PASSPORT APPLICATION

Sakty K V, Divyajothy V, Ashfa Nihar J,

Computer Science And Engineering

Bannari Amman Institute of Technology Sathyamangalam, Erode, India

sakty.cs19@bitsathy.ac.in, divyajothy.cs19@bitsathy.ac.in,
ashfanihar.cs19@bitsathy.ac.in

Abstract— The goal of this essay is to investigate the services that will ensure that the passport application process is done to the highest standard. In order to provide for the requirements of the community, government services can be enhanced by advances in science and communication technology. An examination of e-government could offer a method for gauging the quality of governmental services. The purpose of this study is to ascertain the relationship between these factors and their impact on India's e-government service quality. The Indian government is represented through the Ministry of External Affairs (MEA). It provides services such new passport applications, passport renewals, passport verifications, and modifications to the information on an existing passport. MEA wants to automate the process by building PEGA 8.7 application. At a high level and with the initial phase I release, this application will allow user to login with a guest operator to apply for the passport, allow interviewer to review the application, Allow the manager to do the final review of the application, Send the request to the dispatch department once passport application is approved.

Keywords: PassportApplication , case life cycle, interview

1. INTRODUCTION

1.1. USE CASE DESCRIPTION

Ministry of External Affairs (MEA) is a part of Indian Government. It offers services like Applying for a new passport, renewal of passport, changes to the details within the existing passport. MEA wants to automate the process by building Pega 8.7 application. Permit University academic members to organize different technical and cultural activities. Allow Users to login with a guest operator to apply for the passport. Allow Interviewer to review the application. Allow Manager to do the final review of the application. Send the request to dispatch department once passport application is approved.

LITERATURE REVIEW

In order to provide for the requirements of the community, government services can be enhanced by advances in science and communication technology. An examination of e-government could offer a method for gauging the caliber of governmental services. The purpose of this study is to ascertain the relationship between these factors and their impact on Indonesia's e-government service quality, particularly at the Jakarta Immigration Office. Correlation and regression analysis, supported by the SPSS application, were used to test this investigation. The research's findings indicated that all the variables are connected and have an impact on the quality of the e-online government's passport services.

The goal of the study is to comprehend how interactions among passport office architectures and developments of e-passport application portals in developing nations. With less emphasis on the creation of such portals, e-government research has mostly concentrated on acceptance, implementation, assessment, and use. To fill this knowledge vacuum, this study combines the interpretive qualitative case study with Giddens' structuration theory as the analytical lens to address the research question.

By putting in place this online passport system, the amount of manual labor needed to issue a passport can be decreased. To protect the privacy of the data, all user information will be transmitted via encryption and decryption methods. Making the documentation verification process digital and simplifying appointment scheduling throughout the passport application process can both save time. Attackers can become administrators of the database server, spoof identities, alter already-existing data, cause repudiation issues (such as cancelling transactions or changing balances), allow full disclosure of all data on the system, destroy data or otherwise render it unavailable, and cause repudiation issues. implementing such systems.

3   OBJECTIVES

- Categorization of services.
- Automatically mail to a particular user.
- Allow Users to login with a guest operator to apply for the passport

SCOPE

- It speeds up and makes the procedure more simple.
- Reduce manual power
- The procedure is routed automatically.
- Interactive U.I for easy and quick operations.

NEED FOR THE CURRENT STUDY

- To facilitate the work
- To efficiently automate the process

FEASIBILITY ANALYSIS

- Instead of developing our project with the JAVA or another platform, we've developed with the help of PEGA which helps the business developers to analyze the flow of the project.
- It automates all the processes which reduces manual work.
- The application is reusable when it is developed in the framework layer, thus reducing the development time.

REQUIREMENTS

- Allow Users to login with a guest operator to apply for the passport.
- Allow Interviewer to review the application.
- Allow Manager to do the final review of the application.
- Send the request to dispatch department once password application is approved.
- Allow the user to attend the verification interview

4. A PASSPORT APPLICATION

PROCESS OVERVIEW

Event Management application will include following process,

Apply: Citizen logs in to the system with a guest operator to apply for the passport and an operator is created for the applicant where he can do further actions in the future, but in phase 1 he/she can only track the application by logging in with their credentials.

