



পররাষ্ট্র মন্ত্রণালয়



English User Manual for the mobile Application



পররাষ্ট্র মন্ত্রণালয়



Contents

1. Downloading the mobile application
2. Login Process
3. First time user registration process
4. Service Request process
5. Previous service request history
6. Emergency Service request process (SOS)
7. Mobile App setting

Downloading the “Dutabash mobile Application)



পররাষ্ট্র মন্ত্রণালয়

Scan the **QR** code to download



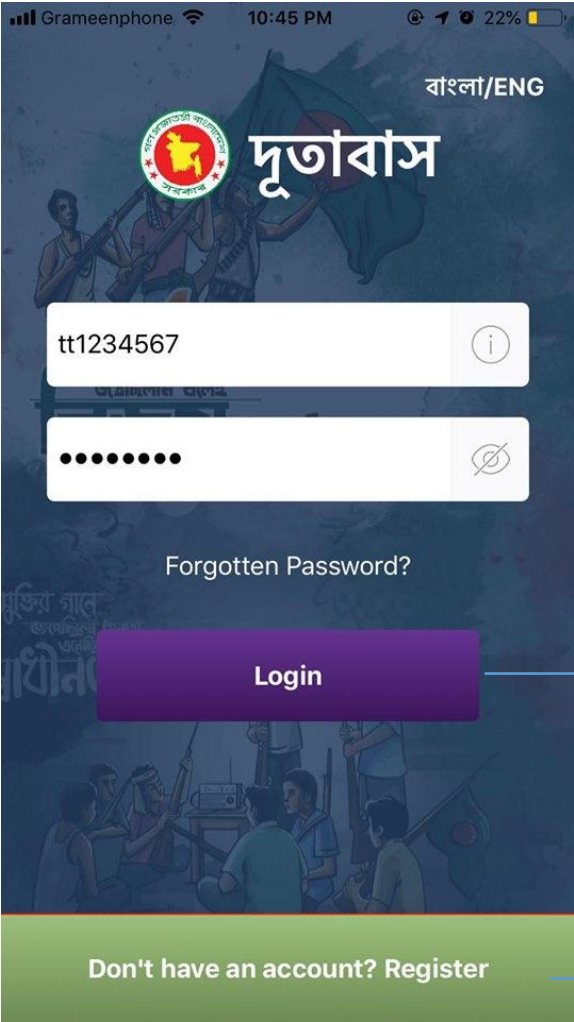
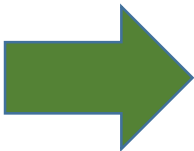
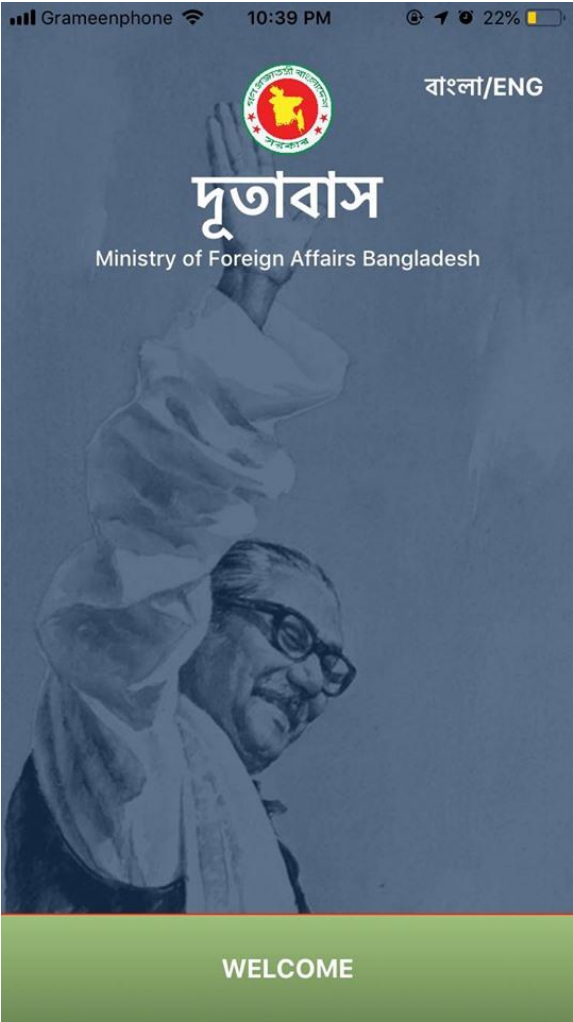
Required Permissions and accessibility

