

Project Title:**Digital Loan Application and Approval System**

Background / Business Context:

Currently, the loan application process at XYZ Bank is manual, paper-based, and requires customers to visit branches physically. This has led to increased turnaround time (TAT), frequent errors, and poor customer experience. Management wants to digitize the entire loan origination process for personal loans.

Business Objective:

To build an online platform for customers to apply for personal loans, get eligibility assessment, upload KYC documents, track application status, and receive approval digitally.

Scope:

- Online loan application form with Aadhaar/PAN-based prefill.
 - Integration with credit bureau (CIBIL) to fetch credit score.
 - AI-based eligibility and risk assessment module.
 - Real-time KYC document verification (OCR + face match).
 - Loan sanction and e-agreement signing via OTP-based authentication.
 - Integration with core banking for disbursement.
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Out of Scope:

- Home loan, car loan, and business loan modules.
 - Agent-assisted journeys for Tier 3 regions.
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Stakeholders:

- Product Manager: Rahul Sharma
- Business Head – Retail Lending: Priya Iyer

- IT Manager: Rakesh Sinha
 - Compliance Lead: Anjali Mehta
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Key Features / Requirements:

- Responsive web app for self-service journey
 - Aadhaar/PAN card OCR and verification
 - Credit score fetching from Experian or CIBIL
 - Eligibility rules based on income, credit history, and existing liabilities
 - Risk scoring using internal AI model
 - E-sign integration using DigiLocker + Aadhaar eKYC
 - Dashboard for customer to track loan status
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Assumptions:

- Customer must have Aadhaar-linked mobile number
 - System must support English and Hindi
 - Loan disbursement only through verified bank accounts
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Risks:

- Delay in API access to credit bureau
 - Resistance from customers not comfortable with digital onboarding
 - Compliance changes due to upcoming RBI guidelines
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Timeline:

- Requirements Finalization: 15 March 2025
 - Development Kickoff: 1 April 2025
 - UAT: 1 June 2025
 - Go-Live: 1 July 2025
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Success Metrics:

- Reduce TAT from 5 days to 2 hours
- 80% reduction in manual data entry
- 90% accuracy in eligibility checks

This document is typically shared with the Business Analyst to **derive** the BRD, which will structure this information under formal sections like:

- Executive Summary
- Business Objectives
- Functional Requirements
- Non-functional Requirements
- Compliance and Regulatory Needs
- Assumptions, Constraints, Risks
- Appendices