BUSINESS REQUIREMENTS DOCUMENT (BRD) FOR DIGITAL LOAN APPLICATION AND APPROVAL S

VERSION HISTORY

VERSION | APPROVED BY | REVISION DATE | DESCRIPTION OF CHANGE | AUTHOR

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1.0 | To be defined | To be defined | Initial draft | To be defined

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1. EXECUTIVE SUMMARY

The project aims to digitize the loan application process at XYZ Bank to reduce turnaround time,

minimize errors, and enhance customer experience.

2. PROJECT DESCRIPTION

The project, titled "Digital Loan Application and Approval System," is designed to create an online platform for customers to apply for personal loans, get eligibility assessment, upload KYC documents, track application status, and receive approval digitally.

3. PROJECT SCOPE

In 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.

Out of Scope:

- Home loan, car loan, and business loan modules.

- Agent-assisted journeys for Tier 3 regions.

4. BUSINESS DRIVERS

The primary business driver for this project is to improve customer experience by digitizing the loan application process, reducing turnaround time, and minimizing errors.

5. CURRENT PROCESS

The current process is manual, paper-based, and requires customers to visit branches physically.

6. PROPOSED PROCESS

The proposed process involves creating an online platform for customers to apply for personal loans, get eligibility assessment, upload KYC documents, track application status, and receive approval digitally.

7. FUNCTIONAL 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

8. NON-FUNCTIONAL REQUIREMENTS

- The system must support English and Hindi.

- Loan disbursement only through verified bank accounts.

9. FINANCIAL STATEMENTS

To be defined

10. COST AND BENEFIT

To be defined

11. RESOURCES

- Product Manager: Rahul Sharma

- Business Head - Retail Lending: Priya Iyer

- IT Manager: Rakesh Sinha

- Compliance Lead: Anjali Mehta

12. SCHEDULE, TIMELINE, AND DEADLINES

- Requirements Finalization: 15 March 2025

- Development Kickoff: 1 April 2025

- UAT: 1 June 2025

- Go-Live: 1 July 2025

13. ASSUMPTIONS

- Customer must have Aadhaar-linked mobile number.

- System must support English and Hindi.

- Loan disbursement only through verified bank accounts.

14. GLOSSARY

Term / Abbreviation	Explanation
To be defined	To be defined

15. REFERENCES

Name	Location
To be defined	To be defined

16. APPENDIX

To be defined

DISCLAIMER

Compliance Rules

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| R1 | The system must support English and Hindi languages. | Operational | Medium | N/A |

ID	Requirement	Category	Priority	Regulations
R2	The system must provide an online loan application form with Aadhaar/PAN-based prefill.	Data	High	Aadhaar Act 2016, PAN Card Regulations
R3	The system must integrate with credit bureau (CIBIL) to fetch credit score.	Data	High	Credit Information Companies Regulation Act
R4	The system must include an AI-based eligibility and risk assessment module.	Operational	High	N/A
R5	The system must provide real-time KYC document verification (OCR + face match).	Security	High	KYC Guidelines, RBI Guidelines
R6	The system must sanction loan and e-agreement signing via OTP-based authentication.	Security	High	IT Act 2000, Aadhaar Act 2016
R7	The system must integrate with core banking for disbursement.	Operational	High	Banking Regulation Act 1949
R8	The system must not include home loan, car loan, and business loan modules.	Operational	Low	N/A
R9	The system must not support agent-assisted journeys for Tier 3 regions.	Operational	Low	N/A
R10	The system must disburse loans only through verified bank accounts.	Legal	High	Banking Regulation Act 1949, KYC Guidelines
R11	The system must have a responsive web app for self-service journey.	Operational	High	N/A
R12	The system must support Aadhaar/PAN card OCR and verification.	Security	High	Aadhaar Act 2016, PAN Card Regulations
R13	The system must fetch credit score from Experian or CIBIL.	Data	High	Credit Information Companies Regulation Act
R14	The system must have eligibility rules based on income, credit history, and existing liabilities.	Data	High	RBI Guidelines
R15	The system must use internal AI model for risk scoring.	Operational	High	N/A

R16	The system must integrate E-sign using DigiLocker + Aadhaar eKYC.	Security	High	IT Act 2000, Aadhaar Act 2016
R17	The system must provide a dashboard for customer to track loan status.	Operational	Medium	N/A
R18	The customer must have Aadhaar-linked mobile number.	Legal	High	Aadhaar Act 2016