- Permission to use the location/GPS service of the device
- Permission to use the phone camera.
- Permission to access the file in the gallery

Login Process



পররাষ্ট্র মন্ত্রণালয়



If you already have an account use your ID(Passport number) and password to login

Click this button if you are a new user

First Time User Registration Process



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Grameenphone 10:40 PM 22%

Register Account বাংলা/ENG

Your Name Same as passport

Your E-mail Address

Your mobile number

Passport Number Without space

Passport Expiration date

National Id Number

Complete Registration

Your Valid email address to receive the service

Select country for country code and enter valid mobile phone number

Enter your passport number without any space

Grameenphone 10:40 PM 22%

Register Account বাংলা/ENG

Password Minimum 8 characters

Service Delivery Station

Present Address(house/road/block)

Attach identification document

Passport Scan copy

Upload

NID Scan Copy

Upload

**By registering I am accepting
[Privacy Policy](#) and [Terms and conditions](#)

Complete Registration

Service delivery station will be chosen automatically by the system using your phone GPS to your nearest service delivery station/mission

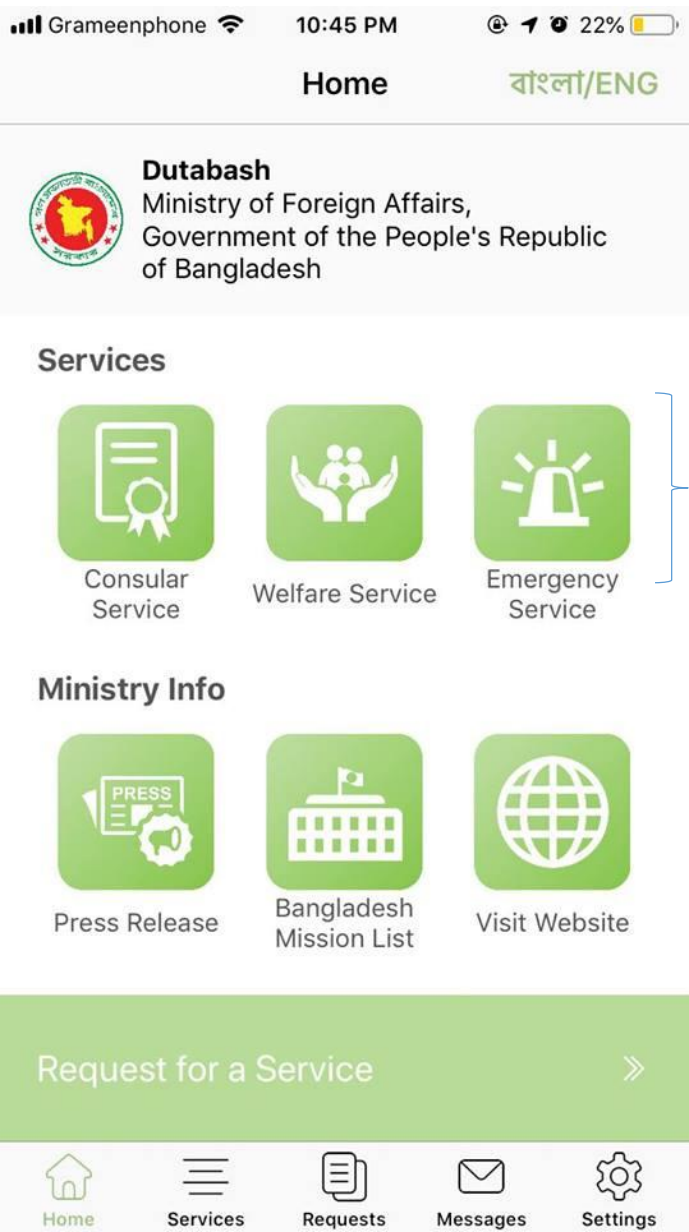
Your current address.

