

REQUIREMENT ANALYSIS PHASE

✓ 1. Project Overview

ResolveNow is a full-stack web application that enables users to file and track complaints related to public services or private vendors. It aims to simplify the grievance redressal process by providing a centralized platform with clear communication, status tracking, secure authentication, and administrative complaint management tools.

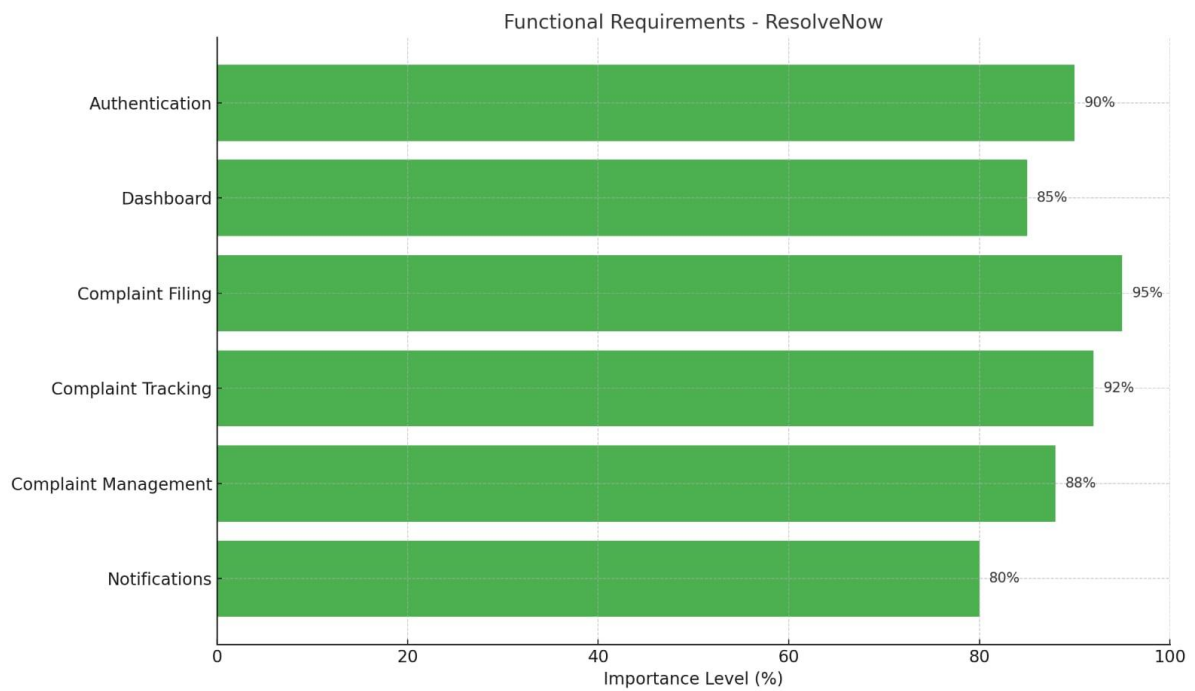
👤 2. Target Users

User Role	Description
User	A citizen who submits a complaint about public services or private vendors
Admin	An officer or department representative responsible for resolving complaints

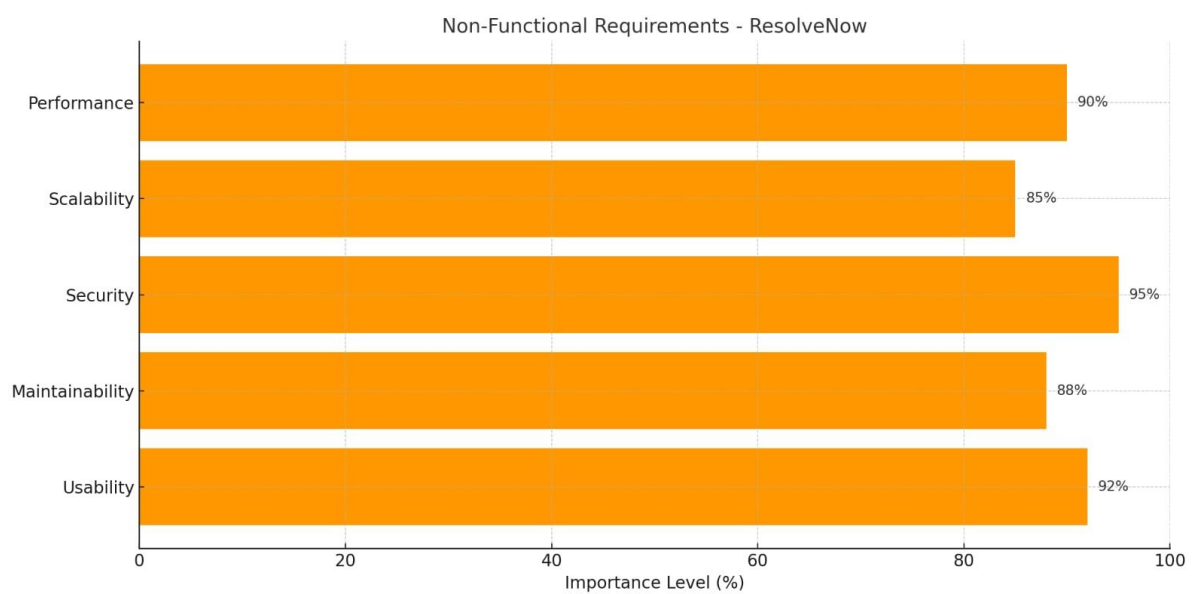
🎯 3. Goals & Objectives

- Allow users to file complaints in an easy and guided process
- Enable users to upload images or documents as evidence
- Track the status of submitted complaints in real-time
- Allow admin/officers to manage, resolve, and respond to complaints

⚙️ 4. Functional Requirements



➡️ 5. Non-Functional Requirements



6. Tech Stack

Layer	Technology
Frontend	React.js, HTML, CSS, JavaScript, Bootstrap
Backend	Node.js, Express.js
Database	MongoDB (Mongoose ORM)
Real-Time	Socket.io (future enhancement for live chat/status)
Hosting	GitHub Pages (client), Render/Heroku (server)
Dev Tools	VS Code, Git, Postman, npm

7. Future Enhancements

- Build mobile app version (Android)
- Enable multilingual support (English, Telugu, Hindi)
- Add SMS/WhatsApp alert system
- Feedback form for closed complaints
- Public dashboard showing resolved/unresolved complaint stats
- Officer performance tracking and department-wise reports

