Software Requirement Specification
Project: MHADA – Hearing Management & Resolution Search Engine
Version no. 1.0

Document Control Sheet	
Current Version	1.0
Project Code	NS_ MHADA_11072018
Project Name	Development of Hearing Management & Resolution Search Engine for MHADA
Document Type	SRS Document.
Author	Arati
Reviewed By	Sachin
Frequency of Document Review	Next Revision of Standards Documents
Document Creation Date	11/07/2018
Document Last Updated	12/07/2018

Revision History			
Version	Date	Name	Comments
1.0	11/07/2018	Arati	SRS Document

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1. Purpose of this Document

This document specifies the functional specifications of MHADA web portal to connect external stakeholders with the MHADA. The document helps the business stake holders to understand what to expect out of the portal & technical stake holders to understand what to deliver.

The Functional Requirements Specification will:

- Define the scope of business objectives, business functions and organisational units covered for the project
- Identify the business processes that the solution must facilitate
- Facilitate a common understanding of what the functional requirements are for all parties involved in the project
- Establish a basis for defining the acceptance tests for the solution to confirm that what is delivered meets requirements.

Summary:

Client wants to develop internal portal to streamline processes & internal workflows. Portal provides common platform to all MHADA departments & external stakeholders to communicate.

Hearing management will help to streamline hearings in MHADA & also to provide SMS & emails alerts to Appellants. Hearing management will record details of all cases with judgment details/ documents.

Reference for Hearing management is, http://edisnic.gov.in,

Resolution Search engine will help to view & mange MHADA resolution for better user experience.

Reference for Hearing management is, https://www.maharashtra.gov.in/1145/Government-Resolutions?DCode=23.

2. Scope of the Functional Requirement Specification

In Scope
Users (MHADA Users)
User (End user)
Admin

3. User Roles

User Role	Role Description	Device
Users (MHADA Users)	**Hearing management** User will be able to view scheduled hearings. User will also be able to view hearing details & generate reports for the same.	Website
Admin (MHADA user)	**Hearing Management** Admin will be able to enter details of new hearing from account. Also, admin will be able to update/ modify details of existing details of hearing. Schedule hearing, by selecting day date & time, & send updates to applicant by SMS/email alerts. Admin will also have authority to preponed or postpone date/ time of hearing. After hearing, admin can update preceding results & upload result of hearing. Admin will also able to generate different type of reports. **Resolution search engine** Admin will be able to manage i.e. add/edit/delete resolutions in the system. Also, admin will be able to apply filter or search to find define results	Web based Portal
User (end user)	**Resolution Search engine** User will be able to search resolutions of MHADA of using different types of filters & search.	

4. Functional Requirement:

4.1: Hearing management - User Interface

4.1.1 Login Screen – User / Admin:

Actors	User / Admin
Requirement Definition	User will be able to login to the portal or register to the system and use the portal.
Pre - Condition	User will be able to login to system
Post - Condition	User will be able to register and login to the application.

Business Rules / Logic	User will be able to login to the system using provided login credentials.
	
	Login:
	They will be able to login using their credentials:
	• Email Id
	• Password
	• Capcha code
	User will be able to login to the system
	
	On click of "Login" button, user will be logged into the portal.
	
	Links:
	• **Forgot Your Password?**
	  - On click of "forgot your password", user will be asked to enter their email address.
	  - If system finds a match of email address in the database, a temporary password will be sent to user on the provided email ID. User will be able to login into the portal and they will directly be navigated to "reset password" screen where they will have to enter new password and confirm that password.
	  - User will be asked to create new password and then they can access the portal.

Fields and Validation	• On successful validation of login credentials, user can view / access portal.

	• If username and password is incorrect, user will be prompted to enter correct username and password.
	Username	Text Field
	Password	Text Field
	Capcha (In Numbers)	Text field
	Login	Button
	Registration	Link
	Forgot Password	Link

4.1.2 Dashboard – User / Admin:

Actors	User / Admin
Process Description	Home Screen is a navigation center for all the available functionalities.
Pre - Condition	User has logged in using valid credentials.
Post - Condition	User will be able to navigate through entire system.

Business Rules / Logic	User will be able to see following details on the dashboard;
	- Today's hearings
	- Statistics & List of;
	    o Total number of cases
	    o Total number of pending cases
	    o Total number of closed cases

Fields and Validation	NA

4.1.3 List of hearings – User / Admin:

Actors	User / Admin
Process Description	User /admin will be able to view list of hearings.
Pre - Condition	User has logged in using valid credentials.
Post - Condition	User will be able to view details of selected list of hearing

Business Rules / Logic	User will be able to view list of hearing in respective department.
	
