**Citizen AI- intelligent Citezen Engagement Platform**

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| Date | 30 june 2025 |
| Team ID | LTVIP2025TMID60842 |
| Project Name | Citizen AI- intelligent Citezen Engagement Platform |
| Maximum Marks | 4 Marks |

### ****Functional Requirements:****

| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| --- | --- | --- |
| FR-1 | **Citizen Registration** | - Registration via Web Form  - Registration via Gmail  - Registration via LinkedIn |
| FR-2 | **Identity Confirmation** | - Confirmation via Email  - Confirmation via OTP |
| FR-3 | **Citizen Feedback Submission** | - Submit feedback on public services  - Upload media (photos/videos) as evidence |
| FR-4 | **Engagement Notifications** | - Send updates on submitted issues  - Notify about new public initiatives or surveys |
| FR-5 | **Issue Tracking Dashboard** | - View status of reported issues  - Track engagement history |
| FR-6 | **Multi-Language Support** | - Support for regional languages  - Toggle language preference |
| FR-7 | **AI-driven Suggestion Engine** | - Recommend nearby civic events  - Suggest solutions based on feedback patterns |

### ****Non-Functional Requirements:****

| **NFR No.** | **Non-Functional Requirement** | **Description** |
| --- | --- | --- |
| NFR-1 | **Usability** | Interface should be intuitive, user-friendly, and accessible to all demographics |
| NFR-2 | **Security** | Data must be securely stored and transmitted using industry-standard encryption |
| NFR-3 | **Reliability** | The system must function accurately with minimal downtime or errors |
| NFR-4 | **Performance** | System must handle concurrent users efficiently with quick response times |
| NFR-5 | **Availability** | Platform should maintain 99.9% uptime and be accessible 24/7 |
| NFR-6 | **Scalability** | Capable of supporting growing user base and new modules without performance drop |