

**User Requirements Form**

**New Project**

**Urban Development Directorate, Uttarakhand**

**State Bank of India**

**sbiepay**

**Navi Mumbai**

**Date – 02.02.2019**

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# Benefits to Business

Urban Development Directorate, Uttarakhand has approached us for collecting funds paid against hotel room bookings. We expect around 500 transactions on a monthly basis.

# Purpose of URF

Straight through integration

## **Process Flow**

Once Urban Development Directorate, Uttarakhand (UDD) is integrated with SBIePay, the process for online collection of funds will be as follows:

1. The Citizen logons to the UDD portal.
2. The Citizen selects the online services pertaining to his needs- citizen needs to select the desired service accordingly among the services on offer.
3. The Citizen needs to select respective services in the **link** and fill all the details for getting the service
4. UDD portal will populate the applicable fees to be paid by the citizen after initial validation.
5. UDD portal shall display the Refund Policy/ Disclaimer Policy regarding refund and Chargeback issues with radio button. The Citizen needs to press the CONFIRM button.
6. On confirming the Refund Policy/ Disclaimer Policy the Citizen/ Dealer will be allowed to click on the Pay Now button provided in the portal.
7. The Citizen will be directed to SBIePay payment gateway interface for payment
8. Citizen will select the payment option available with SBIePay, i.e., Net Banking, Debit Card, Credit Card, IMPS, CSC Wallet, Cash Payment and Point of Sales. Accordingly, the credentials for the payment option will be shown to the Citizen. The prepopulated amount will be shown on the top of the screen.
9. The Citizen needs to enter the credentials/OTP required for authentication and authorization of the transaction.
10. In case of Corporate Internet Banking the authorized person needs to approve the transaction
11. The Citizen will be intimated about the success/failure of the transaction and the Citizen will be redirected back to the Hotel portal, where the Citizen can download the payment acknowledgement/receipt with Unique Reference Number.
12. Simultaneously the success/failure message will appear on UDD portal. Based on the success message Urban Development Directorate, Uttarakhand can deliver the service to the citizen.

## **End Users**

Citizens

## **Desired Features**

Straight through integration

## **Transaction Processing Requirement – NIL**

## **Creation/Modification of an interface: (Internal / External)**

NA

## **Business Rules**

*NA*

## **User Interface (UI)/User Experience (UX) changes**

*NA*

## **Report Requirements**

*Straight through integration*

## **Non Functional Requirements**

NA

## **Communication Detail:**

|  |  |  |
| --- | --- | --- |
| Name | Mobile No | e-mail-ID |
| Manmohan Rawat | 8077941156 | dirtrafficuk@gmail.com |

## **Others:**

*[Fill the details if you know and is applicable otherwise put “NA”]*

*[Example done for you. Remove the details below and write your own as applicable to your requirement]*

* + 1. NA

# BPM (Business Process Modelling)

*[Provide BPM diagram for your requirement if available otherwise put “NA”]*

NA

# REVISION HISTORY

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr. No.** | **Description** | **Version** | **Date Prepared** | **Prepared By** | **Reviewed By** |
| 1. | URF for Project | 1.0 | 02.02.2018 | Aman Kumar Satish | Geeta Pillai |

# APPROVALS

|  |  |  |  |
| --- | --- | --- | --- |
| **Approval/s:** | Necessary approval/s from Department/s | | |
| Signature: |  | Signature: |  |
| Name of Requester: | *Aman Kumar Satish* | Approved by: | *Geeta Pillai* |
| Designation: | *AVP* | Designation: | *DGM* |
| User Department: | *Aggregator Module* | User Department: | *Aggregator Module* |
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# APPENDIX:

NA