

# Functional Requirements Document (FRD)

## Online Food Delivery Platform (Swiggy / Zomato Model)

### 1. Introduction

This Functional Requirements Document (FRD) defines the functional behavior of an online food delivery platform similar to Swiggy and Zomato. The document specifies what the system must do from a business and user perspective.

### 2. Purpose of FRD

The purpose of this FRD is to clearly define system functionality, avoid ambiguity, and align stakeholders before development begins. It serves as a reference for design, development, and testing.

### 3. Scope

The system enables customers to order food online, restaurants to manage orders, delivery partners to deliver food, and administrators to monitor platform operations.

### 4. Stakeholders

- Customers (End Users)
- Restaurant Partners
- Delivery Partners
- System Administrator

## **5. Functional Requirements**

### **5.1 User Registration & Login**

The system shall allow users to register using mobile number or email. The system shall authenticate users using OTP or password-based login.

### **5.2 Restaurant Discovery**

The system shall display nearby restaurants based on user location. The system shall allow filtering by cuisine, price, ratings, and delivery time.

### **5.3 Menu Browsing & Cart**

The system shall display restaurant menus with item details and prices. The system shall allow users to add, remove, or update items in the cart.

### **5.4 Order Placement & Payment**

The system shall allow users to place orders after cart confirmation. The system shall process payments and confirm orders only after successful transactions.

### **5.5 Delivery & Tracking**

The system shall automatically assign delivery partners. The system shall display real-time order tracking to users.

### **5.6 Ratings & Feedback**

The system shall allow users to rate food and delivery separately. Feedback shall be allowed only after order completion.

## **6. Non-Functional Requirements**

- The system shall support high concurrent users.
- The system shall ensure data security and privacy.
- The system shall be responsive across devices.
- The system shall provide high availability.

## **7. Out of Scope**

- Restaurant cooking operations
- Delivery partner employment management
- Hardware-level GPS tracking

## **8. Conclusion**

This FRD provides a clear functional blueprint for an online food delivery platform. It ensures alignment between business requirements and system development.