ONLINE CAB MANAGEMENT SYSTEM

REVIEW REPORT

Submitted by

Kartikay Gupta (18BCE2199)

P. Abhishek (18BCE2204)

Sai Sandesh (18BCE2239)

Prepared For

SOFTWARE ENGINEERING (CSE3001) – PROJECT COMPONENT

Submitted To

Dr. Anand Bihari

Assistant Professor (Sr)

School of Computer Science and Engineering

Abstract

Our project is on online cab management system which enables passengers to book cabs online in efficient way possible. This contains passenger login and admin login. This enables passengers to credit amount to their account which will be debited from their personal bank account. This system also tells and manages the vacant seats in a cab and number of cabs available.

The main functions of our project are, Online Cab booking, Tracking of vacant seats, Crediting amount (money), Efficient Time management (more no. of cabs during busy hours in a day)
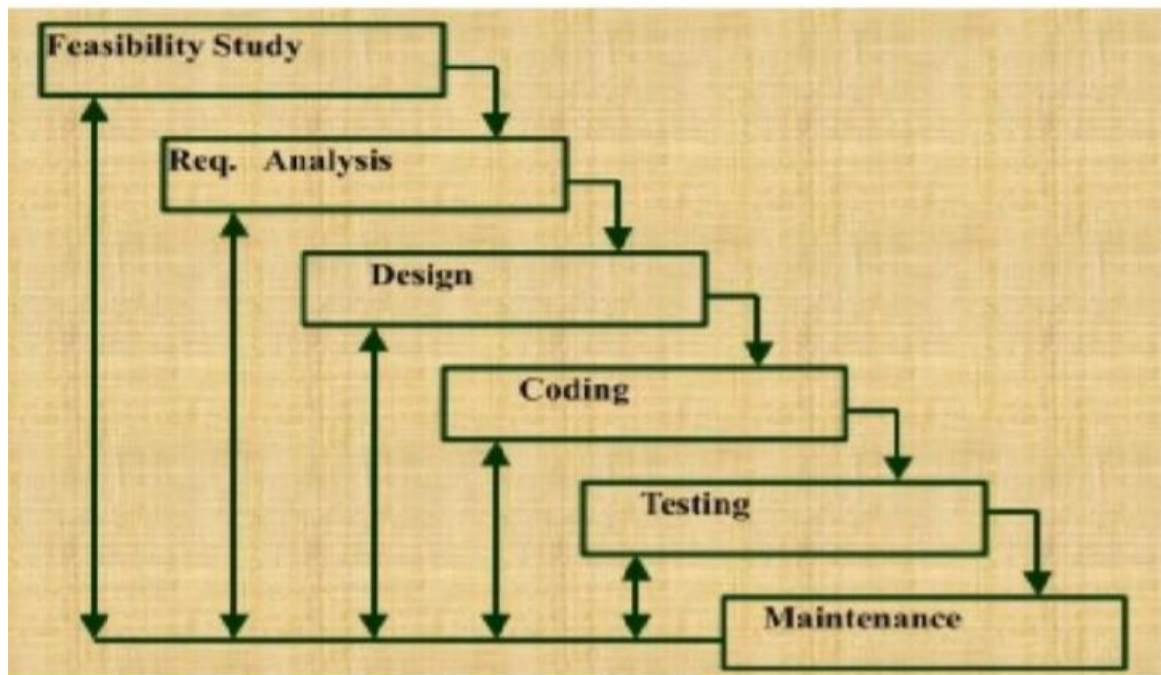
Software Life Cycle Model :-

For the following project we prefer to implement "ITERATIVE WATERFALL MODEL" because, it lets us get feedback after each and every stage of implementation which we cannot find in classical waterfall model.

Even if we find errors at some point of time, later in the project, due to the following model used(iterative waterfall model) it makes easy to manipulate the changes required as early possible.

In our project there are possibilities of some errors such as a person trying to login to his account with invalid username or password. In such a situation, a proper 'error-handling mechanism' should be carried out which can be done using an 'Iterative-waterfall model'.

ADVANTAGES:

• Proper feedback paths are present for error correct and handling.
• It's very simple to understand and use which makes it the most widely used software development models.
• Early detection of errors.
• Progress is easily measured.
• Changes to project scope are less costly and easier to implement.

Table of Contents

INTRODUCTION

Online Cab Booking System is a web based platform that allows your customers to book their taxi's and executive taxis all online from the comfort of their own home or office. The platform should offer an administration interface where the taxi company can manage the content, and access all bookings and customer information. More and more Taxi companies are looking for integrated taxi booking systems as it makes life much easier for (1) The traveller - this is highly important and in today's internet age people should be able to book taxis online without having to pick up the phone and (2) the taxi company as all their bookings are now managed via an automated system which means they have an electronic record of future and historic bookings Car and bus travel agencies need an effective management platform for handling their respective transportation services. The existing system relies on manual data recording for management which is very tedious and time consuming, involving a lot of manpower and paper work. So, the current system need to be computerized and web-based. The proposed cab service management system is a web-based application which can handle a variety of branches and departmental works of a typical car agency. In case of car rental services, this sort of system stands out as trustworthy and reliable in the travel business. This project aims at offering the best of car services to clients in need. A good feature of a web-based system such as this is that it offers online cab booking for corporate houses. This makes the overall car service work easily accessible for all and reliable as well.

1.1. Motivation

With this company in need of a better system, we felt it was our obligation to help them in their time of need. To develop such a system that would not only ease the burden on the company's customers, but the company itself. Our team has an immense amount of knowledge when it comes to problem solving, programming, and communication. Not only would we strive to give the car rental service everything they desired, but we will continue to make sure the software is at its very best and beyond. Each one of us will always and will continue to give 100% and more to making the transition a breeze for the car rental service. Also, having multiple heads working on the programming abilities helps in ensuring no errors are implemented and every single detail is put into place.

AIMS AND SCOPE OF THE PROPOSED WORK

The main aims of this project are :
  i) excellent customer services
  ii) instant response
  iii) easy payment
The scope of the project is :
  i) record the details various activities of user
  ii) improved and optimized service

LITERATURE SURVEY

The following literature has been extensively studied and implemented for the completion of this project

1. Consumers' Perspective on Cab Services in Guwahati – by Saibal Kumar Saha, Jupitara Kalita, Sangita Saha.

The introduction of app based cab services and radio taxis is primarily a new concept in the Indian context. The success of such services in the metropolitan cities of India has lured the companies to start their operation in the major cities of the country and are slowly heading towards the urban and semi urban areas. The facilities and tariff

ratesprovided by these companies are unmatchedThe physical, laborious and time consuming job of a taxi hunt is eliminated with a search algorithm in the servers of these cab companies. The study on consumers' perspective on the cab services in Guwahati gives us a glimpse of the viewpoint of people towards thefacilities provided by such companies. The lack of published literature on thetopic indicated the potentiality of research in this field. Hence, personal interviews, review of published newspaper articles have been referred to get ahold over the topic and frame a questionnaire for the survey.

2. Mobile App Usage and its Implications for Service Management – Empirical Findings from German Public Transport (by Christoph Schmitz, Anton Meyer)

By drawing on self-service technology literature, the technology acceptance model (TAM), and on results of qualitative research, a model is presented to explain consumers' intentions to use mobile apps of service companies. Additionally, the research identified outcomes of actual mobile app usage. The model was tested by collecting data from 197 public transport app users in Germany. Results indicate that information fit to task, convenience value, and speed of transaction affect perceived usefulness of mobile apps. Moreover, ease of understanding, intuitive handling, and reliability were found to drive perceived ease of use. The research also identified perceptions of overall service quality, firm innovativeness, and subjective firm knowledge as three outcomes of app usage. These findings emphasize the benefits of developing company owned mobile apps and have important implications for encouraging customers to use such programs.

3. Citizen Apps to Solve Complex Urban Problems (Akshay Bhagwatwar and Kevin C.
Dsouza)

Tackling complex urban problems requires us to examine and leverage diverse sources of information. Today, cities capture large amounts of information in real-time. Data are captured on transportation patterns, citizen use of government services (e.g., parking

meters), and even on weather events. Through open data initiatives, government agencies are making information available to citizens. In turn, citizens are building applications that exploit this information to solve local urban problems. Citizens are also building platforms where they can share information regarding government services. To the best of our knowledge, this is the first paper to examine the range of citizen applications ("citizen apps") targeting urban issues and to address their effects on urban planning, decision making, problem solving, and governance. We examine citizen apps that address a wide range of urban issues from those that solve public transportation challenges to those that improve the management of public utilities and services and even public safety.

