

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.