**DCOP**

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**Software Requirements Specification (SRS)**

**Project Name:**

**District Coordination Office Portal (DCOP)**

**1. Introduction**

**1.1 Purpose**

The *District Coordination Office Portal (DCOP)* will streamline inter-departmental operations, enabling the efficient handling of applications across various departments. The system is designed to monitor departmental performance, ensure timely application resolution, and enhance service delivery for applicants.

**1.2 Scope**

1. Facilitate the assignment of applications from DCO to relevant departments and their sub-departments.
2. Enable tracking of application progress and status at all hierarchical levels.
3. Send automated notifications and reminders for deadlines.
4. Generate detailed performance reports for monitoring efficiency.

**1.3 Users of the System**

1. **Administrator (DCO):**
   1. Assigns applications to department heads.
   2. Tracks the status of applications at all levels.
2. **Department Heads:**
   1. Forward applications to relevant sub-departments.
   2. Monitor sub-department performance.
3. **Sub-Department Users:**
   1. Process and resolve assigned applications.
   2. Submit reports to department heads.
4. **Applicants:**
   1. Submit applications and track their status.

**1.4 Operating Environment**

1. Frontend: Web interface accessible on both mobile and desktop.
2. Backend: Server-based system with a database for data management.
3. Languages Supported: English and Urdu.

**2. System Overview**

**2.1 Features for All Users**

1. **Application Submission**:
   1. Applicants submit applications containing details like name, application type, and area.
   2. The system automatically routes applications to the relevant department.
2. **Application Processing:**
   1. Applications progress through hierarchical levels: DCO → Department Heads → Sub-Departments → Lower-level Departments (if any).
   2. Status updates (Pending, In Progress, Completed) are visible to all relevant users.
3. **Performance Dashboard:**
   1. Displays pending, in-progress, and completed applications for all users.
   2. Graphical performance metrics (e.g., pie charts) showing efficiency and resolution rates.
4. **Notifications:**
   1. Deadline reminders for all levels.
   2. Alerts for overdue or close-to-deadline applications.
5. **Reports:**
   1. Sub-departments submit reports to departments.
   2. Departments compile and submit final reports to the DCO.

**3. Specific Requirements**

**3.1 Functional Requirements**

1. **User Management**:
   1. Unique login credentials for all users.
   2. **Role-based access**:
      * DCO can view all departments and their sub-departments.
      * Departments can only view their own hierarchy.
2. **Application Management:**
   1. Submission of applications by applicants.
   2. Forwarding of applications from DCO to departments and further to sub-departments.
   3. Hierarchical tracking of application status.
3. **Performance Monitoring:**
   1. Dashboard with detailed metrics for each level of hierarchy.
   2. Visual reports (e.g., pie charts) for tracking efficiency.
4. **Notification System:**
   1. Alerts for pending applications and approaching deadlines.
5. **Sign-Up Process:**
   1. New users must provide Full Name, CNIC, Mobile Number, Designation, and Supervisor.

3**.2 Non-Functional Requirements**

1. **Ease of Use:**
   * Intuitive and user-friendly interface.
2. **Scalability:**
   * Support for adding new departments and sub-departments as needed.
3. **Security:**
   * Secure login with data encryption.

3.3 **External Requirements**

1. **Internet Access**:
   * Required for accessing the portal.
2. **Hardware:**
   * Devices (laptops, desktops, tablets, or mobile phones) with internet connectivity.

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4**. Hierarchical Structure and Key Departments**

**The system supports a multi-level hierarchy**:

1. **DCO Level:**
   * Directs applications to relevant department heads.
2. **Department Level**:
   * Forwards applications to sub-departments and monitors their performance.
3. **Sub-Department Level:**
   * Resolves applications and submits reports to departments.
4. **Lower-Level Departments (if any):**
   * May exist under sub-departments for specialized tasks.

**Key Departments in the System**

1. Deputy Commissioner Office (DCO), Mianwali
2. Municipal Committees (MC Daudkhel, MC Mianwali)
3. Agriculture Department
4. Social Welfare Department
5. Health (DDO Health)
6. Environmental Protection
7. Higher Education
8. Technical Education (TEVTA, PVTC)
9. Mines and Minerals
10. Consumer Protection Council - Consumer Protection Council
11. School Education - School Education Department
12. Higher Education - Higher Education Department
13. TEVTA - Technical Education and Vocational Training Authority
14. PVTC - Punjab Vocational Training Council
15. TDCP - Tourism Development Corporation of Punjab
16. PMDC - Pakistan Medical and Dental Council
17. Punjab Mines - Punjab Mines Department
18. Mines & Minerals - Mines and Minerals Department
19. Social Welfare - Social Welfare Department
20. OF WM - Office of Women Management (likely context-specific; requires confirmationv)
21. Building - Buildings Department
22. Highway - Highway Department
23. FESCO - Faisalabad Electric Supply Company

**5. Dashboard Features**

1. **Pending Applications Section:**
   * Displays pending applications for all relevant users.
2. **Performance Graph**:
   * Pie chart showing resolution rates and response efficiency for supervised users.
3. **Login and Registration:**
   * Login for registered users.
   * Sign-up option for new users with role-based access setup.