

# Software Requirements Specification (SRS)



**Project Name:** GSTONGO.COM Powered by FIRSTMAN

**Prepared For:** Stakeholders & Development Team

**Prepared By:** ChatGPT

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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)