

NGO App Requirements

User Module:

1. **Registration and Authentication:**
 - Users can register using their email/mobile number and password.
 - Authentication via OTP or email verification.
2. **Profile Management:**
 - Users can edit their profile information (name, contact details, etc.).
3. **NGO Search and Information:**
 - Users can search for NGOs based on location (area/city).
 - View detailed profiles of NGOs including services offered, contact details, and areas served.
4. **Service Requests:**
 - Users can submit requests for services provided by NGOs.
 - Track status of service requests.
5. **Feedback and Ratings:**
 - Users can provide feedback and ratings for services received from NGOs.

NGOs Module:

1. **Registration and Verification:**
 - NGOs can register with details like name, contact information, services provided, areas served, etc.
 - Admin approval required for NGO profile activation.
2. **Profile Management:**
 - NGOs can update their profile information.
 - View statistics on service requests and user feedback.
3. **Service Management:**
 - Manage service requests received from users.
 - Update service status (pending, in-progress, completed).
4. **Analytics Dashboard:**
 - View analytics on service utilization and user feedback.

Admin Module:

1. **NGO Approval Workflow:**
 - Review and approve/reject NGO registrations.
 - Manage approved NGOs list.
2. **User Management:**
 - View and manage user accounts.
 - Resolve user-reported issues.
3. **Analytics and Reporting:**
 - Generate reports on NGO activity, user engagement, and service utilization.
 - Monitor feedback and ratings.

4. **System Management:**

- Manage system configurations, notifications, and updates.

Common Functionalities:

1. **Notifications:**

- Send notifications (email/SMS) to users, NGOs, and admin for important events (registration, service request updates, approvals, etc.).

2. **Security:**

- Implement secure authentication and data encryption.
- Role-based access control to restrict functionalities based on user roles.

3. **Database Management:**

- Use a relational database (like MySQL) to store user, NGO, and admin data.

4. **API Integration:**

- Integrate APIs for SMS (for OTP), email (for verification and notifications), and mapping (for NGO location and services).

Technology Stack:

- **Backend:** Python with Flask or Django framework for server-side logic and API development.
- **Frontend:** HTML/CSS/JavaScript for user interfaces (web app, mobile app).
- **Database:** MySQL for data storage.
- **Deployment:** Host on a cloud platform (like IIS) for scalability and reliability.

Additional Considerations:

- **UI/UX Design:** Ensure user-friendly interfaces for both web and mobile versions
- **Testing:** Conduct thorough testing (unit, integration, and acceptance testing) to ensure functionality and security.