

RESOLVENOW – ONLINE COMPLAINT MANAGEMENT SYSTEM

Final Year Project Report

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Team Size: 4

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Abstract

ResolveNow is a web-based complaint management system designed to digitalize and streamline complaint registration and resolution processes. The system ensures transparency, accountability, and real-time tracking of complaints. It eliminates manual paperwork and provides efficient communication between users and administrators.

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1. Introduction

The rapid growth of digital transformation has increased the demand for efficient online grievance redressal systems. ResolveNow enables users to register complaints, track status updates, and receive notifications in real-time. This system enhances service delivery and minimizes delays.

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2. Literature Survey

Several research studies and e-governance systems highlight the importance of digital complaint management platforms. These systems improve operational efficiency, transparency, and citizen satisfaction. Existing models were analyzed to design a scalable and secure solution.

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3. Problem Statement

Traditional complaint management relies on manual processes, leading to delays, data loss, and lack of transparency. There is a need for a centralized digital platform to streamline complaint handling.

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4. Objectives

- Develop a secure and user-friendly complaint portal.
- Enable administrative monitoring and status updates.
- Provide real-time complaint tracking.
- Ensure scalability and reliability.

5. System Architecture

ResolveNow follows a three-tier architecture:

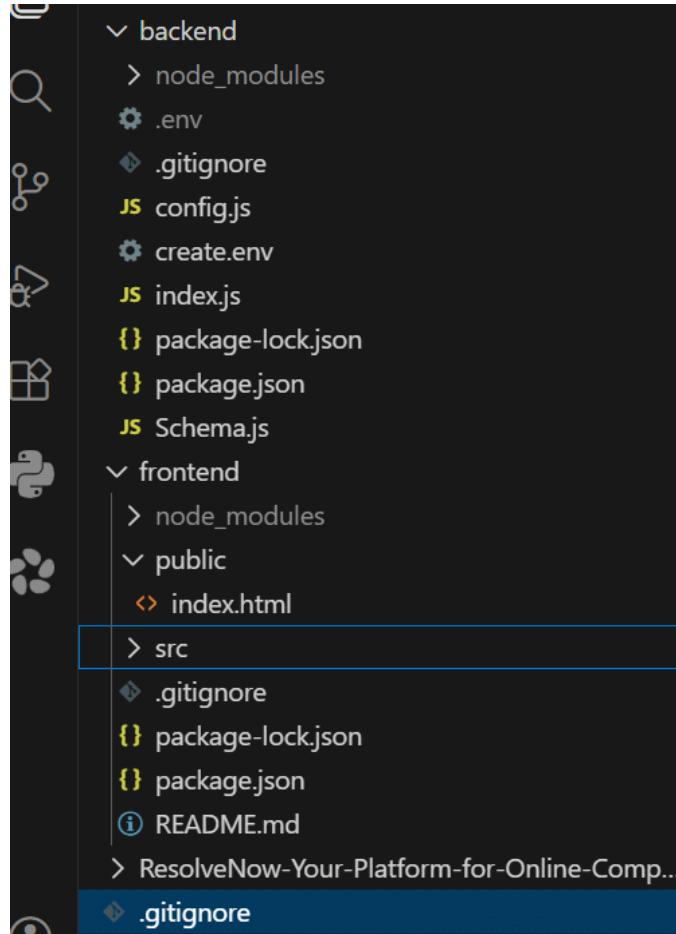
Presentation Layer – Frontend (HTML, CSS, JavaScript)

Application Layer – Backend (Node.js & Express.js)

Database Layer – MongoDB

System Architecture Diagram:

[User Interface] → [Backend Server] → [MongoDB Database]



6. ER Diagram Explanation

Entities include User, Admin, Complaint, and Category.

Relationships define complaint ownership, categorization, and status tracking.

ER Diagram Structure:

User (1) ---- (M) Complaint

Admin (1) ---- (M) Complaint

Category (1) ---- (M) Complaint

7. Modules Description

User Module: Registration, Login, Complaint Submission, Track Status.

Admin Module: View Complaints, Update Status, Manage Categories.

Database Module: Stores user credentials and complaint records.

8. Implementation Details

Frontend developed using HTML, CSS, and JavaScript. Backend implemented using Node.js and Express.js. MongoDB is used as the NoSQL database for storing structured complaint data.

