Project Design Phase

Date: 28/06/2025

Team ID: LTVIP2025TMID49956

Project Name: Resolve Now: Your Platform for Online Complaints

Marks: 2 Marks

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Proposed Solution

To improve the process of registering and resolving consumer complaints, our team proposes "Resolve Now", a digital platform that provides a centralized and user-friendly complaint redressal system.

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Design Highlights:

1. User Module:

Easy registration and login

Complaint submission with categories and file attachments

Status tracking and feedback options

2. Admin/Authority Module:

Dashboard to manage and respond to complaints

Complaint categorization and status updates

Notifications to users upon status changes

3. Workflow Structure:

1. User registers/logs in

2. Submits complaint via structured form

3. Complaint is auto-routed to the relevant authority

4. Authority takes action and updates status

5. User receives updates and can provide feedback

6. Complaint is closed upon resolution

4. Technology Stack:

Frontend: ReactJS / HTML / CSS

Backend: Node.js with Express

Database: MongoDB / MySQL

Hosting: Firebase / AWS

5. Key Features:

Real-time tracking and notifications

Feedback and rating system

Analytics dashboard for complaint trends

Secure user data handling