**Project Design Phase-I**

**Proposed Solution Template**

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

**Proposed Solution Template:**

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

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| **S.No.** | **Parameter** | **Description** |
| 1. | Problem Statement (Problem to be solved) | The lack of an efficient, user-friendly platform for reporting and addressing social issues such as road blockages and drainage blockages leads to prolonged inconveniences, public dissatisfaction, and delayed resolutions. Our goal is to develop a web application using the MERN stack that allows users to post photos and videos of their complaints, facilitating prompt communication and resolution between the general public and government or local bodies. By doing so, we aim to empower citizens to voice their concerns and contribute to the betterment of their communities, while also assisting authorities in identifying and addressing these issues promptly. |
| 2. | Idea / Solution description | The Online Complaint Management Portal is an advanced platform designed to streamline the submission and resolution of daily social issues, ensuring that users can easily post their concerns online, which are promptly notified to the relevant local authorities for action. This user-friendly website allows users to report discrepancies, track the status of their complaints, and provide feedback on the resolution process, promoting transparency and accountability. By facilitating efficient communication between citizens and government bodies, the portal enhances civic engagement and contributes to the improvement of public services and community well-being. |
| 3. | Novelty / Uniqueness | The government complaint box website represents a unique approach to citizen engagement and government accountability. Unlike traditional complaint systems that often lack transparency and follow-up, this platform leverages cutting-edge technology to transform the way individuals interact with the government and voice their concerns. The website's design prioritizes accessibility and inclusivity, which invites feedback from the general public via an easy-to-use interface. What truly sets this initiative apart, however, is its commitment to transparency and mutual accountability. The 2-step verification process, where both the government and the citizen must confirm the resolution of a complaint, fosters a sense of shared responsibility and builds trust between the public and their elected officials. This innovative approach challenges the traditional power dynamics, empowering citizens to participate in the improvement of their communities actively. |
| 4. | Social Impact / Customer Satisfaction | Ease and convenience for the user : The citizens of the country need not to file complaints by physically being present at the concerned department repeatedly And by the means of technology and the use of the app the netzine even in remote areas can file there grievances easily and hassle-free.  Increased Accountability: The system encourages accountability and openness amongst government departments and agencies by giving citizens a forum to voice their complaints. Governance as a result may become more accountable and responsive.   Empowerment of Citizens: By providing a formal avenue for addressing grievances and a voice, the system empowers citizens. People may become more engaged in the community and feel more empowered as a result.   Decrease in Corruption: One way to detect and lessen corruption in government agencies is through an open grievance procedure. Corrupt activities find it more difficult to remain hidden when citizens have the option to report problems anonymously or not.  Data-Driven Policy Making: The information gathered from the grievance system can give decision-makers important new perspectives. They are able to recognize reoccurring problems, gauge public opinion, and make defensible choices to deal with structural challenges. |
| 5. | Business Model (Revenue Model) | Government Partnerships: To improve the grievance redressal processes that government agencies now use, develop partnerships with them and provide the platform as a service. For the use of the platform, charge these agencies a subscription or service fee.   Partnerships for Corporate Social Responsibility (CSR): Work with businesses that want to fund social impact initiatives as a part of their CSR campaigns. In return for visibility and branding opportunities, they might provide funding for the platform.   Provide data analytics services to governmental organizations, non-governmental organizations, and academic institutions. Provide analyses and reports based on the complaints gathered, as these can aid in the creation of policies and the making of decisions.   Adverts and Sponsorships: Incorporate sponsorships and adverts from organizations and companies that are pertinent. Make sure the advertising is pertinent to the platform's users and do not impede their experience.  Donations & Crowdfunding: Start campaigns to raise money through donations from people and groups that agree with your cause. To raise money, emphasize the platform's advantages and societal impact.   Consulting Services: Provide government agencies with advice on how to enhance their grievance procedures in light of the information and understanding acquired from the platform. |
| 6. | Scalability of the Solution | Geographical Expansion: The web application is designed to be scalable and accessible across different regions and cities. By integrating with local government bodies and authorities, the platform can be easily expanded to cater to the needs of citizens in various parts of the country, ensuring nationwide coverage and impact.  The modular and extensible design of the web application enables it to adapt to the specific requirements of different regions, communities, and government agencies. The platform can be customised to accommodate unique complaint categories, resolution workflows, and integration with local systems, ensuring seamless integration and relevance across diverse contexts. |