User's Manual

for

Repatriation Information Management

System (RIMS) OF

MCA Project for Plan International

Revision History

Date	Version	Change Description	Prepared By	Reviewed By	Reviewed Date
01/10/2015	1.0		Sattyajit Sarker	Rahat Bashir	01/10/2015
01/10/2015	1.0		Sattyajit Sarker	Rahat Bashir, Md Farhad Shahid	04/09/2015
14/12/2015	2.0	Profile Management, User Settings, Notification Access, Case Profile, Case Contributor section is newly added. Other necessary new image added and description changed.	Sattyajit Sarker		

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1   REPATRIATION INFORMATION MANAGEMENT SYSTEM (RIMS)

Repatriation Information Management System (RIMS) is a cross-border repatriation case management system for trafficking survivor. This system is being developed by Dnet under the Missing Child Alert (MCA) Project. Primary objective of the system is to facilitate the repatriation process of trafficking survivors from India to Bangladesh and Nepal. A prior research have portrayed that existing repatriation process of trafficking survivors from India to Bangladesh/Nepal have been very complex and time consuming, involving numerous state and non-state anti-trafficking actors and their activities. Sometimes the entire repatriation process delays due to a particular activities of a specific actors as there is no centralized repatriation case management system (CMS) available for facilitating, monitoring and expediting the process. RIMS have been backed by a need assessment study using design thinking approach which systematically map all the stapes of the repatriation process among the certain countries. This system guides the repatriation cases using online platform which will eventually reduce the existing paper based system. It stores and manages data as well with strict data security and layered accessibility protocol. Some off the unique feature includes, real time tracking, automatic notifications/ reminders to the users, guide to an uniform process and multiple ports of web access i.e. desktop, laptop, tablet, smart phone.

1.1   Login

For successful login user need to provide the valid URL (For example: rims.mcaconnect.org) of Repatriation Information Management System (RIMS) into the address bar of any web browser (For example Mozilla Firefox, Internet Explorer) to the web browser and press ENTER key from the keyboard. The following login page will display:

FIGURE 1: LOGIN PAGE

The user must have a valid email address and password for successful login in the system. Press ENTER or click on 'Login' button after input a valid email address and password. Before login tick the check box

"Remember Me" if you want to login into the system next time without being asked to provide login credential.

1.2   User wise Active Cases

After successful login into the system the user can see the "Ongoing cases" page which shown into the figure below:
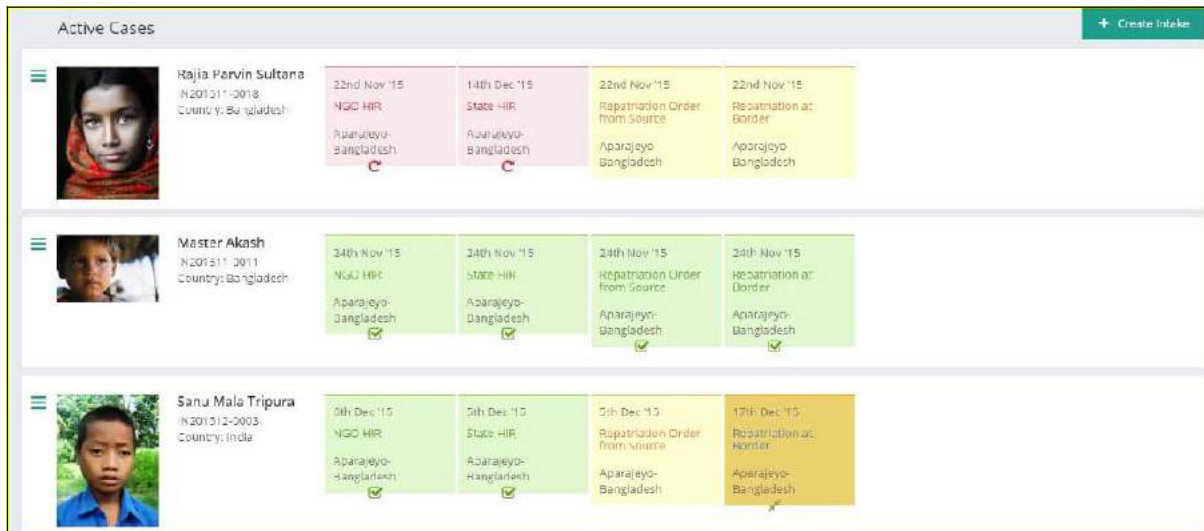

FIGURE 2: USER WISE ACTIVE CASES

In this page user can see a list of active cases where he/she is a case contributor. For any specific active case user will get a collection of all related achievable tasks. At the very first time (after a case is created), under any case all visible tasks will be NEW and background will be shown as Yellow color. Depending on various activity done upon those tasks user will see different status for every task here. On every task user

will see " ☑ " or " C " or " ✐ ". All of these 3 signs refer to status of task. For any task " ☑ " means Completed, " C " means In progress and " ✐ " means Skipped. To provide input or access the details for any task, user will just have to click on the Task Name.
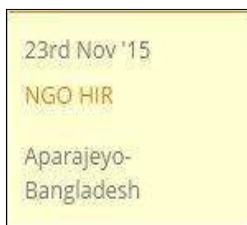
New Task

Here,
23rd Nov'15 = The latest date on which any input/update is done in the system for this task.
NGO HIR = Task Name
Aparajeyo-Bangladesh = The latest organization/NGO who works in this task.


Completed Task

In Progressed Task

Skipped Task

From this page user also can open and create an electronic Intake form by clicking on "**+ Create Intake**" button. Now to enter into the details of any case user will just click on the specific Case name or on the survivor image from the list.

1.3 Log Out

To exit from the system, click on the **Aparajeyo-Bangladesh ⌄** User Account Id available on the top-right corner of the application and system will show the following drop down.
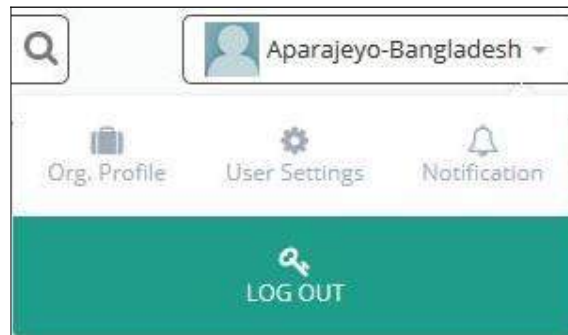
FIGURE 3: DROP DOWN FOR LOG OUT

Also click on "LOG OUT" and system will log out the Logged In user from the system.

1.4 Organization Profile Management

Using this page authorized user will be able to manage the information of the organization/NGO where he/she belongs.

To manage organization profile information user will click on the user account from the top right most corner. Then from the drop down, user will click on the 'Org. Profile' button and will get the below page.

Organizations / Show

Name
Aparajeyo-Bangladesh
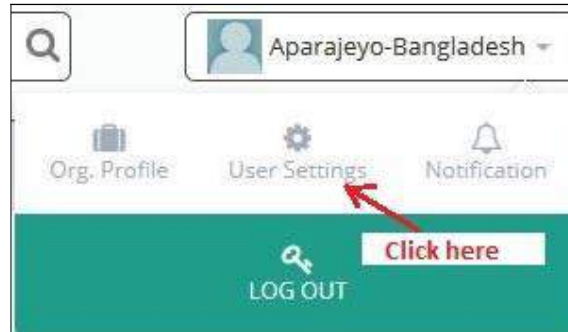
Type
NGO

DESCRIPTION
Aparajeyo-Bangladesh (AB) is a national child rights organization. It was founded in 1995 through localization of an international NGO. The International organization commenced activities in 1976, working with children living in and around the slums of Dhaka City. Its goal was to reduce their unbearable poverty, distress and vulnerability caused by the harshness of slum life. In 1989, another programme commenced to provide services to children who live on the city's streets or amongst its public buildings. Over the years, Aparajeyo has expanded its support to promote and protect the Rights of other socially excluded children.

ADDRESS
Sornali Garden- Probal, 14/A/3 baishteki,Mirpur-13, Dhaka-1216.

COUNTRY
Bangladesh

[Back] [Edit] [Add Shelter Home]

Shelter homes under Aparajeyo-Bangladesh

District	Name	Type	Point Of Contact	
Dhaka	DIC Boys, CSPB	Shelter Home	65/3 water works Road,Chawkbazar,Dhaka-1211	View
Dhaka	DIC Girls,CSPB	Shelter Home	92 new Majed Sarder Road,Bangshal,Dhaka	View
Dhaka	Emergency Night Shelter Home,CSPB	Shelter Home	Minar Plaza, 4 no Wiseghat,Sadarghat,Dhaka.	View
Dhaka	Boys and girls centre Jatrabari	Shelter Home	jatrabari	View
Dhaka	drop-In Centre , Kawranbazar	Shelter Home	East Tejturi bazar,Kawranbazar,Dhaka.	View

FIGURE 4: ORGANIZATION SHOW PAGE.

Now user will click on the 'Edit' button to edit the existing information and the below page will arrive at user end.

FIGURE 5: ORGANIZATION EDIT PAGE.

User will change the necessary information in the related fields and click on the 'Save' button. Then system will automatically edit those given information and will redirect to the organization show page.

1.5 User Settings Information Management

Using this page user will be able to manage the own account related information. To manage user settings information user will click on the user account from the top right most corner.

Then from the drop down, user will click on the 'User Settings' button and will get the below page.

FIGURE 6: USER EDITPAGE.

Now user will change the necessary information in the related field and click on the 'Save' button. Then system will automatically edit those given information.

1.6   Notification Access and Management

Notification is a very handful and effective feature of this system. System will automatically generate notifications based on the following activity done by the user:

- Task Status Change: Whenever the status of a task is changed as In Progress, Complete and Skip.
- Case Contributor Assignment: When an organization/NGO is given Access to a particular case.
- Case Revoke: When an organization/NGO access is revoked from a particular case.
- Case Close: When a particular case is Closed from the Timeline.
- Case Open: When a particular closed case is Opened from the Timeline.

