**Project Design Phase**

**Proposed Solution Template**

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| 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**

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| **S. No.** | **Parameter** | **Description** |
| **1** | **Problem Statement** (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** | **Idea / Solution Description** | 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** | **Novelty / Uniqueness** | - Online Reporting System  -The agent will receive the reports  - Admin dispute resolution system |
| **4** | **Social Impact / Customer Satisfaction** | -Increases public trust in service delivery.  -Reduces manual processing time and  errors.  - Improves public service quality through  feedback loops.  -Empowers users with transparency and  accountability. |
| **5** | **Business Model (Revenue Model)** | - Freemium access for users. |