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# 1. Introduction

## 1.1 Purpose

The purpose of this Software Requirements Specification (SRS) document is to provide a comprehensive description of the University of Malakand Complaint Portal. This document outlines the functional and non-functional requirements, system features, and design constraints for the development of the new web-based complaint portal. The goal of this portal is to streamline the complaint reporting process, enhance transparency, and foster greater civic engagement within the university community.

## 1.2 Scope

The scope of this project includes the development of a web-based complaint portal accessible to all students, faculty, and staff of the University of Malakand. The system will allow users to submit complaints, track the status of their complaints, and receive updates on resolutions. The portal will also provide administrative features for university staff to manage and resolve complaints efficiently. The project aims to replace the existing manual complaint reporting system, thereby improving accessibility, efficiency, and transparency.

## 1.3 Objectives of the Project

The development of the University of Malakand Complaint Portal aims to achieve the following objectives:

- **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 Promote 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.

# 2. Literature Review

We have conducted a detailed study on the similar systems, research articles and journals related to the area of this research paper. This provides a deeper insight into the chosen area of interest and provides an overview of how others have carried out their work in the same field.

The University of Queensland is Australia's top leading research and teaching institution. Their complaints management system is very effective in improving the students' services. It assists in identifying the systemic and reoccurring administrative problems. Complaints related to discrimination, un-satisfaction, misconduct, personal information and privacy breaches can also be issued using the online system. [1]

The Arab Open University (AOU) is a pioneer when it comes to new concepts in the delivery of university education at the highest standards. The Student Complaint System for Arab Open University is an online system administered by the Online Student Services department to enrich the student experience. [2]

The National University of Singapore (NUS) is recognized as one of the best in Asia, and the world. The online Lost & Found System allows the students to post a report of the item which they lost on campus. To access the online lost and found system they have to log into the system using their NUSNET ID and password. [3]

Scottsdale Community College offers a great college experience for students of all ages and aspirations. They have an online Suggestion Box where you can submit your suggestions. This system also asks the user which college employee need be informed about their suggestion and if they would like to have a personal response to their suggestion. [4]

### 3. Overall Description

#### 3.1 Product Perspective

The University of Malakand Complaint Portal will be a web-based application designed to replace the current manual, paper-based complaint reporting system. The portal will serve as an interface between students, faculty, staff, and university administration, allowing for efficient complaint submission, management, and resolution.

#### 3.2 Product Features

- **User Registration and Authentication:**
  - Secure login and registration for students, faculty, and staff using university credentials.
- **Account Restrictions:**
  - Only individuals affiliated with the University of Malakand can create an account. External users are restricted from creating accounts.
- **Complaint Registration and Management:**
  - Users can submit complaints and attach relevant documents.
- **Complaint Tracking:**
  - Real-time status updates on complaints for users.
- **Report Generation:**
  - Automated generation of reports on complaint statistics for university administrators.
- **Statistical Analysis:**
  - Analysis of complaint data to identify trends and areas for improvement.

#### 3.3 User Classes and Characteristics

- **Students, Faculty and Staff:**
  - Primary users who will submit and track complaints.
- **University Administrators or Concern Personality:**
  - They are responsible for managing and resolving complaints.
- **System Administrators:**
  - IT staff responsible for maintaining the system and ensuring its security and functionality.

### 3.4 Operating Environment

The system will be a web-based application accessible via standard web browsers (e.g., Google Chrome, Mozilla Firefox, Microsoft Edge) on various devices, including desktops, laptops, tablets, and smartphones. It will be hosted on the university's servers, ensuring data security and integrity.

### 3.5 Design and Implementation Constraints

- **Security:**
  - The system must comply with data protection regulations to safeguard user information.
- **Accessibility:**
  - The portal must be accessible to all users, including those with disabilities, in accordance with WCAG 2.1 guidelines.
- **Integration:**
  - The system should integrate seamlessly with existing university IT infrastructure and databases.
- **Scalability:**
  - The system must be scalable to handle a growing number of users and complaints over time.

## 4. System Features

- **User Registration and Authentication:**
  - Secure login for students, faculty, and staff using university credentials.
- **Account Restrictions:**
  - Only individuals affiliated with the University of Malakand can create an account. External users are restricted from creating accounts.
- **Complaint Registration and Management:**
  - Users can submit, view, and manage complaints.
- **Complaint Tracking:**
  - Real-time tracking of complaint status and updates.
- **Report Generation:**
  - Automated generation of statistical and summary reports.
- **Statistical Analysis:**
  - Tools for analyzing complaint data to identify trends and areas needing improvement.

## 5. Non-Functional Requirements

- **Performance:**
  - The system should handle multiple concurrent users without significant delays.
- **Reliability:**
  - The system must be reliable with minimal downtime.
- **Usability:**
  - The portal should be user-friendly and intuitive, requiring minimal training for users.
- **Security:**
  - The system must ensure data confidentiality, integrity, and availability.
- **Maintainability:**
  - The system should be easy to maintain and update by the IT staff.

## 6. Glossary

- **UoM:** University of Malakand
- **WCAG:** Web Content Accessibility Guidelines
- **IT:** Information Technology
- **Complaint Portal:** The web-based system for submitting, managing, and tracking complaints.

## 7. References

- [1] University of Queensland, U., 2017. Complaint Management System.

<https://complaints.uq.edu.au/cms/CreateCaseForUq.do> [Accessed 24 April 2017].

- [2] Arab Open University, A., 2017. Student Complaint System.

<https://sisonline.arabou.edu.kw/omneng/> [Accessed 25 April 2017].

- [3] National University of Singapore, N., 2016. Lost and Found System.

<https://myaces.nus.edu.sg/prjvlf/login.do> [Accessed 24 April 2017].

- [4] Scottsdale, 2016. Scottsdale Community College Online Suggestion.

<https://www.scottsdalecc.edu/about-scottsdale/suggestionbox>