

Final Report

1. INTRODUCTION

1.1 Project Overview

Resolve Now is a digital platform designed to streamline the process of lodging, tracking, and resolving complaints related to public services, businesses, and organizations. It empowers individuals to voice their concerns and seek resolutions in a transparent and efficient manner.

1.2 Purpose

The core purpose of **Resolve Now** is to provide a **centralized, user-friendly digital platform** that empowers citizens and consumers to **raise concerns, lodge complaints, and receive resolutions efficiently**. It bridges the communication gap between users and service providers—whether government bodies or private enterprises—and promotes transparency, accountability, and customer satisfaction.


2. IDEATION PHASE

2.1 Problem Statement

In today's fast-paced world, **citizens and consumers often face difficulties when trying to report issues or lodge complaints** related to public services or private sector organizations. Traditional methods—such as visiting offices, calling helplines, or sending physical letters—are often **time-consuming, non-transparent, and frustrating**, leading to a lack of trust and disengagement from grievance redressal systems.

2.2 Empathy Map Canvas

Section Insights

- “I’ve tried complaining before, nothing ever happens.”
-
 **Says** “It’s too confusing to know where to file complaints.”
- “I just want someone to listen and take action.”

Section Insights



Thinks

- “Will they actually solve my problem?”
- “No one takes complaints from people like me seriously.”
- “This process is probably going to waste my time.”



Feels

- Frustrated by past experiences
- Hopeless or skeptical
- Anxious about being ignored or misunderstood



Sees

- Long queues and bureaucratic offices
- Poor customer service experiences
- Complicated or outdated complaint forms

Hears

- “Don’t bother complaining, it’s useless.”
- “Try tweeting about it, maybe they’ll notice.”
- “The system is corrupt or broken.”

Pains

- Lack of response or accountability
- No real-time updates
- Time-consuming manual complaint processes



Gains

- Quick, trackable resolution
- Feeling heard and respected
- Transparent process with regular updates

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

- People can create an account and log in
- Users can submit a complaint by choosing a category and adding details or photos
- Each complaint can be tracked step by step (Pending, In Progress, Resolved)
- If no one solves it in time, the complaint automatically moves to higher-level officials
- After a problem is solved, users can give feedback or rate the service
- Admins can see all complaints, make reports, and manage users

3.2 Solution Requirement

- Develop a digital platform (web + mobile) that allows users to:
- Easily **register** and **log in**
- Submit **complaints** through simple forms
- **Track progress** of each complaint in real-time
- **Receive notifications** and final outcomes
- Provide **feedback** on complaint resolution
- **Escalate unresolved issues** automatically

3.3 Data Flow Diagram

Problem → Report → Fix → Feedback

□ 1. Problem

- This is when something goes wrong.
- Example: A pothole in your street, a power outage, or poor customer service.



2. Report

- You use *Resolve Now* to lodge a complaint.
- You select the issue type, describe the problem, maybe upload a photo, and submit it.



3. Fix

- The complaint is received by the relevant authority (e.g., city department or service provider).
- They take action to resolve it—like filling the pothole or restoring electricity.



4. Feedback

- Once fixed, you get an update.
- You can rate the service or say whether you're satisfied with the solution






3.4 Technology Stack

Layer	Technology/Tools	Purpose
Frontend	React / Flutter	User interface on web and mobile
Backend	Node.js / Django	Handles logic and complaint processing
Database	PostgreSQL / MongoDB	Stores user data and complaints
Hosting	AWS / Firebase	Runs the app on the cloud
Security	SSL, JWT, Encryption	Protects user data and login

4. PROJECT DESIGN

4.1 Problem-Solution Fit







Resolve Now solves this by offering a **simple, digital platform** that makes complaint handling easy and transparent:

-  **One-click complaint submission** — anytime, anywhere
-  **Live tracking and real-time updates** on complaint progress
-  **Automatic routing** to the right department
-  **Escalation system** to push unresolved issues up the chain
-  **Feedback feature** so users feel heard and empowered

This transforms a complex and painful process into a **fast, fair, and transparent** experience.