	 Tabs;
	 Hearing will be briefly sorted based on following tabs;
	 - **All cases**
	      User / Admin will be able to all cases in his/her department
	
	 - **Scheduled Hearings**
	      User / Admin will be able to view Hearings with scheduled preceding date
	
	 - **Forwarded to other dept**
	      User / Admin will be able to view Hearings with forwarded to other department.
	
	 - **Closed**
	      User / Admin will be able to view Hearings with statuses marked as closed.
	
	 Search;
	 - By case number & year;
	      Admin will able to find case by entering following details;
	 - Case year
	 - Case number
	 - By hearing date
	 - By appellant name
	
	 List of hearing;
	 User will be able to view following details on List of hearing;
	
	 - Case year
	 - Case number

- Appellant name
- Department – case registered
- Actions;

View hearing
User will be able to view details of hearing;
On the click on View hearing user will get redirected on 'View hearing page'

ADD Hearing - Edit / delete details

In this section user will be able to perform following activities;
- o Add hearing
- o Edit details of hearing
- o Delete hearing – log will be maintained for deleted entries with following details;
  - ▪ Case number
  - ▪ Case year
  - ▪ Appellant name
  - ▪ Description
  - ▪ Final judgement
  - ▪ Reason for delete

Schedule
On the click on this, user will get redirected on schedule hearing page for respective hearing;

Prepone/ Postpone hearing
On the click on this, user will get redirected on Prepone or postpone hearing page for respective hearing;

Update status
Admin will be able to update case status by selecting form drop list

Case judgement
On the click on this, user will get redirected on Upload case judgement page for respective hearing;

Forward case
On the click on this, user will get redirected on Forward case page for respective hearing;

Send Notice To Appellant

	On the click on this, user will get redirected on Send Notice To Appellant page for respective hearing;
Fields and Validation	NA

4.1.4 View Hearing Details:

Actors	User
Requirement Definition	User will be able to view details of all hearings.
Pre - Condition	User has logged in using valid credentials.
Post - Condition	User will be able to navigate through entire system.
Business Rules / Logic	On the click on, 'View hearings', user will redirect on Hearing details page. **Search** User will be able to search based on following filters; - Hearing Date - Status of hearing - Name of applicant - Case number & case year - Board Following is the list of boards; - Mumbai Board - MBRR board - Konkan Board - Slum Board - Pune Board - Nashik Board - Aurangabad Board - Nagpur Board - Amaravati Board **View Hearing** User will be able to view following details of hearing; - Case number - Case year - Applicant name - Hearing scheduled date - Actions; • **View details;**

	User will be able to view case following case details; • Name of presiding officer, Case Year, Case number (auto generate), Application type- Application or claim/ Appeal/ Redressal, Act/Sub Act, Name of applicant - Mobile number & Address, Respondent details - Mobile number & Address, Office details - SDO reference, Case type, Year, Number, Date, Tehsil, Village, Remark, Status - Document submitted / On board / Case Closed / Pending / Ordered for Next Hearing
Fields and Validation	NA

Actors	Admin
Process Description	Admin will be able to manage i.e. add/ edit/ delete hearing details
Pre - Condition	Admin will be able to browse through entire system
Post - Condition	User will be able to add/ edit/ delete hearing details

Business Rules / Logic	On the click on ADD admin will be able to add new hearing with following details;
	
	Add Hearing details;
	Admin will be able to Add following hearing details;
	
	  ▪ Name of presiding officer
	  ▪ Year
	  ▪ Case number (auto generate)
	  ▪ Application type
	    • Application or claim
	    • Appeal
	    • Redressal
	
	  ▪ Applicant details;
	      o Name of applicant
	      o Mobile number
	      o Address
	
	    • Respondent
	      o Name of respondent
	      o Mobile number
	      o Address
	
	  ▪ Office details
	    • Case type
	    • Year
	    • Number
	    • Date
	    • Tehsil
	    • Village
	    • Remark

	▪ Department (drop list)
	▪ Status
	  • Document submitted
	  • On board
	  • Case Closed
	  • Pending
	  • Ordered for Next Hearing
	
	Edit hearing;
	On the click on 'Edit hearing', admin will redirect on Edit hearing details page, where admin will be able to edit all details of hearing.
	
	Delete hearing;
	On the click on 'Delete hearing', admin will get pop-up window for confirmation of deletion. Admin will be able to confirm case deletion with reason to delete the case.
	
