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CS504 Assignment 1 Solution

Fall 2026

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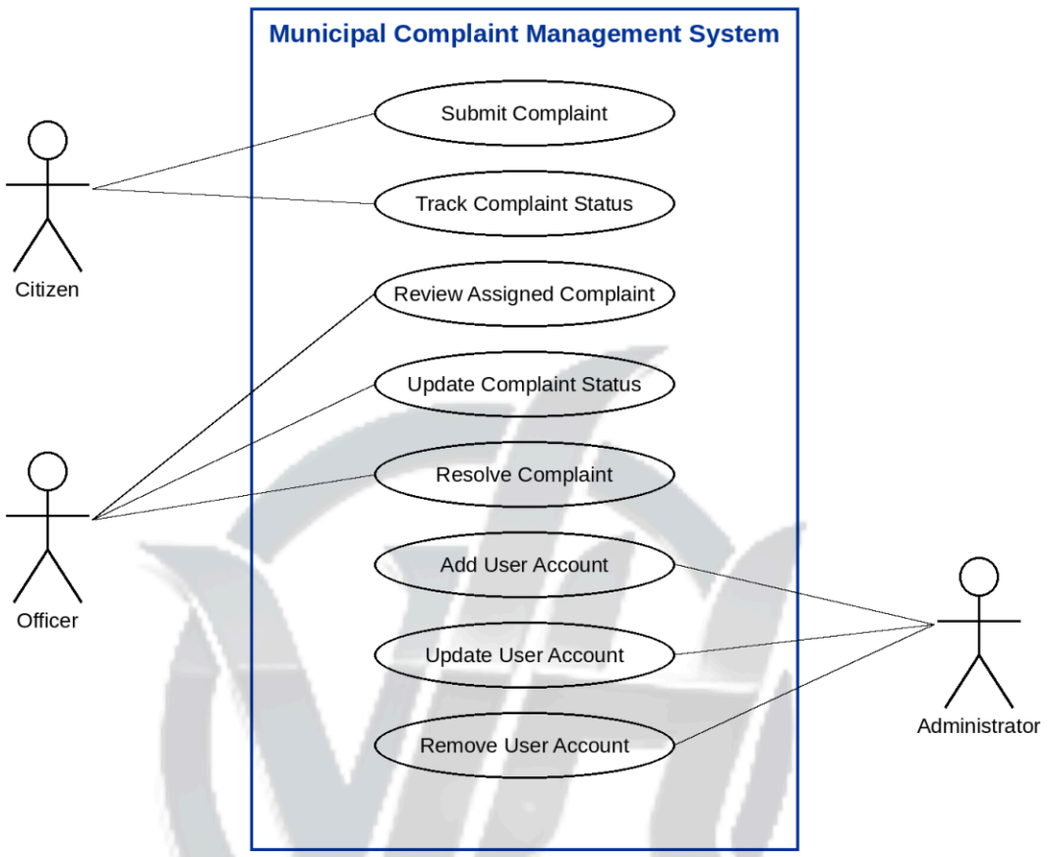
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CS504 — Software Engineering-1

Assignment No. 1 — Fall 2026 | Total Marks: 20

Use Case Diagram — Municipal Complaint Management System



Actors and their use cases: Citizen — Submit Complaint, Track Complaint Status. Officer — Review Assigned Complaint, Update Complaint Status, Resolve Complaint. Administrator — Add User Account, Update User Account, Remove User Account.