**Project Design Phase**

**Problem – Solution Fit Template**

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| Date | 27-06-2025 |
| Team ID | LTVIP2025TMID58213 |
| Project Name | ResolveNow-Your-Platform-for-Online-Complaints |
| Maximum Marks | 2 Marks |

**Problem – Solution Fit Overview:**

The Problem–Solution Fit ensures that the *ResolveNow* platform effectively addresses the inefficiencies in traditional complaint handling systems and meets the real-world needs of both citizens and administrative authorities. This validation is crucial before scaling the system across departments or regions.

**Purpose:**

* Create a transparent, accountable channel for citizens and organizations to report complaints or issues.
* Centralize complaint management—submission, tracking, resolution—on one platform.
* Provide real-time status updates and automated notifications for better engagement.
* Empower administrators with analytics and case tracking for better governance.
* Build trust through timely responses, escalation mechanisms, and feedback collection.

### Problem Statement:

Many institutions and public services face challenges like:

* Complaints getting lost or ignored due to manual systems
* No transparency or updates provided to complainants
* Delayed responses and unclear resolution timelines
* Poor tracking of repeated or high-priority issues
* Lack of data-driven insights for improving service quality

### Solution:

**ResolveNow**, a full-stack complaint registration and management system, offers:

* Online complaint submission with unique tracking ID
* Role-based dashboards for complainants, staff, and admins
* Real-time status updates, email/SMS alerts, and escalation paths
* Complaint categorization, prioritization, and automated assignment
* Performance metrics and reports for timely resolution tracking

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