User can get and access the all new/unread notifications from the Notification panel which is at the top right most corner of the page as . To access the notifications user have to click it and will get the all new/unread notifications in drop down.

FIGURE 7: New/UNREAD NOTIFICATIONS.

In the drop down, latest notification will show at top. User will click on the specific notification to access a particular notification. Then system will show the required page accordingly. To see all notification at a time user will click on the 'See all notifications' and system will show the below page:

Notifications	
DNET has changed the task status of **NOC and FRRO Clearance** to **Complete** of case ID **IN201512-0006**	2 hours ago
DNET has updated form **NGO BD apply for Repatriation to MoHA** for case ID **IN201511-0011**	2 weeks ago
DNET has updated form **NGO BD apply for Repatriation to MoHA** for case ID **IN201511-0011**	2 weeks ago
DNET has updated form **NGO BD apply for Repatriation to MoHA** for case ID **IN201511-0011**	2 weeks ago
Child line demo has given you access on case id **IN201511-0011**	2 weeks ago
Rights Jessore has **revoked** your access on case id **IN201511-0007**	2 weeks ago
Rights Jessore has changed the case status of **IN201511-0007** to open	2 weeks ago
Rights Jessore has changed the case status of **IN201511-0007** to closed	2 weeks ago
Rights Jessore has changed the task status of **State HIR** to **In Progress** of case ID **IN201511-0007**	2 weeks ago
Rights Jessore has changed the task status of **State HIR** to **In Progress** of case ID **IN201511-0007**	2 weeks ago
Rights Jessore has changed the task status of **State HIR** to **In Progress** of case ID **IN201511-0007**	2 weeks ago
Rights Jessore has changed the task status of **State HIR** to **Complete** of case ID **IN201511-0007**	2 weeks ago
Rights Jessore has changed the task status of **State HIR** to **In Progress** of case ID **IN201511-0007**	2 weeks ago
Rights Jessore has changed the task status of **State HIR** to **Complete** of case ID **IN201511-0007**	2 weeks ago
Rights Jessore has changed the task status of **State HIR** to **In Progress** of case ID **IN201511-0007**	2 weeks ago
CINI has changed the task status of **NGO HIR** to **Complete** of case ID **IN201511-0007**	2 weeks ago
CINI has given you access on case id **IN201511-0007**	2 weeks ago

FIGURE 8: All Notification.

From here user also will be able to access a particular notification by clicking on it. And system will show the regarding page accordingly.

2   CASE PROFILE

Case Profile is another effective feature of this system which consists 5 sub feature as

- Case Status
- Case Timeline
- Full Profile
- Document Archive and
- Update Log

By accessing case profile page an authorized user can get a quicker glimpse of a case and also can track the case with the use of those 5 sub feature.

To access case profile page, at first user will click on the Survivors image or Case Name (Survivors name) from 'User Wise Active Cases' page. Then user will get the below page as Case Profile

FIGURE 9: Case Profile Page.

2.1 How to Manage Case Status Information

By using Case Status page, a user can manage, track and easily understand the whole current scenarios of any specific case for some selective tasks. For any specific case, task wise, user will get 2 status as Complete or In progress. Both of this status is managed automatically by the system. User only can change a specific task's status as 'Skip' from here. The user also can see details information of any task.

To manage Case Status Information, user has to follow the following steps:

STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	Click on "User Wise Active Cases" >> Click on "A Case Name" >> Case Profile Page >> Click Case Status, tab. System will display the following 'Case Status' page: FIGURE 10: CASE STATUS VIEW PAGE FOR DESTINATION COUNTRY.

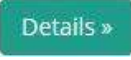| STEP	ACTION
	FIGURE 11: CASE STATUS VIEW PAGE FOR SOURCE COUNTRY.
	The source country user will show this page when they will perform own task and source country task also on behalf of a source country (Non board NGO).
03.	At the top of the table, the following information about the survivor will be displayed: Photograph (if available), Name, Case ID, Country, Nationality, Gender and Age.
04.	The left side of 'Case Status' page, all the available and achievable tasks are displayed.
05.	Here user will see 3 status for each task as 'Complete', 'In Progress' and 'Skip'. Both Complete and In Progress are automatically managed by system. If any task status is Complete or Skip then it will marked in RED color here.
06.	To 'Skip' a task user have to click on the 'Skip' button for that specific task. Then a below pop window will appear. And user have to provide the reasons for skipping the task and click on the Save button. FIGURE 12: REASON POPUP WINDOW FOR SKIPPING A TASK. That specific task will be skipped, s██m will show that task status as 'Skip' on the table and user will also see an icon. This icon indicates the reason of skip. To see the reason

STEP	ACTION
	with later, click on the Skip button again will see as below : **FIGURE 13: SKIP REASON MESSAGE.** In this message user will see the reason for skip, NGO name who performed this skip and skip performed date.
07.	To provide any information for any task, click on the "Details" button from the right of the table. Specific tasks edit page will be opened. User can use this edit page for both View and Edit purpose.

2.2 Case Timeline

Case Timeline is the page where a case's detail will be portrait with a date and time basis. In timeline, task wise various milestone like Intake, NGO HIR, Nationality Identification, State HIR etc. will be displayed. Also milestone wise various attachment will be shown if the information available in the system. So that, by observing a case timeline anyone can easily understand the whole scenario of the case. The system will show the following information in Case Timeline:

- Case Creation.
- Case Close Information.
- Task Status Change Information.
- Document Change and Upload Information.
- Image Change and Upload Information.
- Specific Filed Level Change Information.
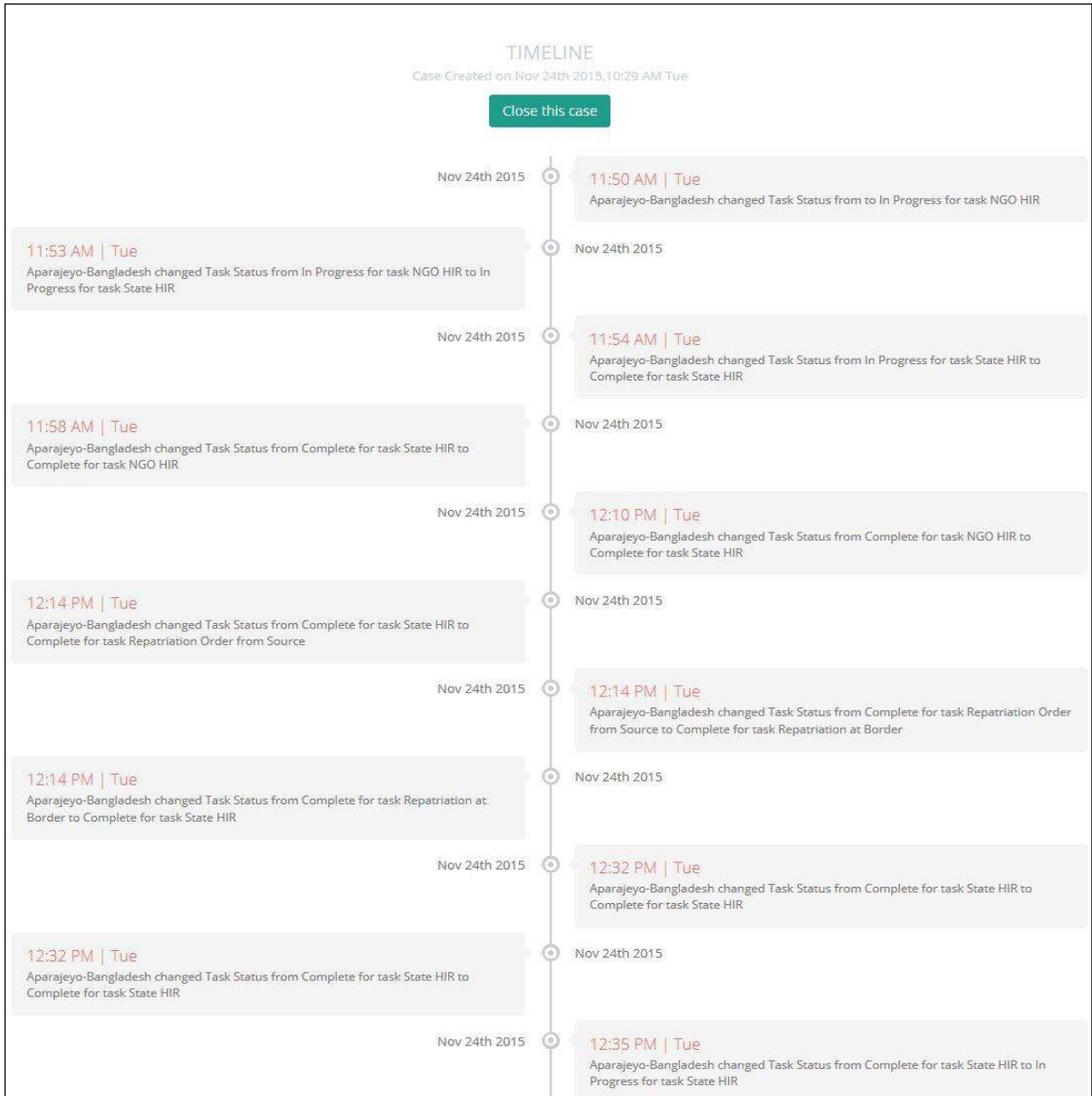
FIGURE 14: CASE TIMELINE.

Here user will get a case close button. To close a case user will click on this [Close this case] button, case will closed. To open that case again click on the [Activate Case] button.

