

PHASE:1 – User Registration, Lead Generation, Estimate & Quotation, Case creation

MODULE: 1 – USER REGISTRATION & LOGIN

1. **Users:** Super Admin, HR Admin, VIS Admin, Internal Resources (*HR, Administration, Finance, Business Development, Surveyor, Preparers, Approvers (L1, L2, L3), Valuer, Governance, Research Analysis & Development*), External Associate, Bank User, NBFC User, Corporate customer user, Individual customer user
 - Different users will have different roles & rights
2. **Dashboards:** Super Admin, HR Admin, VIS Admin, Internal Resource, External Associate, Bank User, NBFC User, Corporate customer user, Individual customer user
 - I propose to have separate database containers for HR Admin & VIS Admin
 - A. **Super Admin Dashboard:**
 - Please define what all links will be created on this dashboard.
 - Who will create super admin?
 - Upto what level of controls super admin will have?
 - B. **HR Admin Dashboard:**
 - New Employee registration and New Associate registration will be handled by HR Admin
 - Please define what all links will be created on this dashboard.
 - Super Admin to create HR Admin
 - Employee On-boarding Process Form: ***Please see attached our New Employee Onboarding process and plan accordingly how to include it in this dashboard. Appropriate checks has to be applied to alert HR if all on boarding activities of the employee has been completed.*
 - **Leave Account:** Automatic updation of leaves under every employee account as per leave policy of the company. *Attaching leave policy for your reference.*
 - Create field for document attachment in front of the relevant option.
 - i. **In-House Registration Form:**
 - Type of Users - Support (HR, Admin, Finance), Governance, Business Development, Technology (Surveying, Engineering (Preparer, Approver), Valuer), Management (Research, Analysis & Development, HR, Admin, Finance, Business Development, Technology, Governance)

- Keep self-registration form. However form will be approved only by HR Admin once he is satisfied with all the details matching required documentary evidence.
- All Fields to be made mandatory to be filled.

Personal Details:

- Name:
- Father's Name, Address & *Contact No.:
- Mother's Name:
- Total Siblings:
- Date of Birth:
- Resource Photograph:
- Gender:
- Marital Status:
- No. of Kids:
- Joining Date:
- Age at the time of joining: *To be changed dynamically with increasing years.*
- Permanent Address & Contact No.:
- *Current Address & Contact No.:
- *Mobile No.
- *Alternate Contact No.
- 3 References: Name, Relationship, from how long knowing the reference, Address, Contact No. – 2 Professional, 1 Friend
- Personal Account No.: Bank Name, Name of Account Holder, Account No., IFSC Code
- PAN No.
- Aadhar No.
- Passport No.

Educational Qualification details:

- XIIth: Course, Specialisation, College, Year of passing, % or CGPA
- Graduate: Course, Specialisation, College, Year of passing, % or CGPA
- Post Graduate: Course, Specialisation, College, Year of passing, % or CGPA
- *Professional certifications done if any: Name of Certificate, Issuing Authority/ Organization, Issuing Year

Professional Experience details:

- Total Industry Experience:
- Past Employment Details: 3 past employment details. Name of the company; Address & Phone No.; Period of employment; Reporting Manager Name, Email id & Contact No.; Department; Designation at the time of relieving).

Documents attachment:

- Scanned copy of signed Appointment Letter
- Photo Id Proof: Copy of Aadhar Card, Voter Id Card/ Passport
- Address Proof: Copy of Aadhar Card, Voter Id Card/ Passport
- Copy of PAN Card
- Graduate & Post Graduate degree/ mark sheets documents
- Last employment documents: (Copy of Appointment Letter, Last 3 salary slips, Relieving letter, Character Certificate)

Admin Level Details:

