# Project Design Phase-II

## Solution Requirements (Functional & Non-functional)

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| Date | 03.09.2025 |
| Team ID | NM2025TMID08924 |
| 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 via Form, Gmail, LinkedIn |
| FR-2 | User Confirmation | Confirmation via Email, OTP |
| FR-3 | Feedback & Complaint Submission | Submit feedback, lodge complaints, attach media |
| FR-4 | AI Assistant for Citizen Queries | Natural language understanding, voice/text-based interaction |
| FR-5 | Service Guide | Access government schemes/services info by category |
| FR-6 | Policy Summarization AI | Summarize lengthy government policies in simple language |
| FR-7 | Document Generator AI | Auto-generate formal documents based on citizen inputs |
| FR-8 | Analytics Dashboard for Admin | View insights on complaints, feedback trends, user interaction |

### 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 | Interface should be intuitive for all age groups, including elders |
| NFR-2 | Security | Secure user data and access using encryption and authentication mechanisms |
| NFR-3 | Reliability | The system should perform consistently under various load conditions |
| NFR-4 | Performance | Fast response times (<2s) even under high user loads |
| NFR-5 | Availability | 99.9% uptime with fallback and failover mechanisms |
| NFR-6 | Scalability | Must support a growing number of users from local to national level |