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Acknowledgement

We would like to sincerely thank Prof. Miral Seladiya, our internal guide, for the continuous support and guidance throughout this project. Your advice and encouragement were essential at every step, and we learned so much from your experience and insights. This project would not have been the same without your help, and We are truly grateful for everything you did.

We also want to express our appreciation to our teammates - Parin Zala, Sneh Faldu, Nihar Trivedi, Jay Ramani, and Jyotin Tank. Working with you all has been a great experience. Each of you brought your own strengths to the team, and together we were able to achieve our goals. Your hard work and dedication played a big role in making this project successful, and We are thankful for the support and cooperation we shared.

We are also thankful to Marwadi University for providing the resources and a positive environment that made our work easier. The tools and facilities available to us were very helpful in completing our project on time and to a good standard.

Abstract

The main goal of this project is to create an easy-to-use online platform that helps people access various city services more efficiently. User have to sign up on the website, and after that, they will able to report non-urgent issues, find public health services, and get information about local schools and universities. It also includes features for booking public function halls for events and managing important tasks like property taxes and certificate requests. It also includes features like Applying Public-Private Partnership Tenders. For further enquiry customer can ask question on chat box. After that customer wants to give feedback according to their experience.

The employee can view a list of all incoming requests submitted by citizens, such as reports of non-emergency issues, service inquiries, and application submissions. Employees can update the status of requests whether a task is Pending, In Progress, or Completed. Employee can view the messages sent by customer and they can reply back to customer.

Admin can create, modify, delete user account for employee. Admin can view and manage all the service request of customer. It can view payment history, hall booking records. They can also view the details of new users who have signed up. The admin can monitor how much time can consume to complete customer request. Admin can view all the feedback given by customer. In project we are going to use HTML for the basic structure, CSS for styling, Bootstrap for responsiveness, PHP for server-side processing, MySQL for database management, and JavaScript for interactivity.

1. Introduction

The purpose of this document is to describe in detail the features and requirements of the City Council's online platform. This platform is designed to make accessing city services much more convenient for citizens. By signing up on the website, users can report non-urgent issues, report complaints issues, find information about public health services, and access details about local schools and universities. The platform also offers features like booking public function halls for events, paying property taxes, and requesting certificates. These services are all organized in one place to make them easily accessible, ensuring that citizens can interact with their local government more efficiently.

This document will cover the essential functions of the system, detailing how it will be used by different types of users—citizens, employees, and administrators. For instance, citizens can submit requests or inquiries and track their progress, while employees can monitor these requests, update their statuses (whether they are pending, in progress, or completed), and communicate directly with citizens to provide updates or seek additional information. Administrators play a crucial role in managing the platform by handling user accounts, keeping track of service records, and ensuring that requests are completed in a timely manner. They can also view feedback provided by users to continually improve the platform's efficiency. The ultimate goal is to create a user-friendly system that enhances the delivery of city services and provides a better overall experience for everyone involved.

1.2 Product Scope

The City Council's online platform is designed to be a straightforward and easy-to-use website where citizens can access a variety of city services all in one place. The platform will allow users to do things like report non-urgent issues, such as potholes or broken streetlights, and find important information about public health, schools, and universities in their area. Additionally, the platform will provide a way for citizens to book public halls for events, pay their property taxes, and request official documents like birth and death certificates. By putting all these services together in one online space, the platform aims to save citizens time and effort, making it easier for them to take care of their needs without having to navigate multiple

websites or make trips to different city offices. The platform is built to be simple and accessible, so everyone can use it, regardless of their familiarity with technology.

The platform is also created with the needs of city employees and administrators in mind. Employees will be able to log in to the platform to view and manage service requests that come in from citizens. They can update the status of these requests—marking them as pending, in progress, or completed—and communicate directly with citizens if more information is needed or to provide updates on the progress. For administrators, the platform will offer tools to manage employee accounts, keep track of all the service requests and records, and monitor how quickly and efficiently these requests are being handled. They can also view feedback from citizens to see where improvements can be made to the services provided. The overall goal of the platform is to make city operations more efficient, improve communication between the city and its residents, and ensure that everyone who uses the platform has a positive experience.

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