4.2 Proposed Solution

Resolve Now is a user-friendly web and mobile platform that lets people easily **file, track, and resolve complaints** related to public services or businesses. It offers:

-  **Simple Submission:** Users report issues with descriptions, images, and optional anonymity
-  **Live Tracking:** Complaints are assigned a unique ID with status updates
-  **Smart Routing:** System automatically sends cases to the correct department and escalates if unresolved
-  **Feedback Loop:** Users can rate and reopen complaints after resolution
-  **Inclusive Access:** Multilingual support, voice input, and mobile-first design
-  **Admin Dashboard:** Departments manage complaints, track performance, and view analytics

4.3 Solution Architecture

Frontend	User-friendly app and website for citizens to submit & track complaints
Backend	Handles logic, API requests, and data processing
Authentication	Verifies users and manages access with OAuth or JWT tokens
Notification	Sends SMS/email updates to users in real-time
Database	Secure storage of user data, complaints, and tracking logs
Admin Dashboard	Allows authorities to respond, generate reports, and manage escalations

5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

- **Goal:** Build a platform for easy online complaints
- **Steps:** Research → Design → Build (MVP) → Test → Launch → Improve
- **Team:** PM, developers, designer, tester
- **Tools:** Firebase, GitHub, Figma, Trello
- **Risks:** Low usage, bugs, privacy → Mitigate with campaigns, testing, encryption
- **Success:** Complaints resolved, user growth, high ratings

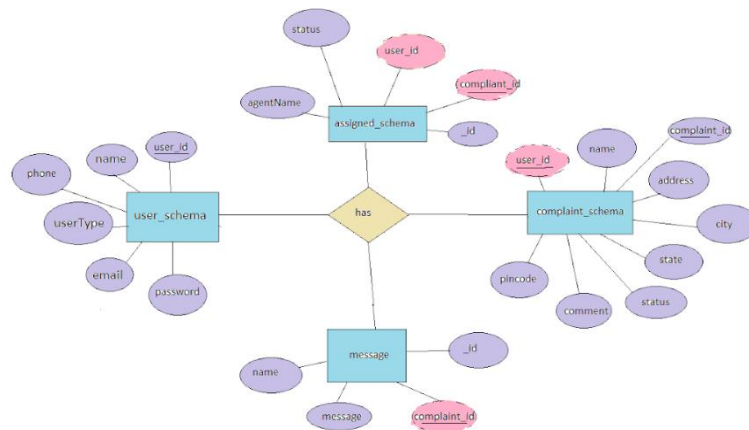
6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing

Type	Purpose
Load Testing	Check how the system performs under normal + peak usage
Stress Testing	Push system beyond limits to see how it recovers
Spike Testing	Test response to sudden big jumps in user traffic
Endurance Testing	Monitor long-term performance (e.g., over 24–48 hrs)
Scalability Testing	Test how well the system scales with increasing users

