

UKTBC Scope document

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1. Purpose & Vision

This section defines the overarching goal of the UKTBC website project. It captures the intent: to create a modern, secure, and user-friendly digital platform for the UK Telugu Brahmin Charity, enabling stronger community engagement, easier access to services, and transparency in charity operations. The vision includes presenting UKTBC's mission, connecting diaspora members, simplifying religious bookings, and facilitating donations while maintaining high ethical standards.

2. Project Overview

This section provides a summary of the website initiative for UK Telugu Brahmin Charity (UKTBC) and sets out the major boundaries and deliverables for the project.

The UKTBC website project is designed to build a central and reliable digital platform to support the charity's mission, promote transparency, and enable seamless interactions among community members, service providers (purohits), and administrators. The site will present UKTBC's objectives, showcase ongoing and past projects, and offer clear paths to access charity services—including religious bookings, donations, and participation in events.

A modern, mobile-responsive framework to ensure accessibility from all devices. The development will follow UKTBC's vision for long-term scalability and adaptability. Key deliverables include a dynamic website featuring informational content, service booking flows, donation/payment integration, reporting modules, and administrative tools. The project timeline encompasses requirement gathering, design, technical development, content population, quality assurance, and go-live handover, with clear milestones for review and acceptance by UKTBC stakeholders.

3. Website Objectives

Here, you detail what the website is expected to achieve:

- Clearly articulate the charity's mission, activities, and value proposition.
- Offer an accessible online booking system for priest services and events.
- Enable donation flows with full transparency.
- Increase trust by publishing reports, financials, governance info, recognitions, and milestones.
- Ensure a secure, scalable, and mobile-responsive experience for all visitors.

4. Key Features & Modules

This section outlines the primary functional components planned for the UKTBC website, designed to address the diverse needs of the charity, its members, service providers (purohits), and administrators. Each module aims to optimize user experience, improve operational efficiency, and enhance transparency.

4.1 Static Informational Pages

- Present foundational content about UKTBC, including its history, mission, vision, and objectives.
- Include dedicated pages such as About Us, Governance & Ethics, Recognitions (awards and milestones), Newsletters/Bulletins, Projects, Events, FAQs, and Contact Information.
- These pages are designed with clear layouts and easily navigable menus to facilitate visitor engagement and trust. Content can be updated by admins via the backend.

4.2 Service Booking and Management

- Enable users to browse and book priestly services (e.g., Brahmin purohit appointments, religious ceremonies).
- Direct user self-service is supported: users can book services online, choose available purohits, view appointment status, and cancel or reschedule as needed.
- Purohits get personal dashboards to manage availability and confirm bookings.
- Booking calendar views for easy schedule management and conflict resolution.

4.3 Payment & Donation System

- Integrated secure payment gateway supporting donations.
- Payment options optimized for the UK market, supporting credit/debit cards, UPI, wallets, and potentially Gift Aid for eligible donations.
- Automatic receipt generation and email confirmations for donors and users.

4.4 User and Role-Based Dashboards

- Distinct dashboards for Admins, Purohits, and Users, accessible by login.
- Admin dashboards provide holistic project and donation analytics, booking overviews, user management, purohit schedules, and transparency reports.
- Purohit dashboards offer booking lists, schedule management, and notification tools.
- Users can view their booking history, donation records, and manage profiles.
- Dashboards update dynamically with real-time data, where applicable.

4.5 Admin Panel

- A secure backend access point for administrators to manage all aspects of the website, including content editing, booking approvals, purohit profiles, scheduling, payment reports, and transparency disclosures.
- Includes data export functionalities for reports and audits.
- Manual control over notifications (emails, reminders) with possible templating support.

4.6 Notifications & Communication

- Email notification systems to inform users and purohits of booking confirmations, cancellations, reminders, and donations.

4.7 Reporting & Transparency Module

- Publish key reports such as Annual reports, governance documents, donation summaries, and audit data to relevant audience segments.
- Automated analytics and dynamic report generation with admin-level access

4.9 Mobile Responsiveness and Accessibility

- Responsive design ensures consistent performance and usability across devices, including smartphones and tablets.