- Salary Account No.: Bank Name, Name of Account Holder, Account No., IFSC Code
- Status: Trainee, Permanent *(Our Training Period policy is minimum of 3 months and maximum 6 months. Accordingly logic should be designed to send the email to Reporting Manager for confirmation of the employee after completion of this period, whether made permanent, extended for additional training period, or candidature rejected).*
- Department Assigned: Support (HR, Admin, Finance), Governance, Business Development, Technology (Surveying, Engineering (Preparer, Approver), Valuer), Management (Research, Analysis & Development, HR, Admin, Finance, Business Development, Technology, Governance)
- Field: Civil, Mechanical, Industrial, IT & Electronics, Aviation, etc.
- Band level:
- Designation Assigned:
- Assets Assigned: Laptop, Monitor, CPU, Measuring Tape, Distometer, Writing Pad, Compass, Highlighter, Bag. Also Value of each against these with a logic to depreciate the value on year-on-year basis
- CUG Mobile Number:
- Zone Assigned:
- Cluster Assigned:
- Reporting Branch Office:
- Level: For BD (Retail, SME, Mid Corporate, Corporate) OR For Surveyors & Preparers (Basic, Small, Medium, Large, Very Large)
- Assign Email id
- Assign Employee Id
- Email Roles & responsibilities document
- Email Company policies, procedures & processes – *These policies, procedures & processes documents should always be accessible at resource dashboard.*
- Acknowledgement of Roles & responsibilities document – *Keep sending reminder to the resource daily, keeping in cc his supervisor & HR and after 5 days block his email id in case he doesn't acknowledge and email to his supervisor and HR.*

- Acknowledgement of Policies - *Keep sending reminder to the resource daily, keeping in cc his supervisor & HR and after 5 days block his email id in case he doesn't acknowledge and email to his supervisor and HR.*
- If Trainee then Trainer Name
- Email Training schedule chart

Cost Centre Link: Month wise record of salary & other emolument details

- Salary Amount:
- TDS to be deducted (-): Range logic and % to be set
- Advances (-): *Set logic that in how many instances advance will be adjusted.*
- Deductions (-):
- Reimbursements (+):
- Incentives (+):
- Total Salary:

ii. Associates:

- Keep self-registration form. However form will be approved only by HR Admin once he is satisfied with all the details matching required documentary evidence.
- All Fields to be made mandatory to be filled.

Personal Details:

- Name:
- Father's Name:
- Permanent Address & Contact No.:
- Current Address & Contact No.:
- Personal Mobile No.
- Alternate Contact No.
- 3 References: Name, Relationship, from how long knowing the reference, Address, Contact No. – 2 Professional, 1 Friend
- Account No.: Account No., Type of account, IFSC Code
- PAN No.
- GST No.
- Aadhar No.

Educational Qualification details:

- Graduate: Course, Specialisation, College, Year of passing, % or CGPA
- Post Graduate: Course, Specialisation, College, Year of passing, % or CGPA
- Whether registered as Valuer? – Yes/ No - Name of registering body, Date of registration, Category of registration, Valid upto. – Attach self-attested Certificate

- Whether registered as Chartered Engineer? – Yes/ No – Name of registering body, Date of registration, Category of registration, Valid upto. - Attach self-attested Certificate
- Professional Certifications, Registrations: Name of the professional body, Type of registration, Year of registration, Valid upto year - Attach self-attested Certificate

Professional Experience details:

- Total Industry Experience:
- Present working status: Not working, Working in Self-employed capacity, Working in an organization (Organization Name, Place of Working, Employed since, Present designation, Employment status (Permanent, Temporary, Part-time)
- Past Employment Details: 3 past employment details. Name of the company, Address & Phone No., Period of employment, Designation at the time of relieving) – Attach appointment letters of the companies worked with.

Admin Level Details:

- Status: External Associate
- Date of association with R.K Associates:
- Department Assigned: Engineering (Surveyor/ Preparer, Approver), Valuer,
- Field: Civil, Mechanical, Industrial, IT & Electronics, Aviation, etc.
- Zone Assigned: North, South, East, West, Central
- Cluster Assigned: Every zone will be further divided into small clusters comprising of 10-15 districts. List out the districts coming in each cluster.
- Level: Basic, Small, Medium, Large, Very Large
- Contract Agreement Acceptance:
- Scanned copy of signed contract agreement:
- Fees structure defined:
- Documents attachment:
 - Photo Id Proof: Copy of Aadhar Card, Voter Id Card/ Passport
 - Address Proof: Copy of Aadhar Card, Voter Id Card/ Passport
 - Last paid Utility Bill – Electricity/ Telephone
 - Copy of PAN Card
 - Copy of GST registration (if applicable)
 - Graduate & Post Graduate degree/ mark sheets documents
 - Copy of professional certificates
 - Last 3 years ITR
 - Last 3 years audited balance sheet if applicable

C. VIS Admin Dashborard:

- **Please define what all links will be created on this dashboard.**

- **Who will create VIS admin?**
- **Upto what level of controls VIS admin will have?**
- VIS Admin will be Zonal head and above

i. Registration Process:

a) Banks/ FI Master Data: VIS Admin to register it.

