**Project Design Phase**

**Proposed Solution**

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| Date | 26-06-2025 |
| Team ID | LTVIP2025TMID59501 |
| Project Name | ResolveNow |
| Maximum Marks | 2 Marks |

**Proposed Solution for ComplaintCare App**

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| **S. No.** | **Parameter** | **Description** |
| **1** | **Problem Statement** (Problem to be solved) | Individuals and citizens often struggle to file complaints due to manual, time-consuming, or unresponsive processes. Organizations face challenges in tracking, routing, and resolving complaints effectively due to lack of a centralized system. |
| **2** | **Idea / Solution Description** | A centralized, web-based complaint management platform where users can register, submit complaints with full details, track status in real-time, receive notifications, and directly interact with the assigned officer. The admin panel manages routing, progress, and reporting efficiently |
| **3** | **Novelty / Uniqueness** | - Real-time complaint status tracking - Role-based access for users/agents/admins - Email/SMS notifications for updates - Intelligent complaint routing system - User-agent chat interface for transparency - Secure data handling and encryption |
| **4** | **Social Impact / Customer Satisfaction** | - Promotes transparency and accountability in complaint resolution - Reduces response time and improves grievance redressal - Builds trust among citizens/users - Useful for public services, private companies, and educational institutions alike |
| **5** | **Business Model (Revenue Model)** | - Open-source/public service deployment (for government or NGOs) - SaaS-based subscription model for private organizations - Premium features: advanced analytics, integration with CRM systems - White-label solutions for enterprises and institutions |
| **6** | **Scalability of the Solution** | - Easily deployable across multiple departments or organizations - Scalable backend using modular architecture (microservices-ready) - Multi-language support for wider adoption - Mobile-responsive design; can be extended to mobile app using React Native/Flutter |