**Project Design Phase**

**Proposed Solution Template**

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| Date | 28 June 2025 |
| Team ID | LTVIP2025TMID57433 |
| Project Name | Online Complaint Registration and Management System |
| Maximum Marks | 2 Marks |

**Proposed Solution Template:**

Project team shall fill the following information in the proposed solution template.

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | In many organizations and government departments, the process of registering, tracking, and resolving public or customer complaints is still handled manually or through outdated systems. This leads to delayed responses, lack of transparency, inefficient management of issues, and low user satisfaction. There is no centralized platform for users to submit complaints and track their resolution progress in real-time. |
|  | Idea / Solution description | To address the inefficiencies of traditional complaint handling methods, we propose the development of an **Online Complaint Registration and Management System**—a web-based platform that provides a centralized and transparent way to manage user complaints efficiently. |
|  | Novelty / Uniqueness | -Enables real-time chat between users and agents for faster communication.  -Allows users to track complaint status live, from submission to resolution.  -Provides separate dashboards for users, agents, and admins for better management. |
|  | Social Impact / Customer Satisfaction | -Builds trust by providing transparency in complaint handling and resolution.  -Reduces response time and improves user satisfaction through real-time updates and communication.  -Empowers users to raise issues easily from anywhere, promoting inclusivity and accessibility.  -Enhances service quality by ensuring complaints are addressed quickly and efficiently. |
|  | Business Model (Revenue Model) | -Subscription-based plans for organizations (monthly/yearly) to access admin and agent dashboards.  -Customization charges for tailoring the system to specific industries (e.g., schools, municipalities, companies).  -Advertisements or sponsored listings (optional) on the user dashboard for free-tier users.  -Premium support and analytics features offered as paid add-ons for enterprise clients. |
|  | Scalability of the Solution | Can handle increasing number of users, complaints, and agents without performance issues.  Easily deployable for different sectors like education, government, corporate, or public services.  Modular design allows adding new features like mobile apps, automated replies, or analytics.  Cloud-based backend ensures the system can scale across cities, regions, or even countries. |