

Ideation Phase

Define the Problem Statements

Date	
Team ID	PNT2025TMID09625
Project Name	Online Complaint Registration And Management System
Maximum Marks	2 Marks

Customer Problem Statement Template:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	I am a citizen or student.	I'm trying to submit a complaint easily from my phone or computer.	But the current process is slow, confusing, and requires going in person.	Because the current complaint handling process is manual, slow, and lacks proper tracking , people don't know the status of their complaints and admins have to manage them in an unorganized way — leading to delays, frustration, and incomplete resolutions .	Which makes me feel frustrated and unsure if my complaint will be solved.
PS-2	I am an admin or officer.	I'm trying to manage and resolve complaints quickly.	But I receive complaints in different formats and with missing details.	Because there is no centralized online system to record, assign, and track complaints — everything is done on paper, through phone	Which makes me feel stressed and delays the resolution process.

				calls, or scattered emails, which makes it hard to organize, monitor progress, and keep both users and admins updated in real time.	
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