

TEAM ID: LTVIP2026TMIDS41940

RESOLVENOW: YOUR PLATFORM FOR ONLINE COMPLAINTS

1. INTRODUCTION

1.1 Project Overview

Project Title: ResolveNow – Your Platform for Online Complaints

Team ID: LTVIP2026TMIDS41940

Team Members:

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Project Description

ResolveNow is a web-based complaint management system designed to provide a transparent, structured, and efficient platform for users to register and track complaints online. The system allows users to submit complaints related to public services such as electricity, water, roads, sanitation, and other civic issues.

The platform ensures secure authentication, complaint categorization, real-time tracking, and administrative resolution handling through a centralized dashboard.

Scenario 1: Registering a Civic Complaint

A citizen observes a damaged road in their area. Using ResolveNow, they log in, submit a complaint with category and description, and receive a tracking ID for monitoring resolution status.

Scenario 2: Tracking Complaint Status

A user checks the complaint status online and sees that the issue has moved from “Pending” to “In Progress”.

Scenario 3: Administrative Resolution

An admin reviews complaints, assigns priority, updates status, and marks it as “Resolved” after verification.

1.2 Purpose

The primary purpose of ResolveNow is to digitize and streamline the complaint registration and resolution process.

Key Objectives:

- To provide a centralized complaint submission platform
- To enable real-time complaint tracking
- To improve transparency in resolution process

- To reduce manual paperwork
- To maintain structured complaint records

2. IDEATION PHASE

2.1 Customer Problem Statement

Many citizens face difficulty in registering complaints through traditional systems due to:

- Lack of transparency
- No tracking mechanism
- Delayed response
- Manual paperwork

Users feel frustrated when complaints are ignored or not updated properly.

Problem Statement Table

Problem Statement	Customer Trying To	But	Because	Feel
PS-1	A citizen Register a complaint	No proper tracking	Manual system	Frustrated
PS-2	A resident Track issue status	No updates provided	Poor communication	Helpless
PS-3	Admin Manage complaints efficiently	Data scattered	No centralized system	Overwhelmed

2.2 Empathy Map Canvas

Empathy mapping helped understand user pain points such as:

- Need for faster complaint handling
- Transparency in status
- Simple user interface
- Trust in resolution process

2.3 Brainstorming

Step 1: Identify complaint management issues

Step 2: Generate ideas (Tracking ID, Status updates, Dashboard)

Step 3: Prioritize features (Login, Submit Complaint, Admin Panel)

3. REQUIREMENT ANALYSIS

3.1 Functional Requirements

FR No Functional Requirement Description

FR-1	User Registration	User can create account
FR-2	User Login	Secure authentication
FR-3	Complaint Submission	Submit complaint with category
FR-4	Complaint Tracking	Track complaint using ID
FR-5	Admin Dashboard	Admin can view all complaints
FR-6	Status Update	Admin updates complaint status
FR-7	Report Generation	Generate complaint reports

Non-Functional Requirements

NFR No Requirement Description

NFR-1	Security	Secure login and data protection
NFR-2	Performance	Fast response time
NFR-3	Reliability	System works consistently
NFR-4	Scalability	Supports increasing users
NFR-5	Usability	Simple and user-friendly UI

3.2 User Story Table

User	Story	Acceptance Criteria	Priority
User	Register account	Account created successfully	High
User	Submit complaint	Complaint saved in database	High
User	Track complaint	Status displayed correctly	High
Admin	View complaints	All complaints visible	High
Admin	Update status	Status updated in system	High

3.3 Technology Stack

Component	Technology
Frontend	React / HTML, CSS, JS
Backend	Node.js / Flask
Database	MongoDB / MySQL
Authentication	JWT
Hosting	Localhost / Cloud

4. PROJECT DESIGN

4.1 Problem Solution Fit

ResolveNow solves transparency and tracking problems by providing a centralized digital complaint system.