Slot Booking: Here the user can select a slot for scheduling his/her interview. Once he/she selects the slot it is routed to the approval step.

Approval: The details sent are initially reviewed by the interviewer and depending on the information given, it can be further reviewed by a set of approvers. They can either approve/negotiate/reject it. In case of rejection or negotiation, a proper reason along with alternatives can be provided.

Interview: An interview is conducted based on the slot selection of the citizen at the time of approval and a decision is taken on the application (Approve/Reject).

Manager approval: The details sent are again reviewed by the manager and depending on the information given, it can be further moved to police verification. They can either approve/negotiate/reject it. In case of rejection or negotiation, a proper reason along with alternatives can be provided.

Police verification: If Finally, the police verifies all the documents and it is approved by the police department. Once it is approved case is routed to the dispatch team.

Dispatch: Once the application is approved passport will be dispatched to the citizen. This process is carried out by the dispatch team.

DESIGN OF PROPOSED

SYSTEM User Registration

- Citizen logs in to the system using the guest operator and clicks on the Create->Apply passport to apply for a new passport.
- Citizen enters the personal details like his first name, last name, DOB, email, address for communication and aadhar number.
- Application is taken forward only if he/she has no pending applications and if any of the applications are in pending state then the new application is to be Resolved-Duplicate and a confirmation message is to be shown saying "you already have a pending application and a new application cannot be made please login to follow/track the existing application".
- Aadhar number is used to check if he there is any existing application which is in pending for the current citizen to meet the above requirement.
- In the next step we capture the details of the services the applicant is looking for.

- Along with service details he/she should be able to select the location where they would like to attend the interview in person and the day on which they would like to attend.
- Interviews are not conducted on Sundays.
- After the service details, capture the family details, use the family details section as a reference in the Passport Application Form.
- Once the applicant has entered details, at the end there should be a screen when he/she can review the details that has entered and should be able to edit them only if required.
- Up on submission, the case is routed for the Interview process to the interviewer and an operator ID is created for the user which can be used to track the application till it is resolved(no need to track once it is resolved) and an email is sent with the system generated operator ID and password to the user.
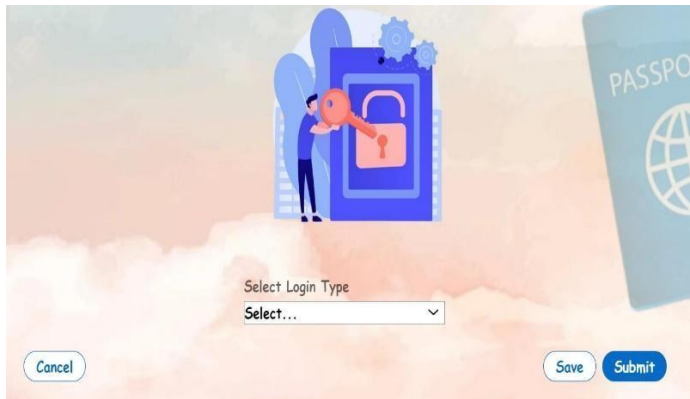
Interview :

