CIT-AI – Project Design Phase-II

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| Date | 29/JUN/2025 |
| Team ID | LTVIP2025TMID32012 |
| Project Name | Citizen-ai |
| 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 | User Registration | Registration through Form |
|  |  | Registration through Gmail |
|  |  | Registration through LinkedIn |
| FR-2 | User Confirmation | Confirmation via Email |
|  |  | Confirmation via OTP |
| FR-3 | Multilingual Support | Chatbot supports Hindi, Telugu, Kannada, Tamil, Bengali, etc. |
|  |  | Language selection on dashboard |
| FR-4 | AI Chatbot Interaction | Users can chat with AI for guidance on government services |
|  |  | AI suggests forms and processes based on user queries |
| FR-5 | Voice Interaction | Users can speak queries to the system |
|  |  | System responds via voice (Text-to-Speech) |
| FR-6 | Form Automation | AI helps fill government forms step-by-step |
|  |  | System stores incomplete forms for later completion |
| FR-7 | Status Tracking | Users can track application status for services like Aadhaar, PAN, etc. |
| FR-8 | Notifications & Reminders | System sends reminders for deadlines and updates |

# 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, intuitive UI suitable for citizens with minimal tech experience. |
| NFR-2 | Security | User data protected via encryption; secure communication with government APIs. |
| NFR-3 | Reliability | System consistently operational with minimal downtime. |
| NFR-4 | Performance | Chatbot responses in <3 seconds; page load time <2 seconds. |
| NFR-5 | Availability | 24/7 availability with high uptime for citizen access. |
| NFR-6 | Scalability | System can handle increasing users and new services without performance issues. |