

Project Design Phase
Proposed Solution Template

Date	26-06-2025
Team ID	LTVIP2025TMID57620
Project Name	Online complaints
Maximum Marks	2 Marks

Proposed Solution for Resolve Now

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	<ul style="list-style-type: none">- Online Reporting System-The agent will receive the reports- Admin dispute resolution system
4	Social Impact / Customer Satisfaction	<ul style="list-style-type: none">- Impact on crime rate.- Ease of living without fear.- Transparent ratings & reviews enhance platform trust- Reduces hiring friction and supports the gig economy.
5	Business Model (Revenue Model)	<ul style="list-style-type: none">- Freemium access for users.