KRISHINIDHI FARMER PRODUCER COMPANY LIMITED

FULL SOFTWARE DEVELOPMENT GUIDELINE

Solar Agent Management, Career Structure, Commission, Rewards, Customer Portal & Administration System

Prepared as a functional requirement document for the software development team. The career levels, commission percentages, targets and rewards below are transcribed from the supplied charts. All commercial rules must be formally approved by the Company before the software goes live.

1. PROJECT OBJECTIVE

Develop an integrated digital platform for Krishinidhi Farmer Producer Company Limited to manage solar sales, agents, senior-junior teams, customers, installations, commissions, career progression, rewards, payments, complaints and reporting.

The system must include three connected interfaces: (A) Agent/Manager Mobile App or mobile-friendly web app, (B) Customer Website/Portal, and (C) Company Admin Panel. All interfaces must use one secure central database.

2. USER ROLES AND PERMISSIONS

Agent/Sales Officer: access own profile, agent code, assigned senior code, customers attributed to them, sales, installations, targets, commission statements, rewards, rank and notifications.

Senior/Team Leader/Manager: view permitted team hierarchy, junior agent details, team sales, verified installation capacity, target progress and team reports. Access must be limited to their authorised team.

Customer: view their own profile, application, order, installation status, receipts, warranty/service documents where available, complaints and service requests.

Admin: create and manage users, teams, career rules, commission rules, targets, rewards, customers, sales, installations, notifications and reports.

Finance Officer: verify commission calculations, approve payment batches and record transaction references, subject to assigned permissions.

Customer Support Officer: receive and assign complaints, update progress, communicate with customers and close resolved cases.

3. AGENT REGISTRATION, UNIQUE CODES AND LOGIN

Each agent must have a unique, system-generated Agent ID/Code. Each agent record must store full name, mobile number, address, joining date, role/rank, assigned area, senior/referrer code, status and required verification details.

Example IDs (illustrative only): Agent KN-SOL-0001; Customer CUS-2026-00001; Solar Sale SOL-2026-00001; Complaint CMP-2026-00001; Commission COM-2026-00001.

After registration and approval, the agent should receive an SMS or other approved notification containing an account activation link or instructions. The agent should set their own password securely. Do not send plain-text passwords by SMS.

Support password reset, mobile verification/OTP, account suspension/reactivation and secure logout. A person must not be able to create or change a senior/referrer code without authorised approval.

Keep a history of changes to agent profiles, team relationships and account status.

4. SENIOR-JUNIOR TEAM HIERARCHY

Create a visual team tree showing each agent's senior/upline and permitted junior/downline members.

Each agent dashboard should show their own team list, team count, active/inactive members, sales, installations, pending work and performance against targets, subject to role-based permissions.

An agent must not see unrelated teams or unnecessary personal data. Admins may view all records where authorised.

Transfers between teams, corrections to the reporting relationship and changes of senior code must require permission, a reason and an audit record.

5. CUSTOMER REGISTRATION AND SALES ATTRIBUTION

Every customer must have a unique Customer ID. Store only the information needed to manage the enquiry, sale, installation and after-sales service, with appropriate notice and access controls.

Each sale must separately record: (1) the person who referred/registered the customer, (2) the agent who made/closed the sale, (3) the senior/team attribution, and (4) the relevant customer, order and installation IDs.

Sales must be recorded under the correct selling agent's code. The system must preserve original attribution and allow only authorised, logged corrections.

Capture relevant solar product/system capacity in kW, quotation/order value, date, location, application status, payment status, installation status, serial/equipment details where needed, and supporting documents.

Prevent duplicate customer/order entries through validation and warnings. Provide a controlled process for cancellations, refunds, failed installations and corrected records.

6. SALES AND INSTALLATION WORKFLOW

Suggested statuses: Lead/New Enquiry → Customer Registered → Site Survey Pending → Quotation Submitted → Customer Approval → Documents/Finance Pending (if applicable) → Installation Scheduled → Installation Completed → Quality/Document Verification → Commission Eligible.

Only sales meeting the Company-approved eligibility rules should count towards commission, targets and rewards. The Company must decide whether installation completion, customer payment, documentation or other criteria are required.

Record installation date, installed capacity, assigned installer/team, completion evidence and any service or warranty details. Changes to verified records must be permission-controlled and auditable.

7. CAREER STRUCTURE AND COMMISSION PERCENTAGES

The supplied Marketing Department Career Structure chart contains the following 11 positions and displayed commission percentages. The software must allow authorised administrators to configure these values and their effective dates.

No.	Position	Commission shown in supplied chart
1	Sales Officer	4%
2	Marketing Assistant	5%
3	Marketing Executive	6%
4	Senior Marketing Executive	6.5%
5	Assistant Marketing Manager	7%
6	Marketing Team Leader	7.5%
7	Marketing Manager	8%
8	Senior Marketing Manager	8.5%
9	Deputy General Manager	9%
10	Zonal Marketing Manager	9.5%
11	Marketing Developer	10%

8. DIRECT SALES REWARDS — FIRST THREE MONTHS

The supplied Sales Rewards chart shows the following personal-sales targets and either a listed product reward or a cash alternative within three months from the date of joining. The Company must approve the exact measurement period, eligibility criteria and reward-selection rules.

