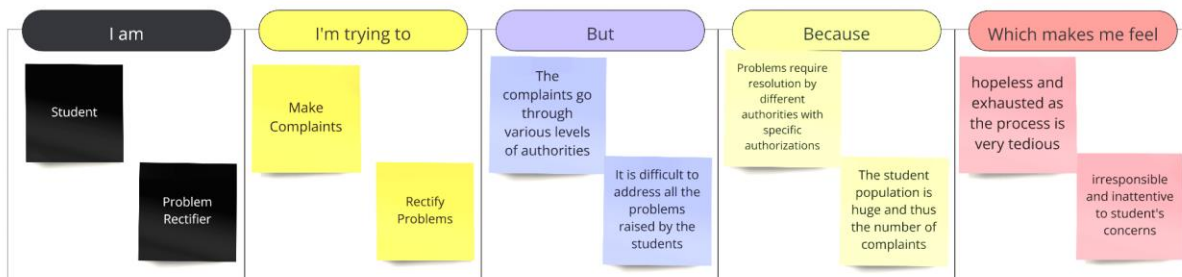


Ideation Phase

Define the Problem Statements

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

Customer Problem Statement:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Student	Make Complaints	The complaints go through various levels of authorities	Problems require resolution by different authorities with specific authorizations	Hopeless and exhausted as the process is very tedious
PS-2	Problem Rectifier	Rectify Problems	It is difficult to address all the problems raised by the students	The student population is huge and thus the number of complaints	Irresponsible and inattentive to student's concerns