4. Taxi App Market Analysis in Hong Kong (Jacky W. Y. Chan, Vicky L. N. Chang,

William K. Lau, Lawrence K. T. Law, and Corrine J. Lei)

This paper proposes a framework of how current Taxi Apps evolve in the market structures of Hong Kong based on the analysis of the corresponding markets in China, Europe and the United States. Researches are conducted to show the difference and uniqueness of the Hong Kong Taxi App market from the global ones. In addition, conventional taxi-calling systems and methods of Hong Kong are assessed in order to reveal the challenges and opportunities in the future development of this market in Hong Kong. In this paper we also describe in Hong Kong what the transition processes of taxi calling methods are. We concluded with a discussion that to project the market potential in Hong Kong and to support the growth in the Hong Kong Taxi App Market

PROPOSED SYSTEM REQUIREMENTS ANALYSIS AND DESIGN

4.1 Introduction

Online Cab Booking System is a web based platform that allows your customers to book their taxi's and executive taxis all online from the comfort of their own home or office. The platform

should offer an administration interface where the taxi company can manage the content, and access all bookings and customer information. More and more Taxi companies are looking for integrated taxi booking systems as it makes life much easier for (1) The traveller - this is highly important and in today's internet age people should be able to book taxis online without having to pick up the phone and (2) the taxi company as all their bookings are now managed via an automated system which means they have an electronic record of future and historic bookings Car and bus travel agencies need an effective management platform for handling their respective transportation services. The existing system relies on manual data recording for management which is very tedious and time consuming, involving a lot of manpower and paper work. So, the current system need to be computerized and web-based. The proposed cab service management system is a web-based application which can handle a variety of branches and departmental works of a typical car agency. In case of car rental services, this sort of system stands out as trustworthy and reliable in the travel business. This project aims at offering the best of car services to clients in need. A good feature of a web-based system such as this is that it offers online cab booking for corporate houses. This makes the overall car service work easily accessible for all and reliable as well.

4.2 Requirement Analysis

The following sections will introduce the numerous requirements of the system from the point of view of different users and will introduce a number of decisions that have been made regarding implementation. These sections also attempt to somewhat describe the role of each user group in the system, discussing their individual roles through the functions they can perform.

In client view functionality :

i) Registration and Login System
ii) Booking System
iii) Update Details

Admin view functionality :

i) Update Details

ii) Login System
iii) Manage no. of cabs

4.3 Stakeholder Identification

Basically there are three stakeholders involved in cab management

i) Admin

The admin shoulders the responsibility of the cab management system. He manages the drivers and the riders.

ii) Drivers

The drivers have their own applications from the cab booking system. They can accept or reject the rides. They can count their earnings and keep a track of their quest rides.

iii) Riders
With the help of the applications, the riders can book their rides, track their fare, book for others, make online payments, check the availability and so on

4.4 Functional Requirements

The functionalities can be described as follows:

i) Account and Credit Management Description
The user who already has an account can login while who doesn't have one can create a new account. They can modify and delete their account details as well. Credit management would contain payment options and the option to add amount into the account

1) Create new account or login
Input: credentials of user(username-password)
Output: opens the website(or app)

2) Delete account
Input: Click delete button.
Output: Asks whether the user really wants to delete his/her account and if yes, deletes the account. The information is then erased from the database.

3) Modify account.
Input: Can edit your location address, contact no. etc. 'Modify account' button is provided.
Output: Your new account details will be updated into the database.

4) Add amount.
Input: Can add amount from the bank. 'Add amount' button will be provided.
Output: You can give your bank credentials and transfer the money.

5) Payment options
Input: Options like net banking, credit/debit card, Paypal etc. will be displayed. User can select whichever mode he wants to pay.
Output: Payment will be successfully credited to the website.

ii) Route Management
This functionality gives information about no. of cabs allowed to function on a particular day. It gives information about the no. of people waiting for cab so that the admin can arrange special cabs to meet their needs.

1) No. of Cabss available per day.
Input: There is an option where we can see how many Cabss are available. The user can easily view this information.
Output: Displays no. of Cabss available for that day.

2) No. of students waiting for the Cabss.
Input: If the student is waiting, he/she can click the button.
Output: Depending on the no. of students who are waiting, the no. of Cabss for that particular day can be increased.

iii) Time Management
This functionality helps in managing the no. of Cabss during peak hours and during weekends when the Cabss are not used that frequently. This also displays the time taken by the Cabs to arrive for a particular student.

1) More Cabss during peak hours
Input: If the no. of students waiting exceeds a particular limit(say >50), then the no. of Cabss functioning on that day will be increased.
Output: No. of Cabss functioning will be increased.

2) Less Cabss during weekends
Input: On Saturdays and Sundays, the no. of Cabss functioning will be decreased by the admin.
Output: No. of Cabss functioning will be less compared to week days.

3) Display the time taken to arrive

Input: There will be an option to check at what time Cabs will arrive. The student can easily view this information with the click of a button.
Output: Displays the arrival time of a particular Cabs that the student wants to access.

iv) <u>Feedback page</u>
This page is designed in order to know the functioning of the website (or app) and they can rate it and comment in it. Any problem can be written in the comment section.

1) Displaying the feedback section
Input: The student should click the feedback button.
Output: Rating and comment section will be displayed and submit option will be displayed.

4.5 **Non Functional Requirements**

Non functional requirements are :
<u>i)Security</u> :

Providing security for database is very important because it contains all the sensitive information. Disclosure of the sensitive information can cause lot of problems. We use Hashing technique to provide security

<u>ii) CAPTCHA</u>
Providing security to database by a computer program or system intended to distinguish human from machine input, typically as a way of thwarting spam and automated extraction of data from websites

<u>iii) Passenger tracking</u>
By tracking number of ID scans, management can send enough cabs to the

<u>iv) GPS</u>
A real time checking of the transportation vehicle gives passangers clear idea about the arrival/departure time of the vehicle

4.6 **System Requirements**

To be used efficiently ,all computer softwares needs certain hardware components or other software resources to be present on a computer these are known as system requirements

4.7 **H/W Requirements(details about Application-Specific Hardware)**

Processor : intel core i5 ,2.5Ghz or higher
Ram : 4gb or higher
Hard disk : 500Gb, 7200 RPM or higher

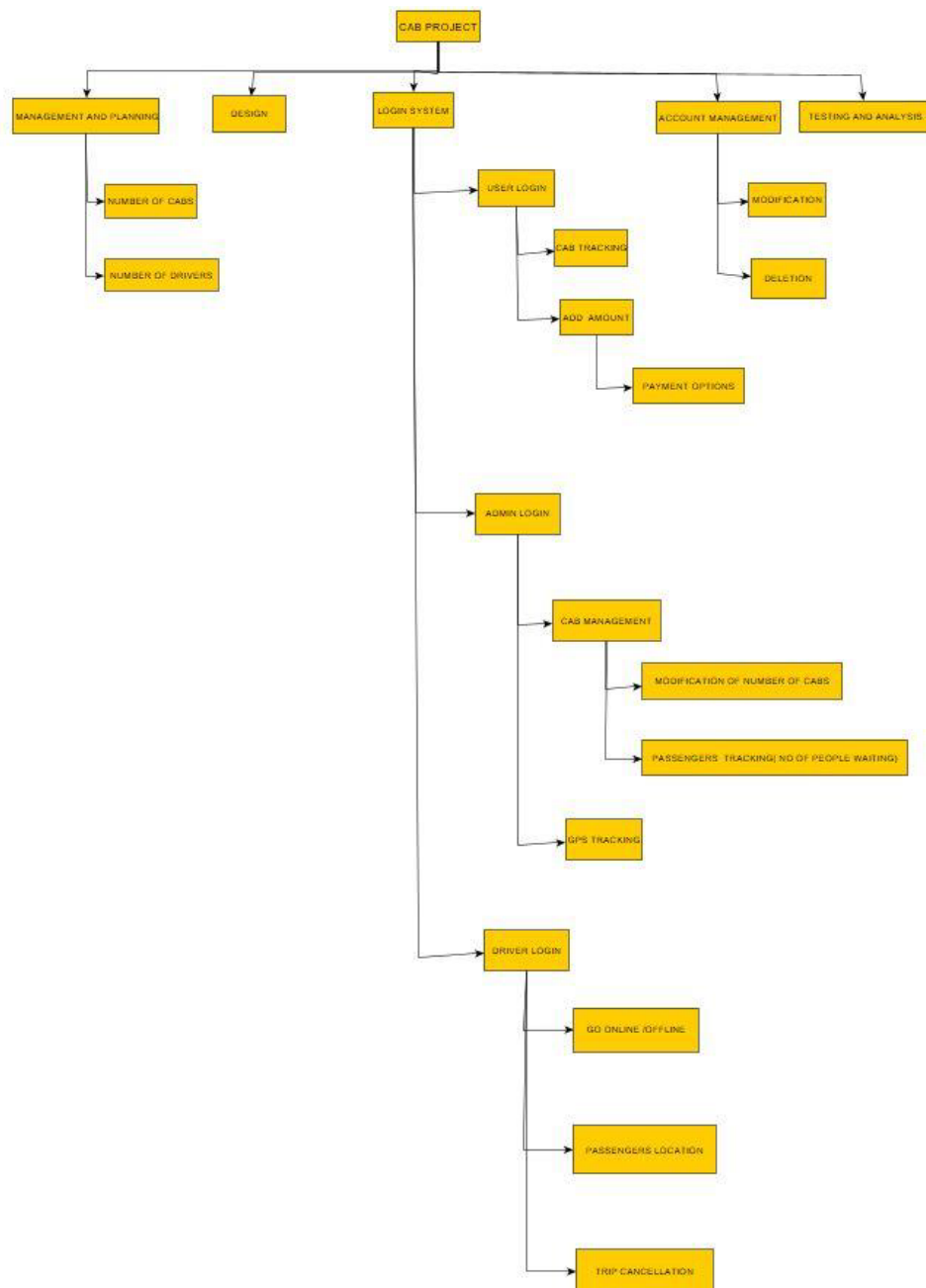### 4.8 S/W Requirements(details about Application-Specific Software)