You can upload Passport and NID from your gallery/file or use our intelligent built-in scanner system to scan the document via phone camera

Service Request Process

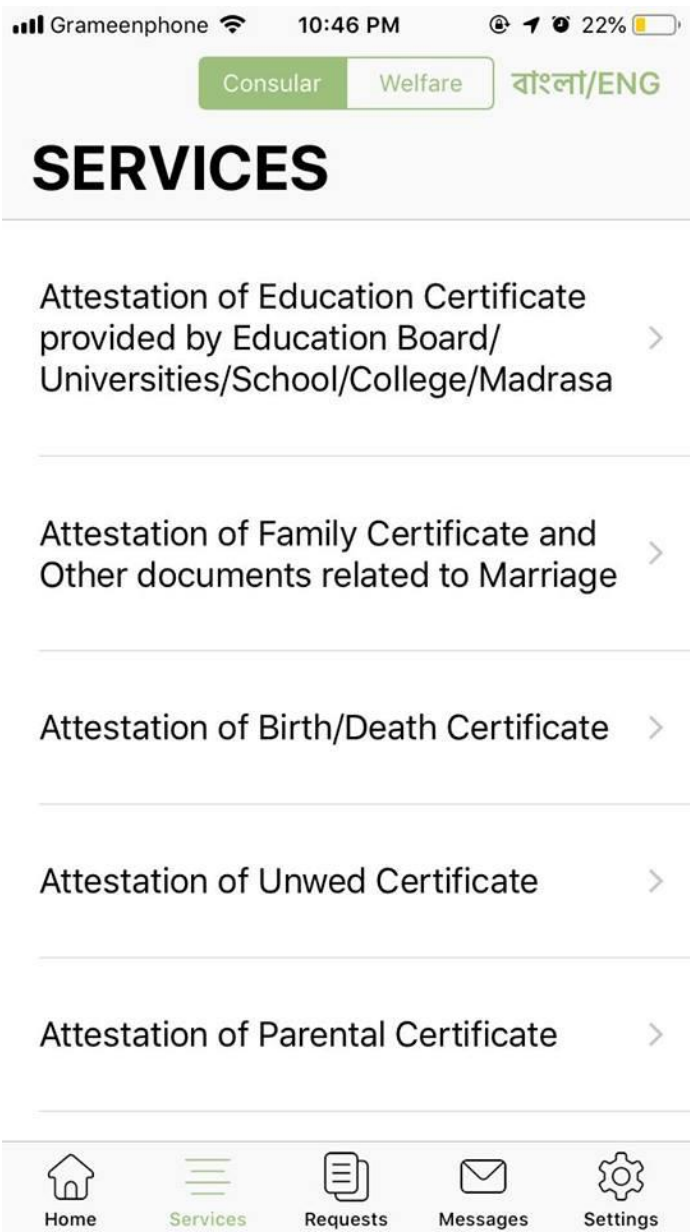


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Step 1

Select the type of the desired service (consular or Welfare) from the home page.



Step 2

Select the desired service from the service list

Service Request Process (Cont.)



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Step 3

- Re-Confirm the name of the service
- Acknowledge the service delivery process
- Acknowledge the list of necessary documents required. With out submission of ALL necessary document, the request will be denied

Signal strength, Grameenphone, 10:46 PM, 22% battery

< SERVICES Service Details বাংলা/ENG

Name of the service:

Attestation of Affidavit

Service delivery process:

1: Affidavit concerning change in name, father's/mother's name, husband's/wife's name, date of birth, present/permanent address shall be printed on stamp paper, notarized and signed in front of a first class magistrate prior to attestation from Law and Justice Division.

Necessary Documents:

Copies of Old/New Passport, Birth certificate, SSC/equivalent of the person concerned.

Request for service

Signal strength, Grameenphone, 10:47 PM, 22% battery

< SERVICES Service Details বাংলা/ENG

Name of the service:

Attestation of Affidavit

select service type

Affidavit for Change of Personal Information

Request for service

Service Request Process (Cont.)



পররাষ্ট্র মন্ত্রণালয়

Step 4

You can upload Passport and NID from your gallery/file or use our intelligent built-in scanner system to scan the document via phone camera

Grameenphone 12:40 AM 68%

< SERVICES Service Details বাংলা/ENG

Name of the service:

Attestation of Affidavit

Service delivery process:

1: Affidavit concerning change in name, father's/mother's name, husband's/wife's name, date of birth, present/permanent address shall be printed on stamp paper, notarized and signed in front of a first class magistrate prior to attestation from Law and Justice Division.

