

SOFTWARE REQUIREMENT SPECIFICATIONS



PREPARED FOR
Hon'ble Collector,
Office Of District Collector, Chandrapur
Maharashtra-442401

PREPARED BY
Shreyas Ugemuge
Vidarbha Infotech Private Limited



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EXECUTIVE SUMMARY

Digitize and streamline the operations of the **Nazul Department** by building a comprehensive online system that tracks and manages **government-leased properties**. These properties, distributed **area-wise and mauza-wise**, have been leased to citizens for extended durations and now require an efficient, transparent, and citizen-friendly management platform.

Key Objectives:

The digital system will serve as a **centralized platform** that offers end-to-end visibility into the current status of leased government properties and enables citizens to apply for services related to their holdings – all online.

Types of application

Leased Holder have facility to do application to Nazul office for any type of work/activities on their holding properties as below

- (1) Renewal
- (2) Transfer
- (3) Construction Permission
- (4) Division
- (5) Merger
- (6) Conservancy Lane
- (7) Mortgage
- (8) Free Hold
- (9) Supplementary Agreement.

Existing record keeping system

- **Data inconsistency and fragmentation** across different offices.
- **Manual errors** and delays in application processing.
- **Difficulty tracking lease renewals and revenue collections.**
- **Limited citizen access** to information, leading to frequent visits to government offices.
- **Lack of transparency and auditability** in land management activities.



Workflow involved in the processor

Application Submission: Citizens submit online applications for services like lease grant, renewal, NOCs, or penalty updates.

Document Verification: Department users review and verify submitted documents.

Site Visits: Surveyors are assigned and scheduled to conduct field inspections and submit their reports (**Tipni**).

Approval Process: Verified applications move through approval stages involving relevant department officers.

Fee Calculation & Payment: System calculates applicable fees, penalties, or lease rents. Citizens can pay online via integrated payment gateways.

Final Issuance: Upon approval and payment, digitally signed documents like lease orders, certificates, or NOCs are issued to citizens.

Record Maintenance: All activities are logged for audit, reporting, and future reference.

Client Signoff:

I understand that this document represents the agreed scope of the project. Any changes to the requirements outlined herein may impact the project timeline and cost. Additional requirements not included in this SRS may be subject to change requests.

Client Signature: _____ Date: _____



Project Overview

The purpose of the **E-Nazul Land Management System** is to create a **centralized, digital solution** for the management of Nazul lands. The system aims to:

- **Digitize all Nazul land records** for accurate, consistent data storage and retrieval.
- **Streamline workflows** for lease management, renewals, NOCs, and other related services.
- Provide a **citizen-friendly portal** for submitting applications, tracking status, uploading documents, and making online payments.
- Ensure **transparency, accountability, and improved revenue management** for government departments.
- Support **data-driven decision-making** through dashboards and reports.

Portal Support & Guidance Features

The portal will include a **comprehensive user support section** to assist both citizens and departmental users in efficiently using the system. Key features include:

- **User Guides & Instructions:** Step-by-step guides for each service (e.g., how to submit an application, renew leases, pay challans, etc.).
- **Challan Instructions:** Detailed guidance on **challan generation and payment**, including applicable fees and payment methods.
- **Document Checklists:** Clear list of **documents required for each application type**, helping users ensure complete submissions.
- **Language Support & Translation:** Portal content and instructions will be available in **multiple languages** for better accessibility.
- **SMS History Visibility:** Departmental users can **view SMS communication history** sent to applicants for transparency and tracking.



