STAKEHOLDERS AND ELICITATION TECHNIQUES

* Citizens/Users:

Elicitation Techniques:- Surveys and Interviews, it is used to capture their common complaints and personal experience. These helps to understand issues and expectations.

* Municipal Authorities :

Elicitation Techniques:- Apply workshops and document analysis to know their official processes, reporting needs, and coordination between department.

* System Administrator/IT Team:

Elicitation Techniques:- Use **prototyping and brainstorming to identify system performance and performance requirements.**

* **Service Provider:**

**Elicitation Techniques:- Interviews and use case analysis to clarify complaint and tracking requirements.**

* **Policy Makers:**

**Elicitation Techniques:- Apply document analysis and workshop to gather requirements for long term planning and decision making support.**

**FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS**

* **CITIZENS:**

**-Functional Requirements:-**

1. **Submit complaints with category, description, and location.**
2. **Upload photos/videos as proof.**
3. **Track complaint status.**
4. **Provide feedback on complaints.**

**-Non Functional Requirements:-**

**1. Multi-language support.**

**-Domain Requirements:-**

**1.** **Must integrate with city GIS system for location mapping.**

* Municipal Authorities:
* Functional Requirements:-

1. Receive complaints in real-time and assign to departments.
2. Set complaint priority based on urgency, frequency, and location.
3. Generate reports and monitor resolution status

* Non – Functional requirements:-

1. Reliable notifications.
2. Secure access with proper authentication.

-Domain Requirements:-

1. Must comply with government policies.

* System Administrators / IT Team:
* Functional Requirements:-

1. Manage user accounts, roles, and access rights.
2. Monitor system health, logs, and complaint database.

* Non – Functional Requirements:-

1. High availability
2. Scalable architecture to handle large complaints.

-Domain Requirements:-

1.Data privacy maintained using various techniques.

* Service Providers:
* Functional Requirements:-

1. Receive assigned complaints with details.
2. Update status after work completion.

* Non – Functional Requirements:-

1. Mobile accessibility for on-field workers.

-Domain Requirements:

1. Integration with authority systems for transparent monitoring.

* Policy Makers:

-Functional Requirements:-

1. Access complaint analytics dashboards.

2. Identify trends.

-Non Functional Requirements:-

1. Data visualization should be clear and easy to interpret.

-Domain Requirements:- Historical complaint data should be preserved for future planning.

USER STORIES

1. Users/Citizen:

* **Front:**  
  *As a citizen, I want to submit complaints with photo & location, so that the authority can resolve my problem quickly.*
* Back :
* Complaint form must include category, description, and location.
* Must allow uploading images/videos.
* Confirmation message shown after submission.

1. Municipal Authority:

* Front: As a municipal officer, I want to receive categorized complaints in real-time, so that I can assign them to the correct department.
* Back:
* Complaints must appear on dashboard within seconds.
* Officer can filter complaints by type, urgency, and location.
* Officer can assign and track complaint resolution.

1. System Administrator:

* Front:
* As a system administrator, I want to monitor system logs and manage user roles, so that the platform remains secure and reliable.
* Back:
* Must support role-based access control.
* Provide system error logs and monitoring dashboard.

1. Service Provider:-

* Front:-
* *As a contractor, I want to receive assigned complaints on my mobile, so that I can fix them on-site and update status.*
* Back:-

- Contractor receives push notification of new assignment.

- Complaint includes details.

- Contractor can mark as “In Progress” and “Resolved.”

5. Policy Maker:-

* Front:-

- As a policy maker, I want to view complaint analytics, so that I can make better decisions for city planning.

* Back:-

- Dashboard shows trends and heatmaps.

- Must allow export of reports.

- Historical complaint data should be available.