

Portal Upgrade

ICOM seeks to add the following features and capabilities to its existing information request portal, Mahoali.

- a. The successful party will be working closely with ICOM to perform these upgrades / adding these new features on the existing system. It is expected that the party will provide solutions with regard to fixing any serious errors that are encountered in the course of their work.
- b.
- c. The current system uses the following technologies:
- d. - MongoDB
- e. - ExpressJs / NextJs (JavaScript)

New features:

1. Changes to the request form
 - a. Allow users to list down points in a single request which must be tracked individually within a request.
 - b. Changes to the form layout and content.
 - c. Allow users to attach documents in the form.
2. Option for the IO to transfer a request to another institute if the requested information is at another institute or if the requested information is better suited to be provided by that institute.
 - a. Allow IOs to select the points in the request that need to be transferred, providing the reason in text.
 - b. Notify the requester (public user) of that action with the reason provided by the IO.
 - c. Change the institute of the initial request to the transferred institute if all the points in the request are transferred.
 - d. Create another request connected to the initial requester, with the transferred points.
3. Categorize ICOM complaints into two distinct types: appeals and complaints directed towards ICOM (Now there is just "complaint")
 - a. Only the requests that have not been accepted or processed will be considered as complaints.
 - b. Only the requests that have progressed to the review stage after initial processing by the IO will be considered as appeals.
4. Implement distinct login pages tailored for administrators and regular users, ensuring clear separation of ICOM admin users from others.
 - a. Integrate a statistical visualization component on the login page.
5. IO dashboard
 - a. Add the option to transfer to another institute within the first 7 days of receiving the request.

- b. Add an option to preview and confirm before processing the request (all attached documents).
 - c. IO must be able to upload files all the time.
 - d. Case must be closed and notified to IO via mail when withdrawn.
 - e. Allow responding to the request and extending days by filling a textbox or by uploading a document.
 - f. Facilitate uploading multiple files when extending.
 - g. New Statistics Dashboard: Show the number of requests, processed requests, reviewed requests, their complaints and appeals at ICOM, with filter and visualization.
 - h. Generating a csv file of the number of requests, processed requests, reviewed requests, complaints at ICOM, with filter and visualization.
6. RC dashboard
 - a. Add an option to preview and confirm before processing the request (all attached documents)
 - b. Allow responding to the request and extending days by text without uploading any file.
 - c. Facilitate uploading multiple files when extending.
7. ICOM dashboard
 - a. New statistics dashboard: Show the number of requests, processed requests, reviewed requests, complaints and appeals at ICOM, with filter and visualization.
 - b. Send a mail to the newly created IO/RC account with the initial (generated) password.
 - c. Add actions with dates to request summary document generated in ICOM dashboard.
 - d. Add custom role permissions for different admin users (e.g.: permission to add and remove institutions).
 - e. Add option to disable and enable IO and RC accounts.
 - f. Add the option to reject an appeal with a reason, generating a document with that reason.
8. Public dashboard
 - a. Add mobile verification with OTP on registration.
 - b. Add search and filter function for the list of requests.
 - c. Add the option to withdraw a request at any stage.
 - d. Allow users to revise the request if IO asks to revise.
 - e. Allow users to lodge complaints with ICOM if they perceive the request for revision from IO as unjustified or unreasonable.
 - f. Allow users to attach documents when requesting and sending for review.
9. Implement a secure private channel to share requested personal information.
10. Add exclusion of holidays when counting days.