Business Requirements Document (BRD) for SBI Yono Mobile Banking App Enhancement Project

Product overview	
Overview	SBI Yono is an integrated digital banking and lifestyle mobile application developed by the State Bank of India (SBI). It provides a comprehensive platform for users to perform banking transactions, manage finances, invest, shop, book travel, pay bills, and access various lifestyle services seamlessly. This enhancement project aims to introduce new features such as advanced biometric security, expanded investment options, integrated AI-driven financial advisory, and improved user interface for better accessibility and personalization. The app supports Android and iOS platforms, ensuring secure, real-time banking experiences while complying with RBI regulations and data privacy standards like GDPR equivalents in India.
📅 **Target date**	Q4 2026
🟡 **Document status**	DRAFT
📊 **Team members**	1. Project Manager: John Doe 2. Business Analyst: Jane Smith 3. Lead Developer: Alex Johnson 4. UI/UX Designer: Emily Davis 5. Quality Assurance Lead: @Deep Kateliya 6. Security Expert: Sarah Wilson 7. Stakeholder Representative (SBI): @rahulabhaykamat
Quick links	

🎨 **Designs**	
🎥 **Loom demo**	
🗂️ **Work tracker**	

🎯 Objective

The primary objective of this enhancement project is to evolve SBI Yono into a more robust, user-centric mobile banking app that integrates advanced digital features to increase customer engagement, streamline financial operations, and expand lifestyle services. This will help SBI retain existing customers, attract new users, and compete with fintech apps like Paytm and PhonePe by offering personalized financial insights, faster transactions, and enhanced security measures.

📊 Success metrics

Goal	Metric
Increase user adoption	20% growth in active monthly users within 6 months post-launch
Improve transaction efficiency	Reduce average transaction time by 30%
Enhance security and compliance	Achieve 99.9% uptime with zero major security breaches in the first year
Boost customer satisfaction	NPS score improvement from 70 to 85
Expand revenue streams	15% increase in non-banking service usage (e.g., shopping, investments)

🤔 Assumptions

- Users have access to smartphones with Android 8.0+ or iOS 12.0+ and stable internet connectivity.
- Integration with existing SBI backend systems (core banking, UPI gateway) will be seamless without major API changes.
- Regulatory approvals from RBI for new features like AI advisory will be obtained within timelines.

- Third-party integrations (e.g., IRCTC for travel, merchants for shopping) remain stable.
- Budget allocations cover development, testing, and marketing efforts.
- Data privacy compliance (e.g., DPDP Act) is handled via existing SBI policies.

🌟 Milestones

- Milestone 1: Requirements Gathering and Approval - End of Q1 2026
- Milestone 2: Design and Prototyping - End of Q2 2026
- Milestone 3: Development and Integration - End of Q3 2026
- Milestone 4: Testing and QA - Mid Q4 2026
- Milestone 5: Launch and Post-Launch Monitoring - End of Q4 2026

📓 Requirements

Requirement	User Story	Importance	Jira Issue	Notes
Module: User Registration and Onboarding	As a new user, I want to register using my mobile number and Aadhaar/PAN for quick onboarding so that I can start using the app immediately.	HIGH		Support for video KYC and instant account activation for non-SBI customers.

Module: User Registration and Onboarding	As an existing SBI customer, I want to link my accounts seamlessly during onboarding to access all services without re-entering details.	HIGH		Integration with SBI's customer database for auto-population of details.
Module: Authentication and Security	As a user, I want biometric (fingerprint/face ID) and MPIN authentication options for secure login to protect my account.	HIGH		Include device binding and SIM binding for added security layers.
Module: Authentication and Security	As a user, I want real-time fraud detection alerts and the ability to lock my account temporarily if suspicious activity is detected.	HIGH		Use AI/ML for anomaly detection; comply with RBI two-factor authentication guidelines.
Module: Account Management	As a user, I want to view my account balance, transaction history, and e-statements in real-time to	HIGH		Support offline m-Passbook viewing for up to 100 transactions.

	manage my finances effectively.			
Module: Account Management	As a user, I want to download account statements in PDF format and categorize transactions for budgeting.	MEDIUM		Integration with categorization tools using ML for auto-tagging expenses.
Module: Fund Transfers	As a user, I want to perform intra-bank and inter-bank transfers via NEFT/RTGS/IMPS with quick beneficiary addition.	HIGH		Limit settings for daily transfers as per RBI norms.
Module: Fund Transfers	As a user, I want UPI integration for instant payments using QR codes or virtual payment addresses.	HIGH		Support for UPI 2.0 features like mandate management.
Module: Bill Payments and Recharges	As a user, I want to pay utility bills (electricity, water, gas) and recharge mobile/DTH with auto-fetch of bill details.	HIGH		BBPS integration for seamless biller discovery.

