

Software Requirements Specification (SRS)



Project Name: GSTONGO.COM Powered by FIRSTMAN

Prepared For: Stakeholders & Development Team

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1. Introduction

1.1 Purpose

The purpose of this document is to outline the software requirements for GSTONGO.COM – a platform to streamline GST return filing for customers through a mobile app, web portal, and admin backend. The solution will cater to monthly, quarterly, and annual GST return filing processes, client management, payment tracking, notifications, and future service expansions.

1.2 Scope

The system will be developed in **3 Phases**:

- **Phase I:** GST-focused digital filing platform
- **Phase II:** Integration of 100+ tax-related services
- **Phase III:** Franchise model, ticketing, and gig economy features

2. Phase I – GST Filing Platform

2.1 User Roles

- **Customer** (Web and Mobile App)
- **Admin** (Web Portal)

2.2 Modules Overview

2.2.1 Registration and Onboarding

Description: Secure user registration

Features:

- Registration via Email and Phone Number
- OTP verification (Email and Phone)
- Capture Pincode, Address, and GST Number
- Generate unique **Customer Identification Number (CIN)** post registration

2.2.2 GST Filing Module (Customer Frontend)

Description: Enables GST data upload and return status tracking

Features:

- Upload monthly data in Excel Template
- System-generated filing templates for:
 - GSTR 1
 - GSTR 3B
 - Annual Return (GSTR 9B)
- Mark Nil Return via checkbox
- Provide declaration statement (Checkbox + Signature Box)

2.2.3 Notifications and Reminders

Automatic push/email/WhatsApp notifications

Date	Action
1st – 5th	Reminder to submit GST data
10th	GSTR-1 filing status change + notify
20th	GSTR-3B filing status change + notify
Post Filing	Proforma Invoice Generation + Reminder

2.2.4 Invoice and Payment Handling

Workflow:

1. Admin marks filing complete → Proforma Invoice is generated
2. Payment reminders sent until settled
3. No access to next month's service if pending invoice exists
4. Upon payment → Invoice is generated from Proforma Invoice

2.2.5 Admin Portal

Modules:

- **User Management**
 - View/Edit/Delete users
 - Search by CIN, GST, Name
- **Rate Slab Management**
 - Nil Filing: ₹99
 - 1–5 Invoices: ₹150
 - 6–10 Invoices: ₹200
 - 11–30 Invoices: ₹300
 - Set "Effective From" date per slab
 - Slabs should be editable and future dated
- **Filing Status Control**
 - View each customer's return status
 - Update manually (GSTR1, 3B, 9B)
 - Lock/Unlock customer filing window
 - Trigger reminders manually
- **Payment & Invoicing**
 - Generate Proforma/Final Invoices
 - Record Payments
 - Auto-disable access if dues exist
- **Reporting Dashboard**
 - Nil Filing Count
 - Payment Collection Summary
 - Return Filing Completion (GSTR1, GSTR3B, 9B)
 - New Customers (Time Filtered)
 - Overdue Payments
 - Manual Reminder Trigger Button

3. Phase II – Expansion to 100+ Services

3.1 Scope

Enable additional services for Customers across the GST domain, including:

3.1.1 Categories of Services:

- Income Tax Return Filing
- TDS Filing
- Company Incorporation

- FSSAI Registration
- MSME/Udyam Registration
- PAN/TAN Services
- ROC Filing
- Professional Tax Filing
- Bookkeeping

3.2 Features:

- Multi-service dashboard for customers
- Service catalog with pricing
- Order tracking
- Service-specific document templates
- Payment handling for each service
- Admin: Add/Manage Services, Track Status
- Assign tax experts internally

4. Phase III – Franchise, Enquiry, Gig Working

4.1 Pincode Bifurcation

- Assign customers to Admins or Franchise partners based on pincode
- Auto-routing of requests to mapped user
- Analytics by region

4.2 Franchise Module

- Franchise Dashboard
- Sub-Customer Management
- Commission Tracking
- Role-based Access (Read/Write on assigned customers)
- Support tickets & escalation flow

4.3 Enquiry Management

- Public form to raise queries
- Internal ticket generation
- Assign tickets to backend team or franchises
- Track resolution SLAs
- Customer visibility of ticket status

4.4 Job Ticketing System

- Internal ticket assignment system
- Statuses: Open → In Progress → Resolved → Closed
- Support ticket dashboard for Admins
- Tag tickets by Service/Customer/Pincode

4.5 Gig Working Module

- Onboard freelance tax experts
- Assign small tasks (return filing, reconciliation, documentation)
- Time-tracked billing
- Performance tracking
- Payment summary per gig worker

5. Technical Requirements

5.1 Technology Stack (Suggested)

- **Frontend:** React.js, React Native (Mobile), Tailwind CSS
- **Backend:** Node.js / Django
- **Database:** PostgreSQL or MongoDB
- **Authentication:** Firebase / Auth0 / Custom OTP Service
- **Cloud:** AWS / GCP
- **Payment Gateway:** Razorpay / Cashfree / Stripe
- **Notification:** Firebase Cloud Messaging / Twilio / WhatsApp API

6. Non-Functional Requirements

- **Security:** Data encryption, secure login, OTP, role-based access
- **Scalability:** Microservice ready architecture for 100+ services
- **Availability:** 99.9% uptime
- **Performance:** Responsive within 2s per operation

7. Deliverables

- Functional GST Filing Web & Mobile App (Phase I)
- Admin Portal with Dashboard & Controls
- API Documentation
- Test Cases & Reports
- Deployment Support
- Future Service Expansion Framework (Phase II & III readiness)