

फोहोर मलाई

ST6012CEM User Experience Design

Submitted to

Pratik Bhusal

Submitted By

Nikesh Bhandari

Coventry ID: 13703679

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Project Introduction

Waste management remains one of the most persistent and overlooked urban challenges, particularly in developing countries like Nepal. Despite ongoing municipal efforts, issues such as irregular garbage collection, lack of awareness, and the absence of proper communication channels between service providers and residents have continued to affect the day-to-day life of citizens. Urban centers like Kathmandu face critical waste management difficulties, with over 1,000 tons of solid waste generated daily. A significant portion of this waste goes unmanaged or is collected inefficiently due to fragmented data, poor communication systems, and outdated manual processes. Most residents remain unaware of the actual garbage collection schedules in their locality. Notifications about delays or changes in pickup times are typically shared via unreliable word-of-mouth methods, informal Facebook group posts, or not communicated at all. As a result, people often miss scheduled pickups, leading to the accumulation of garbage in residential areas, environmental pollution, foul odors, and an increased risk of disease. Moreover, when issues such as missed pickups, overflowing community bins, or illegal dumping arise, there is often no structured or easily accessible reporting mechanism available for the public.

FohorMalai was conceptualized and designed as a smart waste management solution aimed at addressing these systemic inefficiencies. It functions as a mobile-based digital platform that strengthens the bridge between municipal waste services and everyday citizens. By using technology, FohorMalai empowers users to stay informed, take initiative, and participate in maintaining cleaner neighborhoods. The application offers features such as real-time pickup notifications, location-based waste schedules, user-submitted collection request, and the ability to track the status of collections. It is also designed to allow photo uploads and auto-detect locations via GPS, enabling more accurate reports and faster municipal response. A key innovation of FohorMalai is the inclusion of a community-driven marketplace section. This feature allows users to buy or sell recyclable or reusable items, such as compost, old furniture, plastic, and scrap metal. The goal is to promote sustainable practices by encouraging material reuse and reducing landfill dependency. Through the marketplace, residents can turn waste into value, fostering a sense of environmental responsibility and creating micro-opportunities for circular economy initiatives.

Aim

Design and develop a user-friendly waste management application that improves communication between citizens and municipal services through real-time scheduling, location-based alerts, and a marketplace for recyclable materials.

Objective

- To identify and address the key challenges in current waste collection systems, especially in cities like Kathmandu.
- To create mobile application that allows users to schedule pickups, receive location-based alerts, and request collection for high-volume or public waste areas.
- To design a community-driven marketplace where users can buy, sell compost, recyclables, and eco-friendly products.
- To ensure the app is inclusive and easy to use for people of all backgrounds, including housewife's, students, and working professionals.
- To integrate user feedback through testing methods like guerrilla testing and improve the app based on real-world interactions.
- To build a scalable model that can be adapted by municipalities across Nepal for better waste tracking, planning, and civic engagement.

Literature Review

Waste Management in the Urban Context of Nepal

Waste disposal in Nepal is primarily managed at the municipal level, with varying standards and routines across different wards. Kathmandu Metropolitan City, for example, handles over 1,000 tons of solid waste daily ([ADB, 2021](#)). Despite this, communication between municipalities and citizens is limited. Most people rely on informal methods asking neighbors, Facebook group posts, or word-of-mouth to determine when waste will be collected. This lack of timely, structured information leads to missed pickups, waste pileups, and dissatisfaction among residents. A 2020 study by the Clean Up Nepal NGO showed that more than 60% of citizens felt uninformed about waste pickup schedules, and 73% had no idea how to file a complaint or report missed pickups. These findings highlight the urgent need for user-centered tools that promote accessibility, predictability, and feedback mechanisms.

Digital Solutions in Global Waste Management

Several countries have implemented digital solutions to improve urban waste handling and encourage civic participation. These platforms often leverage mobile technology, geolocation, and data integration to streamline waste collection and recycling processes. While these apps serve as excellent references for smart waste systems, many of them operate under infrastructure conditions

that are not always present in developing cities like Kathmandu. Below are some noteworthy examples:

Recycle Coach (Canada & US)

Recycle Coach is a mobile application designed to inform residents about local waste pickup schedules, sorting guidelines, and timely reminders before collection. Its interface is intuitive and synchronizes with municipal databases, enabling customized notifications based on user addresses. However, it ain't showing any map kind of things, and not showing what types of waste are scheduled for the collection and main point it isn't available for Nepal.

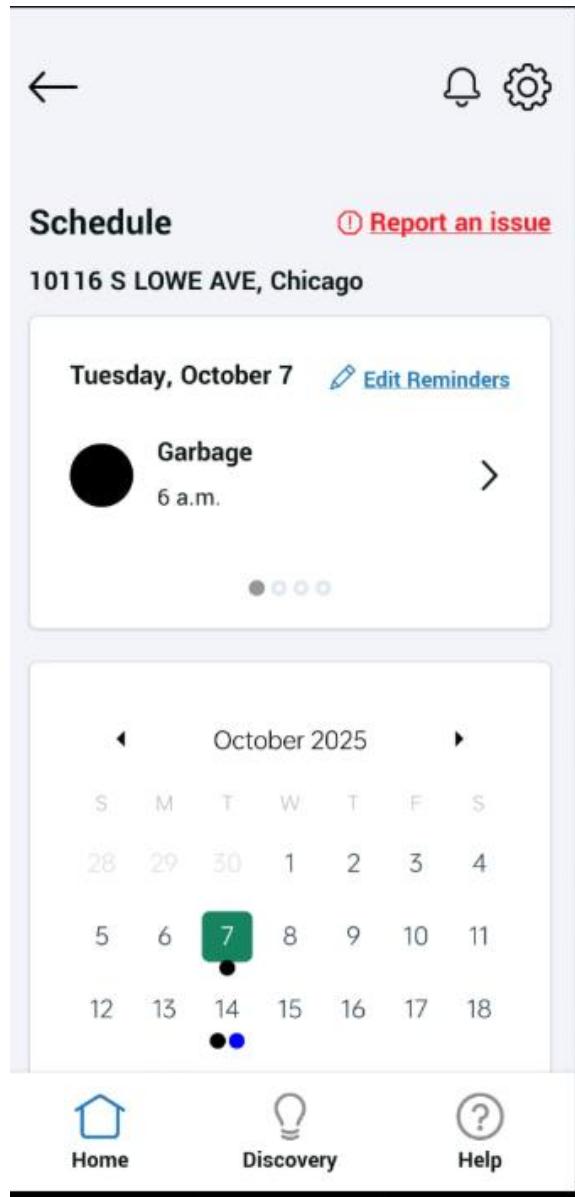


Figure 1: Recycle Coach

iRecycle (Earth911)

This app serves primarily as an educational resource, guiding users on where and how to recycle various materials. Although it is valuable for raising awareness, it does not offer localized waste pickup alerts, complaint submissions, or city-level coordination. Moreover, its database is tailored to Saudi Arabia contexts, making it difficult to even login, using it in Nepal is way back.

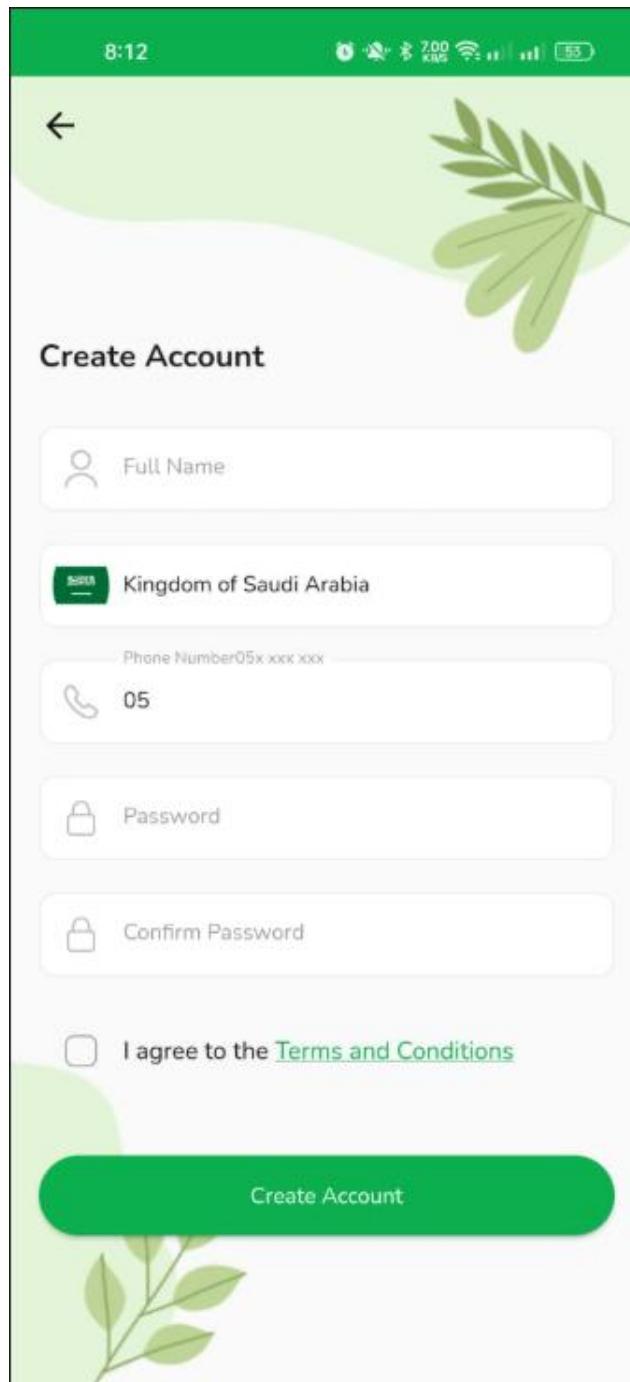
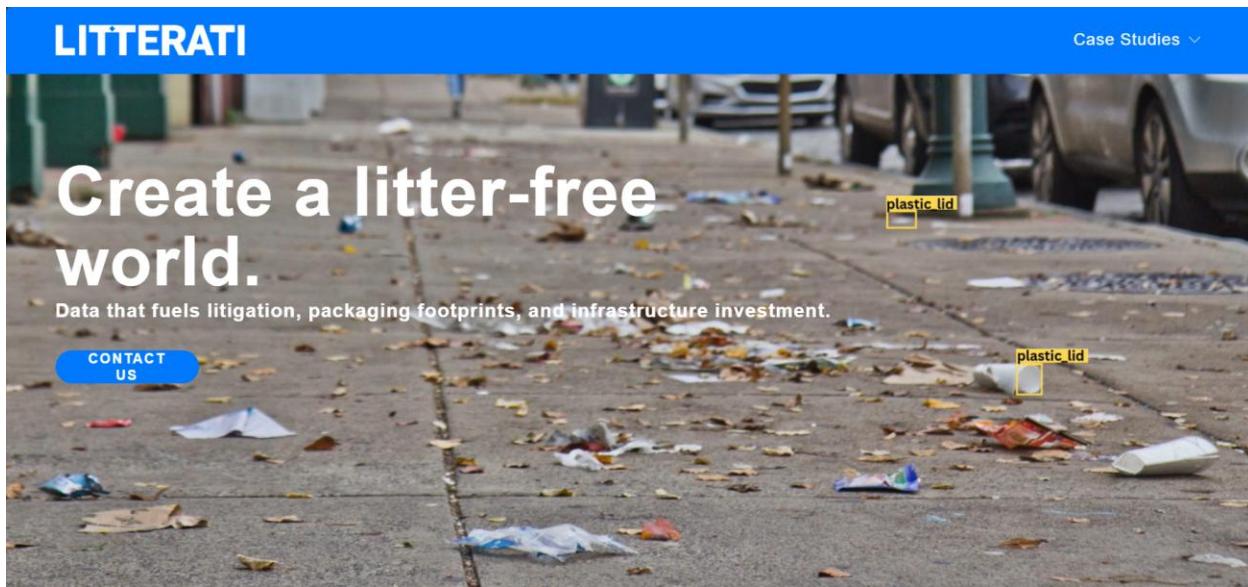


Figure 2: Irecycle

Litterati

Litterati is a globally recognized app that gamifies litter tracking. Users take photos of waste items they find in their environment, tag them, and upload them to a shared platform. This crowdsourced data is then used to influence policy changes and corporate responsibility. While it excels at community engagement and behavioral change, it does not handle core waste logistics like pickup scheduling or route planning. Nonetheless, its participatory model serves as inspiration for community-driven features in platforms like FohorMalai.



Though these international solutions showcase various strengths, they all rely on the assumption of an already efficient, well-funded municipal system. In the context of Nepal, such structured digital ecosystems are still emerging, and many municipalities do not maintain consistent data on garbage truck routes, pickup frequency, or public complaints. Therefore, while useful for conceptual benchmarking, direct adoption of these systems is not feasible without significant adaptation and redesign.

Pact Analysis

P A C T

PEOPLE	ACTIONS	CONTEXTS	TECHNOLOGY
<ul style="list-style-type: none"> • 18-40 years • Students, housewives, professionals • Mixed tech-savviness: basic to advanced users • Busy lifestyles, limited time for household tasks 	<ul style="list-style-type: none"> • Check waste collection schedules • Get notifications before pickup time • Report issues like missed pickups • Filter posts by location or type • Save posts 	<ul style="list-style-type: none"> • Used at home, work, or on the move • Mobile-first users, often multitasking • Low attention span during use • Needs to work in both morning and evening routines • Relies on clean UI and timely alerts 	<ul style="list-style-type: none"> • Mobile app interface (Android-first) • GPS/location for auto-schedule fetch • Push notifications for reminders • Simple backend for complaints & updates • Fast-loading, responsive design

Figure 3: Pact Analysis

The PACT (People, Activities, Context, Technologies) framework is used to evaluate and design interactive systems by understanding the relationship between users, the tasks they perform, the environment in which they use the system, and the technologies involved. For the development of FohorMalai, a smart waste management system, PACT analysis was applied to ensure that the app aligns with the needs of a diverse user base.

People

The target users of FohorMalai range from ages 19 to 32 and come from a variety of backgrounds including students, housewives, content writers, pharmacists, and IT professionals. This diversity means that users possess different levels of technical proficiency and varying daily routines. For instance, a housewife may need timely alerts to avoid missing the garbage truck, while a busy developer may prefer integration with their calendar for seamless reminders. This wide demographic requires the app to be simple enough for less tech-savvy users, yet efficient and flexible enough for power users. Accessibility, ease of use, and local context are key considerations in the user interface.

Activities

Key actions that users perform within the app include checking waste collection schedules, receiving push notifications, reporting missed pickups or waste issues, applying location-based filters, saving updates, and managing their personal profiles. These actions must be supported

through a clean and intuitive interface that minimizes user effort. Most of these activities are performed frequently but briefly, meaning the design should prioritize speed, clarity, and reduced cognitive load.

Context

FohorMalai is intended to be used in various contexts: at home, at work, or on the go. Users may access the app in the morning before leaving for work, during lunch breaks, or in the evening. The app should function smoothly in environments with distractions and limited attention spans. Since most users will interact with the app via smartphones, the interface needs to be optimized for mobile usage, with fast load times and an offline fallback where possible.

Technologies

The app will be primarily Android-based, as it is the most widely used mobile platform in Nepal. It will incorporate GPS to auto-detect the user's area and display relevant waste schedules. Push notifications are crucial for keeping users informed ahead of collection times. Additional technologies may include calendar sync features, a backend for managing updates and complaints, and options for future expansion into multilingual or community-engagement features.

Requirement Analysis

Business Process Improvement (BPI) was applied to enhance the efficiency and reliability of the waste collection process in urban areas of Nepal. The existing system—particularly in densely populated cities like Kathmandu—was identified as inconsistent, lacking structured scheduling, and prone to communication gaps. Waste collection services often operate without timely notifications or clear coordination, resulting in missed pickups, confusion among residents, and waste accumulation in public spaces. These inefficiencies have affected public hygiene, created environmental concerns, and diminished trust in municipal service delivery. In the current process, there is limited interaction between citizens and waste collection units. People are often unaware of truck arrival times and have no streamlined way to request an additional pickup in case of bulk waste accumulation at homes, offices, or neighborhoods.



Figure 4: BPR

To address these issues, FohorMalai was developed as a mobile-based improvement to existing waste coordination workflows. Rather than replacing the entire system, the platform introduces incremental yet impactful digital features that optimize how users interact with waste services. These enhancements were designed to strengthen existing structures by embedding transparency, predictability, and accessibility into everyday operations.

Key features introduced through BPI include:

- Location-based waste pickup schedules, displayed automatically using the user's GPS and ward information.
- A Collection Request feature, allowing users to request additional pickups in case of high-volume waste observed in homes or public areas.
- Real-time alerts and notifications, helping users stay updated on pickup timings or route changes.

These improvements make the coordination between citizens and waste collection teams more responsive and user-friendly. For instance, if a user notices excessive garbage at a street corner or after a household event, they can submit a request with location tagging and optional notes. This minimizes the delay in waste handling without altering the municipal backend entirely.

Low Fidelity

Wizard of OZ

With paper prototypes of system, this test was performed.

Improvement for High Fidelity

After conducting low-fidelity prototype testing through the Wizard of Oz method with seven diverse participants, a number of usability issues and user expectations were observed. These findings provided essential insights into how the initial concept of FohorMalai could be enhanced for a better user experience. Based on the feedback, observations, and evaluation through Nielsen's heuristics, several high-fidelity improvements were identified and implemented. This section outlines those enhancements across interface design, navigation, interactivity, accessibility, and feedback mechanisms.

High Fidelity

Figma was used for designing high fidelity.

Guerrilla Testing

Guerrilla testing was conducted as part of the user-centered design process to gather rapid and authentic feedback on the FohorMalai prototype. A total of seven participants were recruited for this testing phase. Among them, five were returning users who had previously interacted with low-fidelity paper prototypes, while two were completely new users with no prior exposure to the FohorMalai interface. This mix of familiar and unfamiliar users allowed for both longitudinal feedback and first-impression insights. Participants were provided with the Figma high-fidelity interactive prototype, which represented the near-final version of the mobile application. Prior to the testing session, each participant was given a brief overview of the context and tasks. Informed consent was obtained from all individuals, allowing the sessions to be recorded for observation and analysis purposes. This step ensured ethical standards were maintained while enabling the research team to revisit behaviors and reactions in detail. Each participant was asked to perform a series of tasks using the prototype, such as checking waste pickup schedules, submitting a complaint, navigating through the notification center, and updating profile information. These tasks were chosen based on critical user flows identified during the earlier requirement analysis and low-fidelity testing. To quantify the user experience, a structured questionnaire was administered after the interactive session. This questionnaire consisted of quantitative questions, allowing participants to rate their satisfaction, ease of use, clarity of interface, and overall experience. This approach provided measurable data on user satisfaction and usability effectiveness, which could be compared across participants. Despite the name "guerrilla," the testing approach adopted here was slightly more refined than typical on-the-spot usability checks. Sessions were conducted in semi-controlled environments such as homes, college premises, and office, where participants could comfortably engage with the prototype on their own devices. This balance between realism and control helped ensure that feedback was both honest and focused.

The recordings, observation notes, and questionnaire responses were reviewed to extract usability issues, pain points, and positive interactions. Returning participants offered valuable insights into improvements made since the low-fidelity phase, while new users provided fresh perspectives that highlighted first-use comprehension and navigation challenges.

Improvement For Final Product

During the guerrilla testing phase of the FohorMalai app, feedback was collected from different participants to identify potential design enhancements. Overall impressions were positive, however, several actionable suggestions were received to improve usability and user engagement.

One commonly mentioned point was that the marketplace card should include the user's contact number. This addition was suggested to facilitate easier communication between buyers and sellers within the community, increasing trust and interaction efficiency. Another important suggestion was that the app should be more optimized, as it was perceived to be slightly laggy or slow in certain scenarios. Performance enhancements such as reducing image sizes, optimizing asset loading, and streamlining transitions were implied to be necessary. It was also observed that the location input feature should allow typing, not just selection from a predefined list. This improvement would support better user flexibility, especially for those who prefer typing or are not familiar. Incorporating an autocomplete function based on frequently entered locations or geolocation data could significantly enhance this experience. Some users noted that certain pages were not interactive, implying that expected visual or tactile feedback was missing. Improving interactive feedback through animations, button highlights, or hover effects was suggested to make navigation more intuitive and engaging. In terms of user interface aesthetics, it was mentioned that the notification cards could be better designed. Suggestions leaned toward more visually appealing layouts, possibly with improved iconography, spacing, and color indicators to highlight different types of alerts. Additionally, it was noted that certain flows involved too many steps, particularly in processes like posting compost or reporting issues. It was suggested that these steps could be consolidated to improve task efficiency without losing essential functionality.

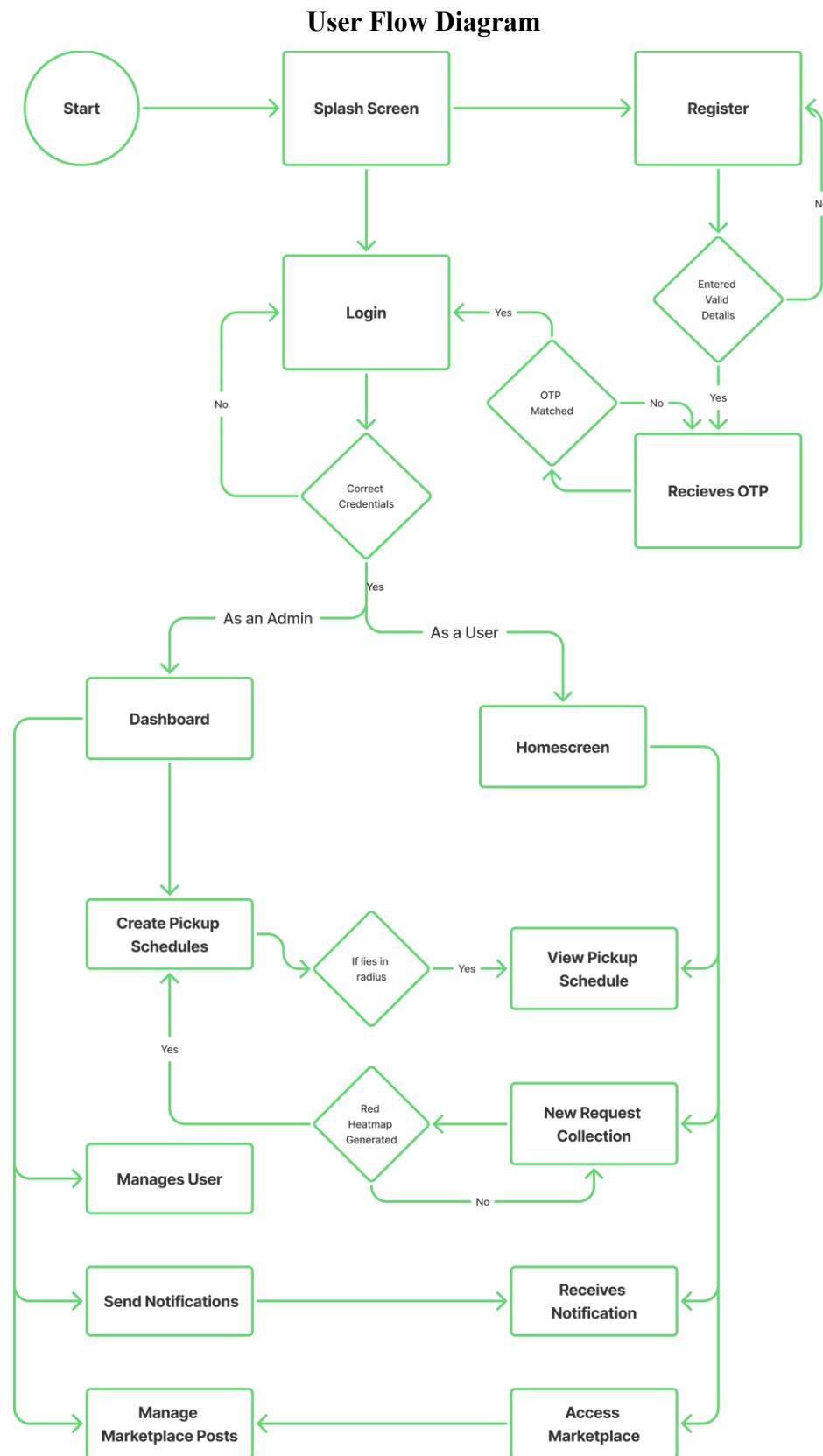


Figure 5: User Flow Diagram

User Interface Diagram

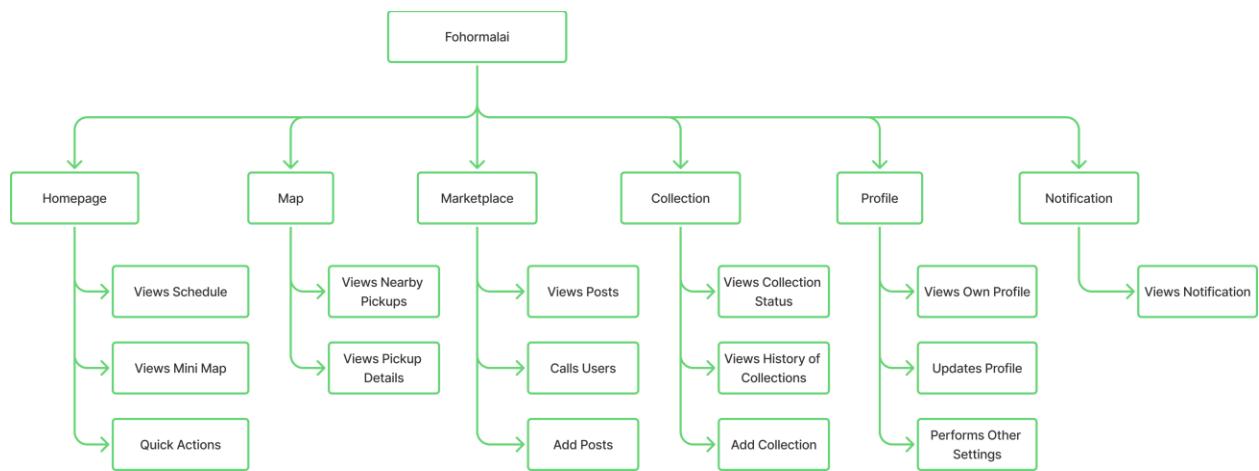


Figure 6: User Interface Diagram

Nielson Principle

The FohorMalai application was designed with a strong focus on usability, guided by Jakob Nielsen's 10 usability heuristics. These principles were incorporated into every stage of the design and refinement process to ensure a seamless and intuitive user experience, especially considering the diverse user base ranging from students to housewives and office-goers.

Visibility of System Status

Users are kept informed about the current state of the system through immediate visual feedback. For example, when a user submits a collection request, a toast notification confirms the action with a message like “Request submitted successfully!” Micro animations and icon changes indicate progress or status updates, such as the transition from “Pending” to “Approved.” These real-time responses assure users that their interactions have been received and are being processed.

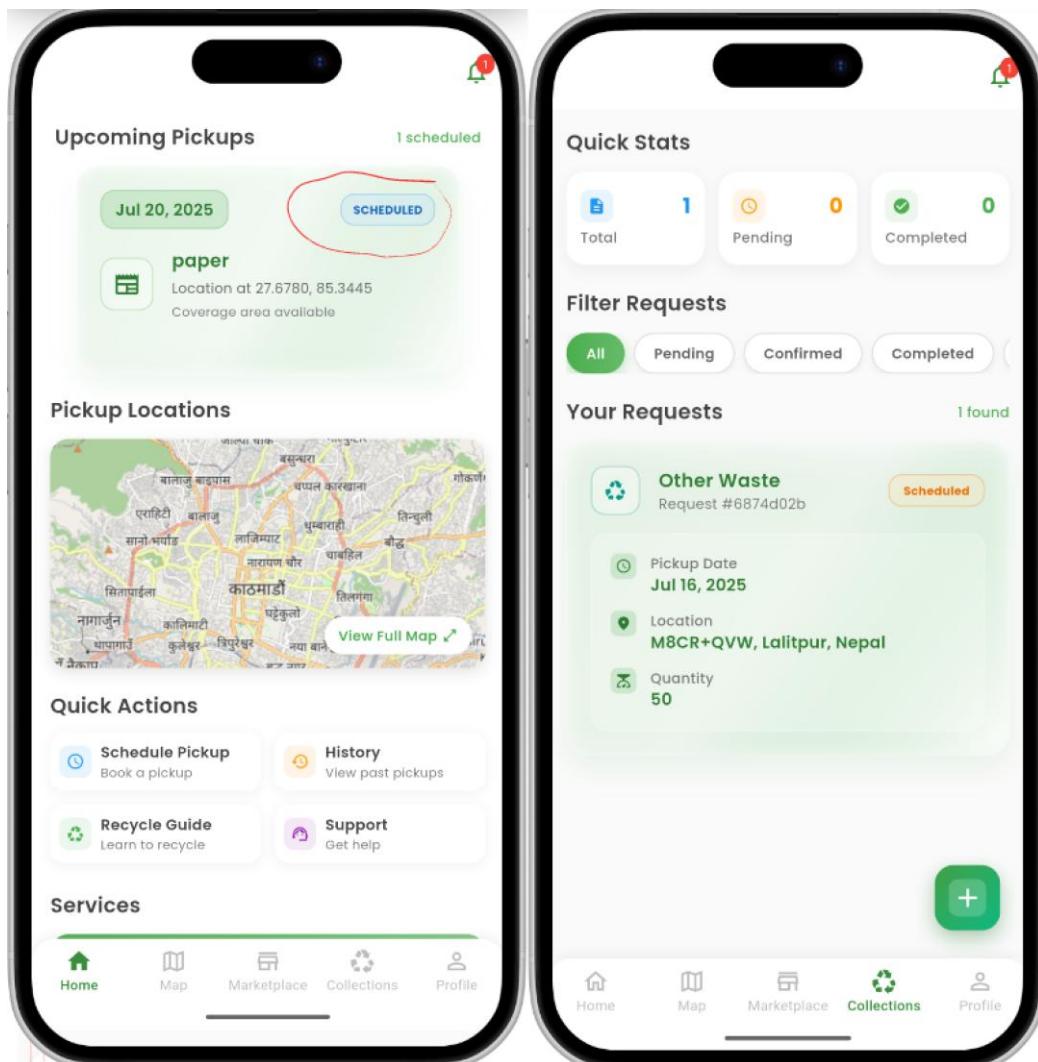


Figure 7: Visibility of System

Match Between System and the Real World

The application uses clear, familiar language and visual elements that align with real-world conventions. Terms such as “Pick-up Date,” “Location,” and “Request Collection” are self-explanatory and reduce confusion. Icons such as a calendar, map pin, and notification bell mimic physical or everyday app interactions, making the digital environment intuitive and relatable.

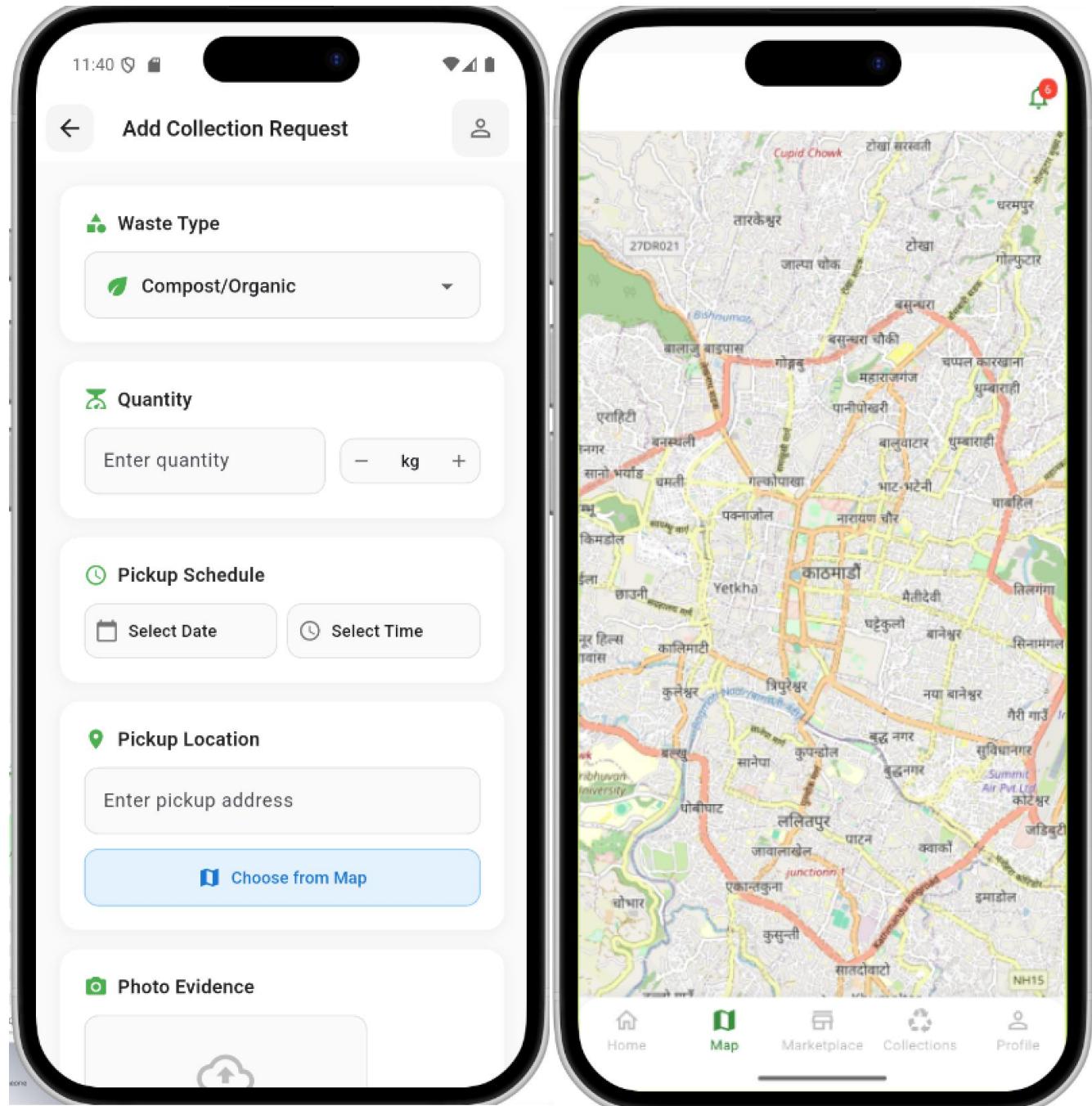


Figure 8: Match with Real World

User Control and Freedom

The app offers users flexibility to navigate freely and reverse unintended actions. For example, users can easily go back and edit a form if incorrect data is entered before submission. The persistent bottom navigation bar with clearly labeled sections (Home, Map, Report, Notifications, Profile) ensures that users can return to the main sections at any time without getting lost in deep navigation hierarchies.

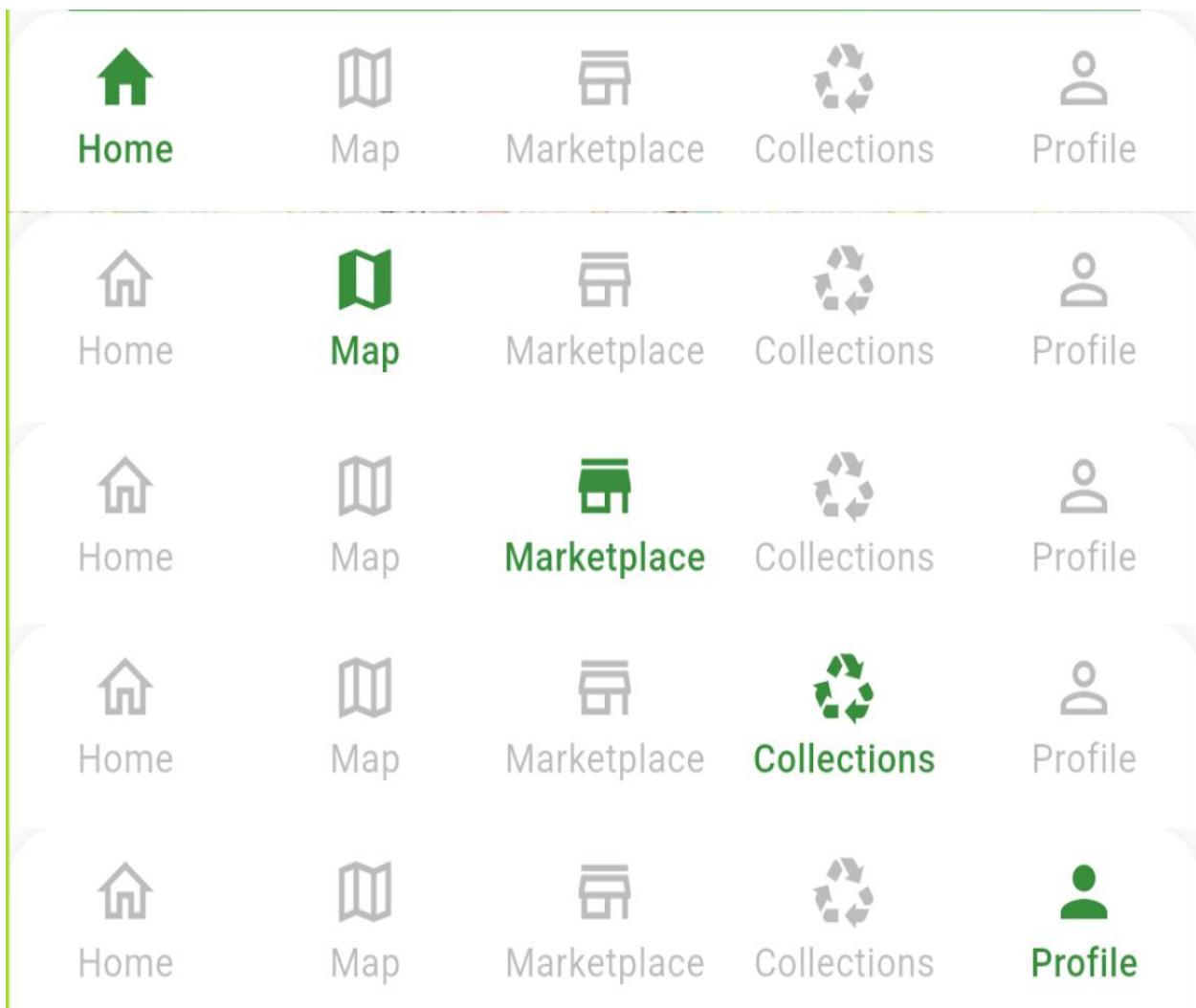


Figure 9: Navigation

Consistency and Standards

Design consistency has been maintained throughout the application. The layout of forms, the positioning of buttons, the color scheme, and icon usage follow a uniform pattern across all screens. This consistency allows users to transfer their learning from one part of the app to another without requiring reorientation, increasing familiarity and reducing errors.

Error Prevention

Multiple design decisions were made to prevent errors before they happen. Mandatory fields in forms are validated before submission, ensuring that users cannot proceed without entering essential information. For instance, during the creation of a collection request, fields like pickup location, date, and waste type must be selected, with validation prompts guiding users to resolve incomplete fields.

