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# HOUSING REQUEST MANAGEMENT SYSTEM

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DETAILED SCOPE DOCUMENT (ANNEX 2)

APRIL 1, 2021  
NATIONAL CENTER FOR INFORMATION TECHNOLOGY

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#	Document detail	Created by	Version Number
1	Initial Scope Draft	Nabeela Abdul Sattar	v1.0

# Housing Request Management System

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## 1 Purpose

The aim of the system is to provide an efficient method to evaluate housing scheme applications. The system will ensure that the information submitted by applicants are verified from relevant authorities. Evaluation and scoring will be calculated with the set criteria, which will ensure transparency in awarding of housing units.

The system is planned to be developed to capture the following functionalities.

- Online Portal where citizens can register and create their profiles
- Online Portal where citizens View all details that are available
- Online Portal where citizens can update selected personal Information
- Online Portal where citizens Report any missing data
- Online Portal where citizens Report any incorrect data
- Online Portal where citizens add\view\update personal marriage information
- Integration of DNR API
- Integration of DJA API
- Integration of NSPA API
- Integration of Pension API
- Update notification to citizens on verification request
- Administrative portal where government staff can submit applications on behalf of citizens
- Admin Portal to manage applications and create housing schemes
- Add and Update ongoing projects
- Online Portal to display ongoing projects and housing schemes
- Add manual applications-role based
- Adminl users can create housing schemes
- Configure eligibility criteria
- Configure scoring criteria
- Check eligibility and calculate scores on incoming applications
- Inspection Module for Admin Users
- Registered users to be able to view application status and scores from Online portal
- Verification module (Administrative portal) for DNR to verify data change requests
- Verification module (Administrative portal) for DJA to verify data change requests

The scope of the system with regard to the above mentioned modules are detailed further in this documentation.

## 2 System Scope

### 2.1 Citizen Profile & Information verification

#### 1. Creation of citizen profile

Here citizen will login to the system using eFaas and create their profiles. Profile will include the following information

##### 1. Personal Information

- ID Card no
- Gender
- Date of Birth
- Name
- Permanent Address
- Contact No
- Current Address
  - a. No of rooms
  - b. No of bathrooms
  - c. Living area in sqft
  - d. Room area in sqft
  - e. No. of residents (above 18)
  - f. No of residents (below 18)

*\*Name, DOB, gender, permanent address will be retrieved from DNR. Contact number will be retrieved from the user's registered efaas account.*

##### 2. Marriage and Dependents Information

- Marriage Status (Married / Single)
- No. of Dependents
  - a. 21 years and up
  - b. Between 18 – 21 years
  - c. Under 18 years

*\*The No. of dependents will be generated by system based on the children information retrieved from DNR API.*

##### 3. Information on individuals who are planning to live in the housing unit.

- ID card number
- Full name
- Age
- Current address
- Contact number
- Relationship

##### 4. Family Information

- Spouse Information
  - a. Id card number
  - b. Full Name
  - c. Current address
  - d. Contact number

*\*Marriage status to be verified from DJA through an API.*

- Father Information
  - a. Id card number
  - b. Full name
  - c. Current address
  - d. Contact number
- Mother Information
  - a. Id card number
  - b. Full name
  - c. Current address
  - d. Contact number

*\*Father and Mother Information to be retrieved from DNR API. If manually filled, DNR should be able to verify the information through the system*

- Children Information
  - a. Over 18:
    - i. ID Card Number
    - ii. Full name
    - iii. Current address
    - iv. Contact number
    - v. Verify financial status (fudhuntherikan)
  - b. Under 18:
    - i. Id card number
    - ii. Full Name
    - iii. Current address
    - iv. Contact number
    - v. Child with special needs (Yes/No)

*\*The number of children will be retrieved from DNR API for the applicant. Verification of child with special needs to be retrieved from NSPA API.*

- Children under legal guardianship
  - a. ID card number
  - b. Full name
  - c. Current address
  - d. Child with special needs (Yes/No)

*\*Children under legal guardianship to be verified from Gender ministry / DJA through an API. Verification of child with special needs to be retrieved from NSPA API.*

- Siblings and Half Siblings

- a. Id Card number
- b. Full name
- c. Permanent address
- d. Current address

*\*This information will be retrieved from DNR API*

## 5. Property Information

### Main Applicant / Co applicant

- Does the applicant have a land in Male' city registered under his/her name? (Yes / No)

If yes, the following information has to be filled.

- House name / flat number
- Registered number
- Floor area in sqft
- Floor number
- Other details as required by Relevant Authorities

If yes, the following information has to be filled.

- House name / flat number
- Floor area in sqft
- Floor number

### Main Applicant's Father / Mother

- Do you have a land registered under your name in Male' city?

If yes, the following information has to be filled.

