
DCP - 8	DO/CO	19. [Manual/System] Retrieve applicant’s Biographic data already on the e-NIC Enrollment System using relevant DARN/e-NIC on DCAF, with earlier Photograph and Family data and verify with Applicant. (Separate screen for Applicant to see the Data) 20. If Applicant’s Biographic Data to be changed then go to task #21 else go to task #26 21. [Manual/System] Print, Data Verification Form (DVF) (to be designed) with transliterated basic data. DARN / e-NIC No. in Number/Character format and QR/Bar Code form) shall be printed on it. Space shall be provided to write corrections to Basic Data, if any, by the Applicant. (“verified” or “not-verified” check boxes shall be provided for relevant data)] 22. [Manual] If available, verify Address with Elections Registry, Population Registry.	
DCP - 9	Applicant	23. [Manual] Check the data on DVF and correct on the blank spaces provided, if there are any information to be changed.	
DCP-10	DO/CO	24. [Manual/System] Update entered data, if there are any changes to be made to basic data on the DVF by Applicant and submit to Auto Transliteration. (Must be done before capturing fingerprints)	
DCP-11	DRP-NIC Registratio n System	25. [System] Perform Auto Transliteration to the updated Basic data of the Applicant, those which will be printed on e-NID Card in three languages. (Full Name, Address, Date of Birth, Place of Birth translated to Sinhala and Tamil)	
DCP-12	DO/CO	26. If ICAO photograph required to be taken (original photograph was taken more than one year) and has not been taken from a studio by the applicant, go to task #27, otherwise, go to task #30.	
DCP-13	Online ICAO	27. [System] capture ICAO photograph of the applicant (This must come before fingerprint capture – must be controlled by the system)	

Step	Actor/ Agent	Description	Data / Administrative requirements
	Photograph Capturing e-Studio System	28. [System] Generate unique ICAO Photograph Reference Number (PRN) for the Applicant, print the PRS with PRN printed in Text and as QR/Bar Code on it and transfer the JPEG image to the Application Enrollment System (to a temporary database). 29. [System] Send SMS/e-Mail to Applicant and Message to Message Log with reference to PRN to relevant DS-DRP Unit of e-NICES.	
DCP-14	DO/CO	30. [Manual/System] Capture applicants Biometrics-Fingerprints of fingers in both hands, on Biometric Capturing Machine with respect to DARN/e-NIC. Submit captured fingerprints for 1 : 1 identification to the Automated Biometric Identification System (ABIS). If Biometric verification is unsuccessful, Forward to Legal process at HO-DRP 31. [Manual/System] Electronically capture applicants signature on Signature Pad with respect to DARN. 32. [System] Send SMS/e-Mail to Applicant and Message to Message Log, with DARN related DS-DRP Unit, confirming that the biometrics has been captured. 33. [Manual/System] Print, Biometric Confirmation Certificate (BCC) (to be designed) and get the signature of the Applicant in the Applicant’s Declaration Section, confirming that the biometrics have been given in the presence of DO1. DO1 shall sign in the Authorization Section, confirming the biometrics of the Applicant has been captured in front of him/her. DARN/e-NIC No. shall be printed on it in both Number/Character format and QR/Bar Code form.	
DCP-15	DO/CO	34. [Manual/System] Mark documents to be scanned on e-Submission Checklist. Scan filled DCAF, DVF (if available) and all Supportive Documents and BCC with respect to DARN/e-NIC. 35. [Manual/System] Tag together the DCAF, Police Report, Proof of Payment, ICAO Photograph (if new one is taken), Fingerprint and Signature as per the document type on e-Submission Checklist. 36. [Manual] Check and confirm for image quality of scanned documents. Rescan all documents with poor image quality and replace them while tagging. 37. If Applicant’s Basic Data to be changed then go to task #38 else go to task #79 (End of Activity) 38. [Manual/System] Print NPR Registration Update Form (NRUF) with updated data, ICAO Photograph and the DARN/eNIC (in both Number/Character format and QR/Bar Code form). 39. [Manual/System] Print the Data Capture Confirmation Note (DCCN) and Printed Envelop (to be designed) to Grama	

Step	Actor/ Agent	Description	Data / Administrative requirements
		<p>Niladhari with three (03) Parts (DARN in both Number/Character format and QR/Bar Code form); 1st Part – To GN, 2nd Part – Special Remarks, missing Documents, incomplete information (administrative information), 3rd Part – Acknowledgement to be given to Applicant by GN.</p> <p>40. If Express Service, Indicate that the Application is processed under “Express Service” on the DCCN.</p> <p>41. [Manual] Check and Handover NRUF and Supporting Documents together with BCC, DCCN and Pay-in Voucher (if not paid to Shroff at DS Office) to Applicant.</p>	
DCP-16	DRP-NIC Registratio n System	42. [System] Send SMS/e-Mail to Applicant and Message to Message Log with DARN to relevant DS-DRP Unit confirming that NRUF is handed over to Applicant.	
DCP-17	Applicant	<p>43. [Manual] Complete inaccurate Basic Data, missing / incomplete information, and attach missing documents indicated in the DCCN.</p> <p>44. [Manual] If not paid to Shroff at DS Office, make the payment to Bank through Pay-in Slip generated by the system.</p> <p>45. [Manual] Hand over NRUF and Supporting Documents together with BCC, DCCN and Proof of Payment to Grama Niladari.</p>	
DCP-18	Grama Niladhari	<p>46. [Manual] Check and confirm accuracy of the Updated data, ICAO Photograph, and Residence of the Applicant as per the declaration on the Printed Application. (NRUF and Supporting Documents together with BCC, DCCN) (If online access available to GN, facilities shall be provided for GN to check, verify, change or add documents, if any)</p> <p>47. [Manual] Check and confirm whether missing information are completed or documents are attached and Payment is made to the Bank if not paid earlier.</p> <p>48. [Manual] Get Applicant’s signature on the NRUF.</p> <p>49. [Manual] Authenticate/Certify applicant details in the NRUF. (If online facilities available to GN, certify and confirm online data on NRUF through web service by GN and in turn, confirm by Applicant through a Pin)</p> <p>50. [Manual] If changes need to be made to the NRUF, perform required changes to the NRUF and make a note of those changes made, in the Part 2 – Administrative information of DCCN. GN shall indicate special cases, in the Part 2 – Administrative information of DCCN.</p> <p>51. [Manual] GN shall maintain a Registry of Received Applications (RRA) (manually or online).</p> <p>52. [Manual] Handover original documents and Part 3 – Acknowledgement of DCCN to Applicant, acknowledging the acceptance of the NRUF and relevant documents. (If online facilities available to GN or manual, update RRA)</p>	

