

**Project Design Phase**  
**Proposed Solution Template**

Date	15 February 2025
Team ID	LTVIP2026TMIDS24935
Project Name	ResolveNow: Your Platform For Online Complaints
Maximum Marks	2 Marks

**Proposed Solution Template:**

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Customers face long delays and zero transparency when reporting service issues manually
2.	Idea / Solution description	A MERN stack portal allowing users to raise complaints while Admins assign tasks to Agents for real-time resolution
3.	Novelty / Uniqueness	Features role-based access control and a "Glassmorphism" UI for an intuitive, modern user experience
4.	Social Impact / Customer Satisfaction	Empowers citizens by ensuring their grievances are heard, tracked, and solved efficiently by local authorities
5.	Business Model (Revenue Model)	A subscription-based SaaS model for housing societies or a government-contracted service for utility management.
6.	Scalability of the Solution	Built on MongoDB and Node.js, the system can easily scale to support thousands of users and multiple departments.