4.10 Security Features

- Role-based access controls.
- Secure authentication and password management.
- Compliance with relevant data privacy regulations (e.g., GDPR).
- Secure payment processing protocols ensure transaction safety.

4.11 Content Management System (CMS)

- Backend CMS enabling authorized personnel to update website content without coding knowledge
- Facilitate timely updates to pages, ensuring relevance and accuracy.

5. User Roles & Permissions

This section defines the various types of users who will interact with the UKTBC website and clarifies their access rights and capabilities. The goal is to ensure clear separation of responsibilities, maintain data security, and optimize user experience for all stakeholders.

5.1 Admin Role

Admins wield full control over the website backend, encompassing the creation, editing, and deletion of content pages, alongside comprehensive management of user accounts—both for individual clients and service providers (purohits). They oversee all bookings and appointments for purohits, managing schedules, approving or rejecting bookings, and resolving conflicts as they arise. Additionally, admins handle payment processing, track donations, and generate financial reports. They publish transparency reports detailing projects, governance, and donation summaries, and configure automated alerts. Admins also manage system settings, access permissions, and security configurations, acting as primary overseers and superusers tasked with intervening in user and purohit activities, troubleshooting issues, and ensuring compliance with policies and standards.

5.2 Purohit (Service Provider) Role

Purohits are provided with secure, individual logins by the admin, enabling them to manage their services independently. Through their accounts, they can view their real-time booking calendar, update their availability, and adjust their schedule to reflect when they are open for appointments. They have the ability to confirm, decline bookings and can communicate with users regarding service-related details when appropriate. Additionally, purohits can access summaries of their completed services along with any user feedback received. However, their access is strictly limited to their own profiles and bookings—they cannot view data related to other purohits or access any administrative controls.

5.3 General User (Client) Role

Users can register for a personal account by navigating to the signup page and providing essential details such as their name, email, contact information, address, and password. During registration, they must agree to the UKTBC policies by selecting a mandatory checkbox—without which the registration cannot proceed. Upon submission, a one-time verification code is sent to their registered email address. Users must enter this code to complete the verification process and gain access to their dashboard. If an unverified user

attempts to log in, a new verification code will be sent, prompting them to verify their account before proceeding. Verification codes are valid for five minutes.

Once verified, users can securely log in to browse services, book appointments, and manage their booking history. They can also view their donation history, make new donations through secure integrated payment gateways, and receive confirmations, reminders, and receipts for both appointments and donations. Users are able to update their personal profile information, including volunteering preferences. All user data is protected with strict privacy and security measures—users can only access their own information and are restricted from viewing other users' or purohits' details, except during direct booking interactions.

5.4 Role-Based Access Control (RBAC)

The system enforces strict access controls so every user's abilities are limited to their role scope. Different dashboards and interfaces are presented based on user type, ensuring clarity and simplicity. Sensitive actions (e.g., content modification, schedule overrides, financial report generation) are reserved for Admin. User authentication is secured via password encryption and session management protocols.

5.5 Account Management & Security

All user accounts are equipped with password management features, including secure reset and recovery mechanisms to ensure continued access in case of forgotten credentials. To enhance security and prevent automated abuse, additional measures such as CAPTCHA are implemented during critical actions like login and registration. Furthermore, the admin holds the authority to deactivate or suspend any user or purohit accounts in cases of misuse, policy violations, or prolonged inactivity, maintaining the integrity and safety of the platform.

6. Design & User Experience Requirements

This section sets out the essential design principles and user experience expectations for the UKTBC website to ensure it is both functional and engaging for all types of users: general visitors, registered users, purohits, and administrators.

6.1 Branding & Visual Identity

- The website will reflect UKTBC's identity through consistent use of brand colors, typography, logos, and imagery.
- Design will emphasize trust, simplicity, and cultural relevance to align with the charity's ethos and appeal to its target community globally.
- All design assets will be professionally optimized for the web, ensuring fast load times without compromising quality.

