Business Requirements Document

Project Name: Resident's Welfare Association (RWA) Mobile application
Prepared by: Sarthak Madhur (Sample BRD)
Date: September, 2025
Version: 1.0

Table of Contents

1. Introduction

1.1 Purpose

The purpose of this document is to outline the business requirements for the development of an RWA mobile application for the residents. The app will serve as a centralized platform for residents of a particular sector, RWA members, and other stakeholders to manage communication, payments, complaints, and community engagement efficiently.

1.2 Background

Resident's Welfare Associations often face challenges such as lack of transparency in decision-making, delayed communication, inefficient grievance handling, and manual collection of any required charges. A mobile application can address these

challenges by digitizing and streamlining processes, ensuring better governance, convenience and resident satisfaction.

2. Business Objectives and Goals

- Improve communication between RWA and residents.
- Enable online payment of maintenance charges, utility bills, event charges etc.
- Provide transparent grievance redressal and complaint tracking.
- Enhance community participation through polls and discussions.
- Create a digital record of notices, payments, and events.

3. Scope

3.1 In Scope

- **Mobile application:** (Android/iOS).
- **Features**: Notices, Complaints, Payments, Polls, Chat, Emergency Contacts.
- **Role-based access**: Resident, RWA Admin, Security Staff.

3.2 Out of Scope

- **Physical infrastructure changes** (e.g., CCTV installation).
- **Integration with government systems** beyond municipal-level reporting.

4. Stakeholders

- **Primary:** Residents, RWA Members, Security Staff.
- **Secondary:** Service Providers (plumbers, electricians, waste management), Municipal Authorities, App Development Team.

5. Business Requirements

- **BR1**: The system must allow residents to choose their sector, register and update their profiles.
- **BR2**: The system must enable online payment of maintenance and other necessary charges.
- **BR3**: The system must provide real-time complaint registration and status tracking.

- **BR4**: The system must support secure resident-to-resident and RWA communication.
- **BR5**: The system must allow the concerned association to post notices, events, circulars and any other community updates.
- **BR6**: The system must support polls and voting for elections and other societal matters.
- **BR7**: The system must maintain a record of payments, complaints, and notices for auditing.

6. Functional Requirements (High-Level)

- **FR1**: User-authentication via mobile OTP.
- **FR2**: Dashboard showing key updates (notices, pending dues, complaint status, recent events)
- **FR3**: Complaint submission form with category, description, and attachments.
- **FR4**: Options to raise tickets on any particular issue that needs to be resolved
- **FR5**: Payment gateway integration for any relevant payments from the residents
- **FR6**: Poll creation and voting module.
- **FR7**: Push notification system for reminders and announcements
- **FR8**: Emergency contact directory with one-click call option.

7. Non-Functional Requirements

- **Performance:** App must load main dashboard within 3 seconds.
- **Scalability:** Support up to 10,000 residents per RWA cluster/sector.
- **Security:** All transactions encrypted (SSL/TLS); OTP-based login.
- **Usability:** Simple, multilingual UI (English + Hindi).
- **Availability:** 99.5% uptime.

8. Regulatory & Compliance Considerations

- Compliance with **IT Act 2000 (India)** for data protection.
- Adherence to **RBI/UPI guidelines** for digital payments.
- GDPR-inspired principles for user data privacy.

9. Assumptions & Constraints

Assumptions

- Residents have smartphones and internet access.
- RWA committee will allocate a budget for app maintenance.

Constraints

- Limited IT literacy among some residents.
- Budget constraints for third-party integrations.

10. Risks & Mitigation

- **Risk:** Low adoption by elderly residents → **Mitigation:** Provide kiosk/helpdesk in society office.
- **Risk:** Payment failures due to gateway downtime → **Mitigation:** Enable multiple payment options.
- **Risk:** Data breach → **Mitigation:** Regular security audits, encrypted storage.

11. Glossary

- **RWA:** Resident's Welfare Association.
- **OTP:** One-Time Password.
- **Dashboard:** Main screen summarizing key updates.

12. Appendices

- Appendix A: Sample Mock-up Screens (Login, Dashboard, Complaints, Payments).
- Appendix B: Process Flow Diagram for Complaint Handling.

Note: This is a sample document I created for portfolio purposes and does not represent any actual client engagement