Integrated Common Services to Common People

By:- Mobasshir Ajaz app website:- publicservices.vercel.app

Problem statement

Despite the abundance of information available online, people often struggle to find essential information and services efficiently. There is a need for a centralized platform that consolidates important information and services, making them easily accessible to users.

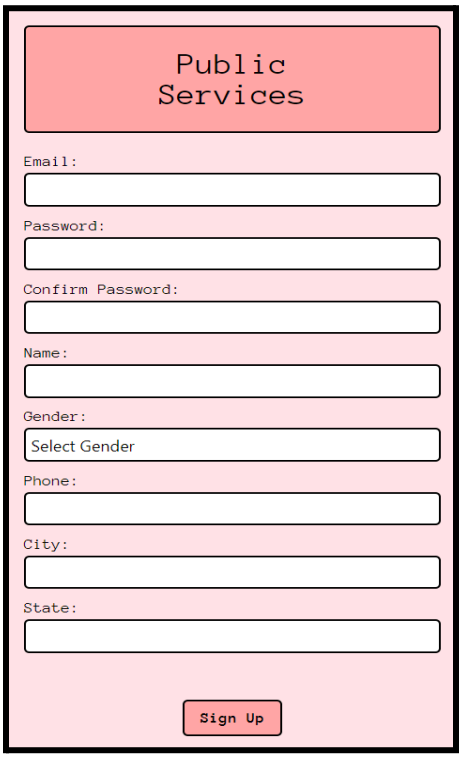
Solution

Develop a web application where both users and service providers can register. This platform will allow users to easily browse and select from the services offered by various providers, streamlining the process of finding and utilizing necessary services.Users can also choose to view the web results and make informed decisions.

Features offered

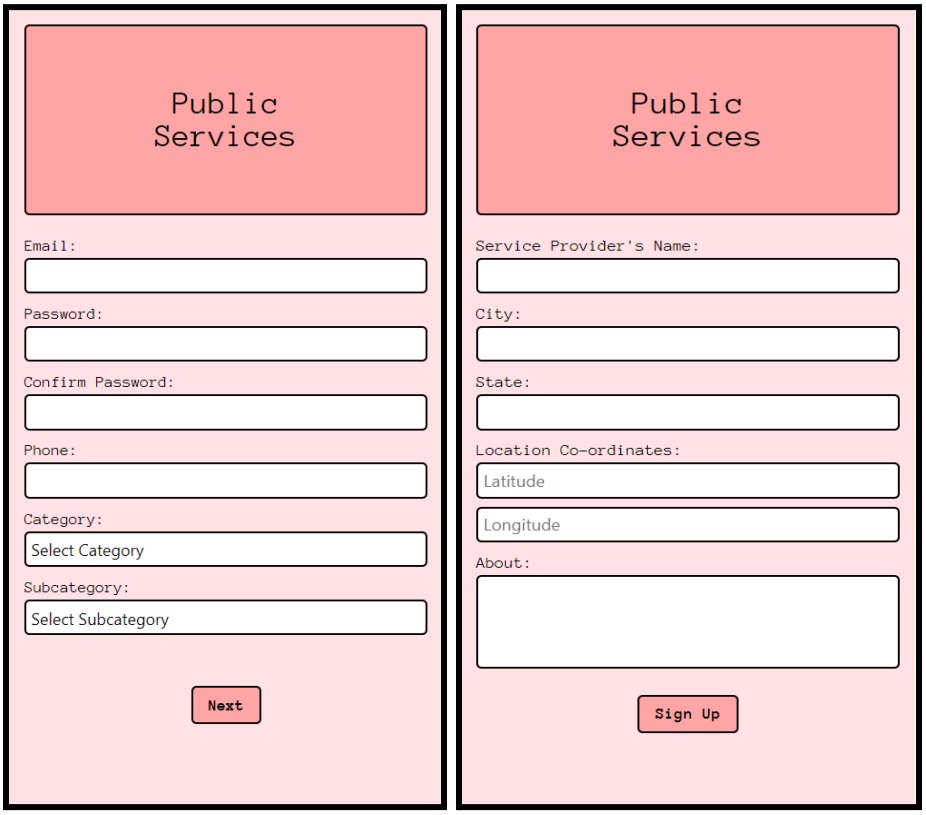
- **User registration**

  The app simplifies the process by allowing users to sign up once with their information. This eliminates the inconvenience of repeatedly entering personal details whenever they interact with the application. Once registered, users can seamlessly access all features and services, enhancing convenience and streamlining their experience within the app.



