

Project Planning Phase

Date	9 April 2025
Team ID	SWTID1743161557
Project Name	Online Complaint Registration and Management System (OCRMS)
Program	Full Stack Development MERN_VIT

Product Backlog, Sprint Schedule, and Estimation

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	User Registration & Login	USN-1	As a user, I can register with my email and password.	2	High	Biprajeet Sen & Manas Maheshwari
Sprint-1	User Registration & Login	USN-2	As a user, I will receive an email confirmation after registration.	1	High	Manas Maheshwari
Sprint-2	User Authentication	USN-3	As a user, I can log in securely using email and password.	2	High	Amritangshu Dey
Sprint-2	User Authentication	USN-4	As a user, I can reset my password via email verification.	2	Medium	Saptarshi Das
Sprint-3	Complaint Management	USN-5	As a user, I can submit a complaint with details and supporting documents.	3	High	Amritangshu Dey & Saptarshi Das
Sprint-3	Complaint Management	USN-6	As an admin, I can view, categorize, and assign complaints.	4	High	Biprajeet Sen
Sprint-4	Complaint Tracking	USN-7	As a user, I can track the status of my complaint.	3	Medium	Biprajeet Sen & Amritangshu Dey
Sprint-4	Complaint Resolution	USN-8	As an admin, I can mark complaints as resolved and notify the user.	3	High	Manas Maheshwari
Sprint-5	Reports & Analytics	USN-9	As an admin, I can generate reports on complaints by category and resolution time.	4	High	Manas Maheshwari

Project Tracker, Velocity & Burndown Chart:

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed	Sprint Release Date (Actual)
Sprint-1	3	4 Days	25 March	28 March	3	28 March
Sprint-2	4	3 Days	29 March	31 March	4	31 March
Sprint-3	7	3 Days	1 April	3 April	7	3 April
Sprint-4	6	3 Days	4 April	6 April	6	6 April
Sprint-5	4	2 Days	7 April	8 April	4	8 April

Velocity:

$$AV = \frac{\text{Total Story Points Completed}}{\text{Total Sprint Duration (Days)}}$$

$$AV = \frac{15}{24} = 1.6 \text{ story points per day}$$

Burndown Chart:

A burn down chart is a graphical representation of work left to do versus time. It is often used in agile software development methodologies such as Scrum. However, burn down charts can be applied to any project containing measurable progress over time.

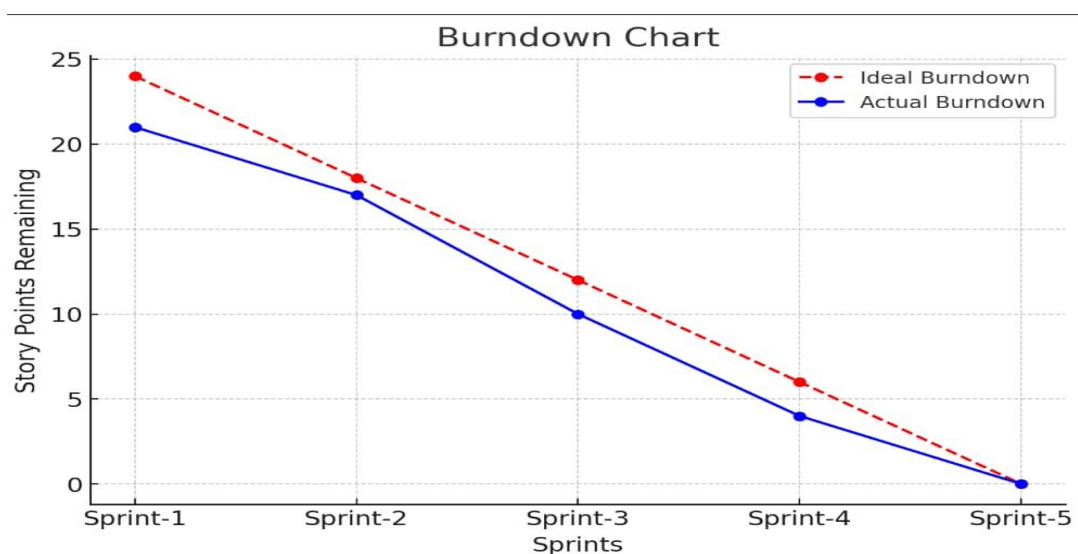


Fig. Burndown Chart for OCRMS