

BUSINESS REQUIREMENT DOCUMENT (BRD)

Project name: Transparent Construction & Home Services Platform

Version: 1.0

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1. BUSINESS BACKGROUND

Residential construction, repair, and renovation services in India are largely informal and fragmented. Customers face persistent issues related to pricing opacity, low-skilled labour, lack of accountability, and unpredictable delivery outcomes.

With increasing economic growth, digital adoption, and consumer awareness, there is a clear gap for a **structured, transparent, and execution-driven service model**.

2. PROBLEM STATEMENT

Homeowners lack access to a reliable system that provides:

- Transparent and standardized pricing
- Skilled and accountable labour
- Predictable timelines
- Documented execution and payment control

As a result, customers experience:

- Cost overruns
- Poor workmanship
- Project delays
- High dispute rates
- Loss of trust

3. BUSINESS OBJECTIVE

Primary Objectives

- Introduce price transparency in home services
- Standardize scope and execution quality
- Reduce customer disputes and rework
- Build a trusted service delivery model
- Create a trained and well-equipped workforce

Secondary Objectives

- Enable repeat usage
- Create city-wise pricing benchmarks
- Build data for future interior and government projects

4. IN-SCOPE AND OUT-OF-SCOPE

4.1 In Scope (Phase 1)

- **Service Catalog:** Minor civil works (Plumbing, Electrical) and modular renovations (Kitchen/Bath).
- **Pricing Integrity:** Implementation of standardized City-wise Rate Cards and BOQ (Bill of Quantities) transparency.
- **Resource Management:** Deployment of verified micro-teams for task execution.
- **Financial Trust:** Milestone-based escrow payments to ensure contractor-customer security.
- **Quality Assurance:** Digital validation via photo-evidence and standardized checklists.

4.2 Out-of-scope (Initial phase)

- **Greenfield Projects:** End-to-end full house construction or structural expansion.
- **Regulatory/Legal:** Handling of government permits, structural approvals, or liaising.
- **Commercial Sector:** B2B projects, office complexes, or government infrastructure contracts.

5. STAKEHOLDER ANALYSIS

STAKEHOLDERS	ROLE	NEEDS
Homeowners	End users	Fair price, quality, trust
Skilled Workers	Service providers	Stable income, tools, dignity
Supervisors	Execution control	Clear scope, timeliness
Operation Team	Internal	Reduced disputes
Management	Strategic	Scalability, profitability
Suppliers	External	Predictable demand

6. AS-IS vs TO-BE PROCESS

6.1 Current state (AS-IS)

- Verbal quotations
- No standardized BOQ
- Untrained labour
- Cash payments
- No documentation
- No accountability

6.2 Future state (TO-BE)

- Digital BOQ-based estimates
- Transparent labour & material pricing
- Trained, uniformed teams
- Digital scheduling

- Escrow-based milestone payments
- Photo-documented execution
- Customer sign-off

7. FUNCTIONAL REQUIREMENTS

BR-1: Requirement Standardization

The system must convert customer needs into standardized scopes of work.

BR-2: Transparent Estimation

The system must generate itemized estimates showing labour and material breakup.

BR-3: Skilled Execution

Services must be delivered by trained and equipped teams following SOPs.

BR-4: Scheduling & Tracking

The system must allow scheduling, tracking, and documentation of work.

BR-5: Controlled Payments

Payments must be milestone-based and released only after customer approval.

BR-6: Accountability & Records

The system must retain records of work, costs, and performance.

8. USER STORIES & ACCEPTANCE CRITERIA

Epic: Booking & Estimation

User Story 1 (The Customer):

As a Customer, I want to review an auto-generated Bill of Quantities (BOQ) so that I understand exactly what work is being done and why it costs a specific amount.

Acceptance Criteria:

- The system must display the BOQ with line-item descriptions and prices.
- The estimate must be "Locked" to prevent changes without a formal request.

User Story 2 (The Supervisor):

As a Supervisor, I want to verify the BOQ compliance before the customer pays so that I can ensure the scope of work is technically accurate and safe.

Acceptance Criteria:

- The Supervisor must have an "Approve/Reject" interface for every system-generated BOQ.
- Rejected BOQs must prompt the system to re-calculate based on Supervisor input.

Epic: Job Execution & Trust

User Story 3 (The Worker):

As a Worker, I want to upload "before and after" photos of the job site so that I have undeniable proof that I completed the task correctly.

Acceptance Criteria:

- The app must force a photo upload before a milestone can be marked as "Complete".
- Photos must be accessible to the Supervisor and Customer for validation.

User Story 4 (The Customer):

As a Customer, I want my payment to be held in an escrow account so that my funds are only released to the worker once I have reviewed the work proof.

Acceptance Criteria:

- The system must confirm the payment is successfully "Locked" before notifying the Worker.
- Payment release is only triggered by Customer Approval or Ops Override.

Epic: Exception Handling

User Story 5 (The Worker/Supervisor):

As a Worker, I want to flag "extra work" identified on-site so that a formal Change Request can be initiated without stalling the project indefinitely.

Acceptance Criteria:

- The system must block further work until the Customer reviews and approves the cost impact of the change.
- Approved Change Requests must automatically update the Escrow amount.

User Story 6 (The Ops Team):

As an Ops Team member, I want to monitor SLA compliance across all jobs so that I can intervene if a supervisor or Worker is causing a delay.

Acceptance Criteria:

- The dashboard must highlight jobs where a "Milestone Approval" has been pending for over 24 hours.

9. NON-FUNCTIONAL BUSINESS REQUIREMENTS

Category	Requirement
Usability	Simple UI for non-technical users
Reliability	Accurate cost and timeline tracking
Security	Secure digital payments
Scalability	City-wise modular expansion
Compliance	GST-ready invoice

10. DATA REQUIREMENTS (BUSINESS VIEW)

Key Business Entities

- Customer
- Job / Project
- Scope & BOQ
- Worker & Skill
- Material & Brand
- Payment & Milestones
- Ratings & Feedback

Data must support:

- Audits
- Dispute resolution
- Performance analysis
- Pricing optimization

11. ASSUMPTIONS

- Customers value transparency over lowest price
- Skilled workers prefer stability
- Tier-2 and Tier-3 cities will adopt faster
- Digital payments are acceptable
- Limited initial scale is acceptable

12. CONSTRAINTS

- High training and onboarding costs
- Slower scaling compared to asset-light models
- Resistance from traditional contractors
- Operational complexity in early stages

13. RISKS & MITIGATION

Risk	Impact	Mitigation
Labour attrition	High	Better pay and dignity
Cost variance	High	Strict BOQ enforcement
Customer distrust	High	Escrow + documentation
Ops overload	Medium	Limited MVP scope
Legal disputes	Medium	Clear T&Cs

14. SUCCESS CRITERIA

- ≥50 completed jobs
- ≤5% cost variance
- ≥4.2 average customer rating
- ≤10% rework rate
- ≥30% repeat usage intent