1. INTRODUCTION

ProjectOverview

Inanincreasinglydigitalworld,theeffectivenessofpublicservicedeliverydepends significantly on the ability of institutions to respond promptly and efficiently to citizens' concerns. One of the major pain points in governance and service sectors is complaintresolution— oftenplaguedbydelays,lackoftransparency,andpoorcommunication. Addressingtheseinefficiencies,ResolveNowemergesasamodern,full-stackweb applicationbuiltusingtheMERNstack(MongoDB,Express.js,React.js,Node.js)that facilitates online complaint registration and management.

The platform is designed to allow users—citizens, customers, or members of an organization—to file complaintsdigitally, track their progress in real time,interact with agents handling their cases, and receive timely resolutions. Simultaneously, it empowers agents and administrators with tools to efficiently manage and resolve these complaints, backed by intelligent routing, dashboards, and user communication modules.

ResolveNownotonlydigitizesthecomplaintmanagementprocessbutalsoenhancesuser experience,reducesadministrativeworkload,andincreasesorganizationalaccountability. Its designfollowsaclient-serverarchitecture,enablingascalableandresponsivesystemthat adapts to various domains, such as government bodies, corporate environments, and public service sectors.

ProjectPurpose

Thecorepurposeof**ResolveNow**isto**bridgethecommunicationandactiongap** between users and service providers when dealing with complaints or grievances. Traditionalpaper-basedordisorganizedcomplaintsystemsareofteninefficientand frustrating,leavinguserswithoutupdatesoroutcomes.Incontrast,ResolveNowbrings structure, visibility, and speed to the complaint lifecycle through a centralized and intelligentdigitalplatform.

Thespecificgoalsofthissysteminclude: