ER DIAGRAM

Complaint
- complaint_id :
- ObjectId
- name : String
- age : Number
- contactNo String
- email : String
- houseNo : String
- street : String
- cityRegion : String ("Gomti Nagar" | "Hazratganj" | "Kaiserbagh")
- problemType : String ("Water" | "Electricity" | "Waste" | "Other") customProblem : String
- description : String
- suggestion : String
- createdAt : Date

SUBMITTED BY

User
- user_id : ObjectId
- name : String
- email : String
- password : String
- role : String ("Admin" | "Operator" | "Citizen")
- createdAt : Dat

REPORTS

INTERACTS

Incident
- incident_id : ObjectId
- type : String
- description : String
- location : String
- status : String ("Open" | "Resolved")
- reportedBy : ObjectId (FK → User)
- createdAt : Dat

ChatBot
- chatbot_id : ObjectId
- userQuery : String
- botResponse : String
- timestamp : Date

Alert
- alert_id : ObjectId
- type : String ("Energy" | "Traffic" | "Waste" | "Air" | "Incident")
- message : String
- severity : String ("Normal" | "High Load" | "Critical")
- metadata : JSON
- createdBy : ObjectId (FK → User)
- createdAt : Date

Energy
- energy_id : ObjectId
- sector : String ("Residential" | "Commercial" | "Industrial")
- usage : Number
- status : String ("Normal" | "High Load" | "Critical"

Traffic
- traffic_id : ObjectId
- location : String
- congestion : Number (%)
- severity : String ("Low" | "Moderate" | "High")

TRIGGERRS

Waste
- waste_id : ObjectId
- zone : String
- level : Number (%)
- status : String ("Normal" | "Full" | "Overflow")

AirPollution
- air_id : ObjectId
- location : String
- AQI : Number
- level : String ("Good" | "Moderate" | "Poor" | "Severe")