- **Service Registration**

  Service providers can register their services to be seen by the users.



  The app allows the service providers to select the category and subcategory under which they want to make their service available. Ex: In category they can choose Education and under subcategory they can choose school to register as school.

  They can also choose to provide the location of the service if it is necessary for users to access the service.

  In the about section,the service providers can provide any information they want to make available to the users and potential customers.

- **Login feature for both User and Service provider**

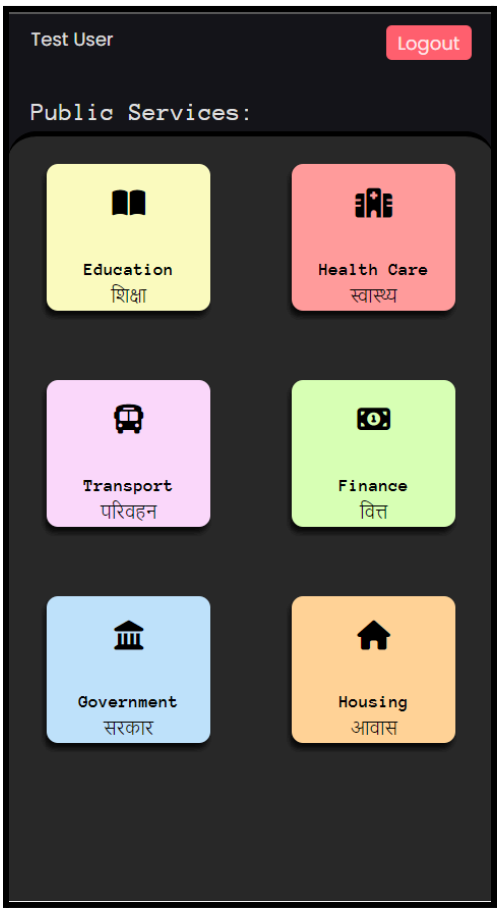
  The web app allows the users and service provider to login from any device. It allows users to access the information from

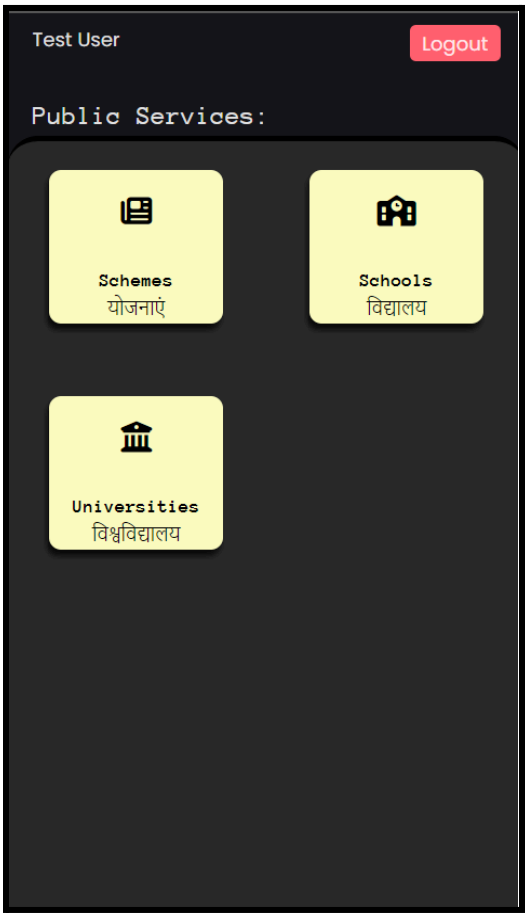
anywhere and the service providers to make changes to their service.

- **Intuitive User-Interface**

  The app is designed with ease of use in mind, ensuring that all necessary information is presented clearly and intuitively.

