**Ideation Phase**

**Define the Problem Statements**

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| Date | 06th July , 2024 |
| Team ID | SWTID1720075176 |
| Project Name | Online Complaint Register and Management |
| Maximum Marks | 3 Marks |

**Customer Problem Statement Template:**

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you’ll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

**Example:**

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| --- | --- | --- | --- | --- | --- |
| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| I want to file a complaint about the poor condition of roads in my locality | Indian Citizen | Submit a complaint to the relevant government authorities | I'm unable to find the right channel or procedure to file my complaint | The process for road-related complaints is not clear or easily accessible | Frustrated and helpless |
| I need to report an issue with the non-functioning streetlights in my neighborhood. | A citizen | Inform the concerned government department about the problem | I'm not sure if the complaint will be addressed promptly | I've heard that the government's response to such infrastructure-related issues can be slow | Concerned and dissatisfied |
| I want to complain about the lack of proper waste management and garbage collection in my area. | A citizen | Reach out to the local municipal authorities | The process for submitting such complaints is not straightforward | I'm not familiar with the specific channels or procedures to use for these types of complaints | Discouraged and disappointed |
| I want to raise a concern about the poor maintenance of public parks and recreational spaces in my area. | A citizen | Notify the relevant government agencies | I'm worried that my complaint might not lead to any concrete action | I've experienced that the government's response to such complaints can be slow and ineffective | Concerned and skeptical |
| I want to complain about the lack of basic amenities and infrastructure in my locality. | An Indian citizen | File a complaint | The process is unclear and not user-friendly | I'm not familiar with the steps to lodge a complaint effectively | Frustrated and confused |
| I want to complain about the irregular garbage collection in my neighborhood. | An Indian citizen | File a complaint | I'm not sure who to contact or how to proceed | I'm not aware of the proper channels to address this issue | Frustrated and annoyed |
| I need to report issues with the government's ration distribution system in my area. | An Indian citizen | Submit a complaint | I'm concerned that my complaint might not be addressed promptly | I've heard about the bureaucratic delays and inefficiencies in the ration distribution system | Worried and dissatisfied |