User Journey

The table below outlines the key user journeys that are core to the product functionality:

User Type	Journey Name	Description	Key Steps
Citizen	Apply for Lease Service	Citizens submit applications for services related to their leased property.	Login/Register → Select Service (e.g., Renewal, Transfer) → Fill Form → Upload Documents → Submit Application
Clerk	Application Review & Routing	Nazul staff reviews, verifies, and routes applications to appropriate desks.	Login → View Dashboard → Open Application → Verify Details → Forward/Reject/Request Clarification
	Verification & TIPNI Entry	Verifies surveyor inputs and performs TIPNI & valuation entries post-approval.	Review Survey Report → Enter TIPNI Details → Calculate Property Valuation → Enter Challan Amount
	NOC Issuance	Confirms payment and issues NOC certificate to the applicant.	Monitor Payment Status → Enter Challan Details → Generate & Approve NOC → Notify Citizen
Surveyor	Site Visit & Report Upload	The surveyor visits the site and submits a report to support the application.	Receive Assignment → Conduct Visit → Capture Photos → Fill Prescribed Report Format → Upload to System



Citizen	Challan Payment	Citizens pay the required fees via external website and await confirmation.	Receive SMS → Go to Payment Portal → Pay Challan → Await Confirmation
	NOC Download	Citizen access and download the NOC certificate from the portal.	Login → Go to "My Applications" → View NOC → Download

Workflow

Definitions

Stage	Definition
1. Application Verification	Initial check of submitted application and documents by Clerk.
2. Site Visit Scheduling	Clerk assigns survey date and notifies the applicant via SMS.
3. Field Inspection	The surveyor visits the site, captures details, photographs, and submits an official report.
4. Report Review	The clerk reviews the surveyor's report and either forwards it or returns for corrections.
5. Tehsildar Review	Tehsildar assesses the forwarded application and adds remarks.
6. Nayab Tehsildar Review	Application and remarks are reviewed; decisions made to proceed or revert.
7. Deputy Collector Processing	Further review and preparation for high-level approval.
8. Collector Approval	Final approval or rejection by the Collector.
9. TIPNI & Valuation Entry	Clerk performs official entry of land data (TIPNI) and calculates property valuation.
10. Challan Entry & Notification	The clerk enters payment details and sends SMS to the applicant with a fee breakdown.
11. Applicant Payment	Applicant pays through external website; payment status is synced to system.
12. Payment Monitoring	Clerk tracks payment confirmation or issues with challan and notifies accordingly.
13. NOC Issuance	Upon payment, the clerk records challan and issues No Objection Certificate (NOC).



14. NOC Access by Applicant	Applicant downloads the approved NOC from the portal.
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User Group & Workflow Hierarchy

User Group	Assigned From	Assigns To	Action on Approval	Action on Rejection
Clerk	System / Citizen	Surveyor, Tehsildar	Forwards to next designated officer	Returns to Surveyor or citizen with remarks
Surveyor	Clerk	Clerk	Submits site inspection report	Reschedules or flags issues for re-verification
Tehsildar	Clerk	Nayab Tehsildar	Adds remarks and forwards	Sends back to Clerk for correction
Nayab Tehsildar	Tehsildar	Deputy Collector	Forwards with endorsement	Returns to Clerk with queries or objections
Deputy Collector	Nayab Tehsildar	Collector	Approves and escalates for final decision	Sends back to Nayab Tehsildar
Collector	Deputy Collector	Clerk	Approves final decision and document release	Returns to Deputy Collector



Applicant (Citizen)	System	Clerk (via application)	Makes payment / downloads NOC (based on flow)	Application may be closed or resubmitted
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Available Grids by User Group

User Group	Available Grids	Purpose	Default Sort	Key Columns	Filters
Clerk	Applications Grid	View, verify, and forward lease-related applications	Submission Date (Newest)	Application ID, Applicant Name, Mauza, Status	Date Range, Status, Mauza, Application Type
Surveyor	Site Visit Schedule Grid	View assigned site visits and update inspection reports	Visit Date (Upcoming)	Application ID, Location, Visit Date, Assigned Clerk	Visit Date, Mauza, Pending/Completed
Tehsildar	Applications for Review	Review forwarded applications, add remarks	Forwarded Date	Application ID, Remarks, Status, Applicant Name	Status, Tehsil, Application Type
Nayab Tehsildar	Application Summary Grid	Cross-verify and recommend or reject applications	Forwarded Date	Application ID, Remarks, Decision History	Status, Mauza, Officer Name
Deputy Collector	Review Queue	Conduct higher-level review of filtered applications	Priority / Submission Date	Application ID, Applicant Name, Tehsil, Final Remarks	Tehsil, Officer, Status



