

## Project Planning Phase

### Project Planning Template (Product Backlog, Sprint Planning, Stories, Story points)

Date	
Team ID	PNT2025TMID09625
Project Name	Online Complaint Registration And Management System
Maximum Marks	4 Marks

### Product Backlog, Sprint Schedule, and Estimation

Sprint	Functional Requirement (Epic)	User Story No.	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Registration	USN-1	As a user, I can register with my email, password, and confirm password.	2	High	2
Sprint-1	User Confirmation	USN-2	As a user, I will get a confirmation email after registration.	1	High	4
Sprint-2	Social Registration	USN-3	As a user, I can register using Google account.	2	Low	4
Sprint-1	Login	USN-4	As a user, I can log in using email and password.	1	High	1
Sprint-1	Password Reset	USN-5	As a user, I can reset my password if I forget it.	2	Low	3
Sprint-2	Complaint Submission	USN-6	As a user, I can submit a complaint with details and attachments.	2	High	3

Sprint	Functional Requirement (Epic)	User Story No.	User Story / Task	Story Points	Priority	Team Members
Sprint-2	Complaint Editing (Admin)	USN-7	As an admin, I can update the complaint status.	2	Medium	2
Sprint-3	Complaint Assignment	USN-8	As an admin, I can assign a complaint to a specific staff member.	1	Medium	3
Sprint-3	Complaint Tracking	USN-9	As a user, I can check the status of my complaint.	2	High	2

### Project Tracker, Velocity & Burndown Chart

Sprint	Total Story Points	Duration	Start Date	Planned End Date	Points Completed	Actual Release Date
Sprint-1	20	6 Days	01 Aug 2025	06 Aug 2025	20	06 Aug 2025
Sprint-2	15	6 Days	07 Aug 2025	12 Aug 2025	15	12 Aug 2025
Sprint-3	14	6 Days	13 Aug 2025	18 Aug 2025	13	18 Aug 2025
Sprint-4	12	6 Days	19 Aug 2025	24 Aug 2025	11	24 Aug 2025