

# Software Requirements Specification (SRS) for Gram Panchayat Website

## 1. Purpose

The purpose of this document is to define the functional and non-functional requirements for the **Gram Panchayat Website (GPW)**. The GPW will serve as a central online platform to provide information, facilitate citizen services, and enhance transparency and communication between the Gram Panchayat (village council) and its residents.

## 2. Scope

The Gram Panchayat Website is a **web-based application** that enables:

- **Citizens** to access public information, announcements, and forms.
- **Panchayat Staff (Admin)** to publish content, manage citizen queries, and update service information.
- **Transparency** through the publication of financial reports and meeting minutes.
- **Online submission** of certain service requests or feedback.

## 3. Benefits

- **Improves Transparency** by making public records and financial details easily accessible.
- **Reduces Manual Visits** to the Panchayat office for basic information or forms.
- **Enhances Communication** between the Panchayat and citizens.
- **Provides a Centralized Source** for official announcements and schemes.

#### **4. User Classes and Characteristics**

1) **Admin (Panchayat Staff):**

Computer literate; manages content, services, and responds to queries.

2) **User (Citizen/Resident):**

Can access public information, download forms, submit feedback/queries, and check announcements. May have varying levels of computer literacy.

#### **5. Specific Requirements**

##### **5.1 Functional Requirements**

- **Login Module:**

The system shall provide a secure login for Panchayat Staff (Admin). Users (Citizens) may access most features without a login.

- **Content Management:**

Admin can add, update, and delete news, announcements, government schemes, and photo galleries.

- **Service Information:**

The system shall publish details on various citizen services (e.g., birth/death certificates, permits) including required documents and application processes.

- **Forms & Downloads:**

The system shall allow users to download official application forms in standard formats (e.g., PDF).

- **Feedback/Grievance:**

The system shall provide an online form for citizens to submit feedback or grievances, with a mechanism for tracking status.

- **Reports & Transparency:**

Admin can upload financial reports, meeting minutes, and development project statuses.

- **Search Facility:**

Users can search the website's content (e.g., announcements, schemes, documents) by keywords.

## 5.2 Non-Functional Requirements

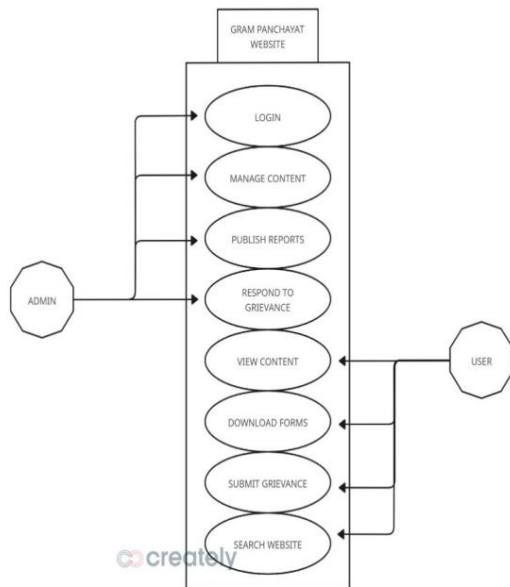
- **Performance:**  
Web pages should load in less than 4 seconds even on moderate bandwidth connections.
- **Security:**  
All administrative access shall be protected via strong authentication. Sensitive citizen data (if collected) shall be encrypted.
- **Usability:**  
The interface shall be accessible, mobile-responsive, and easy to navigate for users with varying technical skills.
- **Reliability:**  
99.5% uptime for the web-based version. Data backups must be performed daily.
- **Scalability:**  
Should be able to handle an increasing volume of visitors and content without significant performance degradation.

## 5.3 External Interface Requirements

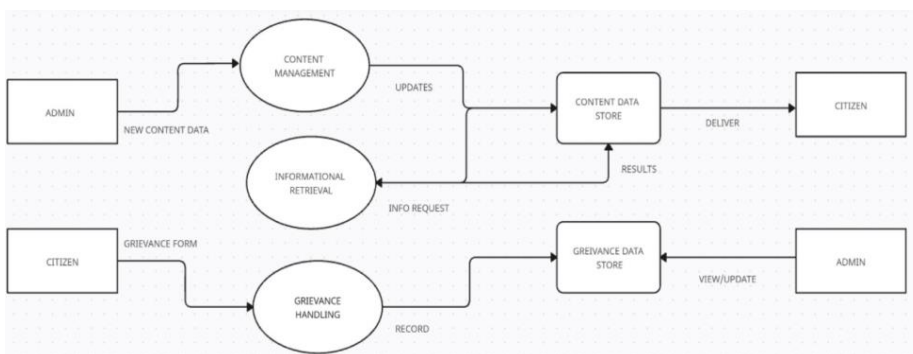
- **User Interface:** Graphical, responsive web interface compatible with all major browsers and mobile devices.
- **Software Interfaces:** Integration with a Content Management System (CMS) or direct connection to a Relational Database (e.g., MySQL, PostgreSQL).
- **Hardware Interfaces:** Standard web server infrastructure.

## 6. System Models

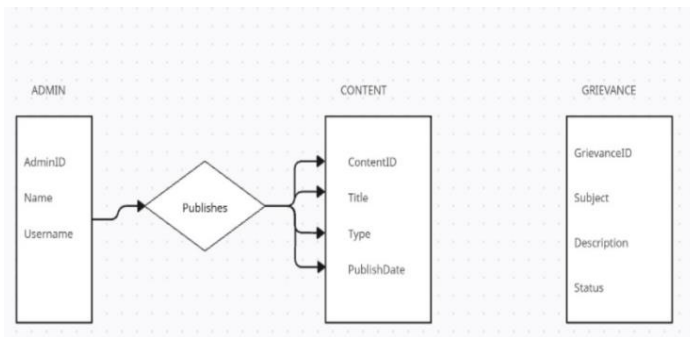
### 6.1 Use Case Diagram



### 6.2 Data Flow Diagram (DFD):



### 6.3 Entity-Relationship (ER) Diagram



### 7. Appendix

**Future scope:** Integration with payment gateways for service fees, multilingual support, mobile application for faster updates.

**Limitations:** The current version does not include complex backend citizen applications like property tax calculation or detailed individual service tracking.

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