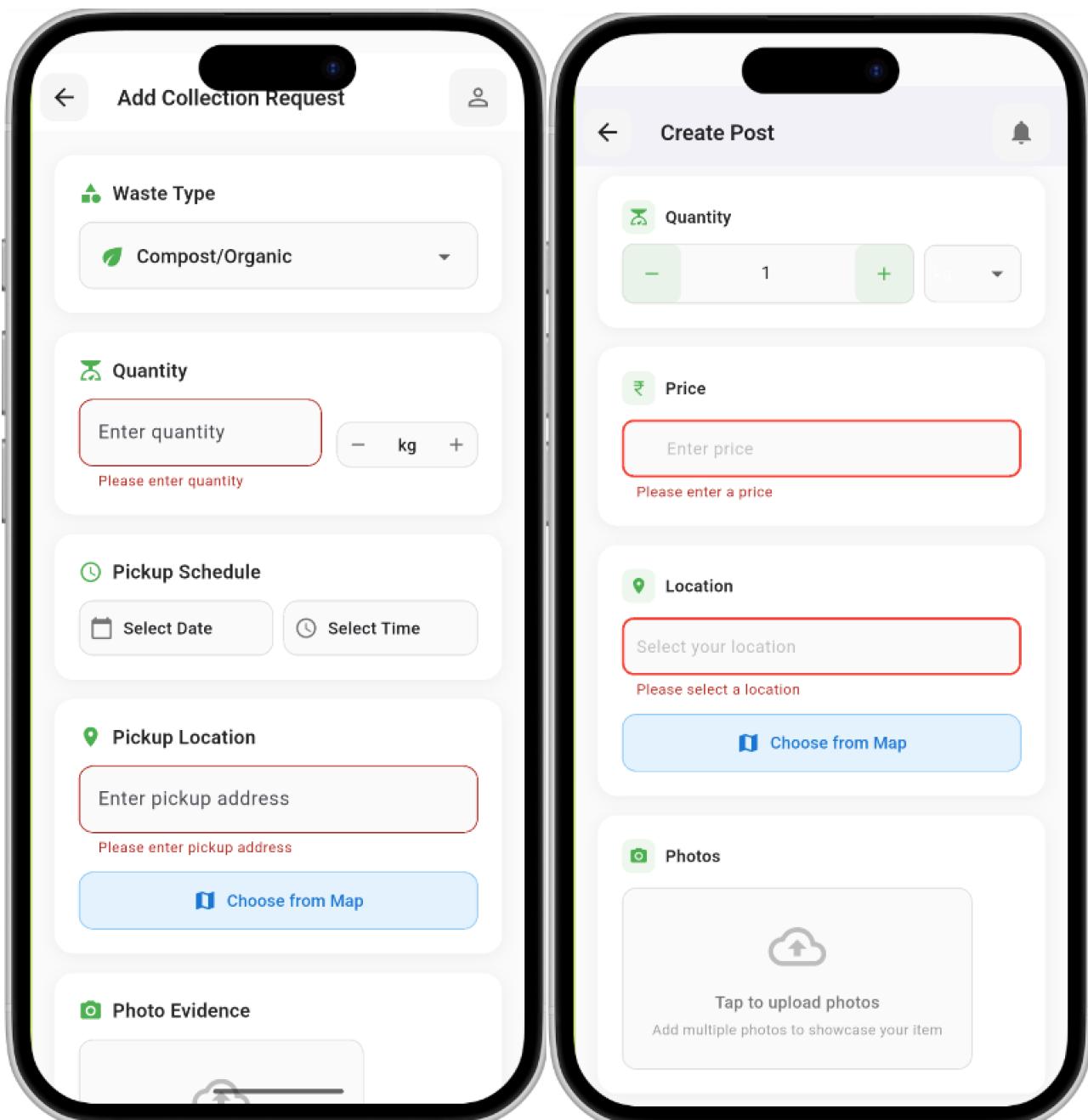


Figure 10: Error Prevention

Recognition Rather Than Recall

To reduce cognitive load, the app minimizes the need for users to remember information. Frequently used options such as waste types, location lists, or calendar dates are presented using dropdowns, icon menus, and date pickers. Previously entered preferences, like user location or notification timing, are remembered and pre-filled, enhancing task completion speed and ease.

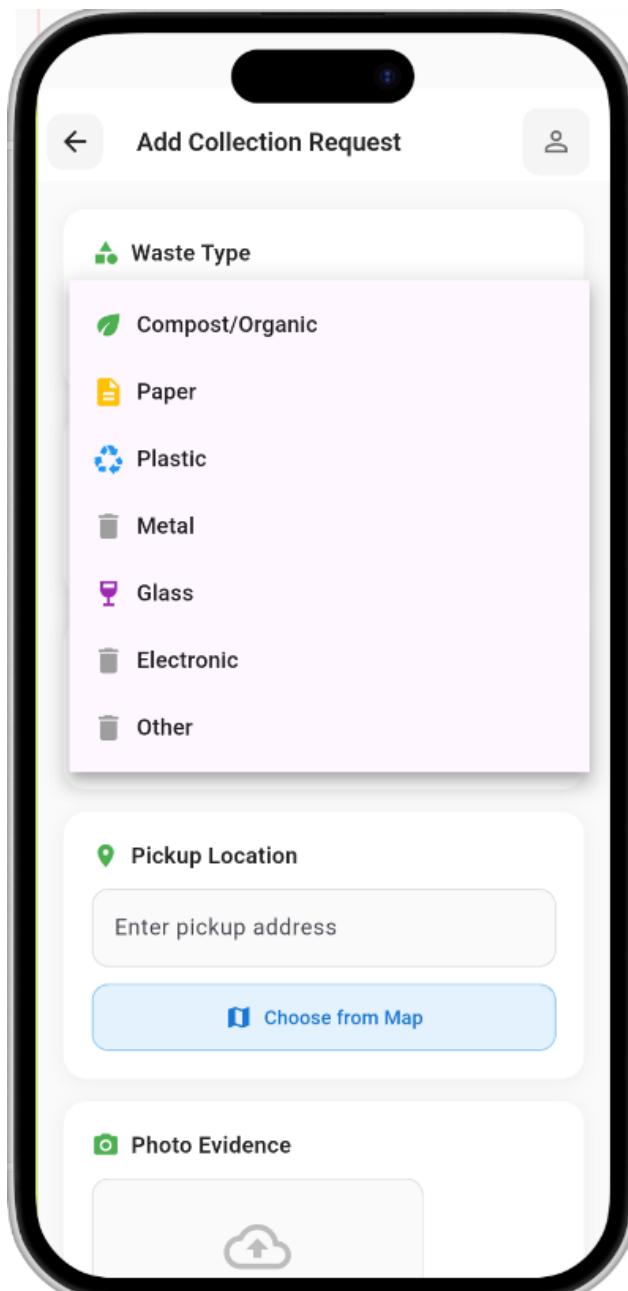


Figure 11: Dropdowns

Flexibility and Efficiency of Use

The interface caters to both novice and experienced users. Features such as smart defaults, autofilled location via GPS, and pre-set time preferences streamline frequent tasks. At the same time, manual entry options and map-based selection provide flexibility for those who want more control. Users can upload images either from the camera or from their gallery, offering personalized interaction pathways.

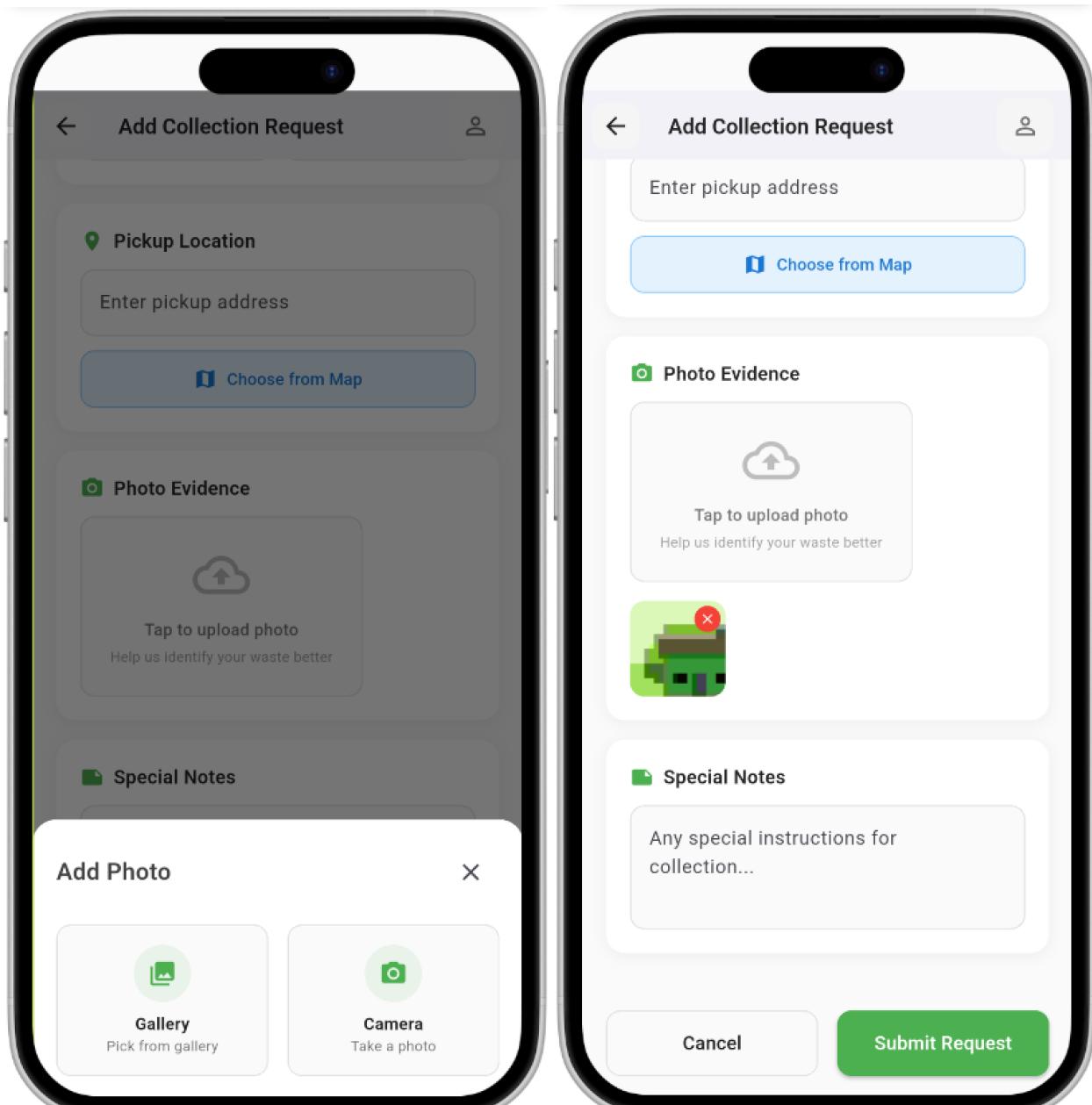


Figure 12: Flexibility

Aesthetic and Minimalist Design

The design adopts a minimalist, flat UI approach that avoids visual clutter. Only essential elements are shown on each screen, allowing users to focus on completing tasks without unnecessary distractions. The interface uses whitespace, modern iconography, and logical grouping (e.g., forms arranged in cards) to enhance readability and visual comfort, even on smaller mobile screens.

Help Users Recognize, Diagnose, and Recover from Errors

When errors occur, they are clearly communicated through user-friendly messages. For instance, if location permission is denied, the app displays a message explaining the issue and offers instructions to retry or enter the location manually. Field-level validation messages also guide users in correcting input mistakes before submission.

Help and Documentation

Although the app is designed to be self-explanatory, brief helper texts and tooltips are provided where needed. Icons are paired with concise labels, and hint texts are included in form fields to explain the expected input format. For example, during image upload in the marketplace section, users are informed that a maximum of five images can be added, helping set clear expectations.

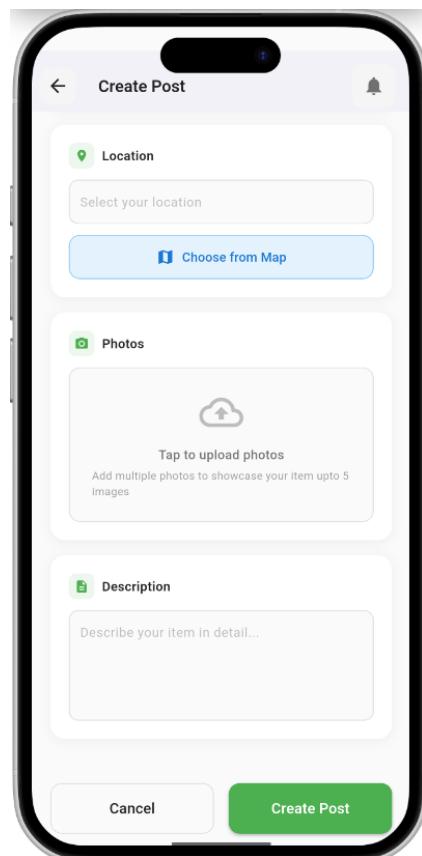


Figure 13: Help and Documentation

Design Methodology

For the FohorMalai project, an individual Scrum methodology was adopted to manage the design and development process efficiently while working independently. The project was divided into weekly sprints, each focusing on specific tasks such as user research, low and high-fidelity prototyping, UI refinement, feature planning, and user testing. A personal Trello board was used to manage tasks, organized into columns like Backlog, To-Do, In Progress, Testing, and Done. Each task was tracked with detailed checklists, descriptions, and deadlines. Daily self-check-ins were conducted to monitor progress and resolve problems. Figma was used extensively for interface design, and user feedback was collected through guerrilla testing and Wizard of Oz methods to ensure the app aligned with real-world needs. The sprints were continuously adjusted based on insights gathered from user groups, including housewife's, students, and professionals. Key modules like location-based waste alerts, collection requests, and marketplace features were developed iteratively to ensure usability and effectiveness. GitHub was used for version control to maintain code stability and development traceability. This self-managed, agile approach enabled rapid iterations, constant learning, and user-centered decision-making, resulting in a scalable and practical waste management solution.

Design Principle

The design of the FohorMalai application was guided by several core user experience (UX) principles. These principles were carefully selected to improve accessibility, usability, and emotional satisfaction. Each was applied to ensure that the final product not only functions effectively but also provides an intuitive and delightful experience to users of diverse backgrounds and digital literacy levels.

Flat Design Principle

The flat design principle was adopted to promote clarity, reduce visual noise, and optimize performance across various devices. Unlike skeuomorphic design that relies on textures, shadows, and depth, flat design employs minimalist two-dimensional elements that focus on content and interaction. This choice was particularly important for users in Nepal who may be using entry-level Android smartphones with limited processing capabilities. In the FohorMalai interface, vibrant colors, crisp icons, and large typographic elements were utilized. These ensure that buttons, menus, and other interactive elements are easily distinguishable without the need for heavy graphical enhancements.

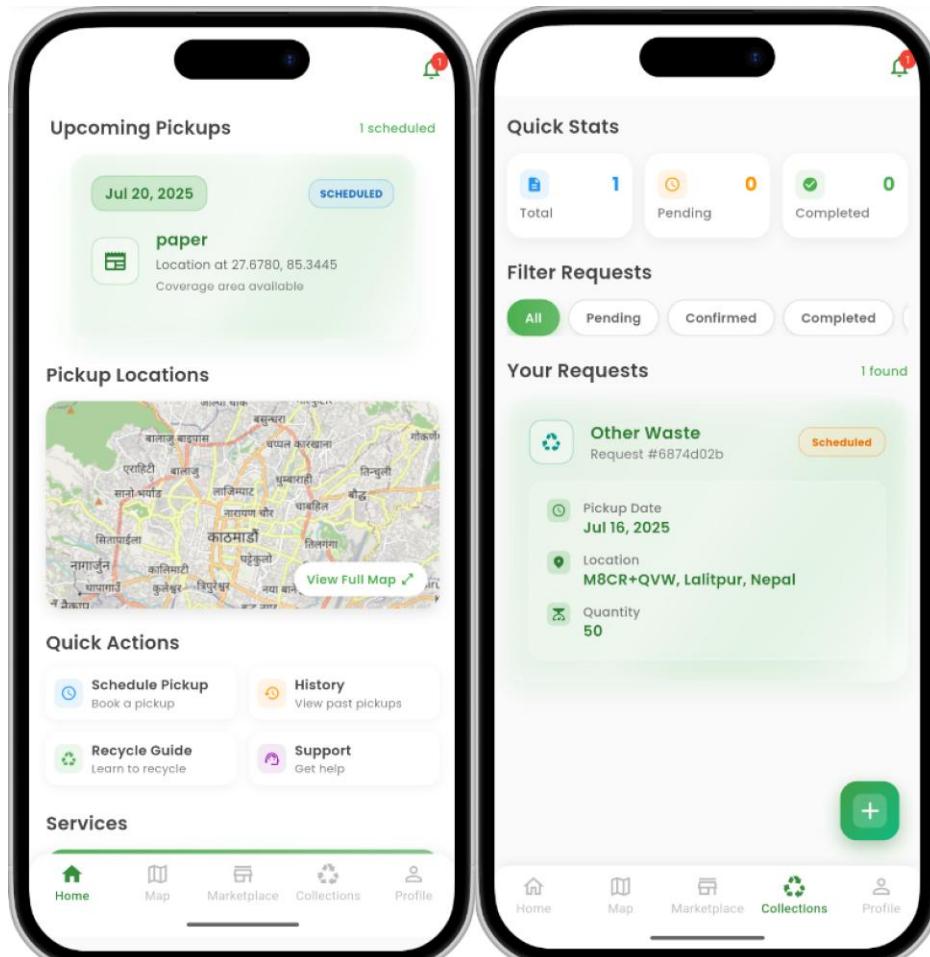


Figure 14: Flat Design

By employing flat visual elements, system responsiveness was improved, and unnecessary cognitive load was minimized. The use of flat design also enhanced readability and touch-target accuracy. Interactive areas were given ample spacing, improving accessibility for users with varying dexterity and eyesight. This approach ensured that the application would function smoothly even under resource constraints such as slow internet connections or limited storage space.

Shortest Path

The "Golden Path" principle refers to the shortest and most efficient route a user can take to accomplish a task without friction or confusion. This concept was applied throughout the FohorMalai user journeys to ensure that common tasks such as checking waste pickup schedules or adding collection request could be completed with the least possible number of steps. Each key task was mapped to a logical and streamlined flow. Redundant screens, deep hierarchies, and extra form fields were removed wherever possible. Instead, a fixed bottom navigation bar with five core icons (Home, Map, Marketplace, Collection, Profile) was implemented, making primary features accessible within one or two taps from any screen. For instance, waste schedule updates were displayed immediately upon login, and add collections require only minimal data entry, often autofilled using GPS or smart defaults. Dropdowns, preloaded filters, and predictive location typing were integrated to support quicker decision-making. These optimizations helped ensure that no task would feel overwhelming or overly complex.

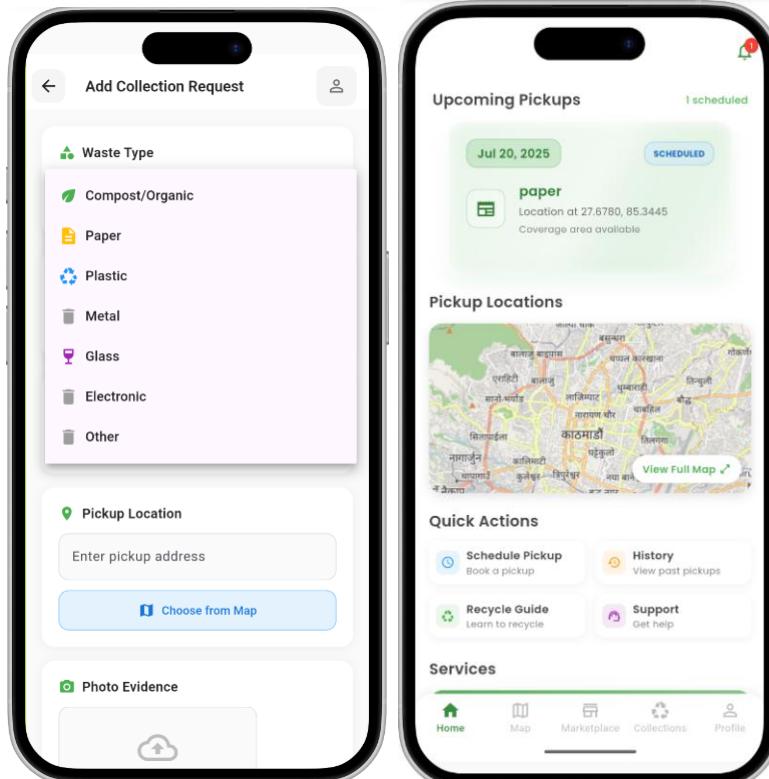


Figure 15: Shortest Path

By following the shortest path principle, task completion rates were increased, and user frustration was significantly reduced, particularly for users in time-constrained environments such as busy households or mobile users on the move.

Metaphor

The map interface follows a strong real-world metaphor. Collection routes and complaints are shown geographically, allowing users to interpret locations in a way that mimics the physical world. This is particularly useful for neighborhood-based issue tracking and community alerts. A prominent example is the use of a calendar view for waste collection schedules. This replicates the familiar experience of marking dates on a physical calendar, allowing users to view collection timelines at a glance. Color-coded indicators and tappable dates were used to denote waste types (e.g., recyclable, organic, hazardous) and statuses (e.g., scheduled, missed, completed). Other metaphors include a bell icon for notifications, which signifies alerts just as in traditional settings, and camera/gallery icons for uploading images, which align with typical smartphone behavior. Such visual cues helped reduce reliance on text labels, benefiting users with lower literacy or unfamiliarity with English. These metaphorical choices contributed to faster onboarding and smoother interaction, even for first-time users or those without prior exposure to civic technology apps.