- Bank Name:
- Type of Bank: PSU Commercial Bank, Private Commercial Bank, NBFC,
- Branch Category: Retail Hub, Personal Banking, SME Centre, Mid Corporate (Overseas Branch, Industrial Finance Branch, Commercial Branch), Corporate (Large Corporate Branch, Corporate Accounts Group, Corporate Financial Services), Project Finance Services, Zonal Office, Regional Office, SARB, SAMB
- IFSC Code:
- Branch Code:
- Branch official email id:
- Branch Headed By: Branch Manager, Senior Manager, Chief Manager, AGM, DGM, GM, CGM
- Branch Head email id:
- Branch Address:
- City:
- State:
- Pin Code:
- Std Code:
- Phone No.
- Mobile No.

b) In-house internal users:

- Already registered at HR Admin level.
- Data will be flown from HR Admin to VIS Admin
- Only partial rights will be assigned to VIS admin to change in terms of only blue points below
- Users Type will be: Business Development users, Surveyors, Preparers, Approvers (L1, L2, L3), **Valuer** – *Below details to be popped up in case somebody wants to check details of the resource.*
- Name:
- CUG Mobile Number
- Personal Mobile Number
- Alternate Contact No.
- Email: Login to be from email only
- Designation:
- Department: Business Development, Surveying, Engineering (Preparer, Approver), **Valuer**
- Field: Civil, Mechanical, Industrial, IT & Electronics, Aviation, etc.

- Level: For BD (Retail, SME, Mid Corporate, Corporate) OR For Surveyors & Preparers (Basic, Small, Medium, Large, Very Large)
- Zone: North, South, East, West, Central
- Cluster: Every zone will be further divided into small clusters comprising of 10-15 districts. List out the districts coming in each cluster.
- Reporting Office:
- Reporting Manager:
- Other hierarchy: Cluster Manager, Zonal manager
- State:
- City:

c) External Associates:

- Already registered at HR Admin level.
- Data will be flown from HR Admin to VIS Admin
- Only partial rights will be assigned to VIS admin to change in terms of only blue points below
- Users Type will be: Valuer (L1, L2, L3) – *Below details to be popped up in case somebody wants to check details of the resource.*

- Name:
- Personal Mobile Number:
- Alternate Contact No.
- Email: Login to be from email only
- Department: Engineering (Surveyor/ Preparer, Approver), Valuer
- Field: Civil, Mechanical, Industrial, IT & Electronics, Aviation, etc.
- Level: For Surveyors & Preparers (Basic, Small, Medium, Large, Very Large)
- Zone: North, South, East, West, Central
- Cluster: Every zone will be further divided into small clusters comprising of 10-15 districts. List out the districts coming in each cluster.
- Reporting Manager:
- Other hierarchy: Cluster Manager, Zonal manager
- Address:
- State:
- City:

3. Valuation Intelligent System Login Module:

i. Login Page:

- All Internal resources, External Associates can login to this system, already registered through HR Admin Registration process.
- Banks will be registered from backend by VIS Admin
- Other company information required by VIS Admin will be fed from backend like Company Offices Information, etc.
- Only customer users will be registered through this module.
- **Following points should be put on Login Page**

- User Name (To be Credit team official id) – System to check if it's a valid id or not as soon as somebody is putting its id in user name column and display the message accordingly.
- OTP (Generate OTP, *Message to be displayed* – OTP has been sent to the email id put as user name).
- Customer Registration link
- Company Logo
- Helpdesk No. – *Display* - “Call Helpdesk in case of any issue in registration.”

ii. **Customer Registration Link:** For Commercial Banks, For NBFCs, For Corporate customers, For Individual customers

- Open registration form based on the user type.

