

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

Date	27 June 2025
Team ID	LTVIP2025TMID21064
Project Name	Citizen AI – Intelligent Citizen Engagement Platform
Maximum Marks	4 Marks

**Functional Requirements**

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Interaction	Any citizen can use the assistant without registration; open access via browser.
FR-2	Smart Assistant Query System	Ask questions related to government services and get AI-generated responses using IBM Granite via Hugging Face API and FastAPI.
FR-3	Feedback Sentiment Analysis	Accept feedback input, classify it as positive or negative, and display it in real-time on the dashboard.
FR-4	Assistant Mode Selection	User can switch between 'Query' and 'Feedback Analysis' modes; UI updates based on selected mode.
FR-5	Deployment & Accessibility	Hosted on Google Colab and made public via Ngrok; accessible via mobile and desktop.

**Non-Functional Requirements**

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Simple, clean HTML/CSS interface for smooth interaction; no training required.
NFR-2	Security	Basic public access; future updates may include login or secure token-based API access.
NFR-3	Reliability	The assistant should return consistent responses to all valid queries and sentiment submissions.
NFR-4	Performance	FastAPI and Hugging Face API calls optimized to return answers in under 3 seconds.
NFR-5	Availability	The app is accessible 24/7 via a public Colab link using Ngrok.
NFR-6	Scalability	System design supports high traffic, additional query types, and integration with other civic systems.