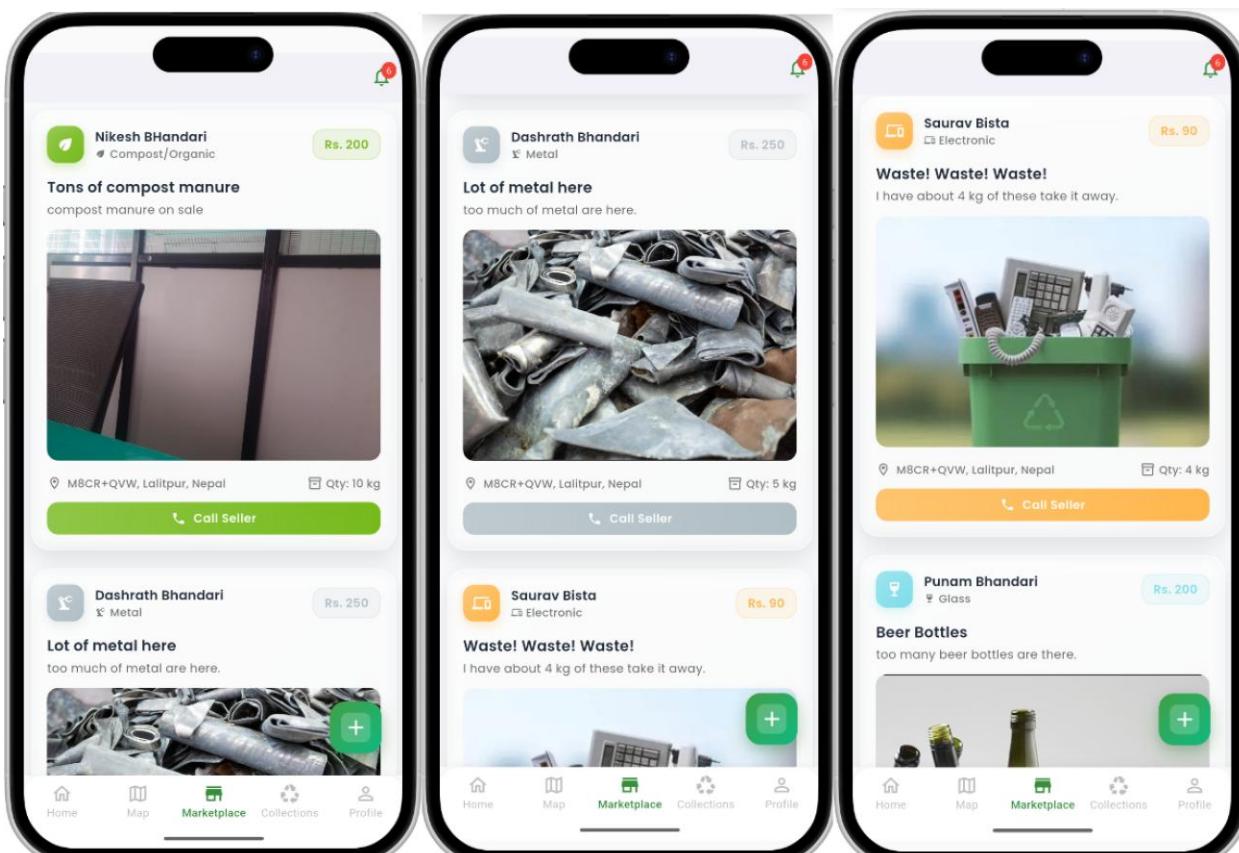


Figure 16: Metaphor

Crows Feet

The metaphor is drawn from the wrinkles that form beside the eyes when people genuinely smile. In the FohorMalai app, design decisions were made to encourage such reactions, aiming to delight users rather than simply enable tasks. Micro-interactions and visual feedback were incorporated to reward user actions. Adding collection, calling seller, or receiving a response triggers a toast message such as “Collection Added successfully!” or an animation that confirms the action. These small but meaningful responses create a sense of accomplishment and acknowledgment. Visual elements were designed to appear friendly and inviting. Soft cornered cards, rounded icons, and smooth transitions were used to build trust and emotional comfort. Color usage was also guided by this principle green tones were chosen to represent trust, action, and calmness, while red was reserved for warnings and errors.

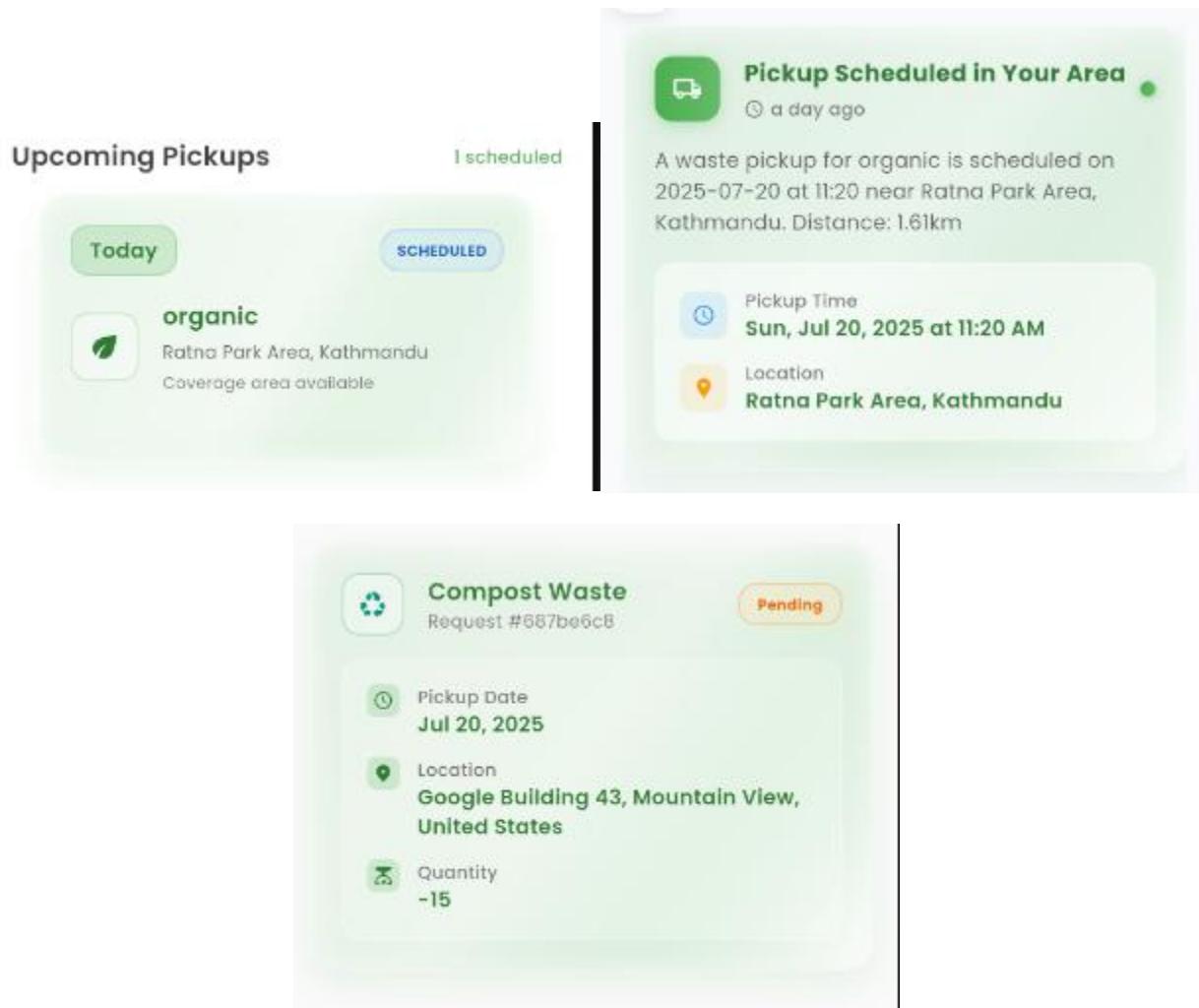


Figure 17: Crows Feet Implementation

Accordance

The principle of affordance was applied to ensure that users could intuitively understand how to interact with various interface elements without requiring instruction. Interactive components such as buttons, icons, and input fields were visually designed to suggest their functionality. In FohorMalai, this was implemented through the use of clear button shapes, color contrasts, and icon-label combinations. For example, the “Add Collection” action was represented by a floating action button with a plus symbol, immediately signaling interactivity. Upload zones for images and form fields were given distinct borders and placeholder text to indicate where user input was expected. These affordances guided users smoothly through actions like submitting a collection request or posting items in the marketplace, even if they were interacting with the app for the first time.

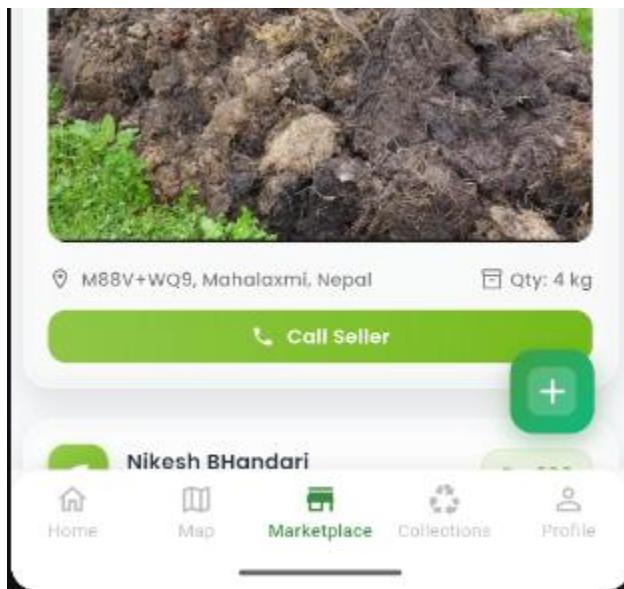


Figure 18: Floating Icon for Accordance

Progressive Disclosure

The principle of progressive disclosure was utilized to reduce cognitive overload and help users focus on completing one task at a time. Instead of displaying all information and options at once, secondary actions and additional fields were revealed contextually as needed. Within the collection request form, users were first prompted to confirm their location. This approach was also seen in the marketplace feature, where product descriptions, seller information, and contact options were hidden by default and shown only when the user tapped on a listing. By structuring interactions in layers, the interface was kept clean and unintimidating, which was particularly beneficial for users unfamiliar with digital systems or those using low-end mobile devices.

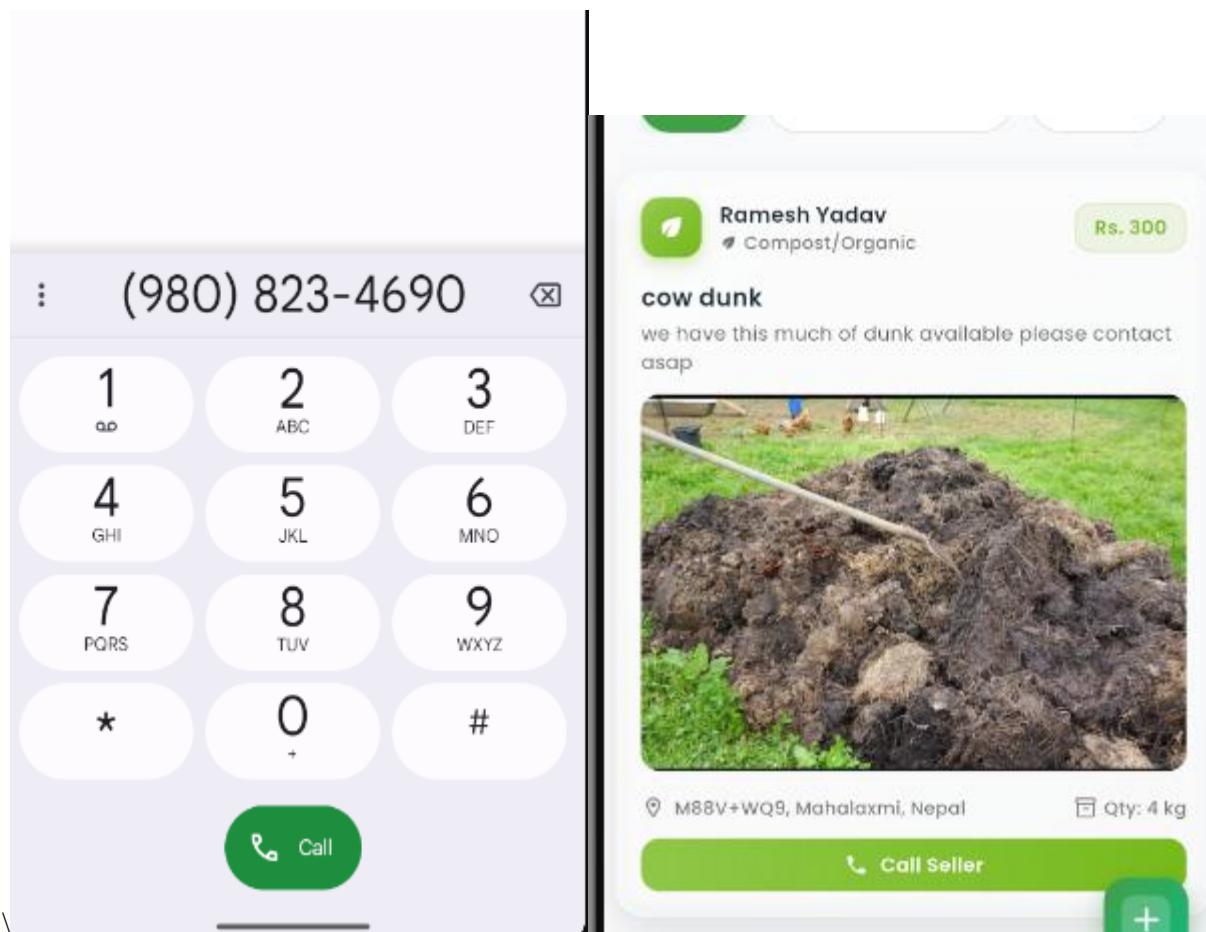


Figure 19: Progressive Disclosure

Conclusion

FohorMalai was developed to address major gaps in waste management communication and coordination across urban Nepal. The mobile app allows users to check real-time pickup schedules, request collections based on GPS, and access a clean, intuitive interface usable even on low-end devices. Features like multilingual support, offline accessibility, and a built-in marketplace for recyclable goods ensure inclusivity and promote sustainable community practices. Designed through continuous user feedback and testing, the platform adapts to the needs of students, housewife, and working professionals alike. Overall, FohorMalai stands as a practical, scalable digital solution that bridges citizens with local waste services, supporting cleaner and more organized urban living.

Project Links

Youtube Links: [Wizard of OZ Testing || Fohormalai || UX Desgin || Mobile Application Development](#)

Google Forms : [FohorMalai Wizard of Oz Testing Questionnaire - Google Forms](#)

Guirella Testing Youtube Link: <https://youtu.be/266rCLct1K8?si=sc5jDI4zVMQ7oJof>

Forms for High Fidelity:

https://docs.google.com/forms/d/e/1FAIpQLSfpC30-omviQ93mynIZPDetB9DeYOIFCTeC914QS1_6krGgzw/viewform?usp=sharing&ouid=114883155722899435991

User Stories: [userstories - Google Sheets](#)

Figma Link: <https://www.figma.com/design/fEZyAZ4bqgSsYIpfzgwZ4f/Fohormalai?node-id=0-1&t=G8Dtb4RnZ1V3HV13-1>

Trello Board:

<https://trello.com/invite/b/68486113a29ea1e65b0baa5a/ATTI3768d55a1567aa09c40c59c34a9392c04E40565F/fohormalai>

Github Links:

- Backend (Django): [0-nikesh/fohormalai_backend](#)
- Flutter(User Side): [0-nikesh/fohormalai](#)
- React (Admin Panel): [0-nikesh/fohormalai_admin](#)

Final Product Demonstration: <https://youtu.be/D90E6OWJYaw>

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Appendix



Amod Kumar Yadav

Pharmacist
29 Years Old

BACKGROUND

Works shifts, sometimes early, sometimes late.

TECH FAMILIARITY

Medium – uses apps mostly for practical tasks.

GOALS

- Wants to be alerted the night before pickup days.
- Seeks a clean app to avoid clutter and confusion.

PAIN POINTS

- Often forgets to take trash out due to night shifts.
- Misses pickups because of poor municipal communication.



Nikita Khatiwada

Technical CSR
23 Years Old

BACKGROUND

Works in support team, handles tech-related queries daily.

TECH FAMILIARITY

High – used to tools and troubleshooting apps.

GOALS

- Wants ability to contact waste services directly through app.
- Needs quick access to FAQs and issue reporting.

PAIN POINTS

- Current complaint systems are slow and bureaucratic.
- Struggles to find correct pickup times for new locations.



Sangita Bhandari

Receptionist
32 Years Old

BACKGROUND

Lives in rented apartment near work. Has a busy 6-day work week.

TECH FAMILIARITY

Good – uses work systems and apps frequently.

GOALS

- Wants reminders for garbage collection so she doesn't forget.
- Needs a clean, quick-to-use interface.

PAIN POINTS

- Often forgets to take trash out due to schedule.
- Has no clear idea when waste vehicles come.



Prapanna Bista

Senior Developer
23 Years Old

BACKGROUND

Tech-savvy professional, works long hours, prefers automation.

TECH FAMILIARITY

Very high – builds systems, expects high UX standards.

GOALS

- Wants push notifications and integration with calendars.
- Seeks options to report issues with collection or app bugs.

PAIN POINTS

- Frustrated by inefficient municipal services.
- Needs fast, no-nonsense interface.



Gyanu Singh

Student
18 Years Old

BACKGROUND

College student, shares apartment with friends.

TECH FAMILIARITY

High – uses apps, games, and social media daily.

GOALS

- Wants to manage waste collectively with roommates.
- Seeks gamified elements or clean UI to stay engaged.

PAIN POINTS

- Housemates often forget collection days.
- No easy way to set shared reminders.



Saurav Bista

SEO and Content Writer
22 Years Old

BACKGROUND

Works remotely. Passionate about sustainability and city cleanliness.

TECH FAMILIARITY

High – comfortable with apps, tools, and tech platforms.

GOALS

- Wants to track environmental impact of her waste.
- Looks for community engagement features like clean-up events.

PAIN POINTS

- Doesn't trust local garbage pickup times.
- Finds current digital info scattered or outdated.



Alok Yadav

Student
20 Years Old

BACKGROUND

College student, shares apartment with friends.

TECH FAMILIARITY

High – uses apps, and social media daily.

GOALS

- Wants to manage waste collectively with roommates.
- Seeks clean UI to stay engaged.

PAIN POINTS

- Often misses the garbage collection day due to college schedule
- Neighbour doesn't remind of update on which day



Subigya Ghimire

Student
22 Years Old

BACKGROUND

Bachelor Student and work part time

TECH FAMILIARITY

High- uses smartphone regularly for social apps and online shopping.

GOALS

- Wants regular updates on garbage truck timing.
- Seeks a reliable system to report missed pickups.

PAIN POINTS

- Misses garbage collection due to irregular schedules and the college schedules.
- Finds municipality updates unreliable or hard to access.



BACKGROUND

Lives in an urban residential area. Manages household chores and cares deeply about cleanliness.

TECH FAMILIARITY

Moderate – uses smartphone regularly for social apps and online shopping.

GOALS

- Wants regular updates on garbage truck timing.
- Seeks a reliable system to report missed pickups.

PAIN POINTS

- Misses garbage collection due to irregular schedules.
- Finds municipality updates unreliable or hard to access.

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 Softwarica College of IT and E-Commerce
 Kathmandu, Nepal
 Tel: 9863484274
 e-mail: bhandar21@uni.coventry.ac.uk

Informed Consent form

Are you happy to participate in my designing for usability project? To preserve your anonymity I will not issue names or information below to anyone. Data will not be published or disseminated in any way. I will need to use data in any / all of the following ways. Please delete as appropriate:

- | | |
|--|----------|
| a I consent to being video-recorded | Yes / No |
| b I consent to video footage being used in coursework | Yes / No |
| c I consent to anonymous video images / transcripts being used in coursework | Yes / No |
| d I consent to anonymous video footage/images/transcripts possibly being used on web pages | Yes / No |
| e I consent to use of interview data for coursework | Yes / No |

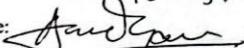
Please complete:

Name of participant: Amod Kumar Yadav.

Address: Koteshwor - 37

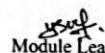
Email: amodyadav97@gmail.com.

Phone Number: 9814786891

Signature: 

Date: 09-05-2025

Many thanks!


 Module Leader (Name and Signature)

Pratik Bhusal

Figure 20: Form 1

Department of Computing
Softwarica College of IT and E-Commerce
Kathmandu, Nepal
Tel: 9863484274
e-mail: bhandar21@uni.coventry.ac.uk

Informed Consent form

Are you happy to participate in my designing for usability project? To preserve your anonymity I will not issue names or information below to anyone. Data will not be published or disseminated in any way. I will need to use data in any / all of the following ways. Please delete as appropriate:

- a I consent to being video-recorded Yes / No
- b I consent to video footage being used in coursework Yes / No
- c I consent to anonymous video images / transcripts being used in coursework Yes / No
- d I consent to anonymous video footage/images/transcripts possibly being used on web pages Yes / No
- e I consent to use of interview data for coursework Yes / No

Please complete:

Name of participant: *ayanu singh*

Address: *Kotes hidoor*

Email: *ayanu088@gmail.com*

Phone Number: *9708959553*

Signature: *Ay*

Date: *29th May, 2025.*

Many thanks!