Module: Bill Payments and Recharges	As a user, I want to set up auto-payments for recurring bills to avoid late fees.	MEDIUM		Notifications 3 days before due date.
Module: Investments and Deposits	As a user, I want to open and manage Fixed Deposits (FD), Recurring Deposits (RD), and Mutual Funds directly in the app.	HIGH		Real-time interest calculators and e-deposit options.
Module: Investments and Deposits	As a user, I want AI-driven investment recommendations based on my risk profile and transaction history.	MEDIUM		Partnership with mutual fund providers like SBI MF.
Module: Loans and Credit	As a user, I want to apply for personal loans, home loans, or pre-approved loans with instant eligibility checks.	HIGH		Document upload via camera and e-sign integration.
Module: Loans and Credit	As a user, I want to track loan repayment schedules, make EMI payments,	HIGH		Interest rate updates in real-time.

	and foreclose loans.			
Module: Insurance	As a user, I want to purchase and renew life, health, or general insurance policies integrated with SBI General.	MEDIUM		Premium calculators and claim filing options.
Module: Insurance	As a user, I want to view policy details and get reminders for premium payments.	MEDIUM		Push notifications for due dates.
Module: Shopping and Lifestyle	As a user, I want an integrated marketplace for shopping with cashback offers and EMI options using SBI cards.	MEDIUM		Partnerships with e-commerce platforms like Flipkart/Amazon.
Module: Shopping and Lifestyle	As a user, I want to book movie tickets, flights, trains (IRCTC), and hotels with seamless payment integration.	MEDIUM		Loyalty points redemption for bookings.
Module: Credit Card Management	As a user, I want to apply for SBI credit cards, track	HIGH		Features like card blocking, limit increase requests.

	applications, and manage card statements/payments.			
Module: Credit Card Management	As a user, I want to convert purchases to EMIs and redeem reward points.	MEDIUM		Integration with SBI Rewards portal.
Module: Cardless Withdrawals	As a user, I want to generate QR codes for cardless cash withdrawals at SBI ATMs or CSPs.	HIGH		Time-bound QR validity for security.
Module: Customer Support	As a user, I want in-app chat support with AI chatbot and escalation to human agents.	HIGH		24/7 availability with multilingual support.
Module: Customer Support	As a user, I want to raise complaints or disputes for transactions directly in the app.	MEDIUM		Tracking of complaint status.
Module: Notifications and Alerts	As a user, I want customizable push notifications for transactions, offers, and security alerts.	HIGH		Opt-in/opt-out options for marketing notifications.

Module: **Notifications and Alerts**	As a user, I want SMS/email fallback for critical alerts in case of app issues.	MEDIUM		Compliance with TRAI DND regulations.

⚠️ Out of Scope

- Integration with cryptocurrency trading or wallets.
- Physical branch locator enhancements (use existing Google Maps API).
- Advanced analytics dashboard for business users (focus on retail customers only).
- Support for wearable devices like smartwatches.
- International remittances beyond existing SBI Forex services.
- Custom app development for feature phones.

🎨 Design

The app will follow a modular microservices architecture with a responsive UI using Flutter for cross-platform compatibility. Key design principles include:

- Material Design for Android and Cupertino for iOS to ensure native feel.
- Accessibility features: VoiceOver support, high-contrast modes, large fonts.
- Security: End-to-end encryption, token-based authentication.
- Offline capabilities: Limited access to passbook and cached data. High-level wireframes will include dashboard with quick actions, modular navigation bar, and personalized home screen based on user behavior.

❓ Open questions

Question	Answer	Date Answered
What are the exact RBI guidelines for AI-driven financial advice?		

How will data migration handle legacy users from older SBI apps?		
Are there budget constraints for third-party API integrations (e.g., IRCTC)?		
What performance benchmarks are required for app loading times?		
How to handle multi-language support beyond Hindi and English?		

🗃️ Reference Links

- SBI Official Website: https://sbi.co.in
- Yono App Download: https://play.google.com/store/apps/details?id=com.sbi.lotusintouch
- RBI Digital Banking Guidelines: https://www.rbi.org.in/Scripts/BS_ViewMasDirections.aspx?id=11597
- IRCTC Integration Docs: https://www.irctc.co.in
- BBPS Specifications: https://www.npci.org.in/what-we-do/bbps/product-overview