yusuf.ansari983@gmail.com

DABBAZ

Tiffin Marketplace Platform

Product Requirements Document

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MVP — Single City Launch

1. Executive Summary

Dabbaz is a two-sided marketplace platform connecting home tiffin and meal service providers (vendors) with customers who want reliable, home-cooked daily meal subscriptions. Think of it as Zomato, but purpose-built for the subscription-based dabba economy — designed for working professionals, students, and families who want wholesome meals without the overhead of cooking or the cost of restaurant dining.

The platform serves three distinct stakeholders: customers who discover, subscribe to, and manage tiffin deliveries; vendors (home chefs, tiffin operators, cloud kitchens) who manage their menus, subscriptions, and finances through a dedicated dashboard; and platform administrators who oversee onboarding, approvals, payments, and overall ecosystem health.

This document outlines the full product requirements for the Dabbaz MVP, targeting a single-city launch. Delivery logistics are handled by vendors themselves — Dabbaz does not operate its own delivery fleet in this phase.

2. Assumptions & Constraints

2.1 Key Assumptions

- **Delivery Model:** Vendors are responsible for their own delivery. Dabbaz does not manage delivery partners in the MVP.
- **Geography:** Single-city MVP launch. Multi-city support is a future phase.
- **Platform Name:** Dabbaz (brand guidelines to be provided separately; visual design tokens to be updated post-handoff).
- **Language:** English for MVP. Vernacular language support is a Phase 2 consideration.
- **Payments:** Platform-managed; vendors receive payouts on a defined settlement cycle. Razorpay or Stripe India recommended as payment gateway. Further we need to take help from Shakeel Bhai.

2.2 Out of Scope (MVP)

- Platform-managed delivery / delivery partner module
- Multi-city / multi-region support
- Native mobile apps (iOS / Android) — MVP is mobile-responsive web; app is Phase 2
- In-app chat between users and vendors
- AI-powered recommendations or personalization engine
- Third-party integrations (Swiggy, Zomato aggregator APIs)

3. Goals & Success Metrics

3.1 Product Goals

- **G1 — Trust & Transparency:** Make it easy for users to evaluate vendors through verified profiles, ratings, and standardized menus before committing to a subscription.
- **G2 — Vendor Empowerment:** Give vendors full control over their menu, pricing, delivery windows, and subscription offerings through an intuitive admin dashboard, with zero need for external tools.
- **G3 — Retention-First Subscriptions:** Reduce subscription churn through flexible pause/skip mechanics, proactive notifications, and transparent credit/refund handling.
- **G4 — Platform Integrity:** Prevent spam vendor registrations and ensure only legitimate, verified operators are onboarded.

3.2 Success Metrics (6 months post-launch)

Metric	Target	Notes

Active subscribers	500+	Users with at least 1 active subscription
Active vendors	30+	Approved vendors with at least 1 live plan
Subscription renewal rate	>65%	Users renewing after first subscription cycle
Vendor onboarding time	<48 hours	From request submission to approval
Support complaint rate	<5%	Complaints per total deliveries
Payment success rate	>98%	Successful transactions / total attempts

4. User Personas

4.1 Rohan — The Busy Professional

Age/Context: 28, software engineer, lives alone in a 1BHK, works long hours.

Pain Points: Too tired to cook; orders from restaurants but finds it expensive and unhealthy daily; wants consistent home-cooked meals.

Goals: Subscribe to a reliable tiffin service, know what he's eating each day, pause when travelling.

Key Features He'll Use: Discovery, veg filter, weekly menu calendar, subscription + pause/skip, delivery status notifications.

4.2 Afsha — The Home Chef Vendor

Age/Context: 42, experienced home cook, runs a small tiffin operation serving ~25 clients via WhatsApp today.

Pain Points: Managing orders over WhatsApp is chaotic; no visibility into revenue; struggles to grow beyond referrals.

Goals: Go digital, manage all orders in one place, set her menu for the week in advance, receive payments directly.