Pratik Bhushal
Module Leader (Name and Signature)

Pratik Bhushal

Figure 21: Form 2

Department of Computing
 Softwarica College of IT and E-Commerce
 Kathmandu, Nepal
 Tel: 9863484274
 e-mail: bhandar21@uni.coventry.ac.uk

Informed Consent form

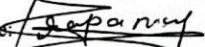
Are you happy to participate in my designing for usability project? To preserve your anonymity I will not issue names or information below to anyone. Data will not be published or disseminated in any way. I will need to use data in any / all of the following ways. Please delete as appropriate:

- | | |
|--|--|
| a I consent to being video-recorded | <input checked="" type="checkbox"/> Yes / No |
| b I consent to video footage being used in coursework | <input checked="" type="checkbox"/> Yes / No |
| c I consent to anonymous video images / transcripts being used in coursework | <input checked="" type="checkbox"/> Yes / No |
| d I consent to anonymous video footage/images/transcripts possibly being used on web pages | <input checked="" type="checkbox"/> Yes / No |
| e I consent to use of interview data for coursework | <input checked="" type="checkbox"/> Yes / No |

Please complete:

Name of participant: Prapanna Bisht
 Address: Darshinkali-1, KTM
 Email: bishtprapanna.bisht@gmail.com

Phone Number: 9860722637

Signature: 

Date: May 9, 2025

Many thanks!


 Module Leader (Name and Signature)

Pratik Bhusal

Figure 22: Form 3

Department of Computing
Softwarica College of IT and E-Commerce
Kathmandu, Nepal
Tel: 9863484274
e-mail: bhandar21@uni.coventry.ac.uk

Informed Consent form

Are you happy to participate in my designing for usability project? To preserve your anonymity I will not issue names or information below to anyone. Data will not be published or disseminated in any way. I will need to use data in any / all of the following ways. Please delete as appropriate:

- a I consent to being video-recorded Yes / No
- b I consent to video footage being used in coursework Yes / No
- c I consent to anonymous video images / transcripts being used in coursework Yes / No
- d I consent to anonymous video footage/images/transcripts possibly being used on web pages Yes / No
- e I consent to use of interview data for coursework Yes / No

Please complete:

Name of participant: Pabitra Puri

Address: Narephat

Email: pabitrapuri29@gmail.com

Phone Number: 9867006780

Signature: 

Date: May 09, 2025

Many thanks!


Module Leader (Name and Signature)

Pratik Bhusal

Figure 23: Form 4

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Softwarica College of IT and E-Commerce
Kathmandu, Nepal
Tel: 9863484274
e-mail: bhandar21@uni.coventry.ac.uk

Informed Consent form

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- | | |
|--|--|
| a I consent to being video-recorded | Yes/
<input checked="" type="checkbox"/> No |
| b I consent to video footage being used in coursework | Yes/
<input checked="" type="checkbox"/> No |
| c I consent to anonymous video images / transcripts being used in coursework | Yes/
<input checked="" type="checkbox"/> No |
| d I consent to anonymous video footage/images/transcripts possibly being used on web pages | Yes/
<input checked="" type="checkbox"/> No |
| e I consent to use of interview data for coursework | Yes/
<input checked="" type="checkbox"/> No |

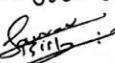
Please complete:

Name of participant: Saurav Bista

Address: Kusumti, Lalitpur

Email: sauravbista10@gmail.com

Phone Number: 9863482909

Signature: 

Date: 9th May, 2025

Many thanks!


Module Leader (Name and Signature)

Pratik Bhusal

Figure 24: Form 5

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 Softwarica College of IT and E-Commerce
 Kathmandu, Nepal
 Tel: 9863484274
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Informed Consent form

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- | | |
|--|---|
| a I consent to being video-recorded | <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No |
| b I consent to video footage being used in coursework | <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No |
| c I consent to anonymous video images / transcripts being used in coursework | <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No |
| d I consent to anonymous video footage/images/transcripts possibly being used on web pages | <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No |
| e I consent to use of interview data for coursework | <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No |

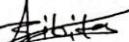
Please complete:

Name of participant: Nikita Khatiwada

Address: Kathmandu

Email: nikitakhatiwada711@gmail.com

Phone Number: 9861613706

Signature: 

Date: May 9, 2025

Many thanks!


Module Leader (Name and Signature)

Pratik Bhusal

Figure 25: Form 6

Department of Computing
 Softwarica College of IT and E-Commerce
 Kathmandu, Nepal
 Tel: 9863484274
 e-mail: bhandar21@uni.coventry.ac.uk

Informed Consent form

Are you happy to participate in my designing for usability project? To preserve your anonymity I will not issue names or information below to anyone. Data will not be published or disseminated in any way. I will need to use data in any / all of the following ways. Please delete as appropriate:

- | | |
|--|--|
| a I consent to being video-recorded | <input checked="" type="checkbox"/> Yes / No |
| b I consent to video footage being used in coursework | <input checked="" type="checkbox"/> Yes / No |
| c I consent to anonymous video images / transcripts being used in coursework | <input checked="" type="checkbox"/> Yes / No |
| d I consent to anonymous video footage/images/transcripts possibly being used on web pages | <input checked="" type="checkbox"/> Yes / No |
| e I consent to use of interview data for coursework | <input checked="" type="checkbox"/> Yes / No |

Please complete:

Name of participant: *Sangita Bhandari*

Address: *Koteshwor*

Email: *aranikasang@gmail.com.*

Phone Number: *9803525415*

Signature: *[Signature]*

Date: *2025, May, 09*

Many thanks!

[Signature]
 Module Leader (Name and Signature)

Pratik Bhusal

Figure 26: Form 7

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 Softwarica College of IT and E-Commerce
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 Tel: 9863484274
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Informed Consent form

Are you happy to participate in my designing for usability project? To preserve your anonymity I will not issue names or information below to anyone. Data will not be published or disseminated in any way. I will need to use data in the following ways.

- | | |
|---|--|
| a I consent to being video-recorded | <input checked="" type="checkbox"/> Yes / No |
| b I consent to video footage being used in coursework | <input checked="" type="checkbox"/> Yes / No |
| c I consent to anonymous video, images or transcripts being used in coursework | <input checked="" type="checkbox"/> Yes / No |
| d I consent to anonymous video, footage, images, transcripts possibly being used on web pages | <input checked="" type="checkbox"/> Yes / No |
| e I consent to use of interview data for coursework | <input checked="" type="checkbox"/> Yes / No |

Please complete:

Name of participant: *Ramesh Yadav*

Address: *Pepsicola*

Email: *rameshillusion@gmail.com*

Phone Number: *9815375532*

Signature: *Ram*

Date: *Jun 1st 2028*

Many thanks!

Pratik Bhusal
 Module Leader (Name and Signature)

Pratik Bhusal

Figure 27: Form 8

(Y)

Department of Computing
 Softwarica College of IT and E-Commerce
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 Tel: 9863484274
 E-mail:bhandar21@uni.coventry.ac.uk

Informed Consent form

Are you happy to participate in my designing for usability project? To preserve your anonymity I will not issue names or information below to anyone. Data will not be published or disseminated in any way. I will need to use data in the following ways.

- a I consent to being video-recorded Yes / No
- b I consent to video footage being used in coursework Yes / No
- c I consent to anonymous video, images or transcripts being used in coursework Yes / No
- d I consent to anonymous video, footage, images, transcripts possibly being used on web pages Yes / No
- e I consent to use of interview data for coursework Yes / No

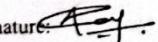
Please complete:

Name of participant: Aloky Yadav

Address: Narephat, katechowar

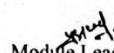
Email: aloky2637@gmail.com

Phone Number: 9803716003

Signature: 

Date: 2025-06-01

Many thanks!


Module Leader (Name and Signature)

