

Ideation Phase

Define the Problem Statements

Date	01.04.2025
Team ID	SWTID1743161557
Project Name	Online Complaint Registration & Management System (OCRMS)
Program	Full Stack Development MERN_VIT

I am	I'm trying to	But	Because	Which makes me feel
<p>I am</p> <p>A resident struggling with unresolved civic issues.</p>	<p>I'm trying to</p> <p>Report complaints quickly and track their resolution.</p>	<p>But</p> <p>The current process is slow, lacks transparency, and often gets ignored.</p>	<p>Because</p> <p>There is no centralized system for monitoring complaint status.</p>	<p>Which makes me feel</p> <p>Frustrated, unheard, and unsure if my complaint will ever be resolved.</p>

I am	I'm trying to	But	Because	Which makes me feel
<p>I am</p> <p>A government official handling public grievances.</p>	<p>I'm trying to</p> <p>Efficiently manage and resolve complaints on time.</p>	<p>But</p> <p>The complaints are disorganized, and tracking progress is difficult.</p>	<p>Because</p> <p>There is no structured dashboard or automated assignment system.</p>	<p>Which makes me feel</p> <p>Overwhelmed, inefficient, and unable to provide timely resolutions.</p>

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A resident struggling with unresolved civic issues.	Report complaints quickly and track their resolution.	The current process is slow, lacks transparency, and often gets ignored.	There is no centralized system for monitoring complaint	Frustrated, unheard, and unsure if my complaint will ever be resolved.
PS-2	A government official handling public grievance.	Efficiently manage and resolve complaints on time. ?	The complaint s are disorganiz ed, and tracking progress is difficult.	There is no structured dashboard or automated assignment system.	Overwhelmed, inefficient, and unable to provide timely resolutions.