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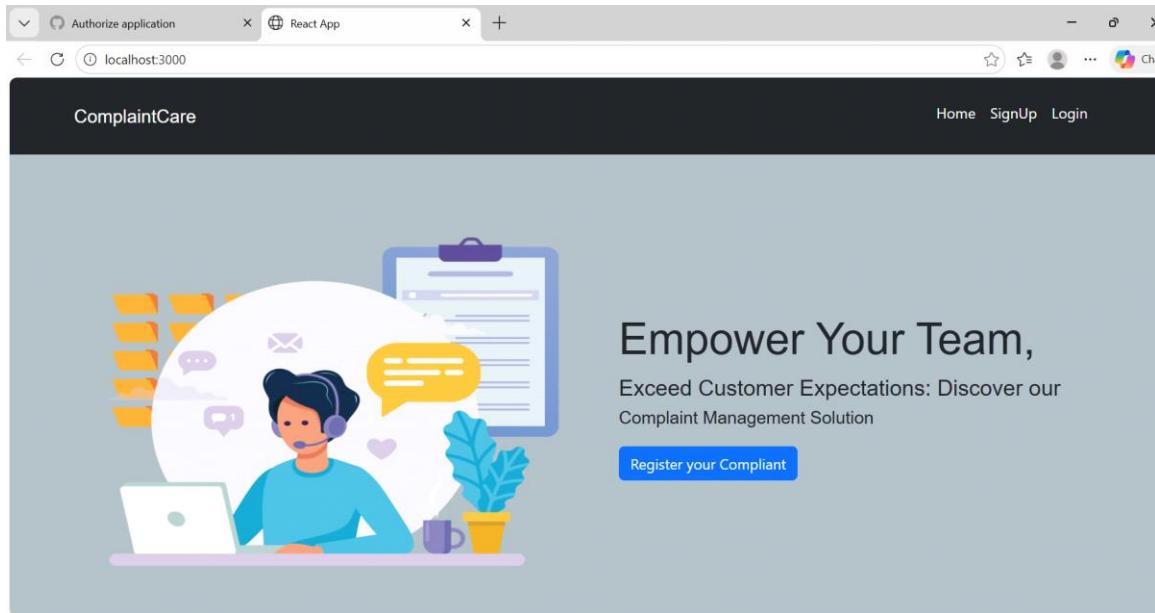
9. Testing

Unit Testing: Testing individual components.

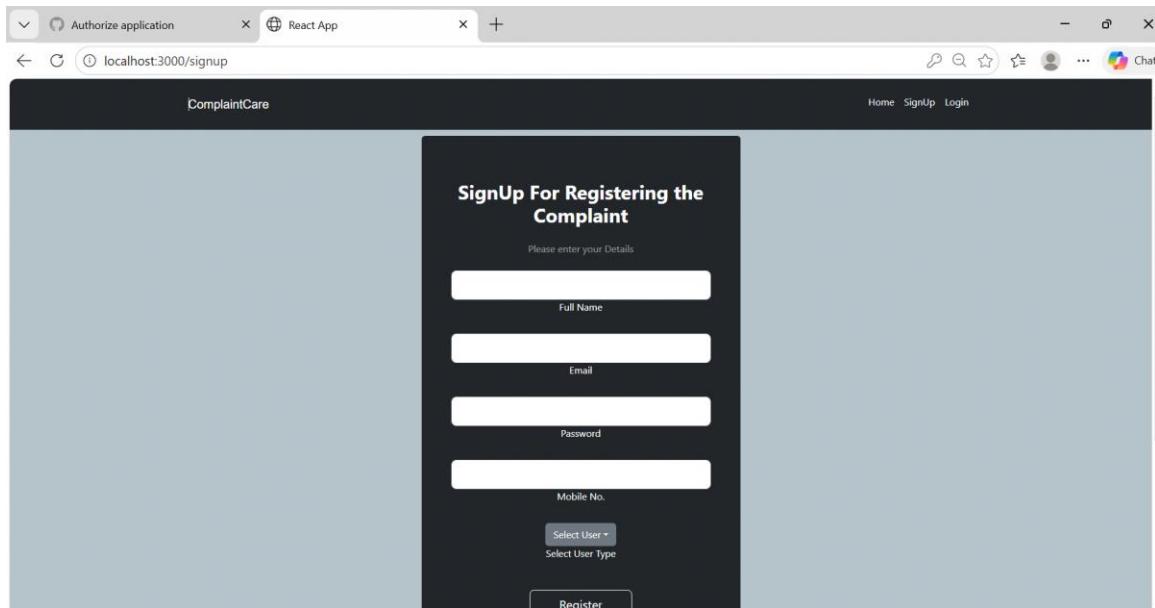
Integration Testing: Testing interaction between frontend and backend.

