Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	18 JUNE 2025
Team ID	LTVIP2025TMID29997
Project Name	CITIZEN AI
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	AI Chatbot	The system shall allow citizens to ask queries related to public services via a conversational web interface.
FR-2	Sentiment Analysis	The system shall analyze citizen feedback and classify it as Positive, Neutral, or Negative in real-time.
FR-3	Query Routing	The system shall route complex or unresolved queries to relevant department officials for manual response.
FR-4	Knowledge Base	The system shall maintain and update a knowledge base of FAQs and responses to common citizen queries.
FR-5	Visual Dashboard	The system shall provide a real-time visual analytics dashboard for officials to monitor query volume and sentiment trends.
FR-6	Feedback Reports	The system shall generate downloadable reports summarizing citizen sentiment and feedback trends over time.
FR-7	File Upload	The system shall allow citizens to upload supporting documents (e.g., complaints, forms) for context.
FR-8	Multi-language Support	The system shall support multiple local languages for both input and output to ensure inclusivity.

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

NFR No	Non-Functional Requirement	Description
NFR-1	Usability	The interface shall be simple and accessible to all citizens, with clear instructions and minimal learning curve.

NFR-2	Privacy	All citizen data shall be securely stored with encryption and processed under strict data protection policies.
NFR-3	Availability	The system shall maintain 99% uptime and be accessible 24/7.
NFR-4	Performance	Citizen queries shall be responded to within 3–5 seconds for short queries under 512 tokens.
NFR-5	Scalability	The backend shall handle 100+ concurrent users without significant delay.
NFR-6	Maintainability	The system codebase shall follow modular design principles to simplify updates, bug fixing, and feature addition.
NFR-7	Multi-device Compatibility	The system shall work seamlessly on desktops, tablets, and mobile devices.