Software Requirements Specification
Mess Management System

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Group Members

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Stakeholder Responses, Problems, and Expectations

Based on the research conducted on the **Mess Management System**, the following key stakeholder responses, problems, and expectations have been identified:

1. Students via Google Form

Problems Faced:

- Long queues and **delays in meal distribution**.
- **Errors in billing and attendance** leading to overcharging. • **Lack of meal customization**, forcing students to take meals they don't want.
- **Inconvenient complaint resolution** process.
- **Food wastage due to fixed meal plans**.

- **Lack of transparency** in mess fee calculations.

Expectations:

- **Pre-booking meals** to avoid food wastage.
- A **transparent billing system** with real-time tracking.
- **Customizable meal plans** (vegetarian/non-vegetarian options).
- **Faster meal distribution** through an automated system.
- **User-friendly mobile/web interface** for meal management.
- **Efficient complaint management** with quick resolution. **2. Mess**

Staff (Cooks & Waiters) via Focused Group Discussion

Problems Faced:

- **Unpredictable demand** leading to food wastage or shortages.
- **Difficulty in tracking student attendance** for meals.
- **Manual errors in meal counting and inventory tracking**.
- **Delayed payments or disputes over billing**.
- **Lack of structured feedback** from students regarding food quality.

Expectations:

- **Automated meal tracking** for better food preparation planning.
- **Integrated inventory management** to reduce food waste.
- **Digital record of meal consumption** to ensure accuracy in billing.
- **Structured feedback system** to improve meal quality.
- **Easier coordination** between staff and mess administrators.

## 3. Mess Accountant & Mess Supervisor via Interviews

Problems Faced:
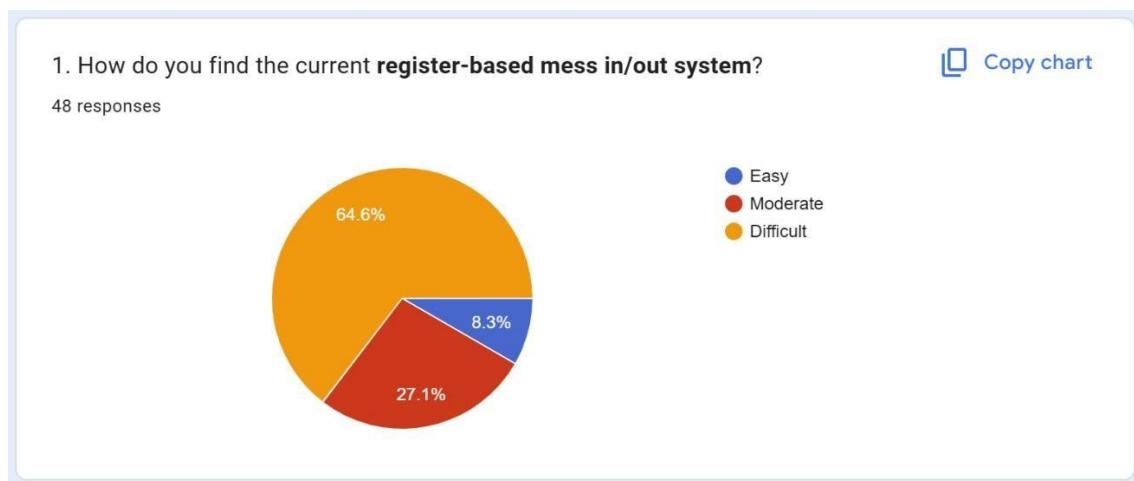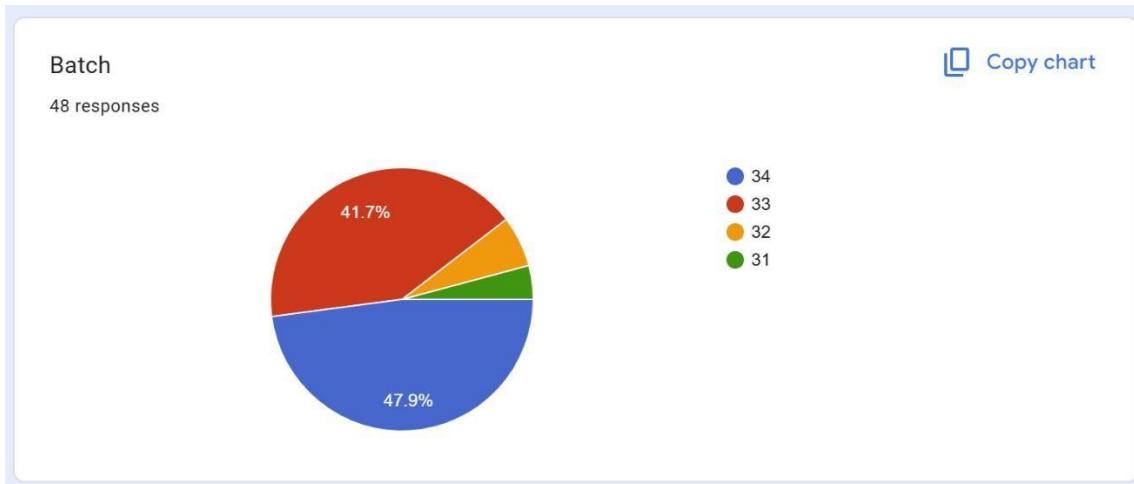
- **Difficulty in managing finances and transactions** related to mess bills.
- **High number of complaints regarding food, billing, and hygiene**.
- **Lack of data analytics** to track consumption trends.
- **Manual record-keeping** causing inefficiencies and inaccuracies.