6.2 Responsive & Mobile-First Design

- The interface will be fully responsive, adapting seamlessly to desktops, tablets, and smartphones.
- Mobile-first principles guide the layout and navigation to offer intuitive touch-friendly controls, especially important for users accessing via handheld devices.
- Essential functions like booking purohits, managing schedules, and making payments are accessible and easy to use on smaller screens.

6.3 Intuitive Navigation

- Clear, consistent navigation menus will allow users quick access to key site areas—Home, Bookings, Donate, Events, Projects, Reports, and Dashboards.
- User journeys for booking services, donation workflows, and profile management are designed with minimal steps and clear calls to action.
- A “Quick Donate” button and “Book Purohit” shortcut will be prominently placed for easy access.

6.4 User Interface (UI) Components

- Forms, calendars, buttons, and notifications will follow best UI practices to minimize errors and simplify interaction.
- Visual feedback (e.g., success messages, error warnings) will be immediate and clear.
- Consistency in styling across all pages and user roles to maintain cohesion.

6.5 Error Handling & Help

- User-friendly error pages (e.g., 404 not found) will guide visitors back to productive areas of the site.
- Clear instructions and tooltips will assist users in form entries, booking modifications, and payment processing.
- FAQs and support contact options will be readily available.

6.6 Security & Privacy by Design

- UI elements will incorporate privacy indicators and confirmations during sensitive actions like payments or profile updates.

- Users will be informed transparently about data collection and usage policies through accessible privacy statements.

6.7 User Feedback & Continuous Improvement

- Mechanisms to collect user feedback and usability data will be integrated to guide iterative improvements post-launch.
- Admins will be able to review and respond to user concerns effectively, helping maintain a positive user experience.

7. Site Structure / Sitemap

This section describes the overall navigational layout of the UKTBC website, organizing all content and functional areas to ensure a logical, user-friendly experience across devices. The sitemap forms the backbone of the site's information architecture, enabling smooth journeys for different user roles—general visitors, registered users, purohits, and administrators.

7.1 Main Navigation Sections

Home

- The landing page provides a welcoming overview of UKTBC's mission, latest news, upcoming events, featured projects, and quick access buttons ("Quick Donate," "Book Purohit") for high-demand actions.

About Us

Contains organizational background including:

- Mission & Vision: Clear articulation of UKTBC's charitable goals.
- Governance & Ethics: Documents outlining the charity's leadership, code of conduct, and transparency commitments.
- Recognitions: Awards, endorsements, major milestones, and community acknowledgments.
- Team & Trustees: Profiles of key members and their roles.

Projects & Events

- A listing of current and past projects and upcoming events, with detailed pages that describe objectives, timelines, participation instructions, and impact metrics. Users and purohits can register or participate through event-related calls to action.

Services

Includes booking services such as:

- Book Purohit: Allows users to browse available purohits and book appointments.
- Madi Vantalu Booking: Additional service module (Future)

My Account / Dashboard

Personalized area after login, tailored by role, featuring:

- Users: View/manage bookings, donations, and profile details.
- Purohits: Manage schedules, bookings, and service history.
- Admins: Access dashboards with reports, user management, transaction overviews, and site settings.

Reports & Transparency

Public and restricted access pages providing downloadable documents and dashboards with:

- Annual reports, financial audits, governance updates
- Donation receipts, impact summaries
- Project status and progress reports

Donate

- A secure, streamlined donation page integrated with payment gateways. This includes options for one-time donations.

FAQs

- Frequently asked questions covering services, bookings, donations, and technical support.

Contact Us

- Contact forms, email addresses, phone numbers, and social media links for communication and support queries.

7.2 Secondary Navigation & Footer

Quick Access Links:

- Prominent buttons for “Donate Now” and “Book Purohit” appear throughout the site for easy engagement.

Footer Menu:

- Links to About Us, Privacy Policy, Terms & Conditions, Site Map, Contact Info, and social media channels.
- Address and registration details of UKTBC are clearly displayed.