Own Sales Target	Reward Option	Cash Alternative
10 kW	Mobile phone	■10,000
30 kW	Scooty	■30,000
50 kW	iPhone	■50,000
100 kW	Hero Xtreme	■1,00,000
200 kW	Alto	■1,70,000
300 kW	Swift Dzire	■2,50,000
500 kW	Mahindra Thar	■3,50,000
1,000 kW	Innova	■7,00,000

9. SELF + TEAM PROMOTION AND REWARDS — FIRST SIX MONTHS

The supplied chart shows team targets, personal targets, cash rewards and alternative product rewards within six months from joining. Store promotion eligibility and reward eligibility as separate rules, even if the Company chooses to use the same targets.

Position	Team Target	Personal Target	Cash Reward	Alternative Reward
Marketing Developer	500 kW	60 kW	■2,00,000	Alto
Zonal Marketing Manager	300 kW	55 kW	■1,50,000	Royal Enfield
Deputy General Manager	200 kW	50 kW	■1,00,000	Bajaj Pulsar NS 200
Senior Marketing Manager	100 kW	45 kW	■90,000	TVS Ntorq
Marketing Manager	80 kW	40 kW	■80,000	Jupiter Scooty
Marketing Team Leader	70 kW	35 kW	■70,000	Electric Scooty
Assistant Marketing Manager	60 kW	30 kW	■60,000	iPhone
Senior Marketing Executive	50 kW	25 kW	■50,000	Laptop
Marketing Executive	40 kW	20 kW	■40,000	Air Conditioner (1.5 ton)
Marketing Assistant	30 kW	15 kW	■30,000	Air Conditioner (1 ton)
Sales Officer	20 kW	10 kW	■20,000	Refrigerator

10. COMMISSION, ROYALTY AND INCENTIVE ENGINE

Create a configurable commission engine for direct sales, rank-based commission, the additional 1% royalty described in the supplied chart/discussions, and any other approved incentive.

Before launch, the Company must define the calculation base, eligible sale statuses, personal-versus-team commission rules, how overlapping rank rates work, any caps, treatment of cancellations/refunds, and the conditions for the 1% royalty.

Do not automatically add all displayed percentages together. Avoid duplicate payment for the same sale unless a separately approved rule explicitly allows it. Each commission line must show sale/order ID, eligible capacity/value, rule/rate, calculation, amount, period, status and approver.

Commission policy changes must have effective dates and version history. Previously approved statements must not be silently recalculated when a new rate is entered.

11. MONTHLY COMMISSION CALCULATION AND PAYMENT

Target monthly workflow: Days 1–3: validate previous month's eligible installations, sales and payment/customer records. Days 4–6: generate commission and royalty calculations. Days 7–9: finance/admin review and approval. By the 10th: prepare/process approved payments and publish statements, subject to the Company's approved payment policy.

Each agent should see gross eligible commission, adjustments, approved amount, pending amount, payment status, payment date and reference number.

The software should calculate amounts automatically, but authorised staff must approve payment batches. If bank transfer integration is not available, export a secure payment register and record the actual payment reference after transfer.

Provide a dispute/correction workflow with reason, supporting evidence, approval and audit trail.

12. CUSTOMER WEBSITE / PORTAL

Provide a responsive customer portal where customers can register or sign in using a verified mobile number or another approved secure method.

Customer features: profile and Customer ID; solar enquiry/application; document submission; site survey and installation progress; order and payment details; receipts; warranty/service documents where available; service request; complaint submission and tracking; responses and status notifications.

Customers must only see their own records. Agents should see customer records only where permitted by Company policy and the applicable business relationship.

13. COMPLAINT AND SERVICE MANAGEMENT

Every complaint must generate a unique Complaint/Ticket ID and record submission date, category, description, related customer/order/installation, attachments if supported, priority, assigned officer, status, response history and resolution date.

Suggested statuses: Submitted → Acknowledged → Assigned → Under Review → Awaiting Customer/Technician → Resolved → Closed. Reopening should be supported where appropriate.

Send status updates to the customer through the portal and approved notification channels. Configure service-level deadlines in accordance with applicable law and Company policy. Reports should identify overdue complaints and unresolved cases.

14. WEEKLY AND MONTHLY REPORTS / NOTIFICATIONS

Weekly agent report: new customers, leads, sales, installed kW, personal target progress, team performance, pending applications/installations, overdue tasks and next actions.

Monthly report: personal and eligible team business, verified installed kW, commission/royalty breakdown, adjustments, approval and payment status, three-month direct-sales reward progress, six-month promotion progress and next-period target.