Necessary Documents:

Do you want to use your camera to scan your document or you want to upload previously scanned document from your phone

Use Camera

Upload File

Cancel

Grameenphone 12:41 AM 68%

Name of the service:

Attestation of Affidavit

Service delivery process:

1: Affidavit concerning change in name,

Scan is successful, do you like to add more pages?

Yes No

Copies of Old/New Passport, Birth certificate, SSC/equivalent of the person concerned.

Request for service

Step 5

You can add more pages if required or choose to continue with the uploaded pictures

Service Request Process (Cont.)



পররাষ্ট্র মন্ত্রণালয়

Added Documents

Affidavit for Change of Personal Information

Add more documents

Complete your request

Step 6

You can add multiple documents from “**add more documents**” button if necessary or click on the “**complete your request**” button to continue with your request

Added Documents

Affidavit for Change of Personal Information

Total number of pages

1

Cancel Continue

1 2 3
ABC DEF
4 5 6
GHI JKL MNO
7 8 9
PQRS TUV WXYZ
0

Step 7

Please input the total no of pages scanned /file uploaded from the gallery for reconfirmation. Please note that this will be used to charge you for your service if charges are applicable.

Service Request Process (Cont.)



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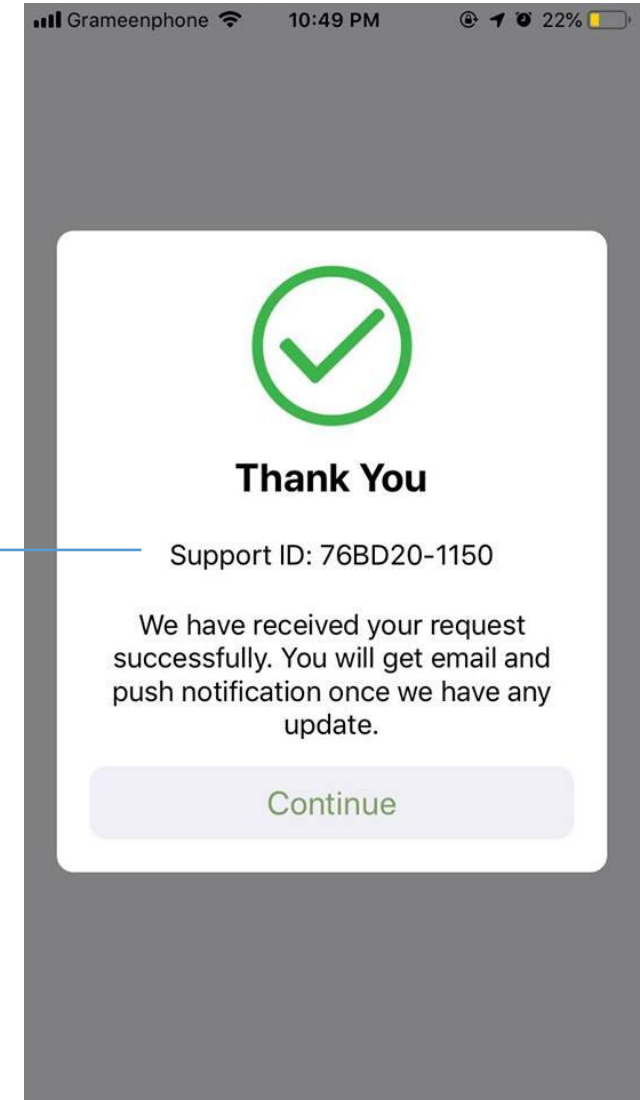
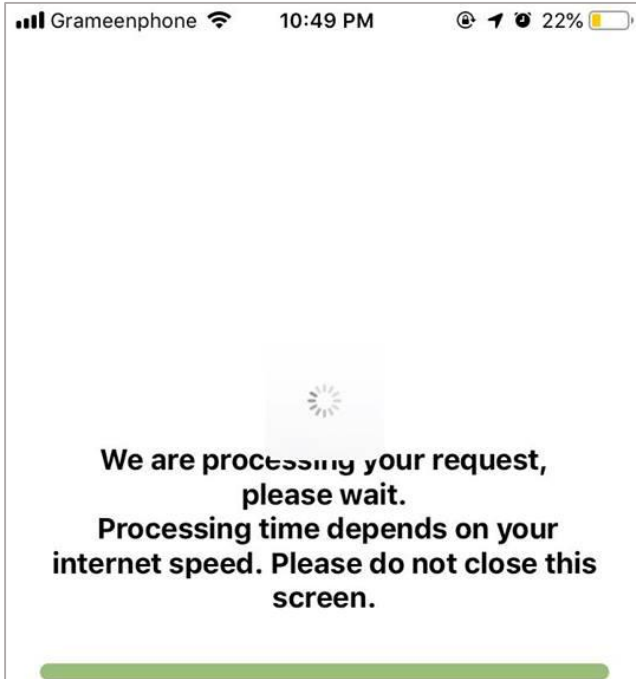
Step 8