2.3   Full Profile

Page Under Construction
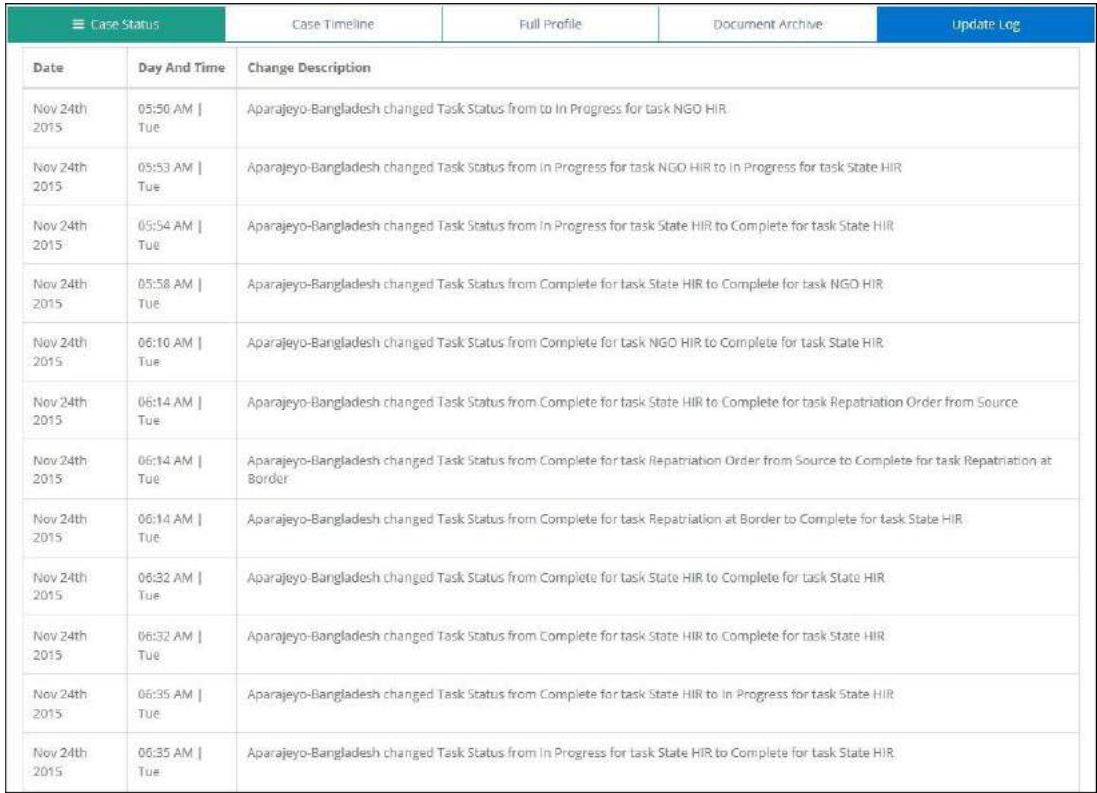
2.4   Document Archive

Page Under Construction

2.5   Update Log

Update log is another extensive feature of this system. An authorized user will see case specific all changes here. System will show the following details information here:

- Case Creation
- Case Close
- Case Re Open
- Field Level Change
- Task Status Change
- Document Change
- Image Change
- Case Contributor Assignment.

To manage Case Status Information, user has to follow the following steps:

STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	Click on "User Wise Active Cases" >> Click on "A Case Name" >> Case Profile Page >> Click Update Log, tab. System will display the following 'Update Log' page: **FIGURE 15: CASE UPDATE LOG VIEW PAGE.**

3   CASE INTAKE INFORMATION

3.1   How to Create Case Intake Information

Intake will be used to create/ initialize a case. A case can be initialized with some basic information. So user can update other information later. Using this page authorized user can create and save Case Intake Information.

To create Case Intake Information, user has to follow the following steps:

STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	Click on "User Wise Active Cases" -> '+ Create Intake' button located at the upper right corner of the page. The following page will be displayed:

STEP	ACTION
	FIGURE 16: CASE INTAKE INFORMATION ADD PAGE.
03.	To create a case, fill out the form with necessary information.
04.	At first provide the input for 'Name During Rescue'.
05.	In "Age Information" portion click either 'Date of Birth' or 'Age' button. Respective field will be enable.

STEP	ACTION
	Provide related information. To provide 'Date of Birth' click on the calendar button or user can also write date. If 'Date of Birth' is provided then after save this page system will auto calculate the age and will show it in 'Age' field.
06.	Provide other necessary information in the related field.
07.	After filling out the form with necessary information, Click on the "Create" button. System will verify the provided information and save with a success message. The newly created case will be available in the "User Wise Active Cases" page with a system generated Case ID like 'IN201512-0008'.

4   CASE CONTRIBUTOR LIST

4.1   How to Manage Case Contributor Information

For any case there are one or more organization/NGO who attached with the case. They provide their inputs, track the case and close the case. Using this page authorized user will be able to assign a case to an NGO as a case contributor. And as well as that case contributor will also be able to add another NGO as case contributor to that case.

To add case contributor information, user has to follow the following steps:

STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	From "User Wise Active Cases" page, for a specific case, click on burger icon from page left ≡ >> Contributors, menu. The following page will be displayed: FIGURE 17: CASE CONTRIBUTOR INFORMATION ADD PAGE.
03.	To add an ngo as contributor, click an ngo from the 'Organization Name'. Then system will show that ngo in the left table. User also can select and add multiple ngo name at a time.
04.	To remove a selected ngo name, click on that ngo name from the right side table. And it will be

STEP	ACTION
	removed from right side table.
05.	To save that ngo as contributor, click the 'Save' button. And system will successfully save that ngo as contributor with a success message. And the respective ngo will get a notification about it.

5   INTAKE PART B - PERSONAL INFORMATION

5.1   How to Save Personal Information

By using this page the user can save a Survivor's all personal information into the system.

To save Personal Information, user has to follow the following steps:

STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	Click on "User Wise Active Pages" -> Required Case Name -> burger icon from page left -> Case Informations -> Intake Part B – Personal Information, tab. The following page will be appeared:

STEP	ACTION
	 FIGURE 18: PERSONAL INFORMATION PAGE.

STEP	ACTION
03.	To create a Personal information of survivor, fill out the form with necessary information.
04.	If the 'Age' section exist in Intake Part A – Rescue Story then it will also automatically derive here in 'Age' section. But user also can be able to change it.
05.	Click on the **☁ Upload** button to upload the picture of survivor in 'Rescue Picture'.
06.	Click on the **☰ Add New** button for add info in 'Address(s) at Bangladesh (Source Country)'. A add new page will appear and the user need to provide necessary information and click on 'Add' button. System will save those information and show those information on the screen.
07.	To provide multiple address user will again follow the step no-06.
08.	To add the child information, Click on the **☰ Add New** button. A add new page will appear on the same page. The user need to provide necessary information and click on 'Add' button. System will save those information and show those information on the screen.
09.	To provide multiple child information user will again follow the step no-08.
10.	In the 'Family Info' portion, to add family member information, Click on the **☰ Add New** button. A add new page will appear. The user need to provide the necessary information and Click on 'Add' button. System will save those information and will show those information in the screen.
11.	Click on the "Save" button. System will verify the all provided information and will save the information in the system with a success message.

6   CASE STORY INFORMATION

6.1   How to Save Case Story Information

By using this page the user can save different types of Case story information of a survivor case in system.

To save Case Story Information, user has to follow the following steps:

STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	Click on "User Wise Active Pages" -> Required Case Name -> burger icon from page left ☰ -> Case Informations -> Judicial Proceeding, tab. The following page will be appeared:

STEP	ACTION

FIGURE 19: CASE STUDY INFORMATION PAGE WITH CASE STUDY LIST. |
03.	To create a case story information of survivor, fill out the form with necessary information.
04.	User will get 3 portion as 'Rescue Story', 'Victim Statement' and 'Probation Officer Statement'.
05.	To provide 'Rescue Story', click on the 'Edit' button. A add page will be opened, provide information and click on Save button. Then those information will show on the page. Follow same scenario for the 'Victim Statement' and 'Probation Officer Statement'.
06.	If it is necessary to provide any information then provide 'Title of Study' and 'Description'. And click on "Create" button.
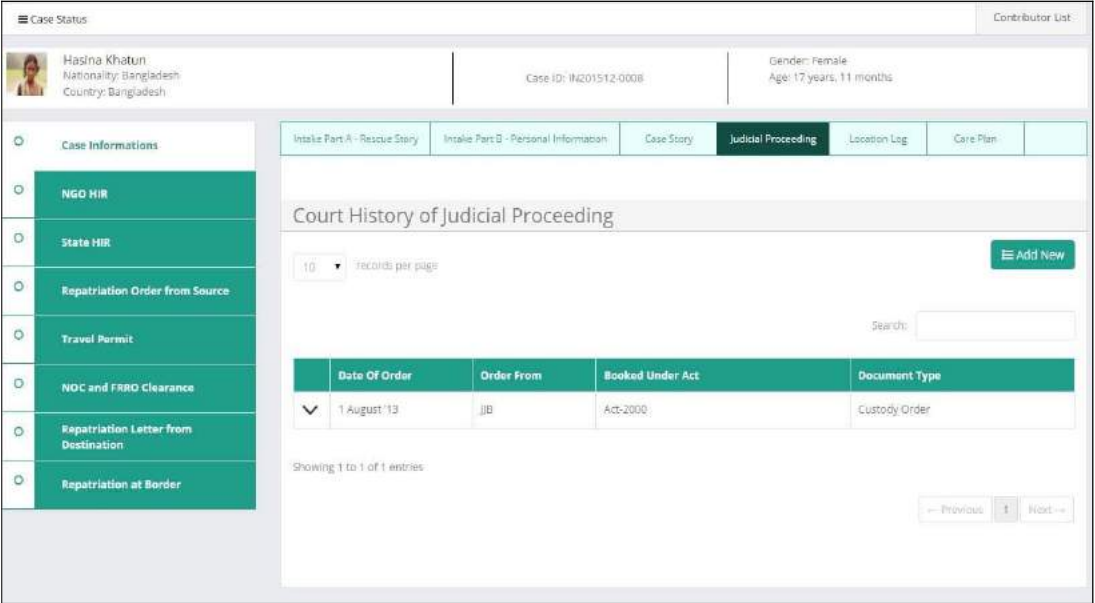
7   JUDICIAL PROCEEDING INFORMATION

7.1   How to Create Judicial Proceeding Information

All court related information will be placed here. By using this page the user can create and edit judicial proceeding related information in system for any specific case.