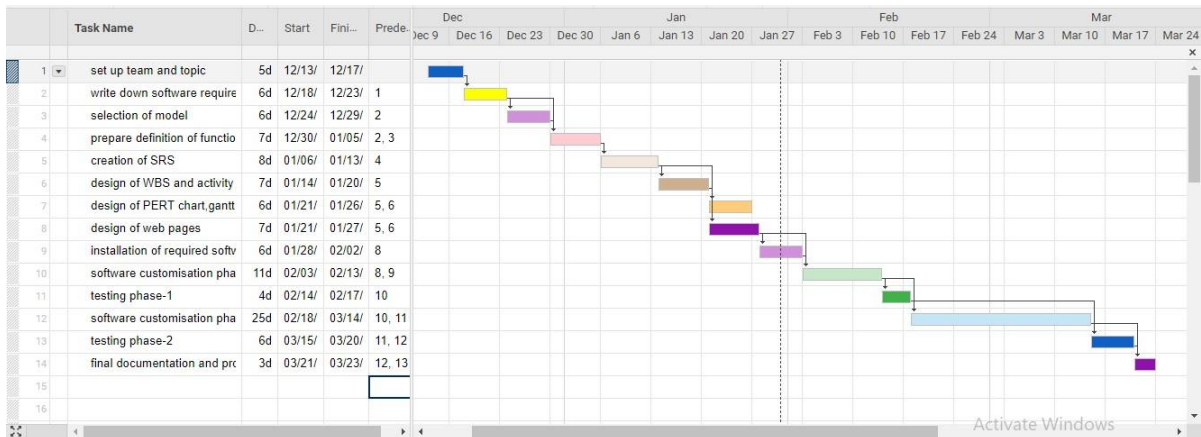Operating system : windows 7 , 8, 10
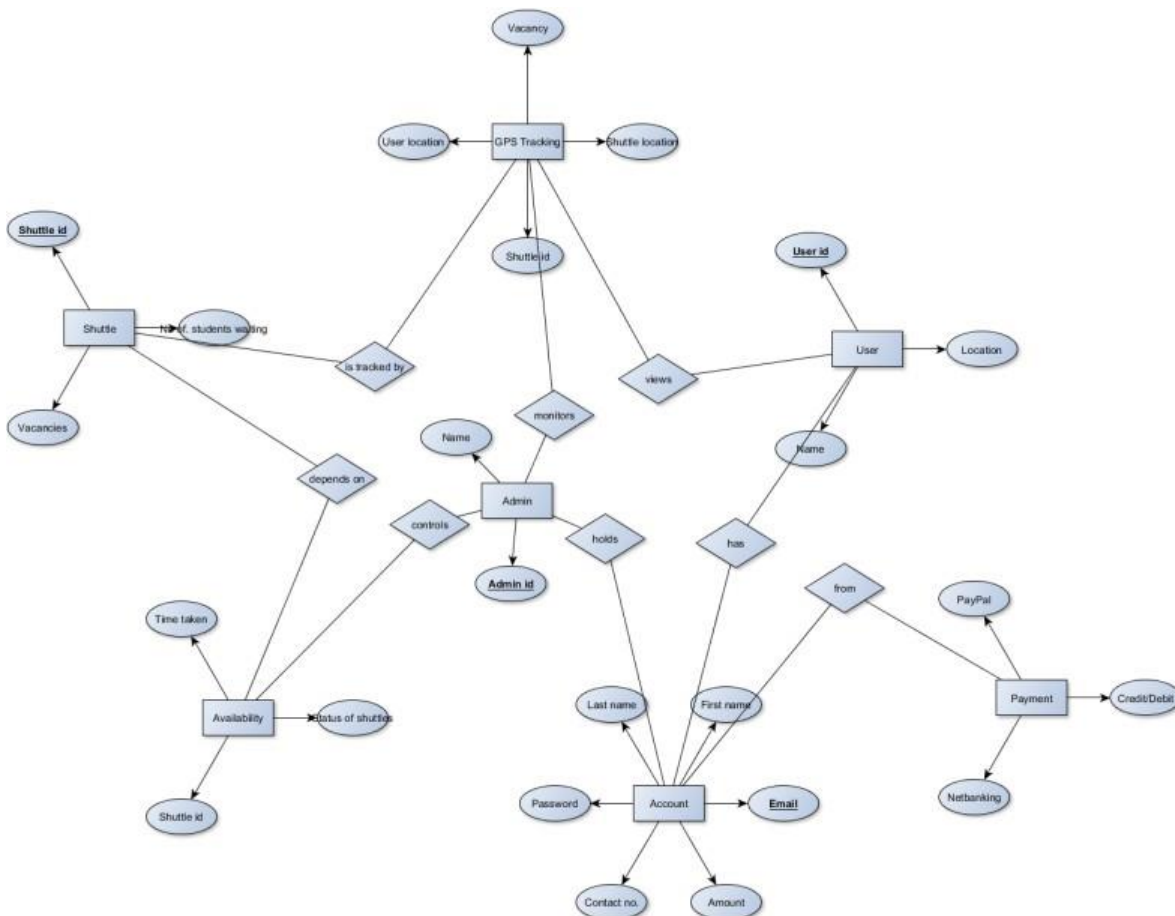Front end : Java script , PHP
Backend : HTML, css

