

Project Design Phase

Proposed Solution Template

Date	
Team ID	PNT2025TMID09625
Project Name	Online Complaint Registration And Management System
Maximum Marks	4 Marks

Proposed Solution

S.No	Parameter	Description
1	User Research & Requirements Gathering	Many people face problems when submitting complaints because the process is slow, there's no proper tracking, and communication with the authorities is unclear. Administrators also find it hard to manage and resolve complaints efficiently.
2	Solution Description	Create a single online platform that allows users to easily submit complaints, attach proof, track their status, and communicate with the handling authority. Administrators get a dashboard to view, assign, and resolve complaints.
3	Novelty / Uniqueness	The platform will have one integrated dashboard for all roles, secure data handling, automated notifications, built-in chat between users and admins, and transparent status updates for trust.
4	Social Impact / Customer Satisfaction	This system will save time, reduce stress, and improve trust between the public and authorities. Users get quick updates, and admins can manage complaints more efficiently, leading to better satisfaction for everyone.
5	Business Model	Could be offered to organizations/government bodies on a subscription basis. Premium features like advanced reports and analytics can be provided for a fee.
6	Scalability of the Solution	The system can be used by schools, companies, local councils, and government departments, with easy expansion for new features and more users.

