

**Thiruvananthapuram Regional Co-operative Milk Producers Union Ltd**

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User Requirement Specification (URS) — Core Website Features**1. Project Overview**

Develop a modern, responsive, accessible, and user-friendly website with structured navigational sections and key content areas. The website must be manageable through a CMS and optimized for performance and SEO.

2. Design & Navigation Principles

- **Clean, intuitive navigation menu**
- **Content categorized under logical sections**
- Consistent header, footer, breadcrumb trail •
- Search function accessible site-wide
- Multilingual support

3. Functional Modules & Requirements**3.1 Home Page**

Purpose: First point of interaction; shows core updates and navigation pathways.

Core Features:

- Hero banner / featured image slider
- Welcome message + organizational mission highlights
- **Latest Updates /News ticker** with headlines and links to full items
- Quick links to priorities (Services — Agent Login, Society Login, Nanma App Link, Payment Gateway etc)

3.2 About Us

Purpose: Organizational profile and context for users.

Core Features:

- Who we are (vision, mission, objectives)
- Organizational structure and leadership bios (BOD details)
- History and milestones
- Policies and compliance info (e.g., privacy/terms) ■
- Our locations

3.3 **Dedicated** “Our Products” main page

Purpose: Organizational profile and context for users.

- Category-wise navigation (e.g., Milk, Milk Products, Value-added Products).
- Drill-down structure:
- Product Categories → Product Listing → Product Detail Page

3.4 Services / Activities: **Purpose:** Describe what services / activities our organization provides.

Core Features:

- List of services / programs with icons/photos ■
Farmer / Society level services/ activities
- Agency level services/ activities
- Online Service Request Form -Should capture service type — Agency application form, Internship enquiry, Dairy visit - user details, description of the request, and supporting files.

3.5 Gallery: **Purpose:** Showcase activities via multimedia.

Core Features:

- Photo galleries by event/album
- Video showcase section (embed from YouTube or hosted)

3.6 News & Updates: **Purpose:** Timely announcements, press releases, event updates.

Core Features:

- Chronologically listed news/articles ■
Search & filter by date / category
- Display headline, snippet, date, link to full article ■
Highlights on Home Page

3.7 Tenders: **Purpose:** Publish official procurement notices & documentation.

Core Features:

- Active & closed tenders listing ■
- Each tender page includes:
 - Title, reference number
 - Dates (published / closing)
 - Description
 - Downloadable documents
- Search / filter by category and status

3.8 Contact Us: **Purpose:** Let users reach you easily.

Core Features:

- Office address, phone, email ■
- Unit-wise contact info
- Interactive map
- Contact form with categories
(Feedback/Complaint/General)

3.9 Feedback / Grievances: **Purpose:** Collect user feedback & track resolution status.

Core Features:

- Feedback/grievance form ■
- Dropdown categories
- Required fields: name, email/phone, subject, description
- Reference ticket number
- Status tracking page (optional login / tracking page) ■
- Admin dashboard for processing
- 24 x 7 user support - A Chabot provides round-the- clock assistance to users, even outside office hours, by answering common queries instantly

4.0 Message Corner (Featured Messages): **Purpose:** Highlight leadership messages

(Minister/Chairman/MD).

Core Features:

- Photo + title + message body + publish date
- Prominent placing on Home Page or dedicated section ■ CMS controlled featured/archived message

4. Design Requirements

The website shall be developed using the latest stable, secure, and officially supported versions of technology platforms, frameworks, and libraries.

- The website should have a modern, clean, and professional look that reflects the organization's identity and values.
 - The design must align with the corporate branding, including logo and colour scheme
 - The layout should ensure clarity, simplicity, and ease of navigation for users of all levels.
 - The interface should be designed keeping in mind mobile-first principles and responsiveness across devices.
 - Responsiveness and Compatibility - Must be fully responsive — auto-adjust layout for desktops, tablets, and smartphones. It should be compatible with all major browsers (Chrome, Edge, Firefox, Safari).
 - Modern, user-friendly UI/UX design - Consistent navigation menus and design elements throughout the site. Users should reach any section within 2–3 clicks. It should be optimized for fast loading speed and minimal clutter

5. Security Requirements

- a. SSL/TLS Encryption (HTTPS) -Ensures secure communication between users and the website by encrypting data in transit.
- b. Secure Authentication & Access Control - Strong password policies, multi-factor authentication (MFA), and role-based access control for administrators and users.
- c. Protection Against Common Web Attacks -Safeguards against SQL injection, Cross-Site Scripting (XSS), Cross-Site Request Forgery (CSRF), and file inclusion attacks.
- d. Regular Backups & Disaster Recovery - Automated backups

with secure storage and tested restoration procedures.

e. Web Application Firewall (WAF) -Filters and monitors HTTP traffic to block malicious requests and attacks.

- f. The website shall comply with the Guidelines for Indian Government Websites (GIGW) and the Web Content Accessibility Guidelines (WCAG). The website shall also undergo a mandatory security audit conducted by a CERT-In empanelled agency prior to hosting and go-live.

6. Maintenance and Support

The maintenance and support requirements of a website can be presented as follows

- a. Regular Content Updates -Updating news, notices, tenders, reports, images, and other information to keep the website current and relevant.
- b. Software Updates & Patch Management -Periodic updates of the CMS, themes, plugins, frameworks, and server software to ensure stability, performance, and security.
- c. Bug Fixes & Technical Support -Timely resolution of functional issues, broken links, form errors, and compatibility problems.
- d. Server & Hosting Support - Monitoring server health, storage, bandwidth usage, and coordinating with the hosting provider for issues.
- e. User Support & Training - Providing support to content managers and basic training for website administration.
- f. Documentation & Reporting -Maintaining technical documentation and providing periodic maintenance and uptime reports.
- g. Post-launch technical support

7. Scalability & Future Enhancements

- 1 . Provision for integration with ERP, analytics, and payment gateways.
- 2. 'Buy Online 'provision - link to online sales platforms such as flipkart, amazon, instamart etc
- 3. Provision for incorporating login of various other software, portals for farmers, societies , employees and other stake holders