	Once hearing is deleted successfully, log will be maintained for deleted case with following details;
	  - Case number
	  - Case year
	  - Appellant name
	  - Description
	  - Final judgement
	  - Reason for delete

Fields and Validation	NA

4.1.6 Schedule Hearings - Admin:

Actors	Admin
Process Description	Admin will be able to schedule hearing day date & time
Pre - Condition	Admin has logged in using valid credentials.
Post - Condition	Admin will be able to schedule hearing from panel
Business Rules / Logic	On the click on 'Schedule Hearing', user will redirect on schedule hearing page. **Schedule Hearing; / Case preceding Entry;** Admin will Able to make entry of case preceding (case schedule) by entering following details; - Preceding officer name - Case year (auto fetch) - Case number (auto fetch) - Preceding number (auto generated) - Appellant name (auto fetch) - Respondent name (auto fetch) - Preceding date day & time - Description - Case template - Update Status (drop list) - Upload supporting documents On scheduling of hearing date & time, Appellant will get text & email notification of revised schedule of hearing
Fields and Validation	NA

4.1.7 Upload Case Judgment, Forward Case & Send Notice - Admin:

Actors	Admin
Process Description	Admin will be able to upload case judgments, Forward case to relevant & Send Notice to Appellant
Pre - Condition	Admin has logged in using valid credentials.
Post - Condition	Admin will be able upload case judgments, Forward case to relevant & Send Notice to Appellant

Business Rules / Logic	**Upload Case Judgment;**
	Admin will be able to search case by entering case no and case year. Following details will be auto populated.
	    ▪ Appellant name
	    ▪ Respondent Name
	    ▪ Board/Department
	
	On the click on 'Upload Case Judgment', user will redirect on 'Upload Case Judgment' page.
	
	Admin will be able to upload final judgment report & supporting documents to respective case.

Fields and Validation	NA

4.1.8 Prepone / Postpone hearing - Admin:

Actors	Admin
Process Description	Admin will be able to Prepone / Postpone hearing
Pre - Condition	Admin has logged in using valid credentials.
Post - Condition	Admin will be able to Prepone / Postpone hearing

Business Rules / Logic	On the click on this, user will get redirected on Prepone or postpone hearing page for respective hearing;
	
	Prepone or Postpone Hearing;
	
	On prepone or post pone of hearing date & time, Appellant will get text & email notification of revised schedule of hearing.
	
	Once case is searched, will be able to see following details;
	- Case year
	- Case number
	- Appellant name
	- Respondent name
	- First hearing date
	- Preceding officer name
	- Select option
	   o Prepone
	   o Post pone
	- Select date
	- Description
	
	On the click on 'save', Send Email & SMS notification to appellant on change in schedule

Fields and Validation	NA

Actors	Admin
Process Description	Admin will be able to Send Notice To Appellant
Pre - Condition	Admin has logged in using valid credentials.
Post - Condition	Admin will be able to Send Notice To Appellant
Business Rules / Logic	On the click on this, user will get redirected on Send Notice To Appellant page for respective hearing; **Send Notice To Appellant;** Admin will be able to search case by entering case no and case year. Following details will be auto populated. ■ Appellant name ■ Respondent Name ■ Board/Department Admin will be able to send notice to appellant, on registered email & mobile number with following details as: ■ Preceding Date ■ Preceding Time ■ Preceding Place/Address ■ Comments
Fields and Validation	NA

4.1.10 Forward case - Admin:

Actors	Admin
Process Description	Admin will be able to Forward case
Pre - Condition	Admin has logged in using valid credentials.
Post - Condition	Admin will be able to Forward case

Business Rules / Logic	On the click on this, user will get redirected on Forward case page for respective hearing;
	
	Forward Case;
	
	Admin will be able to search case by entering case no and case year. Following details will be auto populated.
	      ■ Appellant name
	      ■ Respondent Name
	      ■ Board/Department
	Admin will be able to forward/change presiding board on the case by selecting respective person in drop list.
	
	Send Email & SMS notification to appellant on change in schedule

Fields and Validation	NA

Actors	User / Admin
Process Description	User will be able to generate reports.
Pre - Condition	User has logged in using valid credentials.
Post - Condition	User will be able to generate different types of reports.
Business Rules / Logic	On the click on Report user will be able to generate following types of reports/search criteria's; - Notice for Appellant & Respondents - Demand Past Documents: Bulk - Daily Board - Case Progress – Date Wise - Report by Preceding officer - Case Status Report - Pending Cases Register - Case Activity Log - Period Wise Pendency **Notice for Appellant & Respondents**; User will be able to generate report to view notices provided to respective case. user will be able to search notice by entering following details; - Preceding officer - Registration Year - Case No and Notice No. On the basis of Search, It will display results for Notice for respective case's Appellant & Respondents. **Demand Past Documents: Bulk** User will be able to generate report to view demand past document of respective case. user will be able to search demand past documents by entering following details; - Preceding officer - Registration Year

- Case No

On the basis of Search, It will display results for demand past document for respective case.

Daily Board

User will be able to view hearing result for respective case, user will be able to search hearing results by entering following details;

- Preceding officer name
- Case year & number

Case Progress – Date Wise

User will be able to view date wise case for respective case, user will be able to search hearing results by entering following details;

- Preceding officer name
- Case year & number

User can view following day wise details for respective case;

- Date
- Description
- Case status
- Next hearing date

Report by Preceding officer;

User will be able to view report details by entering details as Preceding officer, Announcement Date from & to.