a) **Banks/ FI User Data:**

- Manager Name:
- Designation: Branch Manager, Senior Manager, Credit Analysts, Service Officer, Chief Manager, AGM, DGM
- Name official id:
- IFSC/ Branch Code: *As soon as IFSC/ Branch code is put, bank data would be populated on the page.* Display the message that “In case you are transferred to some other branch then change the mapping of your name official id with that branch.”
- Credit Team No.: Single, AMT-1, AMT-2, AMT-3, AMT-4.....AMT-10
- Credit Team official Id:
- CUG Mobile No.:
- Personal Mobile No.:
- Desk Phone No.:
- Board Number/ Extension:

b) **NBFCs User Data:**

c) **Corporate Users:**

d) **Individual customers:**

iii. **Login Process:**

- User Name to be credit team official id.
- Always display the credit team official id on which OTP has been sent.
- Option of seeing the registered email ids with respect to IFSC/ Branch code of that branch. -> Put IFSC/ Branch code -> Choose RM/ AGM, Chief Manager, Credit Analyst, Service Officer, Branch id, Display All.
- **Existing Registered User:** Existing User can go on to the “Request for a Valuation” link available on R.K Website and can simply put their credit team official id and generate OTP to access the application.
- **New User:** New user can also go on to the “Request for a Valuation” link available on R.K Website and register himself through “Customer Registration link”.

- As soon as any id is put under user name column, system should check if this branch is registered or not. In case it is not registered then system should automatically redirect it at Customer Registration link.
- As soon as login is completed, Display Manager & Branch Profile as a pop up window. There should be an option to edit the Manager Profile in case of any change.
- **Existing Registered User Branch location change:** He can start login with his credit team email id and can login to the application generating OTP at new credit team official id -> Upon login, a message will be popped up displaying Manager & Branch Profile -> Manager can change the details accordingly to map his profile with new branch.
 - Manager Name:
 - Designation: Branch Manager, Senior Manager, Credit Analysts, Service Officer, Chief Manager, AGM, DGM
 - CUG Mobile No.:
 - Personal Mobile No.:
- Backend to always keep a track of changing profiles of Managers to keep historical data.
- In case of any change in Manager Profile in existing branch, alert the system to check if the existing manager has made his profile again with some other branch or else send the report to helpdesk who can check with him about his new role and location and register or map on manager's behalf.
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- iv. **Used Case 1: In case existing manager moves to new location and his credit team official id is already registered** – He can put new credit team id and put OTP sent over the same email and can login. Over login he gets the Manager Profile page where he can make appropriate amendments.
- v. **Used Case 2: In case existing manager moves to new location and his credit team official id is also not registered** – As soon as manager puts his credit team official id, system to check if this is a valid id or not. In case it is not a registered id then system to redirect over registration page on its own.

Open Questions:

1. If during registration process any manager puts his name official id only instead of credit team official id then while changing the branch how the system will work?

MODULE: 2 – LEAD GENERATION FORM

A. Lead generated by Bank:

1. Name of the customer
2. Coordinating Person Name & No.:
3. Purpose of the assignment – Fresh Valuation, Periodic revaluation, Credit facility enhancement, Company restructuring case, Project Tie-up report for individual flat financing.
4. Type of Property: Choose an item.
5. In case type of Property is Industrial then type of Industrial Project: *This option should be populated only if in Type of Property Industrial Plant or Industrial Land & Building is chosen.*
6. Address of the Property:
7. Land Area:
8. Covered Area:
9. Plant & Machinery Gross & Net Block:

B. Lead generated by Private customer:

1. Name of the customer
2. Coordinating Person Name & No.:
3. Purpose of the assignment – Choose an item.
4. Type of Property: Choose an item.
5. In case type of Property is Industrial then type of Industrial Project: *This option should be populated only if in Type of Property Industrial Plant or Industrial Land & Building is chosen.*
6. Address of the Property:
7. Land Area:
8. Covered Area:
9. Plant & Machinery Gross & Net Block:

C. Email to the user at Lead generation:

Dear Sir,

Greetings for the day!

Thanks for contacting R.K Associates (*India's most trusted & leading Valuation & Chartered Engineering company*).

We have received your case and it will be initiated within 2 working days by the business associate.

Process for the assignment will be:

1. Requirement understanding
2. Acceptance of Quotation & scope of services.
3. Document & data collection.
4. Site survey.
5. Report Preparation.
6. Report Approval.
7. Dispatch & Billing.

Details of the lead generated with its unique number and a link where user can login again to do modification.

Also please attach Company Brochure, Company Profile & Company Bio-Data with this email.

Regards,
Business Process Team