7.3 User Flow Integration

- Website navigation supports seamless transitions from content discovery to bookings and payments.
- Users and purohits can easily access their dashboards post-login via header menus.
- Clear breadcrumbs and consistent menu placement ensure users never feel “lost.”

7.4 Mobile & Accessibility Considerations

- Navigation collapsible menus and footer links adapt for touch interaction on small devices.
- High-contrast menus and readable fonts ensure accessibility compliance.

7.5 Admin Interface Structure (Back-End)

Separate from the public navigation, the admin panel provides structured menu items:

- User Management
- Purohit Management and Scheduling
- Bookings Overview and Approval
- Donations & Payment Management
- Reports and Analytics
- Content Management for Pages and Settings

8. Content Pages Overview

This section details the primary content pages of the UKTBC website, describing their purpose, structure, and key elements. Each page is designed to communicate vital information clearly while supporting user engagement and navigation. Content management will be via the admin panel, allowing authorized updates throughout the site.

8.1 Home Page

- Serves as the main landing page featuring an engaging overview of UKTBC's mission and latest updates.
- Highlights upcoming events, featured projects, and featured Purohit services.
- Includes strong calls to action such as "Quick Donate" and "Book a Purohit."

8.2 About Us

Provides detailed information about UKTBC's origins, mission, and vision.

Includes sub-pages or sections such as:

- Governance & Ethics: Transparent presentation of charity leadership, ethical practices, and operational policies.
- Recognitions: List and description of awards, endorsements, and major accomplishments.
- Team & Trustees: Profiles and roles of board members and key staff.
- Guiding Principles: The values and commitments guiding UKTBC's work.
- Media: Newsletters and media coverage and social links.
- Affiliated Institutions: Inland institutions and overseas institutions.

8.3 Projects

- Displays current, past, and upcoming projects undertaken by UKTBC.
- Each project page includes objectives, timelines, beneficiary details, progress updates, and impact stories.
- Visual aids such as images, links, and downloadable reports help illustrate activities.

8.4 Events

- Lists upcoming cultural, religious, or community events organized or supported by UKTBC.

- Each event page provides detailed descriptions, dates, locations, and participation.

8.5 Services

- Explains the suite of services offered, including priestly services (purohit bookings), religious ceremonies, and other community offerings.
- Includes detailed descriptions for services.
- Users can access booking interfaces from this section.
- List of Madi Vantalu caterers, their area of service and their contact will be shared(done from admin panel).

8.6 Bookings

- Dedicated interface supporting the self-service booking model.
- Users can browse select services, view calendars, and book appointments.
- Booking details and confirmations are accessible in user dashboards.
- Purohiths have access to accept/deny the booking requests along with their schedules.

8.7 Donation Pages

- Integrated secure payment gateways enable one-time donations.
- Donation receipts are generated and accessible via user accounts.
- Transparent donation summaries and acknowledgments foster trust.
- Corporate / gift-aid donation can be made here, and confirmation of UK citizen declaration is made here
- Donations to specific events or projects can be selected here.
- Logged in users will be entering the donation amount, check the claiming gift-aid, and if behalf of the company is checked then company details like name & address are captured, If not logged in the name, mobile number, email, address are also captured from inputs.

8.8 Reports & Transparency

- Provides access to key reports such as annual accounts, audit results, governance disclosures, and donor impact summaries.
- Includes downloadable PDFs, interactive dashboards, and summary views tailored for stakeholders.
- Maintains trust by showcasing open records as committed by UKTBC.

8.9 FAQs

- Offers an organized repository of frequently asked questions covering topics such as membership, bookings, donations, events, projects and website usage.
- Categorized to help users find answers quickly

8.10 Contact Us

- Features contact details including phone numbers, email addresses, office location(s), and social media links.
- Includes a contact form for inquiries, feedback, or support requests.

8.11 User Dashboards (Post-Login)

- Personalized content portals allowing users to:
- View and manage their bookings and appointments.
- Access donation history and receipts.
- Update profile details.
- Purohits access their own dashboards for managing schedules, viewing bookings, and interacting with users.
- Admin dashboards provide comprehensive management tools across all site operations.