Step	Actor/ Agent	Description	Data / Administrative requirements
		53. [Manual] If Express Service, Certified NRUF and set of Supporting Documents together with Part 2 – Administrative information of DCCN must be handed over to DO-2 at DS-DRP Unit through Applicant under a sealed envelope and Applicant. 54. [Manual] If Regular Service, Certified NRUF and set of Supporting Documents together with Finalized Verification Form and Part 2 – Administrative information of DCCN must be handed over to DO-2 at DS-DRP Unit by GN.	
DCP-19	DO/CO	55. [Manual/System] generate the “Application Handing over Schedule” (AHS) by reading the LARNs of handed-over applications. (If online facilities available to GN, DARN queue of GN certified applications could be retrieved at DS then DO) 56. [Manual] Check the proper authenticity of GN has been made on all the documents. 57. [Manual] Check whether the GN has specified any special remarks on Part 2 – Administrative Information of DCCN, and corrections have physically been made on Application and missing documents have physically been attached. 58. [Manual] acknowledge the AHS and handover to GN. [GN’s involvement complete] 59. [Manual] If Regular Service needed to be changed to Express Service, request Applicant to make the Payment and go to task #60, otherwise, go to task #62.	
DCP-20	DRP-NIC Registration System	60. [System] Generate Pay-in Voucher in four copies for Express Service payment.	
DCP-21	Applicant	61. [Manual] Make the Express Service Payment to Shroff at DS Office and obtain Payment Receipt as Proof of Payment. Submit the Payment Receipt to DO-2	
DCP-22	DO/CO	62. [Manual/System] Scan and tag any missing supportive documents that were not submitted by the applicant initially, but have been submitted now through the GN. 63. [Manual/System] Update applicant details in the system, if any changes have been made by the GN on NRUF or any special remarks on Part 2 – Administrative Information of DCCN. 64. [Manual/System] If Applications rejected by GN, Forward to Legal Division through System for inquiry (should categorized reasons for legal actions). 65. [Manual] Submit GN Certified Application to DS for counter signing.	

Step	Actor/ Agent	Description	Data / Administrative requirements
DCP-23	Divisional Secretary	66. [Manual] Countersign application and return application to DO-2. (If online facilities available to GN, DARN queue of GN certified applications could be retrieved by DS) 67. [Manual/System] If counter signing is rejected by DS (when problem with GN or DO), Forward to Legal Division through System for inquiry.	
DCP-24	DRP-NIC Registration System	68. [System] Send SMS/e-Mail to Applicant and Message to Message Log with DARN relevant to DS-DRP Unit of e-NICES indicating the application has been handed over to DS-DRP Unit by GN and counter-signed by DS.	
DCP-25	DO/CO	Application Record Quality Assessment 69. [Manual] Compare scanned documents with relevant hard copies to confirm whether the scanned documents are the same as respective physical document. 70. [Manual/System] Scan and tag missing documents or corrected documents. 71. [Manual] Submitted Supportive Documents shall be checked for genuineness and confirmed physically. (Any changes required at this point shall be done under higher authority approval.) 72. [Manual/System] If one or more documents are suspected to be not genuine, forward to Amber Channel with comment through System. 73. [Manual] Physical Documents shall be stored systematically until an instruction for further processing is received. (Whether changes made online or not) 74. [Manual/System] If the application tagged as blacklisted at the application submission, forward to Red Channel through System.	
DCP-26		79. End of activity.	

1.4.4. Workflow

The process workflow will be as follows:

1. **Service request:** The citizen will make service request from the relevant authority. In this example, we considered a bank.
2. **Request for SL UDI authentication:** The service provider (bank) requests SL UDI to initiate the authentication.
3. **Check Citizen in UDI:** SL UDI will validate citizen information against the SL UDI database to check whether this user is a valid SL UDI user or not.
4. **Request to send Initiate Voice call:** SL UDI requests from TELCO to initiate voice call to relevant citizen.

5. **Call to citizen:** TELCO will call to citizen's registered mobile number, which was provided during the enrolment process.
6. **Response from Citizen:** In the call, it is collecting citizen's response and communicate the response to SL UDI about the user preference
7. **Generate text:** Based on the citizen response, SL UDI will generate the authentication text and communicate this authentication text to the telco to communicate to the citizen.
8. **Send text via call or SMS:** Communicate the text from the SL UDI, which will share with the citizen via call or SMS, as preferred by the user.
9. **Send Authentication Status:** Based on the result of the authentication process, SL UDI will communicate authentication status (true/ fail) to the service provider.
10. **Service Provide to Citizen:** If the authentication criteria are met, citizens will be eligible to obtain the service.