Project Design Phase

Date	7 April 2025
Team ID	SWTID1743161557
Project Name	Online Complaint Registration and Management System (OCRMS)
Program	Full Stack Development MERN_VIT

Proposed Solution

S.No.	Parameter	Description
1.	**Problem Statement (Problem to be solved)**	Citizens face difficulties in filing complaints and tracking their status. The existing system lacks transparency, real-time updates, and efficiency in resolving complaints. There is also a communication gap between users and authorities.
2.	**Idea / Solution Description**	The **Online Complaint Registration and Management System (OCRMS)** is a web-based platform that allows users to file complaints, track their progress, and receive updates. Authorities can categorize, assign, and resolve complaints efficiently. The system ensures secure authentication, status tracking, and automated notifications.
3.	**Novelty / Uniqueness**	Unlike traditional manual complaint systems, OCRMS provides **real-time tracking, automated notifications, role-based access, and analytics for trend analysis.** It enhances user engagement through a transparent resolution mechanism.
4.	**Social Impact / Customer Satisfaction**	OCRMS improves governance by ensuring accountability, transparency, and timely redressal of complaints. Users experience increased trust in the system, leading to **better civic engagement and satisfaction**. It empowers citizens to raise issues without bureaucratic delays.
5.	**Business Model (Revenue Model)**	The platform can operate on a **subscription-based model** for government and private organizations, with premium features like **advanced analytics, AI-based complaint categorization, and priority handling** for enterprises. Advertisements and government funding can further support its sustainability.
6.	**Scalability of the Solution**	OCRMS is designed with **modular architecture and cloud-based infrastructure**, making it scalable to handle large datasets. It can be extended to multiple cities, integrated with law enforcement databases, and support mobile applications for greater accessibility.