9. Service Booking and Management

This module is central to the UKTBC website's functionality, enabling seamless self-service booking of priestly services and related offerings for registered users and efficient management by purohits and admins.

9.1 Booking Workflow

- The user begins by selecting the desired service, which displays the approximate duration. Next, the user chooses the preferred date and time. Based on the selected time slot, the system shows purohits available in that locality (depending on locality of user in profile) and cost of the service. The user then books a purohit, and the booking status remains pending until the

purohit accepts it. If the purohit declines the booking, they are required to provide feedback explaining the reason.

- Booking requests await Purohit's approval.
- Users receive immediate confirmation via email, including booking details.

9.2 Purohit Schedule Management

- Purohits have individual dashboards to manage their availability, block out dates/times, and update their profiles.
- They can view, accept, reject(with feedback) booking requests.
- Notifications keep purohits informed about upcoming appointments.

9.3 Admin Oversight

- Admins have a master view of all bookings and schedules, with capabilities to override or modify appointments as necessary.

9.4 Booking Features

- Support for various types of services and poojas with customizable service parameters.
- Booking history is accessible in the user and Purohit dashboards.
- Cancellation workflows compliant with charity policies.

10. Payments & Donations

This module provides a secure and transparent mechanism for handling all financial transactions on the UKTBC website, supporting both donations.

10.1 Payment Gateway Integration

- The website integrates with a reputable, PCI DSS-compliant payment gateway suitable for UK-based charities (e.g., Stripe, Wise, or Razorpay, depending on requirements).
- Supports multiple payment methods, including credit/debit cards, UPI, wallets, and net banking, where applicable (depending on payment provider).

10.2 Donation Features

- Donors can make one-time, with amounts customizable by the user.
- Donor accounts track donation history and tax receipt issuance.
- Donor can choose gift aid, corporate, and international donation (other than UK)

10.3 Financial Transparency & Reporting

- Admin panel includes detailed transaction logs and donation summaries
- Enables easy export of financial data for audits and transparency publications.

10.4 Security & Compliance

- All payment and donor information is handled with strict security protocols (SSL/TLS encryption, tokenized payments).
- Compliance with relevant financial regulations, including UK charity laws and GDPR for donor data.
- Transparent privacy policies clearly detail data usage, storage, and sharing practices.

11. Admin Panel Functionality

The Admin Panel is a comprehensive backend interface empowering UKTBC's authorized staff to control all aspects of the website's content, bookings, user management, and financial operations securely and efficiently.

11.1 Content Management

- Easy-to-use CMS tools for creating and updating static pages, news, events, project information, upload reports, pdfs, news bulletins & FAQs.
- Media management to upload images, videos, and documents.
- Adding area/ locality of service and types of services.

11.2 Booking & Schedule Management

- Full oversight of all user bookings, with the ability to approve, or cancel appointments.
- Manage purohit profiles, including contact details, locality of service, types of services & availability.

11.3 User & Purohit Management

- Add(Purohit account), authorise,view, edit, or delete user and purohit accounts.
- Monitor user activity(bookings) for security and support purposes.

11.4 Financial Management

- Access to transaction histories & donation records.
- Generate and export financial reports (donation reports) for internal review and external audits.

11.5 Reports & Transparency Module

- Publish and update transparency reports, financial statements, and project updates.
- Automated tools to pull data directly from bookings and donations for real-time dashboards.
- Set permissions for public vs. restricted access reports.

11.6 Security & Administration Settings

- User authentication controls and activity monitoring.
- Password resetting for users & Password generation for purohits.

12. Purohit / Service Provider Management

This module empowers purohits to independently manage their profiles, availability, and service commitments within the platform, while allowing admins to authorize, oversee and support this process.

12.1 Purohit Registration & Profile

- Admins create purohits by taking their details such as name, address, contact info, locality of service and list of services with their prices.
- Passwords will be generated initially, when purohit login for the first time, will be forced to change password.
- If purohit does not add any service or area of service then the profile will be incomplete and it will be not listed.
- Purohits can securely manage personal profiles, including contact info, areas of service, and service pricing.

