

## Project Design Phase

Date	15 june 2025
Team ID	LTVIP2025TMID57887
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	2 Marks

### Proposed Solution :

S.No.	Parameter	Description
1	Problem Statement (Problem to be solved)	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	Idea / Solution Description	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	Novelty / Uniqueness	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	Social Impact / Customer Satisfaction	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	Business Model (Revenue Model)	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	Scalability of the Solution	Highly scalable across sectors – schools, hospitals, transport, government bodies, etc. Can also be adapted to mobile apps and multilingual platforms for broader reach.