Collector	Final Approval Grid	Approve or reject high-level applications	Ready for Approval	Application ID, Collector Notes, Status, Applicant Name	Status, Decision Pending/Done
Applicant (Citizen)	My Applications Dashboard	Track application status and view submitted requests	Status Updated Date	Application ID, Status, Type, Payment Status	Status, Date, Type
Clerk	Challan Payment Grid	Monitor payment status and issue NOCs	Payment Status	Application ID, Challan No., Payment Date, Status	Paid/Unpaid, Date Range, Amount

Citizen Registration and Authentication - Citizen View

Feature	Description
Online Registration Form	Citizens can self-register on the portal by providing basic details such as name, mobile number, email, and address.
Mobile Number Verification (OTP)	An OTP is sent to the citizen's registered mobile number to verify their identity before account creation.
Secure Login	Registered citizens can log in using their mobile number and OTP-based two-factor authentication.
Profile Management	Citizens can update their personal information such as address or contact details post-login.
Document Upload	Citizens can upload identity proof and supporting documents required for lease applications.
Dashboard Access	Once logged in, citizens can view their application status, submitted documents, and NOC history.
Password-less Access	The system uses OTP-based login, removing the need to remember or reset passwords.
Session Timeout	For security, inactive sessions are automatically logged out after a set period.
Privacy and Data Protection	Citizen data is encrypted and protected from unauthorized access as per applicable data security standards.



User Wise DashBoard

ADMIN

1. ADMIN DASHBOARD

Section	Feature	Description
Home	Information Corner	Section with sub-links providing resources and guidance
	- Required Document	List of mandatory documents
	- Help	Help guide or FAQ
	- Get Started	Introductory section for new users
	- Instructions	Step-by-step instructions
	- Calculation Sheet of Unearned Income Penalty	Excel or tool-based calculation sheet
	- Government Resolution (GR)	Official GR documents repository
Dashboard	Redirect	Button/link to navigate back to Admin Home
Admin > User Admin	User Master	User management section
		Search: User Name, Email, Mobile No., Login ID
		Actions: Create User Master
		Table Columns: Sr. No., User Name, Email, Mobile No., Login ID, Levelno, Defunct, Created On, Edit
	Role Master	Manage roles and permissions
		Search: Module, Role Name



		Actions: Create Role Master
		Table Columns: Sr. No., Module, Role Name, Created On, Edit
	Area Master	Define operational areas
		Actions: Create Area Master
		Table Columns: Sr. No., Area, Defunct, Edit
	Department Master	Define departments
		Actions: Create Department Master
		Table Columns: Sr. No., Department, Defunct, Edit
	Designation Master	Define user designations
		Actions: Create Designation Master
	Mauza Master	Add and manage Mauza data
		Search: Mauza, Area
		Actions: Create Mauza Master
		Table Columns: Sr. No., Mauza, Area, Defunct, Edit
	Application Type Master	Manage application types
		Actions: Create Application Type Master
		Table Columns: Sr. No., Application Type, Defunct, Edit
	State Master	Manage states list
		Actions: Create State Master
		Table Columns: Sr. No., State, Edit
	Use of Land Master	Define land usage types
		Actions: Create Use of Land Master



		Table Columns: Sr. No., Use of Land, Edit
	Attached Document Master	Manage document types for uploads
		Actions: Create Attached Document Master
	Citizen Master	Table Columns: Sr. No., Document Name, File Size, Defunct, Edit Maintain citizen records

2. E-NAZUL MODULE

Section	Feature	Description
Application Types	Application Categories	Renewal, Transfer, Construction Permission, Mortgage, Free-Hold, Partition, Supplementary Agreement, Conservancy (Lane), Revised Ground Rent
Application Analysis	Summary View	Shows application statuses for all users
		Fields: Application Type, Pending Count, Revoke Count
		Summary: Total Applications: [Value]
	eNazul Admin User	Status Overview
	Application Summary	Overview

