

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

Date	10-06-2025
Team ID	LTVIP2025TMID20349
Project Name	Resolve Now:Your Platform For Online Complaints
Maximum Marks	2 Marks

**Proposed Solution for Resolve Now**

S. No.	Parameter	Description
1	<b>Problem Statement</b> (Problem to be solved)	An online complaint registration and management system is a software application or platform that allows individuals or organizations to submit and track complaints or issues they have encountered.
2	<b>Idea / Solution Description</b>	The Resolve Now platform is a full-stack web application (React frontend + Node.js backend) that enables clients to post jobs, freelancers to apply, and both parties to collaborate through real-time messaging and secure payments. Admin controls help manage disputes and community standards.
3	<b>Novelty / Uniqueness</b>	<ul style="list-style-type: none"><li>- Online Reporting System</li><li>-The agent will receive the reports</li><li>- Admin dispute resolution system</li></ul>
4	<b>Social Impact / Customer Satisfaction</b>	<ul style="list-style-type: none"><li>-Increases public trust in service delivery.</li><li>-Reduces manual processing time and errors.</li><li>- Improves public service quality through feedback loops.</li><li>-Empowers users with transparency and accountability.</li></ul>
5	<b>Business Model (Revenue Model)</b>	<ul style="list-style-type: none"><li>- Freemium access for users.</li></ul>