

Project Design Phase
Proposed Solution Template

Date	15 February 2025
Team ID	LTVIP2025TMID56132
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	2 Marks

Proposed Solution :

S.No.	Parameter	Description
1	Problem Statement (Problem to be solved)	Lack of a streamlined, transparent, and user-friendly system for registering, tracking, and resolving complaints in government or institutional services. Users face delays, no updates, and lack of communication.
2	Idea / Solution Description	ResolveNow is an online complaint management platform where users can register complaints, track progress, and chat with assigned agents. Admins assign complaints to relevant departments and monitor progress. Unlike traditional systems, ResolveNow integrates real-time
3	Novelty / Uniqueness	messaging, status tracking, role-based dashboards (user/agent/admin), and a clean UI/UX using MERN stack for better engagement and speed. Increases public trust by making the complaint process transparent
4	Social Impact / Customer Satisfaction	and responsive. Empowers users to raise issues and get timely resolutions, improving satisfaction and reducing frustration.
5	Business Model (Revenue Model)	Freemium model for basic public use. Premium paid services for institutions (schools, municipalities, housing societies) that need a customized version with branding, analytics, and support.
6	Scalability of the Solution	Highly scalable across sectors – schools, hospitals, transport, government bodies, etc. Can also be adapted to mobile apps and multilingual platforms for broader reach.