3. TRANSACTIONS

Section	Feature	Description
Transactions	Application Actions	Close / Reject / Revoke Applications
	Filters	Application No., Status, Type, Area, Mouza
	Table Columns	Sr. No., Application Type, Application Number, Status, Name, Mouza, Plot No., Tipni
	Button	Clear Filter



4. REPORTS

Report Type	Filters	Table Columns / Details
Site Visit Schedule Report	Department User, Mouza, From Date, To Date	Sr. No., Application No., Mouza, Citizen Name, Address, Mobile No., Visit Schedule, Surveyor Name
Application Status Report	Application Status, Type, Area, Mouza, Citizen Name, Department User, Plot No., From Date, To Date	Sr. No., Application Type, Application No., Date, Status, Name, Mouza, Plot No., Tipni, View
Tipni / Penalty Change Report	Application No., Type, Area, Mouza	Sr. No., Application No., Type, Date, Name, Plot No., Mouza, Payable Amount, View
Chalan Collection Report	-	Summary: Penalty Wise & Application Wise Chalan Amount
User Activity Log Report	Organization, Operator, User, From Date, To Date, Event Type	Action Log with Clear/Search Buttons
Citizen History Report	-	Record of citizen's application and activity history

Surveyor Form after visit

fieldId	label (English)	inputType	inputProperties
applicantName	Applicant's Name	textarea	Extendable
actualPossessor	Actual Possessor	textarea	Extendable
possessionDetails	Details of Possession Rights	textarea	Extendable
landUseChange	Has there been any change in land use due to encroachment?	radio (Yes/No)	Required
encroachmentDetails	Details of encroachment, if any, and violation of terms and conditions	textarea	Extendable
deptLetterReference	As per Revenue and Forest Department's letter regarding land no. 219/J/8 dated 23/12/2015, it has not been encroached or transferred. If found otherwise, mention the details of the encroached land portion.	textarea	Extendable
remarks	Remarks	textarea	Extendable



Tipni Form After Application Approval from DESK 5(Collector)

fieldId	Label	Input Type	Input Properties / Notes
applicantName	Applicant Name	textarea	Extendable
nazulPropertyDetails	Nazul property details	textarea	Extendable
applicationType	Application Type	select or text	Dropdown or input text, depending on options
khasraHolderName	Nazul Khasra Holder Name	textarea	Extendable
enquiryDocHolderName	Nazul Enquiry Document Holder Name	textarea	Extendable
tenantAsPerPropertyCard	Tenant as per Property Card Document	textarea	Extendable
adjacentLeaseholder	Adjacent Leaseholder and Duration	textarea	Extendable
renewalLeaseholder	Name of Renewal Leaseholder and Duration	textarea	Extendable
currentOwnerSurveyorReport	Current owner of land as per surveyor report	textarea	Extendable
leasePurpose	Purpose of Leasehold Land?	textarea	Extendable
landUseSurveyorReport	Present use of land as per surveyor report	textarea	Extendable
applicantStatus	Applicant is Lease Holder / Heirs / Purchaser?	select	Dropdown: [Lease Holder, Heir, Purchaser]



heirAffidavitSubmitted	If there is an heir, has the heir affidavit been submitted?	radio	Yes / No
newsletterPublished	Did you publish the newsletter?	radio	Yes / No
documentDetails	Details of official documents & related correspondence	textarea	Extendable
purchaseStatement	Statement of purchase	textarea	Extendable
priorTransferPermission	Prior transfer is permitted – has it been taken or not?	radio	Yes / No
constructionPermission	Has construction permission been obtained?	radio	Yes / No
fsiTdrConstruction	F.S.I/T.D.R – Has internal construction been done or is going to be done?	textarea	Extendable
landUseChangePermission	If there is a change in land purpose, is permission taken?	radio	Yes / No
leaseConditionBreach	Have other terms and conditions of the lease been breached?	radio	Yes / No
feedback	Feedback	textarea	Extendable



Challan Entry (Penalty Payment)

Allow users to view and update challan/payment details related to penalties like transfer charges.

