**Ideation Phase**

**Define the Problem Statements**

|  |  |
| --- | --- |
| Date | 20 June 2025 |
| Team ID | LTVIP2025TMID54785 |
| Project Name | LearnHub: Your Center For Skill Enhancement |
| Maximum Marks | 2 Marks |

**Customer Problem Statement Template:**

Many citizens face significant challenges when trying to register complaints with government departments, service providers, or support systems. The existing processes are often manual, outdated, and fragmented, leading to delays, miscommunication, and lack of transparency. Users frequently remain unaware of the current status of their complaints and have no proper mechanism to track or follow up on unresolved issues. The absence of a centralized and user-friendly platform results in frustration, inefficiency, and a loss of trust in the system. Without real-time updates or clear accountability, complaints may go unaddressed or ignored. This highlights the need for a digital solution that enables users to easily lodge, track, and manage complaints while improving communication and ensuring timely resolution.

Graphical user interface, text, application, email

Description automatically generated

**Example:**

Chart, treemap chart

Description automatically generated

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | a student/learner | access structured learning materials for a course | I can't find organized or clear course content | the content is scattered across different places | confused and demotivated |
| PS-2 | a registered student | track my learning progress or completed modules | there is no proper progress tracking system | the platform lacks user progress dashboards | uncertain and disengaged |