System Testing: End-to-end validation of the system.

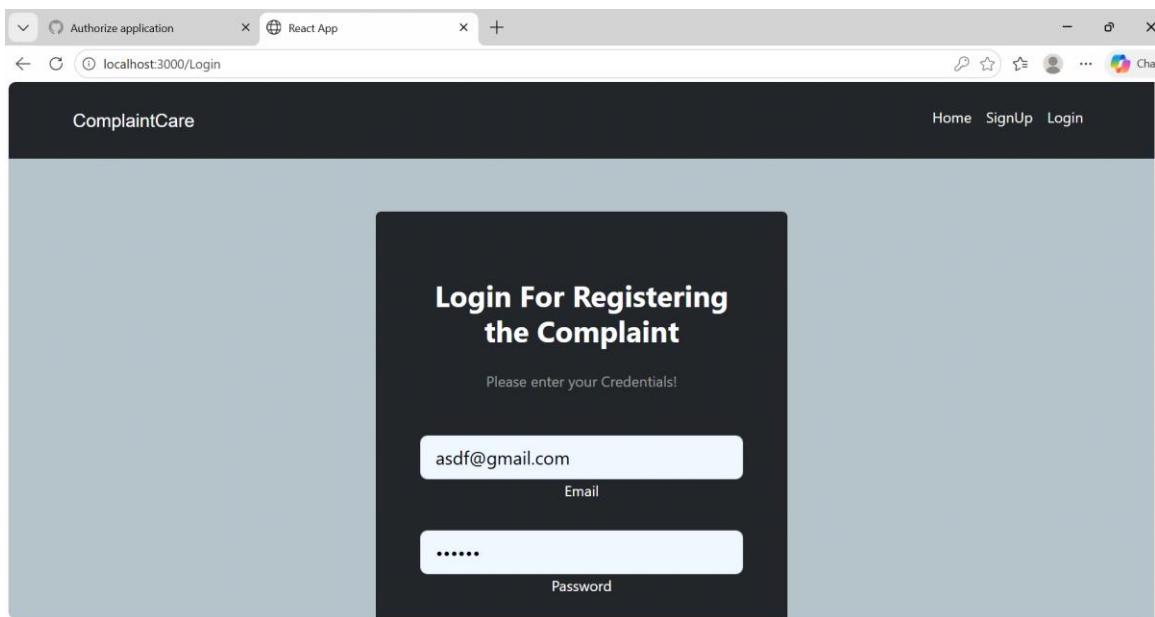
PROJECT EXECUTION DIAGRAMD:



