Concept 1: Charity

**Type:** Charity is an activity or gift that benefits the public at large. It is a kindly and lenient attitude towards people. It can be classified as an B.O.

**Functional Requirements:**

1). **Type of charity:** Charity means help those in need. Charity can be of many types like providing educational, scientific, religious and artistic assistance to those in need. Charity can be done in the form of money, food, etc.... So for giving charity one must know that what type of charity he/she want to do.

2). **Spirit of active goodwill toward others:** The person who is doing charity should be devoted in helping other people, showing kindness, charitable concern, and generosity toward other people. He/she should be generous enough to give charity.

3). **Resources:** For doing charity there must be a source of aid or support that may be drawn upon when needed. There must be available source of wealth; a new or reserve supply that can be drawn upon when needed.

4). **Donars:** The important requirement of charity is that there must be someone who is always ready to donate. Charity itself means giving something without selfish motives. Donars donate financial aids, educational aids, etc... to those who need all these types of aids.

5). **Need:** Charity should be done according to the needs. Donar should understand the needs of the other people to whom they are going to donate that whether they really need that type of help which donar is going to
6). Sufficient Aids: The person who is donating should have sufficient funds to donate. To give something to others who need it, donar must have sufficient amount of it so that he/she can fulfill the requirements of the needy.

Non-Functional Requirements

1). Dependency: Charity depends on donar i.e. whether anyone is willing to donate or not. Act of charity always depends on other peoples. It's not an individual task. If someone wants to donate then he/she should find the person who actually needs it and if someone wants to get something he/she must find a donar to donate. So donar and acceptor are both dependent on each other.

2). Usability: Donation given is actually usefull to others. Make sure that it should not be wasted. Acceptors should get full advantage of the charity which is given to them.

3). Philanthropy: One must have desire to benefit humanity, a desire to improve the material, social, and spiritual welfare of humanity, through charitable activities.

4). Availability: Availability is the important requirement of charity. There should be enough funds or aids available for charity.

5). Supportability: Charity supports every kind of funds like anyone can donate. Whosoever wants to donate, they can easily donate without any prior permission from others. There are no restrictions to donars.

6). Modifiability: Charity can be increased or decreased with time. Charity has the ability to add unspecified future functionality.
Challenges

- Charity is going in safe hands or not, i.e whether donation is reaching to those people who really need this or not. There are various charitable organizations made to help other people but in some of the organizations, before reaching to the needy people donations go into wrong hands like some of the trust members. So, donars should make sure that what they are donating is really fulfilling the needs of other people.
- Taking help from only those who wish to help others and those who have enough to give. Do not take help from others forcefully.
- This is very important that before doing charity one should understand the needs of others that wheather they really need the same thing which you are offering to them. Because charity is to fulfill their needs but if we give them clothes instead of food their needs are not fulfilled.
**Concept 2: Complaint**

**Type:** Compliant is a pleading describing some wrong or offense. It’s an expression of grievance or resentment. It can be classified as a EBT

**Functional Requirements:**

1). **Displeasure:** To Complain for anything one must be dissatisfied with the services provided. The complainer should know the disadvantages of the particular service about he/she is going to complain.

2). **Any Service or Product:** If someone wants to complain there must be any type of service or any product about which customer wants to complain. So, any services or any products are the basic requirements of the Complaint.

3). **Any Party:** There must be two parties present for the process of complaint. The one who is complaining (e.g. Petitioner) and the one about whom complaint is written (e.g. Defendant). It’s not an individual process.

4). **Causes of action:** If one is not satisfied with the services provided he/she can complain for the improvement of the service but he/she should have to mention the reasons of dissatisfaction. For example, in any of the organization if complaint is written against some of the employees, complaint is always written with all the reasons of complaining. The person who is complaining must know the reasons for his/her complain.

5). **Criteria:** For every complaint there must be certain criteria to file a complaint. For example, for a particular product, that product must be used first then only one can complain for that product. It’s not like anyone going roadside can complain about a product. There must be certain criteria to be followed for that particular complaint.
Non-Functional Requirements:

1). Effectiveness: Before Complaining one must know the effects of that complaint i.e how effective is the complaint? Complaint should be effective enough to make improvements. Complaints are done to make changes in that particular system, so more effective complaint, more rapid changes will take place.

2). Evidence: The Complaint should be strong with full proof. Evidences should be provided with the complaint to take any action.

3). Security: Only authorized users can complaint for that particular field. The person who is not satisfied while using the service can complain. For example, In any organization only the employees of that organization should have the right to complaint. For any product the person who is using that product can complain for that particular product.

4). Usability: Complaint can be done by the person who has less or no knowledge of that field.

5). Modifiability: Complaints should be modifiable i.e. If one is not satisfied with the improvements done after complaint he/she can complain for another time also. One can complain for the same service a number of times.

Challenges:

- The most important challenge in complaint is that the complaint is done with full evidence. Full evidences are attached with complaint.
- The complaint is done for improvement but this is not sure that whether your complaint gives enough proof to make changes.
- Complaining may sometimes create risks to life of the petitioner who has filed complaint against other. Just make sure that there is no risk after complaint.