Pratik Bhusal

Figure 28: Form 9

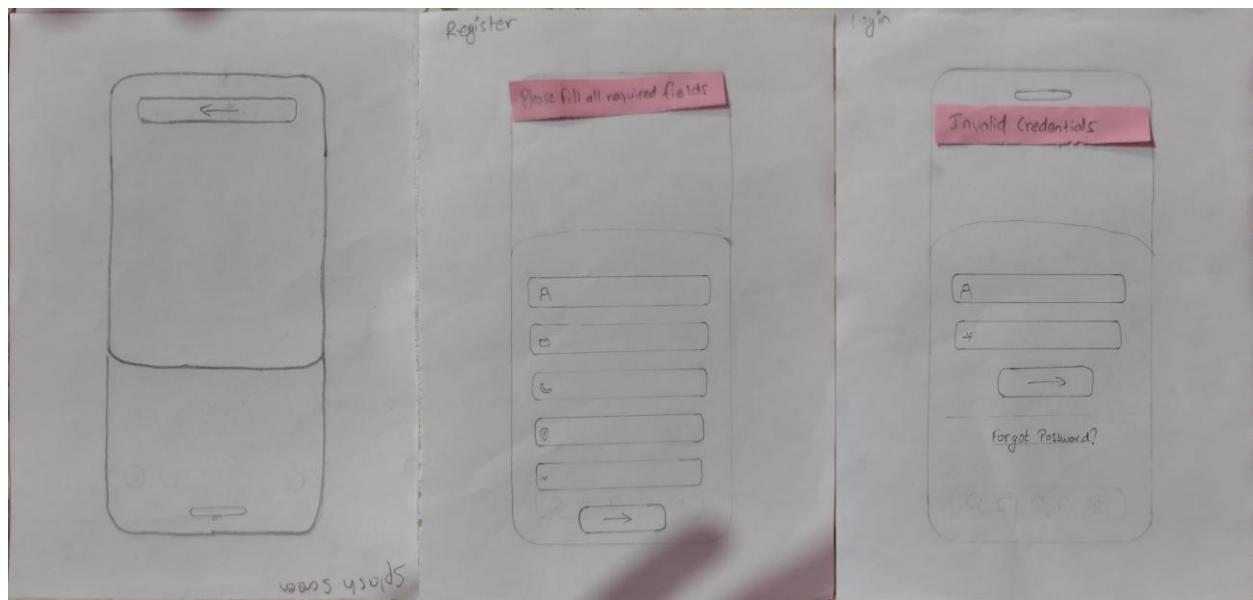


Figure 29: Authentication

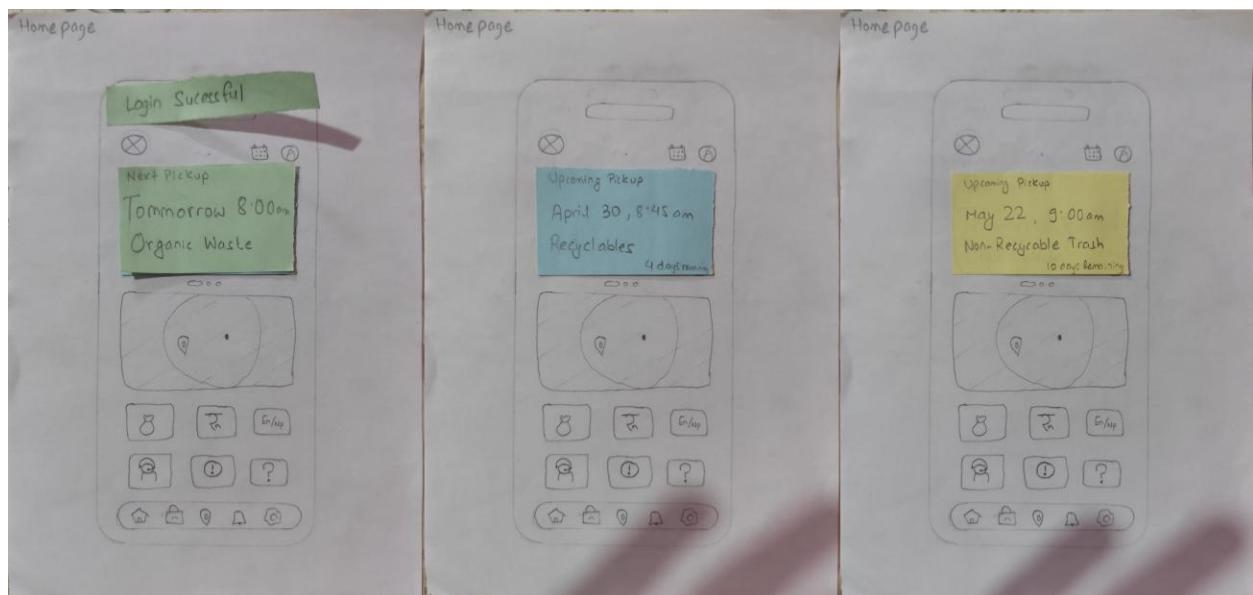


Figure 30: Homepage

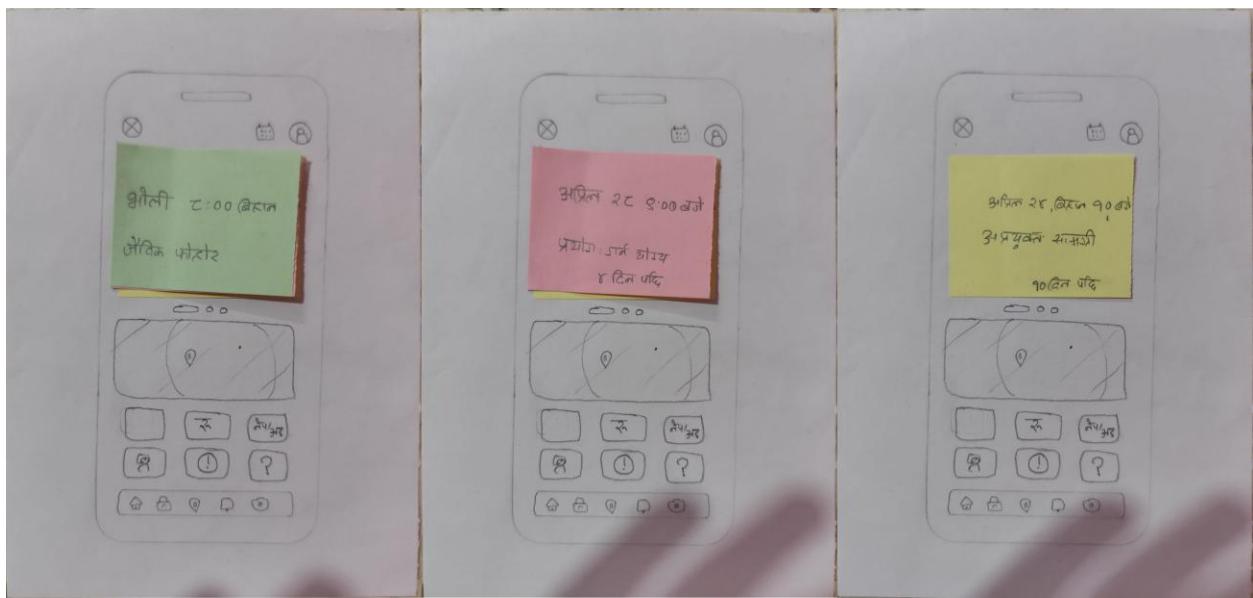


Figure 31: Nepali Homepage

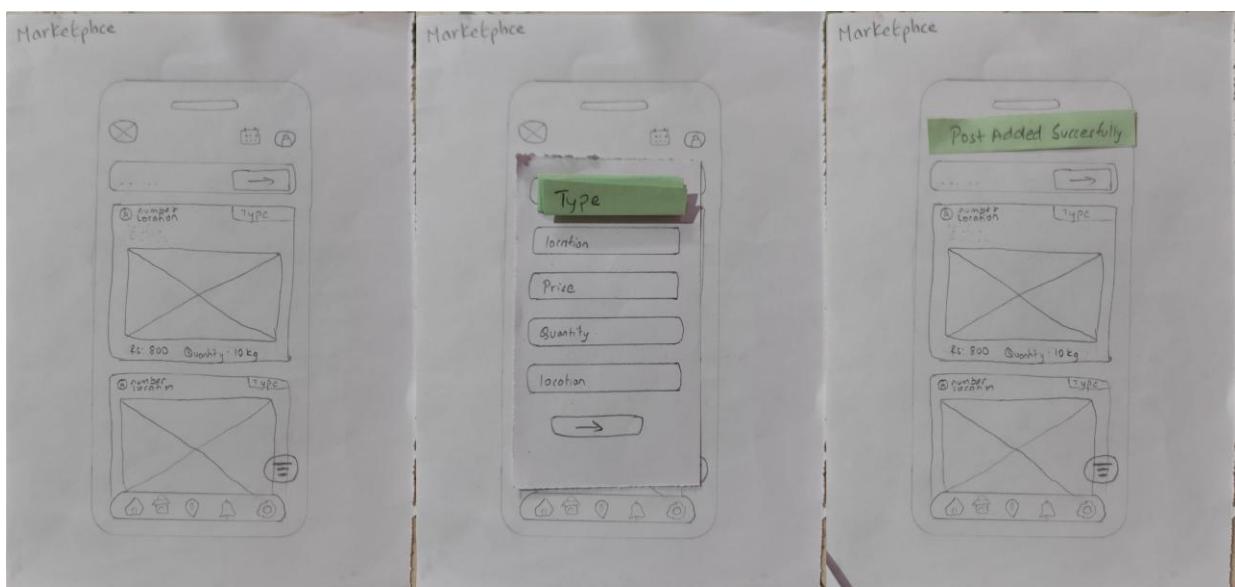


Figure 32: Add Post at Marketplace

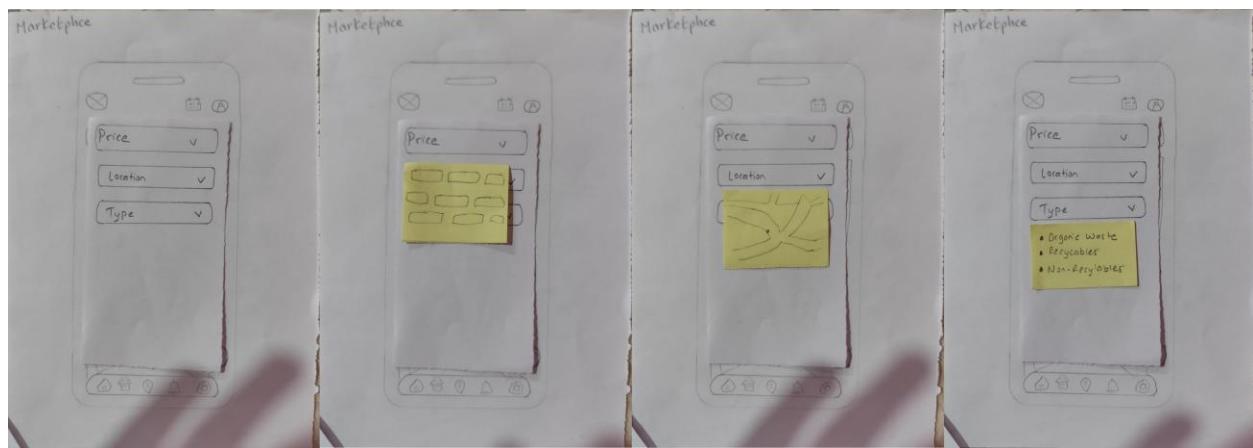


Figure 33: Filter Posts

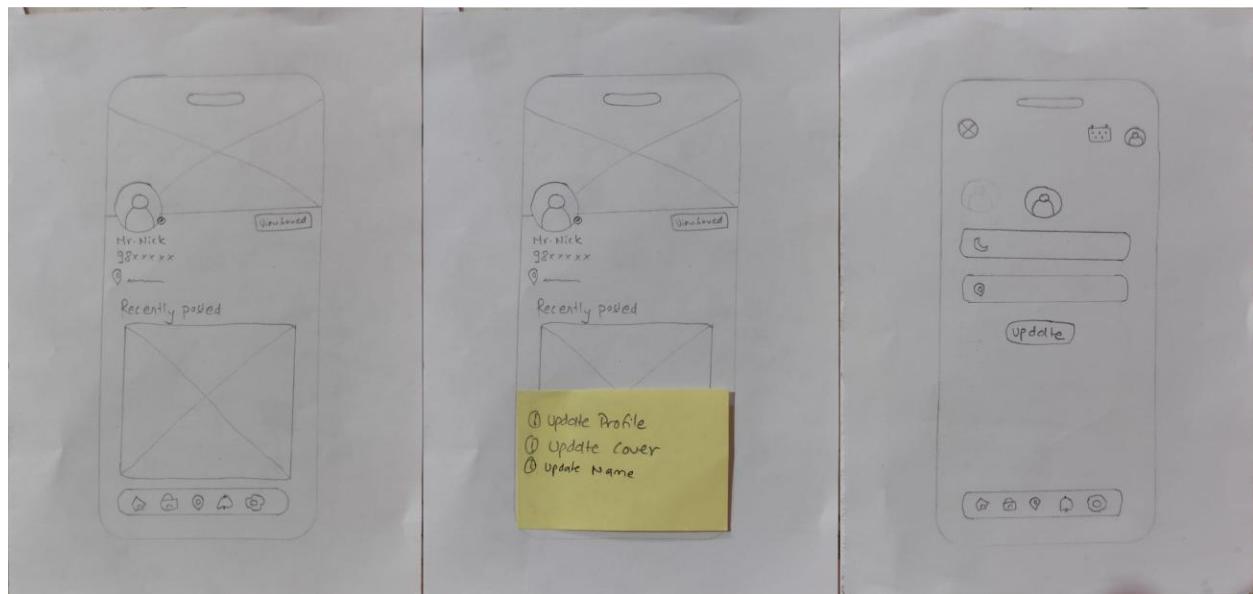


Figure 34: Update Profile

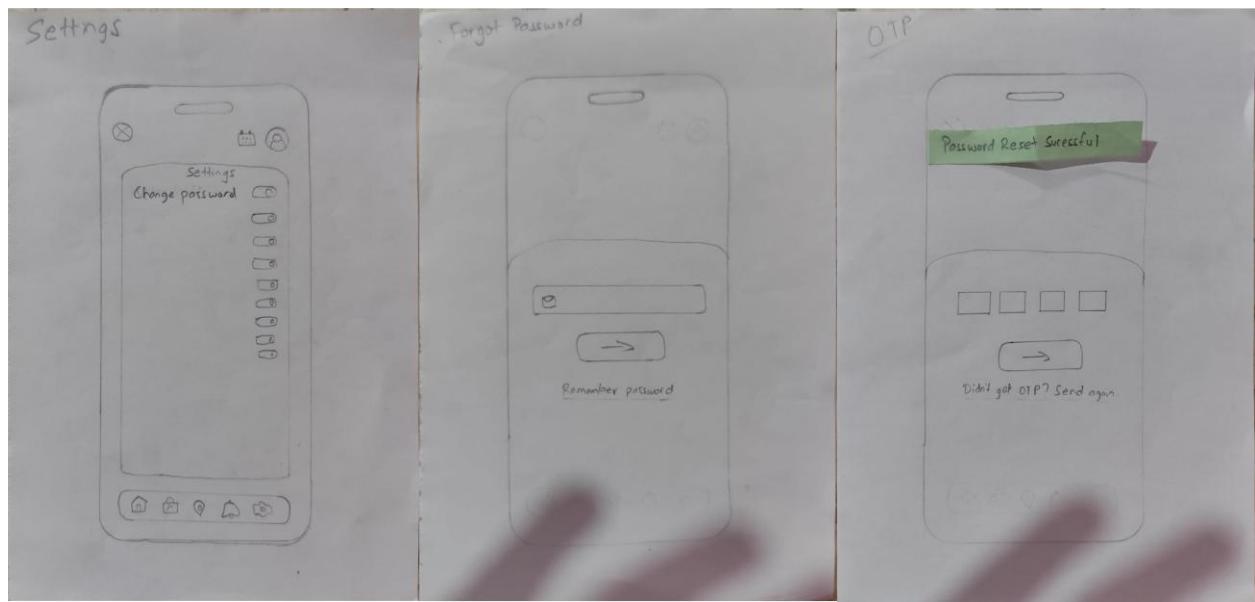


Figure 35: Forgot Password

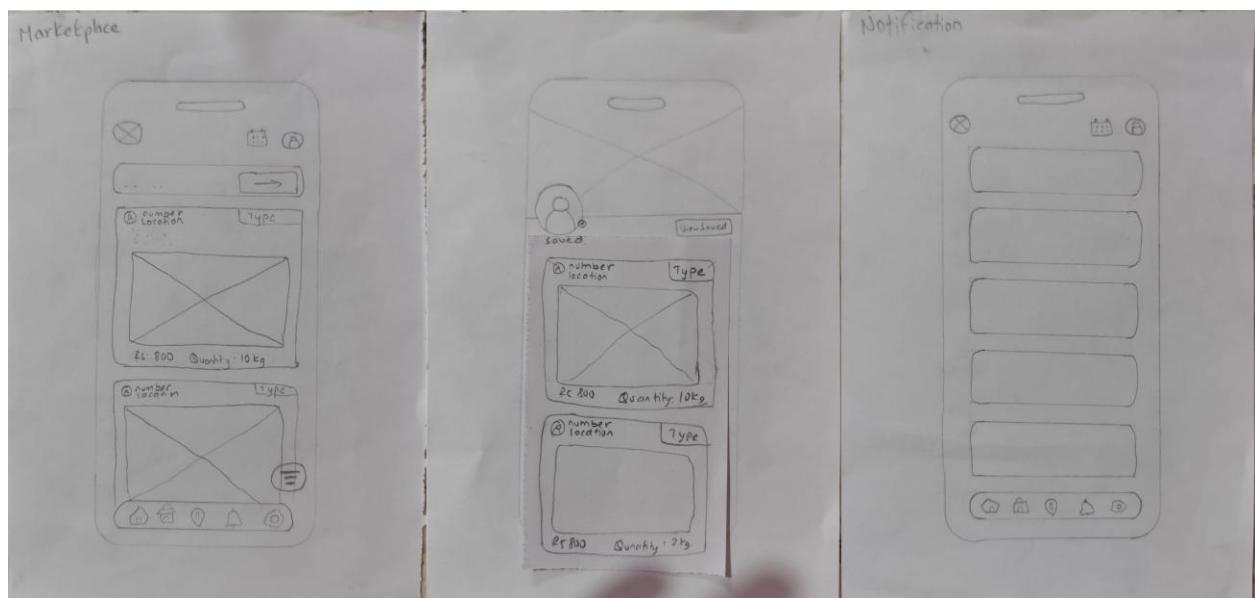


Figure 36: Saved Post and notification

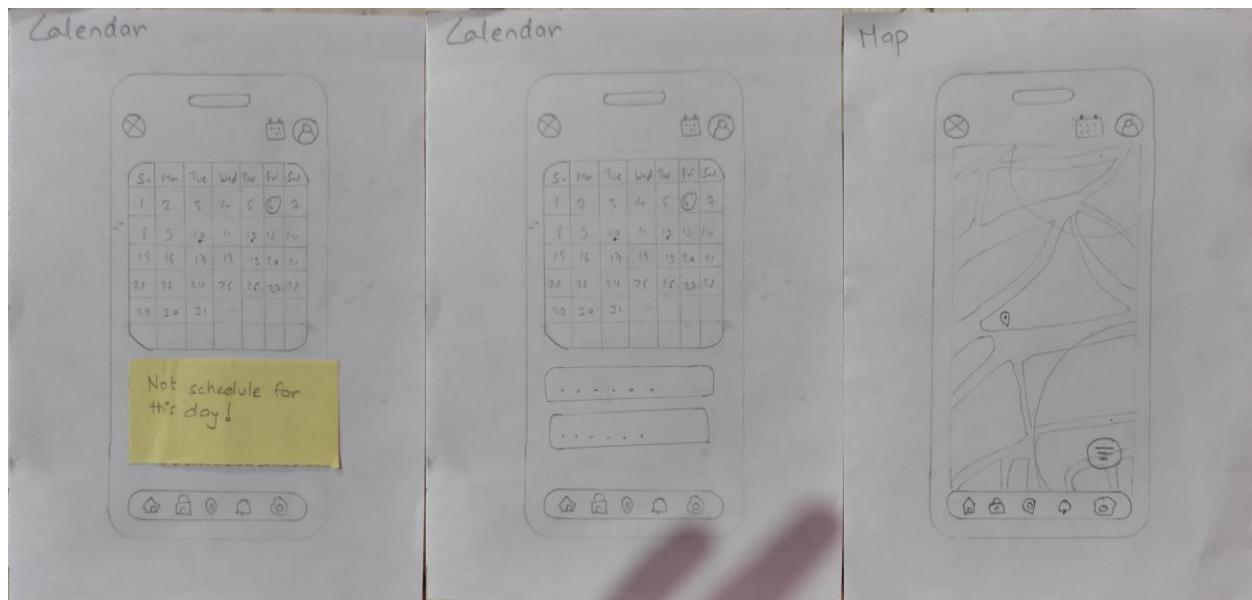
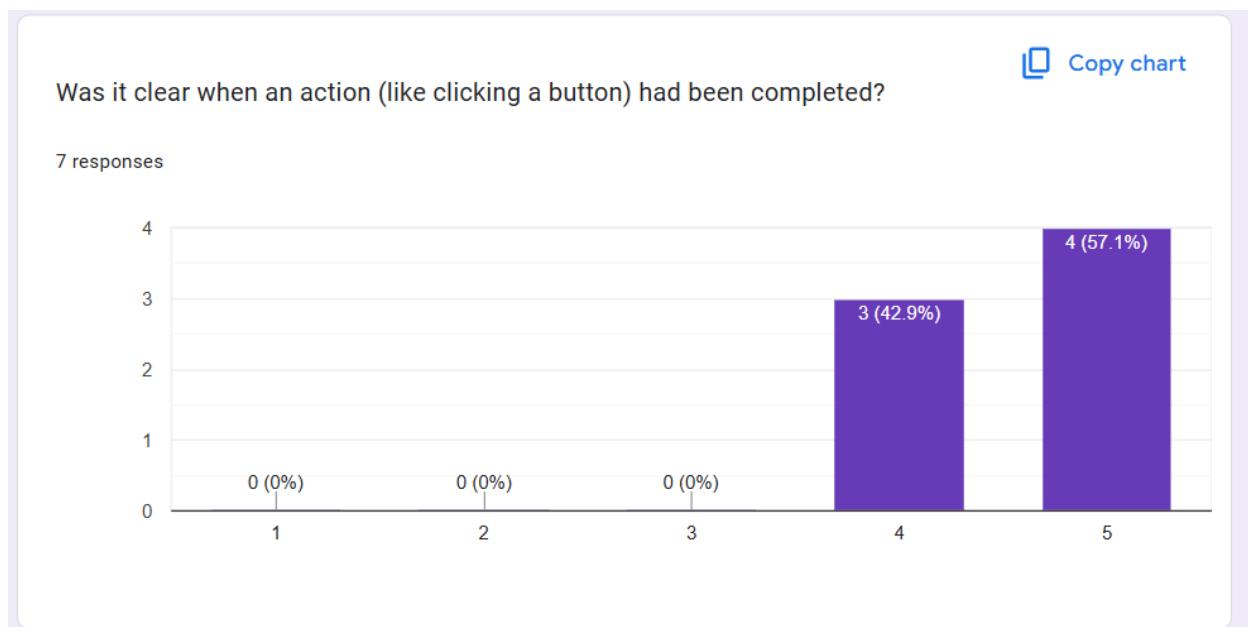


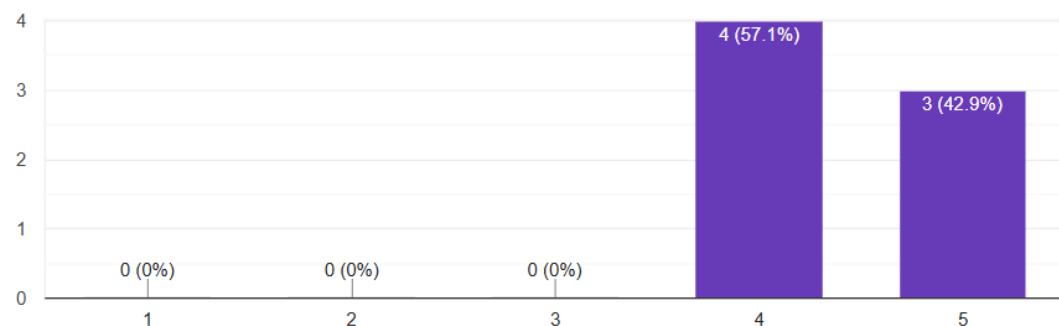
Figure 37: Calendar and map



Was there visual feedback when navigating through screens?

 Copy chart

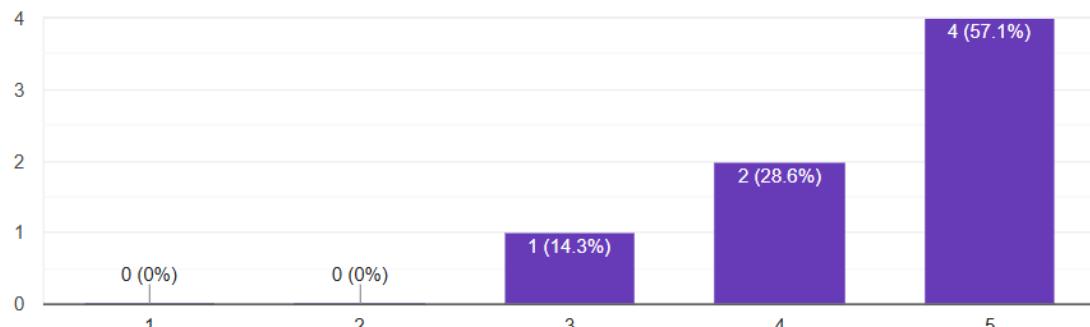
7 responses



Were the labels and icons (like calendar, filter, post) easy to understand?

 Copy chart

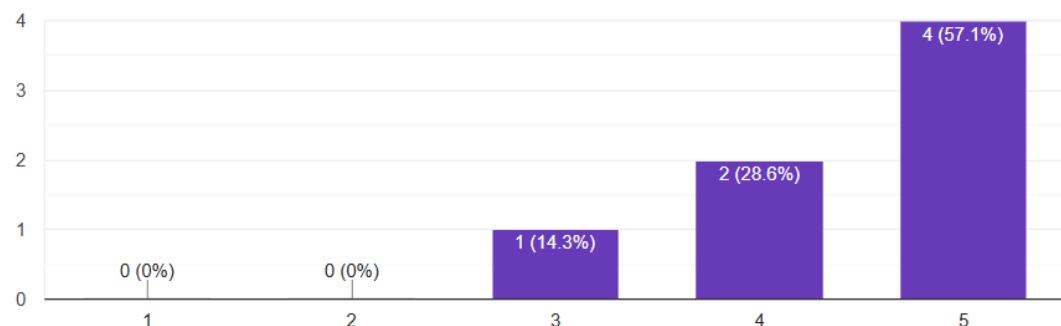
7 responses



Were the words and visuals appropriate for a waste management system?

 Copy chart

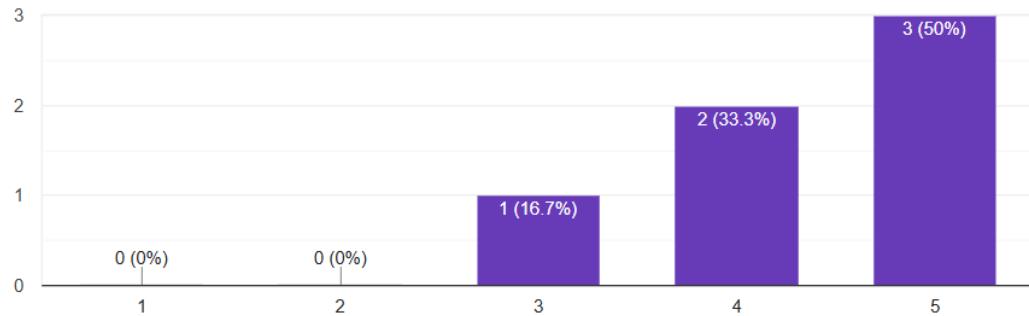
7 responses



Was it easy to go back or exit from any screen?

 Copy chart

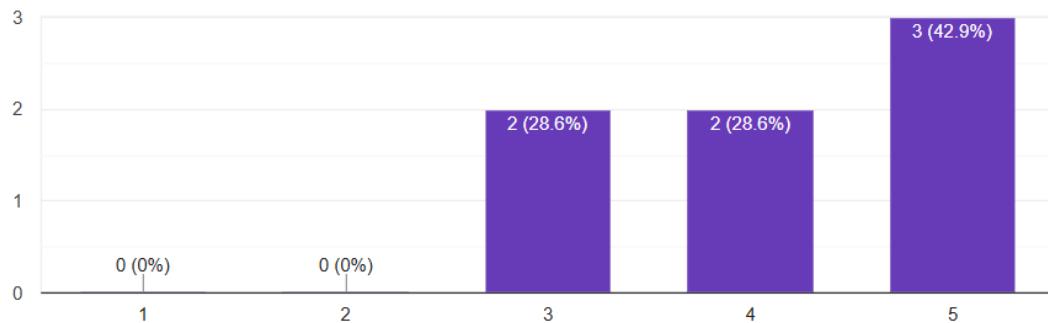
6 responses



Was the app easy to navigate without getting stuck?

 Copy chart

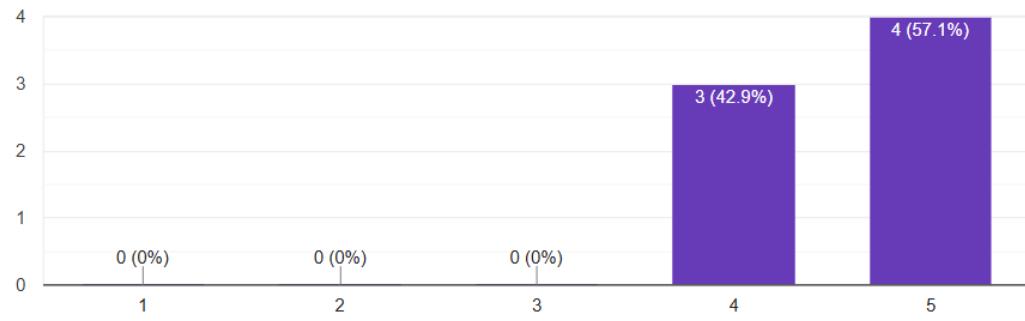
7 responses



Were similar features (e.g., filters, posts) consistent across screens?

 Copy chart

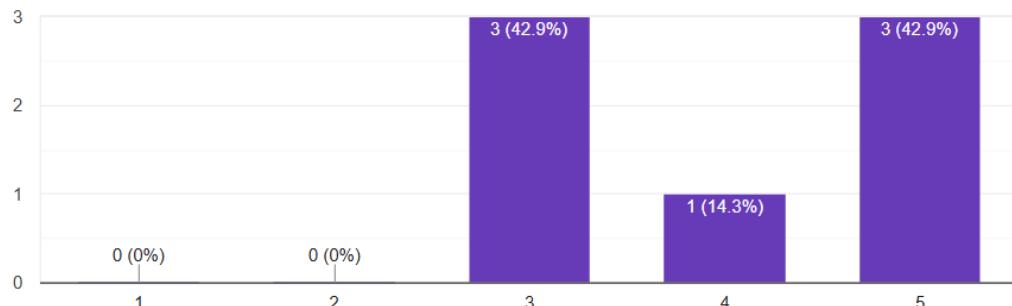
7 responses



Did icons and buttons behave the same way throughout the app?

 Copy chart

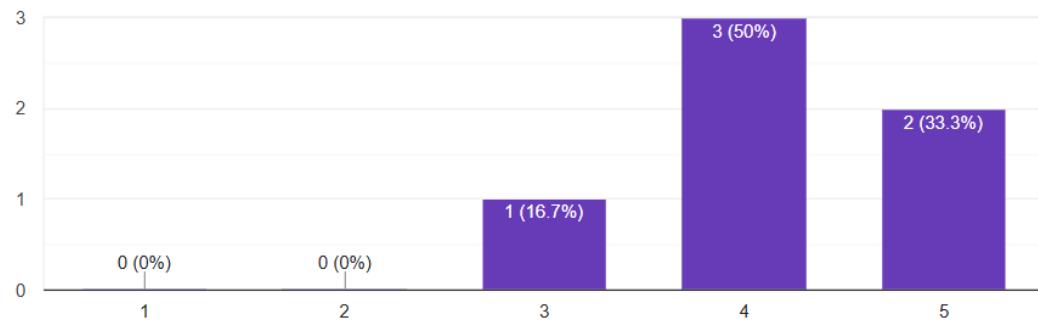
7 responses



Was it clear what needed to be filled or clicked to complete a task?

