E-MADADINDIA: HOUSEHOLD SERVICE PROVIDER

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Abstract: In Online Computer world services many different kind of ideas are researched and implemented. Numbers of services are provided on a single platform which is very effective on people leading a busy life. E-MADADINDIA has launched a bunch of household services (like home maintenance, Construction, Appliances installation and Repairing) provided on a single click or call. Customers then are not needed to search workers here and there for house and office works. E-MADADINDIA launches this type of services which improves the human daily life standards and is easily approachable to all. E-MADADINDIA runs many services which is unique in it' s own way, like Complete event planner, Personal Postman, Driver on demand, Kabari (waste material) and Pesticide sprinkle on a particular area of a city. E-MADADINDIA also provides the yearly maintenance service in which it offer discount to the customer for booking any type of specified maintenance services. Our websites runs on the fastest and efficient algorithm for booking and others information details. The results has shown that the quality of service have been improved based on three parameters (delay, work load and throughput).

Key Words: E-MADAD(online-help), Service, Customer.

INTRODUCTION:

E-MADADINDIA HOUSEHOLD SERVICE PROVIDER is an online service provider which provide all maintenance and repairing services at a single platform. This idea came up when people face the problem while searching for the workers at the time of urgent need for repairing and maintenance of household appliances. The problem may also arise in negotiating the amount for particular task. So we came up with the proposed solution to such household and office related problems. The Repair and Maintenance [1] Works refer to works carried out on any conserved building for the purpose of repair and maintenance. The works are minimal and localized, and do not alter the structure or appearance of the conserved buildings.

Building works classified under the Repair and Maintenance Works do not require submission by a registered architect or professional engineer. The submission can be made by owners or their contractors.

An Additions & Alterations (A&A) development application is to be submitted if the proposed works involve extensive repair and maintenance. If the building works involve A&A, then you need to engage a Qualified Person (QP) to provide professional assistance and make the formal submission with the payment of the actual charges.

E-MADADINDIA works as a third party agent which are provide the both side guarantee for the worker as well as customer. On the basis of the survey initially it was implemented in PATNA (BIHAR) where people are interested to start such services on a single platform.

We work on the basis of the following criteria:-

1. Repair and maintenance of a single unit or a bunch of service at a time.
2. It also provides yearly maintenance for any specified services.
3. Pesticides sprinkle control scheme is very effective work in all area of the city to minimize the mosquito attack.
4. It gives the fastest serveries for both major and minor problems.

LITERATURE SURVEY:

The preliminary work was started by gaining acknowledgement about survey report of various cities and the feedback of customers on repairing and maintenance services. Many articles [2] were also analyzed that revealed the drawbacks and benefits of such type of services. Different companies [3] and market analyst [4] were approached and we finally conclude to revive a subject of discussion. Further our team members have taken a survey in which they visited all types of customer (High profile Family, Middle class Family and low class Family) including workers and shopkeepers. All shown their interest to implement these type of services in their daily life. During the survey many problems comes forth. There were many queries asked from survey team members. The appropriate solution was given to them regarding how the payment to be done, how the workers will be supported for the services, how can we assure them with our services, how will we provide instant

services with convincing amount. The survey has covered Bailey Road, Boring Road, Kankarbagh, Dakbunglow Road, Exhibition Road, Rajendra Nagar and many more.

TECHNICAL BACKGROUND:

The technical background is sub categorized into two parts- admin panel and customer panel. Admin panel manage all types of booking, processing and worker related details. Customer panel give all details regarding services and their respective rate card. This project includes salient features of JavaScript, css, Ajax, html, MySQL, bootstrap.

With the help of JavaScript we validate the input of the customer, sliding of the images, dynamic bill generation, and unique registration id generation. Html controls the basic structure and designing of website. It is the fundamental unit for implementation of web pages.

The enhancement to the web pages is done with help of css (cascading style sheets). The floating view and image control is also achieved through css. Ajax (asynchronous JavaScript and xml) provides linking among related information which reduce the efforts of the non-technical customers.

The database provides the storage and retrieval of information in a particular manner so that it can access efficiently. The SQL provides with handling of such information. All the details regarding the customer are stored and can be displayed as and when required. Bootstrap technique helps to give the tab view, mobile view and desktop view.

PROPOSED METHODOLOGY:

The working model describe the basic implementation and the functionality of the services.

1.The E-MADADINDIA Household service provider not only satisfy the basic needs like electricity problem, plumber related issues, carpentry work, ac repairing and installation but also gives the solution for painting and interior designing, civil construction, tents and catering, complete event planning and many more.

2. Apart from these other services are in a run to be introduced. Some of these upcoming services are like personal postman services, door step kabaad pickup, website development and maintenance.