After inputting the number of pages submitted, please wait as the system uploads and process your request. **DO NOT CLOSE THE APPLICATION AT THIS STAGE OF PROCESSING.**

CONGRATULATION!

You have successfully requested for your desired service. Please note your **“Support ID”** for future reference

If your request is approved you will receive your requested corresponding document in your email as well as in the message section of your mobile application.



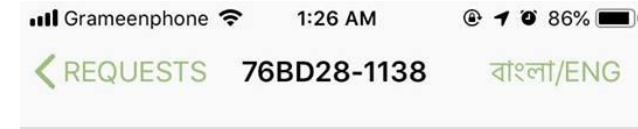
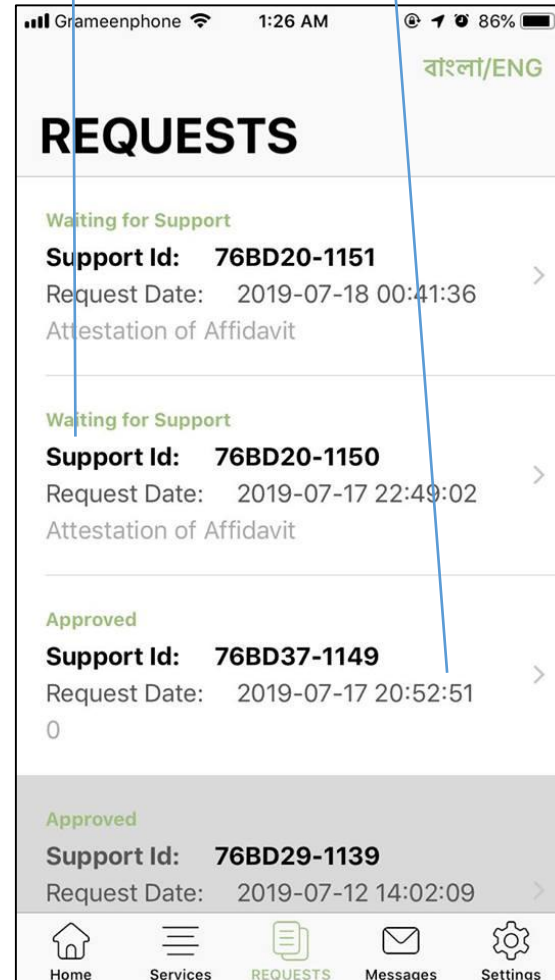
View previous service request history



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2. View the list of requests made by the user so far and their status (approved, Rejected, waiting for Approval)



Approved

প্রবাসে আটক বাংলাদেশীদের দেশে প্রত্যাভাসন

Support Id: 76BD28-1138

Service Fees: 0.0

Delivery Date: 2019-07-12 13:48:08

Submit Date: 2019-07-12 12:58:37

Submitted Documents

Application

[Application-156291471757.pdf](#)

