Ministry of Justice, Prison Affairs and Constitutional Reforms
No 19, Sri Sangaraja Mawatha,
Colombo 10

System Requirement Specification (SyRS)

Design, Development, Deployment &Maintenance of   the Management Information System

February 2024

Abbreviations

MOJ – Ministry of Justice, Prison Affairs & Constitutional Reforms

MIS – Management Information System

JP – Justice of Peace

JPUM - Justice of Peace and Unofficial Magistrate

ISD - Inquirer of Sudden Deaths

ST – Sworn Translator

ID – Identity Card

1.0 Introduction

1.1 Scope

a. Establishment of comprehensive MIS on statutory appointments.
b. Dispense / minimize the usage of papers in MOJ Operations.
c. Increase the accessibility to information on services rendered from justice sector appointments.
d. Increase efficiency and effectiveness of the MOJ service.
e. Avoid / minimize visiting the MOJ.

1.2 Value

a. Better online user experience for the citizens
b. Improved internal efficiency and productivity
c. Reduced labor cost
d. Improved customer satisfaction
e. Eliminate paper-based workflows
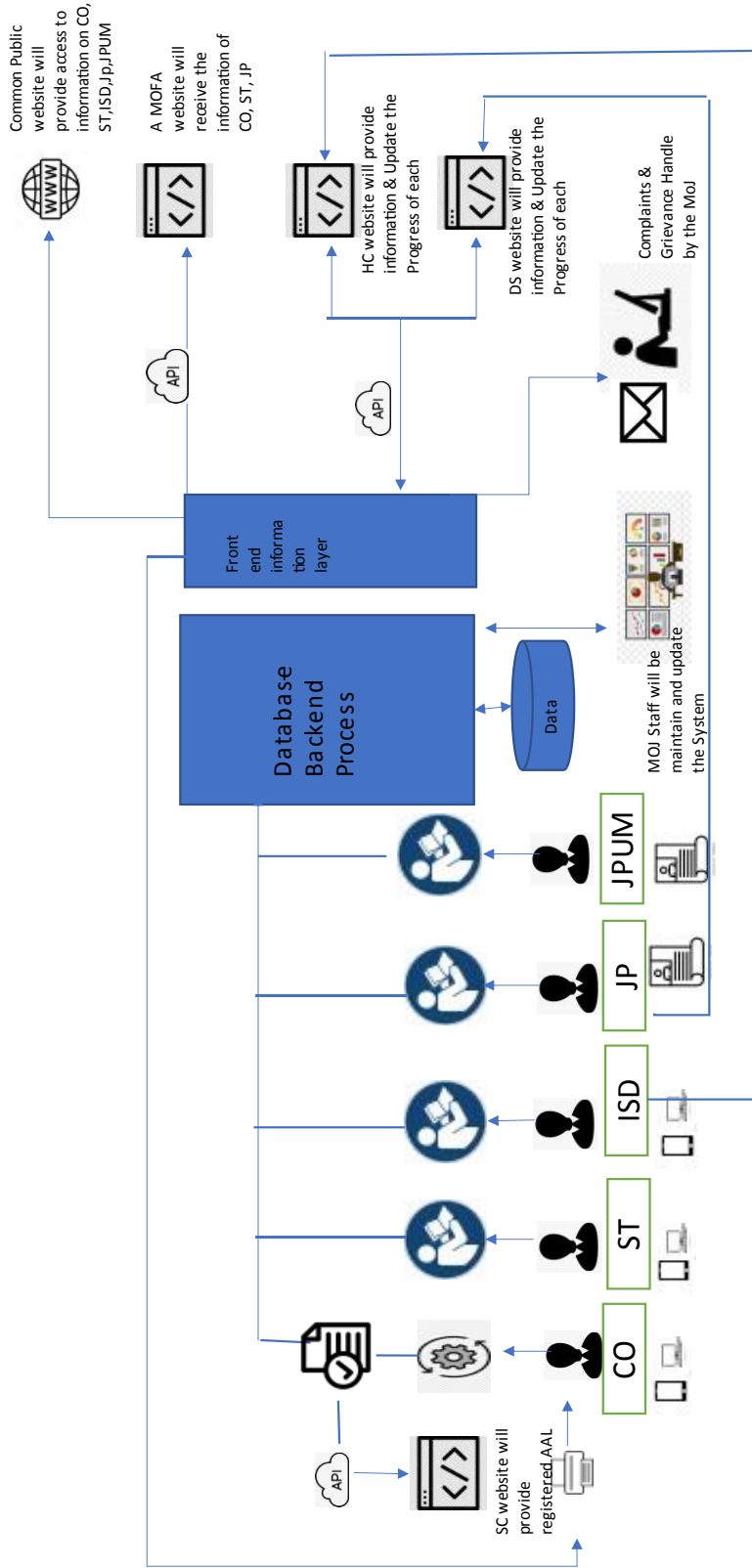f. Better collaboration between other institutions as important documents can easily be accessed

