**Performance Requirements:**

1. The system response time shall be no more than 0.5s under normal conditions (users<100000)
   1. The execution time shall be no more than 0.5s under normal circumstances (users<100000)
   2. In case in under heavy traffic (usage of more than 100000 users at once ) response rate and execution time shall be no more than 1s
   3. Under heavy backlog of complaints response rate and execution time for emergency complaints shall remain same (0.5s)
2. The system is available 100% for the user and is used 24 hrs a day and 365 days a year.
   1. The system shall be operational 24 hours a day and 7 days a week.
3. The system shall provide 100% access reliability.
   1. The system shall accurately provide real-time information taking into consideration and showing correct information at all times