Expectations:

- **Automated mess billing system** with real-time transaction tracking.
- **Complaint tracking system** for improved service management.

- **Data-driven decision-making** through analytics on food consumption.
- **Better resource allocation** based on meal demand.

4. Google Form Responses

Batch

48 responses

Copy chart

- 34
- 33
- 32
- 31

41.7%

47.9%

1. How do you find the current **register-based mess in/out system**?

48 responses

Copy chart

- Easy
- Moderate
- Difficult

64.6%

8.3%

27.1%
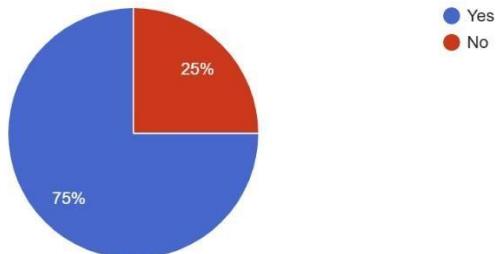
2. Have you ever faced errors in mess attendance due to the manual register system?

48 responses

Copy chart

- Yes
- No

25%

75%
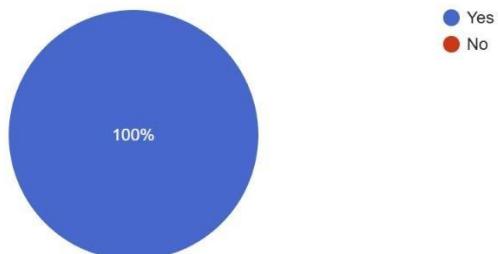
3. Would you prefer a **Software System** to mark your mess in/out and bill payment digitally?

48 responses

Copy chart

- Yes
- No

100%
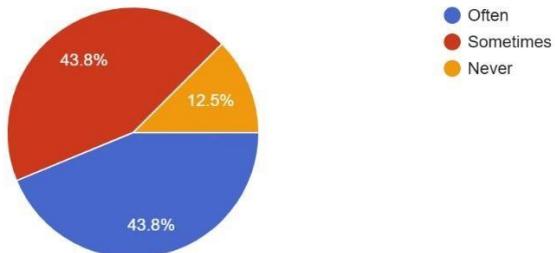
4. How often do you forget to **mess out before leaving** for an extended period?

48 responses

Copy chart

- Often
- Sometimes
- Never

43.8%

12.5%

43.8%
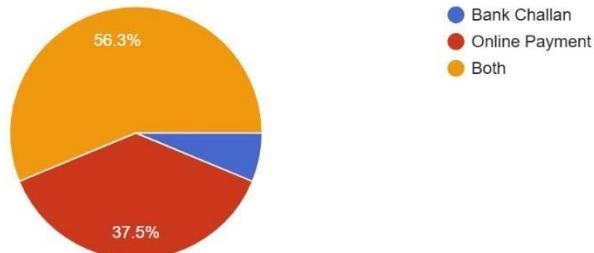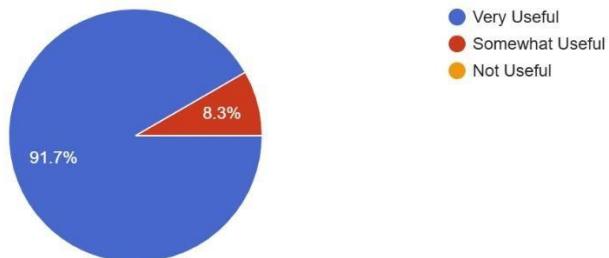
5. What **payment methods** would you prefer for mess fees?