The proposed solution to such activities run in the following manner

1. Whenever any customer want services from E-MADADINDIA they can directly visit the website www.emadadindia.com or can make a single call on 8102441033/9852390459.

2. The customers can also send their problem and related details on whatsapp and hike on the given contact number.

3. As soon as the services are booked by the customer, a confirmation message and mail is send on the given details.

4. Soon a verification call will be made from our office members. The customer is then asked for the respective service details.

5. The workers assigned for that particular tasks is then reminded of the work.

6. Soon the customer will receive a worker id and worker name for authentication.

7. After this the workers will reach to the given address and inspect the assigned work.

8. Finally at the completion a report will by the worker to office and the bill will be generated henceforth.

9. The bill will instantly appear on the customer's mail id and phone. The cash payment has to be hand off to the worker.

10. The customers are then requested to fill the feedback form received on mail.

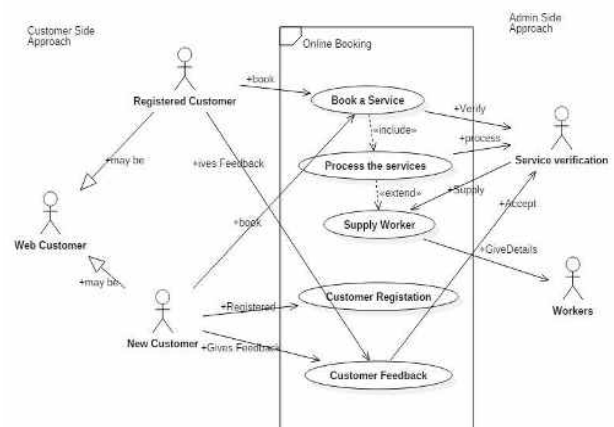The Use Case diagram of booking services and processed at customer and admin side shown in fig 1.1.

Fig 1.1 – Use case diagram of the Customer and admin

In this website the searching algorithm is made efficient which saves the customer time to a large extent.

The Sequence diagram to approach the customer, admin and worker through different process fig 2.
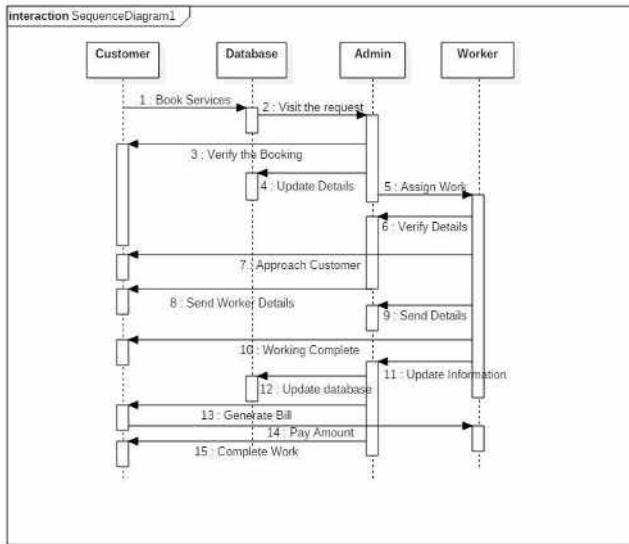
Fig 2. Sequence diagram of process a booking.

The E_MADADINDIA household service provider also introduced one yearly plan. The customer can also book yearly plan. In this the advance payment for one whole year is to be done by the customer for any particular service. The service will then be provided for the whole year. We also provide various package of bundled services with Agreement as Silver, Gold, Platinum or Carte of your choice.

We are pleased to provide One-stop solutions for Repair & Maintenance services to enhance the lifecycle of your assets. This will lower the total cost of home ownership in the long run, while enhancing the home's value, safety, appearance and above all better living experience. Our services are monitored with team of experienced professionals at back end, with equally proficient & experienced trained team on field. We will keep track of your services and will reach you on preventive mode and schedule.

RESULTS:

E-MADADINDIA has explored greater services when compared other such service providers. In the upcoming years we will work to develop realm of technology and its services. First and foremost the customers are provided services at ease. They don't have to search for the employees for a far run. The services are provided instantly which saves a lot of time. Besides, these huge bunch of services are all provided on one platform which makes it effective over other such providers. Through our Setup we also provide employment to a massive group of people. We also have our vision towards job and career perspectives.