- Interviewer clicks on the GetNextApplication to get the next application to perform the interview.
- GetNextApplication should return the cases which are of type tatkal first and of type normal only when there are no applications which are of type tatkal on that specific day.
- Interviewer should see a different set of questions for applications based on the gender and application type (tatkal/normal)
- Example:
  - ✔ Male and Normal application, show question1
  - ✔ Male and Tatkal application, show question2
- Consider all the possible combinations in the above requirement.
- If the application is of type Normal then after the interviewer approves the application it goes to the passport dispatch else it goes to manager worklist for his review.
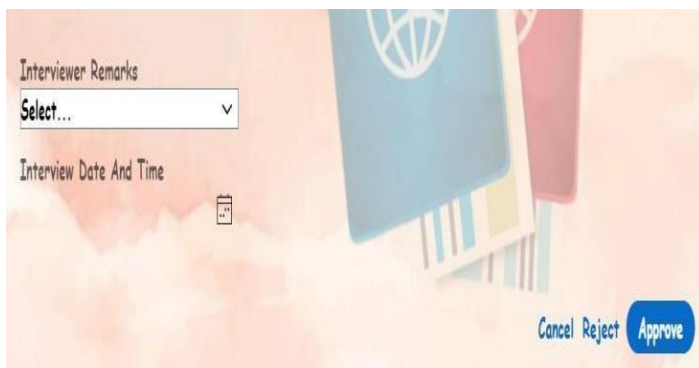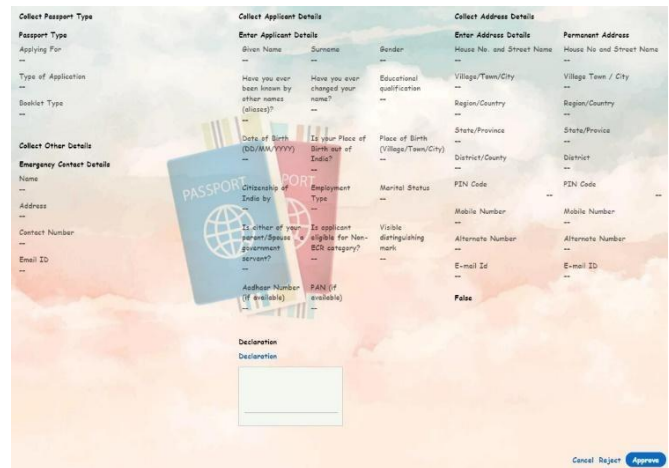

Manager Review:

- Manager goes through the interview details and takes a decision on the application
- Once approved, the application is sent for the passport dispatch.
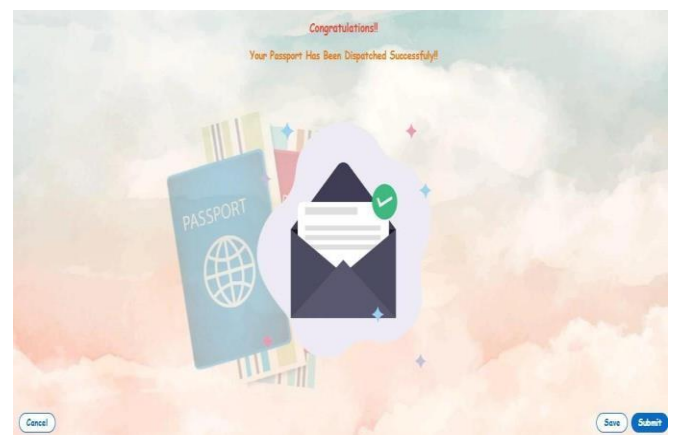
Police verification:

If finally, the police verify all the documents and it is approved by the police department. Once it is approved case is routed to the dispatch team.

Passport dispatch:

- The dispatch department prints the passport and dispatches the passport, (for time
- being we set a flag which says if the passport has been dispatched or not).
- Send an email to applicant with the details like his passport number and other details.

Conclusion:

Mobile applications are of utmost importance when companies market their products or services. The proposed system aims to bridge the gap between vendors and users and provide them a platform to interact and manage events. The proposed system can be said to be successful when it delivers a proper channel to easily and effectively manage their event and provide a good quality of service to the customers in real time.

Reference:

[1] S. Hajian, J. Domingo- Ferrer, and A. Martı́nez- Balleste ́, "Discrimination Prevention in Data Mining for Intrusion and Crime Detection," Proc. IEEE Symp. Computational Intelligence in CyberSecurity (CICS '11), pp. 47-54, 2011.

[2] D. Pedreschi, S. Ruggieri and F. Turini, "Discrimination-aware data mining". Proc. of the 14th ACM International Conference on Knowledge Discovery and Data Mining (KDD 2008), pp. 560-568.

[3] Dr. Albert B. Jeng, Elizabeth Hsu, And Chia Hung Lin Sponsor: "Should and How CC be used to evaluate RFID based Passports?"

[4]   G.MatthewEzovski,SteveE.Watkins,"TheElectronic Passport and the Future of Government-Issued RFID- Based Identification", IEEE, pp. 15-22, 2007

[5] Juels A., Molnar D., Wagner D., "Security and privacy issues in e-passports". IEEE SecureComm, pp.74-88, 2005.

[6] Rima Belguechi, Patrick Lacharme, Christophe Rosenberger, "Enhancing the privacy of electronic passports".International Journal of Information Technology and Management (IJITM), Vol.11, No.(1/2), pp.122 – 137,