Parivartana Knowledge Base (RAG System)

---

1. What is Parivartana? Parivartana is a student-centric platform designed to facilitate sustainable consumption through an online marketplace. It allows students to exchange, donate, or sell second-hand academic and personal items within their campus or nearby communities.

2. Who can use Parivartana? - College students - University communities - Academic institutions (if integrated) - Local campus entrepreneurs

3. What can users do on Parivartana? - List items they want to donate, sell, or exchange - Browse available listings in their region - Contact other users to finalize the exchange - Gain XP and badges through participation

4. Is Parivartana free to use? Yes, Parivartana is completely free. Users do not have to pay to list or access items.

5. What is the XP and Gamification system? - Users earn XP through actions like: - Listing an item - Browsing the marketplace - Completing exchanges - Giving feedback - XP leads to badges, higher reputation, leaderboard positions, and access to contests or rewards.

6. How does the platform ensure trust and safety? - Verified student sign-up through college credentials - Rating and feedback system - Moderated listings to prevent spam or harmful content

7. What types of items can be listed? - Academic materials (books, notes, lab equipment) - Electronics (used phones, gadgets, etc.) - Lifestyle items (clothes, furniture) - Creative works (art, projects) - Anything that supports sustainability and ethical exchange

8. How does communication between users happen? - In-app messaging system - Notifications for new messages, interests, and status updates

9. What happens after a successful exchange? - Users confirm the transaction - XP is credited - Feedback can be left for each other

10. Is there a reputation system? Yes. A user's profile shows: - XP score - Badges earned - Feedback and reviews

11. Can non-students use the platform? The primary audience is students, but future plans may include opening up for NGOs or alumni groups under verification.

12. How is Parivartana different from OLX or other second-hand platforms? - Focused exclusively on student needs - Community-verified users - XP rewards and gamification - Sustainability-first philosophy - Campus-specific targeting

13. What technologies does Parivartana use? - Frontend: React/Flutter (planned) - Backend: Firebase - Database: Firestore - AI/ML: Recommendation engine (planned) - RAG system: Retrieval-Augmented Generation for support and helpdesk

14. Can users report problems or bugs? Yes. Users can use the 'Report an Issue' option available under profile settings or specific listings.

15. How can users get support? - Help Center (RAG-based chatbot + knowledge base) - Email support - FAQ page

16. Is there a mobile app? The web platform is primary. Mobile app (Flutter-based) is under development.

17. What are the future plans for Parivartana? - Integration with more campuses - Collaborations with eco-friendly brands - Launch of student ambassador program - XP-based reward store - ML-based item recommendation - Blockchain-based item traceability (experimental)

18. What makes Parivartana sustainable? - Reduces waste by promoting reuse - Encourages conscious consumption - Empowers students to circulate underutilized resources

19. What is the user journey on the platform? 1. Sign up using student email/verification 2. Browse listings or post your item 3. Interact with interested users 4. Finalize the exchange 5. Gain XP and feedback 6. Build a trusted student profile

20. Who created Parivartana? Parivartana was conceptualized and developed by Mohan Raj and his team as a project to solve waste and affordability issues within student communities, later evolved into a full-scale initiative.

End of Knowledge Base