

Requirement Specification Document for Sulekha.com Portal

1. Introduction

1.1 Purpose

This document defines the functional and non-functional requirements for the Sulekha.com portal, a platform connecting users with local service providers, businesses, and classified advertisements. The system enables users to post service requests, manage listings, and interact with service providers, while admins oversee platform activities, user management, and content moderation.

1.2 Scope

The system provides:

- User registration and authentication
- Service provider listings and classified ads
- Admin controls for monitoring and moderation
- Secure payment integration (if applicable)
- User-to-service provider communication
- Search and filtering functionalities

- **2. Functional Requirements**

ID	Category	Description	Additional Comments	Remarks
2.1.1	User Registration & Authentication	Users can register via email, phone number, or social media login.	Two-factor authentication for security.	Password recovery via email or SMS.
2.1.2	User Profile Management	Users can create and edit profiles.	Profile includes name, contact details, profile picture, and location.	Option to verify identity for service providers.
2.1.3	User Roles & Permissions	Different roles assigned (User, Service Provider, Business, Admin).	Service providers can post listings, admins manage policies.	Admins have complete control over moderation.
2.1.4	Email & SMS Notifications	System sends verification, password reset, service request updates, and	Ensures better user engagement.	Requires integration with third-party services (e.g., Twilio, SendGrid).

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		promotional emails/SMS.		
2.1.5	Session Management	Users remain logged in unless they log out manually.	Includes session timeout for security.	Requires JWT or session-based authentication.
2.2.1	User Moderation	Admins can view, edit, suspend, or delete user accounts.	Manage user reports and complaints.	Review service provider verification requests.
2.2.2	Listing Moderation	Admins approve, reject, or suspend service listings and classified ads.	Automated filtering using AI/ML for content moderation.	Flag and remove fraudulent or inappropriate listings.
2.2.3	Reports & Analytics	View user activity reports and generate analytics.	Track revenue from premium listings and ads.	Performance tracking for platform growth.
2.2.4	Content Moderation	Automated and manual moderation of images and text in listings.	AI-based image recognition for prohibited content.	Reduces fraudulent and inappropriate content.
2.3.1	Listing Posting & Editing	Users and service providers can post listings with images, descriptions, and pricing.	Listings are categorized (Home Services, Tutors, Events, etc.).	Option to edit or remove listings.
2.3.2	Listing Search & Filtering	Search listings by keywords, category, location, and price range.	Filter listings by most recent, ratings, and proximity.	Improves user experience and ease of navigation.
2.3.3	Listing Promotion & Monetization	Paid promotions for better visibility of service listings.	Featured listings section for premium services.	Subscription plans for businesses or frequent posters.
2.3.4	Listing Expiry & Renewal	Listings expire after a set duration (e.g., 30 days).	Users receive notifications before expiry.	Option to renew or extend the listing.

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2.3.5	Location-Based Search	Users can filter listings based on their location.	Supports GPS-based and manual location selection.	Useful for finding local services.

3. Non-Functional Requirements

ID	Category	Description	Additional Comments	Remarks
3.1	Performance Requirements	System should handle concurrent users efficiently.	Search and browsing should be optimized for speed.	Ensures smooth user experience.
3.2	Security Requirements	Encrypted user data and payment transactions.	Secure login mechanisms (OAuth, JWT, etc.).	Regular security audits required.
3.3	Usability Requirements	Responsive design for mobile and desktop.	Intuitive user interface and easy navigation.	Multilingual support for wider accessibility.
3.4	Scalability Requirements	Cloud-based infrastructure for high availability.	Auto-scaling capabilities to handle traffic spikes.	Ensures system stability under heavy load.
3.5	Data Backup & Recovery	Regular automated data backups.	Ensures platform stability in case of system failures.	Must comply with data retention policies.
3.6	Compliance & Legal Considerations	GDPR, CCPA, and other applicable legal regulations must be followed.	Users should have options to delete their data.	Important for international operations.

ID	Category	Description	Additional Comments	Remarks
3.7	API Support	RESTful APIs should be provided for mobile apps and third-party integrations.	Ensures cross-platform availability.	Useful for developers and partners.

4. Conclusion

This document outlines the fundamental requirements for the Sulekha.com portal. Future enhancements may include AI-driven service recommendations, real-time chat support, and blockchain-based transaction verification for premium services.