Key Features She'll Use: Vendor onboarding, menu calendar builder, subscription plan management, vendor dashboard, payout reports.

4.3 Admin — The Platform Operator

Context: Internal Dabbaz team member managing the ecosystem.

Goals: Approve/reject vendor applications, resolve disputes, monitor platform health, manage payouts.

Key Features Used: Platform admin dashboard, vendor review queue, user management, dispute handling, payout management.

5. Feature Specifications

5.1 Authentication & User Management

5.1.1 Sign Up & Login

Users and vendors share a single auth entry point. The system identifies the role post-login based on account type.

- **Email + Password:** Standard registration with email verification via OTP before account activation.
- **Google OAuth 2.0:** One-tap sign-in/sign-up via Google. If a Google email already has a local account, they are merged.
- **Session Management:** JWT-based auth with refresh tokens. Sessions expire after 30 days of inactivity.
- **Password Reset:** Email-based reset link with 15-minute expiry.
- **Account Deletion:** Users can request account deletion from settings; data is soft-deleted for 30 days before permanent removal (compliance).

5.1.2 Role System

- CUSTOMER — Default role on signup. Can browse, subscribe, manage deliveries.
- VENDOR — Assigned after successful onboarding approval. Gets access to vendor dashboard.
- ADMIN — Internal only. Assigned manually by super-admin. Full platform access.

5.2 Vendor Onboarding & Verification

5.2.1 Onboarding Request Flow

Any logged-in user can submit a vendor onboarding request. The flow is multi-step to gather necessary information and filter out low-effort or spam submissions.

- **Step 1 — Eligibility Check:** User must have a verified email and a verified mobile number (OTP to phone required before proceeding). This is the primary anti-spam gate.
- **Step 2 — Business Details Form:** Business/kitchen name, contact person name, address, PIN code, years of operation, approximate current daily capacity (number of tiffins).
- **Step 3 — Document Upload:** FSSAI license (mandatory), a government ID of proprietor, and optionally a kitchen hygiene certificate. Files are validated for format and size.

- **Step 4 — Sample Menu Submission:** A brief description of typical meals offered (text + optional photos). Helps admin evaluate before calling.
- **Step 5 — Declaration & Submit:** Checkbox confirming accuracy of information. reCAPTCHA v3 score evaluated server-side.

5.2.2 Anti-Spam Measures

- Phone OTP verification (Twilio / MSG91) mandatory — one verified phone per vendor application.
- reCAPTCHA v3 on submission — requests with low scores are flagged for manual review.
- Duplicate detection: same phone number or FSSAI number cannot be submitted twice.
- Rate limiting: maximum 3 onboarding submissions per IP per 24 hours.
- Application fee consideration (Phase 2): a nominal refundable INR 99 application fee as a future friction layer.

5.2.3 Admin Review & Approval

- All applications land in the Admin's Vendor Review Queue with a status of PENDING.
- Admin can view all submitted details and documents, and change status to: APPROVED, REJECTED, or NEEDS_MORE_INFO.
- On APPROVED: vendor account type is upgraded, a welcome email is sent with a getting-started guide, and the vendor dashboard is unlocked.
- On REJECTED: rejection reason is sent via email. The same phone number is blocked from re-applying for 30 days.
- On NEEDS_MORE_INFO: applicant receives an email with specific items to resubmit. Application is not closed.

5.3 Vendor Profile & Customer Discovery

5.3.1 Vendor Public Profile

Each approved vendor gets a public profile page that serves as their storefront on Dabbaz.

- **About Section:** Kitchen story, who's cooking, years of experience, specialties. Rich text editor in the vendor dashboard.
- **Cuisine Tags:** Multi-select tags such as North Indian, South Indian, Jain, Bengali, etc.
- **Veg / Non-Veg / Both Indicator:** Prominently displayed green/brown badge on profile card and listing.
- **FSSAI Verified Badge:** Shown once document is confirmed by admin. Trust signal for users.
- **Delivery Areas:** Vendor specifies deliverable PIN codes or neighbourhoods. This is used for filtering on the discovery page.
- **Delivery Windows:** Separate configurable time ranges for Lunch (e.g., 12:00 PM – 1:30 PM) and Dinner (e.g., 7:30 PM – 9:00 PM). Shown as informational for users.

