

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:

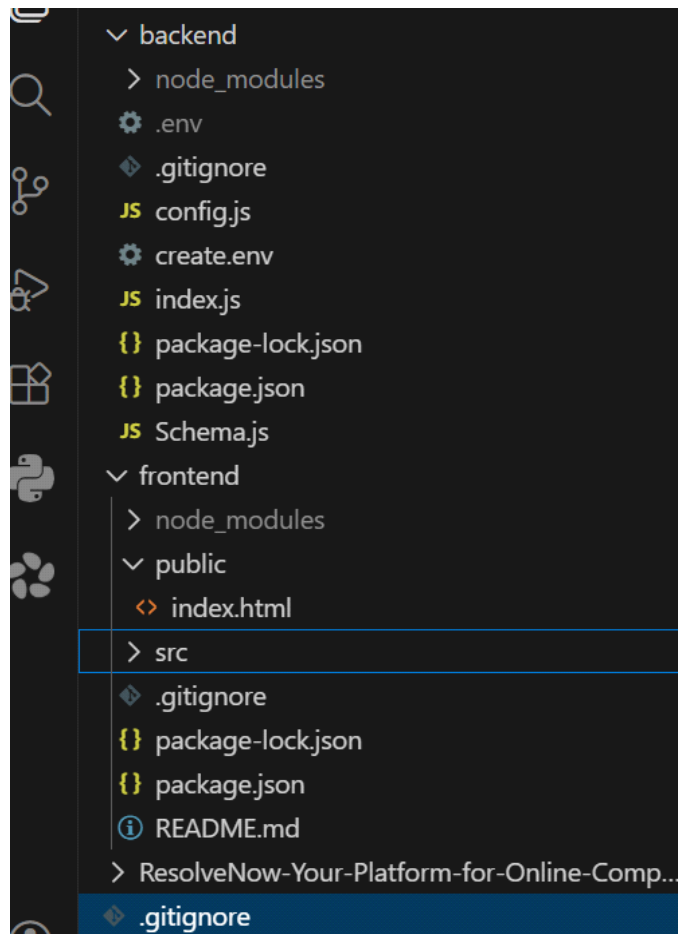
Presentation Layer – Frontend (HTML, CSS, JavaScript)

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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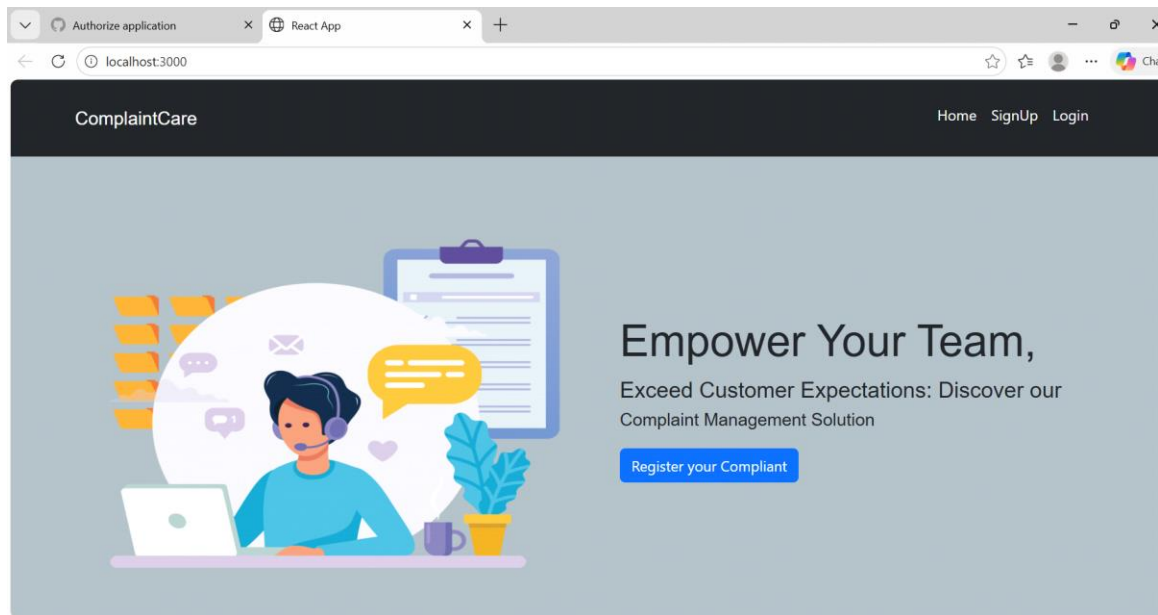
9. Testing

Unit Testing: Testing individual components.

Integration Testing: Testing interaction between frontend and backend.