 Copy chart

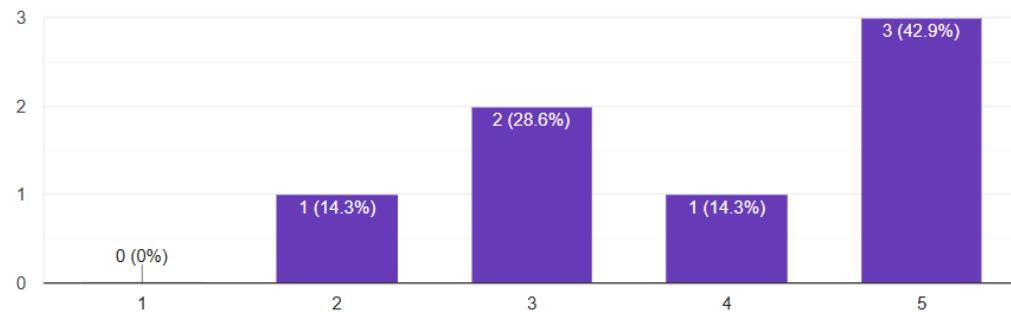
6 responses



Were mistakes (like clicking the wrong option) easy to avoid?

 Copy chart

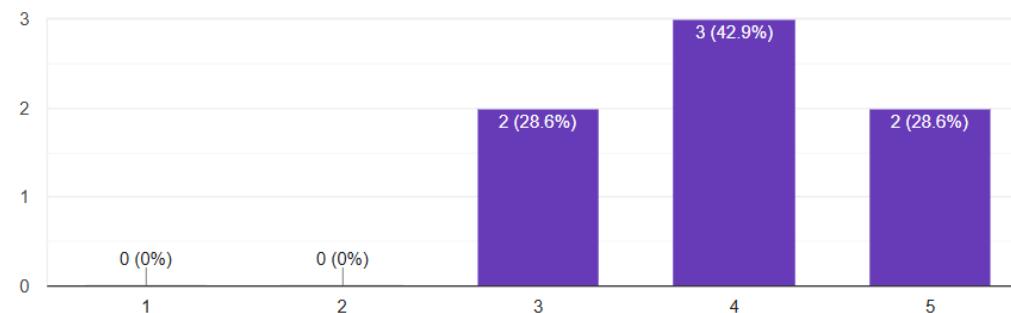
7 responses



Were important actions like posting or filtering easy to find?

 Copy chart

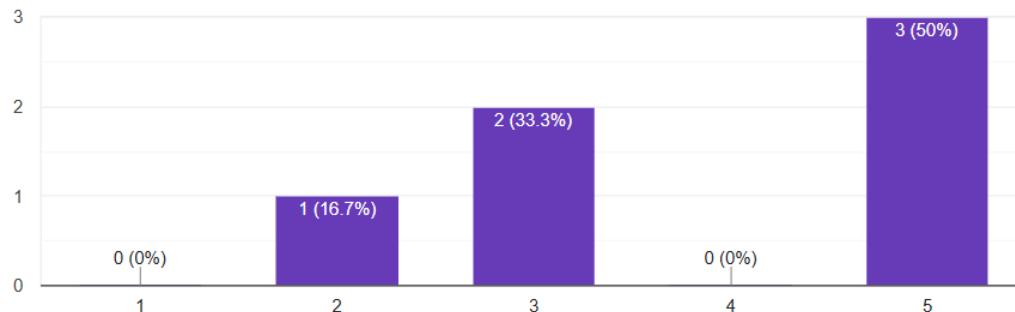
7 responses



Was it clear how to use features without needing to remember previous steps?

 Copy chart

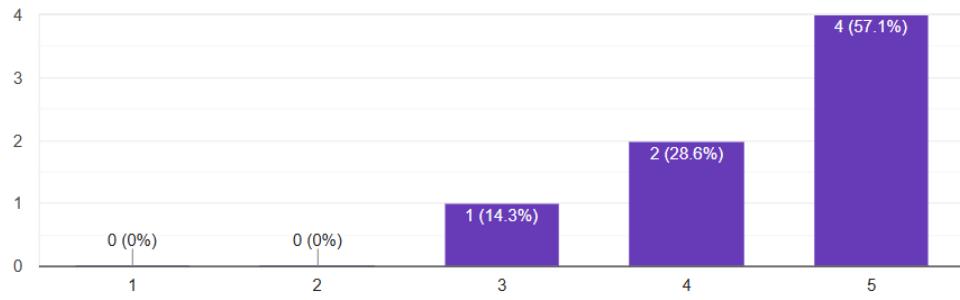
6 responses



Were filters like location or type quick and easy to use?

 Copy chart

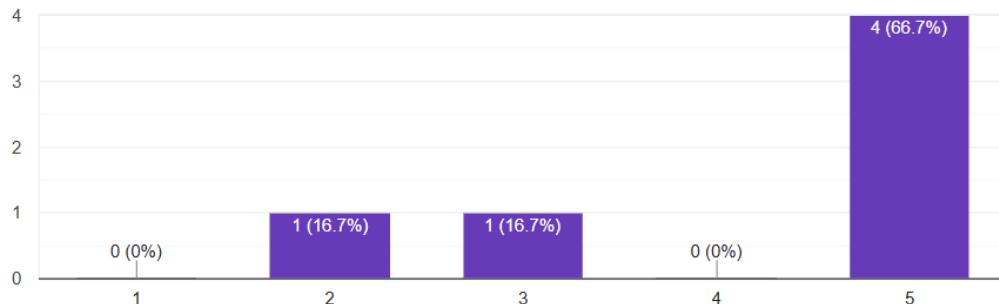
7 responses



Was the app useful for both new and experienced users?

 Copy chart

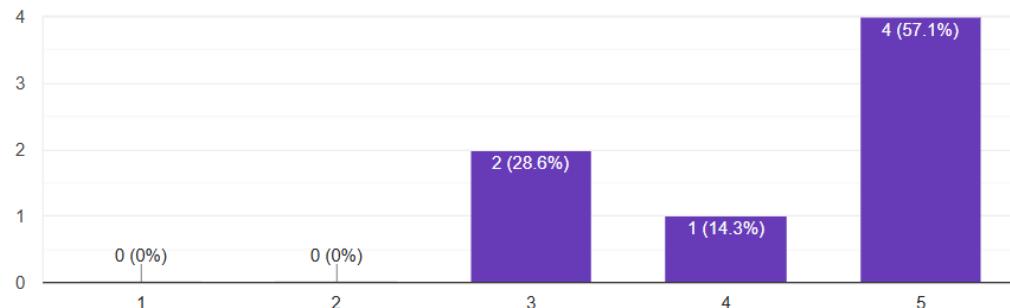
6 responses



Was the design clean and uncluttered?

 Copy chart

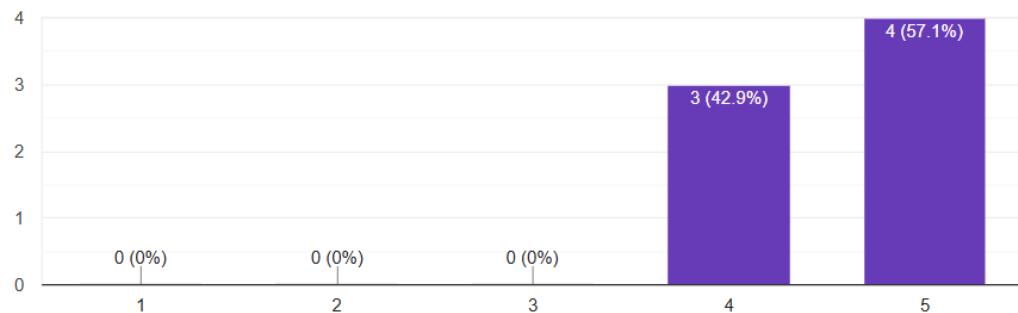
7 responses



Did the layout help focus on the most important information?

 Copy chart

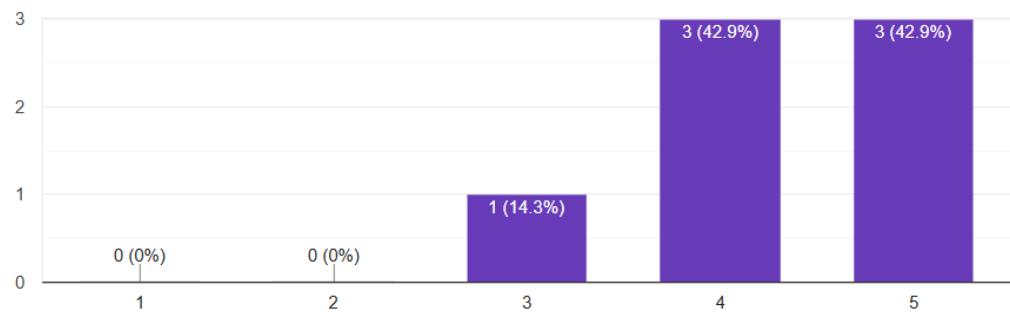
7 responses



Was it obvious when a wrong step or input had been made?

 Copy chart

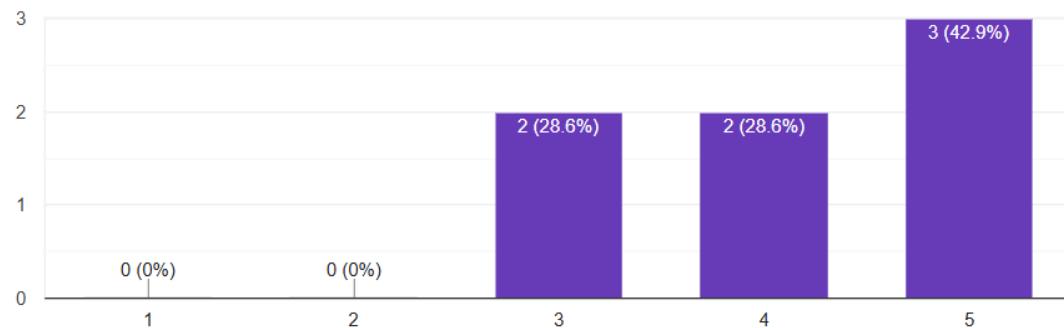
7 responses



Was it easy to understand how to fix a mistake?

 Copy chart

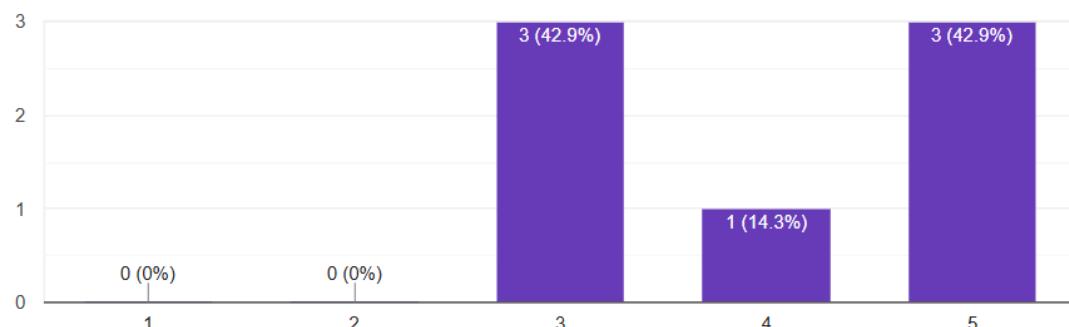
7 responses



Were button labels and icons helpful in understanding what to do?

 Copy chart

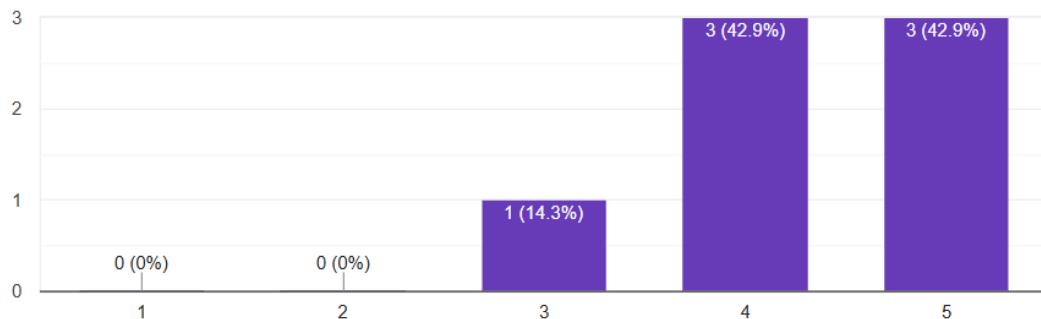
7 responses



Was it easy to use the app without needing external instructions?

 Copy chart

7 responses



Give some feedback for improvements.

7 responses

The design was good but the flow about what do do next was sometimes confusing

The icons and labels could be more clear

N/A

Overall good but could have been better if it was plain.

it is very nice concept and the flow of prototype looks great

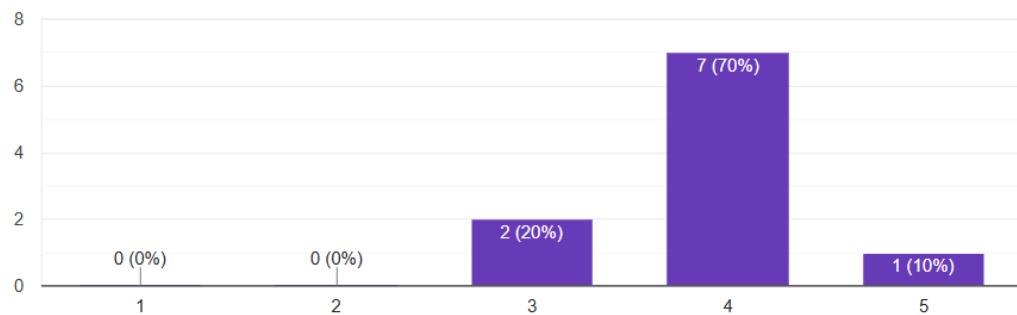
The design was simple and minimalistic but few icons

Updating profile section should have been better

Did the system give clear feedback after every action (like posting or scheduling)?

 Copy chart

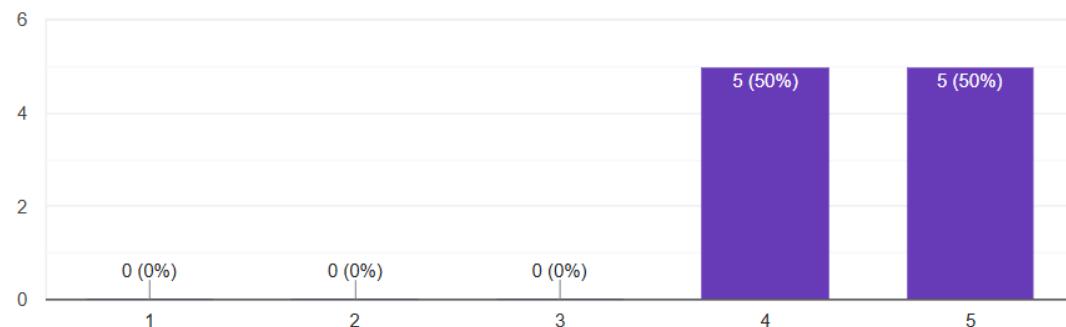
10 responses



Could you tell when the system was processing something or updating?

 Copy chart

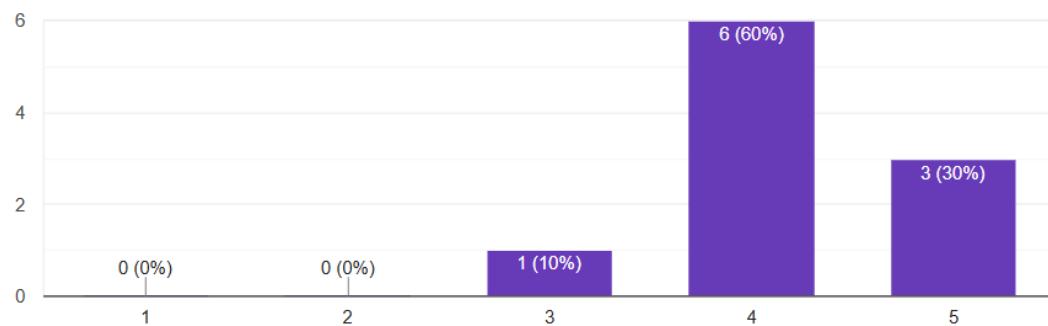
10 responses



Were the icons and labels familiar and easy to understand?

 Copy chart

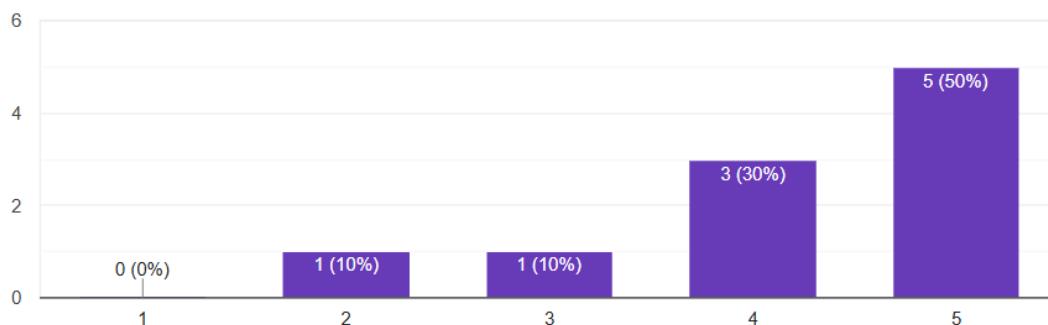
10 responses



Did the wording feel natural and non-technical?

 Copy chart

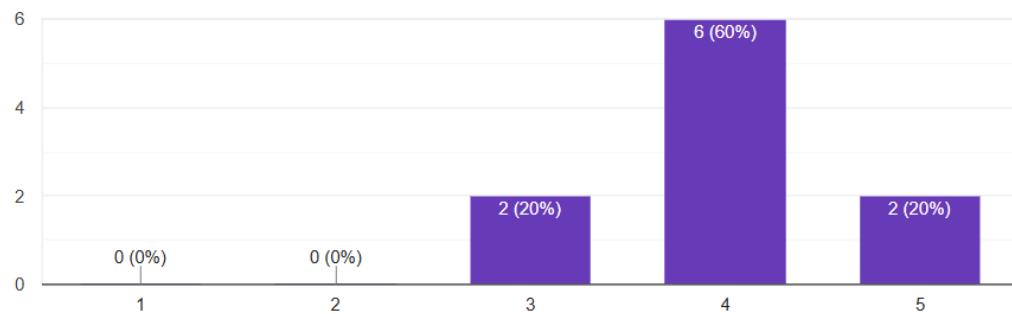
10 responses



Could you easily undo or go back from any action (e.g., canceling a post)?

 Copy chart

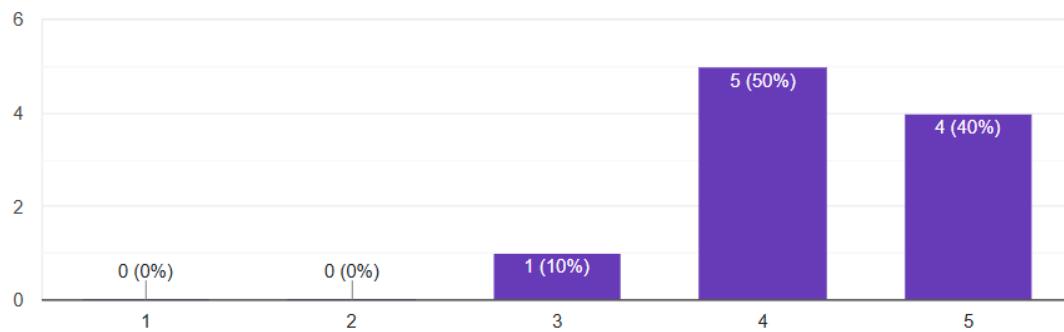
10 responses



Did you feel in control when navigating or submitting forms?

 Copy chart

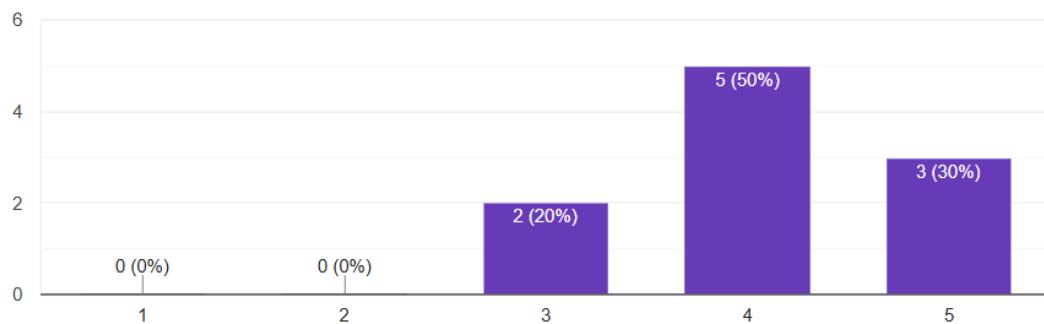
10 responses



Were similar actions represented consistently (like all buttons looking similar)?