Field	Description
Application No	Auto-fetched from the system; uniquely identifies the application (e.g., 1110031).
Flat No	Flat number associated with the penalty (e.g., 4000).
Penalty Type	Dropdown or label showing penalty reason. Example: हस्तांतरण दंड/Transfer penalty.
Total Amount	Total penalty amount to be paid. (e.g., ₹15,000.00)
Paid Amount	The user enters the amount already paid. (e.g., ₹10,500.00)
Balance Amount	Auto-calculated as: Total Amount - Paid Amount (e.g., ₹4,500.00).
Challan No	Text input field for entering challan number.
Challan File	File upload option to attach scanned challan copy.
Challan Date	Date picker to select challan date (format: dd-mm-yyyy).

Validation Rules:

- Paid Amount must not exceed Total Amount.
- Challan File upload should support PDF/JPEG/PNG formats only.
- Challan Date cannot be a future date.
- All fields are mandatory before submission.

User Interface Notes:

- Display a summary row below the form showing:
 - Total Amount
 - Paid Amount
 - Balance Amount



Additional Functionality

User Authentication and Access Management – Enhanced Functionality

Requirement	Description
User Registration	The system shall allow citizens to register with mobile number, name, and Aadhaar.
Authentication Mechanism	Secure login using username/password with strong password policy and otp.
Role-Based Access Control (RBAC)	The system shall assign roles (Citizen, Clerk, Surveyor, Officer, Admin) with appropriate permissions.
Password Recovery	Password reset via verified mobile OTP.
Session Management	Secure session handling with timeouts and auto-logout.
User Profile Management	Users can update profile info and view login history.
Login Audit Log (Add-on)	Maintains login attempt logs, IP addresses, timestamps, and status for audits.

Application Management – Enhanced Functionality

Requirement	Description
Digital Application Forms	Online forms for all Nazul-related services (lease, NOC, penalty, etc.).
Form Validation	Mandatory fields, conditional logic, and format checks.



Save Draft	Applicants can save drafts and complete later.
Document Attachment	Upload support for formats: PDF, JPG, PNG (size-restricted).
Application Categories	Classified by service type (lease renewal, fresh allotment, penalty, etc.).
Unique Application ID	Auto-generated alphanumeric ID for each submitted form.
Application Preview	Users can view a full summary before final submission.
Submission Confirmation	System-generated digital receipt with timestamp and tracking ID.
Version Control (Add-on)	Maintain versions if applications are edited post-review.
Citizen Application History	Dashboard for users to view, sort, and download all past and active applications.

Application Workflow and Approval – Enhanced Functionality

Requirement	Description
Officer Assignment	Based on Mouza, service type, and designation hierarchy.
Application Review	Interface for officials to view details, verify documents, and comment.
Assessment Recording	Surveyor/Clerk can input remarks (Tipni), attach photos, and upload field reports.
Multi-level Approval	Configurable routing (e.g., Clerk → Tahsildar → Collector).



Approval Conditions	Add lease conditions or compliance notes before final approval.
Revert for Correction	Officers can send applications back to citizens with remarks for correction.
Auto-routing Logic	Applications automatically escalated if idle beyond timeline.
Activity Timeline View	Complete application journey with timestamps for audit.
Edit After Review	Citizens may be allowed to edit flagged fields after an officer's comments and resubmit.

Notification System – Enhanced Functionality

Requirement	Description
SMS Notifications	Auto-SMS at key milestones (submission, review, approval, payment reminder, etc.).
Escalation Alerts	Notification to higher officers when processing exceeds set SLAs (e.g., 7 days).
Email Notifications	Email support for application status, receipts, and official communications.
In-App Alerts	Real-time bell notifications for updates, document expiry, or requests for correction.
Bulk Notification Tool	Admins can send mass updates to citizens (e.g., policy changes or public notices).
Notification History	Full log of all messages (SMS/Email) viewable by both citizen and department users.

Application Edit Support



The portal will support **editing of applications** after departmental review in cases where corrections or additional information are required.