4.2 Proposed Solution

ResolveNow is a role-based complaint management web application that allows:

- Users to submit complaints
- Admin to manage and resolve complaints
- Real-time status updates
- Centralized database storage

4.3 Solution Architecture

User → Frontend → Backend API → Database
Admin → Dashboard → Update Status → Database

Three-tier architecture:

- Presentation Layer
- Business Logic Layer
- Data Layer

5. PROJECT PLANNING & SCHEDULING

Sprint Plan

Sprint Task

Duration

Sprint 1 UI Development 1 Week

Sprint 2 Backend & Database 1 Week

Sprint 3 Integration & Testing 1 Week

Velocity: 20 Story Points per Sprint

6. FUNCTIONAL AND PERFORMANCE TESTING

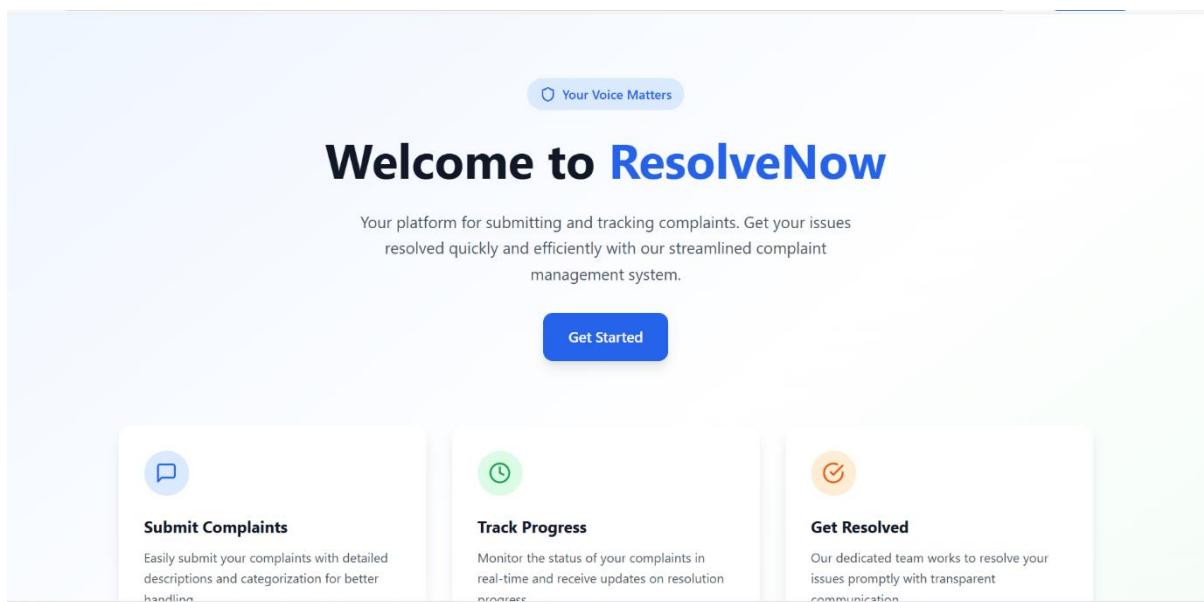
Test Cases

Test Case	Expected Result	Status
User Registration	Account created	Pass
Complaint Submission	Stored in DB	Pass
Status Update	Updated correctly	Pass
Login Security	Invalid login rejected	Pass