To create Judicial Proceeding Information, user has to follow the following steps:

STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	Click on "User Wise Active Pages" -> Required Case Name -> burger icon from page left ☰ -> Case Informations -> Judicial Proceeding, tab. The following page will be appeared: **FIGURE 20: COURT HISTORY OF JUDICIAL PROCEEDING LIST PAGE.**
03.	To Judicial Proceeding, click on 'Add New' ☰ Add New button from left side of the page. Then system will show the below page:

STEP	ACTION
	 FIGURE 21: ORDER SHEET ADD PAGE.
04.	To create a judicial Proceeding, fill out the form with necessary information.
05.	Click on the "Create" button to save the given information. System will verify the provided information and will save the information in the system with a success message. The newly created judicial proceeding information will be shown in the 'Court history of Judicial Proceeding' list page.
06.	In 'Court history of Judicial Proceeding' list page, to see the detail of any location, from table click on for any row. System show as below : To minimize this detail again click on fro table.
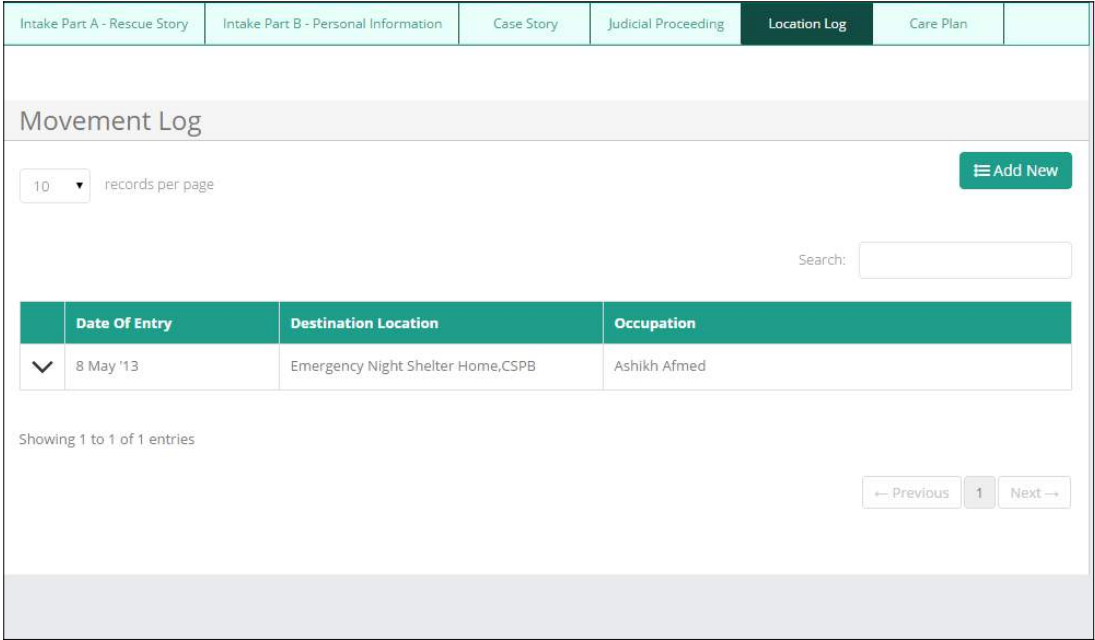
8 LOCATION LOG INFORMATION

8.1 How to Create Location Log Information

Location log will show the movement of the survivor. It helps to track the all physical movement of any survivor. Any physical movement of the survivor will be registered here. Using this page user can create and edit the location log information of any specific case/survivor in system.

To create Location Log Information, user has to follow the following steps:

STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	Click on "User Wise Active Pages" -> Required Case Name -> burger icon from page left ☰ -> Case Informations -> Judicial Proceeding, tab. The following page will be appeared: FIGURE 22: MOVEMENT LOG LIST PAGE.
03.	To Location Log, click on 'Add New' ☰ Add New button from left side of the page. Then system will show the below page:

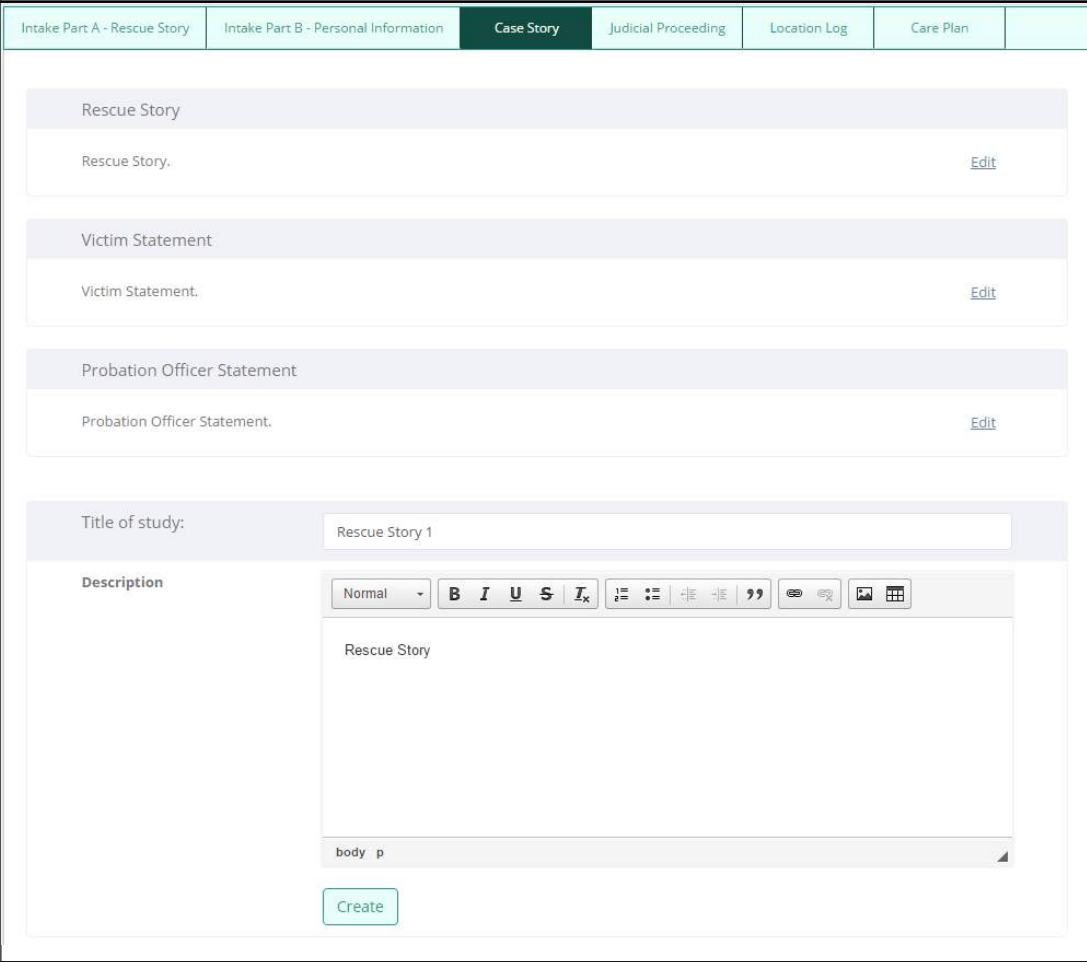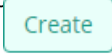| STEP	ACTION
	  FIGURE 23: DETAIL OF MOVEMENT ADD PAGE.
04.	To create a Location log of survivor, fill out the form with necessary information.
05.	Select related information from the drop down list of 'Destination Type', 'Destination Name', 'Country', 'State' and 'District'.
06.	Select a date in 'Date Of Entry' by clicking on calendar [calendar icon] button.
07.	Based on the selection of 'Destination Name' system will automatically retrieve the 'Phone' and 'Email'. Thigh user also will be change those auto retrieve information.
08.	Provide 'Handover To', 'Designation' and 'Notes'.
09.	Click on the "Save" button. System will verify the provided information and save the information in the system with a success message. The newly created judicial proceeding information will be shown in the 'Movement Log' list page.

STEP	ACTION
10.	In 'Movement Log' list page, to see the detail of any location, from table click on ⌄ for any row. System show as below : |	Date Of Entry	Destination Location	Occupation
---	---	---	---
⌃	8 May '13	Emergency Night Shelter Home,CSPB	Ashikh Afmed
		Emergency Night Shelter Home,CSPB , Minar Plaza, 4 no Wiseghat,Sadarghat,Dhaka.	Ashikh Afmed,Executive,, Edit Delete	 To minimize this detail again click on ⌃ fro table.

