A Single window solution for Passport & Visa application for the Immigration Ministry.

IMMIGRATION

An eGovernance initiative in West Africa

Background

The Immigration Ministry was looking for a complete, automated system for processing of immigration services such as Visa and Passport application, processing, filing etc. The ministry was looking to improve the processing capacities and the turn-around time of Immigration Offices and their support organizations to manage the operations effectively, gain end-user satisfaction, and provide better services, on a sustainable basis, to all users across the world.

Key Challenges

A large numbers of applicants apply for the country's Visas and Passports. The current manual system was cumbersome and time consuming as it involved a lot of intermediate steps such as manual submission of documents, payment of fees etc. The present manual system was all scattered in bits and pieces, thereby, making automation of the entire existing process of issuing Visa & Passport a very critical challenge. What was needed was a centralized work-flow based system with online facility of submission of Visa & Passport applications along with online payment facility.
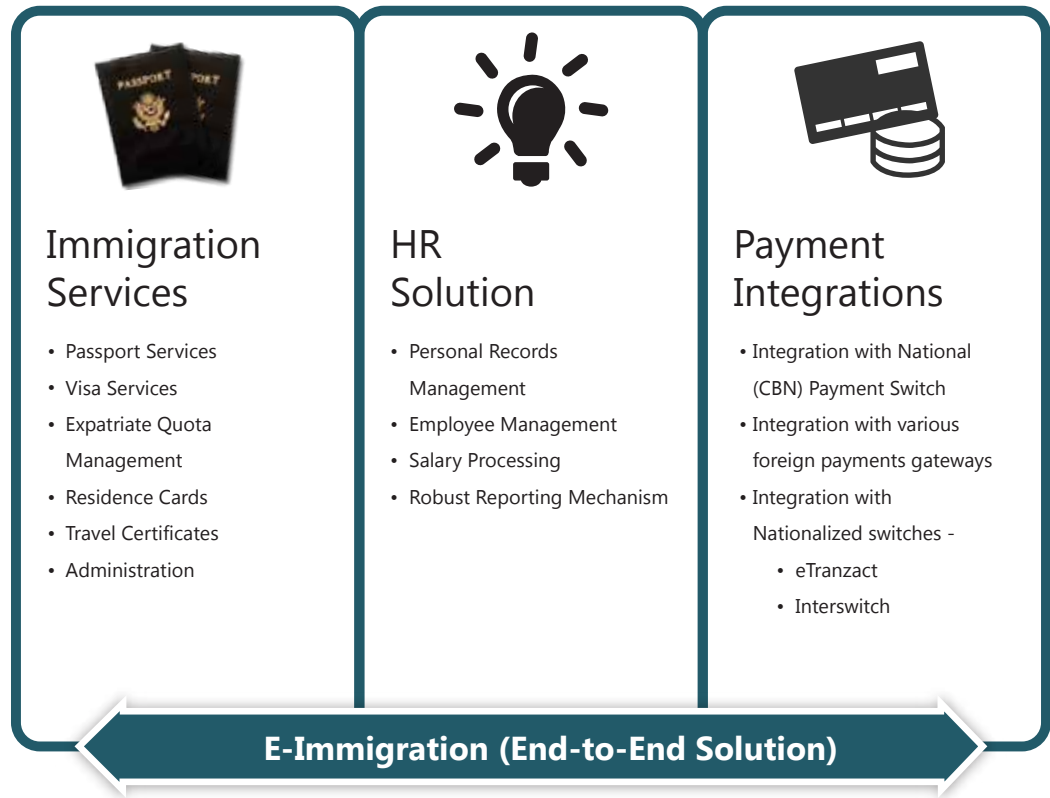
Our Solution

The solution automates all the associated departments to have an efficient Integrated Processing System. The overall system reduces the chances for human error while attaining a higher degree of operational and cost efficiency. The solution caters to numerous departments including Passport and Visa processing offices, and automates numerous processes such as back-office (including vetting and approval), Passport / Visa Print Stations, Clearance System at immigration counters, Checkpoint automation (using Bar-codes or Smart Cards), Passport/Visa Issuance and effective Reporting for Revenue reconciliations for the Finance division.

The single window application system empowered the Immigration Ministry to carry out the required Passports and Visa processing in an automated, centralized fashion with minimal manual intervention, while bringing more transparency into the processes.

Enhanced security measures including Bar-codes and Smart Cards qualify it as a next generation solution. Strength of the system is reflected through the integrated business intelligence solution which helps authorities to gather statistics at each and every stage.

The solution incorporates an extensive Decision Analysis system to present detailed statistics to authorized persons. It is enabled with ePayments integration including Interswitch, eTranzact, Amazon Payments, Google Checkout, Pay4Me. The solution also features Support Automation providing real-time online support to applicants besides a Personal Records Management system for the staff having direct linking to immigration services including Salary Processing.

Framework

Immigration Services

- Passport Services
- Visa Services
- Expatriate Quota Management
- Residence Cards
- Travel Certificates
- Administration

HR Solution

- Personal Records Management
- Employee Management
- Salary Processing
- Robust Reporting Mechanism

Payment Integrations

- Integration with National (CBN) Payment Switch
- Integration with various foreign payments gateways
- Integration with Nationalized switches -
  - eTranzact
  - Interswitch

E-Immigration (End-to-End Solution)

Key Features

Key Features

- Online Application Portal
- Passport Offices / Embassies Management
- Fee Management
- Special Applications
- Intelligent Interview Scheduler & Global Holiday Management
- Integrations with Print & Other External Systems

Key Features

- Payment Gateway Integrations
- Reporting & Dashboards
- Support Administration
- Personal Records Management - HRMS
- Employee Salary Processing
- Fraud Management System

Results

Immigration Portal: A complete online immigration portal is made available where users can apply online for issuance of its Visa & Passport.

Integration: ePayment integration which is used by the user to pay its Visa & Passport fees online.

Better Accessibility: Easy access to information to all stakeholders including citizens and generation of MIS for better decision making.

Data Integrity: Automation of back-end processes and re-engineering resulting in improved efficiency, reduced costs and integrity of data.

October 2008

Portal Went Live

$72 Million

Value of Transactions Handled Per Year

1,500,000

Number Transactions Handled Per Year

2,000,000

Number of Visitors on the NIS portal Per Year

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290 Million

Number of Hits on the NIS Portal Per Year

About TekMindz

TekMindz is an IT consulting & technology services company with headquarters in India, serving clients across Asia/Pacific, Middle East, North America and Africa. Bringing together technology, people and processes across diverse sectors for organizations around the world, TekMindz enables business enterprises and governments to most effectively serve their customers and citizens.

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