Since we strongly believe in learning while working so we are here to provide training to the freshers who are interested in exploring their talent in our domain accordingly.
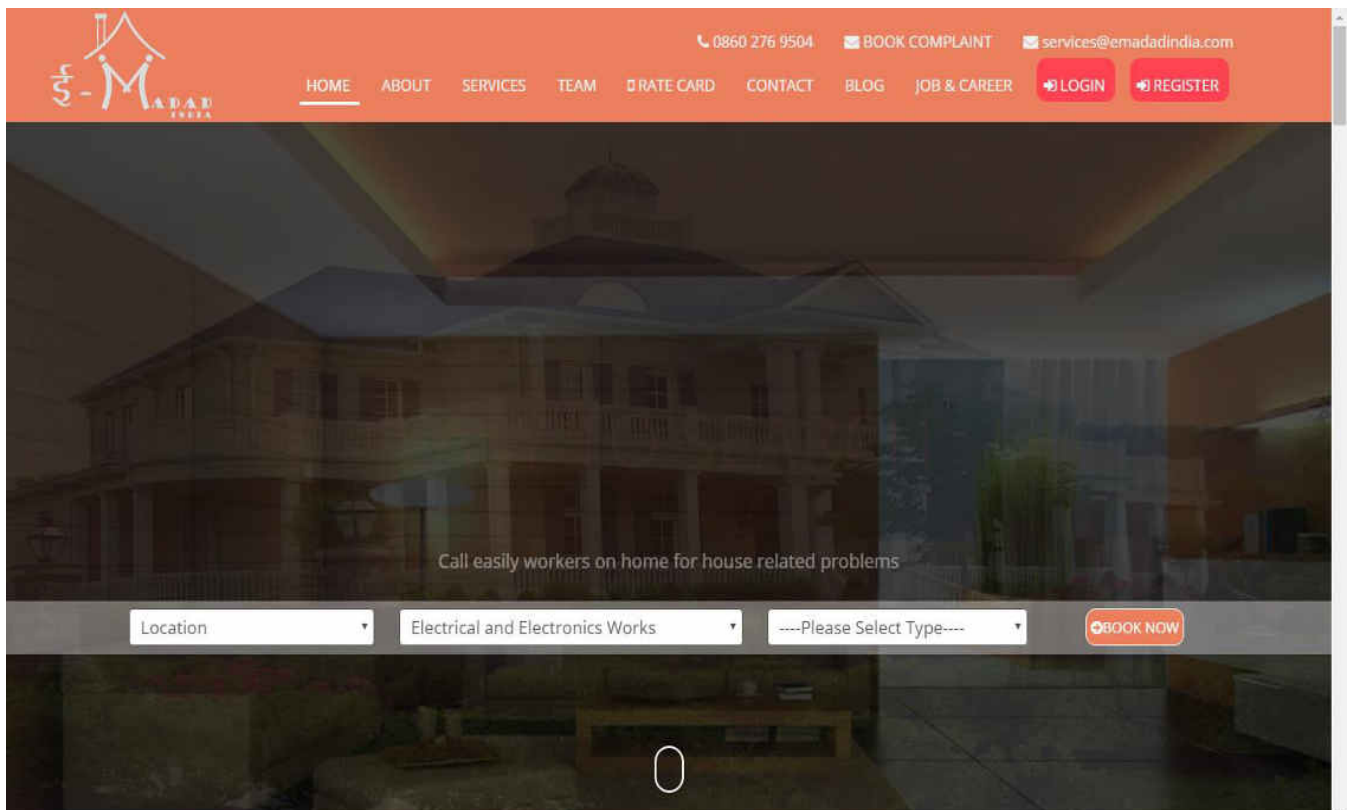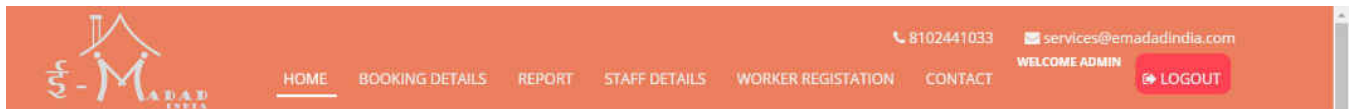

Fig: 3-   The features of home page

Fig 4:- admin panel showing booking details of customer

In fig 3 shows the Features and services and Booking a services with some simple steps.

In Fig 4 shows how the admin panel work and maintain this entire request and generate bills and others registered worker details.

CONCLUSION:

E-MADADINDIA household service provider offer very attractive solution for household resource and servicing. The experience gained by implementation shows that E-MADAINDIA provides an excellent level of transparency to the customer and the workers involved. Our project aims at providing on door customer service along with the development of workers. We organize frequent training sessions for skill enhancement of workers and also consider their future aspects.

The team is working hard to be in pace .with the latest technological changes. We are in consideration of developing mobile applications to make it handy.

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