

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

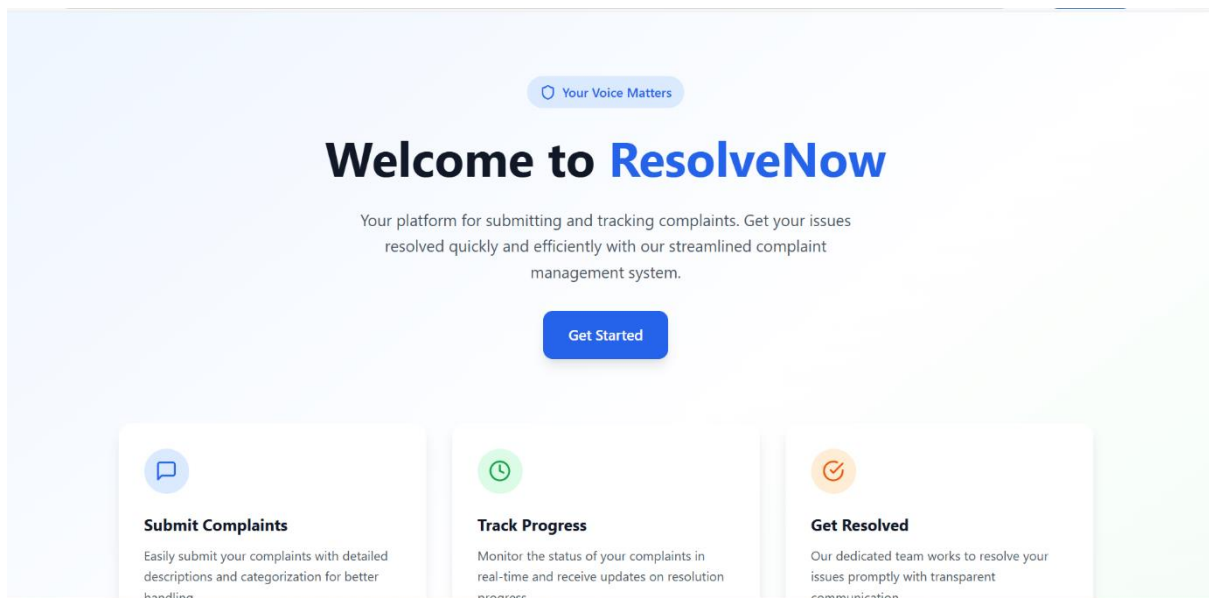
Test Cases

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

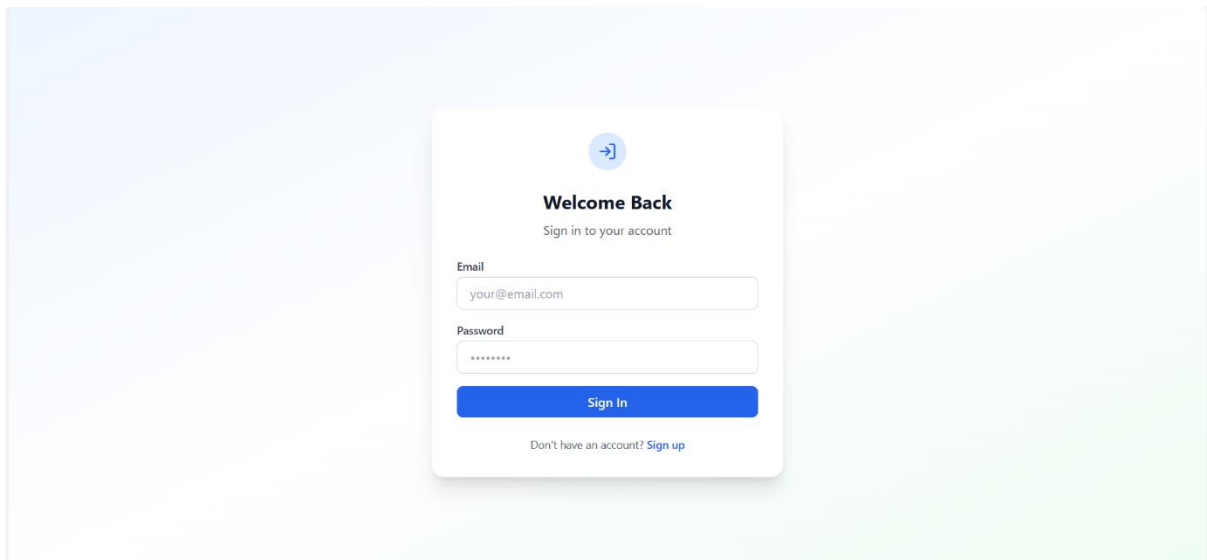
