HIGHER EDUCATION STUDENTS' LOANS BOARD

Requirements for Development of Online Complaints Management Portal

Create a complaints management portal linked with the website (www.heslb.go.tz)

No.	Actor	Requirements/Proposed action points
1	**Actor 1: Complainant**	i. User clicks on the portal link ii. User creates an account iii. User logs in with username and password iv. A system displays a Client Service Charter that prompts the user to read before lodging a complaint v. A system displays a complaint register form, which contains; • Complainant's form four index number • Complainant's name • Complainant's mobile telephone number • Complainant's email address (mandatory) vi. User selects nature of a complaint • Allocation and disbursement • Repayment and recovery • General inquiries vii. System allows user to add comments viii. System allows user to upload document/attachment ix. System allows user to edit or delete uploaded document/attachment before submitting x. System allows user to submit the complaint xi. User clicks log-out button to exit. xii. Create a feedback section, which contains; • Notification of status of the lodged complaint (e.g. received, on progress, solved, closed etc.) • User receives a pop-up email notification on the status of the lodged complaint xiii. System allows unsatisfied user with the option to appeal xiv. A system displays appeal register form, which contains; • A submitted complaint register form • Feedback received • Appeal section

2	**Actor 2: Complaints Handling Officer**	i. User clicks on the portal link
		ii. User creates an account
		iii. User log in with username and password
		iv. System displays all lodged complaints
		v. System allows user to view each complaint
		vi. System displays feedback section for each complaint
		vii. System generates a report of received and solved complaints daily
		       • Number of complaints received
		       • Number of complaints solved
		       • Number of received pending complaints
		viii. System allows user to edit
		ix. System allows a user to close a complaint
		x. System allows to channel a complaint to supervisors
		xi. System allows to channel a complaint to a relevant department (e.g. Repayment for a refund complaint)
		xii. System allows to view decision (In case of any dissatisfaction)
		xiii. User clicks log-out button
		xiv. User receives a pop-up email notification of a new complaint

3	**Actor 3: Complaints supervisors**	i. User clicks on the portal link ii. User creates an account iii. User log in with the username and password iv. System displays all complaints lodged v. System displays solved and pending complaints vi. System allows to channel a complaint to a relevant department (e.g. Repayment for a refund complaint) vii. System allows to view appeals viii. System allows to view an appellant's complaint registered form ix. System displays a feedback section for each lodged appeal x. System generates report xi. User clicks log-out button xii. User receives a pop-up email notification of an lodged appeal