Project Design Phase-II

# Solution Requirements (Functional & Non-functional)

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| Date | 10 June 2025 |
| Team ID | LTVIP2025TMID59973 |
| 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 | Issue Reporting | Submit new issue Attach media (image/video) Select category (infrastructure, safety, etc.) |
| FR-4 | Issue Status Tracking | View issue history Track issue resolution status |
| FR-5 | AI-Powered Issue Categorization | Auto-classification of issues Route to relevant department |
| FR-6 | Communication & Notifications | In-app notifications Email updates Chat with officials |
| FR-7 | Feedback Collection | Submit feedback on resolution Rate the response quality |
| FR-8 | Admin & Role Management | Add/edit/remove user roles Set permissions and departments |
| FR-9 | Official Response Management | Add remarks and mark issue resolved View AI suggestions |
| FR-10 | Analytics & Reports | Generate reports for authorities Track issue trends over time |

## 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 | Easy-to-navigate interface for citizens and officials |
| NFR-2 | Security | Secure login, data encryption, and role-based access |
| NFR-3 | Reliability | Ensure 99.9% uptime with auto-failover capabilities |
| NFR-4 | Performance | Fast response time (<2 seconds per transaction) |
| NFR-5 | Availability | 24x7 system availability with minimal maintenance downtime |
| NFR-6 | Scalability | Scalable architecture to support expanding user base and future integrations |