

Software Requirements Specification (SRS) for Online Complaint Registration and Management System

Purpose

- The purpose of this document is to define the functional and non-functional requirements for the Online Complaint Registration and Management System. The system will enable citizens to register complaints related to various municipal services, such as Street Light, Water Pipe Leakage, Rain Water Drainage, Road Problem, etc.

Scope

- The Online Complaint Registration and Management System is a web-based application that enables:
 - Citizens to register complaints related to municipal services.
 - Municipal authorities to manage and track complaints.
 - Automatic assignment of complaints to concerned departments.
 - Generation of reports and analytics.

Benefits

- The benefits of the system include:
 - Improved response time to citizen complaints.
 - Increased transparency and accountability.
 - Efficient management of complaints and resources.

- Enhanced citizen engagement and satisfaction.

User Classes and Characteristics

- Citizen: Can register complaints and track their status.
- Municipal Authority: Can manage and assign complaints to concerned departments.
- Department Official: Can view and update the status of complaints assigned to their department.

Specific Requirements

- Functional Requirements
- Complaint Registration
- The system shall allow citizens to register complaints related to various municipal services.
- The system shall capture relevant details, such as complaint type, location, and description.
- Complaint Management
- The system shall automatically assign complaints to concerned departments.
- The system shall allow municipal authorities to track and manage complaints.
- Status Update
- The system shall allow department officials to update the status of complaints.
- The system shall notify citizens of updates to their complaints.
- Reporting and Analytics
- The system shall generate reports on complaint trends and resolution times.
- The system shall provide analytics on complaint types and locations.

Complaint Types

- Street Light

- Water Pipe Leakage
- Rain Water Drainage
- Road Problem
- Others (with provision for citizens to specify the type of complaint)

Non-Functional Requirements

- **Security:** The system shall ensure the confidentiality, integrity, and availability of citizen data.
- **Usability:** The system shall be user-friendly and accessible to citizens with varying levels of technical expertise.
- **Performance:** The system shall be able to handle a large volume of complaints and users.
- By following this format, the Online Complaint Registration and Management System can be designed and developed to meet the needs of citizens and municipal authorities, improving the efficiency and effectiveness of complaint management

Appendix

- Acronyms:
- DFD → Data Flow Diagram
- ERD → Entity Relationship Diagram
- SRS → Software Requirements Specification
- References:
- Municipal Corporation guidelines for complaint management
- IEEE standards for SRS documentation
- Sample Screenshots/Mockups:
- Complaint Registration Page
- Municipal Authority Dashboard

