

# IDEATION PHASE

## COMPLAINT MANAGEMENT & IDEA PRIORITIZATION TEMPLATE

Date	June 2025
Team ID	LTVIP2025TMID56998
Project name	Resolve Now: Online Complaint Portal
Maximum Marks	4 Marks

### Complaint Management & Idea Prioritization Template:

ResolveNow is an online complaint portal that empowers citizens to file complaints and track them effortlessly. It offers a digital solution for bridging the gap between public grievances and responsible authorities, ensuring better transparency, communication, and accountability.

### Major Challenges for Citizens :

Delayed response from authorities	62 %
Lack of proper communication	56%
No complaint tracking system	52%
Complaints closed without resolution info	47%
Difficult registration/filing process	44%
No centralized platform	40%
Need to visit government offices physically	36%
No proof of submission or response	30%
Language or accessibility barriers	21%
Lack of accountability	18%

## Problem discovery

### Objective:

To understand the core issues faced by users in existing complaint systems and develop a more effective digital solution.

### **Common Pain Points for Citizens:**

- High wait times or no response after complaint submission
- No way to track progress or escalation
- Lack of feedback or closure message
- Tedious registration processes
- No multi-language or user-friendly support

### **Common Pain Points for Admin/Authorities:**

- Manual sorting and tracking of complaints
- No priority tagging or category filters
- Inconsistent communication with users
- Lack of analytics or progress reports