Copy chart

48 responses

- ● Bank Challan
- ● Online Payment
- ● Both

56.3%

37.5%
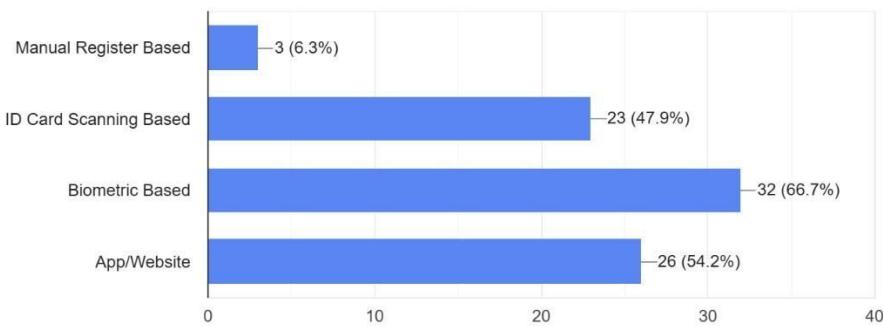
6. Would you find it useful to **view your mess history and billing details online?**

Copy chart

48 responses

- ● Very Useful
- ● Somewhat Useful
- ● Not Useful

91.7%

8.3%
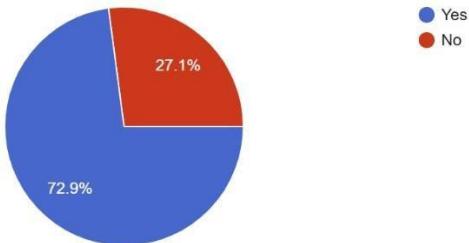
7. Would you prefer to mark attendance via **Manual Register, ID card Scanning, Biometric, or App/Website**?

Copy chart

48 responses

| Option	Responses
Manual Register Based	3 (6.3%)
ID Card Scanning Based	23 (47.9%)
Biometric Based	32 (66.7%)
App/Website	26 (54.2%)
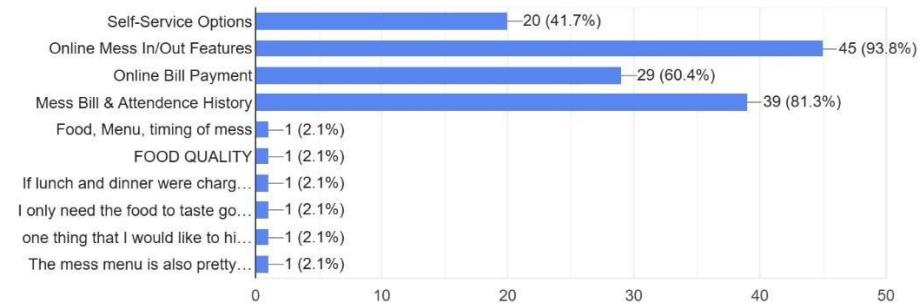
8. Have you ever faced **billing issues** due to incorrect mess records?

48 responses

- Yes
- No

27.1%

72.9%

9. What features would improve your **overall mess experience**?

48 responses

Category	Value
Self-Service Options	20 (41.7%)
Online Mess In/Out Features	45 (93.8%)
Online Bill Payment	29 (60.4%)
Mess Bill & Attendence History	39 (81.3%)
Food, Menu, timing of mess	1 (2.1%)
FOOD QUALITY	1 (2.1%)
If lunch and dinner were charg…	1 (2.1%)
I only need the food to taste go…	1 (2.1%)
one thing that I would like to hi…	1 (2.1%)
The mess menu is also pretty…	1 (2.1%)

10. What **features** would you like in the Central Mess Management System Software?

28 responses

Online Mess in/out and billing features

In,out features , pay challan, view history, mess menu , suggestions to change menu, mess complaints option, report error, etc

I would like digital mess in/out system from an app/website as sometimes we forget to go to mess and with less time we can in/out our mess.
Second the online system should show current mess in days for a month and a record of mess history and bill payments along with any late due fees. there should also be an onlne debit/credit card mess payment system so eliminate the hasle of visiting the banks or offices for the payment of mess bills

GUI
All the features that I mentioned above.

In and Out

options to choose menu and the number of meals and how much they will cost