  Accessibility is also a priority, featuring large buttons and icons for easy interaction along with the use of Hindi for better reach.



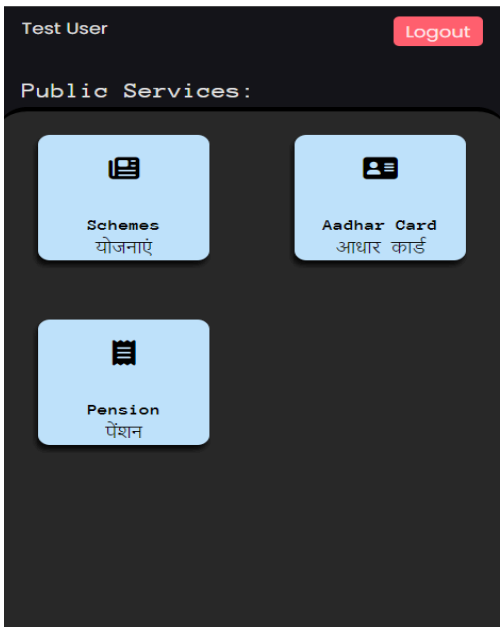


- **Sorted list of available services and quick button to view web results**

  The app displays the available services sorted based on the user city and state. Thus presenting the most relevant information to the users. A button to view web results is also available to get a more holistic view and view the available options that may not be available in the app to help the users make better decisions.

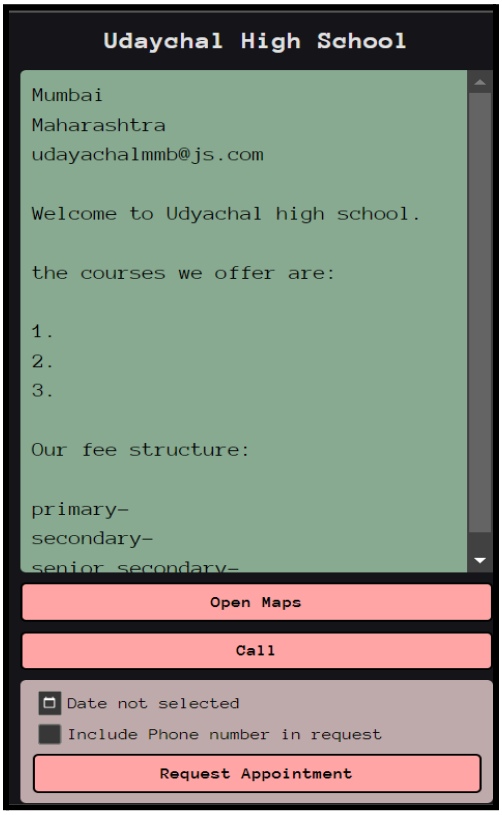
- **Quick Link to Important websites**

  The app allows users to quickly navigate to important websites like Aadaar, IRCTC,Pension and other government schemes websites. Thus preventing the potential of visiting fake scam websites.



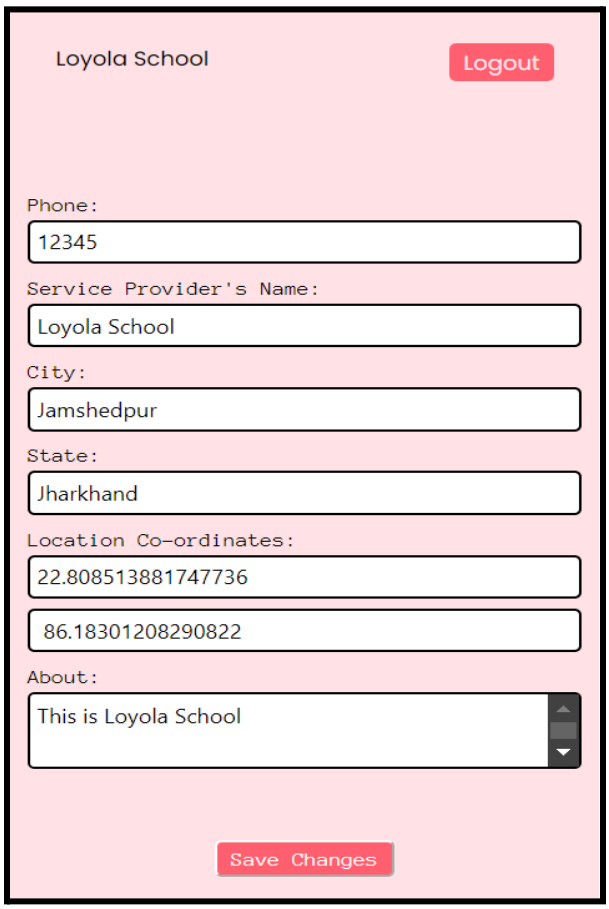
- **Detailed view of Service with action buttons**

