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**	**MERN Stack:** 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".