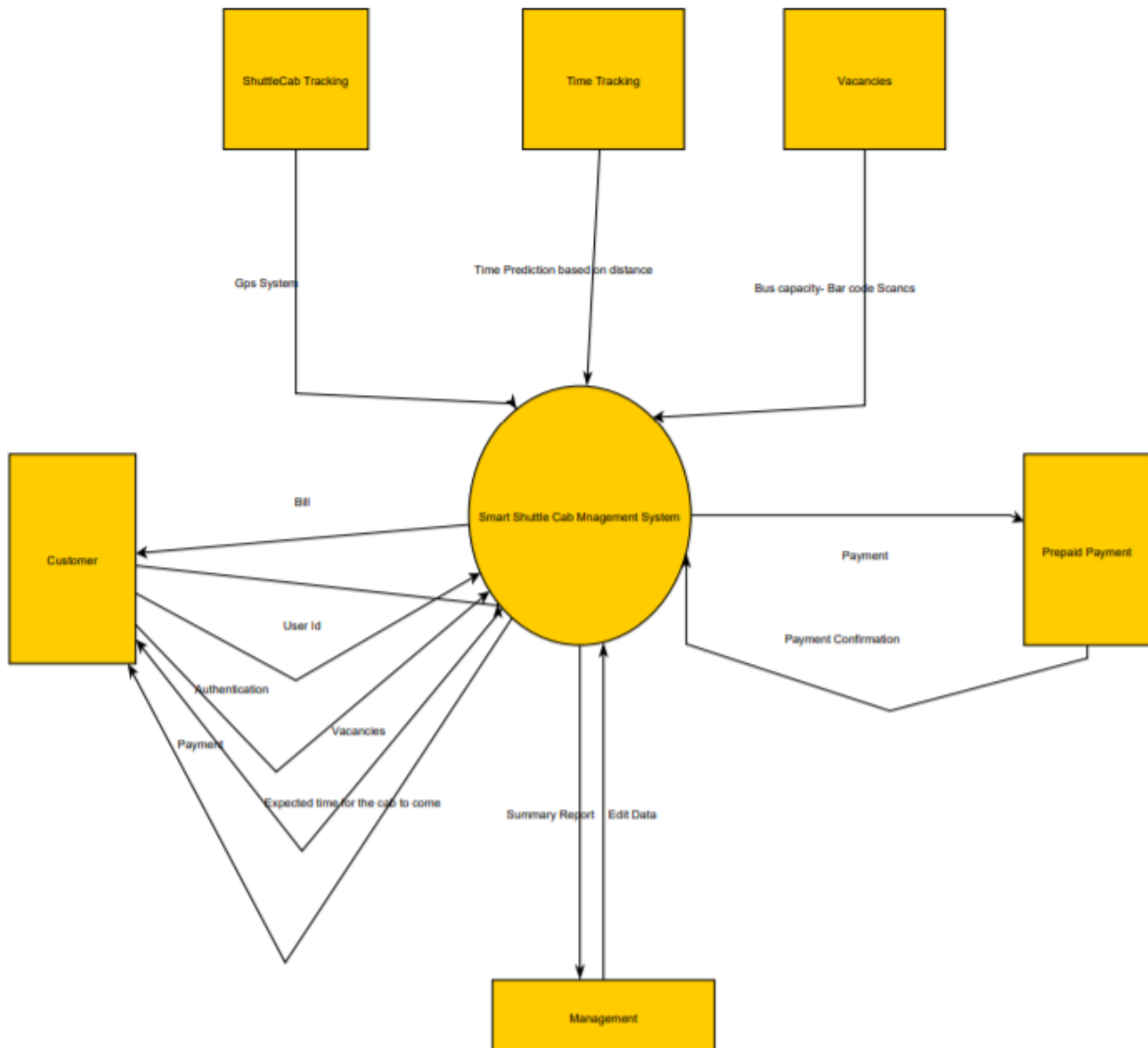**4.9**

Work breakdown structure (WBS)

4.10 Gantt chart

		Task Name	D...	Start	Fini...	Prede.
1		set up team and topic	5d	12/13/	12/17/	
2		write down software require	6d	12/18/	12/23/	1
3		selection of model	6d	12/24/	12/29/	2
4		prepare definition of functio	7d	12/30/	01/05/	2, 3
5		creation of SRS	8d	01/06/	01/13/	4
6		design of WBS and activity	7d	01/14/	01/20/	5
7		design of PERT chart,gantt	6d	01/21/	01/26/	5, 6
8		design of web pages	7d	01/21/	01/27/	5, 6
9		installation of required softv	6d	01/28/	02/02/	8
10		software customisation pha	11d	02/03/	02/13/	8, 9
11		testing phase-1	4d	02/14/	02/17/	10
12		software customisation pha	25d	02/18/	03/14/	10, 11
13		testing phase-2	6d	03/15/	03/20/	11, 12
14		final documentation and prc	3d	03/21/	03/23/	12, 13
15						
16						

4.11 Er Diagram :

4.12 Data Flow Diagram

LEVEL 0 :

Level 1:
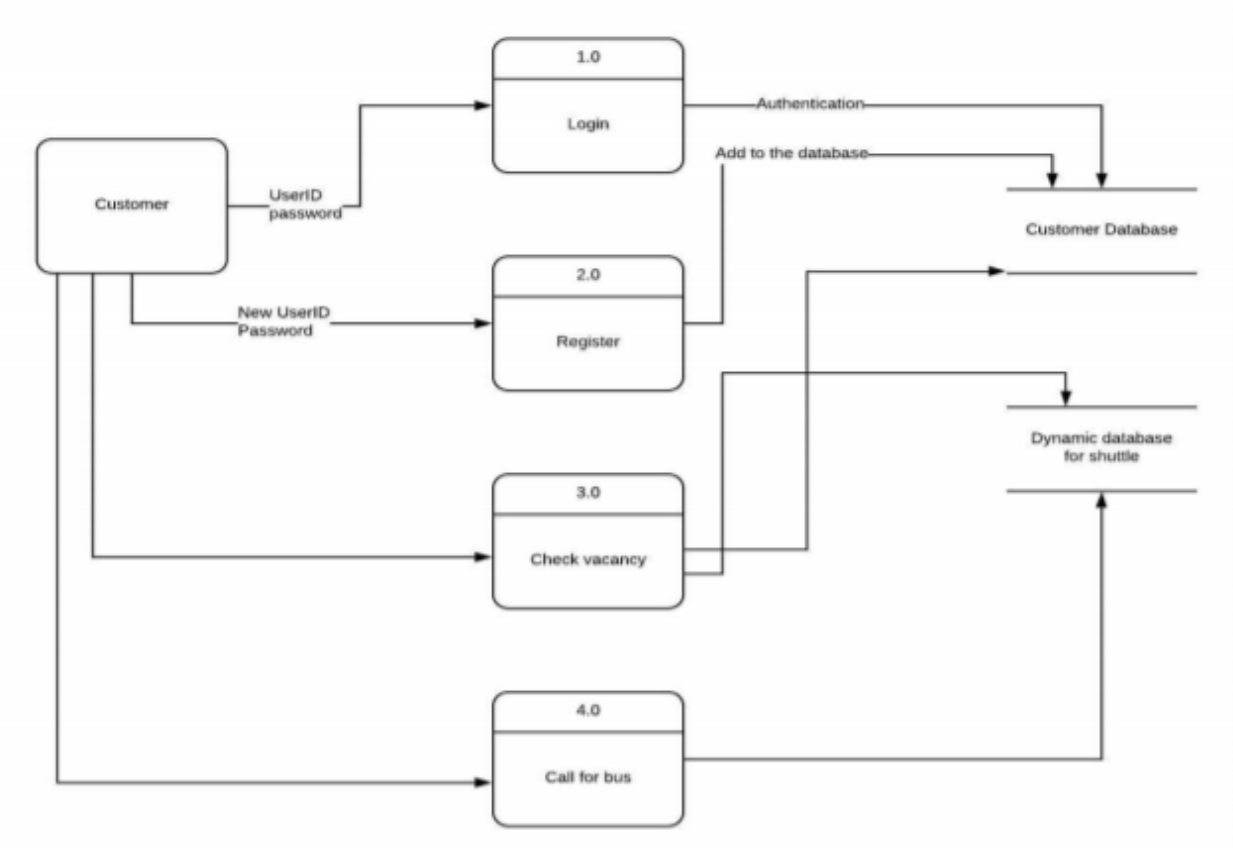
Level 2:
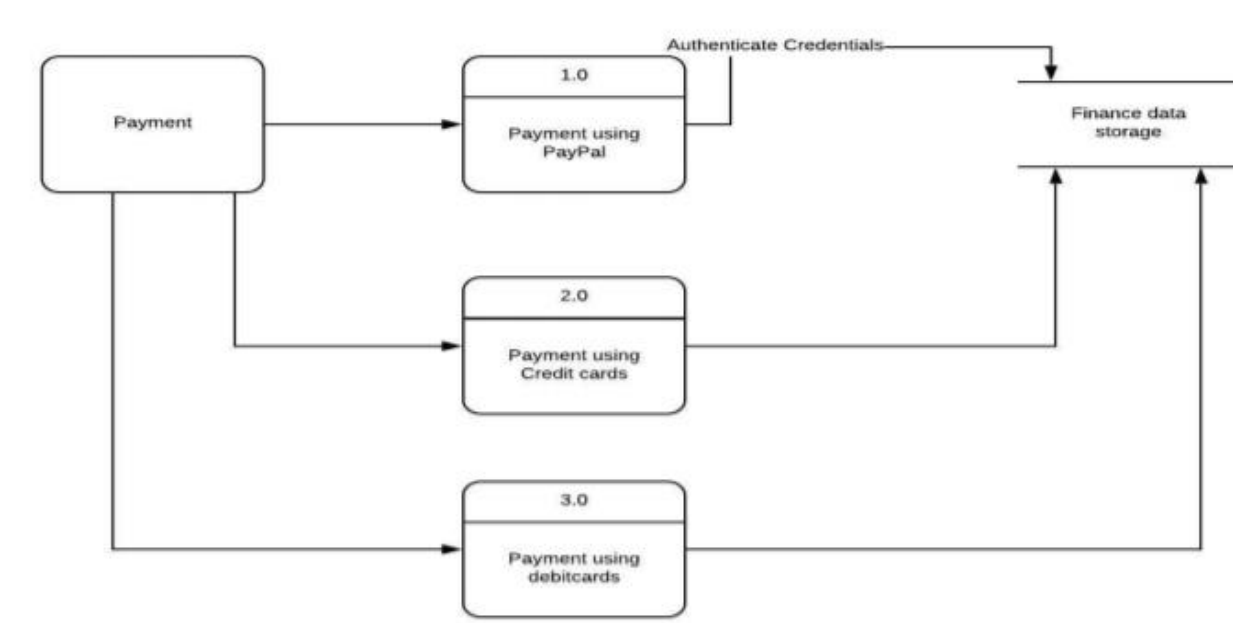
4.13 Use case diagram