- **Daily Capacity Cap:** Vendor sets a maximum number of tiffins they can fulfill per day (e.g., 25). Once active subscriptions reach this cap, the Subscribe button is disabled and the listing shows a 'Full — Not Accepting New Subscribers' badge. The cap can be updated at any time from the vendor dashboard, and increasing it immediately re-opens subscriptions.
- **Photos:** Up to 8 food photos. First photo is the cover image on listing cards.
- **Ratings & Reviews:** Aggregate star rating, total review count, and paginated reviews with user name, date, and comment.

5.3.2 Discovery & Filtering

- Home page shows vendor listing cards sorted by rating (default).
- **Filters:** Veg / Non-Veg / Both; Delivery Area (PIN code entry or neighbourhood dropdown); Meal Type (Lunch / Dinner / Both); Price Range; Cuisine Tags; Available Only (hides vendors at capacity).
- Search bar: full-text search across vendor name, cuisine tags, and about text.
- Vendor cards show: name, cover photo, cuisine tags, veg/non-veg badge, star rating, starting price, delivery areas. Cards at full capacity show a 'Full' badge and the Subscribe button is replaced with a greyed-out 'At Capacity' indicator.

5.4 Standardized Menu Management (Calendar Format)

5.4.1 Overview

Vendors set their menu in a weekly calendar view. This gives users full visibility into what they will receive on any given day before subscribing — a core trust and differentiation feature.

5.4.2 Menu Builder (Vendor Dashboard)

- **Calendar View:** A 7-column (Mon–Sun) grid. Vendors can toggle between Lunch and Dinner menus using a tab.
- **Day Cell:** Each cell shows the meal name, a short description (up to 120 characters), meal type badge (Veg/Non-Veg), and an optional photo.
- **Add / Edit Meal:** Clicking a day cell opens a slide-over panel to set: Meal Name, Description, Veg/Non-Veg toggle, Photo upload, Addons available for that day.
- **Recurring Templates:** Vendor can save a week as a template and apply it to future weeks. Reduces repetitive entry.
- **Holiday / Full Day Off:** Vendor can mark a specific day as entirely closed (no lunch, no dinner). These days are shown to users as 'Off' with no charge against their subscription.
- **Slot-Level Disabling:** Independently of a full off-day, vendors can disable just Lunch or just Dinner on any given day. For example: mark Wednesday lunch as unavailable while still serving dinner. This is more granular than a full off-day and reflects how real home kitchens operate. Disabled slots show to users as 'Not available today' and are not charged.

- **Publish / Draft:** Menu for any given week can be saved as Draft until the vendor is ready to publish. Published menus are visible to subscribers immediately.
- **Advance Planning:** Vendors can plan up to 8 weeks ahead. Menu for the current week must be published by a configurable cutoff (default: Sunday 11:59 PM for the upcoming week).

5.4.3 Addons

- **Addon Definition:** Vendors define a global addon list (e.g., Extra Roti x2, Sweet of the Day, Raita, Extra Dal). Each has a name, price, and veg/non-veg flag.
- **Day-Level Addon Availability:** When editing a day's meal, the vendor toggles which global addons are available that day.
- **User Addon Selection:** Users can select addons per day from their subscription management screen. Addon charges are added to the next billing cycle or invoiced separately based on configuration.

5.4.4 User-Facing Menu View

- Users see a read-only version of the same weekly calendar on the vendor's profile.
- They can scroll forward/backward by week. Future weeks show 'Menu not yet published' if unpublished.
- Each day cell is expandable to show full meal details and available addons.

5.5 Subscription Plans

5.5.1 Plan Configuration (Vendor)

Vendors create subscription plans that users can purchase. Each vendor can offer multiple plans simultaneously.