- **Edit Option Enabled Post-Review:** If the department identifies **errors or missing details** during the review process, the application will be sent back to the applicant for editing.
- **Notification to Applicant:** The system will **notify the applicant via SMS and/or email** specifying the changes needed.
- **Controlled Access:** Only **specific fields** flagged by the department will be editable to ensure data integrity.
- **Resubmission Workflow:** Once the applicant updates the required information, the application can be **resubmitted for further processing** without starting a new application.

This feature ensures **accuracy of data, faster resolution of discrepancies, and smoother processing** of Nazul applications.

Purpose/ Type of Report

1. Site Visit Schedule Report

To help department users **plan, track, and manage scheduled site visits** related to Nazul land applications, ensuring timely field inspections and follow-ups.

2. Application Status Report

To provide a comprehensive **overview of the status of all applications** submitted for Nazul-related services, enabling monitoring, follow-up, and workload analysis.

3. Tipni / Penalty Change Report

To maintain a record of **changes made to Tipni (survey remarks) or penalty amounts**, ensuring transparency and enabling audits of modifications in application details or financial records.

4. Chalan Collection Report

To present a **summary of financial collections** through challans, offering insights into revenue generated from penalties and application-related transactions.

5. User Activity Log Report



To track and monitor actions performed by **system users**, supporting security, audit trails, and accountability for all activities carried out in the system.

6. Citizen History Report

To maintain a **complete history of a citizen's interactions** with the Nazul department, including past applications, transactions, and service requests, facilitating quick reference and better service delivery.

Non-Functional Requirements

Performance Requirements

Requirement	Description
Concurrent Users	System shall support up to 20 concurrent citizen and dept users initially, scalable to 100
Response Time	System shall provide page response time of less than 3 seconds under normal load
Form Submission	System shall process form submissions within 10 seconds (Excluding document upload)
Report Generation	System shall generate standard reports within 10 seconds
File Upload	System shall support upload of files up to specified size in appendix 1 (Max size 800mb) <ul style="list-style-type: none">• Progressive file uploads with status indicators• Background processing for large files• Caching mechanisms to improve document retrieval performance• Asynchronous document loading in review interfaces
Availability	System shall maintain 90%+ uptime during business hours

Usability Requirements

Requirement	Description
Intuitive Interface	System shall provide an intuitive, easy-to-navigate user interface, upto VIPL standards
Multi-language Support	System shall support English language
Responsive Design	System shall implement responsive design for compatibility with various devices
Error Messages	System shall provide clear, actionable error messages
Consistent Design	System shall maintain consistent design patterns throughout the application
Accessibility	System shall adhere to basic web accessibility standards
User Onboarding	System shall provide guided onboarding for new users



Technical Specifications

System Architecture

The system will be built using a modern, secure, and scalable architecture:

- Web application with responsive design - two separate interfaces for citizen and dept
- Secure API layer for data access
- Relational database for structured data storage
- Document storage for application attachments - blob storage for efficient storage
- Integration services for SMS/email gateways
- Reporting and analytics engine

Application Submission - Citizen View

Feature	Description
Online Registration Form	Citizens can self-register on the portal by providing basic details such as name, mobile number, email, and address.
Mobile Number Verification (OTP)	An OTP is sent to the citizen's registered mobile number to verify their identity before account creation.
Secure Login	Registered citizens can log in using their mobile number and OTP-based two-factor authentication.
Profile Management	Citizens can update their personal information such as address or contact details post-login.
Document Upload	Citizens can upload identity proof and supporting documents required for lease applications.
Dashboard Access	Once logged in, citizens can view their application status, submitted documents, and NOC history.
Password-less Access	The system uses OTP-based login, removing the need to remember or reset passwords.
Session Timeout	For security, inactive sessions are automatically logged out after a set period.
Privacy and Data Protection	Citizen data is encrypted and protected from unauthorized access as per applicable data security standards.



Appendices

Appendix1: Document provided by Chandrapur

[E-Nazul Document-Chandrapur:](#)  [E-Nazul Pitch deck Chandrapur.pdf](#)

Appendix2: E-Nazul Presentation

[Demo:](#)  [E-Nazul Presentation .pdf](#)