4.14 Activity Diagram
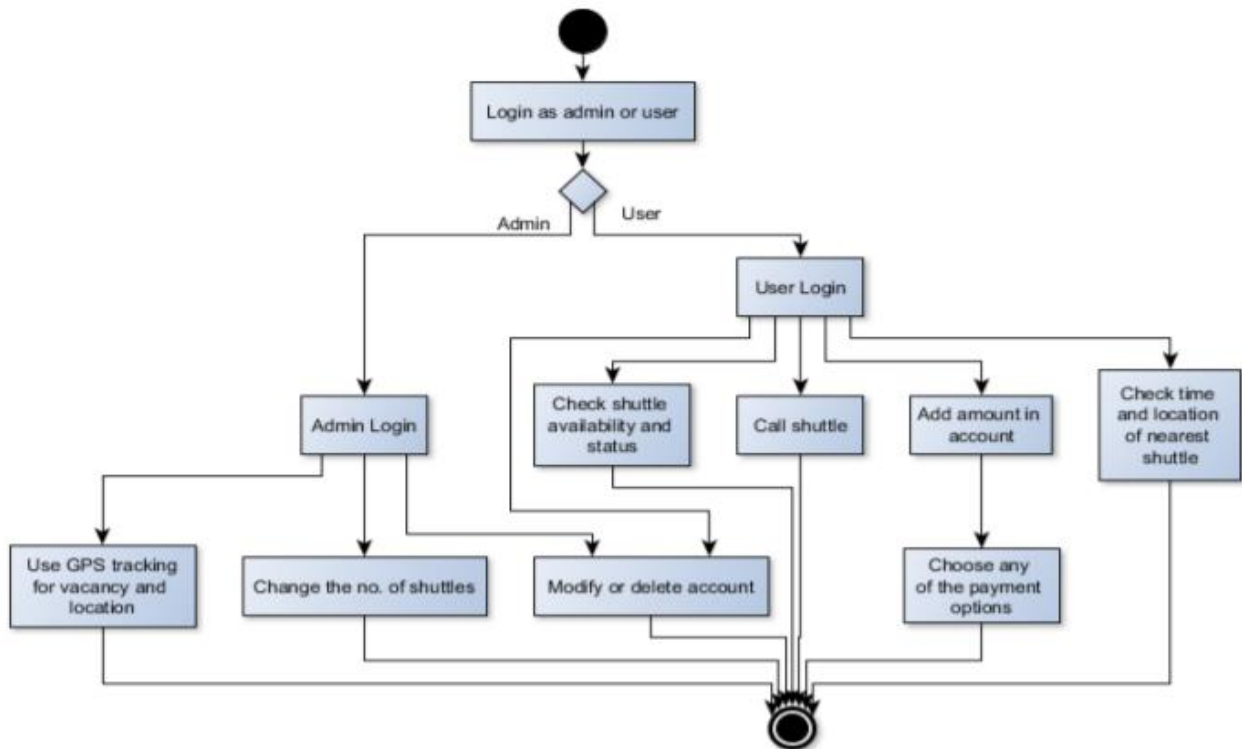
4.15 Class Diagram
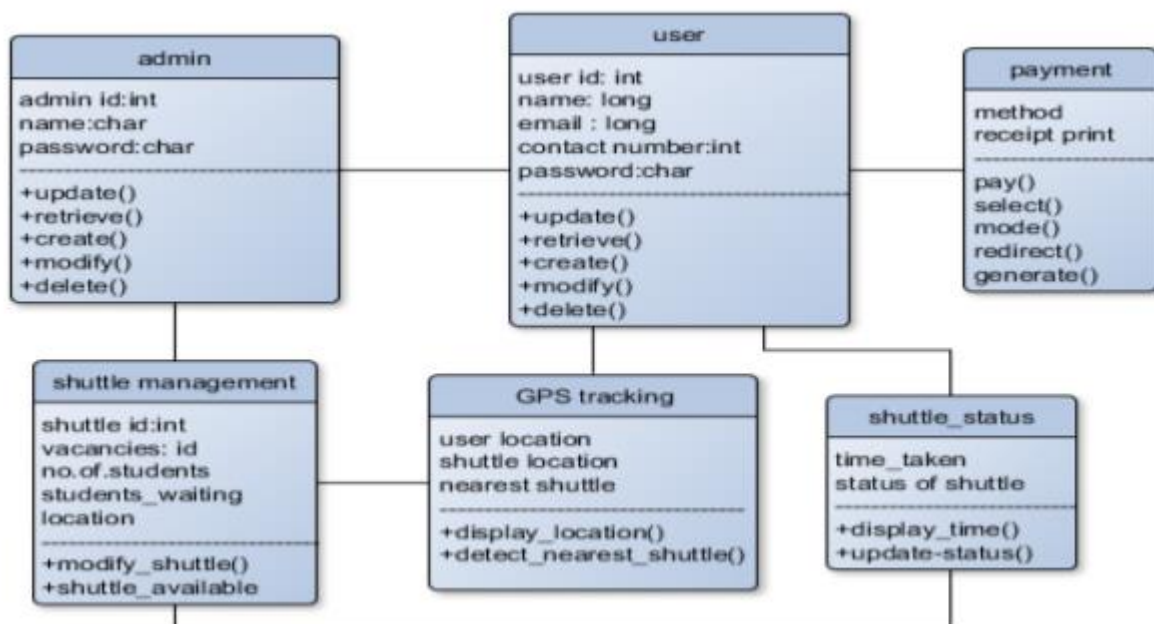
5) test Cases :

Project Name: Cab Management System	
Test Case Template	
Test Case ID: Fun_1	Test Designed by: Team
Test Priority (Low/Medium/High): Med	Test Designed date: 14/3/20
Module Name: Account and credit Management	Test Executed by: Team
Test Title: Verify account and credit options	Test Execution date: 14/3/20
Description: Test the Google login page	
Pre-conditions: User has valid username and password	
Dependencies:	

Step	Test Steps	Test Data	Expected Result	Actual Result	Requirement Validated	Status (Pass/Fail)
1	Provide valid username and password	Username and password	User should be able to login	User is navigated to login page	i . 1	Pass
2	If user click on 'delete account option'	For logging in user name and password should be given as input	After deleting account when user logs in again he should not be able to open his account	Page shows saying that account does not exist	i . 2	Pass

3	If user clicks on 'modify accou nt option	For logging in user name and password should be given as input	After modifying the password(for example),if he opens his account using his earlier password his account should not be opened	It shows invalid username or password	i.3	Pass
4	If user clicks on 'add amou nt' option	Amount that user is willing to add in his account	User should be navigated to payment options page	User is navigated to payments page to add amount in his/her account	i.4	Pass
5	If user goes on a ride, amoun t should be deduct ed from his accoun t	User should go on a ride	Amount should be deducted automatically	It shows the amount after deduction of the fare for the ride	i.5	Pass

Post-conditions:
User is validated with database and successfully login to account and also credit management. The account session details are logged in database.

Project Name: Cab Management System	
Test Case Template	
Test Case ID: Fun_2	**Test Designed by:** Team
Test Priority (Low/Medium/High): Med	**Test Designed date:** 14/3/20
Module Name: Route management	**Test Executed by:** Team
Test Title: Verify 'Cabs available' and 'Cabs tracking' option	**Test Execution date:** 14/3/20
Description: Test the options which come under availability and tracking	
Pre-conditions: User has valid username and password	

Step	Test Steps	Test Data	Expected Result	Actual Result	Requirements Validated	Status (Pass/Fail)
1	Navigate to user login page	Username and password	User is navigated to a page which shows a number of options to choose from.	User is navigated to user login page.	i.1	Pass
2	Click on 'Cabs available' option.	No. of Cabs available	If the current day is a working day, user should be shown the no. of Cabs available for that particular day.	User sees the no. of Cabs for that particular day.	ii.1	Pass
3	Click on 'Cabs available' option.	No. of Cabs available	If the current day is a weekend, user should be shown less no. of Cabs available for that particular day.	User sees the no. of Cabs for that particular day.	ii.1	Pass

4	Click on the 'Cabs tracking' option an then the 'Students waiting' option.	No. of stude nts per Cabs	User is shown the no. of students waiting for the nearest Cabs.	User sees the no. of students waiting for the Cabs.	ii.2	Pass
5	Click on 'Call Cabs' option.	Near est Cabs	The program should signal the nearest Cabs to arrive at the required destination.	The program shows a message on the screen that the nearest Cabs has been signalled.	ii.2	Pass

Post-conditions:

User can know the no. of Cabs including other details and can signal the nearest Cab.

