**PUBLIC RESPONSE AND UNIFIED COMPLAINT PORTAL**

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**1.Introduction**

* 1. **Purpose**

The document describes the features and behavior of a system or software applications. It layout functional and non-functional requirement. The main purpose of this document is to provide a working example of this software. The users can check all the requirements have been satisfied after the development of the software from this document

* 1. **Scope**

The system is developed for Public response and unified Complaint Portal for a small local body such as a Grama Panchayat or a Grama sabha.The community can use this system for complaining about public issues along with giving away apposite ideas and solutions for better working of the local body and to the issues raised respectively

* 1. **Product Perspective**

**1.3.1 System Interface**

The proposed computerization is developed using MySQL as backend and the most powerful php as frontend .This makes the system user-friendly as well as stable

**1.3.2. User Interface**

• Log-in page

• Register

• A Home page with complaints the are resolved and the ones that are left to be resolved, The ongoing discussion and poll on various ideas an solutions, Online meeting links for the meetings that are held at the local body office or other decision making meetings

• The Portal to issue a complaint under the respective departments and to view complaint history and action taken on them

• The portal for the community to express their ideas and solutions and take view and poll from other members.

• The facility to upload a picture regarding your complaint and verifying it.

• A list with meeting links of ongoing meetings or of the completed meetings

• Automatic updating of pending complaints and trending ideas

• Discussion with Expert Board Members on the Trending Ideas

**1.3.3. Hardware Interface.**

❖ Processor: Pentium 13

❖ RAM: 4GB

❖ Hard Disk: 1TB

**1.3.4. Software Interface.**

❖ Platform: SUBLIME

❖ Front end tool: PHP

❖ Back end tool: MySQL

❖ Operating System: Windows 10

❖ Server: XAMP

* 1. **Product Functions.**

The Haphazard of and chaos in the government and democracy are to be at their heyday soon. This System increases the opacity of the democracy at local or the base level like Gramapanchayat which can restore people’s faith back in democracy and more fluidity for the processes. From the website the user gets all logs of the pending as well as the actions took on complaints and the user can join or watch the meetings that are ongoing or already completed, and the user can express or convey their ideas and solutions on a particular topic. The website also provides guidelines for a healthy participation for betterment and unhidden democracy

* 1. **User Characteristics**.

The main users of the system are Fellows of the community or the local body. Users can register themselves with the required and later login into their accounts using their provided credentials. All their updates and verifications will be updated simultaneously on their profiles. It keeps track of the complaints as well the as topic on which users has expressed themselves.

* 1. **Assumptions and Dependencies**.

For the proper working of the system, one should agree all the privacy policies provided by the website. It also wants the self-attested copies of their ID proofs. Unhealthy discussion or topics won’t be encouraged, if Users found guilty they will be prone to actions by Law. The user's verification will be done through otp code methods. All their personal details are protected under the website authorities

* 1. **Acronyms and Abbreviations**.

We use bold letters to represent the main functions of the system. Some links and hyperlinks are used. There were some acronyms throughout this document. There are some abbreviations shown below.

**1.7.1. Admin**.

In Admin all the information's stored and supervised. It can confirm the details of the users and supervises their footprint in the system

**1.7.2. Database**

Database is the storage space for storing all the information related to the website in tabular format. It assigns the values of the users

**1.7.3. Fields.**

Fields are the cells inside the phones

**2. Requirements**

Requirement Analysis is critical to the success or failure of a system or software project. It is a description of features and functionalities of a target system. The Requirement should be documented, actionable, measurable, testable, traceable, related to identify business needs or opportunities, and defined to a level of details sufficient for system design.

**2.1. Feasibility Study.**

❑ Economic Feasibility.

❑ Technical Feasibility.

❑ Operational Feasibility.

❑ Behavioral Feasibility.

**2.2. Existing System**.

Source major drawbacks of the existing system are:

❑ NOT under an umbrella complaint portal

❑ Doesn’t provide much opacity to the democracy

❑ Complaint management-No tracks of complaints

❑ Not user friendly

**2.3. External Interfaces.**

There are many interfaces related to software in software engineering. Some of the interfaces are user interfaces, software interface, hardware interface and communication interface.

**2.3.1. User Interface**

User Interface is the page that Users can interact lively which is build using MySQL an PHP. The forms and buttons were designed using PHP.

**2.3.2. Software Interface.**

❑ Platform: SUBLIME

❑ Front end tool: PHP

❑ Back end tool: MySQL

❑ Operating System: Windows 10

❑ Server: XAMP

**2.3.3. Hardware Interface.**

❑ Processor: Pentium 13

❑ RAM: 4GB

❑ Hard Disk: 1TB

**2.4. Functions**

**2.4.1. Registration of Admin.**

The admin has to login with their user Id and password. Admin can validate the Users registration and supervise the Users. Multiple Admins are posiible

**2.4.2. Registration of user.**

Here the Users can create their profiles with their name, contacts, UID and other personal data's. And issue a complaint and express their concerns and ideas. Editing also available in this field.

**2.4.5. Viewing Status.**

Here Users can view their complaint status.

**2.5. Usability Requirement.**

The user can easily use the website/software. They have to submit accurate and valid complaints and concerns. With minimum storage and time complexity.

**2.6. Performance Requirements.**

The performance of software should be reliable and accurate. It has the data flow minimization and client-side caching in order to improve performance.

**2.7. System Design**

❑ Data Entry

❑ Data Correction

❑ Data selection

❑ Processing

❑ Reporting

**2.8. Database Requirement.**

It is used to store the data all the data of users is stored in the database.

**3.Verification**

We check all the above given Requirements are completely present and satisfy all the functional and nonfunctional requirement. The goal of the system is achieved as per the requirement specification and conditions

**4. References**

➢ Software requirement specification (SRS) document for Reqview.

➢ [www.wikipedia.com](http://www.wikipedia.com)

➢ www.tutorialspot.com/java