

Problem Statement

Date: 27 June 2025

Team ID: LTVIP2025TMID49956

Project Name: Resolve Now: Your Platform for Online Complaints

Maximum Marks: 2 Marks

Problem Definition:

In today's digital world, customers often face problems with products or services from various companies-ranging from damaged items and poor service to delayed responses. However, the current methods of registering complaints (emails, helplines, or offline visits) are inefficient, non-transparent, and often lack follow-up mechanisms.

There is a need for a centralized, user-friendly online platform where users can lodge complaints against service providers, companies, or public services and track the resolution process in real time.

Key Issues:

Issue	Impact
No centralized complaint hub	Users must visit individual company websites
Slow response or no tracking	Users are left in the dark after submitting
Lack of transparency	Users can't see the status or priority
Frustration due to delays	Leads to mistrust and customer dissatisfaction

Real-Life Example:

Scenario:

A customer ordered a smartphone online, but received a damaged product. They emailed customer support, but received no reply for weeks. Reaching the company's helpline took hours and still didn't lead to a solution.

If 'Resolve Now' existed:

- The customer would register the complaint on the platform.
- The company would be notified.
- The platform would show real-time updates.
- Resolution would be time-bound with escalation if needed.