1.3 Intended Audience

- Appointees (Justice of Peace (JP), Commissioner for Oaths (CO), Sworn Translators (ST), Justice of Peace & Unofficial Magistrate (JPUM) & Inquirer into Sudden Deaths (ISD))
- General Public
- Ministry of Foreign Affairs
- High Courts
- Divisional Secretariats

1.4 Intended Use

- Attorneys-at- Law can obtain their appointments as Commissioner for Oaths via online, submitting scanned copy/ image of relevant documents through the system. Make available two options to *download* and *email* the particular letter to the user.

- Searching facility to be added to find Justice of Peace, Commissioner for Oaths, Sworn Translators, JPUM & ISDs registered/ appointed for respective area.

- Facility to view the details of JPs and Sworn Translators to the Ministry of Foreign Affairs to validate the information provided by the MOJ.

- Facility to validate the enrollment certificate of attorneys at law available at the Supreme Court to issue Commissioner for Oaths. (connection facility to Supreme Court Data Base)

- Facility to upload a summary of payments released to ISD and a summary of inquiries completed by particular ISD, appointed for the area – interface for High Courts needed to be developed.

- Interface for the Divisional Secretariats needed to be developed to upload a scanned document and to view the Justice of Peace in the particular area. (Division, District and all island).

- Facility to make the payments via online for Identity Cards and exam fees.

2.0 Functional Requirement

Common Public website will provide access to information on CO, ST,ISD,Jp,JPUM

A MOFA website will receive the information of CO, ST, JP

HC website will provide information & Update the Progress of each

DS website will provide information & Update the Progress of each

Complaints & Grievance Handle by the MoJ

Front end informa tion layer

Database Backend Process

Data

MOJ Staff will be maintain and update the System

JPUM

JP

ISD

ST

CO

SC website will provide registered AAL

API

WWW

Design Requirement

- Performance (Speed and responsive)
- Modifiability (Customizable)
- Availability
- Scalability
- Reliability
- User Friendliness
- Data Integrity and Securuty

Graphic Requirement

- As per the above requirement graphics content need to be decided and done by the system developer

Operating System

- Should be able to access by all standard browsers (Google chrome, Edge, Safari, etc)and Operating systems including mobile device platforms

3.0 Interface Requirements

3.1 User Interface Requirements

I.   Commissioner for Oaths (CO) Module

There are mainly **four** levels of Users and Limitation

a. Admin- Executive Officer	All privilege (Admin- Executive Officer should be allowed to enable/disable features for other users)
b. Admin- Subject Officer	Data Entry, Review, Validate and generate appointment letters Preparing Reports Limited Edit Facility Contact applicant
c. Applicants	Print / View the appointment Letter,

	View progress
	Create profile and Edit Personnel details (Name, Address, Tele No, email etc)
d. General Public	Facility to search (Filtered by name and Area)
	View / Print the details based on search results
	Facility to download full list of registered CO's

> **Admin Interface**

    a. Facilities provide in general for admin interface with a comprehensive overview of the key data, reports, etc and enable drilling down to more details if required.(Admin Dashboard)

    b. Requirement of capturing both physical and geographical data as below
Name, Address (Official/ Residence), Telephone No (Mobile/ Residence), NIC No, Date of Birth, Gender, Email Address, Date of Enrolment, Enrolment Number, Province, District Secretariat, Divisional Secretariat, Police Division, G.N. Division, High Court, District Court, Magistrate Court

    c. Search option by using the most prominent data

    d. User control settings(Admin- Executive Officer only)

    e. View log files (Admin- Executive Officer only)

> **Applicant Interface**

    a. This interface should be designed with less complexities to the user / applicant

    b. Create user profile and verify user account (Annex 01) use captcha

    c. Facility to submit the Online application (Annex 02) with a scan copy of enrollment certificate, certified by the Registrar of the Supreme Court.

    d. Facility to validate the information/register number with the Supreme Court Data Base, clicking the tab provided

    e. View Success/ Failed and enable to proceed

    f. Auto generation of a unique "Reference No" as indicated (MOJ/Ref./com.oaths/Year/Appointment No./ Enrollment No.)

    g. Facility to print Appointment letter (Annex 03)

h. Facility to print appointment letter using given ID number and Enrollment Number (first time it should be original letter and later it should be a second copy of appointment letter with a water mark "Copy").

