

**Project Design Phase
Proposed Solution Template**

Date	18-06-2025
Team ID	LTVIP2025TMID53208
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	2 Marks

Proposed Solution for Resolve Now: Your Platform for Online Complaints

S. No.	Parameter	Description
1	Problem Statement (Problem to be solved)	Citizens face difficulties in registering, tracking, and resolving complaints related to public and private services. The lack of a centralized, transparent system often leads to delays, miscommunication, and unresolved issues. Authorities or agents also struggle with complaint categorization and prioritization.
2	Idea / Solution Description	ResolveNow is a web-based complaint registration and management system that allows users to raise complaints, communicate with assigned agents, and track progress in real-time. It features role-based dashboards for Admin, Agent, and User, with status updates, secure chat, and categorization of complaint.
3	Novelty / Uniqueness	<ul style="list-style-type: none"> • Role-based access: Admin, Agent, and User • Real-time chat for complaint resolution • Categorized and prioritized complaint tracking • Transparent status updates (Pending, In Progress, Resolved) • Secure and responsive user interface
4	Social Impact / Customer Satisfaction	<ul style="list-style-type: none"> • Empowers citizens by giving them a voice • Enhances public trust in systems by ensuring transparency • Reduces response time and increases resolution rates • Helps authorities monitor and improve service quality

5	Business Model (Revenue Model)	<ul style="list-style-type: none"> • Government partnerships or SaaS model for municipalities • Subscription-based access for private organizations • Advertising for awareness-based campaign • Freemium model with advanced analytics and support for paid users
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