

**Project Design Phase**  
**Proposed Solution**

Date	23 February 2026
Team ID	LTVIP2026TMIDS90304
Project Name	ONLINE COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM
Maximum Marks	2 Marks

**Proposed Solution Template:**

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1.	<b>Problem Statement</b>	Customers often face fragmented and opaque processes when reporting product defects or service issues. Without a centralized system, tracking resolutions becomes difficult, leading to user frustration and delayed organizational responses.
2.	<b>Idea / Solution description</b>	A full-stack MERN application providing a centralized platform for managing the entire complaint lifecycle. It features role-based dashboards for Users (submission/tracking), Agents (resolution/communication), and Admins (oversight/assignment).
3.	<b>Novelty / Uniqueness</b>	The system integrates a built-in real-time messaging feature using message schemas that link specific complaints directly to conversations. It also employs intelligent routing to ensure complaints reach the appropriate personnel efficiently.
4.	<b>Social Impact / Customer Satisfaction</b>	By providing real-time tracking and direct agent interaction, the system improves transparency and trust. It empowers users by ensuring their issues are heard and resolved promptly according to industry guidelines.
5.	<b>Business Model (Revenue Model)</b>	The solution can be offered as a <b>SaaS (Software as a Service)</b> model with tiered subscription plans for organizations. Revenue can also be generated through customization services and premium support for enterprise-level regulatory compliance.
6.	<b>Scalability of the Solution</b>	Built on <b>MongoDB</b> and <b>Node.js</b> , the architecture is designed for high performance and horizontal scalability to handle increasing volumes of users and complaints. The modular schema design allows for easy expansion into different industry departments.