# Arid Agriculture University Rawalpindi

**University Institute of Information Technology**

# Constituency Connect

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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 and update their profile information.

### Constituents:

* Constituents shall be able to report a complaint to their respective representative.
* Constituents shall be able to track their complaint status and complaint history.
* Constituents shall be able to view their representative's stats (e.g., number of complaints, complaints resolved, pending complaints, total meetups, etc.).
* 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.

### Representatives:

* 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.

### System:

* The system shall automatically route complaints to the appropriate department based on the selected category.
* 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).

### Department:

* The department should be able to update the status of complaints.

### Miscellaneous (Not sure if these are FR or NFRs)

* The system shall store user passwords securely using hashing.
* The system shall implement role-based authorization.

### Potential Additional System Requirements (Under Consideration):

* The system shall allow representatives to create and configure assistants capable of handling and responding to constituent complaints.
* Constituents shall be able to report a complaint anonymously.
* The system shall prioritize complaints containing sensitive keywords for urgent attention.
* The system shall allow users to provide feedback about the performance of their representatives.