9 CARE PLAN INFORMATION
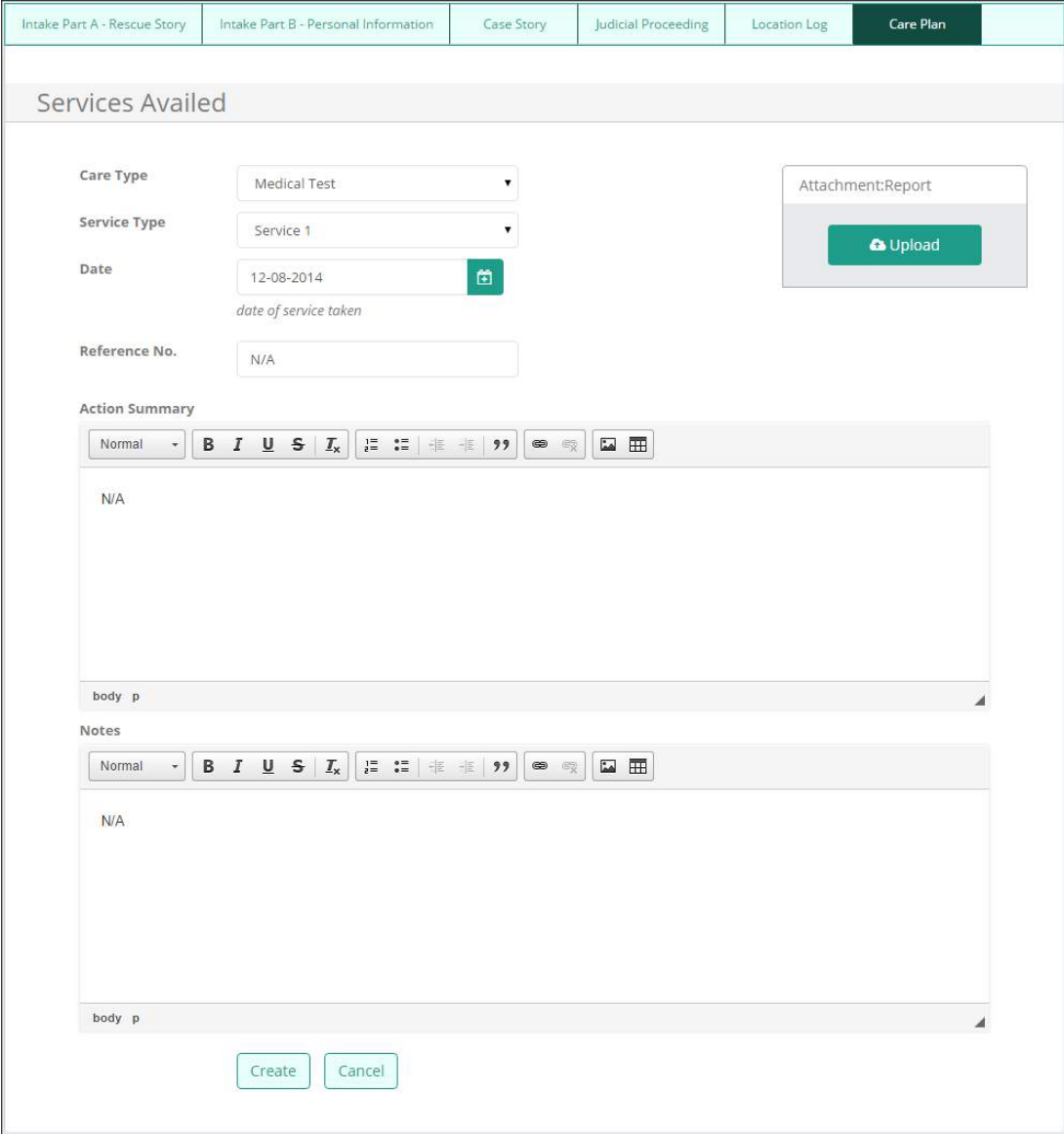
9.1 How to Save Care Plan Information

A care plan is made for each survivor. A care plan will enlist all the requirement of a survivor. Action will be taken based on the list of the requirement. Using this page authorized user can save care plan information of any survivor in system.

To save Care Plan Information, user has to follow the following steps:

STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	Click on "User Wise Active Pages" -> Required Case Name -> burger icon from page left ☰ -> Case Informations -> Judicial Proceeding, tab. The following page will be appeared: FIGURE 24: HISTORY OF SERVICE TAKEN LIST PAGE

STEP	ACTION
03.	To Care Plan, click on 'Add New' button from left side of the page. Then system will show the below page:
04.	The user need to provide all necessary information to create a new care plan record.
05.	Select required information from the drop down list of 'Care Type' and 'Service Type'. Based selection of 'Care Type' information changes in 'Service Type'.
06.	Provide other necessary information.
07.	For any kind of upload required, click on button from 'Attachment:Report'.
08.	Click on the "Create" button. System will verify the provided information and save the information in the system with a success message. The newly created judicial proceeding information will be shown in the 'History of Service Taken' list page.

STEP	ACTION
09.	In 'History of Service Taken' list page, to see the detail of any location, from table click on ⌄ for any row. System show as below : To minimize this detail again click on ⌃ fro table.

10 NGO HIR INFORMATION

10.1 How to Save NGO HIR Information

Using this page authorized user can save a survivor's home investigation report information from a NGO into the system.

To save NGO HIR Information, user has to follow the following steps:

STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	Click on "User Wise Ongoing Pages" -> Required Case Name -> NGO HIR, tab. The following page will be appeared:

STEP	ACTION
	FIGURE 26: NGO HIR INFORMATION.
03.	The user need to provide the following necessary information on this page "Interview Information", "Survivor's Basic Information", "Address(s) at Bangladesh (Source Country)", "Survivor's Physical Description".
04.	Click on the "Save" button. System will verify all the provided information and save the information in the system with a success message. Now the status of the NGO HIR will be 'In Progress'. And user will see this status in both 'User Wise Active Cases' & 'Case Status' page. And system also will generate a notification accordingly. If user wants to complete the NGO HIR task then again will open this page and click on 'Mark as Complete' button from the top of this page. Status will be updated as 'Complete' and user will see this status in both 'User Wise Active Cases' & 'Case Status' page. And system also will generate a notification accordingly. User will get all of this status change detail information in Case Timeline.

11 STATE HIR INFORMATION
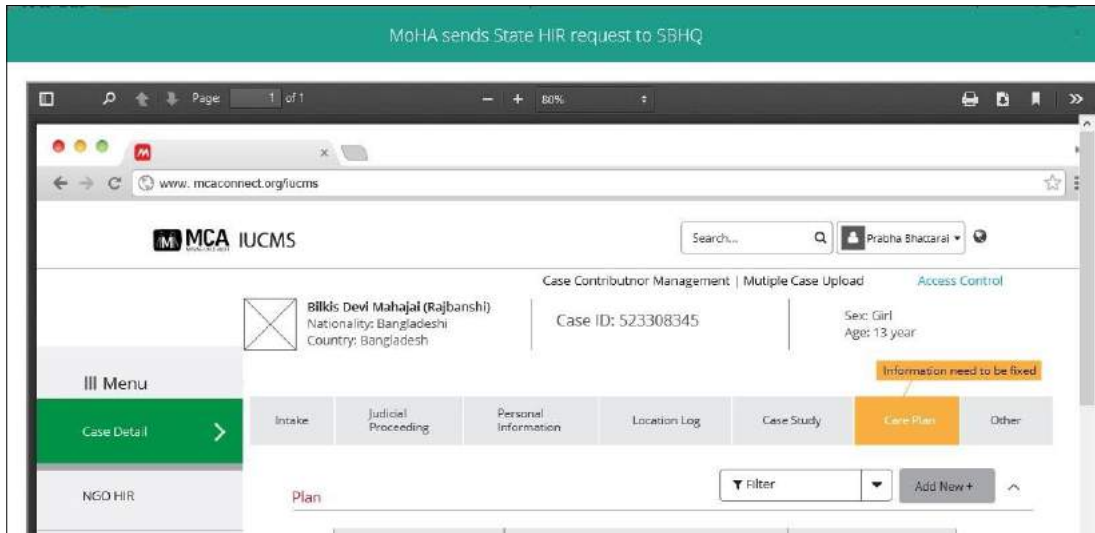
11.1 How to Save State HIR Information

Using this page authorized user can save a survivor's state investigation report information into the system.

To save State HIR Information, user has to follow the following steps:

STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	Click on "User Wise Ongoing Pages" -> Required Case Name -> State HIR, tab. The following page will be appeared:

FIGURE 27: STATE HIR INFORMATION.

STEP	ACTION
03.	The user need to provide the following information as 'NGO BD apply for Repatriation to MoHA', 'MoHA sends the State HIR request to SBHQ' and 'Nationality Identification'.
04.	In 'NGO BD apply for Repatriation to MoHA' portion provide 'Date of Action' and 'Date of Acknowledgement'.
05.	Click ⬆ Upload button for uploading related image document. After uploading a document, check the 'Completed' checkbox > Click the 'Save' button >the information will be saved and a bold

STEP	ACTION
	check-mark will be appeared on left side of the section.
06.	Now the status of the State HIR will be 'In Progress'. And user will see this status in both 'User Wise Active Cases' & 'Case Status' page. And system also will generate a notification accordingly. After each 'Save' operation for all 3 portion, the status of the State HIR will be 'In Progress'.
07.	For other portions, follow the step no-04 & 05. And 'Date of action' & 'Completed' status of all portions will be visible in 'Case Timeline'.
08.	If user wants to complete the State HIR task then again will open this page and click on **Mark as Complete** button from the top of this page. Status will be updated as 'Complete' and user will see this status in both 'User Wise Active Cases' & 'Case Status' page. And system also will generate a notification accordingly.
09.	User will get all of this status change detail information in Case Timeline.
10.	To see a document, user will click upon the uploaded doc and will see like below. **FIGURE 28: UPLOADED DOCUMENT VIEW FOR STATE HIR.** For pdf doc, at the top user will get e navigation bar where user will get print and download option. For image doc it is only possible to see the image only.

