**INTEGRATED COMMUNITY SERVICE DELIVERY PLATFORM FOR HOME AND OFFICE REPAIRS**

Project submitted in partial fulfilment for the award of the degree of

**Bachelor of Computer Science**

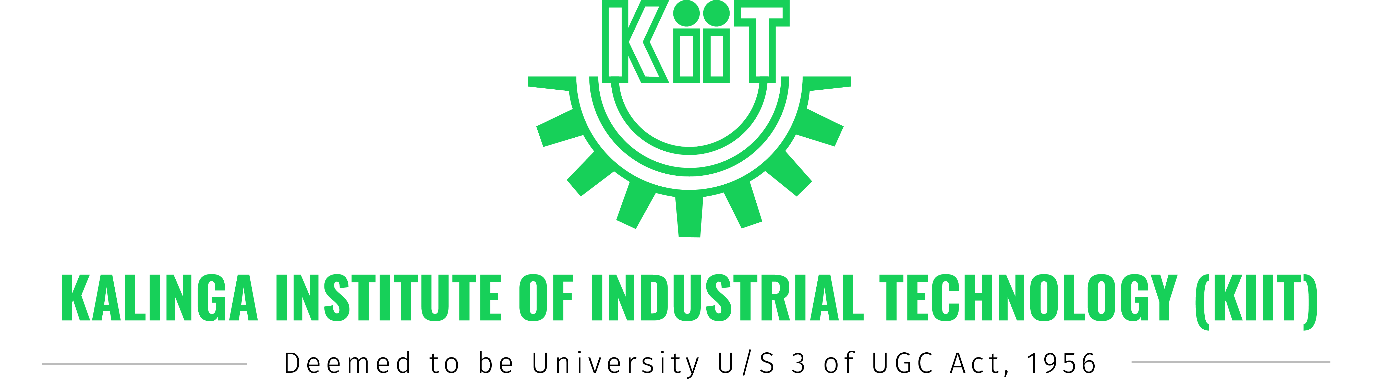
Submitted by

**Chuan Haar Ajach**

Under the Guidance of

**Dr. Nilkanta Das**

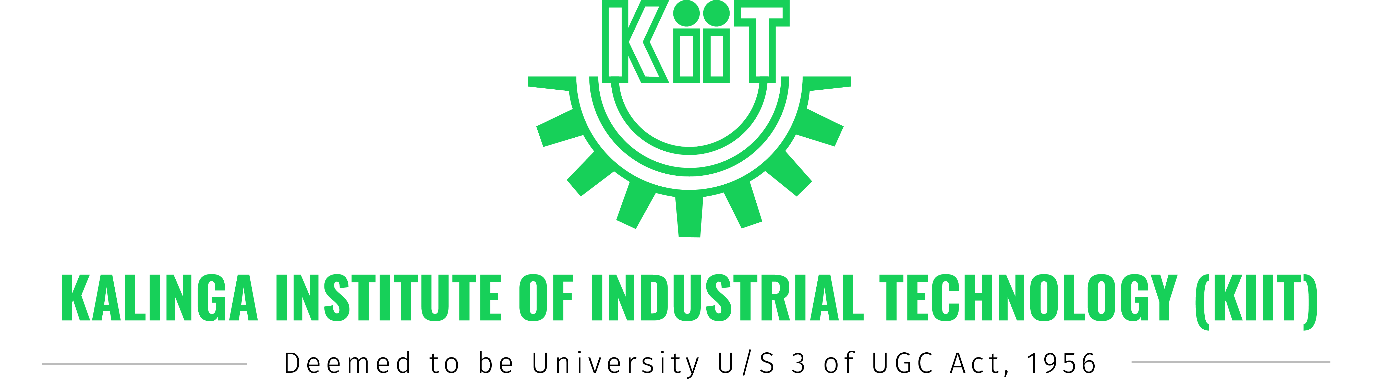
**Assistant Professor, SCA**



**School of Computer Applications**

**KIIT University**

**April 2025**



**CERTIFICATE OF ORIGINALITY**

This is to certify that the project report entitled “**Integrated Community Service Delivery Platform For Home And Office Repairs”** submitted to **School of Computer Applications, KIIT University** in partial fulfilment of the