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

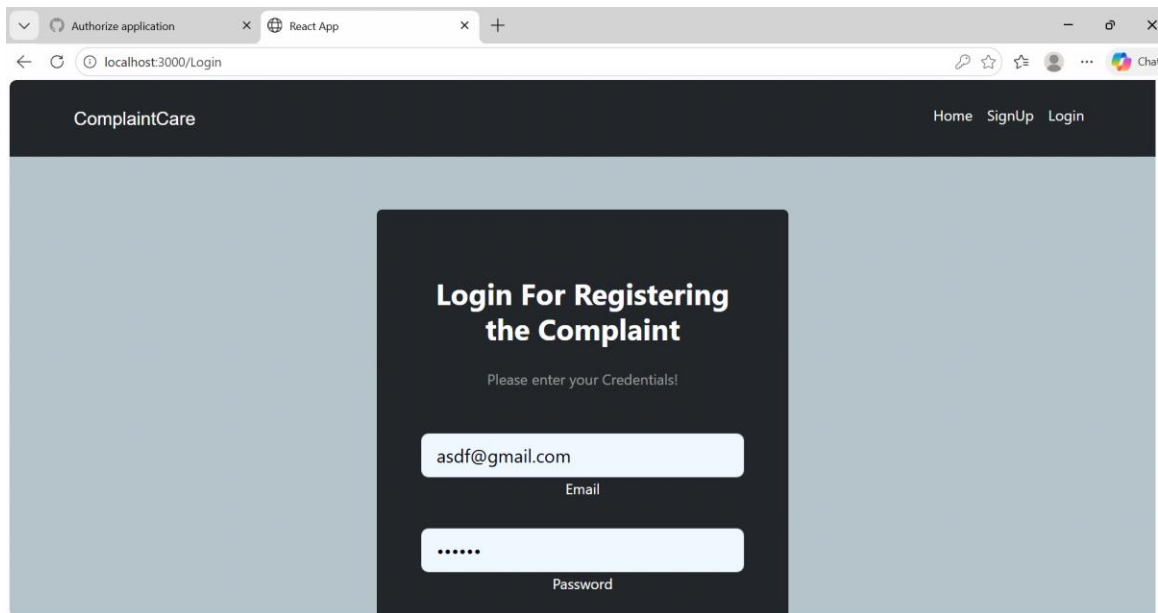
PROJECT EXECUTION DIAGRAMD:



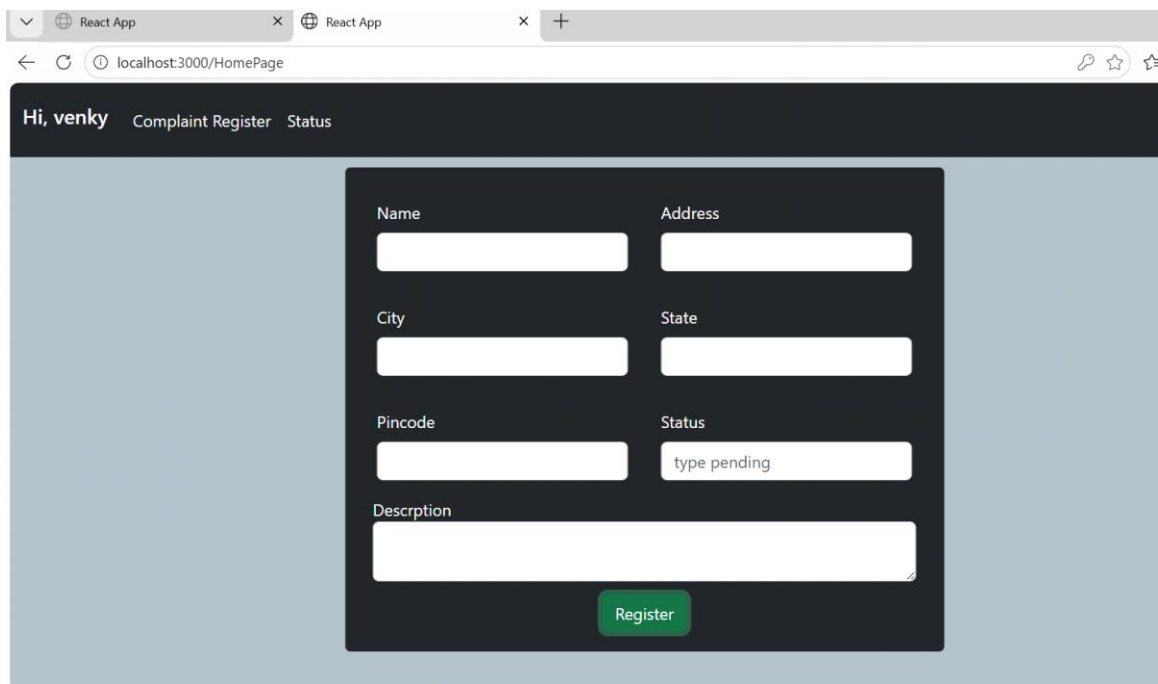
image(a):login page

A screenshot of a web browser displaying the ComplaintCare sign up page. The browser's address bar shows 'localhost:3000/signup'. The page has a dark header with 'ComplaintCare' on the left and 'Home', 'SignUp', and 'Login' on the right. The main content area features a dark vertical card with the title 'SignUp For Registering the Complaint' and the subtitle 'Please enter your Details'. The card contains four white input fields for 'Full Name', 'Email', 'Password', and 'Mobile No.'. Below these fields are two dropdown menus labeled 'Select User' and 'Select User Type', and a 'Register' button at the bottom.