(Note: Similar as vehicle revenue license)

i. Facility to Edit

- Facility to edit limited details (address, Tele No…..) as mentioned in **not** mandatory fields

- (If applicant want to edit Mandatory details (Name, Id Number….) ,a request can be sent to admin for approval to edit)

➢ General Public Interface

a. Facility to search/confirm available COs/ particular CO's using prominent data (given Reg No, NIC No., Name. etc.)

b. Limited details should be Viewed (Only prominent data)

c. Print a list of registered CO's based on search results

d. Facility to submit Complaint against any CO's

II. Inquirer into Sudden Death (ISD) Module

There are mainly **five** levels of Users.

a.	Admin- Executive Officer	All privilege(Admin- Executive Officer should be allowed to enable / disable features for other users)
b.	Admin- Subject Officer	Data Entry, Review, Validate and generate appointment letters Preparing Reports Limited Editing Facility Contact applicant ID Printing Etc…
c.	Applicants	Create profile and Edit Personnel details (Name, Address, Tele No, email etc)

	Submit Relevant Documents (Oaths/Extension application/payment receipt for ID) Edit Personnel details (Address, Tele No …….)
d. High Courts	View and Upload Documents
e. General Public	View/Print the details, by search

➢ **Admin Interface**

   a. Facilities provide in general for admin interface with a comprehensive overview of the key data, reports, etc and enable drilling down to more details if required

      Name, Address (Official/ Residence), Telephone No (Mobile/ Residence), NIC No, Date of Birth, Age, Gender, Email Address, Province, District Secretariat, Divisional Secretariat, Police Division, Category of the Appointment (Hospital or Division),G.N. Division, High Court, District Court, Magistrate Court

   b. Facility to generate Interview schedule screening basic qualifications

   c. Facility to feed interview marks manually

   d. Prepare selected list and produce Appointment letters(Bilingual) - Annex 04

   e. Issuing Registration No(Format: *District/Division/Hospital or Division/ Year*)

   f. Facility to edit any details.

   g. Notify the list of inquirers before 06 months who are eligible for service extension

   h. Notify the list of inquirers before two weeks' time who complete 70 years of Age

   i. Print ISD ID (Draft Design will be given)

   j. Facility to view vacancies and total Number of Cadre

   k. Generate "Cancellation of appointment letter" -Annex 05

   l. User control settings (Admin- Executive Officer only)

  m. View log files(Admin- Executive Officer only)

➢ **Applicant Interface**

a. This interface should be designed with less complexities to the user/ applicant

b. Create user profile and verify user account (Annex 06) use captcha

c. Facility to submit online application for new appointment/Extension (Annex 07) with a scan copy of required documents (ID, GN certificate, Police report).

d. Facility to Edit

  ➢ Facility to edit details (address, Tele No…..) as mentioned in not mandatory

  ➢ (If applicant want to edit Mandatory details (Name, Id Number….), the request send to admin for approval to edit).

e. Facility to upload summary reports quarterly

➢ **High Courts Interface**

  a. Facility to add released amount of payment for particular ISD

  b. Facility to upload summary of Inquests submitted by the ISD

➢ **General Public Interface**

  a. This interface should be designed with less complexities to the user/ applicant

  b. Facility to search/ confirm of ISD's by Name, given Reg No, and other geographical details (only the prominent data should be viewed)

  c. Facility to view a list of ISDs by District/ Divisional Secretariat and District Hospital wise

  d. Facility to submit Complaint against any ISD, including the name of the person complaint made, contact details, relevant area and the complaint

III. Justice of Peace Module

There are mainly **five** levels of Users.

a. Admin- Executive Officer	All privilege (Admin- Executive Officer should be allowed to enable/disable features for other users)
b. Admin- Subject Officer	Data Entry, Review, Validate and generate appointment letters Preparing Reports Limited Editing Facility Contact applicant

	ID Printing
c. Applicants	Submit Relevant Documents (Oaths/Extension application/payment receipt for ID)
	Edit Personnel details (Address, Tele No …….)
d. Divisional Secretariat	Uploading Document/View the list of JPs in Divisional Secretariat wise, District and GN wise
e. General Public	Only View the information about JPs (District, DS, All island)

