Software Requirements Specification (SRS)

Online Complaint Registration and Management System

1. Purpose

The purposeof this document is to define the requirements for an Online Complaint Registration and Management System (OCRMS). The system helps citizens report civic issues such as streetlight faults, water pipe leakage, drainage problems, and damaged roads. It facilitates complaint tracking, assignment, and resolution through a centralized platform.

2. Scope

TheOCRMS will be accessible via web and mobile and includes: - Citizen complaint lodging with location and media. - Admin complaint tracking and assignment. - Field worker updates on resolutions. - Notification system and analytics.

3. Benefits

-Increasestransparency and accountability. - Reduces manual workload and response time. - Enables tracking, history, and reporting for civic bodies.

4. User Classes and Characteristics

-Citizen: Can filecomplaints,track status, andgivefeedback. - Admin: Assigns complaints, tracks resolution, and generates reports. - Field Worker: Receives assignments, updates complaint status.

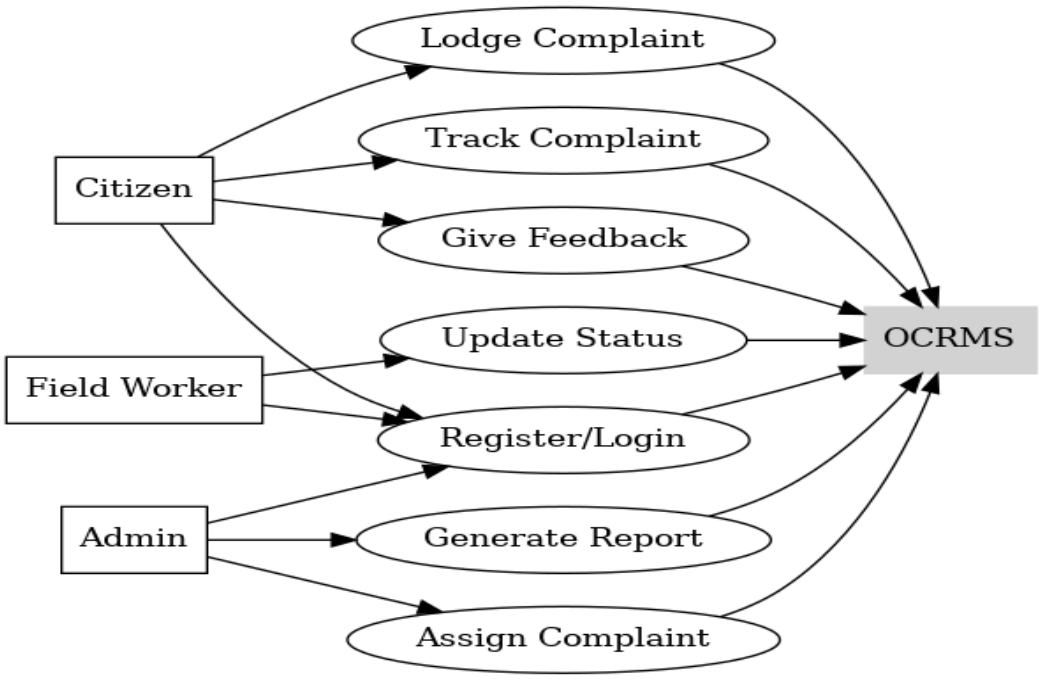
5. Specific Requirements

Functional Requirements: - Secureregistration and login. - Category-wise complaint submission with GPS and media. - Admin dashboard to assign and monitor complaints. - Field Worker module to update status. - Feedback collection. - Report generation. Non-Functional Requirements: - Fast performance (< 2 sec response). - Role-based access control. - Scalable architecture. - 99% uptime and backups. Interfaces: - Responsive web UI. - Map API, SMS/Email APIs, SQL DB.

