**Project Design Phase-II**

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

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| Date | 10 June 2025 |
| Team ID | LTVIP2025TMID59165 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | User Registration | Registration through Form  Registration through Gmail  Registration through LinkedIN |
| FR-2 | User Confirmation | Confirmation via Email  Confirmation via OTP |
| FR-3 | AI Query System | Input citizen query via chat Generate AI-based responses Display suggested government/health services |
| FR-4 | Feedback and Rating | Citizens can rate the response Users can submit feedback System can learn from feedback for improvement |
| |  | | --- | | FR-5 |  |  | | --- | |  |  |  | | --- | |  | | Admin Panel | Admin can view user stats Manage FAQs or chatbot prompts Review flagged queries/responses |
| |  | | --- | | FR-6 |  |  | | --- | |  |  |  | | --- | |  | | Multi-language Support | Interface in regional languages Translation of AI responses User language preference settings |

**Non-functional Requirements:**

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

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| --- | --- | --- |
| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | Simple and intuitive interface for users of all literacy levels |
| NFR-2 | **Security** | Protect user data with encryption, secure authentication and privacy controls |
| NFR-3 | **Reliability** | System should respond correctly under normal and peak loads |
| NFR-4 | **Performance** | Query responses should be returned within 2–3 seconds on average |
| NFR-5 | **Availability** | Ensure 99.9% uptime for uninterrupted citizen access |
| NFR-6 | **Scalability** | |  | | --- | |  |  |  | | --- | | Easily handle increasing number of users and queries without degrading performance | |