

Project Planning Phase

Project Planning Template

Date	20 june 2025
Team ID	LTVIP2025TMID49547
Project Name	Platform for online complaints
Maximum Marks	5 Marks

1. Project Goal

To design and develop an efficient, secure, and user-friendly online complaint registration and management system that allows users to submit, track, and resolve complaints while enabling seamless communication between users, agents, and administrators.

2. Objectives

- Develop a centralized web-based platform.
 - Implement secure user registration and login.
 - Enable complaint submission with attachments.
 - Provide real-time tracking and notifications.
 - Allow agent-user interaction via a chat module.
 - Ensure admin-level complaint management and monitoring.
 - Maintain data privacy and system security.
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3. Scope

In-Scope:

- User registration/login.
- Complaint submission and management.
- Real-time tracking and notifications.
- Chat interaction between users and agents.
- Admin panel for complaint and user management.
- Backend database management with MongoDB.

Out-of-Scope:

- Mobile app version (future scope).
 - AI-based auto-resolution (future enhancement).
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4. Deliverables

- Project Requirement Document.
 - Design Documents (Architecture, ER Diagram).
 - Functional Frontend (React/Bootstrap UI).
 - Backend APIs (Node.js/Express.js).
 - Database Schema (MongoDB).
 - Testing and Deployment Plan.
 - User Guide and Documentation.
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5. Timeline (Tentative)

Phase	Duration
Requirement Analysis	1 Week
Design Phase	1 Week
Development Phase	2-3 Weeks
Testing	1 Week
Deployment	3 Days
Documentation	Ongoing

6. Roles and Responsibilities

- **Project Manager:** Overall supervision, timeline management.
 - **Frontend Developer:** UI development, React components, design.
 - **Backend Developer:** API development, database integration.
 - **Tester:** Functional and security testing.
 - **Admin:** Deployment, user management post-deployment.
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7. Risk Management

- **Risk:** Data breach or security issues
Mitigation: Use encryption, authentication, and secure APIs.
- **Risk:** Delay in development
Mitigation: Allocate buffer time, daily stand-up meetings.
- **Risk:** Miscommunication among team members
Mitigation: Use project management tools like Trello or Jira.

8. Tools and Technologies

- **Frontend:** React, Bootstrap, Material UI
- **Backend:** Node.js, Express.js
- **Database:** MongoDB
- **Version Control:** Git, GitHub
- **Deployment:** Railway, Render, or Vercel
- **Project Management:** Trello, Notion