Project Design Phase-I
Proposed Solution

Date	22 June 2024
Team ID	SWTID1720103759
Project Name	Project – Online Complaint and Management System
Maximum Marks	3 Marks

Proposed Solution:

S. No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	I am a student. I am trying to make complaints but the complaints go through various levels of authorities because problems require resolution by different authorities with specific authorizations which makes me feel hopeless and exhausted as the process is very tedious. I am a problem solver. I am trying to rectify problems but it is difficult to address all the problems raised by the students because the student population is huge and thus the number of complaints which makes me feel irresponsible and inattentive to student's concerns.
2.	Idea / Solution description	A centralized digital platform for students to submit complaints, which intelligently categorizes and directs them to the appropriate authorities. A dashboard for problem solvers to efficiently track, manage, and resolve complaints.
3.	Novelty / Uniqueness	**Real-time Tracking and Transparency**: Both students and authorities can track the status of complaints in real-time, ensuring transparency and accountability. **Feedback Mechanism**: Allows students to provide feedback on the resolution process, which aids in continuous improvement.
4.	Social Impact / Customer Satisfaction	Authorities can manage complaints more effectively, leading to quicker resolutions and higher satisfaction rates for students.
5.	Business Model (Revenue Model)	Free model with basic features. One-time premium model with all features
6.	Scalability of the Solution	Cloud-based deployment ensures scalability to handle more users from various institutions More features can be added without disrupting the existing solution