12 REPATRIATION ORDER FROM SOURCE (ROS) INFORMATION
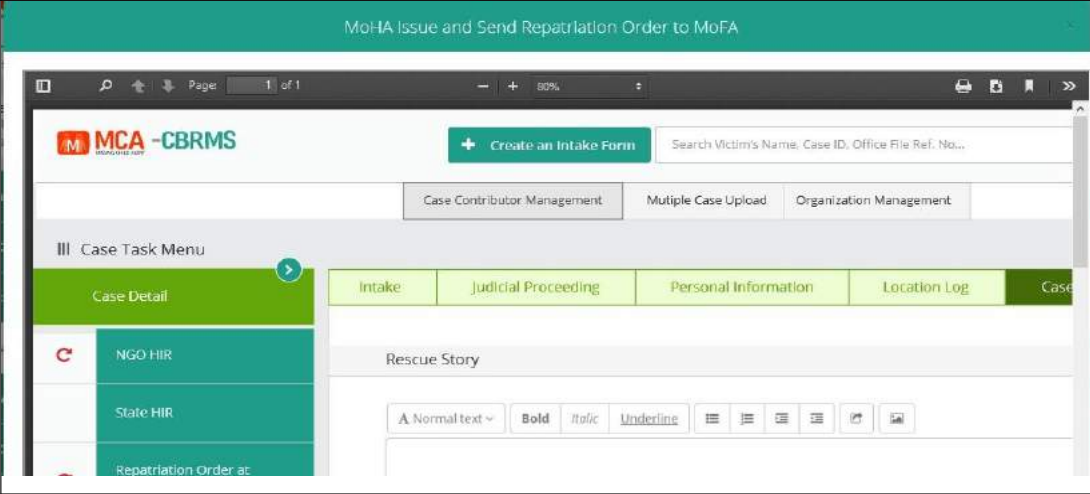
12.1 How to Save Repatriation Order from Source (ROS) Information

By using this page the user can save repatriation order information of source country which delivers to destination country to start the repatriation process in destination country.

To save Repatriation Order from source Information, user has to follow the following steps:

STEP	ACTION
01.	User must login into the system to see this page.

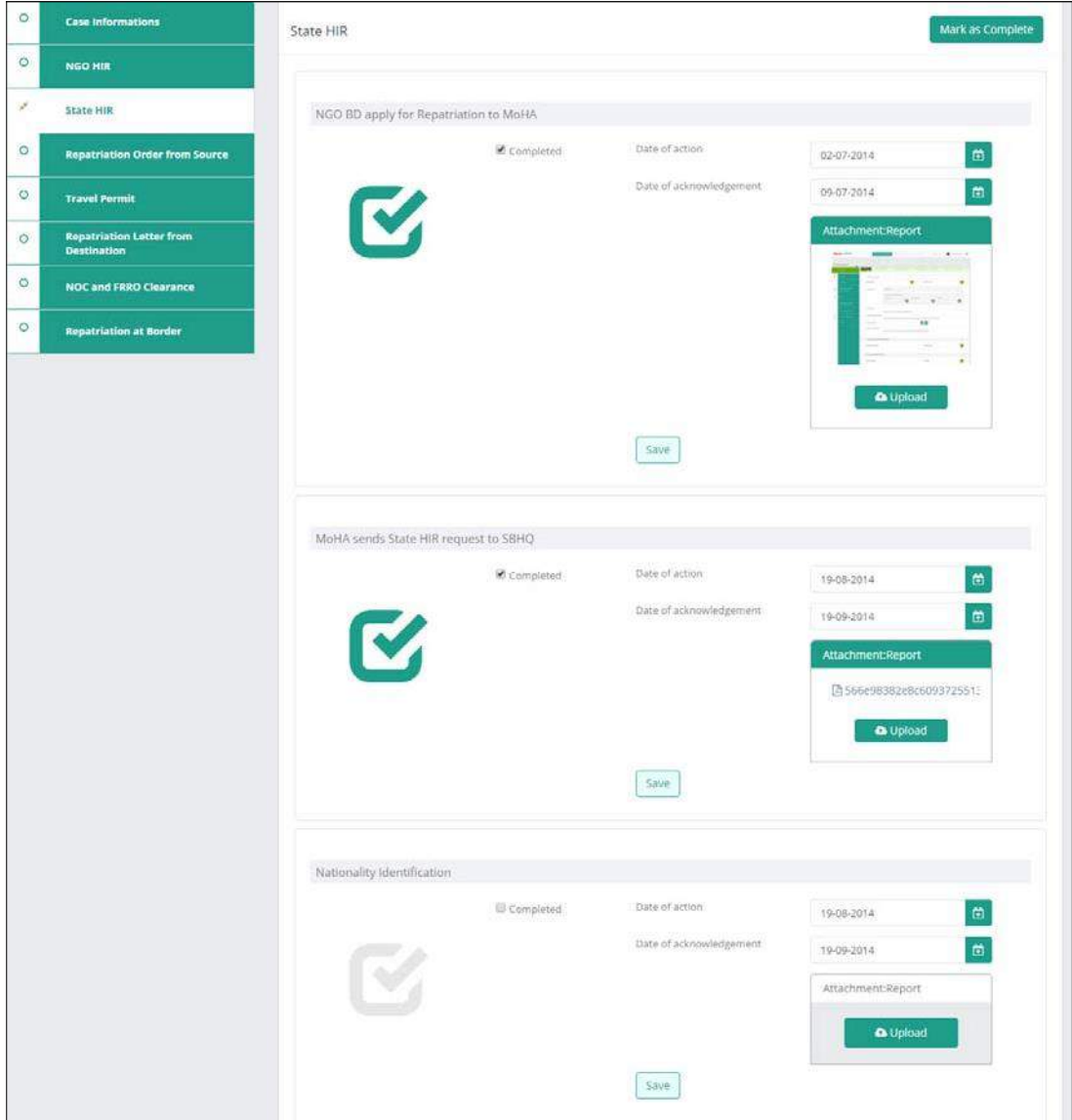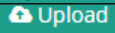| STEP	ACTION
02.	Click on "User Wise Ongoing Pages" -> Required Case Name -> Repatriation Order From Source, tab. The following page will be appeared: **FIGURE 29: REPATRIATION ORDER FROM SOURCE INFORMATION.**
03.	The user need to provide the information as 'MoHA Issue and send Repatriation Order to MoFA', NGO BD forward Repatriation Order to NGO IN etc.
04.	In 'MoHA Issue and send Repatriation Order to MoFA'' portion provide 'Date of Action' and 'Date of Acknowledgement'.
05.	Click **Upload** button for uploading related image document. After uploading a document, check the 'Completed' checkbox > Click the 'Save' button >the information will be saved and a bold check-mark will be appeared on left side of the section.
06.	Now the status of the Repatriation Order From Source will be 'In Progress'. And user will see this status in both 'User Wise Active Cases' & 'Case Status' page. And system also will generate a notification accordingly. After each 'Save' operation for all 3 portion, the status of the State HIR will be 'In Progress'.
07.	For other portions, follow the step no-04 & 05. And 'Date of action' & 'Completed' status of all portions will be visible in 'Case Timeline'.
08.	If user wants to complete the Repatriation Order From Source task then again will open this page and click on **Mark as Complete** button from the top of this page. Status will be updated as 'Complete' and user will see this status in both 'User Wise Active Cases' & 'Case Status' page. And system also will generate a notification accordingly.
09.	User will get all of this status change detail information in Case Timeline.
10.	To see a document, user will click upon the uploaded doc and will see like below.

STEP	ACTION
	 FIGURE 30: UPLOADED DOCUMENT VIEW FOR REPATRIATION ORDER FROM SOURCE.
	For pdf doc, at the top user will get e navigation bar where user will get print and download option. For image doc it is only possible to see the image only.

13 TRAVEL PERMIT INFORMATION

13.1 How to Save Travel Permit Information

Using this page authorized user can save travel permit information into the system.

To save Travel Permit Information, user has to follow the following steps:

STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	Click on "User Wise Ongoing Pages" -> Required Case Name -> Travel Permit, tab. The following page will be appeared: **FIGURE 31: REPATRIATION AT BORDER INFORMATION.**
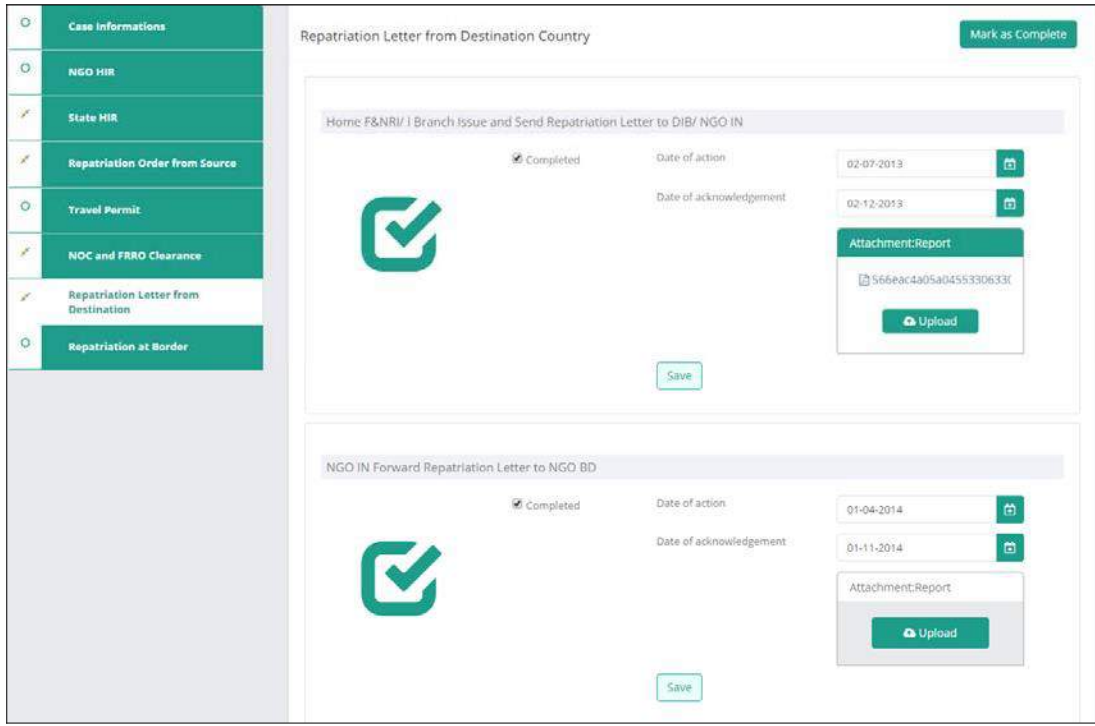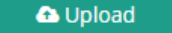
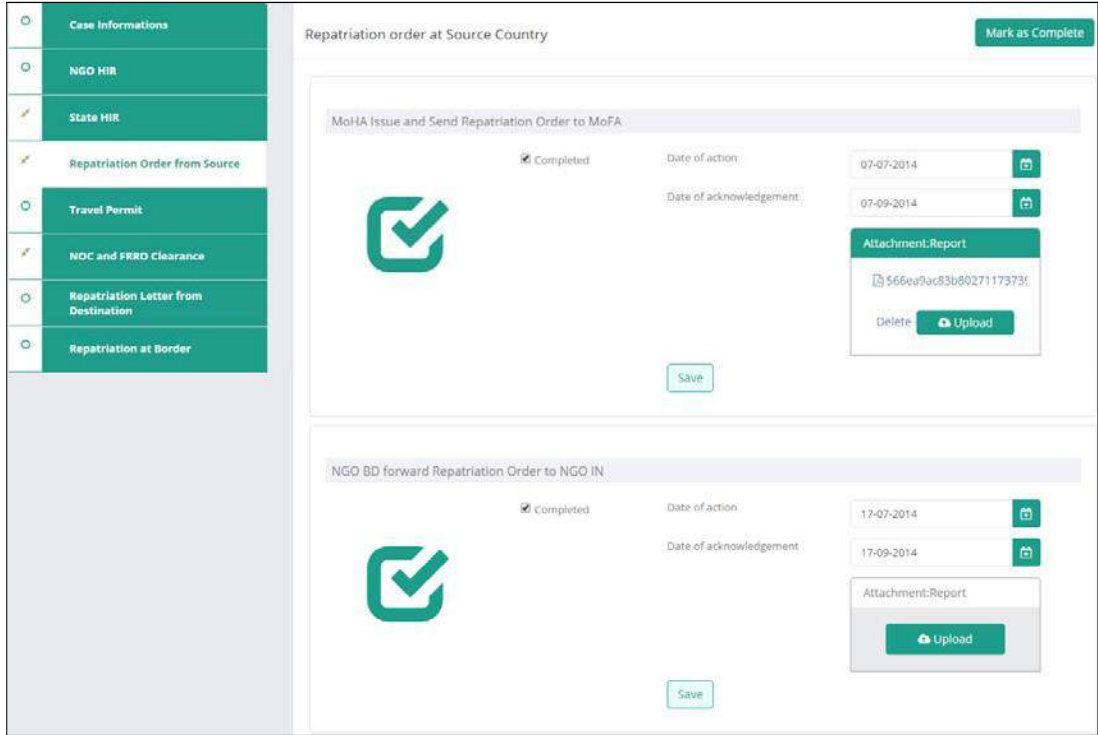| STEP	ACTION
03.	The user will get a portions as 'BDHC Issue Travel Permit'.
04.	In 'BDHC Issue Travel Permit' portion provide 'Date of Action' and 'Date of Acknowledgement'.
05.	Click **⬆ Upload** button for uploading related image document. After uploading a document, check the 'Completed' checkbox > Click the 'Save' button >the information will be saved and a bold check-mark ✅ will be appeared on left side of the section.
06.	Now the status of the Travel Permit will be 'In Progress'. And user will see this status in both 'User Wise Active Cases' & 'Case Status' page. And system also will generate a notification accordingly. After each 'Save' operation for all 3 portion, the status of the State HIR will be 'In Progress'.
07.	If user wants to complete the Travel Permit task then again will open this page and click on **Mark as Complete** button from the top of this page. Status will be updated as 'Complete' and user will see this status in both 'User Wise Active Cases' & 'Case Status' page. And system also will generate a notification accordingly.
08.	User will get all of this status change detail information in Case Timeline.
09.	To see a document, user will click upon the uploaded doc and will see like below. **FIGURE 32: UPLOADED DOCUMENT VIEW FOR TRAVEL PERMIT.** For pdf doc, at the top user will get e navigation bar where user will get print and download option. For image doc it is only possible to see the image only.

14 REPATRIATION LETTER FROM DESTINATION (ROD) INFORMATION

14.1 How to Save Repatriation Letter from Destination (ROD) Information

Using this page authorized user can save repatriation letter information of destination country which delivers to source country to start the repatriation process in source country.

To save Repatriation Order from source Information, user has to follow the following steps:

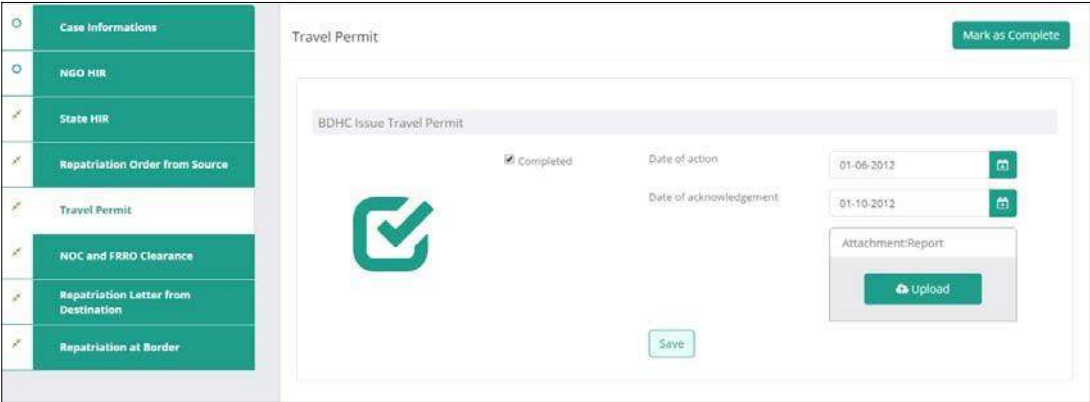| STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	Click on "User Wise Ongoing Pages" -> Required Case Name -> Repatriation Letter From Destination, tab. The following page will be appeared: FIGURE 33: REPATRIATION LETTER FROM DESTINATION INFORMATION.
03.	The user will get 2 portions as 'Home F&NRI/ I Branch Issue and Send Repatriation Letter to DIB/NGO IN' and 'NGO IN Forward Repatriation Letter to NGO BD'.
04.	In 'Home F&NRI/ I Branch Issue and Send Repatriation Letter to DIB/NGO IN' portion provide 'Date of Action' and 'Date of Acknowledgement'.
05.	Click [Upload] button for uploading related image document. After uploading a document, check the 'Completed' checkbox > Click the 'Save' button >the information will be saved and a bold check-mark will be appeared on left side of the section.
06.	Now the status of the Repatriation Letter From Destination will be 'In Progress'. And user will see this status in both 'User Wise Active Cases' & 'Case Status' page. And system also will generate a notification accordingly. After each 'Save' operation for all 3 portion, the status of the State HIR will be 'In Progress'.
07.	For other portions, follow the step no-04 & 05. And 'Date of action' & 'Completed' status of all portions will be visible in 'Case Timeline'.
08.	If user wants to complete the Repatriation Letter From Destination task then again will open this page and click on [Mark as Complete] button from the top of this page. Status will be updated as 'Complete' and user will see this status in both 'User Wise Active Cases' & 'Case Status' page. And system also will generate a notification accordingly.
09.	User will get all of this status change detail information in Case Timeline.
10.	To see a document, user will click upon the uploaded doc and will see like below.

STEP	ACTION

<div align="center">

FIGURE 34: UPLOADED DOCUMENT VIEW FOR REPATRIATION LETTER FROM DESTINATION.

</div>

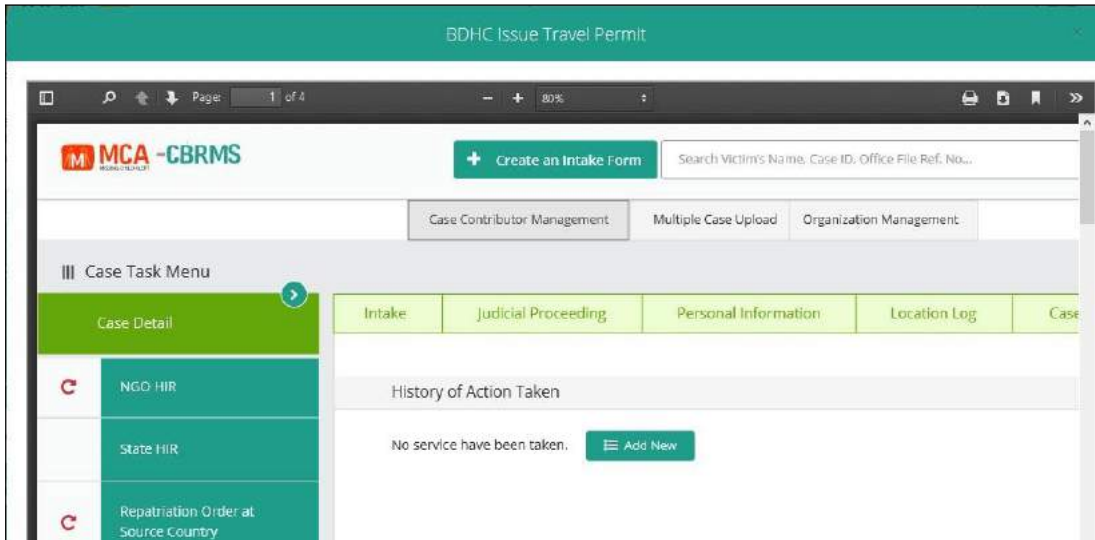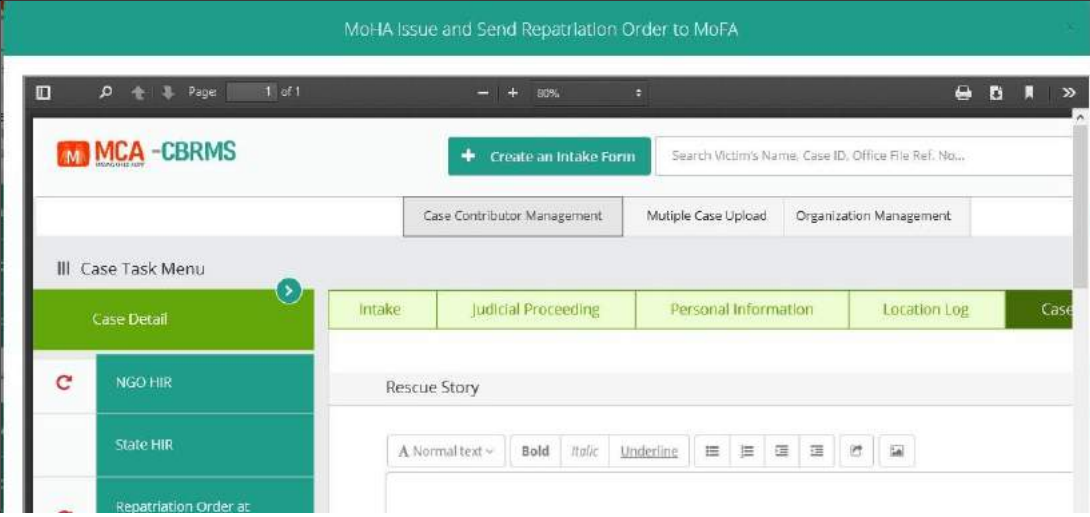|	
	For pdf doc, at the top user will get e navigation bar where user will get print and download option. For image doc it is only possible to see the image only.