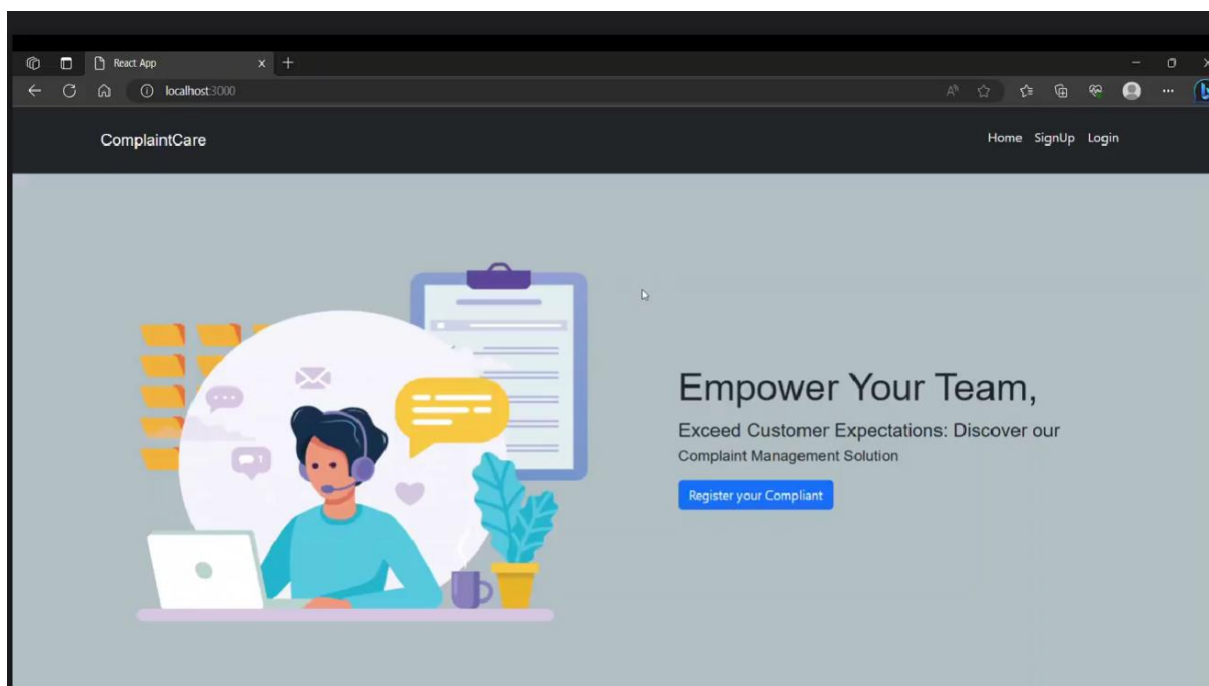
7. RESULTS

7.1 ER Diagrams :

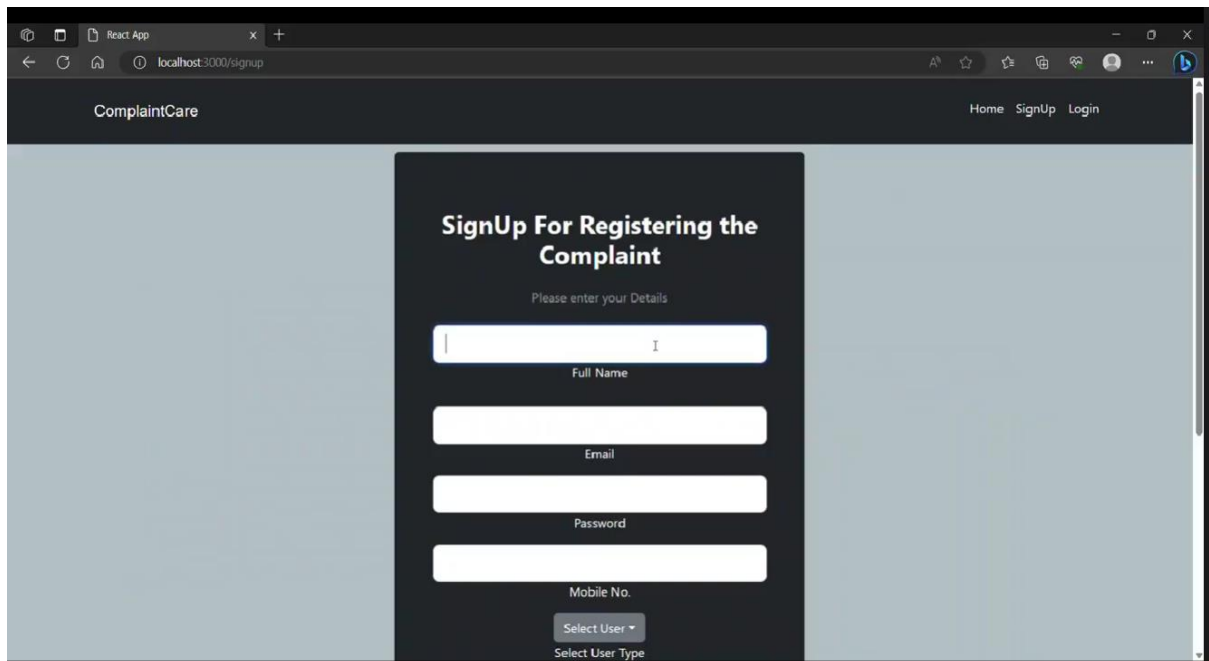


7.2 Output Screenshots

- Landing Page

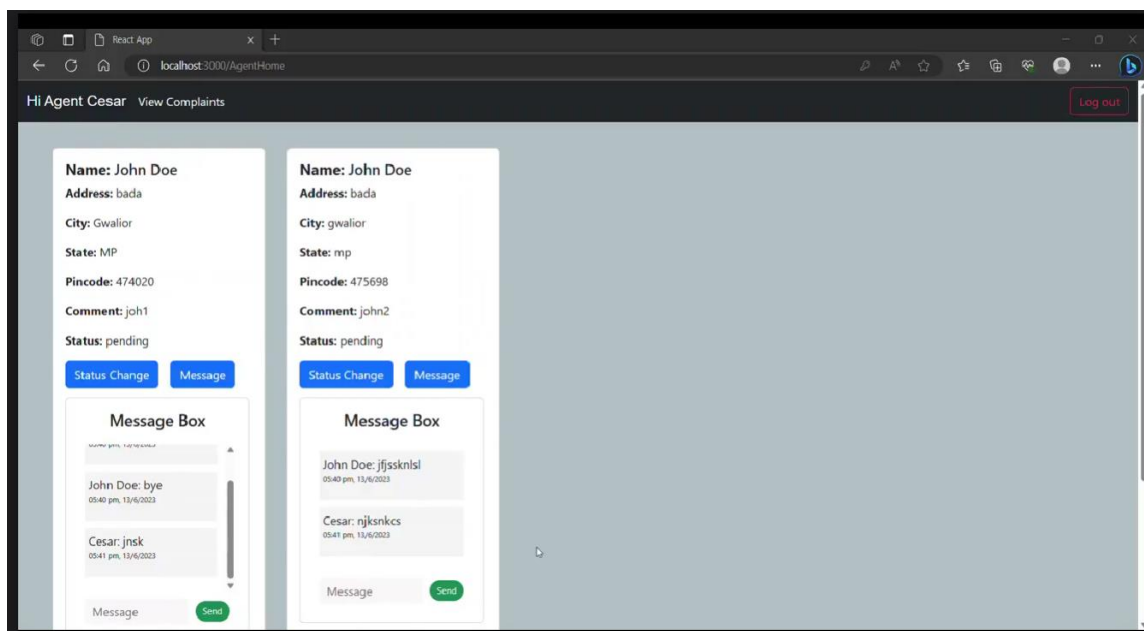


- **Signup/Login Pages**



The screenshot shows a web browser window with the URL `localhost:3000/signup`. The page has a dark header with the text "ComplaintCare" on the left and "Home", "SignUp", and "Login" on the right. The main content area features a dark blue card with the title "SignUp For Registering the Complaint" and the subtitle "Please enter your Details". The card contains four white input fields labeled "Full Name", "Email", "Password", and "Mobile No.". Below these fields is a "Select User" button and the text "Select User Type".

- **Admin dashboard:**



The screenshot shows a web browser window with the URL `localhost:3000/AgentHome`. The page has a dark header with "Hi Agent Cesar" on the left, "View Complaints" in the center, and a "Log out" button on the right. The main content area displays two complaint cards for "John Doe". Each card shows the following details: Address: bada, City: Gwalior, State: MP, Pincode: 474020, Comment: joh1, Status: pending. Below the details are "Status Change" and "Message" buttons. Each card also has a "Message Box" section with a chat history and a "Send" button. The chat history for the first card shows "John Doe: bye" at 05:40 pm, 13/6/2023 and "Cesar: jnsk" at 05:41 pm, 13/6/2023. The chat history for the second card shows "John Doe: jfysknls" at 05:40 pm, 13/6/2023 and "Cesar: njksnks" at 05:41 pm, 13/6/2023.

8. ADVANTAGES & DISADVANTAGES

Advantages

- **Easy to Complain:** People can report problems from their phone—no need to go to offices.
- **Saves Time:** No standing in long lines or filling out paperwork.
