**Ideation Phase**

**Define the Problem Statements**

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| --- | --- |
| Date | 20 June 2025 |
| Team ID | LTVIP2025TMID54898 |
| Project Name | Resolvenow: your platform for online complaints |
| 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 The existing processes are often manual, outdated, and fragmented, leading to delays, miscommunication, and lack of transparency.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

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| --- | --- | --- | --- | --- | --- |
| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | a citizen/service user | register a complaint about a public issue | I don’t know where or how to do it easily | the process is manual, confusing, and delayed | frustrated and helpless |
| PS-2 | a registered user | check the status of my previously submitted complaint | there is no proper tracking system or updates | the current system lacks transparency and feedback | ignored and dissatisfied |