

Resolve Now – ONLINE COMPLAINTS

S.No	Component	Description	Technology Stack
1	User Interface	Web-based interface for clients and freelancers	HTML, CSS, JavaScript, React.js
2	Application Logic-1	Handles complaint posting, user registration/login, etc.	Node.js, Express.js
3	Application Logic-2	Admin panel logic: manage users, view complaints, reports	React.js (Frontend), Node.js (Backend APIs)
4	Authentication Module	Secure login/signup with JWT and role-based access control	JWT, Bcrypt, Node.js, Express.js
5	Payment Integration	Integration with Stripe for online payments	Stripe API, Node.js
6	Database Layer	Stores users, complaints, transactions, etc.	MongoDB / Mongoose
7	File Storage	Evidence uploads (images, documents)	Multer (Node.js), Cloudinary / local storage
8	API Layer	RESTful APIs for frontend-backend communication	Express.js
9	Third-party Integration	Connects external services (e.g., email, Stripe)	Stripe API, Nodemailer, Twilio (optional)