12.2 Availability & Schedule Management

- Purohits access individual dashboards to mark their available and unavailable time slots using an interactive calendar.
- They can update and modify their schedules anytime to reflect changing commitments.
- The system handles booking requests based on real-time availability to prevent conflicts.

12.3 Booking Requests Handling

- Purohits receive notifications of new booking requests and can accept, decline(with feedback).
- Users are promptly updated about booking status changes via automated emails
- Historical booking records are accessible for reference and reporting.
- If purohit accepts the booking then the time slot for the purohit will be blocked automatically.

12.4 Admin Oversight & Support

- Admins monitor Purohit activity and schedules.
- Admin can intervene in booking disputes(through mail) or service-related issues to maintain smooth operations.

13. User Dashboard & Self-Service

The user dashboard is a personalized portal providing registered members with comprehensive control of their interactions, bookings, donations, and profile management.

13.1 Profile Management

- Users can securely update personal details, contact preferences.
- Users can choose to opt in or opt out for volunteering.

13.2 Booking Management

- Users can browse and book services, selecting preferred purohits and choosing available time slots from real-time calendars.
- Dashboard lists upcoming, past, and canceled bookings with status updates.
- Users have the ability to reschedule or cancel bookings within policy limits.
- Booking confirmations are viewable.

13.3 Donation History & Management

- Users can view a comprehensive history of their donations, including amounts, dates, and associated receipts.
- Automated receipts and thank-you messages enhance the donor experience.

13.4 Notifications & Communication

- Clear presentation of alerts such as upcoming appointments, payment confirmations, and news items.

13.5 Security Controls

- Users and purohits can manage password changes.

14. Reporting & Transparency

This module supports UKTBC's commitment to open governance and accountability by providing access to key reports and data insights for stakeholders and the community.

14.1 Transparency Reports

- Publicly accessible summaries of annual accounts, governance policies & audit reports.
- Documents available for download in PDF.

14.2 Real-Time Dashboards

- Interactive dashboards for admins to monitor donation trends, booking volumes.

14.3 Financial Reporting

- Exportable spreadsheets of user donations, with information of gift aid, corporate donation or towards any project for easy audits.

14.4 User-Specific Reports

- Users can access personalized reports on their donation history and service usage.

15. Security & Compliance

This section outlines the crucial security and regulatory compliance frameworks embedded in the UKTBC website to protect user data, maintain trust, and ensure adherence to international standards.

15.1 Data Security

- Implementation of industry-standard encryption (SSL/TLS) across all data transmissions, including login, payments, and user communications.
- Secure storage of sensitive data with encryption at rest and controlled access via role-based permissions.

15.2 Authentication & Access Control

- Robust user authentication protocols with strong password policies.

- Role-based access ensures users, purohits, and admins can only perform actions within their privileges.

15.3 Payment Security

- Compliance with PCI DSS standards for all payment processing operations.
- Payment gateway integration with tokenization to prevent exposure of cardholder data.
- Regular audits and security assessments of payment channels.

15.4 Privacy & Legal Compliance

- Adherence to UK Data Protection laws and GDPR requirements regarding collection, usage, storage, and processing of personal data.
- Clear privacy policies and cookie notices explaining user rights and data handling practices.
- Mechanisms for users to request data access, corrections, or deletions.

15.5 System Monitoring & Incident Response

- Continuous monitoring for unusual activities or security breaches.
- Regular backups and disaster recovery plan to ensure data integrity and availability.
- Defined procedures for incident handling, user notifications, and remediation.

15.6 Software Updates & Maintenance

- Periodic application of security patches, software upgrades, and vulnerability scans.
- Maintenance windows are planned with minimal disruption to users.

16. Hosting, Deployment & Technical Stack

This project will be developed on the WordPress platform, focusing on simplicity and ease of handover. Upon completion, all website code, themes, and plugins will be handed over to the UKTBC team, granting full ownership and control.

16.1 WordPress Development:

The website will be built using WordPress CMS with custom themes and plugins as needed.

