# Arid Agriculture University Rawalpindi

**University Institute of Information Technology**

# Constituency Connect

**Submitted by:**

Muhammad Ahsan 21-ARID-737

Haseeb Ur Rehman 21-ARID-715

Huzaifa Bin Shahzad 21-ARID-719

**Supervised by:**

Ma’am Farkhanda Qamar

Project Title:

Constituency Connect: Bridging the Gap Between Representatives and Constituents

## Functional Requirements:

### Users (constituents and representatives):

* The system shall allow users (constituents and representatives) to register.
* Users shall be able to log in to their accounts with their credentials.
* The system shall allow users to view their profile information.
* The system shall allow users to update their profile information.

### Constituents:

* Constituents shall be able to report a complaint to their respective representatives.
* Constituents shall be able to report a complaint anonymously.
* Constituents shall be able to track their complaint status.
* Constituents shall be able to track their complaints history.
* Constituents shall be able to view their representative's stats (e.g., number of complaints, complaints resolved, pending complaints, and total meetups).
* Constituents shall be able to participate in surveys and polls conducted by their representatives.
* Constituents shall be able to attend virtual meetups organized by their representatives.
* The Constituent shall be able to provide feedback on their complaint response.

### Representatives:

* Representatives should only register with their official email address ([johndoe@na.gov.pk](mailto:johndoe@na.gov.pk)).
* Representatives shall be able to create and distribute custom surveys to constituents.
* Representatives shall be able to arrange virtual meetings with constituents.
* Representatives shall be able to update the status of complaints.
* Representatives shall be able to post an event calendar of upcoming community events, public meetings, etc.
* Representatives shall be able to run awareness campaigns.
* The representative shall be able to create and configure an assistant capable of handling and responding to constituent complaints.
* The Representative shall be able to forward complaints to department.

### Assistant:

* The assistant shall be able to respond to complaints.
* The assistant shall be able to forward complaints to department.

### System:

* The system shall automatically route categorized complaints to the appropriate department.
* The system shall route uncategorized complaints to the representative and their assistant.
* The system shall notify constituents about complaint status updates and upcoming virtual meetings.
* The system shall record survey responses from each participant.
* The system shall display survey results with visualizations (charts and graphs).
* The system shall prioritize complaints containing sensitive keywords for urgent attention.

### Department:

* The department should be able to update the status of complaints.
* The department should be able to reroute the miscategorized complaints to the respective representative.