**Project Design Phase**

**Problem – Solution**

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| Date | 26-06-2025 |
| Team ID | LTVIP2025TMID59501 |
| Project Name | ResolveNow |
| Maximum Marks | 2 Marks |

**Problem – Solution Fit Overview:**

The Problem–Solution Fit ensures that the Online Complaint Registration and Management System effectively addresses the inefficiencies in complaint handling faced by both users and administrative departments. This validation is crucial before scaling the platform to larger organizations or public services.

* Streamline the complaint registration and resolution process.
* Provide a centralized and transparent platform for managing complaints.
* Ensure faster redressal through efficient assignment and routing mechanisms.
* Improve user experience with real-time tracking and status updates.
* Maintain data security, confidentiality, and compliance with regulatory standards.

### **Problem Statement:**

**Users and administrative staff face challenges such as:**

* Time-consuming, manual, or offline complaint submission processes.
* Lack of a centralized system causing delays and mismanagement.
* Poor tracking and communication regarding complaint status.
* Inability to interact directly with the concerned authority or department.
* Difficulty in prioritizing and routing complaints to the right personnel.

### **Solution:**

**The Online Complaint Registration and Management System provides a streamlined, secure, and user-friendly platform with:**

* Simple complaint submission with fields for category, description, location, and attachments.
* User registration and login to securely track and manage complaint history.
* Real-time status tracking and notifications via email/SMS for every update.
* Direct interaction between users and assigned officers for clarification and follow-ups.
* Automated complaint routing to the appropriate department based on category and location.
* Admin dashboard to oversee complaint trends, staff performance, and resolution metrics.
* Security features like user authentication, role-based access, and data encryption to protect sensitive information.