**Project Design Phase**

**Proposed Solution Template**

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| Date | 27 June 2025 |
| Team ID | LTVIP2025TMID52085 |
| Project Name | ResolveNow: your platform for online complaints |
| Maximum Marks | 2 Marks |

**Proposed Solution for Resolve Now**

Project team shall fill the following information in the proposed solution template.

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| **S.No.** | **Parameter** | **Description** |
|  | 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 |
|  | 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. |
|  | Novelty / Uniqueness | - Online Reporting System  -The agent will receive the reports  - Admin dispute resolution system |
|  | Social Impact / Customer Satisfaction | - Impact on crime rate.  - Ease of living without fear.  - Transparent ratings & reviews enhance platform trust  - Reduces hiring friction and supports the gig economy |
|  | Business Model (Revenue Model) | - Freemium access for users. |