

User Stories

STORY ID	USER STORY	PRIORITY	ACCEPTANCE CRITERIA
US-01	As a resident, I want to submit a complaint with details and attachments, so that I can get my issue resolved by the RWA and track its status in real time.	High	<ul style="list-style-type: none">- Resident can select complaint category (e.g., plumbing, electricity, security).- Resident can enter description and can upload or attach a photo/video.- Complaint gets assigned a unique ID and timestamp.- Status updates (<i>Open</i> → <i>In Progress</i> → <i>Resolved</i>) are visible.- Notifications are sent when the status changes.
US-02	As a resident, I want to pay my maintenance charges and download receipts, so that I can complete payments securely and keep digital records.	High	<ul style="list-style-type: none">- Resident can view outstanding dues in the dashboard.- Multiple payment methods supported (UPI, CC, Debit, Net Banking).- Transactions are secure and compliant with RBI/UPI standards.- Instant confirmation and downloadable receipt provided.- Payment history stored in the app.
US-03	As a resident, I want to receive timely notices and announcements from the RWA, so that I can stay updated on community events, maintenance schedules, and important information.	Medium	<ul style="list-style-type: none">- Residents can view notices in a “Notices/Announcements” section.- Notices can include text, PDFs, or images.- Push notifications sent for new notices.- Notices archived for later reference.- Only RWA admins can publish/edit notices.
US-04	As a resident, I want to quickly access emergency contact numbers within the app, so that I can immediately reach out to the right authority during urgent situations.	Low	<ul style="list-style-type: none">- Emergency contacts (guard, RWA office, hospital, police) are listed in a section.- Residents can call directly by tapping the contact number.- Optionally accessible on home screen without login- The list can be updated as and when required