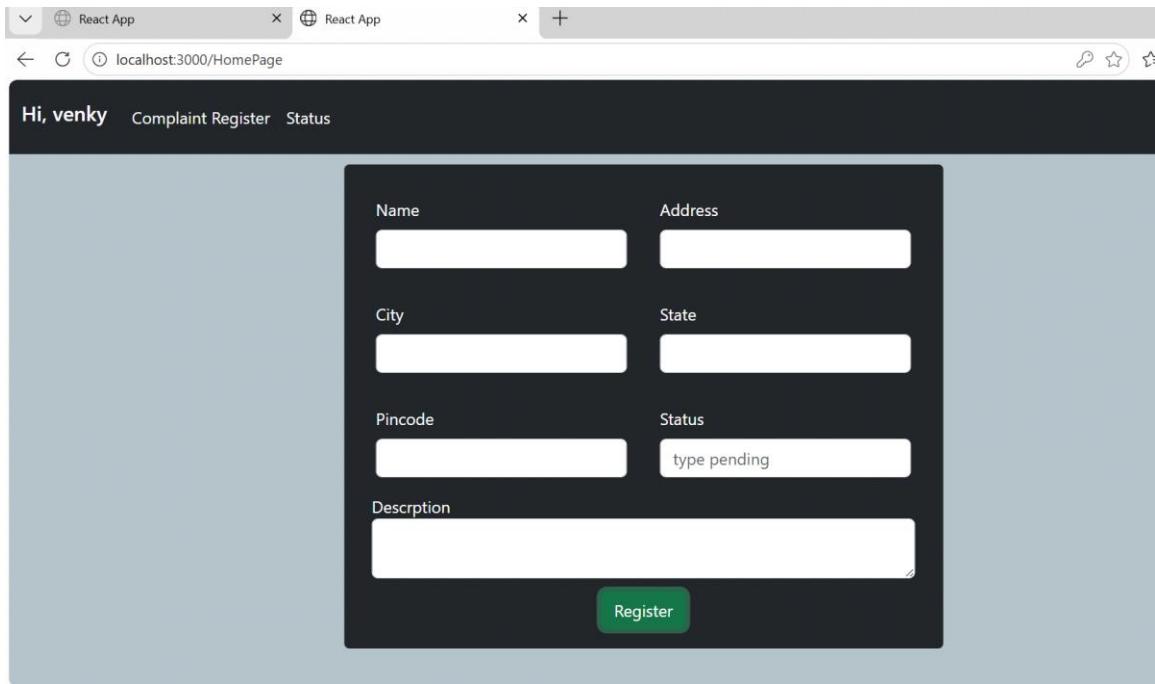
image(a):login page



Fig(b):sign up page



fig(c):login page



fig(c):complaints registration page

The screenshot shows the Admin Dashboard interface. At the top, there's a header bar with the title "React App" and a search bar. Below the header, the URL "localhost:3000/AdminHome" is visible. The main content area has a dark header bar with "Hi Admin balaji" and navigation links "Dashboard", "User", and "Agent". On the right side of this bar is a "Log out" button. The dashboard is divided into two main sections: "Users Complaints" and "Agents".

Users Complaints: This section displays six user records in cards:

- Name: venky
Address: karlapalem
City: bapatla
State: ap
Pincode: 522111
Comment: hello
Status: nothing
Assign
- Name: venky
Address: bpl
City: kpl
State: ap
Pincode: 522111
Comment: hello
Status: nothing
Assign
- Name: venky
Address: karlapalem
City: bapatla
State: ap
Pincode: 522111
Comment: Water leakage problem in my area
Status: pending
Assign
- Name: adi
Address: 123
City: asqwdfr
State: andhra pradesh
Pincode: 522111
Comment: Water leakage problem in my area
Status: pending
Assign
- Name: adi
Address: kpl
City: bpl
State: ap
Pincode: 522111
Comment: water issue
Status: pending
Assign
- Name: venky
Address: bp
City: kp
State: ap
Pincode: 522111
Comment: water issue
Status: pending
Assign

Agents: This section shows a single agent record in a card:

- Name: a
Email: asdf@gmail.com

fig(d): admin dash board

The screenshot shows the Agent Dashboard interface. At the top, there's a header bar with the title "React App" and a search bar. Below the header, the URL "localhost:3000/AgentHome" is visible. The main content area has a dark header bar with "Hi Agent a" and a "View Complaints" link. On the right side of this bar is a "Reset" button. The dashboard is divided into two main sections: "View Complaints" and "Message Box".

View Complaints: This section displays two user records in cards:

- Name: venky
Address: karlapalem
City: bapatla
State: ap
Pincode: 522111
Comment: hello
Status: nothing
Status Change Message
- Name: venky
Address: bpl
City: kpl
State: ap
Pincode: 522111
Comment: hello
Status: nothing
Status Change Message

Message Box: This section contains two message boxes:

- Message Box 1:** Shows a message from "a : ok" at "03:38 pm, 21/2/2024". It includes a "Send" button.
- Message Box 2:** Shows a message box with a "Send" button.

fig(e):agent dash board

10. Advantages

- Improves transparency and accountability.
- Reduces paperwork.
- Enhances efficiency in complaint tracking.
- Provides real-time updates.

11. Future Enhancements

- Mobile application integration.
- AI-based complaint categorization.
- SMS and Email notifications.
- Cloud deployment for scalability.

12. Conclusion

ResolveNow successfully digitizes complaint management processes ensuring improved efficiency, reliability, and user satisfaction. The system provides a scalable foundation for future enhancements.

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13. References

1. Pressman, R. Software Engineering.
2. MongoDB Official Documentation.
3. Node.js Official Documentation.
4. Research papers on e-Governance systems.

