

Project Design Phase-II

Data Flow Diagram & User Stories

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

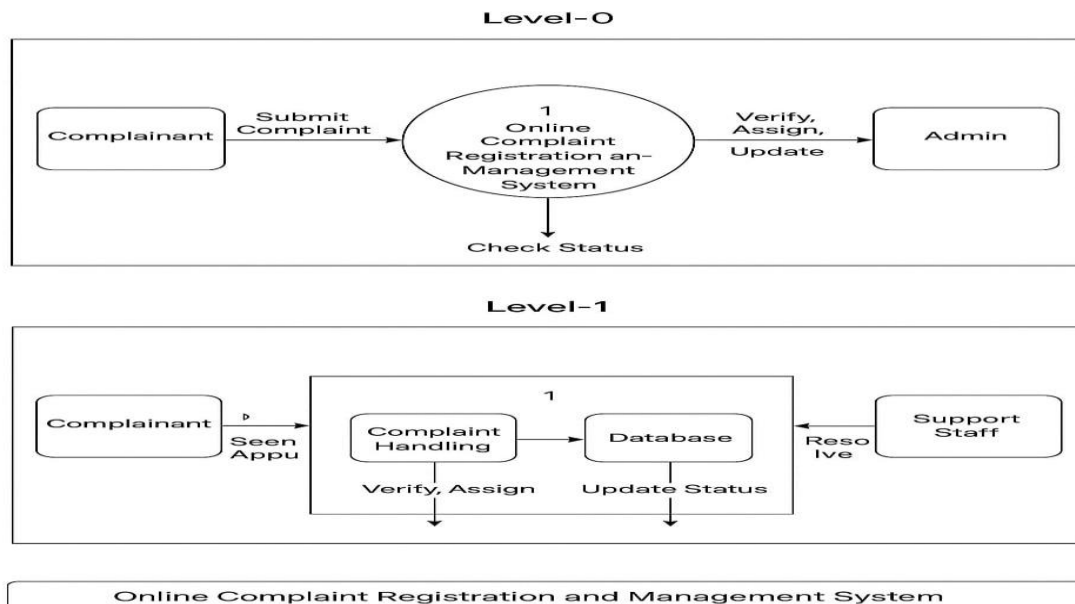
Data Flow Diagrams (DFD)

A Data Flow Diagram shows how data moves in the system and how different users interact with it.

External Entities (Users):

- **Complainant:** Person who files a complaint.
- **Admin/Officer:** Person who verifies and handles complaints.
- **Support Staff:** Helps in resolving the issues and updating status.

Data Flow Diagram



User Stories

User Type	Feature (Epic)	User Story No.	User Story / Task	Acceptance Criteria	Priority	Release
Complainant	Registration	USN-1	As a user, I can register by entering my name, email, and password.	I can create my account and log in.	High	Sprint-1
Complainant	Complaint Submission	USN-2	As a user, I can file a complaint with details and upload proof.	Complaint is saved and visible in my account.	High	Sprint-1
Complainant	Track Complaint	USN-3	As a user, I can check my complaint status anytime.	Status updates are shown in real-time.	High	Sprint-1
Admin/Officer	Verify Complaint	USN-4	As an admin, I can review and approve or reject complaints.	Only valid complaints move forward.	Medium	Sprint-2
Admin/Officer	Assign Case	USN-5	As an admin, I can assign a complaint to the right department.	Assigned staff gets notification.	Medium	Sprint-2
Support Staff	Update Status	USN-6	As staff, I can update complaint progress and resolution.	Status changes are shown to the complainant.	High	Sprint-2