Plan Attribute	Description
Plan Name	Custom label (e.g., 'Weekly Dabba', 'Monthly Special')
Duration	Minimum 4 days. Common options: 4 days, 7 days (weekly), 15 days, 30 days (monthly). Vendor can set custom durations.
Meal Type	Lunch only / Dinner only / Lunch + Dinner. Priced separately.
Price	Total plan price (INR). Displayed as per-day equivalent to users for clarity.
Veg / Non-Veg	Each plan is tagged as veg or non-veg (or both if vendor offers mixed).
Active Status	Vendor can pause/retire a plan without deleting it. Active subscribers on retired plans are grandfathered until expiry.
Auto-Renewal	Vendor can enable/disable auto-renewal on a per-plan basis. Users can also toggle this from their account.
Capacity Gate	New subscriptions are blocked server-side once the vendor's active subscriber count reaches their daily_capacity value. The Subscribe button is

disabled on the frontend, but the gate is enforced at the API level to prevent race conditions.

5.5.2 User Subscription Management

- **Multiple Vendor Subscriptions:** Users can hold active subscriptions with multiple vendors simultaneously. For example, a user might subscribe to Vendor A for lunch and Vendor B for dinner, or maintain subscriptions with two different vendors across different weeks. The customer dashboard shows all active subscriptions in a unified view. Wallet credits, pause/skip logic, and notifications all operate independently per subscription.
- **Subscribe Flow:** User selects vendor → selects a plan → confirms meal preferences → proceeds to payment. If the vendor is at capacity when the user reaches checkout, the payment is blocked with a clear message and no charge is made.
- **Pause Subscription:** User can pause an active subscription for 1 to 14 consecutive days. Paused days are added to the end of the subscription period (credit rollover, not a refund).
- **Skip a Day:** User can skip specific individual days. Skipped days are credited back as platform wallet credit (usable on next renewal).
- **Cancel Subscription:** User can cancel. Refund policy: if more than 3 days remain in the plan, 50% of the remaining value is refunded to the platform wallet. No cash refunds.
- **Active Subscriptions View:** Dashboard showing all active subscriptions across all vendors in a unified list, each with next delivery date, plan details, remaining days, and quick actions (pause, skip, cancel, review). Users can have multiple active subscriptions and each is managed independently.

5.6 Payment Architecture

5.6.1 User Payments

- **Payment Gateway:** Razorpay (recommended for India) with support for UPI, Net Banking, Credit/Debit Cards, and Wallets.
- **Subscription Billing:** On purchase, user is charged the full plan amount upfront. Auto-renewal charges are triggered 24 hours before plan expiry with a notification.
- **Platform Wallet:** Each user has a wallet for credits (from skipped days, cancellations, referrals, dispute resolutions). Credits auto-apply at next checkout unless disabled.
- **Payment Page:** Clean checkout page showing plan summary, addons, applicable wallet credits, final amount, and available payment methods.
- **Invoice & Receipts:** Automated email receipts on every payment. PDF invoice downloadable from account.

5.6.2 Vendor Payouts

- **Platform Commission:** Dabbaz retains a configurable platform fee (default 12%) per transaction. This is configurable per vendor by admin.
- **Payout Cycle:** Vendor payouts processed every 7 days (T+7 from delivery date). Settled via NEFT/IMPS to registered bank account.

- **Payout Dashboard:** Vendors see total earnings, pending payouts, settled payouts, and a transaction ledger with per-order breakdowns.
- **Razorpay Route / Splits:** Platform uses payment splits or marketplace routing to automate net payout calculations.

5.6.3 Refunds & Disputes

- **Non-Delivery Claim:** User reports missed delivery via a form. Vendor has 24 hours to respond. If unresolved, admin adjudicates. Credit issued to user wallet on validated claim.
- **Duplicate Charge:** Automatically flagged by payment gateway. Admin resolves via dashboard.
- **Addon Overcharge:** User raises dispute; admin reviews order log and issues delta credit.

5.7 Delivery Status & Notifications

5.7.1 Delivery Status System

Since vendors handle delivery themselves, Dabbaz provides a lightweight status system rather than live GPS tracking.