  A well laid out view of the service details along with the necessary action buttons allows users to make better decisions and take actions like calling,opening maps and requesting appointment/ contact by just a simple click of a button.



- **Editable Service Information**

  Service providers can log in to update and modify their service details. This functionality ensures that users have access to the most current and accurate information about the services offered. By allowing service providers to make real-time changes, the app maintains a dynamic and reliable source of information for its users.



- **Security and Privacy**

  The app prioritizes security and privacy through secure login mechanisms. Users have the option to decide whether they want to make their phone numbers public. Additionally, service providers can choose whether to include their location details, offering them control over the information they share.

  No user information is visible to service providers until the user requests an appointment or wants to contact.

Process flow

User Registration and Login:

- Users and service providers register by creating an account with their email and a secure password and other information.
- After registration, users and service providers log in to access the app's features.

Browsing and Searching for Services:

- Users browse for services based on different categories and sub-categories.
- Service providers appear in search results based on the user's city and state.

Viewing Service Details:

- Users view detailed profiles of service providers, including the information provided by the service providers in the about section.
- Service providers can update their service details as needed to keep information current.

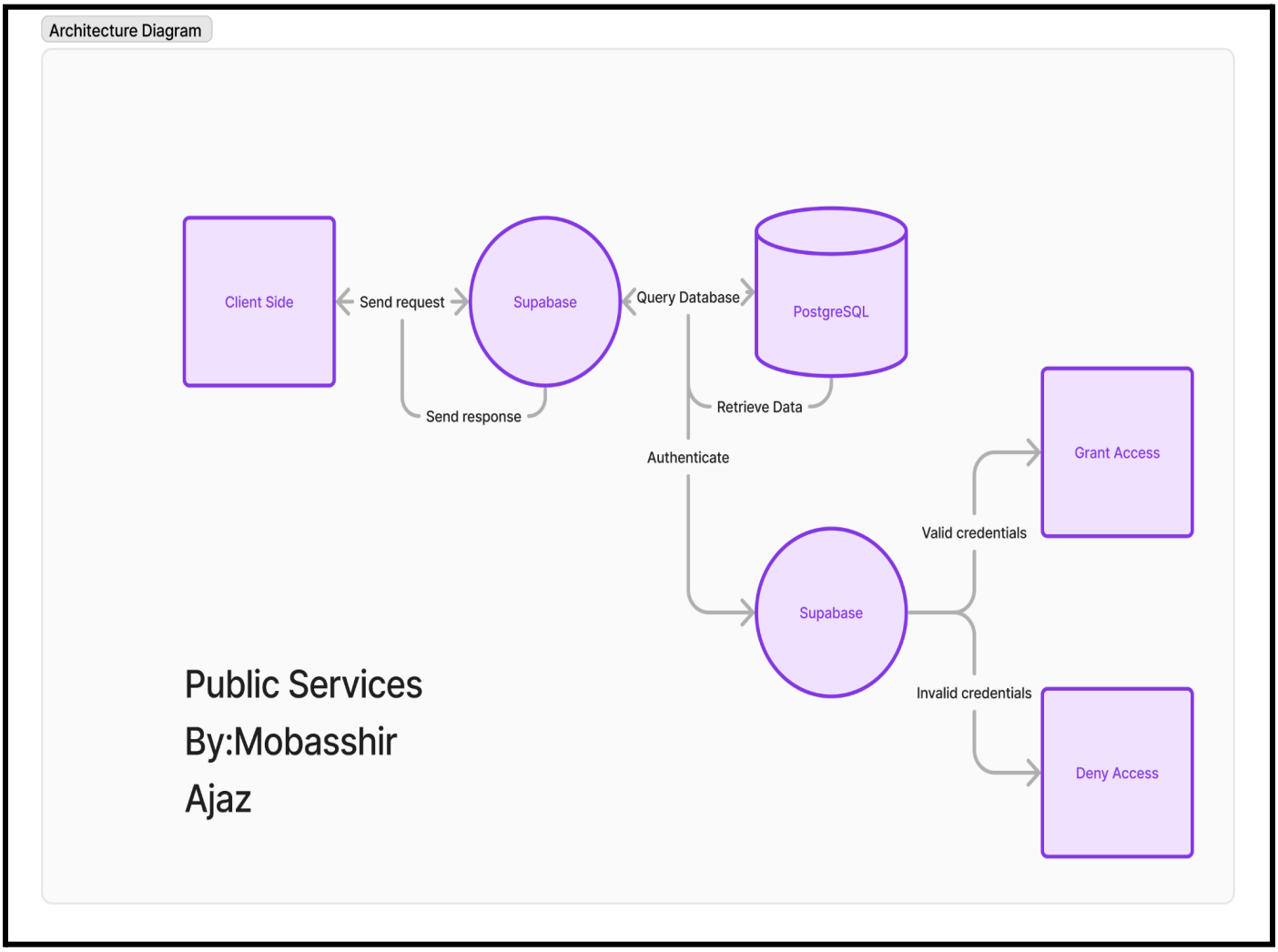
Booking and Scheduling:

