**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

Date: 21 June 2025

Team ID: LTVIP2025TMID38479

Project Name: Citizen AI – Intelligent Citizen Engagement Platform

Maximum Marks: 4 Marks

**Functional Requirements**

Following are the functional requirements of the proposed solution.

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| FR No. | Functional Requirement (Epic) | Sub Requirement (Story / Sub-Task) |
| FR-1 | Citizen Registration | Form-based signup, Role selection (Citizen/Administrator) |
| FR-2 | Citizen Login | Email/password verification, Role-based redirection |
| FR-3 | Feedback/Grievance Submission | Citizens submit issues/feedback categorized by department or topic |
| FR-4 | Learning Module | Civic education modules; customized citizen resource |
| FR-5 | Dashboard & Analytics | Citizen: submission history, feedback status; |
| FR-6 | Submission History | Track, view, and follow up on previously submitted feedback or requests |
| FR-7 | Administrator Tools | Access to citizen data, performance visualization, response tracking |

**Non-functional Requirements**

Following are the non-functional requirements of the proposed solution.

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| --- | --- |
| NFR No. | Non-Functional Requirement Description |
| NFR-1 | Usability Simple Streamlit interface with accessible navigation for all user types |
| NFR-2 | Security User authentication and role-based access control to protect sensitive data. |
| NFR-3 | JSON-based or relational storage to ensure consistent and reliable data retrieval |
| NFR-4 | Performance – Fast operations using optimized backend and APIs. |
| NFR-5 | Availability – System operational 24/7 with local or cloud deployment. |
| NFR-6 | Scalability – Scalable architecture for future integration with Firebase/PostgreSQL for large-scale data. |