Status	Description & Trigger
Preparing	Automatically set at the start of the vendor's configured delivery window.
Out for Delivery	Vendor manually marks via dashboard or mobile-optimized vendor view.
Delivered	Vendor marks as delivered. User receives confirmation notification.
Not Delivered	Vendor marks if unable to deliver (e.g., user not home). Triggers dispute flow if user disagrees.

5.7.2 Notification System

- **Upcoming Delivery Reminder:** Sent at 8 AM on delivery days. Channel: Push notification + Email.
- **Delivery Confirmed:** When vendor marks 'Delivered'. Channel: Push notification + SMS.
- **Menu Published:** When vendor publishes next week's menu. Channel: Push notification (opt-in).
- **Subscription Renewal Reminder:** 48 hours before auto-renewal. Channel: Email + Push.
- **Payment Receipt:** On every successful payment. Channel: Email.
- **Subscription Paused/Resumed:** Confirmation of user-initiated actions. Channel: Email.
- **Vendor: New Subscriber Alert:** When a user subscribes to their plan. Channel: Email + in-dashboard notification.

5.8 Ratings & Reviews

- **Review Eligibility:** Only users who have received at least 5 deliveries from a vendor can leave a review. Prevents day-one reviews.
- **Review Components:** Star rating (1–5), written comment (50–500 characters), optional photo (1 max), and optional structured tags (e.g., 'Tasty', 'Timely', 'Good Quantity').
- **One Review Per Vendor:** Users can update their review at any time but cannot post multiple reviews for the same vendor.
- **Vendor Response:** Vendors can post a one-time public response to each review. Admin can hide abusive responses.
- **Review Moderation:** Reviews with profanity are auto-flagged. Admin has override capabilities. Users can report a review.
- **Display:** Reviews shown on vendor profile sorted by Most Recent (default) or Most Helpful. Aggregate score shown prominently.

5.9 Meal Preferences & Dietary Customization

- **User Preference Profile:** Users set dietary preferences in their profile: Vegetarian, Non-Vegetarian, Jain (no root vegetables), No Onion-Garlic, Gluten-Free preference, Nut Allergy flag.
- **Vendor Accommodation Flags:** Vendors indicate in their profile which dietary needs they can accommodate. These are matched with user preferences as soft filters.
- **Per-Subscription Notes:** At subscription time, users can add free-text delivery notes (e.g., 'Extra spicy please', 'Less oil preferred'). Vendor sees this on their order dashboard.
- **Allergy Disclaimer:** Platform displays a standard allergen disclaimer: cross-contamination risk cannot be guaranteed for home kitchens.

5.10 Vendor Admin Dashboard

5.10.1 Dashboard Overview

The vendor dashboard is a dedicated interface accessible post-login for approved vendor accounts. It is mobile-responsive.

5.10.2 Dashboard Modules

Module	Features
Home / Stats	Today's delivery count, total active subscribers, weekly revenue, recent activity feed, pending action items.
Menu Manager	Weekly calendar builder, template management, holiday/off-day setter, publish/draft toggle, addon library.
Subscription Plans	Create/edit/retire plans, set pricing, duration, meal type, auto-renewal defaults.

Subscribers	List of all active and past subscribers with plan details, delivery notes, and dietary flags. Search and filter by status.
Today's Orders	List of today's deliveries with user name, address, meal type, addon selections. Mark delivery status per order.
Earnings	Earnings overview, payout history, pending settlement, per-plan revenue breakdown, CSV export.
Reviews	View all reviews with ratings. Post/edit vendor response. See flagged reviews.
Profile Settings	Edit about section, photos, cuisine tags, delivery areas, delivery time windows, daily capacity cap, bank details, notification preferences.
Availability Toggle	Temporarily pause all new subscriptions (e.g., for vacation). Existing subscribers are notified.

5.11 Platform Admin Dashboard

5.11.1 Overview

The platform admin dashboard is for internal Dabbaz operators. Accessible only via admin-role accounts at a separate subdomain (admin.dabbaz.in).

