**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| Date | 27 JUNE 2025 |
| Team ID | LTVIP2025TMID20276 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

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| --- | --- | --- |
| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | User Registration | Registration through Email Form Registration with Gmail Registration with LinkedIn |
| FR-2 | User Confirmation | Confirmation via Email Confirmation via OTP |
| FR-3 | Civic Interaction | Chatbot interaction for FAQs Submit feedback Report local issues |
| FR-4 | Admin Panel | Admin login View complaints and feedback View sentiment visualizations |

**🔒 Non-functional Requirements**

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| **NFR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | Usability | Clean and intuitive interface for both citizens and administrators |
| NFR-2 | Security | Role-based access, secure login, and feedback protection |
| NFR-3 | Reliability | Ensures stable performance even under multiple user requests |
| NFR-4 | Performance | Response time for queries should be under 2 seconds |
| NFR-5 | Availability | 99% uptime expected during active hours |
| NFR-6 | Scalability | Designed to support additional users, languages, and regional dashboards easily |