Resolve Now – Project Documentation

Full Stack Development with MERN

**1. Introduction**

Project Title: Resolve Now – Online Complaint Platform

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Team Size: 2

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**2. Project Overview**

**Purpose:**

Resolve Now is an online complaint platform built using the MERN stack. It aims to streamline grievance redressal by allowing public users to submit complaints that can be tracked, updated, and resolved efficiently through a web-based platform.

**Features:**

- Secure role-based login/signup (Public User, Agent, Admin)

- Complaint registration and admin approval

- Complaint tracking and management

- Filtering by status/department/location

- Real-time status updates and complaint tracking

- Admin dashboard for managing users and complaints

**3. Architecture**

**Frontend:**

Built with React.js using functional components, React Router for navigation, Axios for API calls, and Tailwind CSS or Bootstrap for styling.

**Backend:**

Developed using Node.js and Express.js. RESTful APIs, middleware for authentication and error handling, and role-based access control.

**Database:**

Uses MongoDB with Mongoose ODM. Collections include Users, Complaints, Responses. Includes validation and indexing for performance.

**4. Setup Instructions**

**Prerequisites:**

- Node.js and npm

- MongoDB (local or Atlas)

- Git

- VS Code or any code editor

**Installation:**

# Clone the repository

git clone [your-github-repo-link]

cd project-folder

# Install frontend dependencies

cd client

npm install

# Install backend dependencies

cd ../server

npm install

# Add .env files in server and client folders

**5. Folder Structure**

**Client:**

client/

├── public/

├── src/

│ ├── components/

│ ├── pages/

│ ├── routes/

│ ├── utils/

│ └── App.js

**Server:**

server/

├── controllers/

├── models/

├── routes/

├── middleware/

├── config/

├── .env

└── server.js

**6. Running the Application**

# Start backend server

cd server

npm start

# Start frontend server

cd ../client

npm start

**7. API Documentation**

**User APIs:**

- POST /api/users/register – Register user

- POST /api/users/login – Login user

**Complaint APIs:**

- POST /api/complaints – Register complaint

- GET /api/complaints/:userId – Get user complaints

- PATCH /api/complaints/status/:id – Update complaint status

**8. Authentication**

JWT-based authentication. Tokens stored in HTTP-only cookies or localStorage. Role-based authorization middleware. Passwords hashed using bcrypt.

**9. User Interface**

Public User UI: Login/Signup, File complaint, Track status

Agent UI: View assigned complaints, Update statuses

Admin UI: Approve complaints, Manage users and agents

**10. Testing**

Manual testing using Postman for all APIs. Form validation for frontend. Possible extension: Jest or Mocha for backend unit testing.

**11. Screenshots or Demo**

Add screenshots here of different pages or host a link to Netlify/Render demo.

**12. Known Issues**

- Limited testing coverage

- No email/SMS notification system yet

- UI not fully responsive on all devices

**13. Future Enhancements**

- Integrate email/SMS notifications

- Add chat functionality between users and agents

- Create mobile app using React Native

- Admin analytics dashboard

- Payment gateway integration

Additional Project Information

FRONTEND TECHNOLOGIES

Bootstrap and Material UI: Provide a responsive and modern UI that adapts to various devices, ensuring a user-friendly experience.

Axios: A promise-based HTTP client for making requests to the backend, ensuring smooth data communication between the frontend and server.

BACKEND FRAMEWORK

Express.js: A lightweight Node.js framework used to handle server-side logic, API routing, and HTTP request/response management, making the backend scalable and easy to maintain.

DATABASE AND AUTHENTICATION

MongoDB: A NoSQL database used for flexible and scalable storage of user data and complaint records. It supports fast querying and large data volumes.

JWT (JSON Web Tokens): Used for secure, stateless authentication, allowing users to remain logged in without requiring session storage on the server.

Bcrypt: A library for hashing passwords, ensuring that sensitive data is securely stored in the database.

ADMIN PANEL & GOVERNANCE

Admin Interface: Provides functionality for platform admins to approve complaints, manage platform settings, and oversee day-to-day operations.

Role-based Access Control (RBAC): Ensures different users (public, agents, admins) have appropriate access levels to the system’s features and data, maintaining privacy and security.

SCALABILITY AND PERFORMANCE

MongoDB: Scales horizontally, supporting increased data storage and high user traffic as the platform grows.

Load Balancing: Ensures traffic is evenly distributed across servers to optimise performance, especially during high traffic periods.

Caching: Reduces database load by storing frequently requested data temporarily, speeding up response times and improving user experience.

TIME MANAGEMENT AND SCHEDULING

Moment.js: Utilised for handling date and time operations, ensuring precise complaint scheduling, time zone handling, and formatting.

SECURITY FEATURES

HTTPS: The platform uses SSL/TLS encryption to secure data transmission between the client and server.

Data Encryption: Sensitive user information is encrypted both in transit and at rest, ensuring privacy and compliance with data protection regulations.

NOTIFICATIONS AND REMINDERS

Email/SMS Integration: Notifications for complaint submissions, updates, and resolutions are sent to users via email or SMS, ensuring timely communication.

PRE-REQUISITES

NODE.JS AND NPM: Node.js is a JavaScript runtime for server-side scripting. npm is used to install libraries and manage dependencies.

EXPRESS.JS: Framework to build web APIs. Install via npm install express.

MONGODB: NoSQL database for storing user and complaint data. Set up locally or via MongoDB Atlas.

MOMENT.JS: JavaScript library for managing dates and times.

REACT.JS: Frontend library for creating dynamic web UIs.

ANTD (Ant Design): React UI library for components like tables, forms, and buttons.

HTML, CSS, JS: Essential for structuring and styling web pages.

MONGOOSE: ODM to connect Node.js with MongoDB and manage CRUD operations.

SETUP AND INSTALLATION INSTRUCTIONS

**CLONE THE PROJECT REPOSITORY:**

git clone [your-repo-link]

**INSTALL DEPENDENCIES:**

- cd frontend && npm install

- cd backend && npm install

**START THE DEVELOPMENT SERVER:**

- Frontend: npm start (localhost:3000)

- Backend: npm start (localhost:5000 or 8001)

ACCESS THE APPLICATION: Visit the respective local URLs to view frontend and test backend APIs.

DATABASE CONFIGURATION (MONGODB)

Install MongoDB or use MongoDB Atlas. Configure the connection string in the backend .env file.

Run mongod locally for local databases or use MongoDB Atlas connection URI for cloud access.

FINAL CONFIGURATION & RUNNING THE APP

Install concurrently: npm install concurrently --save-dev

**Add this to package.json:**

"scripts": {

"start": "concurrently \"npm run server\" \"npm run client\"",

"server": "node backend/server.js",

"client": "npm start --prefix frontend"

}

Run npm start to launch both servers.

VERIFYING THE APP

Check Frontend: Open http://localhost:3000

Check Backend: Use Postman to test APIs like login, register, and complaint submission.

ADDITIONAL SETUP

Version Control: git init, git add ., git commit

Deployment: Use Heroku, AWS, or Vercel for live hosting of frontend/backend.