5.11.2 Admin Modules

Module	Features
Platform Overview	Key metrics: total users, active subscribers, total vendors, GMV, today's deliveries, refunds issued.
Vendor Queue	Pending onboarding applications with all submitted details, documents, and reCAPTCHA scores. Approve / Reject / Request More Info actions.
Vendor Management	All vendors: active, suspended, rejected. Edit commission rate. Suspend/reinstate. View earnings history.
User Management	Search users by email/phone. View subscription history. Issue wallet credits. Flag/ban accounts.
Disputes	All open disputes with full context (user, vendor, order, timeline). Resolve with credit, refund, or dismiss. Audit trail.
Payouts	Pending payout queue, approve batch payouts, payout history per vendor, reconciliation reports.
Reviews Moderation	Flagged reviews queue. Hide / restore reviews. View vendor responses. User ban for review abuse.
Platform Config	Set global commission rate, subscription minimum days, menu publish cutoff time, notification templates.
Reports	Exportable reports: GMV by period, vendor performance, user retention, dispute rate, refund rate.

5.12 Trial Meal & Referral System

5.12.1 Trial Meal Option

- **Single-Meal Purchase:** Users can purchase a one-time trial meal from a vendor before committing to a subscription. Priced at a fixed rate set by the vendor (e.g., INR 120–180 per meal).
- **Trial Limit:** 1 trial per vendor per user lifetime. Prevents abuse.
- **Conversion Prompt:** After trial delivery is marked complete, user receives an in-app prompt and email encouraging them to subscribe, with a one-time 5% discount on their first subscription with that vendor.

5.12.2 Referral System

- **Referral Code:** Each user gets a unique referral code. Accessible from their profile dashboard.
- **Referral Reward:** When a referred user completes their first subscription payment: referring user receives INR 50 wallet credit; referred user receives INR 25 wallet credit.
- **Fraud Prevention:** Referral credit only issued after referred user's first delivery is completed (not just payment). Device fingerprinting to detect self-referral.

5.13 Customer Support & Dispute Flow

- **Help Centre:** A static FAQ page covering common questions: how subscriptions work, pause/skip policy, refund policy, how to report a missing delivery.
- **Report an Issue (Non-Delivery):** Button on Today's Delivery tile in user dashboard. Form collects: issue type (not received / wrong item / quality issue), description, optional photo. Automatically logged as a dispute.
- **Dispute SLA:** Vendor notified immediately. 24-hour response window for vendor. If unresolved by hour 24, admin is escalated automatically.
- **Resolution:** Admin can issue wallet credit, initiate partial refund (to original payment method), or dismiss dispute with reason.
- **Support Email:** A support@dabbaz.in email address is displayed as fallback for non-delivery disputes.

6. UX & Design Principles

Brand guidelines will be provided separately. The following principles apply regardless of the final visual language:

- **Mobile-First:** All user-facing pages must be fully functional at 375px viewport width. The vendor dashboard can prioritize tablet/desktop but must not break on mobile.
- **Progressive Disclosure:** Show users only what they need at each step. Subscription details, addons, and delivery preferences are revealed progressively — not all at once.

- **Zero-Friction Discovery:** Users must be able to browse vendor listings and menus without creating an account. Account creation is required only at checkout.
- **Trust Signals:** FSSAI badge, verified phone badge, review count, and delivery area are displayed prominently on vendor cards. These are non-negotiable layout elements.
- **Clear Empty States:** When vendors haven't published a menu, or a user has no active subscriptions, show helpful empty state copy with a clear next action.
- **Accessibility:** WCAG 2.1 AA compliance minimum. Adequate colour contrast, keyboard navigation, screen reader labels.