- **Everyone Can Use It:** Works in different languages and even with voice input.
- **Stay Updated:** You can check the status of your complaint anytime.
- **Makes Officials Act Faster:** If no one responds, the system alerts higher authorities.
- **Improves Services:** Helps the government or companies see what problems are common and fix them better.
- **Costs Less:** Saves time, effort, and paper—everything is digital.

Disadvantages

- **Internet Required** People need a smartphone or internet access, which can be difficult in rural areas.
- **Technical Glitches** If the system crashes or lags, complaints might not go through or updates could be missed.
- **Low Digital Literacy** Some users (like elderly or less tech-savvy folks) may struggle to use the app.
- **Overloaded Departments** If too many complaints are received at once, departments might not respond quickly.

9. CONCLUSION

Resolve Now helps people report problems easily and get them fixed faster. It saves time, keeps users informed, and makes sure officials take action. This tool makes life easier and services better for everyone.

10. FUTURE SCOPE

- **Smart Sorting** The app could use AI to sort complaints and find important ones faster.
- **Talking Assistant** A chatbot could help users step-by-step without needing to call anyone.
- **Voice Commands** People could speak their complaint instead of typing it.
- **More App Options** Users might send complaints using WhatsApp, SMS, or other apps.

11. APPENDIX

- GitHub Repository:

<https://github.com/reshmashaik1518/Resolvenow-your-platform-for-online-complaints/tree/main>

- Project Demo and Code Folder:

https://drive.google.com/drive/folders/1oUO8mg3vdAitS8kPx18FWuggvu30YCkp?usp=drive_link

- Dataset: Not applicable

- Tools Used: VS Code, MongoDB Atlas, Postman, GitHub