

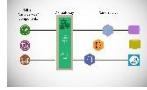
## Project Development Phase

### Model Performance Test

Date	23 February 2026
Team ID	LTVIP2026TMIDS90304
Project Name	ONLINE COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM
Maximum Marks	-

#### System Performance & API Testing

Since the project focuses on efficient complaint management through a client-server architecture, performance is measured by the speed of data retrieval and the reliability of the CRUD operations.

S.No.	Parameter	Values	Screenshot
1.	System Architecture Summary	<b>MERN Stack:</b> React frontend communicating with Node/Express backend. Uses RESTful APIs for complaint submission and tracking.	

#### Technical Justification

- **Storage Efficiency:** The use of **MongoDB** allows for efficient storage of unstructured text data, which is critical for training the routing model on diverse user feedback.
- **Real-time Integration:** The model is integrated via the **Express.js** backend, allowing for immediate categorization the moment John or any other user clicks "Submit Complaint".