7. Technical Architecture Considerations

7.1 Confirmed Stack

- **Frontend:** React.js (Vite) with TailwindCSS. Separate repository from backend. Mobile-responsive SPA. Note: as a SPA, vendor profile pages will not be server-side rendered — SEO for public listing pages should be addressed in Phase 2 (e.g., via a lightweight SSR layer or pre-rendering service).
- **Backend:** Node.js with Express.js. RESTful API served separately from the frontend. CORS configured to accept requests from the frontend domain only.
- **Database:** MySQL hosted on Azure Database for MySQL (Flexible Server). Prisma used as the ORM for type-safe queries and schema migrations. Note: MySQL does not support native array column types — fields like cuisine_tags, delivery_pincodes, and photo_urls are stored as JSON columns.
- **File Storage:** Azure Blob Storage for vendor photos, menu images, and FSSAI/KYC documents. Private containers for sensitive documents (signed URL access); public containers for food/profile photos.
- **Notifications:** Firebase Cloud Messaging (FCM) for push notifications. Resend or SendGrid for transactional email. MSG91 for SMS OTP.
- **Payments:** Razorpay with Razorpay Route for automated commission splits and vendor payouts.
- **Auth:** Passport.js with Google OAuth 2.0 strategy and JWT (access + refresh tokens). Sessions managed via signed JWTs stored in httpOnly cookies.
- **Background Jobs:** Bull queue (backed by Redis on Azure Cache for Redis) for subscription billing, payout processing, and notification dispatch.
- **Deployment:** Frontend on Azure Static Web Apps. Backend on Azure App Service (Node.js). Database on Azure Database for MySQL. File storage on Azure Blob Storage.
- **reCAPTCHA:** Google reCAPTCHA v3 on vendor onboarding submission, verified server-side.

7.2 Security Requirements

- All API endpoints must be authenticated via JWT middleware (except public listing/browse and auth endpoints).
- Vendor documents stored in private Azure Blob Storage container — accessed only via short-lived SAS (Shared Access Signature) URLs generated server-side.
- PII fields (phone, bank account number, IFSC) encrypted at the application layer before database write using AES-256.
- All user inputs validated with express-validator or Zod on the backend. Prisma parameterised queries prevent SQL injection by default.
- Payment data never stored on Dabbaz servers — tokenised via Razorpay.
- CORS strictly configured: only frontend domain and admin subdomain whitelisted.
- Admin API routes protected by both JWT auth and an ADMIN role middleware guard.

7.3 Architecture Notes

- Two separate deployments: React SPA (static) and Node.js API (dynamic). Frontend calls backend via a versioned base URL (e.g., api.dabbaz.in/v1/).
- MySQL JSON columns (cuisine_tags, delivery_pincodes, photo_urls, tags) should be queried carefully — avoid full-table JSON scans. For filtering by pincode or cuisine, maintain a normalised join table alongside the JSON column for query performance.
- Menu calendar queries: index the MenuItem table on (vendor_id, date, meal_type) for fast daily order lookups.
- Subscription billing and payout processing must run in a Bull queue worker process, not in an API route handler.
- Delivery status polling: frontend polls GET /orders/today every 60 seconds. For Phase 2 consider WebSockets or Server-Sent Events to push status updates.

8. User Stories Summary

8.1 Customer Stories

- As a customer, I can browse vendors and view their menus without signing up.
- As a customer, I can filter vendors by veg/non-veg, delivery area, meal type, cuisine, and by availability (hide vendors at capacity).
- As a customer, I can see at a glance if a vendor is at capacity and cannot accept new subscribers.
- As a customer, I can sign up with my email or Google account.
- As a customer, I can hold active subscriptions with multiple vendors simultaneously, each managed independently.
- As a customer, I can view a vendor's weekly menu calendar before subscribing.
- As a customer, I can purchase a trial meal from a vendor I haven't tried before.

- As a customer, I can subscribe to a meal plan (minimum 4 days) and pay through the platform.
- As a customer, I can pause my subscription for up to 14 days without losing days.
- As a customer, I can skip individual days and receive wallet credits.
- As a customer, I can add addons to specific days from my subscription view.
- As a customer, I can track my daily delivery status in real time.
- As a customer, I can report a non-delivery and get it resolved within 24 hours.
- As a customer, I can rate and review a vendor after 5+ deliveries.
- As a customer, I can refer friends and earn wallet credits.