> **Admin Interface**

a.   Facilities provide in general for admin interface with a comprehensive overview of the key data, reports, etc and enable drilling down to more details if required

*Name, Address (Official/ Residence), Telephone No (Mobile/ Residence), NIC No, Date of Birth, Age, Gender, Email Address, Province, District Secretariat, Divisional Secretariat,*Facility to generate Appointment letters (Bilingual) - Annex 08

b. Issuing Registration No: (format: *Year/ Month/ District/ Category of the Appointment (Zone, All Island)/ Appointment No.)*

c. Facility to generate the list of appointees for the particular month/ or during given Facility to submit relevant documents (oaths, Life certificate payment for ID …)

a. Facility to edit details (address, Tele No…..) mentioned as not mandatory

- (If applicant want to edit Mandatory details (Name, ID Number….), facility to send a request to admin for approval to edit).

> **Divisional Secretariat Interface**

a. Facility to upload live Certificate

b. Facility to view list of JPs with contact details as per the District, Divisional and GN wise

> **General Public Interface**

a. Facility to search JP by given Reg No. or any other physical details without complexities (Prominent data to be viewed)

b. Facility to view registered list of JP's based on District, Division and all island wise

c. Facility to submit Complaints against any JP, name of the

IV. Sworn Translators (ST) Module

There are mainly **four** levels of Users and limitations.

a. Admin- Executive Officer	All privilege (Admin- Executive Officer should be allowed to enable/disable features for other users)
b. Admin- Subject Officer	Data Entry, Review, Validate and generate appointment letters Preparing Reports Limited Edit Facility Contact applicant ID Printing
c. Applicants	Submit Relevant Documents (Oaths/Extension application/payment receipt for ID) Edit Personnel details (Address, Tele No …….)
d. General Public	Only View/Print the details, based on the search results

➤ **Admin Interface**

a. Facilities provide in general for admin interface with a comprehensive overview of the key data, reports, etc and enable drilling down to more details if required
   Name, Address (Official/ Residence), Telephone No (Mobile/ Residence), NIC No, Date of Birth, Gender, Email Address, Language (facility to select the language), Year of Oaths, Province, District Secretariat, Divisional Secretariat, G.N. Division, High Court, District Court, Magistrate Court

b. Facility to generate Exam schedule, screening basic qualifications

c. Generating admission for qualified applicants

d. Facility to feed Exam marks manually

e. Facility to sort out the pass applicants and facility to generate a list of candidates, got through the exam and generate appointment letters (Bilingual) - Annex 09

f. Auto generates a Registration No. (Format: *Oaths Year/ Language Code (Annex 10)/ District Code (Annex 11) Appointment No.*)

g. Generate appointment cancellation letters when required (Annex 12)

h. Report preparation (geographical information - both administrative divisions and judicial divisions, Language and/or as required).

i. Facility to edit any details.

j. User control settings (Admin- Executive Officer)

k. View log files (Admin- Executive Officer)

Applicant Interface

a. Create user profile and verify user account (Annex 13) use captcha

b. Facility to Submit online application for Exam (Annex 14) with a scan copy of the payment receipt

c. Facility to submit relevant documents (oaths, payment for ID, etc.)

d. Facility to Edit details (address, Tele No…..) indicated as not mandatory

e. (If applicant want to edit Mandatory details (Name, ID Number….),a request send to admin for approval to edit).

➢ **General Public Interface**

a. Facility to search ST by given Reg No., Language and other geographical information (Limited details should be Viewed)

b. Facility to view a list of ST's based on search results

c. Facility to submit Complaints against STs

V. Justice of Peace and Unofficial Magistrate (JPUM)

There are mainly **four** levels of Users and limitations.

a. Admin- Executive Officer	All privilege (Admin- Executive Officer should be allowed to enable/disable features for other users)
b. Admin- Subject Officer	Data Entry, Review, Validate and generate appointment letters Preparing Reports Limited Editing Facility Contact applicant
c. Applicants	Edit Personnel details (Address, Tele No …….)
d. General Public	View the details, accordance the search

➢ **Admin Interface**

a. Facilities provide in general for admin interface with a comprehensive overview of the key data, reports, etc and enable drilling down to more details if required