Provide in-app notifications and, where technically integrated and appropriately authorised, SMS/email/other approved messages for joining/activation, new customer assignment, sale status, installation updates, reward eligibility, rank changes, payment statements, complaints and important warnings.

Allow reports to be viewed in the app and exported as PDF or spreadsheet by authorised users.

15. ADMIN PANEL MODULES

Dashboard and analytics; user/agent registration; code generation; senior-junior team tree; territory/area assignment; customer records; leads and sales; installation tracking; career levels; commission and royalty configuration; target management; rewards and promotion rules; finance and payout batches; customer applications; complaints and service desk; notification templates; reports/export; access control; audit logs; backup and recovery.

16. DATA MODEL AND TECHNICAL ARCHITECTURE

Recommended architecture: mobile app or Progressive Web App + customer portal + admin web panel → secure application/API server → central relational database.

Core data modules: Users/Agents; Roles/Permissions; Team Relationships; Customers; Leads/Sales/Orders; Installations; Commission Rules/Calculations; Targets; Rank and Promotion History; Rewards; Payments; Complaints/Service Requests; Notifications; Audit Logs.

Use secure connections, protected password hashing, multi-factor or OTP verification where appropriate, role-based access, session management, rate limiting, automated backups, monitoring and tested recovery procedures.

Design for future expansion to more agents, districts, products and service teams. The Company must own or have contractual access to its data, domain, source code (as agreed), hosting accounts, documentation and backups.

17. PRIVACY, SECURITY AND AUDIT

Collect only data required for the stated purpose. Explain how personal data will be used, restrict access, define retention periods and provide a process for correction/deletion requests where applicable.

Do not display full Aadhaar, bank details, passwords or other sensitive information unnecessarily. Mask sensitive fields in dashboards and reports. Encrypt sensitive data where appropriate and restrict exports.

Maintain audit logs for logins, record edits, sales attribution changes, commission changes, approvals, payment actions, reward decisions and complaint closure.

Have the software and business model reviewed against applicable Indian data-protection, consumer-protection, direct-selling, tax and accounting requirements before launch.

18. POLICY DECISIONS REQUIRED BEFORE DEVELOPMENT

Confirm how the three-month and six-month periods are counted from the joining date.

Confirm which sale statuses count towards targets, commissions and rewards; define treatment of cancellations, refunds, duplicate entries, incomplete installations and disputed sales.

Confirm whether reward tiers are cumulative or only the highest tier is payable, and how an agent chooses between cash and a product reward.

Confirm how personal sales contribute to team targets and prevent double counting across teams.

Confirm whether rank commission is paid on personal sales, team sales, or another approved base; define the additional 1% royalty conditions and any payout cap.

Confirm promotion requirements, approval authority, effective dates, payment corrections, complaint timelines and dispute resolution.

Approve written agent terms, customer terms, privacy notices, reward conditions, warranty responsibilities and accurate representations about subsidies, financing and expected savings.

19. DEVELOPMENT PHASES

Phase 1 — Login, agent codes, profile, senior-junior hierarchy and permissions.

Phase 2 — Customer registration, leads, sales, applications, installation and status tracking.

Phase 3 — Commission calculations, monthly statements, approvals and payout register.

Phase 4 — Career levels, targets, rewards, promotions, weekly/monthly reports.

Phase 5 — Customer portal, complaints, service desk and notifications.

Phase 6 — Security testing, sample-data reconciliation, pilot deployment, training, backup/restore testing and production launch.

20. ACCEPTANCE AND TESTING REQUIREMENTS

Every agent and customer receives a unique ID; duplicate entries are flagged; sales attribution is traceable; each role sees only authorised data; team totals reconcile with underlying records; commission calculations can be reproduced; rate changes do not silently alter old approved statements; reward eligibility is explainable; complaints can be tracked; admin approvals are logged; reports match source records; and backups can be restored.

Before launch, test sample cases for each rank, commission rate, team relationship, reward threshold, cancelled sale, corrected installation, payout adjustment and customer complaint.

21. FINAL INSTRUCTION TO THE SOFTWARE DEVELOPER

Build an integrated Solar Agent Management, Career Structure, Commission, Rewards, Customer Portal and Administration System for Krishinidhi Farmer Producer Company Limited, based on this specification and the two supplied career/reward charts.

The system must support 11 career levels, configurable displayed commission rates, three-month direct-sales rewards, six-month self-and-team targets/rewards, the approved additional 1% royalty rule, unique agent/senior/customer codes, customer and installation tracking, monthly commission processing by the 10th target date, weekly/monthly reporting, notifications, customer complaints, security, audit logs and future expansion.

Do not hard-code unclear rules. Provide an admin configuration interface. Before production launch, obtain Company approval for all commission bases, team attribution rules, target counting, reward eligibility, cash/product choice, royalty terms and payment procedures. Deliver user documentation, admin training, testing evidence, backups and a clear handover.