Introduction

College grievance portal

External interface requirements

1. User interface

•Register/Login page: A user has to first register and then login to send their issue. The authority has to login to check the dashboard.

•Image your issue : On this page firstly select category that is who is responsible for resolving this issue then you could click the image with its timestamp and submit it with a short description. This sends a notification to the respective authority.

•Authority dashboard: This page is only for authority. This page contains request notifications. It contains a form where in the authority acknowledges the request and provides with a time limit to resolve it.

Resolved page: The authority on resolving the issue can click an image and notify the particular request id.

•Status: The user can check the staus of their request id in this page, whether it is acknowledged or resolved or pending. It shows the time limit and resends the request if time limit exceeds and problem ain't resolved.

2. Hardware interface

•Hardware requirements: Mobile phone

•Supported device types: Android versions

3. Software interface

1. Working on which software/connection with other softwares:

2. Connection of software with other libraries

4. Communication interface

1. Web browser versions

2. Network server communication protocols: http ftp https

3. Electronic forms: There shall be 3 forms. The first is filled up by the user to report an issue. Second form is filled by the respective authority to acknowledge the issue and add a time slot for it. Third is resolved form wherein the image of the resolved issue is put.

4. Data transfer rate: