

Project Design Phase
Proposed Solution Template

Date	28 June 2025
Team ID	LTVIP2025TMID54699
Project Name	your platform for online complaints
Maximum Marks	2 Marks

Proposed Solution Template:

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

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	An online complaint registration and management system is a software application or platform that allows individuals or organizations to submit and track complaints or issues they have encountered. It can help optimize the complaint handling process and empower organizations to develop a safety management system to efficiently resolve customer complaints, while staying in line with industry guidelines and regulatory compliance obligations. It provides a centralized platform for managing complaints, streamlining the complaint resolution process, and improving customer satisfaction.
2.	Idea / Solution description	The Online Complaint Registration and Management System is a user-friendly software solution designed to streamline the process of submitting, tracking, and resolving complaints or issues encountered by individuals or organizations. It provides a centralized platform for efficient complaint management, allowing users to securely register complaints, track their progress in real-time, and interact with assigned agents for issue resolution. With features such as automatic notifications, intelligent complaint routing, and robust security measures, this system ensures timely and effective handling of complaints while prioritizing user Details.
3.	Novelty / Uniqueness	Different user dashboards (Admin, User, Agent) with customized functionalities. ?

4.	Social Impact / Customer Satisfaction	Makes services accessible to people in rural or remote areas without the need to travel physically. ?
5.	Business Model (Revenue Model)	Freemium Model <ul style="list-style-type: none"> • Basic registration services are free for individual users. • Premium services (priority processing, custom support, extra features like PDF reports or analytics) are available at a cost.
6.	Scalability of the Solution	The system is built using a modular structure (frontend, backend, database, authentication) which allows independent scaling of components as demand grows.