Case Status Report

User will be able to view report details as Case Status Type based on the Number of Cases.
User will be able to view following details;

- Status of case
- Number of cases under that cases

Pending Cases Register

User will be able to view report details by entering details as Preceding officer, Select option as Detail/Summary and Case Registration Year.

	User will be able to view following details; - Year - Case number - Case date - Appellant name - Respondent name - Case status **Case Activity Log** User will be able to view activity log report by Department and office case wise. **Period Wise Pendency** User will be able to view report details by following: ▪ Cases Pending for more than 90 Days ▪ Cases pending for more than 60 -90 days ▪ Cases Pending for more than 30-60 days ▪ Cases Pending for less than 1-30 days
Fields and Validation	NA

4.2: Resolution Search Engine - User Interface

4.2.1 Login Screen – Admin:

Actors	Admin
Requirement Definition	Admin will be able to login to the system.
Pre - Condition	Admin will be able to login to system
Post - Condition	Admin will be able to login to the system.

Business Rules / Logic	Admin will be able to login to the system using provided login credentials.
	
	Login:
	They will be able to login using their credentials:
	  ▪ Email Id
	  ▪ Password
	  ▪ Capcha code
	User will be able to login to the system
	
	On click of "Login" button, user will be logged into the portal.
	
	Links:
	  ▪ **Forgot Your Password?**
	    - On click of "forgot your password", user will be asked to enter their email address.
	    - If system finds a match of email address in the database, a temporary password will be sent to user on the provided email ID. User will be able to login into the portal and they will directly be navigated to "reset password" screen where they will have to enter new password and confirm that password.
	    - User will be asked to create new password and then they can access the portal.

Fields and Validation	• On successful validation of login credentials, user can view / access portal.

	• If username and password is incorrect, user will be prompted to enter correct username and password.	
	Username	Text Field
	Password	Text Field
	Capcha	Text field
	Login	Button
	Forgot Password	Link

Actors	User
Requirement Definition	User will be able to view resolutions.
Pre - Condition	User has logged in using valid credentials.
Post - Condition	User will be able to view resolutions.
Business Rules / Logic	User will be able to view/search resolutions in the system. **Search;** User will be able to search resolution by entering following details; - Title - Type - Keyword - Board - Between date There are three types of resolutions; - MHADA Resolutions - M.B.R & Resolutions - Government Resolutions User will be able to view following information; - Department name - Title/ Subject - Resolution code - Date - File (download)
Fields and Validation	NA

Actors	Admin
Requirement Definition	Admin will be able to add / edit / delete resolutions.
Pre - Condition	Admin has logged in using valid credentials.
Post - Condition	Admin will be able to add / edit / delete resolutions.
Business Rules / Logic	Admin will be able to add / edit / delete resolutions in the system. **Search;** User will be able to search resolution by entering following details; - Title - Type - Keyword - Board - Between date Followings are the boards; - Mumbai Board - MBRR board - Kokan Board - Slum Board - Pune Board - Nashik Board - Aurangabad Board - Nagpur Board - Amaravati Board There are three types of resolutions; - MHADA Resolutions - M.B.R & Resolutions - Government Resolutions Admin will be able to manage Add/ edit following information;

	- Title - Description - Attach File - Language - Select type - Reference link, if any - Published Date - Revision Log Message **Delete Resolution ;** On the click on 'Delete', admin will get pop-up window for confirmation of deletion. Admin will be able to confirm case deletion with reason to delete the case. Once resolution is deleted successfully, log will be maintained for deleted resolution with following details; - Title - Description - Attach File - Resolution type - Reason for delete
Fields and Validation	NA

5. Operating Environment:

The proposed web portal will be compatible with following browser.

Browser	Version	Operating System
Internet Explorer	IE 11 onwards	Windows/ Linux/Mac
Mozilla Firefox	Firefox 55 & above	Windows/Linux/Mac
Google Chrome	Chrome 50 & above	Windows/ Linux/ Mac
Safari	Safari 10.0 & above	Mac

6. Assumption & Dependencies:

- Assumptions;
  - o Web will support only English & Marathi language
  - o Marathi will be accepted in Unicode format only.
  - o Client will bear the cost of all the 3rd party APIs required for the development of the system.
  - o Web development of requirements are only considered for Mumbai board.
- Dependencies;
  - o Number of user need to be define.
  - o Resolution samples yet to be received.

7. External Interface:

- SMS Gateway
  - o SMS gateway will be required to send notifications & alerts to internal & external stakeholders
- Email Gateway
  - o Email gateway will be required to send email notifications & alerts to internal & external stakeholders

8. Technical Requirement:

- Development Tools – PHP, MsSQL
- Design Tools – HTML5