ResolveNow – An Online Complaint Management Platform

# Introduction

* Project Title: ResolveNow – An Online Complaint Management Platform
* Team Members:

- Chitoory Lalitha Sahithi– Full Stack Developer

# Project Overview

* Purpose:

ResolveNow is designed to allow users to raise and manage complaints related to civic, institutional, or service-related issues. It streamlines the grievance redressal process with a dashboard interface for users and admins.

* Features:
* User registration and secure login
* Create, update, and delete complaints
* Role-based access (User/Admin)
* Admin dashboard for complaint resolution
* Status tracking and timestamps
* Email notifications on complaint updates
* Mobile responsive UI

# Architecture

• Frontend (React.js):

* Developed with React
* React Router DOM for navigation
* Axios for API integration - Context API for state management

• Backend (Node.js + Express.js):

* RESTful API architecture
* Authentication middleware using JWT
* Controllers for route handling
* Error handling middleware

• Database (MongoDB):

* MongoDB with Mongoose ODM
* Collections:
* Users: Name, email, hashed password, role
* Complaints: Title, description, status, timestamps, user reference

# Setup Instructions

• Prerequisites:

* Node.js (v18+)
* MongoDB (local or Atlas)
* Git
* VS Code / Any IDE
* Installation Steps: git clone https://github.com/yourusername/resolvenow.git cd resolvenow

# Setup backend cd server npm install

# Setup frontend cd ../client npm install

* Environment Variables (.env in /server):

MONGO\_URI=mongodb://127.0.0.1:27017/details

JWT\_SECRET=your\_jwt\_secret

# Folder Structure

* Client (React): Frontend client/ ├── public/

├── src/

│ ├── components/

│ ├── pages/

│ ├── context/

│ ├── App.js

│ └── index.js

* Server (Node + Express): Backend server/ ├── config/

├── controllers/

├── middleware/

├── models/

├── routes/

├── .env

├── server.js

1. Running the Application ● Frontend:

cd frontend npm start

* + Backend:

cd backend npm start

1. API Documentation

|  |  |  |
| --- | --- | --- |
| Endpoint Method | | Description Body Parameters |
| /api/auth/register | POST | Register new user name, email, password |
| /api/auth/login | POST | Login and get token email, password |
| /api/complaints | POST | Add new complaint title, description |
| /api/complaints/:id | PUT | Update complaint (admin only) status |
| /api/complaints | GET | Get all complaints (admin) – |

Example Response:

{

"success": true,

"message": "Complaint created",

"data": { ... }

}

1. Authentication

Method: JWT (JSON Web Tokens)

Flow:

On login, token is issued and stored in localStorage

Protected routes validate token using middleware

Admin role check for sensitive routes

1. User Interfacce:
   * Homepage
   * Login/Register
   * Complaint Dashboard
   * Admin Panel
2. Testing

Manual testing using browser and API tools

Postman used for endpoint validation

(Optional) Jest and React Testing Library for component testing

1. Screenshots / Demo: is in implementation pdf.
2. Known Issues
   * Admin role not switchable from frontend (manual DB update needed)
   * Responsive layout issues on very small screens
   * No complaint image/file upload yet
3. Future Enhancements
   * Enable file/image upload for complaints
   * Add search/filter/sort functionality
   * Push/email notifications for status changes
   * Dark mode support
   * PWA version or mobile app