7. RESULTS

Step 1: Run backend server

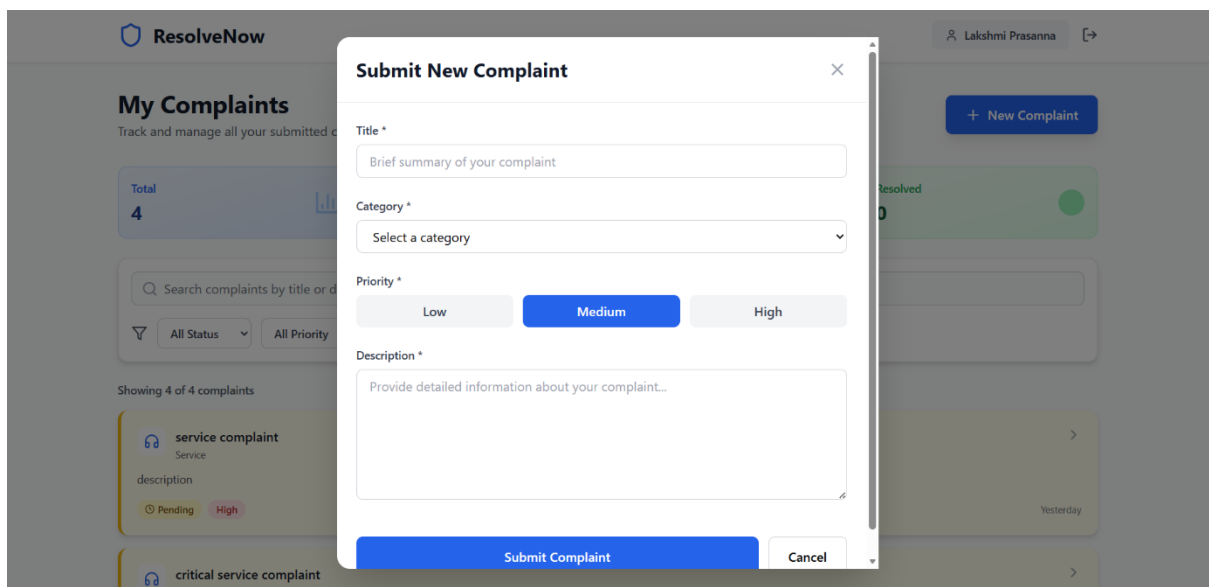
Step 2: Open frontend in browser



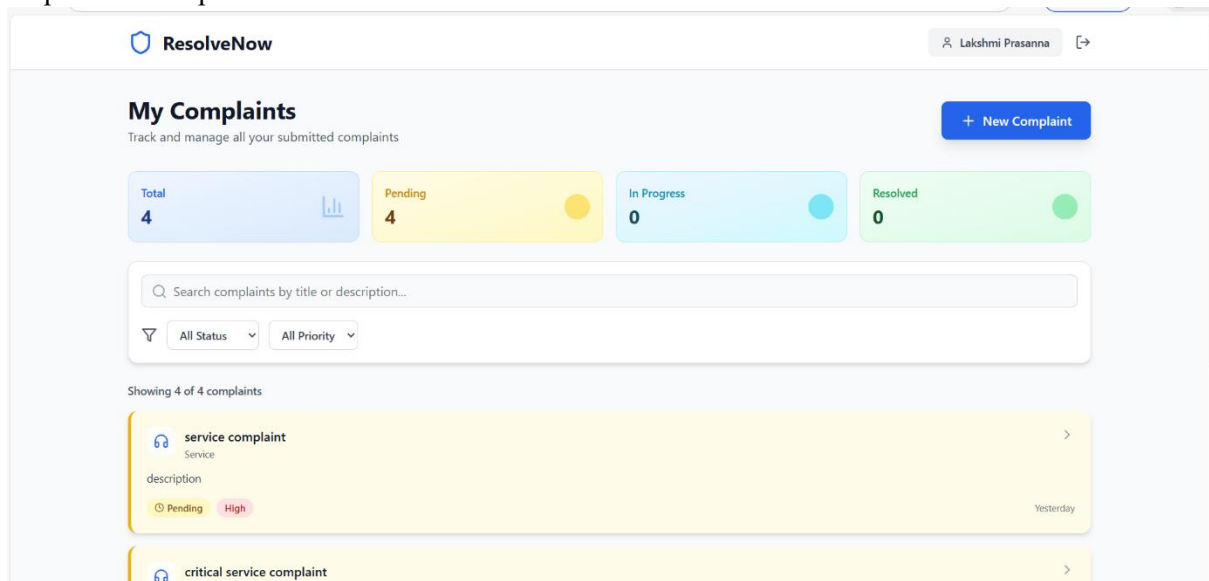
Step 3: Register/Login



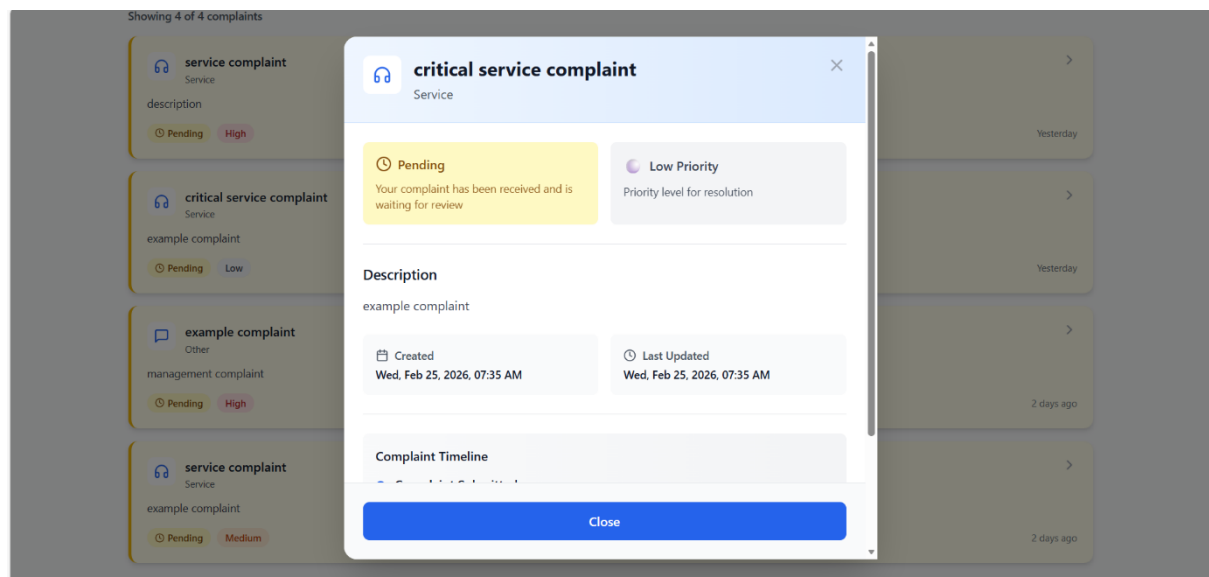
Step 4: Submit complaint



Step 5: Admin updates status



Step 6: User tracks complaint



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/1xCMW7J3IHn5T2f4QLGPgUxuJwtMxzIb/view?usp=drive_link