## Module wise Actor & Stakeholders

### Module 1: User Panel Management

| **Sl.** | **System Feature** | **Functions** | **Actor** | **Media** | **Ref.** |
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|  | Panel for BHB Authority | **Dashboard:**  BHB authority will see following information.   * + - No. of LO offices & info     - No. of LO Samity & info     - No. of weavers & info     - Total disbursed loan amount     - Total Recovered amount     - Total due amount     - Link with information management   **Activities:**   * + - Pending Activities     - Asking information from LO office     - Reporting | System | Web, Mobile Apps | 1.11.1 |
|  | Panel for LO office | **Dashboard:**  LO will see following information.   * + - Samity information     - Group information     - Schedule Roster     - Loan collector information     - Loan disbursement information     - Loan collection information     - Application for Loan & Samity information     - Link with information management   **Activities:**   * + - Samity entry form     - Group entry form     - Weavers entry form     - Loan entry form     - Bank entry form     - Installment collection entry form     - Pending activities     - Asking information from LO office     - Reply to BHB authority with required information from LO office     - Reporting | System | Web, Mobile Apps | 1.11.2 |
|  | Panel for Loan Collector | **Dashboard:**  Loan Collector will see following information.   * + - Schedule Roster     - Samity & Group information     - Recovery status     - Today’s activities information     - Weavers information     - Link with information management   **Activities:**   * + - Samity entry form     - Group entry form     - Weavers entry form     - Loan entry form     - Installment collection entry form     - Pending activities     - Reporting | System | Web, Mobile Apps | 1.11.3 |
|  | Panel for Samity | **Dashboard:**  Samity will see following information.   * + - Samity information     - Group information     - Weavers information     - Loan information     - Collection information     - Link with information management     - Due Installment   **Activities:**   * + - Pending activities     - Group entry form     - Audit report submission     - Reply to LO office with required information     - Reporting | System | Web, Mobile Apps | 1.11.4, 1.11.5 |
|  | Panel for Weavers | **Dashboard:**  Weavers will see following information.   * + - Self-Loan and recovery information     - Payment information   **Activities:**   * + - Can change self-contact information     - Loan application form     - Pending activities     - Reply to LO office with required information     - Reporting | System | Web, Mobile Apps | 1.11.6 |

### Module 2: Samity Management

| **Sl.** | **System Feature** | **Functions** | **Actor** | **Media** | **Ref.** |
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|  | Online Application for Samity Registration | Some weavers can create a Samity, first they need to select president and secretary and then apply for registration with all required information and document | President and secretary of weavers samity | Web, Mobile Apps | 1.9.1, 1.17.1 |
|  | Document Verification and Inspection Report Submission  - NID  - Resolution  - Person  Inspection Report submission | NID automatically verified through EC database.  LO will physically verify the submitted resolution.  LO will physically verify the Persons Handloom & take picture through the apps with longitude and latitude.  LO will submit Inspection report after verifying submitted documents to Head office for approval. | System  LO  LO  LO | Web, Mobile Apps  Web, Mobile Apps  Web, Mobile Apps  Web, Mobile Apps | 1.9.2, 1.9.3, 1.9.4, 1.17.2, 1.17.3, 1.17.4 |
|  | Samity member database creation | Samity members all required information will enter by LO office & NID verify | LO | Web, Mobile Apps | 1.9.2, 1.17.2 |
|  | Approval process | Head office approved registration of weavers samity through e-filing system | Authority (BHB) | Web. Mobile Apps, e-file system | 1.9.2, 1.17.2 |
|  | Delivery registration certificate | LO will deliver weavers samity registration certificates through email and manually | System, LO | Web. Mobile Apps, e-file system | 1.17.5 |
|  | Samity audit Submission | Samity will submit audit report every year to LO office | Samity Organizer | Web, Mobile Apps | 1.9.5, 1.17.6 |
|  | Notification | Inspection notification to concern weavers. Certification approval notification to weavers samity. | System | Web, Mobile Apps |  |
|  | Reporting | All reports as management requirements. | System | Web, Mobile Apps |  |

### Module 3: Loan Management

| **Sl.** | **System Feature** | **Functions** | **Actor** | **Media** | **Ref.** |
| --- | --- | --- | --- | --- | --- |
|  | Online Group Creation | Five members of weavers from a samity will create a group. Group president & secretary will apply online for group certification with required information. | Weavers group president & secretary | Web, Mobile Apps | 1.10.1, 1.19.1 |
|  | Group Certification | System will check all submitted information if valid and will generate group certification automatically & notify to concern persons. | System | Web, Mobile Apps | 1.10.2, 1.19.2 |
|  | Online Loan Application | Weavers of a samity will apply for loan with all required information & documents through online. | System | Web, Mobile Apps | 1.10.3, 1.19.3 |
|  | Document Verification and Inspection Report Submission  - Person  Inspector schedule management & Inspector duty roster management  - System  Inspection Report Submission | LO will physically verify the persons Handloom & take picture through the apps with longitude & latitude.  System will automatically distribute roster to LO/Inspector for physical verification of loan applicant’s handloom.  LO will submit Inspection Report after verifying submitted documents to Head office for loan approval. | LO  System  LO | Web, Mobile Apps  Web, Mobile Apps, SMS  Web, Mobile Apps | 1.10.4, 1.19.4, |
|  | Loan Approval Process | Head office approve loan through e-filing system. | Authority (BHB) | Web, Mobile Apps, e-file system | 1.10.5, 1.19.5 |
|  | Loan disbursement Management | After loan approval, LO send a loan sanction notification notice to loan applicant.  Loan applicant & LO signed an agreement.  Loan sanction notice & allotment letter send to bank for loan distribution.  Loan can disburse also though mobile banking/ Agent banking/ P2G | LO  LO, Loan applicant  Lo, Bank  Mobile banking/ Agent banking/ P2G | Web, Mobile Apps, Payment System | 1.10.6, 1.10.7, 1.10.8, 1.19.6, 1.19.7, 1.19.8, 1.19.9 |
|  | Loan Recovery Management | Loan installment collector information will enter by LO office.  Loan collection schedule will automatically generate.  Installment will collect through mobile apps using OTP between loan collector & weavers.  Weavers also can pay installment through mobile banking by his own. | LO  System  System  Weavers | Web, Mobile Apps, Payment System | 1.10.9, 1.19.10 |
|  | Bank Information Database | Bank information database will require to know loan disbursement and recovery status in respective branch. | LO | Web, Mobile Apps, Payment System |  |
|  | Notification | Inspection notification to concern weavers. Loan approval notification to the weavers. | System | Web, Mobile Apps |  |
|  | Reporting | All report as management requirements. | System | Web, Mobile Apps |  |

Module 4: Helpdesk Management

| **Sl.** | **System Feature** | **Functions** | **Actor** | **Media** | **Ref.** |
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|  | FAQ (In frequently asked question & answer) | In frequently asked question & answer related to the organization will be available in text format | All Citizen | Web, Mobile Apps | 1.12.1, 1.21.1 |
|  | Multimedia | Video tutorial like how to use the application software, process of apply for loan/Samity/Group etc. will be available in apps helpdesk. | All Citizen | Web, Mobile Apps | 1.12.2, 1.21.2 |
|  | Call center | There will be an option for apps user to call the call center number from apps. | All Citizen | Mobile Apps, TELCO | 1.12.3, 1.21.3 |
|  | IVR | Some required pre-recorded voice will be available using IVR technology. | All Citizen | Mobile Apps, TELCO | 1.12.4, 1.21.4 |