15 NOC & FRRO CLEARANCE INFORMATION

15.1 How to Save NOC & FRRO Clearance Information

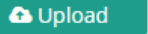Using this page authorized user can save NOC & FRRO information into the system.

To save NOC & FRRO Information, user has to follow the following steps:

STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	Click on "User Wise Ongoing Pages" -> Required Case Name -> NOC & FRRO Clearance, tab. The following page will be appeared:

STEP	ACTION
	FIGURE 35: NOC & FRRO CLEARANCE INFORMATION.
03.	The user need to provide the following information as 'Request for FRO Clearance from BDHC/NGO IN to Home F&NRI/ I Branch', 'Request for NOC Letter from F&NRI to IG IB' etc.
04.	In 'Request for FRO Clearance from BDHC/NGO IN to Home F&NRI/ I Branch' portion provide 'Date of Action' and 'Date of Acknowledgement'.
05.	Click **☁ Upload** button for uploading related image document. After uploading a document, check the 'Completed' checkbox > Click the 'Save' button >the information will be saved and a bold check-mark ☑ will be appeared on left side of the section.
06.	Now the status of the NOC & FRRO Clearance will be 'In Progress'. And user will see this status in both 'User Wise Active Cases' & 'Case Status' page. And system also will generate a notification accordingly. After each 'Save' operation for all 3 portion, the status of the State HIR will be 'In Progress'.
07.	For other portions, follow the step no-04 & 05. And 'Date of action' & 'Completed' status of all portions will be visible in 'Case Timeline'.
08.	If user wants to complete the NOC & FRRO Clearance task then again will open this page and click on **Mark as Complete** button from the top of this page. Status will be updated as 'Complete' and user will see this status in both 'User Wise Active Cases' & 'Case Status' page. And system also will generate a notification accordingly.
09.	User will get all of this status change detail information in Case Timeline.
10.	To see a document, user will click upon the uploaded doc and will see like below.

STEP	ACTION

<div align="center">

FIGURE 36: UPLOADED DOCUMENT VIEW FOR NOC & FRRO CLEARANCE.

</div>

For pdf doc, at the top user will get e navigation bar where user will get print and download option. For image doc it is only possible to see the image only.

16 REPATRIATION AT BORDER INFORMATION

16.1 How to Save Repatriation at Border Information

Using this page authorized user can save repatriation at border information into the system.
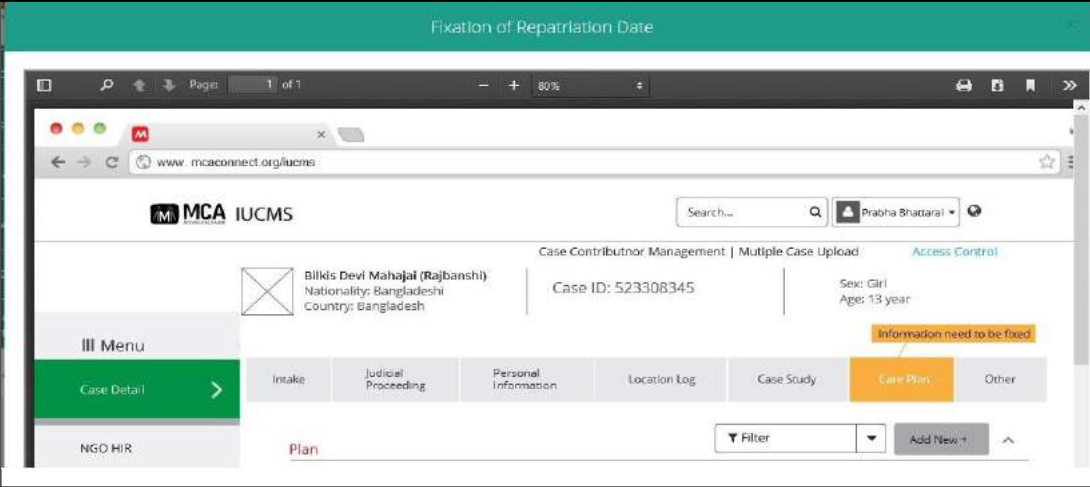
To save Repatriation at border Information, user has to follow the following steps:

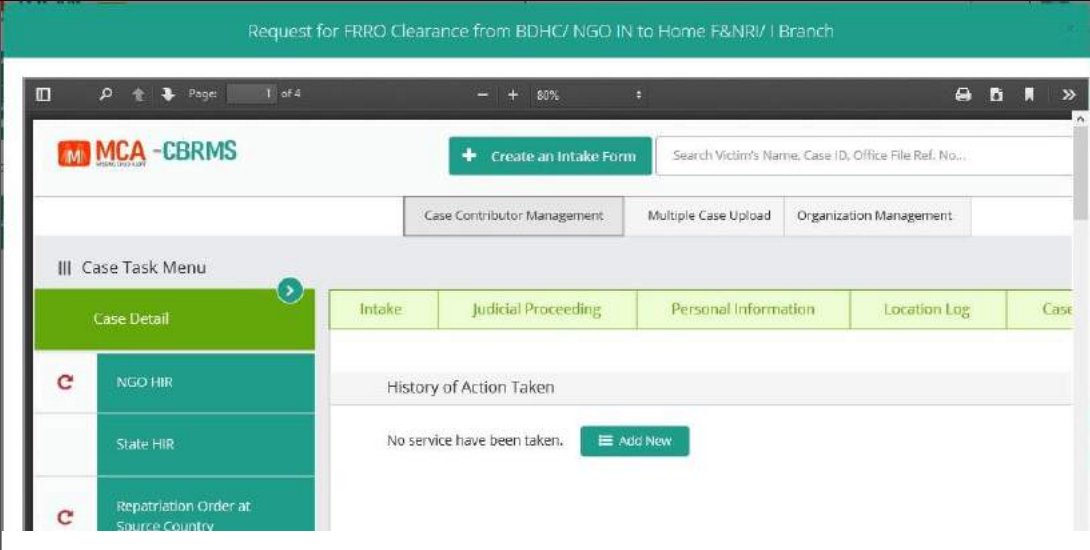| STEP	ACTION
01.	User must have to be login in to the system to see this page.
02.	Click on "User Wise Ongoing Pages" -> Required Case Name -> Repatriation at Border, tab. The following page will be appeared:

STEP	ACTION
	  FIGURE 37: REPATRIATION AT BORDER INFORMATION.
03.	The user will get 2 portions as 'Fixation of Repatriation Date' and 'Survivor Handover'.
04.	In 'Fixation of Repatriation Date' portion provide 'Date of Action' and 'Date of Acknowledgement'.
05.	Click **Upload** button for uploading related image document. After uploading a document, check the 'Completed' checkbox > Click the 'Save' button >the information will be saved and a bold check-mark will be appeared on left side of the section.
06.	Now the status of the Repatriation at Border will be 'In Progress'. And user will see this status in both 'User Wise Active Cases' & 'Case Status' page. And system also will generate a notification accordingly. After each 'Save' operation for all 3 portion, the status of the State HIR will be 'In Progress'.
07.	For other portions, follow the step no-04 & 05. And 'Date of action' & 'Completed' status of all portions will be visible in 'Case Timeline'.
08.	If user wants to complete the Repatriation at Border task then again will open this page and click on **Mark as Complete** button from the top of this page. Status will be updated as 'Complete' and user will see this status in both 'User Wise Active Cases' & 'Case Status' page. And system also will generate a notification accordingly.
09.	User will get all of this status change detail information in Case Timeline.
10.	To see a document, user will click upon the uploaded doc and will see like below.

STEP	ACTION
	FIGURE 38: UPLOADED DOCUMENT VIEW FOR REPATRIATION AT BORDER. For pdf doc, at the top user will get e navigation bar where user will get print and download option. For image doc it is only possible to see the image only.

17 CONCLUSION

The user manual of Repatriation Information Management System (RIMS) of MCAR Project, is developed with easy English language. It is expected that by using this manual any untrained user will be able to use this software easily. Hopefully this document will provide you with enough information to get you started with Repatriation Information Management System (RIMS) software.