Project Name: Cab Management System	
Test Case Template	
Test Case ID: Fun_3	Test Designed by: Team
Test Priority (Low/Medium/High): Med	Test Designed date: 14/3/20
Module Name: Time management	Test Executed by: Team
Test Title: Verify 'Cab available'and 'Call Cab' options	Test Execution date: 14/3/20
Description: Test if the constraints on time work efficiently	
Pre-conditions: User has valid username and password	
Dependencies:	

Step	Test Steps	Test Data	Expected Result	Actual Result	Requirements Validated	Status (Pass/Fail)
1	Navigate to user login page	Username and password	User is navigated to a page which shows a number of options to choose from.	User is navigated to user login page.	R1.1	Pass
2	Click on 'Cab available' option on any particular time of the day	No. of Cabs during a particular time	If the system time when the user checks the no. of Cabs is during a peak hour, the no. of Cabs should be increased	User is shown the no. of functioning Cabs during that particular time	R3.1	Pass
	Click on 'Cabs available' option on any particular day.	No. of Cabs available	If that particular day is a weekend, the no. of Cabs function would be less.	User is shown fewer no. of Cabs functioning on that particular day.	R3.2	Pass
	Click on 'Cab tracking' option and the 'Time' on any particular day.	Time required for a Cab to arrive	User should see the time taken be the nearest Cab to arrive.	User is shown the time taken for the nearest Cab to arrive	R3.3	Pass
	Click on the 'Call Cab' option.	Nearest Cab	The program should signal the nearest Cab to arrive at the required destination	The program shows a message on the screen that the nearest Cab has been signalled.	R3.3	Pass

Post-conditions:

User can know the no. of Cabs during peak hours and weekends and the time required for a Cab to reach.

Project Name: Cab Management System	
Test Case Template	
Test Case ID: Fun_4	Test Designed by:
Test Priority (Low/Medium/High): Med	Test Designed date: 14/3/20
Module Name: Passenger Tracking	Test Executed by: Team
Test Title: Verify availability and vacancy in Cabs	Test Execution date: 14/3/20
Description: Test the Vacancy and availability options	
Pre-conditions: username and password	
Dependencies:	

Step	Test Steps	Test Data	Expected Result	Actual Result	Requirements Validated	Status (Pass/Fail)
1	Navigate to user login page	Username=example @gmail .com and password	User is navigated to a page which shows a number of options to choose from	User is navigated to user login page	R.1.1	Pass
2	Click on 'available Cab' option	User should choose the place from which he wants to take the Cab	It should display the available Cabs in that route	Displays the available Cabs in that route	R.4.1	Pass
3	Click on 'vacancy' option	Choose in which Cab user wants to know the vacancy number	It should display the number of vacancies in a particular Cab	Displays the number of vacancies	R.4.1	Pass
4	Click on 'Cab tracking'	User should choose the Cab which he wants to track	Shows the time taken by that Cab to reach the user's place	Displays the time taken by the Cab	R.4.2	Pass
5	Click on 'Students waiting' option	User should choose the ooption if he is waiting for a Cab	Based on the number of students waiting , admin can change the no.of. Cab at that time	Display the number of students waiting for a Cab	R.4.2	Pass

Post-conditions:

User can know all the details about Cabs which helps him to know the vacancy seats in a particular Cab and it save the user's time.

Project Name: Cab Management System	
Test Case Template	
Test Case ID: Fun_5	**Test Designed by:** Team
Test Priority (Low/Medium/High): Med	**Test Designed date:** 14/3/20
Module Name: GPS Tracking	**Test Executed by:** Team
Test Title: Show vacancies in each Cab and call the Cab	**Test Execution date:** 14/3/20
Description: : User can see vacancies in each Cab and call the Cab	
Pre-conditions: User has valid username and password	
Dependencies:	

Step	Test Steps	Test Data	Expected Result	Actual Result	Requirement Validated	Status (Pass/Fail)
1	Navigate to the user login page	Username and password	A menu will be visible with the options to different modules of the Cab cab management system	A menu is visible with the options to different modules of the Cab cab management system	R1.1	Pass
2	Click the location button	Location of the nearest Cab	The user should view the map of the nearest Cab.	The user is shown the location of the nearest Cab.	R5.1	
3	Navigate to the gps tracking page	GPS tracking location	Display of all the nearest Cabs on the map	User is navigated to gps tracking page	R5.1	Pass
4	Click on the vacancies button	No. of students in the Cab	Display of all Cabs on the map and vacancies in each Cab	User is displayed the vacancies and the Cabs are visible to the user	R5.1	Pass
5	Click on the call Cab	Nearest Cab	The nearest Cab with enough vacancy will be signalled	A pop up box that informs the user that Cab is signaled	R5.2	Pass

Post-Condition**:**

A Cab is enrooted to the user's location

6) IMPLEMENTATION :

This Website helps us to search shuttle cab online and helps you to go from one place to other. The primary objective of the Registration process is to obtain the information of the user and provide unique Id and password. It is assumed that the user has created an account with the shuttle cab management Portal. The user should also provide information such as his e-mail address. The software stores all this information in a database. The information entered in the present module is used by the Admin for validation process via the internet. This process allows users to post their feedback about the website. It takes information such as registration number and email-id. We used PHP language and javascript to built our project. Thus using Java application, we can make all our options get accessed just by one click and we can proceed to do any operations

RESULT AND SCREENSHOTS:

HOMEPAGE:
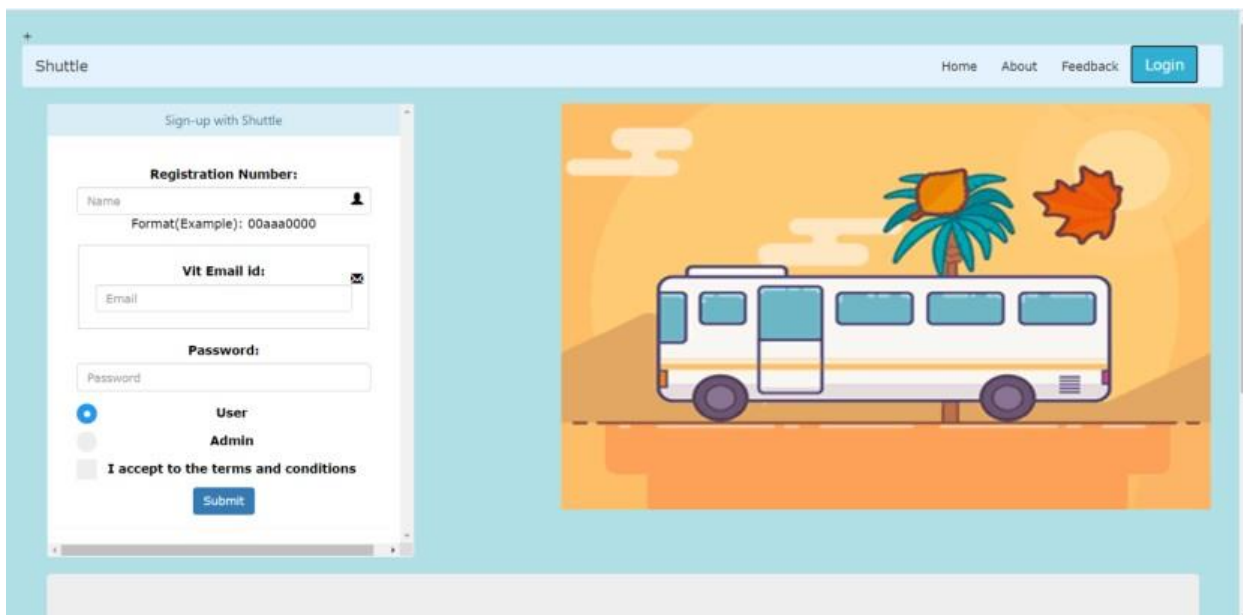
ABOUT PAGE:
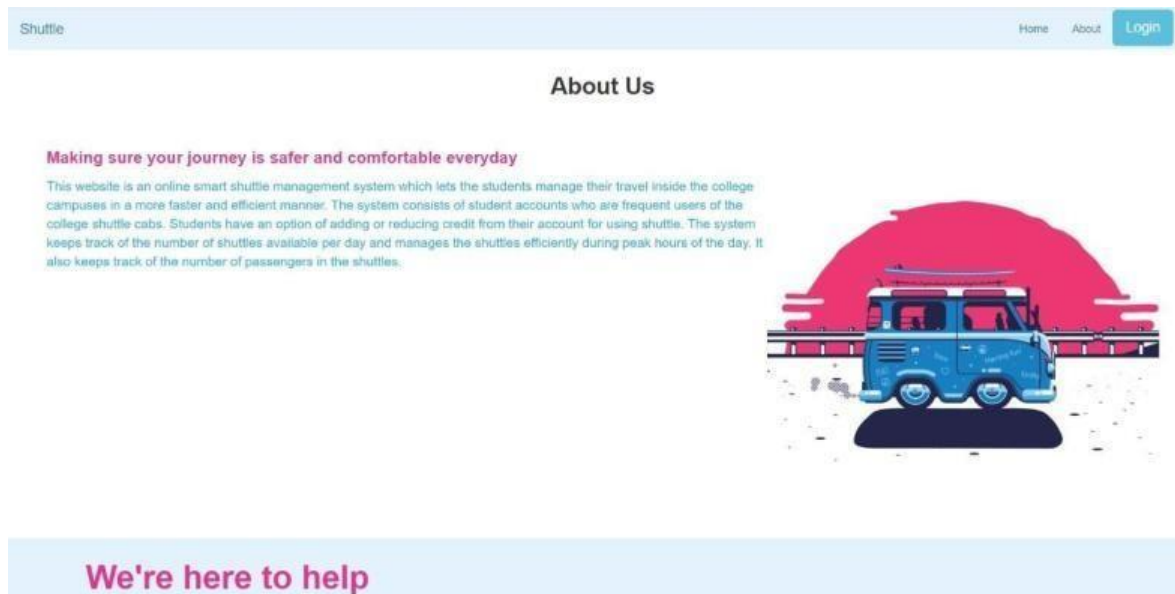
LOGIN PAGE:
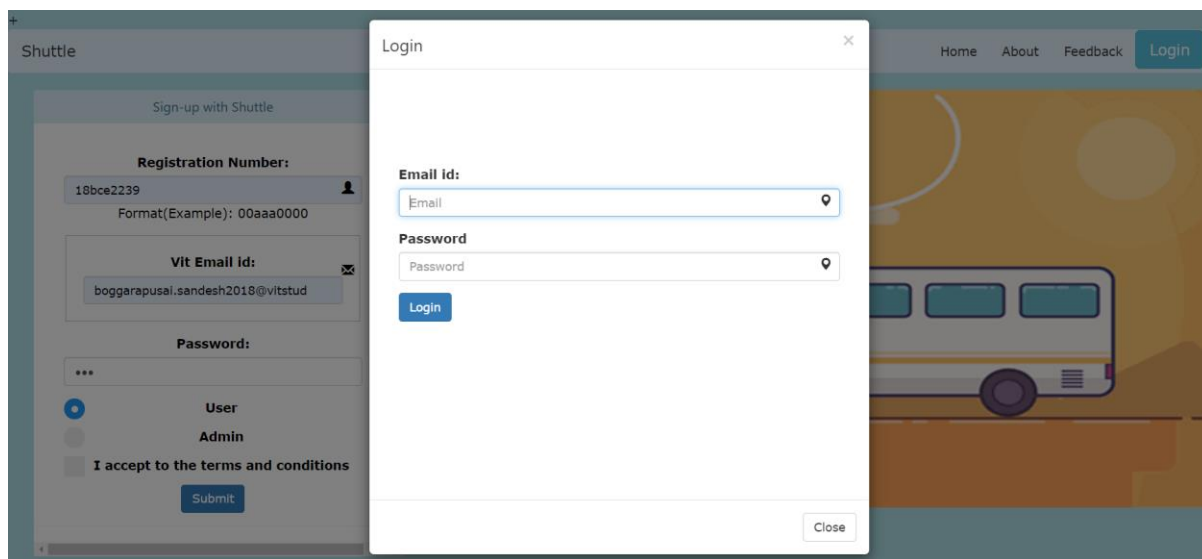
USER PAGE:

USER MODIFY ACCOUNT PAGE:

USER DELETE ACCOUNT PAGE:

ADD AMOUNT PAGE:

USER PAYMENT PAGE:

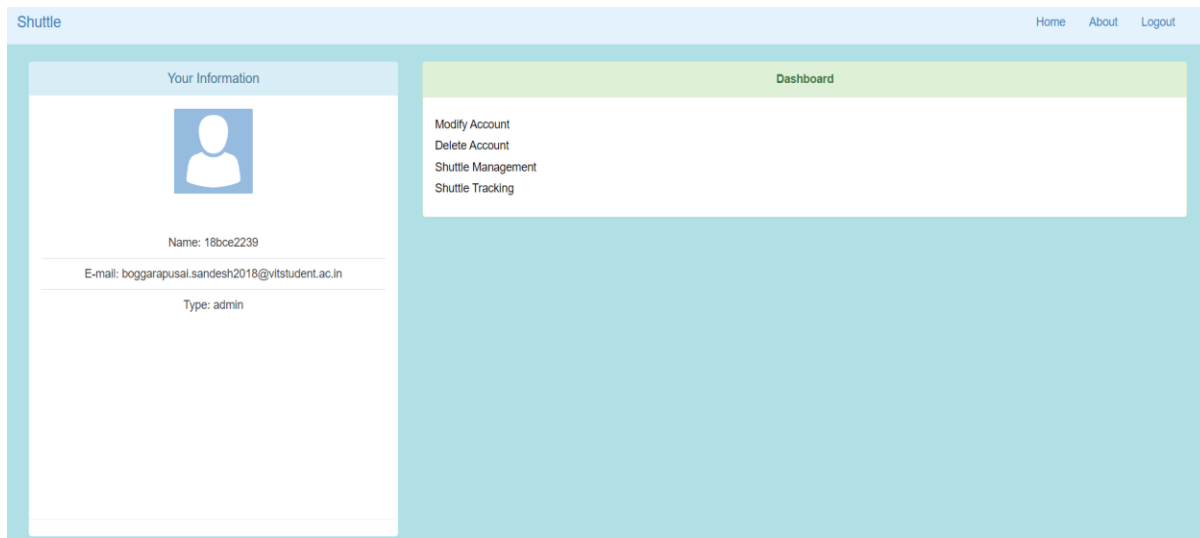## PAY PAL PAGE

CREDIT AMOUNT PAGE:

USER CAB BOOKING PAGE:

NUMBER OF CABS AVAILABLE PAGE:
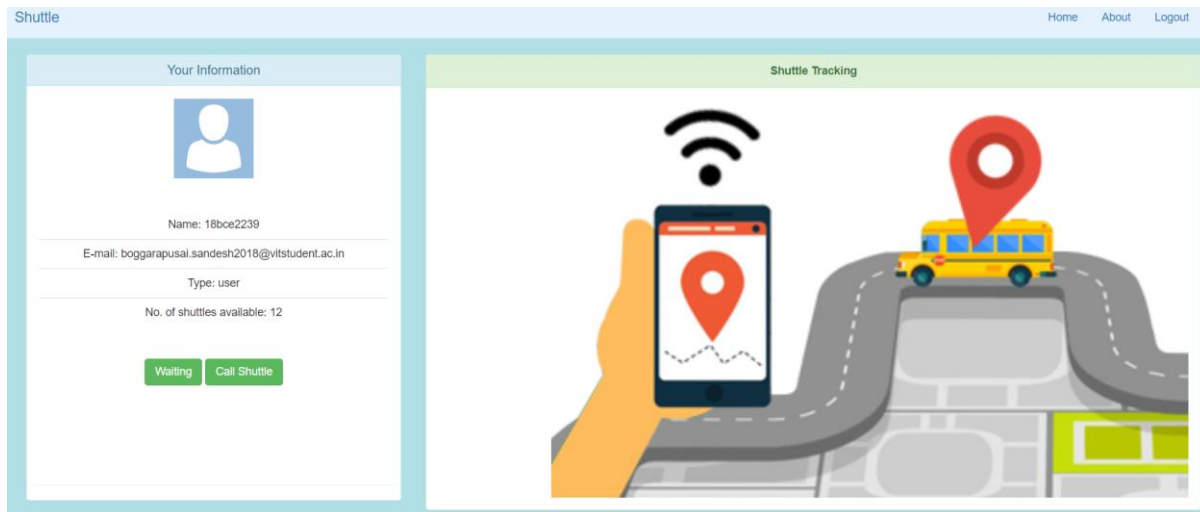
RIDE HISTORY:
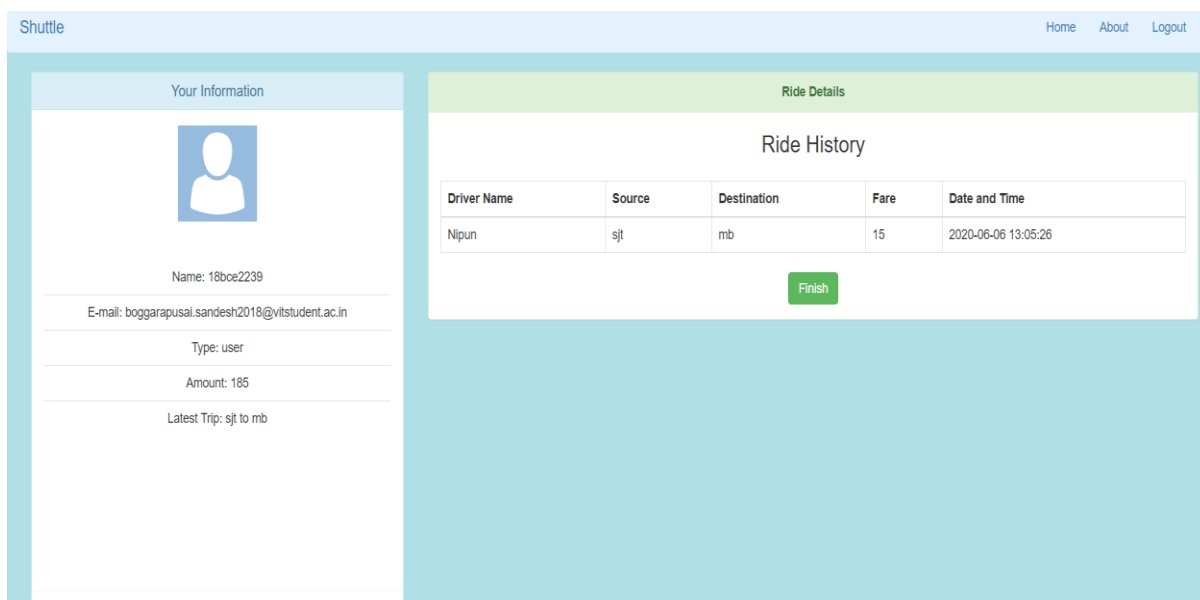
HOME PAGE OF ADMIN :

