## ****🛠 System Modules & Features****

### ****1️⃣ User Management Module****

✅ **User Registration & Authentication**

OTP-based verification via phone number and email

Role-based access (Customer, Service Provider, Admin)

User profiles and service history

✅ **Worker Profile Management**

Profile creation with skills, experience, and certificates

Manual background verification

Review and rating system

✅ **Customer Profile Management**

Service history and favorite worker list

### ****2️⃣ Service Booking & Job Management Module****

✅ **Real-time Service Booking**

Customers can search for workers nearby based on location and skill

Workers can accept or reject job requests

Emergency booking option (additional charges for night services)

✅ **Fair Pricing System (Distance + Service Charges)**

**Base Visit Charge** (e.g., Rs. 200 visit fee)

**Service Charge** (e.g., AC installation Rs. 2000)

**Distance-based Pricing** (e.g., Rs. 50/km)

**Day/Night Charges** (higher fees for nighttime emergency services)

✅ **Job Status Tracking**

Customers can track the worker’s arrival

Auto-invoice generation after job completion

✅ **Emergency Services Feature**

Immediate alert for the nearest available worker

Extra charges for emergency services

### ****3️⃣ Payment & Pricing Module****

✅ **Pricing Structure**

**Hourly-based Pricing** (e.g., hiring an electrician for 2 hours)

**Fixed-rate Services** (e.g., AC installation for Rs. 2000)

**Distance-based Charges** (e.g., Rs. 50/km)

✅ **Payment System**

Cash payment

Mobile wallets (JazzCash, EasyPaisa, Bank Transfer)

Online payment gateway

✅ **Invoice & Billing**

Auto-invoice generation after job completion

### ****4️⃣ Review & Rating Module****

✅ **Worker Ratings & Reviews**

Customers can rate workers after job completion

Top-rated workers will be highlighted

✅ **Customer Ratings**

Workers can also rate customers

✅ **Top Rated Workers Section**

Best-rated workers will be featured

### ****5️⃣ Fraud Detection & Security Module****

✅ **Fake Profile & Identity Fraud Detection**

**OTP-based phone number and email verification**

**Device Fingerprinting** (blocking multiple fake accounts from the same device)

✅ **Fake Job Postings & Scams Detection**

**AI-Based NLP System** to detect fraudulent job postings

**User Behavior Monitoring** (detecting users who post too many jobs but don’t hire anyone)

**Flagging & Reporting System** (users and workers can report suspicious activities)

✅ **Location & Payment Fraud Prevention**

**GPS Spoofing Protection** (detecting fake locations using Google Maps API)

**Secure Payment Transactions** (holding payments for flagged users)

**Unusual Pricing Alerts** (auto-flagging abnormally high or low prices)

### ****6️⃣ Admin Panel (Web Dashboard)****

✅ **~~User Management~~**

~~Approve/Block users and service providers~~

~~Review customer complaints and resolve disputes~~

✅ **Service & Pricing Management**

Set service charges and pricing models

Configure emergency and distance-based charges

✅ **Reports & Analytics**

Track earnings, job requests, and completed services

Customer and worker performance reports