

# Project Design: Online Complaint Submission Platform

Date	26-06-2025
Team Id	LTVIP2025TMID53167
Project Name	Resolve Now: Plat for online complaints Registration
Maximum Marks	2 Marks

## Problem Statement

Citizens, customers, or users often face challenges when reporting issues or filing complaints due to:

- Inefficient offline complaint systems
- Lack of transparency and tracking
- Long resolution times
- No feedback loops
- Bureaucratic delay

## Target Users

- Citizens reporting public service issues
- Customers reporting product or service issues
- Students in academic institutions
- Employees in corporate setups

## Solution Overview

A centralized online platform (web and/or mobile) for lodging complaints with features to:

- Submit complaints across categories
- Attach supporting evidence (images/videos/docs)
- Auto-assign complaints to relevant departments
- Track progress and receive notifications
- Enable feedback and rating of complaint resolution

## Key Features (MVP)

Feature	Description
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## Project Design: Online Complaint Submission Platform

Complaint Submission	Simple form for entering complaint details
Attach Media	Upload photos, videos, or documents
Location Tagging	GPS-based tagging for precise issue location
Complaint Categories	Segmented by department or service
Complaint Tracking	View current status and updates
Notifications	Email/SMS/app updates on status
Feedback & Rating	Rate the quality of the response

## Technical Stack (Example)

Layer	Tools/Tech
Frontend	React / Flutter / Vue.js
Backend	Node.js / Django / Laravel
Database	PostgreSQL / MongoDB
Authentication	JWT / OAuth
Cloud/Hosting	AWS / Firebase / Heroku
Notifications	AWS S3 / Cloudinary

## Success Metrics

- Time taken to resolve complaints
- Number of complaints resolved
- User satisfaction (ratings)
- Repeat users / platform engagement
- Response time from departments

## **Future Enhancements**

### **Project Design: Online Complaint Submission Platform**

- AI-based complaint routing
- Chatbot for initial interaction
- Integration with govt/private CRMs
- Anonymous complaints
- Multilingual support
- Mobile app (if starting with web)

## **Feedback Loop**

- Weekly user feedback collection
- Automated survey after resolution
- User interviews for pain point analysis