8.2 Vendor Stories

- As a vendor, I can apply for onboarding by submitting business details and documents.
- As a vendor, I can set a weekly menu in a calendar format for both lunch and dinner.
- As a vendor, I can disable just lunch or just dinner on a specific day without marking the whole day as off.
- As a vendor, I can save menu templates and reuse them for future weeks.
- As a vendor, I can mark specific days as fully off and notify subscribers automatically.
- As a vendor, I can set a daily capacity cap to limit the number of active subscribers I accept.
- As a vendor, I can define subscription plans with custom durations (min 4 days) and pricing.
- As a vendor, I can define addons and make them available on specific days.
- As a vendor, I can view all my active subscribers and their delivery preferences.
- As a vendor, I can update delivery status per order each day.
- As a vendor, I can view my earnings, pending payouts, and download reports.
- As a vendor, I can respond to customer reviews publicly.
- As a vendor, I can temporarily pause new subscriptions when I need a break.

8.3 Admin Stories

- As an admin, I can review and approve/reject vendor onboarding applications.
- As an admin, I can view platform-wide metrics on a single dashboard.
- As an admin, I can manage users and issue wallet credits or bans.
- As an admin, I can adjudicate delivery disputes and issue resolutions.
- As an admin, I can approve and process vendor payout batches.
- As an admin, I can moderate reviews and manage flagged content.
- As an admin, I can configure global platform settings (commission, cutoffs, etc.).

9. Phased Roadmap

Phase	Timeline	Scope
MVP	Month 1–3	Auth, Vendor Onboarding, Menu Builder, Subscription Plans, Payments, User Discovery, Delivery Status, Admin Dashboard, Notifications.
Phase 2	Month 4–6	Native iOS & Android apps, Trial Meals, Referral System, Ratings & Reviews, Meal Preferences, Dispute Flow, Loyalty Program.
Phase 3	Month 7–9	Multi-city expansion, In-app chat, AI-powered recommendations, Delivery partner module (optional), Vernacular language support.
Phase 4	Month 10+	Vendor analytics deep-dive, Corporate/office tiffin packages, API for third-party integrations, Aggregator partnerships.

10. Open Questions & Decisions Pending

- **OQ-1 Brand & Design:** Brand guidelines to be provided. All color tokens, typography, and icon sets are placeholders pending brand handoff.
- **OQ-2 Payment Gateway:** Razorpay is recommended. Final selection to be confirmed based on commercial terms and basis Shakeel bhai's suggestion.
- **OQ-3 Refund Policy Finalization:** The 50% refund on cancellation is a suggested default. Commercial/legal review recommended.
- **OQ-4 Platform Commission Rate:** Default 12% suggested. To be validated against unit economics model.
- **OQ-5 Addon Billing Cycle:** Addon charges should be billed at next subscription renewal vs. invoiced daily. Decision pending.
- **OQ-6 KYC Depth:** Is FSSAI + Government ID sufficient, or do we require a live selfie/video verification step for higher trust?
- **OQ-7 Vendor Onboarding Fee:** Optional INR 99 refundable application fee as spam deterrent. To be decided.
- **OQ-8 Delivery SLA:** If vendor does not update delivery status, should the system auto-mark 'Delivered' after a time window? Risk: suppresses legitimate complaints.
- **OQ-9 Capacity Race Condition Handling:** If two users subscribe simultaneously and only one slot remains, one transaction will fail after payment. Should we use a reservation/hold system (reserve the slot at checkout initiation, hold for 10 minutes) or handle it purely at payment confirmation with an instant refund to wallet? The reservation approach is better UX but adds implementation complexity.
- **OQ-10 Slot-Disable Subscriber Communication:** When a vendor disables just lunch on a given day mid-week, how are affected subscribers notified? Auto-email/push, or

manual notification by vendor? Suggested default: auto-push + email triggered immediately on slot disable.

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