Complaint Management System (CMS) - Project Milestones

# 1. Introduction

This document outlines the key milestones for the Complaint Management System (CMS) project. The project duration is planned for 8 weeks (2 months) and will be divided into 4 major milestones. Each milestone represents significant deliverables and checkpoints to ensure the successful completion and delivery of the project.

# 2. Project Milestones

Note: Project Deadline is 2 Months

## Milestone 1: Project Initiation & Setup (Week 1-2)

- Project kick-off and team alignment.  
- Final confirmation of requirements with client.  
- Setting up GitHub repository and folder structure (MERN stack).  
- Environment setup for development (MongoDB Atlas, Render, Vercel/Netlify).  
- Basic project documentation and workflow planning.

## Milestone 2: Core Module Development (Week 3-4)

- Implementation of authentication system (JWT, role-based access).  
- Development of User module:  
 • Complaint registration form (ticket creation).  
 • Ticket tracking dashboard for users.  
- Development of Admin module:  
 • Admin dashboard to view and manage assigned tickets.  
 • Ticket status updates (Pending, In Progress, Resolved).  
- Initial testing of core functionality.

## Milestone 3: Advanced Features & Super Admin Panel (Week 5-6)

- Integration of OTP verification system (SMS/Email).  
- Completion of Admin features:  
 • Marking tickets as resolved and OTP validation.  
- Development of Super Admin module:  
 • Manage users and admins.  
 • View all tickets, reports, and analytics.  
- Notification system (SMS/Email updates to users).  
- Mid-project review and adjustments based on client feedback.

## Milestone 4: Final Delivery & Deployment (Week 7-8)

- Completion of frontend UI/UX design for all panels (User, Admin, Super Admin).  
- End-to-end integration testing.  
- Bug fixing, performance optimization, and security checks.  
- Deployment of backend (Render) and frontend (Vercel/Netlify).  
- Final demonstration and delivery to client.  
- Handover of source code, documentation, and credentials.

# 3. Conclusion

The above milestones divide the project into four structured phases over a period of 8 weeks. This ensures timely delivery, proper testing, and smooth communication with the client throughout the development lifecycle. The final milestone will mark the official delivery of the Complaint Management System (CMS) project.