- House name / flat number
- Register number
- Floor area in sqft
- Floor / unit number
- Is the property a land (goathi)? (Yes / No)

If yes, the following information has to be filled. House name / flat number

- Building complete (yes /no)
  - a. Number of floors
  - b. Number of floors with residents
- Ongoing construction (yes /no)
  - a. Number of floors
  - b. Number of floors with residents

## 6. Income and Credit Information

- Total Monthly Income
  - a. MVR X or less
  - b. Between MVR X and MVR X

- c. Between MVR X and X
- Income type
  - a. Salary (Government / public company)
  - b. Salary (Private sector)
  - c. Field of work
  - d. Rent
  - e. Business profit
  - f. Pension
  - g. Unemployment benefit

*\*Pension amount to be verified from MPAO*

- Have you participated in any Loan / Credit scheme?  
If yes, the following information has to be filled.
  - a. Lender Name
  - b. Loan/Credit total in MVR
  - c. Date
  - d. Duration
  - e. Remaining Amount
- Do you have any Debts claimed by any court of Maldives  
If yes, the following information has to be filled.
  - a. Name of person in debt
  - b. Total amount in MVR
  - c. Due date for payment
  - d. Remaining amount

## 2. Information Verification

Once user creates his / her profile, the following information will be verified from the respective authorities to ensure data accuracy.

### 1. Personal Information – DNR API

Any personal information such as Full Name, Permanent Address, D.O.B will be retrieved from DNR when Id card number and SN number is submitted.

For information which is not automatically retrieved through DNR API, user can send a verification request to DNR through the portal. The verification status will be indicated on the user profile such as “Pending Verification”, “Verified”, or “Unverified”.

### 2. Marriage Information – DJA API

Marriage records entered to the system will be automatically verified through DJA API.

Users can also send a manual verification request to DJA through the portal for unverified records. The verification status will be indicated on the user profile such as “Pending Verification”, “Verified”, or “Unverified”.

### 3. Child with Special needs – NSPA API

This information will be verified through NSPA API. Users can also send a manual verification request to NSPA through the portal for unverified records. The verification status will be indicated on the user profile such as “Pending Verification”, “Verified”, or “Unverified”.

**4.Children under legal guardianship – DJA API**

This information will be verified through DJA API. Users can also send a manual verification request to DJA through the portal for unverified records. The verification status will be indicated on the user profile such as “Pending Verification”, “Verified”, or “Unverified”.

**5.Pension Amount – MPAO API**

If the user indicates an income received from Pension in his/her user profile, this record will be verified from MPAO API. Users can also send a manual verification request to MPAO through the portal for unverified records. The verification status will be indicated on the user profile such as “Pending Verification”, “Verified”, or “Unverified”.

The features mentioned in Phase I of the scope document is to be completed within a duration of 01 month.



## 2.2 Development of Admin portal

### 1. Creation of schemes

Admin staff will have the function to create schemes for citizens to submit their applications to. The following tasks will be available under this function.

- Creation of schemes
- Editing Schemes
- Publish schemes

The following information will be collected related to a scheme.

- Scheme Name
- Start Date
- Deadline
- List of Attachments
- Eligibility Criteria
- Status (Not published, Published, Closed)

When Admin users create a housing scheme, it will be in “Not published” state by default. The housing schemes in this state will not be visible to citizens through the Online Portal. Admin users can publish a Housing scheme, which will then be available for users on the Online Portal. Registered users can apply for any of the Housing schemes if they are eligible. Once the deadline is reached, the scheme status will automatically change to “Closed” and users will not be able to submit any more applications to the scheme. Admin user with the necessary rights can extend the deadline for a scheme through the Admin Portal. Information of deadline extensions will be recorded in the system with Audit Logs. Online users can continue to apply for the schemes once again till the deadline is reached.

### 2. Configure eligibility and scoring criteria

Admin users with the necessary rights will be able to configure the eligibility criteria and scoring criteria for Housing schemes. Admin users will be able to edit the scores given to different sections of the application in the scoring criteria. Eligibility and score of the applications submitted by the users will be calculated based on this pre-configured criteria. When user submits an application, he / she should be notified if the application is eligible for the scheme.

The same way, once all the information is verified, system should calculate the score which can be viewed on the Online Portal by the user.

### 3. Add Living Condition inspection details to an application

Admin users should be able to search and select an application and add information on living conditions during inspection. The following information will be recorded in the system:

- Date and Time of Inspection
- Inspection conducted By
- Application ID
- Address
- Photo proof of inspection
- Living Condition Details
  - Sleeping
    - No separate room for sleeping?
    - Is bedroom less than XX sqft? (Yes / No)
    - No of people / room (More than X (not a couple), single person / couple)
  - Cooking
    - Cooking in sleeping area
    - Kitchen and living Area in sqft (less than X, between X, greater than X)
  - Lavatory
    - Shared by (More than X persons (not a couple), Couple / single person)
  - Is a person with disability residing with the applicant?  
*\*If yes, information to be verified from NSPA API*

Once the living conditions are added, the total score for the applicant will be calculated and displayed to the user through the Online Portal.