 Copy chart

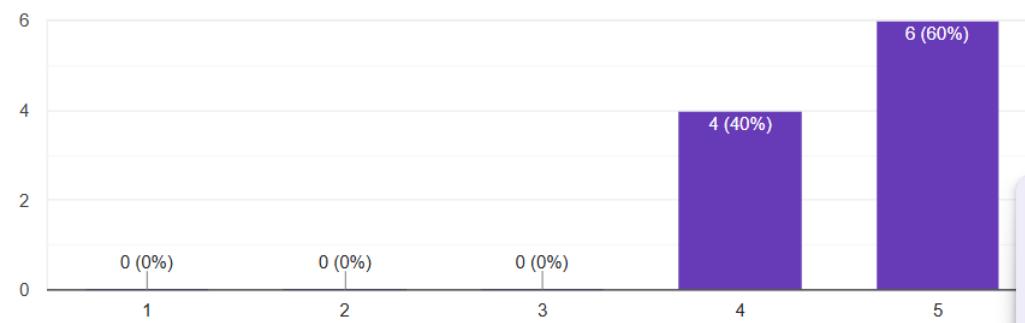
10 responses



Did the navigation and terminology feel uniform across the app?

 Copy chart

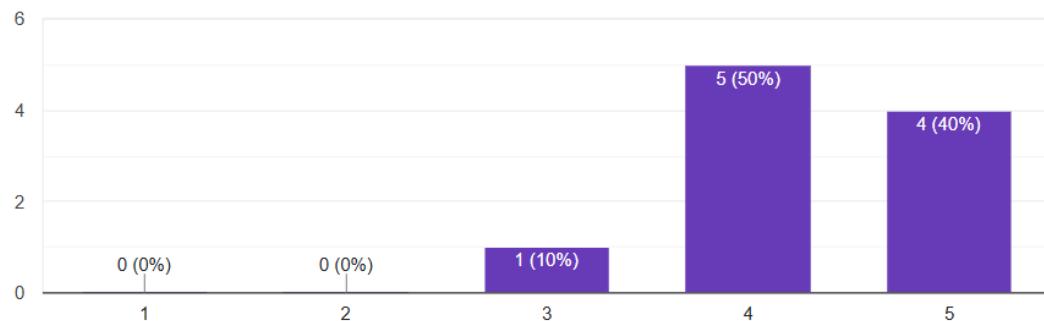
10 responses



Were error messages helpful and shown before submitting incomplete forms?

 Copy chart

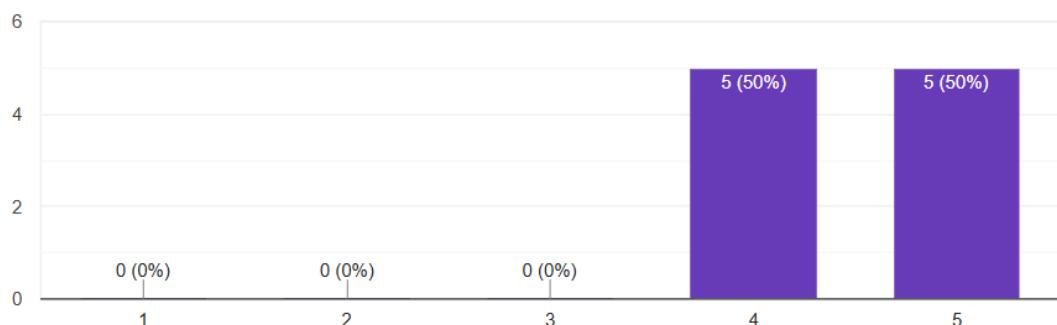
10 responses



Did the app prevent you from making mistakes (like duplicate requests)?

 Copy chart

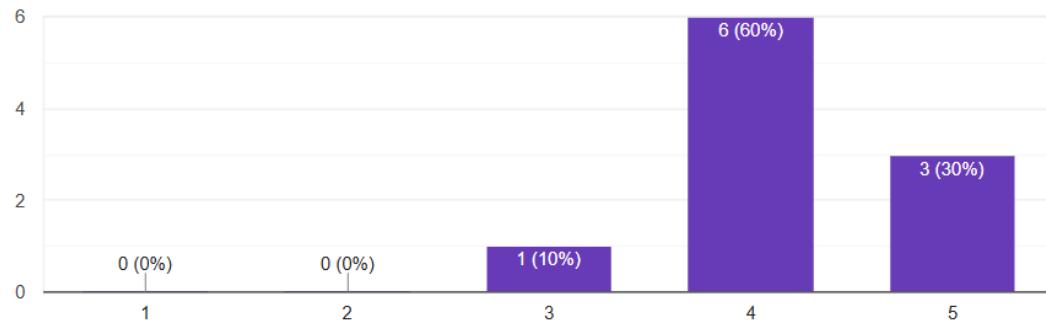
10 responses



Were important features easy to find without remembering steps?

 Copy chart

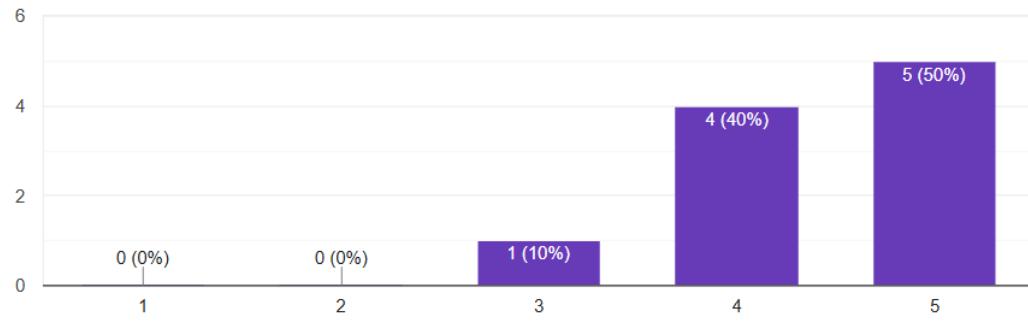
10 responses



Did icons and labels help you understand functionality quickly?

 Copy chart

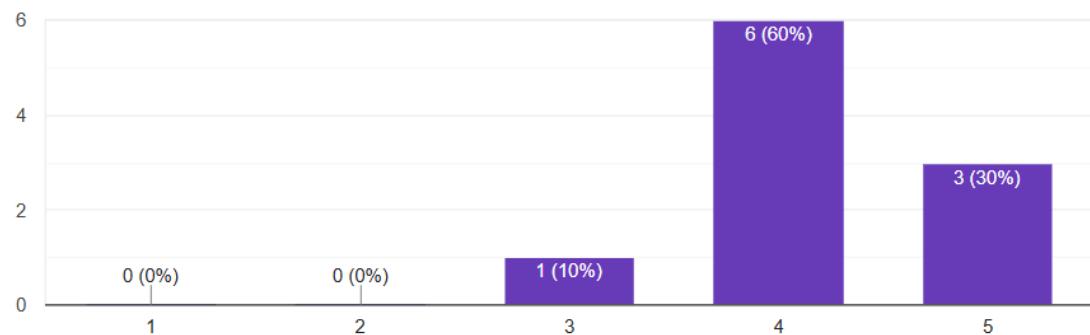
10 responses



Could you do tasks quickly without extra steps?

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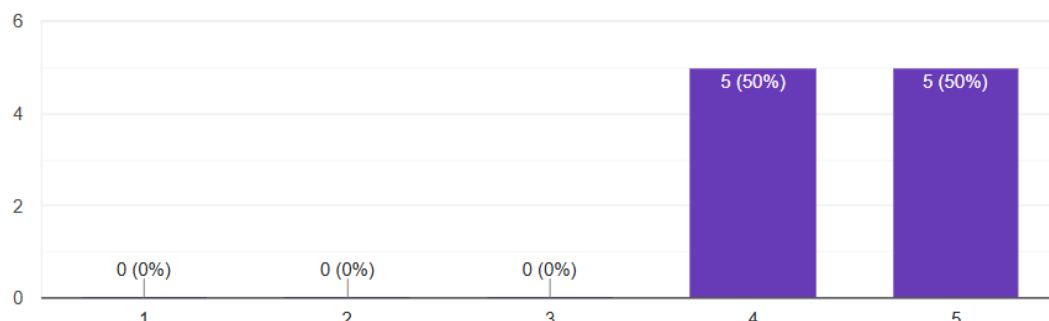
10 responses



Was there any feature that made frequent actions more efficient?

 Copy chart

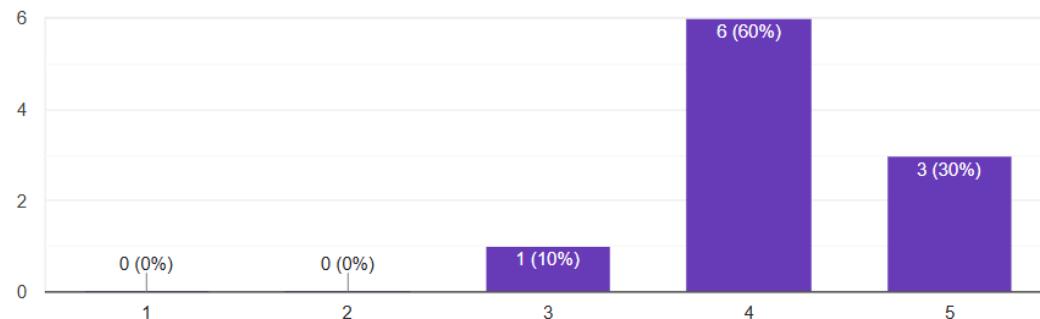
10 responses



Was the screen layout clean and uncluttered?

 Copy chart

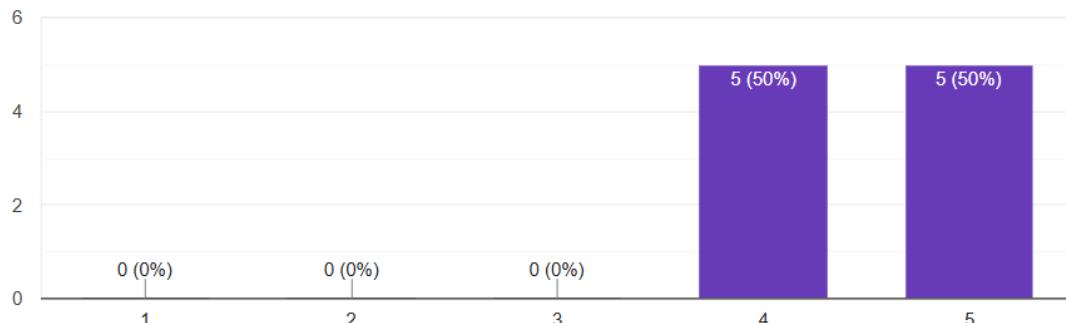
10 responses



Do you agree there were shorcuts to guide you?

 Copy chart

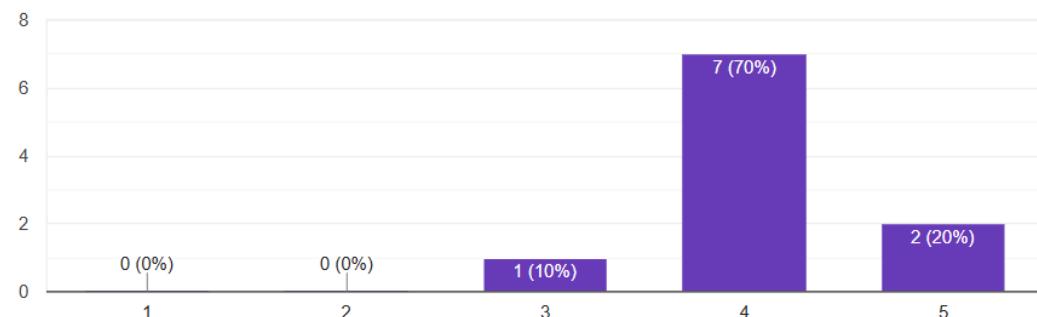
10 responses



Did the system show clear error messages when something went wrong?

 Copy chart

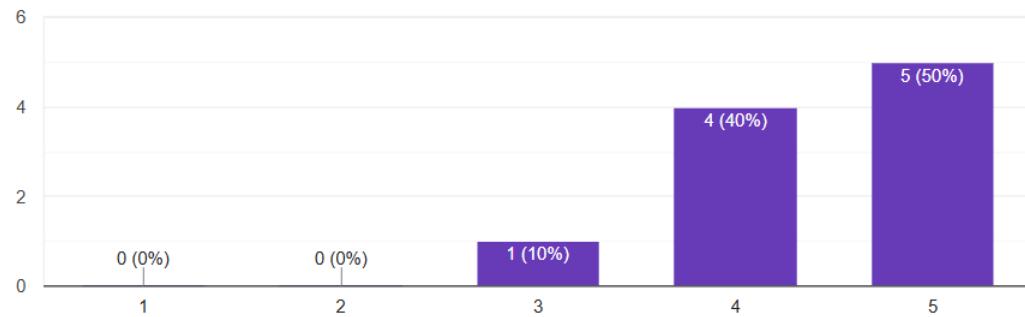
10 responses



How easy was it easy to fix the issue?

 Copy chart

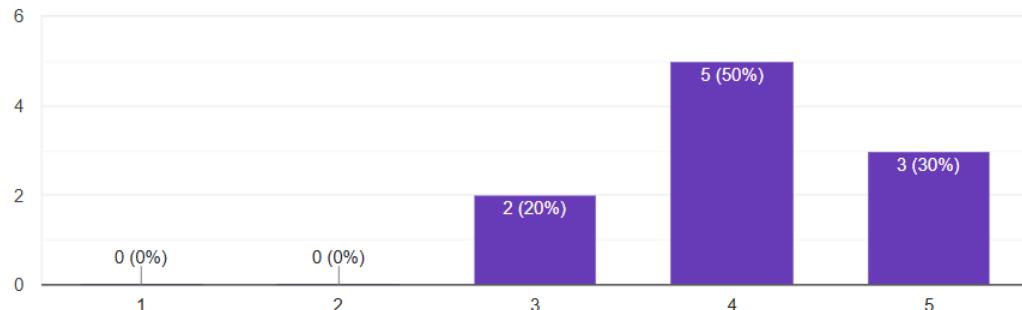
10 responses



Was helpful info available when you got stuck (e.g., tooltips, help section)?

 Copy chart

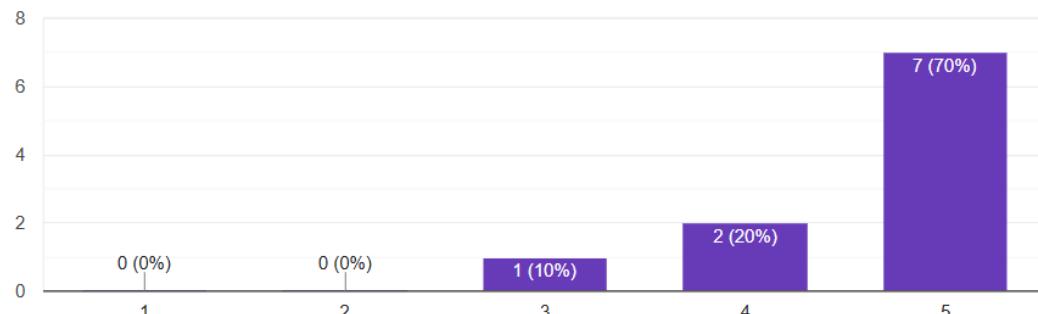
10 responses



Could you easily find instructions or support if needed?

 Copy chart

10 responses



What is one suggestion you have to improve the current design?

7 responses

Marketplace card should have include user number.

A bit more optimised

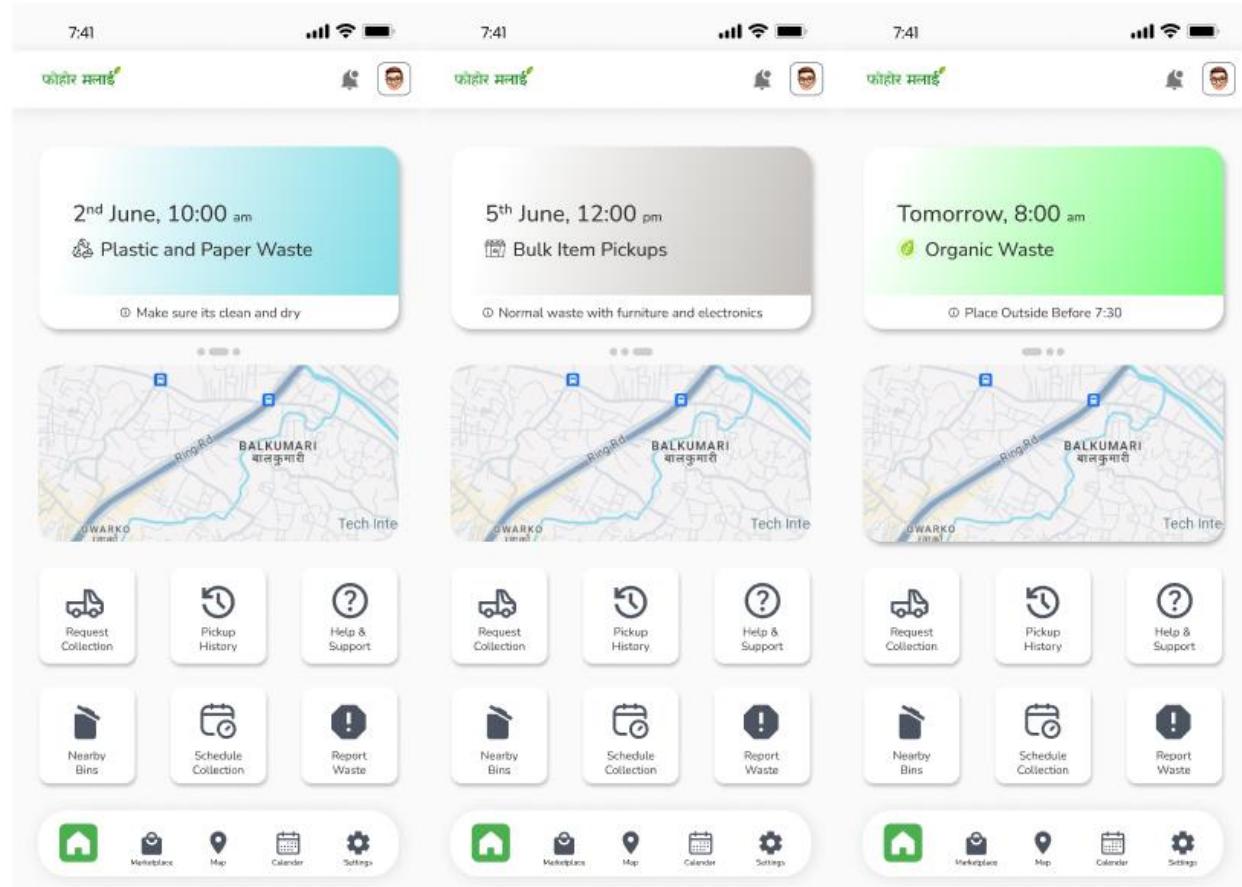
User should be able not just selector but type to their location.

some pages are not interactive

Everything was okay

Notification Card can be more beautified.

Steps might be lesser.



The screenshots show the 'Add Post' screen for four different categories:

- Top Left:** Type: Compost Manure, Quantity: 10Kg, Description: I do have 10Kg of organic compost manure #Sell #Sell.
- Top Middle:** Type: Compost Manure, Gender Waste, Kitchen Waste, Paper Book, Price: 5, Description: Select Image to Upload.
- Top Right:** Type: Compost Manure, Price: 5, Description: Select Image to Upload.
- Bottom Left:** Type: Compost Manure, Price: 450, Description: Select Image to Upload.

Each screen includes fields for Type, Quantity, Price, Location, Description, and a file upload section. A green 'Create Post' button is at the top right of each screen.

The screenshots show the 'Add Post' screen for three different categories:

- Top Left:** Type: Compost Manure, Price: 450, Description: Select Image to Upload.
- Top Middle:** Type: Compost Manure, Price: 450, Description: Select Image to Upload.
- Top Right:** Type: Compost Manure, Price: 450, Description: Select Image to Upload.
- Bottom Left:** Type: Compost Manure, Price: 450, Description: I do have 10Kg of organic compost manure.

A successful post addition message is shown on the right side of the bottom row: "Post Added Successfully". The green 'Create Post' button is at the top right of each screen.

