

MessMate

Business Requirement Specification

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1. Introduction

1.1 Document Purpose

This document defines the business requirements, functional requirements, non-functional requirements, scope, and constraints for developing the **MessMate**.

The purpose of this document is to clearly communicate how the system will operate for Users, Mess Owners, and the Admin, and to ensure that all project stakeholders have a consistent understanding of the system behavior.

1.2 Project Background

Currently, there is no centralized digital platform for students, employees, and individuals to find mess services near their location, leading users to rely on word-of-mouth or physical visits to know the menu, food quality, or monthly plans. Mess owners also lack a system to update daily meals and receive customer feedback, resulting in no transparency about daily menus, difficulty for users in comparing different messes, and no digital method for owners to manage their services or interact with customers, as well as no monitoring mechanism to filter fake or inactive mess listings. MessMate is developed to solve these issues by providing a unified web application where users can explore messes, owners can manage their services, and admins can maintain platform quality.

1.3 Goals of the project

The main objective of the Mess Management System is to build a platform that connects users and mess owners effectively by enabling users to search for messes based on location or name, view daily menus, mess details, and monthly plans, and provide feedback, while allowing mess owners to add and manage their mess listings, including updating daily meals. The system also ensures transparency and improves service quality between customers and mess providers, and offers admin tools to maintain system integrity by managing inactive or fake mess listings.

1.4 Customers and Stakeholders

Customers

- Individuals who want an easy and reliable way to discover nearby mess services, compare options, check daily food menus, explore monthly plans, and connect directly with mess owners.

Stakeholders

- Individuals using mess services
- Mess Owners
- Local food service providers
- Admin/Platform Management Team

2. Business Requirements Overview

- Mess Management System is a public web application.
- The initial target location is Pune, with potential to expand.
- The system will support three main user types:
 1. User
 2. Mess Owner
 3. Administrator
- Users can search messes by location or mess name.
- Users can view mess details, menus, and monthly plans.
- Mess owners can add and update their mess details and daily meals.
- Users can submit feedback for messes.
- Admin manages the platform, including removing fake or inactive messes.
- The system aims to improve communication between customers and mess owners efficiently.

3. Functional Requirements Overview

The Mess Management System consists of three main modules and an additional notification module:

1. User Module
2. Mess Owner Module
3. Admin Module

3.1 User Module

The User should be able to:

- Register and create an account.
- Search messes by location or mess name.
- View complete mess details, including:

- Address
 - Photos
 - Food type (veg/non-veg)
 - Owner contact
- View daily menu updated by mess owner.
- View monthly mess plans, including pricing.
- Give ratings and feedback for a mess.
- View feedback submitted by other users.

3.2 Mess Owner Module

Mess Owner should be able to:

- Register and create an account.
- Add their mess information including:
 - Mess name
 - Location
 - Mess type
 - Monthly plans
 - Photos, description
- Update daily food/menu details for:
 - Breakfast
 - Lunch
 - Dinner
- View feedback given by users.
- Manage and update mess details at any time.

3.3 Admin Module

Admin should be able to:

- Manage and monitor the entire system.
- View all registered Users and Mess Owners and verify their authorization.
- Remove or block inactive, duplicate, or fake mess listings.
- Monitor feedback trends and system activity.
- Maintain platform security and data consistency.

4. Non-functional Requirements

4.1 Usability

- The website should have a clean, professional design with user-friendly navigation.
- Pages must follow usability standards related to menus, buttons, colors, and layout.
- The system must allow users to perform actions with minimal steps.

4.2 Performance

- Application should support large user traffic.
- Searching messes should be optimized for fast response time.

4.3 Reliability

- System should ensure data accuracy for menu updates and mess details.
- Regular backups should be maintained.

4.4 Security

- Sensitive data (passwords, user info) must be encrypted.
- Only authorized mess owners should update mess information.
- Admin should have secure access to system-level operations.

4.5 Availability

- Application should be available **24×7** with minimal downtime.

4.6 Compatibility

- Should be accessible via:
 - Mobile
 - Tablet
 - Desktop