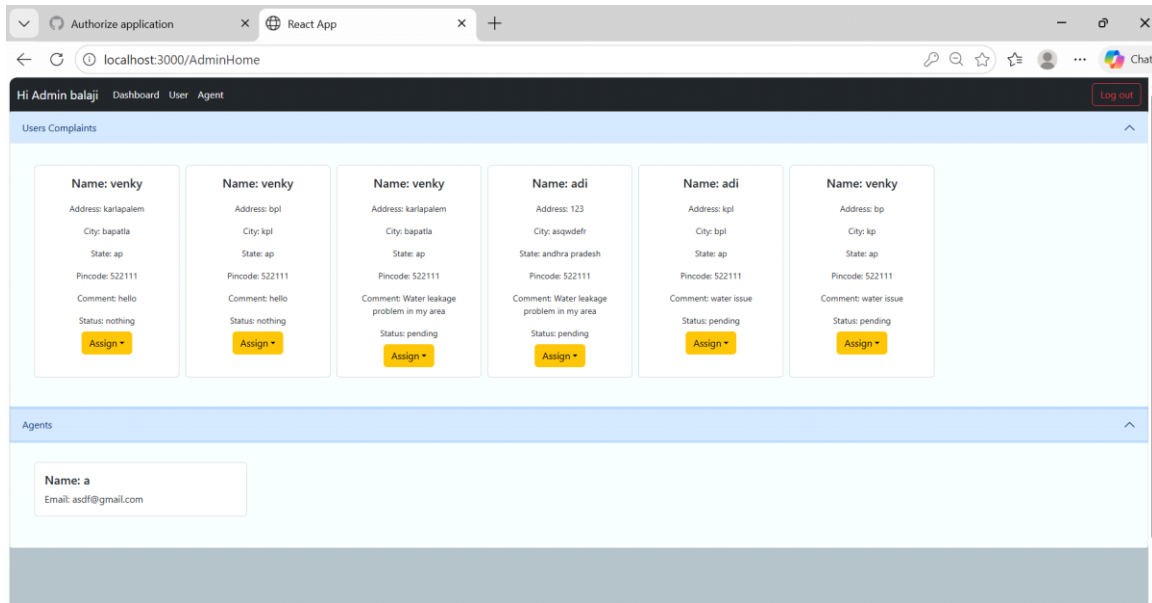
Fig(b):sign up page



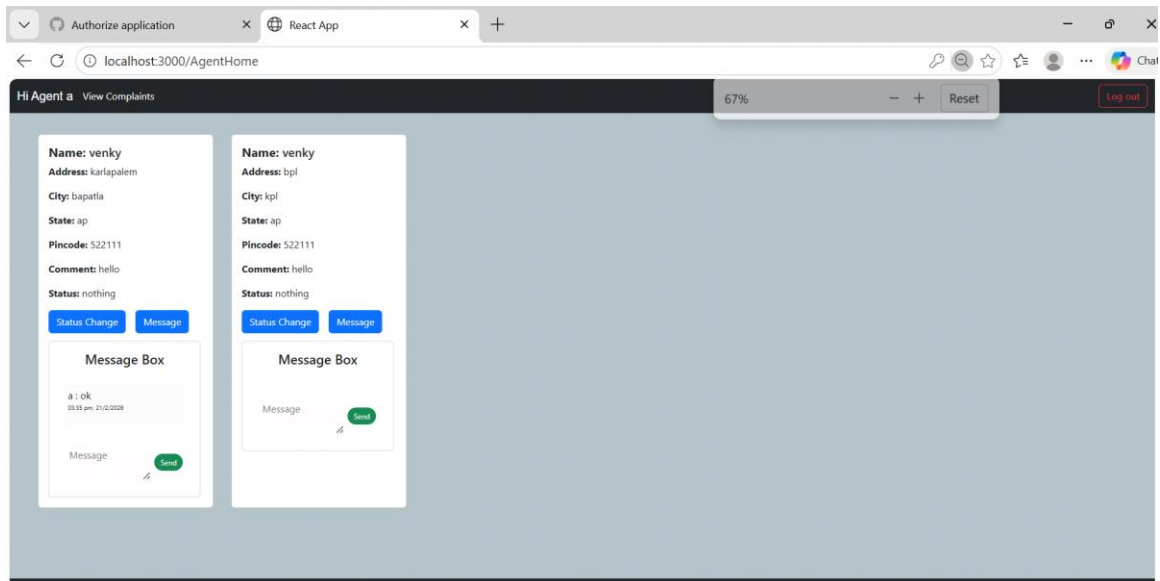
fig(c):login page



fig(c):complaints registration page



fig(d): admin dash board



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.