CAB MANAGEMENT FOR ADMIN:
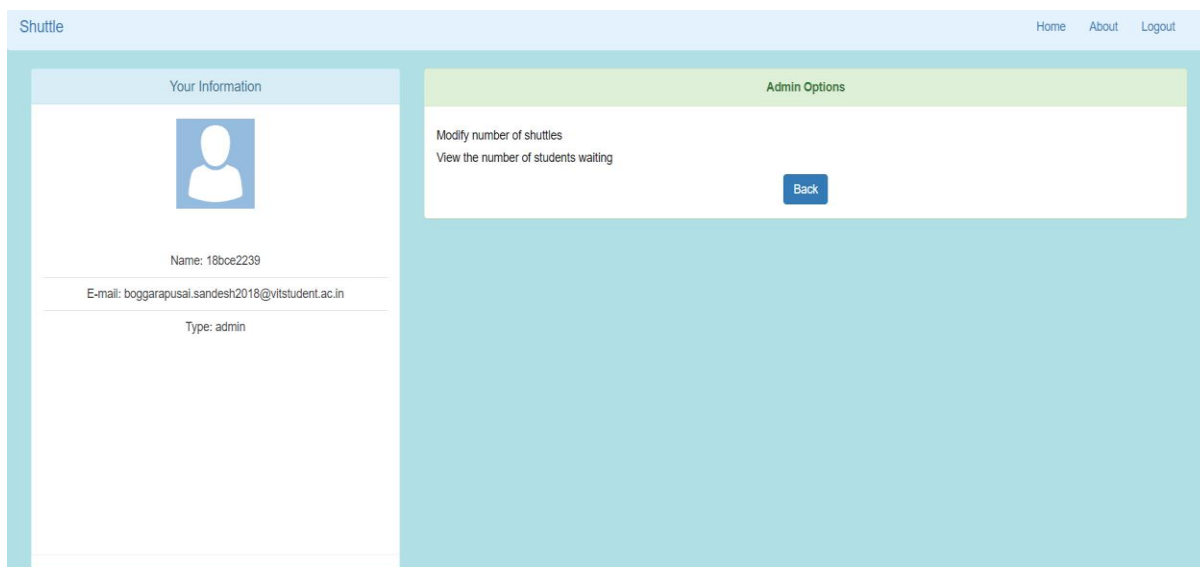
MODIFYING NUMBER OF CABS:

CABS HISTORY FOR ADMIN :

Shuttle id	Driver name	Students waiting	Vacancy	Type of shuttle
1	Gangadhar	10	0	micro
2	Raju	8	5	micro
3	Ismail	14	10	micro
4	Sukhpreet	3	8	micro
5	Ramesh	5	3	micro
6	Parshva	8	20	mini
7	Ninad	9	18	mini
8	Darshan	4	7	mini
9	Rushabh	15	16	mini
10	Nipun	11	2	mini

FEEDBACK PAGE:
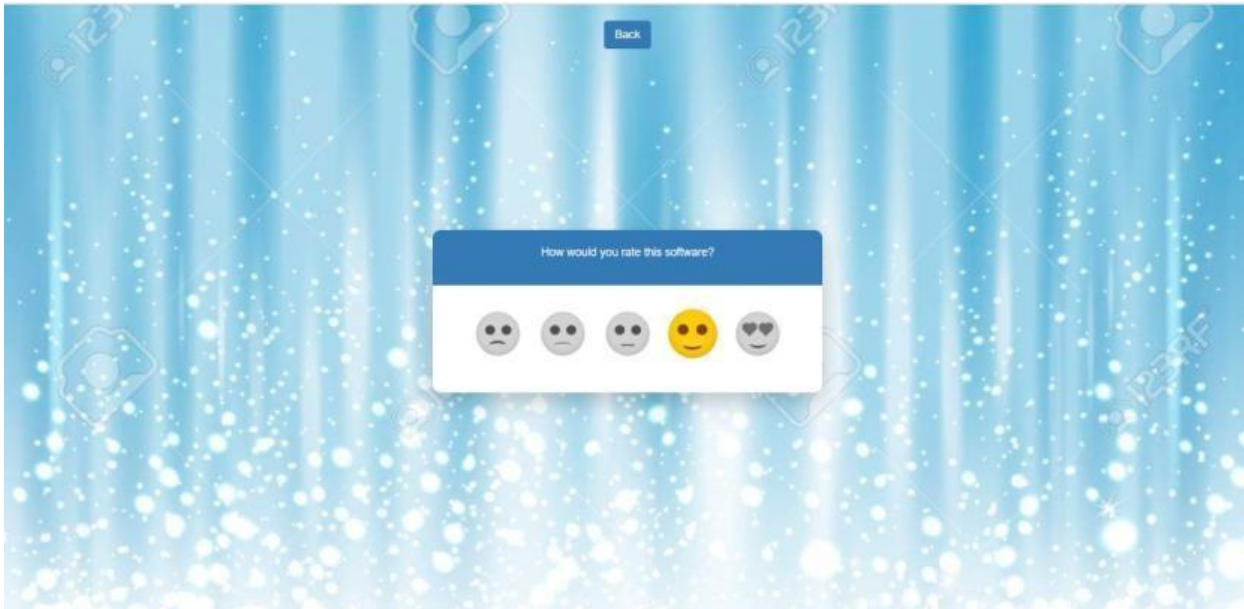
Social importance:

Advantages of Taxi Booking Apps

There are outstanding advantages your business, drivers, and passengers can get by using taxi booking apps.

Benefits to Drivers

• Drivers do not need to drive around searching for passengers

• Payment can be made in cashless ways, so drivers do not need to carry huge amount of cash with them

• Unruly passengers can be identified when drivers provide negative ratings on the app

• Exact location of the passenger eliminates unnecessary time wasting

Benefits to Passengers

• Cabs can be hired instantly without even going out of the home

• Passengers can get updates on cab location and their approximate arrival time

• Cashless ways of payment mean passengers need not fuss about cash and change

• Passengers can rate drivers which make the system more transparent and trustworthy

• Passengers find it convenient to book cabs without waiting on the road and refusal

Benefits to Business

• Taxi booking apps will help your business grow by drawing in more passengers

• You can keep track of each car with GPS location

• Taxi booking apps are necessary for any taxi fleet to survive in today's world

• Reports on transactions and other analytics for better overview and control.

Queries Report:

1)Does your system has payment gatway?
Answer)Yes our system has payment gateway

2)Does your system has login?
Answer)Yes our system has login.

3)Does your system allows modification of account?
Answer)Yes our system allows modification

4)Can we book for monthly bases
Ans - no

5)Is there wifi facility in the cab
Ans -no

6)Is your cab air-conditioned
Ans - yes

7)Is the cab sanitized and virus free
Ans - yes

8)Does your cabs contain air conditioner?
Ans :- No sir, but we are looking forward to it.

9)Is the cost fixed where ever you go within VIT?
Ans :- yes sir, its fixed and is 15.Rs per head

10)Is cab hiring option available?
Ans :- Not yet, if possible we will do it in future

WORK BREAK DOWN

Team Reg.Nos.	Name	Work Assinged
18BCE2199	Kartikay Gupta	1,2,3,4.1,4.2,
18BCE2239	Sai Sandesh	4.3,4.4,4.5,4.6,4.7
18BCE2204	Abhishek.P	4.8,4.9,5,6

REVIEW EVALUATION

COMPONENT	MARKS	MEMBER 1	MEMBER 2	MEMBER 3
Methods and Tools	**10**			
Test cases	5			
Implementation	20			
Queries Report	10			
Social importance	5			
Total	50			