



Secondary & Higher Education Division

Group- K

(NTRCA)

Online Certificate correction and duplicate certificate Management System



User Management Plan

User Group	Users	Functional Feature	Number of Users
System Admin	System Analyst (MIS Section)	<ul style="list-style-type: none"> <li>□ Reporting and Dashboard</li> <li>□ Certificate Approval Workflow Management</li> <li>□ Application Lifecycle Management</li> <li>□ Unsigned Certificate Printout</li> <li>□ System Data Input</li> <li>□ System User Creation</li> <li>□ System User's Privilege Selection</li> <li>□ System Data Setup</li> <li>□ System User Creation</li> </ul>	1
System User	NTRCA Official	<ul style="list-style-type: none"> <li>□ Application Information Verification</li> <li>□ Certificate Template Approval</li> <li>□ Certificate Generation and Approval</li> <li>□ Certificate Issue</li> <li>□ Report Generation</li> <li>□ Approval In Application Process</li> </ul>	30+
General User	Applicant	<ul style="list-style-type: none"> <li>□ Application Submission</li> <li>□ Application Status Tracking</li> <li>□ Application Fee Payment</li> <li>□ Applicant's profile Management</li> <li>□ Application Document Management</li> <li>□ Certificate Receive</li> <li>□ Chatbot</li> </ul>	7 Lac
	Online Users	<ul style="list-style-type: none"> <li>□ General Information View</li> <li>□ Chatbot</li> <li>□ Online Certificate Information</li> </ul>	∞