#### 4. View My Applications on Online Portal

Registers users should be able to view his/her list of applications, along with the application status and score through the Online Portal.

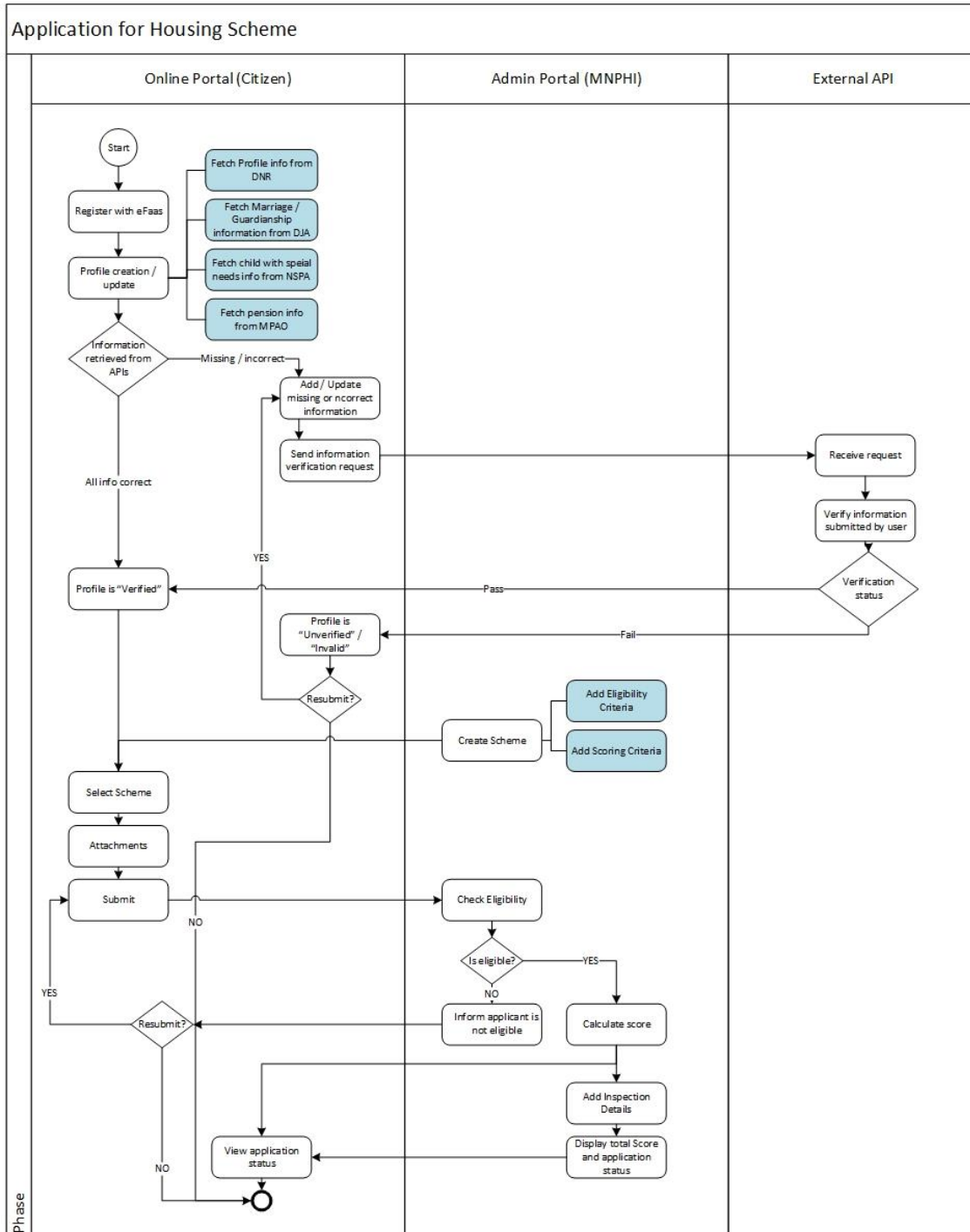
#### 5. Add and Update Ongoing Housing Projects

Admin users with admin rights should be able to add details of ongoing housing projects. The following information will be added.

- Project ID
- Project Title
- Atoll and Island
- No. Of Housing Units
- Project Status (Not Started, Ongoing, Complete)
- Status Details
- Funding (Fund, Donor, Total Amount)
- Funding Distribution Details (Year, Amount)
- Last Updated Date

The Housing projects added here will be displayed to citizens through the Online Portal.

### 3. High Level Process Flow Diagram



The requirements specifications contained in this document are subject to slight changes during the SRS period with NCIT and Relevent Authorities..