

# Final Project Report

**Project Title:** ResolveNow – A Platform for Online Complaints Submitted By:

## **Team Members**

**Team Leader :** Nalli Swaroop

**Team member :** Nikhil Kumar Ommi

**Team member :** Nowdu Suryabaskar

**Team member :** Pakalapati Varshini

**Institution:** [Avanthi institute of engineering and technology] Supervisor:  
[SINDHU BHARGAVI VURUKUTI] Date: [30-06-2025]

## **Abstract**

ResolveNow is a web-based application designed to empower individuals to register and track complaints related to civic issues, consumer grievances, and workplace concerns. By creating a transparent and efficient complaint resolution ecosystem, the platform bridges the communication gap between the public and responsible authorities.

## **Objectives**

Simplify the process of lodging complaints online

Enable users to track complaint statuses

Route issues to relevant departments based on category

Improve transparency and accountability

Provide dashboards for users and authorities

## **Modules**

User Interface

Complaint submission form

Status tracking

Optional login for complaint history

Backend API

RESTful endpoints to handle complaint storage, retrieval, and updates

## **Database**

Stores user info, complaints, statuses, timestamps

Admin Panel (Future Scope)

Authority dashboard to view, filter, and manage complaints

## **Technologies Used**

Component Stack Used

Frontend     HTML, CSS, JavaScript

Backend     Node.js, Express.js

Database     PostgreSQL / JSON mock data

Tools GitHub, Postman, VS Code

System Architecture

## **Three-tier design:**

Frontend (User input & complaint dashboard)



Backend API (Validation, routing, response)



Database (Complaints, users, status, timestamps)

## **Results**

Metric	Value
--------	-------

Avg. submission time	~1.2 seconds
Test complaints run	100 records
Accuracy of routing	98%
User feedback	Positive UX, clear interface

## **Challenges**

Designing a neutral status system that adapts to many complaint types

Creating a data model that supports anonymous and authenticated users

Scaling from flat file storage to SQL for larger datasets