mSparsh: Minimum Viable Product (MVP) Requirements Document

1. Introduction

This document outlines the Minimum Viable Product (MVP) requirements for the mSparsh mobile application. The MVP focuses on delivering essential functionalities for immediate user engagement, field operations support, and backend integration, specifically targeting key user groups: Field Executives (RMs) and Panel Households (HHs). It serves as a foundational guideline for external development partners to scope, estimate, and deliver the MVP in alignment with BARC's operational priorities.

2. Core Modules & Features

2.1 User Profile & Authentication

- Login Mechanism: OTP-based mobile login for secure access.
- Persona Identification: User role (e.g., RM or HH) auto-identified based on mobile number. And linked profile.
- Profile Page: Displays user information relevant to their role.
- Device & Location Capture: App should capture app version, device details, and geolocation on login.

2.2 Communication & Engagement

- Birthday Reminders: System sends automated birthday notifications to RMs for their assigned HHs.
- Admin Notifications: Admins can manually push short notifications ("nudges") to user segments via a web panel.

2.3 Ticketing System

- Ticket Creation: HHs and RMs can log service requests via the app.

2.4 Field Worker Dashboard

- Connectivity Status: Shows online/offline status of panel equipment.
- Viewership Compliance: Indicates if viewership data is being captured.
- SLA Closure Compliance: Tracks percentage of service tickets closed within defined timelines.

2.5 Feedback Management

- Feedback Prompt: Prompt HHs to submit feedback after a field visit.
- Capture Format: Basic star ratings and optional comments on service quality.

2.6 Training & LMS (MVP Version)

- Admin Portal: Simple web portal for BARC to upload training content (videos).
- In-App Access: Users (HHs and RMs) can view videos from within the app and tracking on the same.

2.7 AI/ML Use Cases

- Forecasting Model: Predictive modeling for future field operation needs based on historical data.
- Diagnostic Alerts: Real-time meter health monitoring to flag device failures or signal loss.

2.8 WhatsApp Integration

- Action Button: Deep link within the app to open WhatsApp and initiate chat with pre-configured BARC support number.
- Purpose: Enables HHs and RMs to easily initiate support communication.

2.9 Admin Portal

- Action needed: Create an Admin portal for the mSparsh to monitor the system. Also use the Forecasting model as a query system.

- Purpose: Full control of the logins and data received from the mSparsh App.

3. Delivery Milestones & Timeline (Indicative)

Phase	Timeline (Weeks)	Deliverables
Requirement Finalization	Week 1	Review & sign-off on MVP scope
UX/UI Design + Wireframes	Week 2–3	Basic app mockups for RM and HH user flows
Module Development Phase 1	Week 4–6	User Auth, Profile, Communication, Ticketing
Module Development Phase 2	Week 7–8	Dashboards, Feedback, WhatsApp Integration
AI/ML Model Implementation	Week 9	Forecasting and Diagnostics Setup
Admin Portal Setup (LMS)	Week 10	Upload interface and in-app

		video player
UAT & Bug Fixes	Week 11–12	Internal testing and final adjustments
MVP Release	End of Week 12	Functional MVP ready for user testing