Name, Address (Official/ Residence), Telephone No (Mobile/ Residence), NIC No, Date of Birth, Gender, Email Address, Year of Enrollment , Auto indicate the no. of Years completed up to date, Province, District Secretariat, Divisional Secretariat, G.N. Division, High Court, District Court, Magistrate Court)

   a. Facility to feed data from application
   b. Facility to generate Appointment letters - Annex 15
   c. Facility to generate the name list of the print Gazette for selected month (Sinhala, Tamil & English), including Name, Address, Judicial Zone and Appointment Date - Annex 16
   d. Auto generate a text message and send it to the relevant appointee once the gazette is published (sorting facility should be there to send a text on issuance of the gazette)
   e. Facility to generate appointment cancellation letter

    f.   Facility to prepare Report (geographical- both administration divisions and judicial divisions, Gender, and/or as required).

    g.   Facility to edit any details (Admin)

    h.   User control settings (Admin- Executive Officer)

    i.   View log files (Admin- Executive Officer)

➢ Applicant Interface

a. This interface should be designed with less complexities to the user/ applicant

b. Create user profile and verify user account (Annex 17) use captcha

c. Facility to download and submit the application (Annex 18) with a scan copy of enrollment certificate certified by the Registrar of the Supreme Court.

d. Validating the certificate by clicking on the tab provided with the Supreme Court Database

e. View Success/ Failed and enable to proceed if "Success" facility to proceed

f. Issue a Registration No. (format of Reg No: MOJ/Ref./JPUM/ District/ Year)

g. Facility to print / email Appointment letter

h. Facility to edit details indicated as not mandatory (address, Tele No. etc)

i. If applicant want to edit Mandatory details (Name, Id Number….), a request send to admin seeking approval to edit.

➢ General Public Interface

a. Facility to confirm / search of JPUM by given Reg. No/ Name/ Judicial Zones (Limited details should be Viewed)

b. Facility to print a list of JPUM's based on search results

c. Facility to submit Complaints against any JPUM

3.2 Hardware Requiremnts

- ID card printer

3.3 Software Interface

- Shall have Intranet connection with the database which is established in the Supreme Court to validate the enrollment certificate.
- Shall have facility to data migration from existing database which is already maintained by the MOJ.
- Etc…

3.4 <u>Communication Interface</u>

Shall have facility for sending email to applicants on following occasions.

- CO - Appointment letter of COs
- ISD - If report submissions are delayed
- ST - Calling Exam
- JP - Gazette Notification
- JPUM - Gazette Notification

Shall have facility for sending SMS/ email

- CO - Validation fails from supreme court side
- ISD - report submission fails
- ST - Calling Exam
- JP - Gazette Notification
- JPUM - Gazette Notification

Make available the facility to send group/ bulk notification via email and SMS

4.0 Non-Functional Requirements

4.1 Security–Should include latest security features and up to date standard backup system which can be used to revoke system in case of a cyber-attack. Should adhere to any privacy and data protection regulation according to the act (*Sri Lanka's Personal Data Protection Act No. 9 of 2022*).

4.2 A Non-disclosure Agreement **(NDA)** should be signed between two parties to ensure the privacy of collected data.

4.3Capacity- Shall have capacity to store personal data around 50,000 persons and every year it will be increased by 10,000. Required to have the capacity to store scanned copies of relevant documents and photos with a backup in other location/storage server/Cloud.

4.4 Compatibility- Compatible with any standard web browser and any mobile device both android and iOS platform

4.5 Reliability–System should be able to handle concurrent access to the system without fail

4.5 Scalability–Should have the facility to increase the storage capacity once required and able to add more modules in the future.

4.6 Maintenance–In the 1st year Service, trouble shoot, and Maintenance should be done **free of Charge**. Maintenance service agreement should be signed after 1st year for 2-5 year time period.

4.7 Warranty–Should provide Five years of warranty from the date of *successful deployment of the system installation* and during that period bug fixing, security updates and faults due to software errors should attend **free of charge**. Supplier should provide 24/7 *technical support* and the service assurance while maintain the *security of the system*.

Until the completion of one year from the date of purchase all the maintenance of the web-based solution and all the improvements should be provided **free of charge**.

4.8 Usability

Within the 1st year training should be conducted to have a hassle-free continues run of the system. Training should be provided using following methods,

> ➢ Common Training
> ➢ Practical Oriented Training
> ➢ Management Level Training
> ➢ Core Team Training (Selected persons from each branch)
> ➢ New User Training

FAQ page and video guide on "**How to use the system**" should be provided by the supplier.

Should be able include a payment gateway for Sworn Translator and ID printing when the client requests.

Domain name will be provided by the MOJ and supplier should quote for the hosting solution separately.

Note

Supplier / Vendor should prepare and submit proper system requirement specification (SRS) Document after requirement analysis.