

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

Date	15 February 2025
Team ID	LTVIP2025TMID50838
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	2 Marks

**Proposed Solution :**

S.No.	Parameter	Description
1	<b>Problem Statement (Problem to be solved)</b>	Lack of a streamlined, transparent, and user-friendly system for registering, tracking, and resolving complaints in government or institutional services. Users face delays, no updates, and lack of communication.
2	<b>Idea / Solution Description</b>	ResolveNow is an online complaint management platform where users can register complaints, track progress, and chat with assigned agents. Admins assign complaints to relevant departments and monitor progress.
3	<b>Novelty / Uniqueness</b>	Unlike traditional systems, ResolveNow integrates real-time messaging, status tracking, role-based dashboards (user/agent/admin), and a clean UI/UX using MERN stack for better engagement and speed.
4	<b>Social Impact / Customer Satisfaction</b>	Increases public trust by making the complaint process transparent and responsive. Empowers users to raise issues and get timely resolutions, improving satisfaction and reducing frustration.
5	<b>Business Model (Revenue Model)</b>	Freemium model for basic public use. Premium paid services for institutions (schools, municipalities, housing societies) that need a customized version with branding, analytics, and support.
6	<b>Scalability of the Solution</b>	Highly scalable across sectors – schools, hospitals, transport, government bodies, etc. Can also be adapted to mobile apps and multilingual platforms for broader reach.