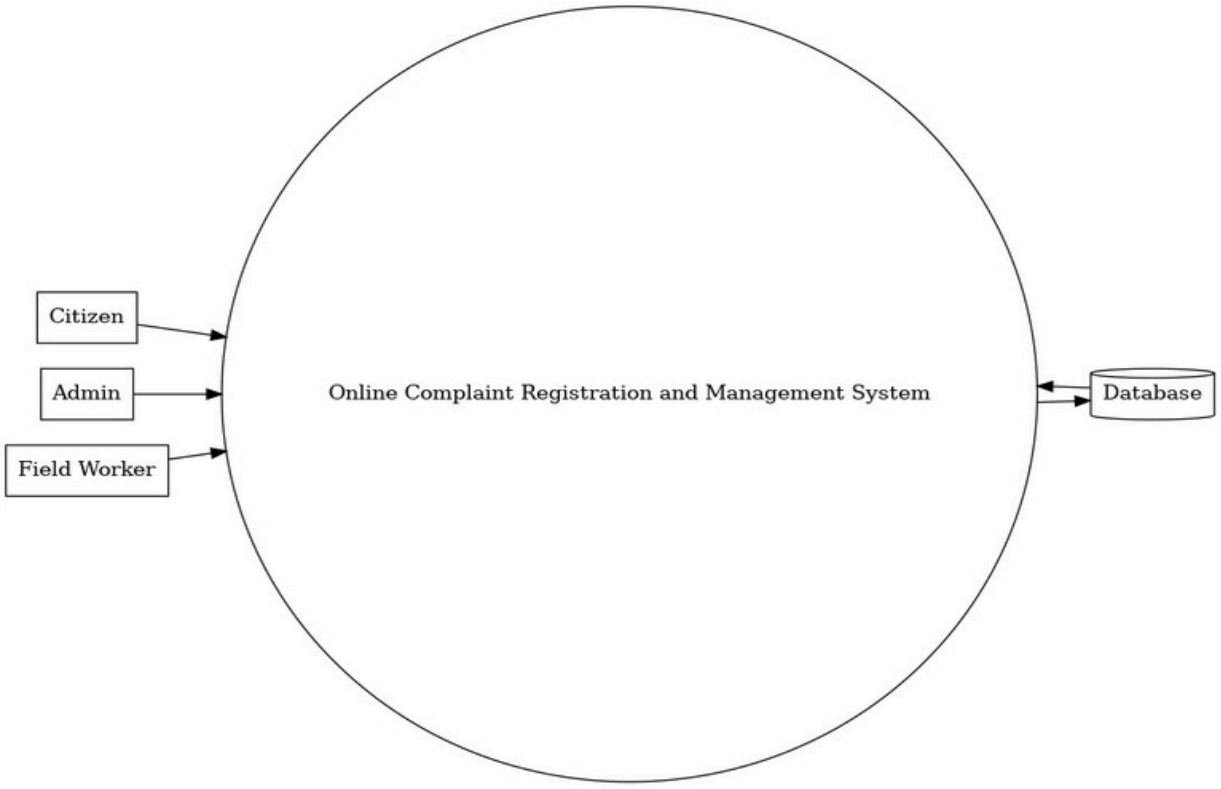
6. System Models

Thefollowingdiagramsrepresent the system behavior and data flow.

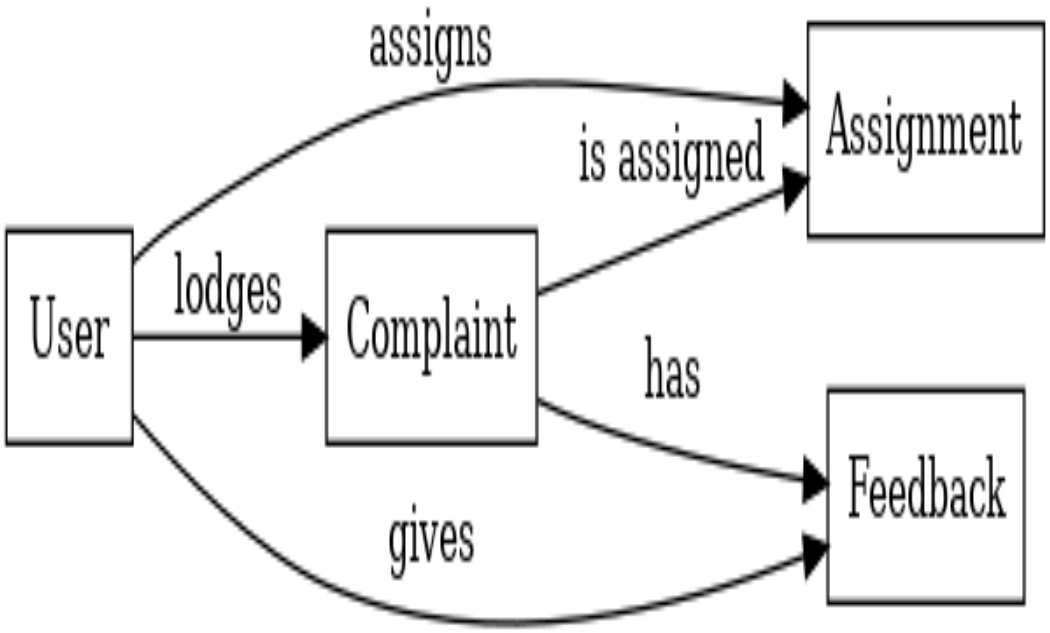
Use Case Diagram:



Level 0 Data Flow Diagram (DFD)



Entity-Relationship Diagram



7. Appendix

Future Scope: - Mobile app integration. - AI-based auto-categorization. - Escalation mechanisms for unresolved complaints. Limitations: - Requires stable internet connection. - GPS-based location tagging may not be precise in remote areas.