16.2 Code Handover:

At project completion, the entire codebase and related assets will be delivered to UKTBC for their ownership. This includes all files, database exports, and documentation necessary for future management.

16.3 Hosting Options:

The client may choose to host the website independently on their preferred provider. If desired, we can provide hosting services at an additional cost, including domain setup and SSL certificates. However, ongoing hosting and maintenance costs are separate from the development project.

16.4 Deployment & Transfer:

Deployment will be managed by the development team, ensuring a smooth launch. Post-launch, the project will be transferred to the client's hosting environment if they opt to self-host or else they need to pay the desired amount to the service provider.

16.5 Technical Stack Summary:

WordPress PHP backend, MySQL/MariaDB database, standard WordPress-compatible plugins for payment gateways, booking management, and security.

17. Deliverables

The following outputs will be handed over upon project completion:

- Fully functional UKTBC website matching the agreed specifications.
- Secure admin panel with full operational capabilities.
- User and Purohit dashboards with booking, payment, and reporting features.

- Training sessions for UKTBC staff.
- Source code and assets, where applicable.

18. Exclusions & Limitations

This project scope explicitly excludes certain features and services that may be considered in future phases or separate contracts:

- Mobile application development (Android/iOS apps).
- Multilingual support other than English.
- Integration with external CRM or marketing automation platforms.
- Advanced analytics beyond the basic dashboard reporting.
- Offline event or outreach management tools.
- Custom hardware/software integrations beyond the web platform.
- Third-party API services beyond those required for payments and notifications.
- Content creation or copywriting services; content will be provided by UKTBC.
- Ongoing website maintenance beyond the initial warranty/support period & hosting (can be contracted separately).
- Volunteer registration form for specific projects (An option is included for volunteering to know which users have opted for volunteering.).
- Event Registrations, Payments, Donations.
- Fund Raising: Current appeals, Donate now, Corporate giving.
- Resources
- License, themes, software costs.

19. Client Responsibilities & Dependencies

To ensure the smooth execution and timely delivery of the UKTBC website project, the following items, access details, and decisions are required from the client's side within the agreed timeframe. Any delay in providing these may result in proportional delays to the project schedule.

19.1. Branding & Design Assets

- High-resolution logo files in preferred formats (PNG, SVG, EPS).
- Brand color palette and font preferences (if any).
- Any reference designs or style guidelines to be followed.

19.2. Content & Media

- Text content for all pages in Word, Google Docs, or similar format.
- High-quality photos and videos for banners, galleries, and service/project pages.
- Any supporting documents for Reports and Transparency sections.

19.3. Third-Party Accounts & Credentials

- Payment Gateway Account details (e.g., Stripe, Razorpay, PayPal) with necessary API keys and access.
- Email Delivery Service account details (e.g., SendGrid, Amazon SES, Mailgun) for transactional emails and notifications.
- Access to domains, DNS configuration, or hosting control panel (if using client-provided hosting).

19.4. Decisions & Approvals

- Timely review and approval of design mockups, wireframes, and staging deployments.
- Quick confirmation for feature adjustments, content placement, and functional workflows.

19.5. Policies & Legal Content

- Approved text for Terms & Conditions, Privacy Policy, and Cookie Policy (client's responsibility to ensure legal compliance in UK/International context).

Important Note

Delays in providing the above items or feedback within the defined timelines will directly extend the overall project schedule. The development team is committed to working efficiently, but timely inputs from UKTBC are critical to maintain agreed delivery dates.

20. Acceptance Criteria

Project acceptance will be based on mutually agreed-upon criteria, including:

- All agreed-upon features and modules are functioning as specified and tested
- Security and privacy features are fully implemented and verified.

- Responsive design passing accessibility standards and usability validations.
- Successful transactions processed with payment gateway integration.
- Booking workflows are operational both for users and purohits with role-based access controls.
- Comprehensive admin tools are available and functional.
- No critical defects remain unresolved; all medium priority issues are addressed.
- Final approval granted by designated UKTBC stakeholders.