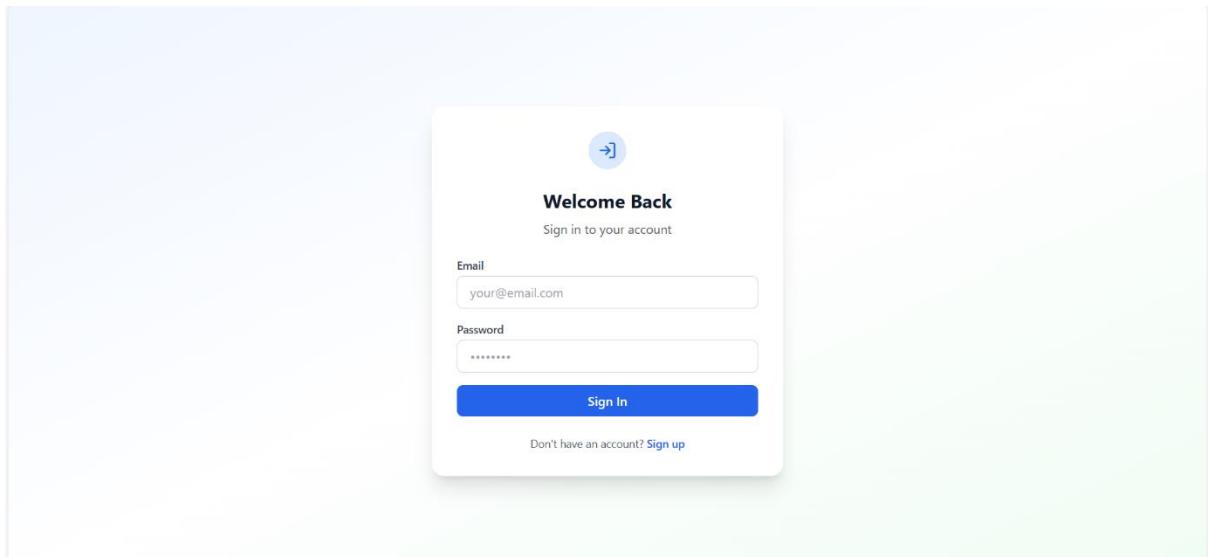
7. RESULTS

Step 1: Run backend server

Step 2: Open frontend in browser



Step 3: Register/Login



Step 4: Submit complaint

The screenshot shows the 'ResolveNow' mobile application. A modal window titled 'Submit New Complaint' is displayed over the main 'My Complaints' screen. The modal form includes:

- Title ***: A text input field containing "Brief summary of your complaint".
- Category ***: A dropdown menu showing "Select a category".
- Priority ***: A horizontal slider with three options: "Low", "Medium" (which is highlighted in blue), and "High".
- Description ***: A text input field containing "Provide detailed information about your complaint...".

At the bottom of the modal are two buttons: "Submit Complaint" (in blue) and "Cancel". The background of the app shows a list of complaints with a total of 4 items. One item is highlighted with a yellow border and labeled "service complaint" and "Pending". Another item is labeled "critical service complaint". The top right corner of the screen shows the user's name "Lakshmi Prasanna" and a profile icon.

Step 5: Admin updates status

The screenshot shows the 'ResolveNow' admin interface. At the top, there's a header with the logo and a user profile for 'Lakshmi Prasanna'. Below the header is a section titled 'My Complaints' with the sub-instruction 'Track and manage all your submitted complaints'. There are four status indicators: 'Total 4' (blue), 'Pending 4' (yellow, highlighted), 'In Progress 0' (light blue), and 'Resolved 0' (green). A search bar with placeholder text 'Search complaints by title or description...' is positioned below the indicators. Underneath the search bar are two dropdown menus: 'All Status' and 'All Priority'. The main area displays a list of complaints with the following details:

Description	Status	Priority	Created
service complaint Service description	Pending	High	Yesterday
critical service complaint			

Step 6: User tracks complaint

The screenshot shows a user viewing a complaint detail page for a 'critical service complaint'. The page has a header 'critical service complaint' with a close button. It contains two main sections: 'Pending' (status) and 'Low Priority' (priority). Below these are sections for 'Description' (example complaint) and 'Complaint Timeline' (Created: Wed, Feb 25, 2026, 07:35 AM; Last Updated: Wed, Feb 25, 2026, 07:35 AM). A large blue 'Close' button is at the bottom. In the background, other complaints are visible in a list format.

Description	Status	Priority	Created	Last Updated
service complaint Service description	Pending	High	Yesterday	Yesterday
critical service complaint Service example complaint	Pending	Low	Yesterday	Yesterday
example complaint Other management complaint	Pending	High	2 days ago	2 days ago
service complaint Service example complaint	Pending	Medium	2 days ago	2 days ago

8. ADVANTAGES & DISADVANTAGES

Advantages

- Transparent system
- Centralized complaint tracking
- Faster resolution
- Secure authentication

Disadvantages

- Requires internet access
- Admin workload increases with user growth
- Depends on server uptime

9. CONCLUSION

ResolveNow successfully digitizes complaint management and improves transparency, efficiency, and user trust. The system demonstrates structured architecture, role-based access, and scalable deployment capability.

10. FUTURE SCOPE

- AI-based complaint severity prediction
- Mobile application
- Email/SMS notification system
- Analytics dashboard
- Government portal integration

Github Link :

<https://github.com/Lakshmi-1234567/ResolveNow-Your-Platform-for-Online-Complaints.git>

Demo Video Link :

https://drive.google.com/file/d/1xCMW7J3IHn5T2f4QLGPgUxuJwtMxzlb/view?usp=drive_link