Passport/ Identification Document of the Detained Bangladesh National

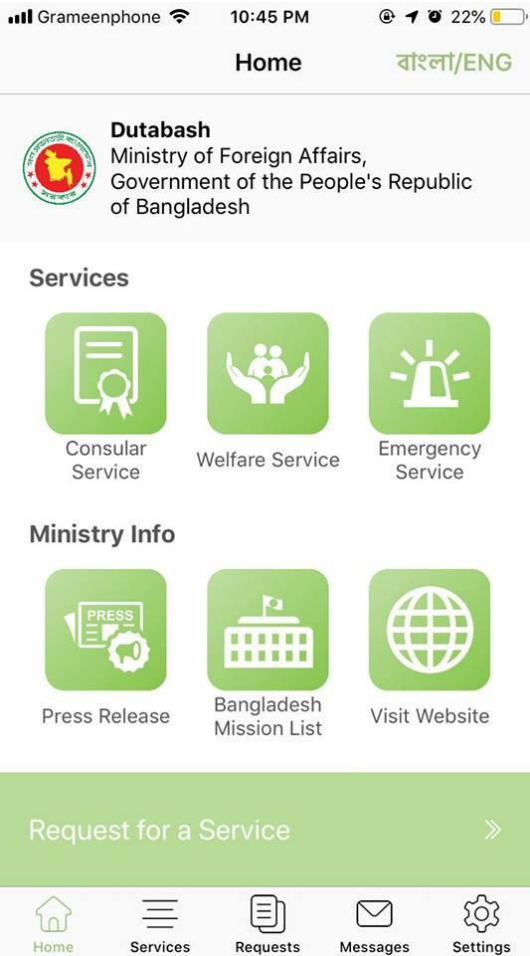
[Passport-or-Identity-Card-1562914724...](#)

Name, Address and Phone Number of the applicant

3. View details of the request history.

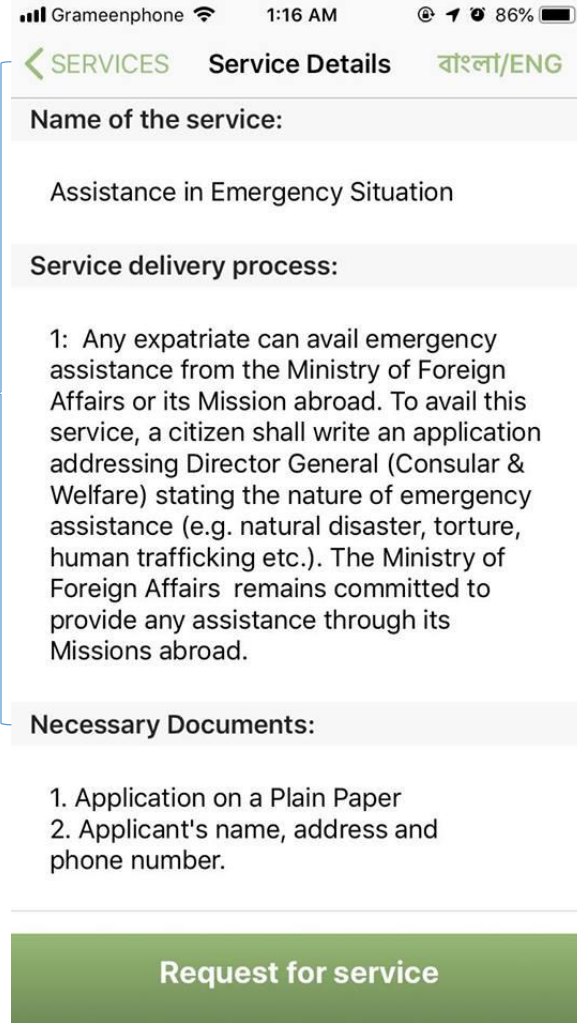
1. Choose "Request" tab from the menu bar below

Emergency Service Request Process (SOS)



Step 1

Select
“EMERGENCY
SERVICE” from
the home page of
the application
&
Click “Request for
Service” button

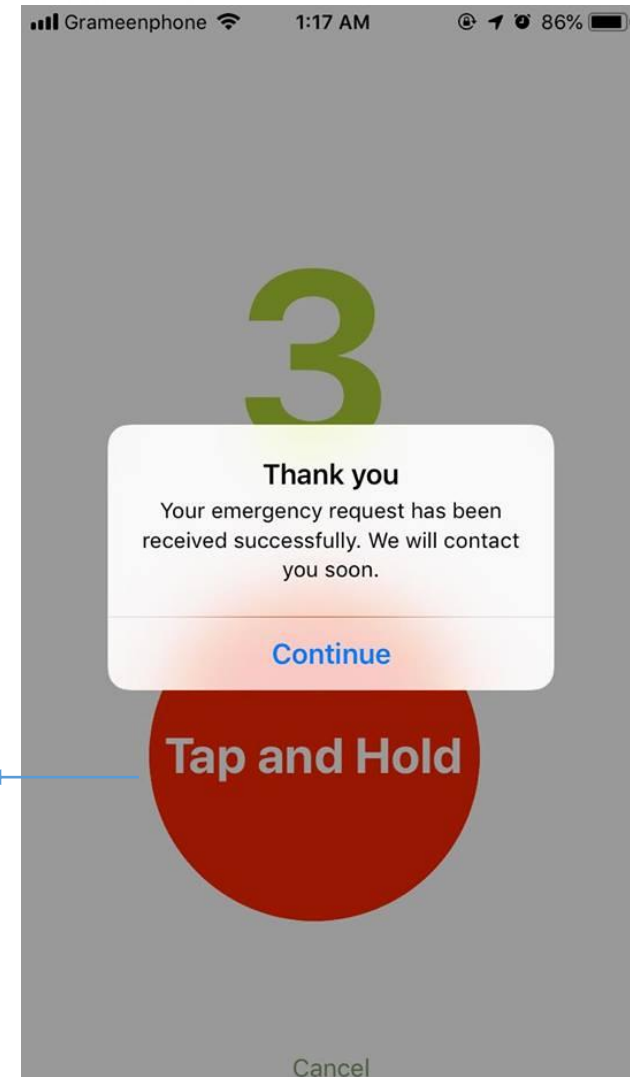


Step 2

Tap and hold the red
button for three
seconds to activate
alert. Authorized person
will contact you soon!



পররাষ্ট্র মন্ত্রণালয়

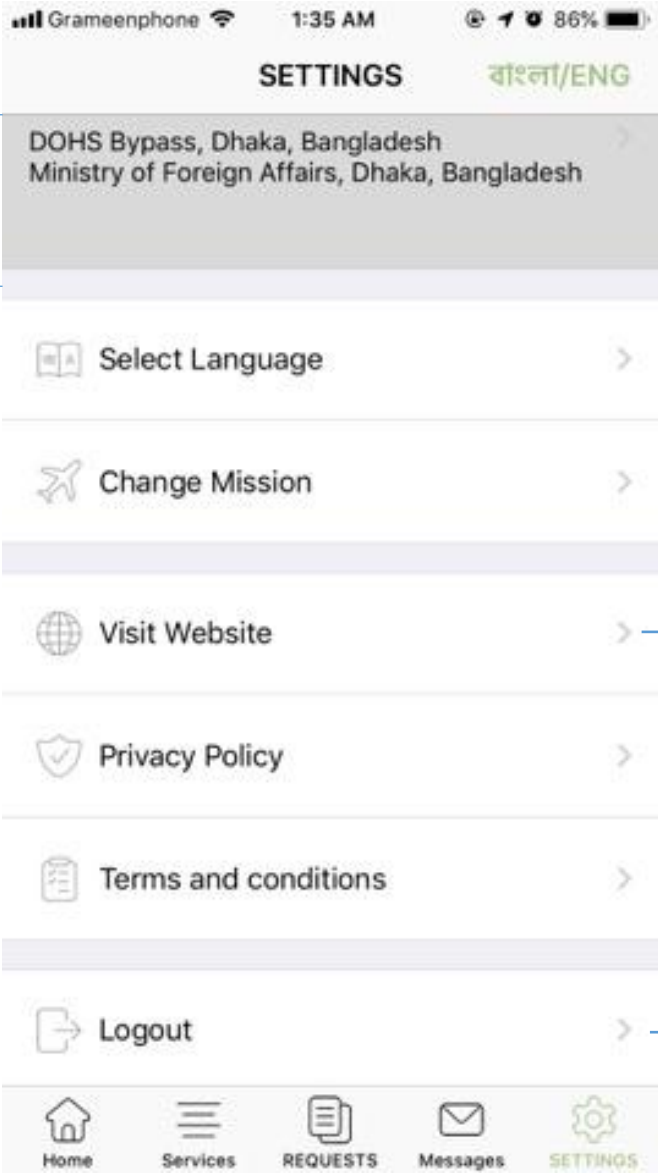


Settings



পররাষ্ট্র মন্ত্রণালয়

User's current personal details



To Switch language from Bengali to English and vice versa

To Visit the website of the Ministry of Foreign Affairs Bangladesh

To logout