- Users select a service and choose a time slot, if applicable.
- Service providers receive booking requests through email and can confirm appointments by contacting back.

Account Management:

- Users can choose what information they want to send to the service provider.
- Service providers can log in anytime to update their service details, ensuring users have access to up-to-date information.

Architecture Diagram



Technologies Used

1. **React:** Used for building the user interface components of the web application, providing a dynamic and responsive user experience.

2. **CSS:** Utilized for styling and designing the application's user interface, ensuring a visually appealing and consistent look across all pages.

3. **Supabase:** Chosen as the backend service for managing database operations and user authentication, offering scalability and real-time functionalities.

4. **PostgreSQL:** Integrated as the relational database management system (RDBMS) to store and manage structured data efficiently.

5. **Vite:** Used as the build tool to optimize and bundle the application's assets for faster load times and better performance during development.

6. **Vercel:** Selected as the hosting platform for deploying and serving the web application, providing scalability, security, and continuous deployment capabilities.

7. **Git:** Employed for version control, enabling collaborative development and tracking changes in the codebase.

8. **GitHub:** Used as a repository hosting service to store the project's source code, manage issues, and facilitate collaboration among team members.

These technologies collectively enabled the development, deployment, and maintenance of a modern and robust web application, ensuring efficiency, security, and scalability throughout the development lifecycle.

Developer and Contribution

This project was developed independently by Mobasshir Ajaz:

- **Role:** Sole Developer
- **Contribution:**
    - Designed and implemented the frontend using React and CSS for styling, ensuring a responsive and visually appealing user interface.
    - Integrated Supabase for backend services, managing database operations and user authentication.
    - Implemented PostgreSQL as the relational database management system for structured data storage.
    - Utilized Vite as the build tool for optimizing and bundling assets during development.
    - Deployed the application on Vercel for hosting, ensuring scalability and continuous deployment capabilities.
    - Managed version control using Git, with the project hosted on GitHub for code repository and collaboration.

This solo effort encompassed all stages of development, from initial concept and design to deployment and maintenance, showcasing comprehensive skills in frontend and backend development, database management, deployment, and version control by Mobasshir Ajaz.

Conclusion

In conclusion, the developed web application addresses the critical need for a centralized platform where users can easily access information and services. By leveraging modern technologies such as React, Supabase, PostgreSQL, and others, I have created a user-friendly and efficient solution. The application's design prioritizes usability, security, and accessibility, offering a seamless experience for both users and service providers alike. Moving forward, continuous improvements and enhancements will ensure that the application remains robust and responsive to the evolving needs of its users.

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