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Revision History

Name	Date	Reason for Changes	Version
Muhmmad Yasin and Syed Adil	20/09/2023	Initial Document	1.0

1. Business Requirements

1.1 Project Background
The University of Malakand Complaint Portal is a platform designed to enable students, faculty, and staff to report issues and complaints to the university administration. The portal will offer a simple and user-friendly interface for submitting complaints, tracking their status, and receiving updates. The current system, which often requires users to visit administrative offices in person, is inconvenient due to limited office hours and complex procedures.

1.2 Business Opportunity
The University of Malakand Complaint Portal will provide a centralized platform for the university community to report issues and complaints. This will help the administration better understand and address the community's needs, improving the overall university environment and fostering trust and accountability.

1.3 Risks

1. **Low Digital Literacy**: Some community members may have limited digital literacy skills.
2. **Resistance to Change**: There might be resistance to adopting a new digital platform, particularly among those accustomed to traditional methods.
3. **Limited Internet Access**: Some users may have limited internet access due to geographical or financial constraints.
4. **Lack of Awareness**: Insufficient promotion and education about the portal's existence and benefits could hinder its adoption.

1.4 Assumptions

1. **Community Engagement**: Community members will engage with the portal.
2. **Administrative Commitment**: The university administration will address concerns raised through the portal.
3. **Successful Training**: Training and support programs will help users navigate and utilize the portal effectively.
4. **System Availability**: The system will be available 24/7, facilitating continuous access for users.

2. Vision of the Solution

2.1 Vision Statement
The University of Malakand Complaint Portal will provide a simple and easy-to-use platform for students, faculty, and staff to report issues and complaints to the university administration. The portal will be accessible from any device with an internet connection and will provide real-time updates on the status of complaints.

2.2 Objectives of the Project

- **To Empower Students' Voices**: Provide a user-friendly platform that encourages students to report their concerns easily, ensuring their voices are heard and addressed promptly.
- **To Facilitate Communication**: Improve communication between students and university administration, promoting dialogue and collaboration to resolve issues effectively.
- **To Foster Trust and Accountability**: Build trust within the university community by ensuring complaints are handled transparently and efficiently, demonstrating the administration's commitment to addressing student concerns.
- **To Ensure Fairness and Equity**: Establish a fair and equitable complaint handling process, ensuring that all student complaints are treated with impartiality and resolved in a timely manner.
- **To Enable Data-Driven Decision Making**: Collect and analyze data on student complaints to identify trends and systemic issues, enabling the university to make informed decisions and implement continuous improvements.

2.3 List of Features

The University of Malakand Complaint Portal will include the following key features:

1. User Registration and Authentication
2. Complaint Registration and Management
3. Complaint Tracking
4. Report Generation
5. Statistical Analysis

2.4 Scope of Initial Release
The scope of the initial release of the University of Malakand Complaint Portal will include the following features:

Feature	Version 1.0
1	Fully Implemented
2	Fully Implemented
3	Fully Implemented
4	Fully Implemented
5	Fully Implemented

2.5 Limitations and Exclusions

- All Features 4 and 5 will be not implemented in Version 1.0.
- Some features such as emergency systems will not be implemented.

2.6 Scope of Subsequent Releases

- Features 4 and 5 will be developed in Version 1.1.

3. Business Context

3.1 Stakeholder Profiles

The stakeholders for the University of Malakand Complaint Portal include the following:

- System Admin
- University Administrators
- Faculty Members
- Students
- Staff Members

3.2 Users

- **University Administrators**: Responsible for monitoring and reviewing complaints submitted by community members.
- **System Administrators:** IT staff responsible for maintaining the system, ensuring its security, and managing user access.
- **Students, Faculty, and Staff**: Members of the university community who use the portal to voice concerns, report issues, and engage with the administration.

User	Description	Responsibility	Success Criteria
University Administrators	Key figures in the university responsible for overseeing and managing complaints.	Actively monitor and review complaints submitted by community members.	Effectively manage and respond to complaints, demonstrating timely issue resolution.
System Administrators	IT staff responsible for the technical maintenance and security of the portal.	Ensure the portal is secure, functional, and accessible.	Maintain high system uptime and address technical issues promptly.

Students, Faculty, and Staff	Members of the university community who use the portal to report issues.	Submit complaints and provide accurate and comprehensive information.	Utilize the portal as a valuable tool for community involvement and communication.

3.3 Project Priorities

The University of Malakand Complaint Portal project has defined the following key priorities:

- The project must be completed and delivered within 8 months in two versions.
- The project must have an easy-to-use interface, intuitive navigation, and efficient complaint submission and tracking processes.

3.4 Deployment Considerations

The University of Malakand Complaint Portal will be deployed as a web application, enhancing accessibility and convenience for users. It will be available on any device (desktop, laptop, tablet, smartphone) with an internet connection.