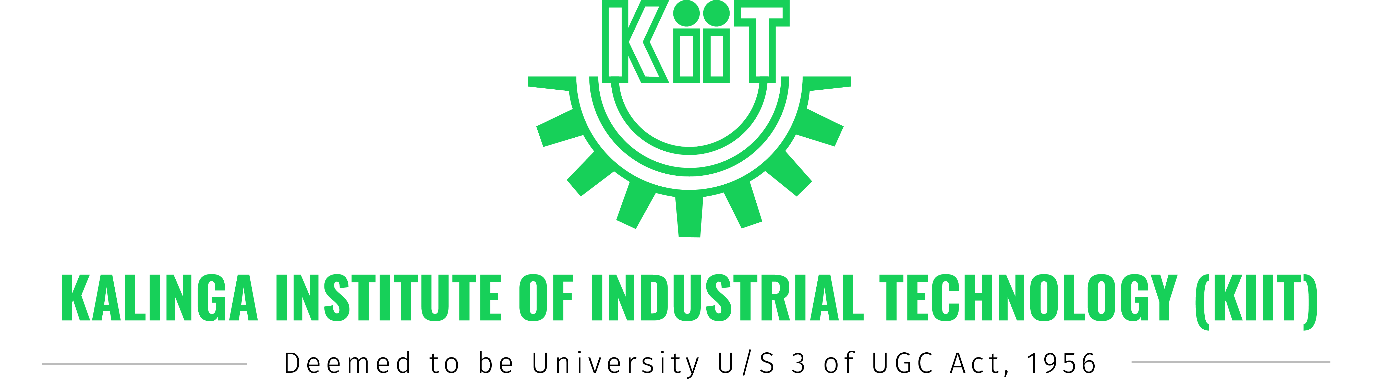
requirement for the award of the degree of **BACHELOR OF COMPUTER SCIENCE (BSc)**,

is an authentic and original work carried out by Mr. **Chuan Haar Ajach** with Roll no. **2247084** and Regd. No. **221004896031** under my guidance.

The matter embodied in this project is genuine work done by the student and has not been

submitted whether to this University or to any other University / Institute for the fulfilment of the requirements of any course of study.

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| ……………………………………………………  Signature of the Student:  Date: ………………. | ...……………………………………………  Signature of the Guide:  Date: ……………………  Name: Dr. Nilkanta Das  Designation: Assistant Professor, SCA. |



School of Computer Applications

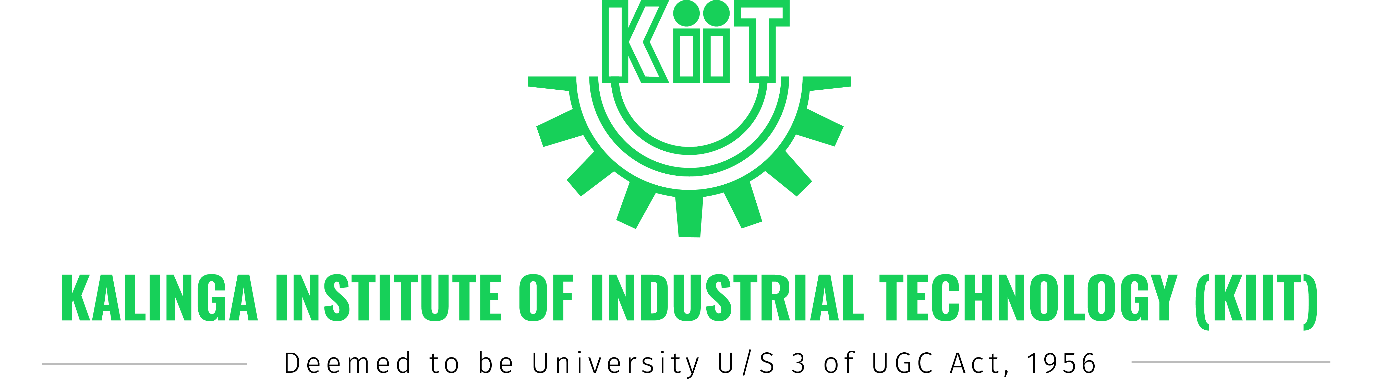
KIIT University, Bhubaneswar

CERTIFICATE

This is to certify that the project work entitled **Integrated Community Service Delivery Platform for Home and Office Repairs** Submitted

By **Chuan Haar Ajach** bearing roll no. **2247084**, is an authentic and original work.

|  |  |
| --- | --- |
| Signature  (Internal Examiner)  Date ………………. | Signature  (External Examiner)  Date.................. |



**DECLARATION**

I, **Chuan Haar Ajach**, roll no. **2247084** do hereby declare that the project report entitled

**Integrated Community Service Delivery Platform For Home And Office Repairs** submitted to **School of Computer Applications, KIIT**

**University, Bhubaneswar** for the award of the degree of BACHELOR OF COMPUTER

SCIENCE (BSc), is an authentic and original work carried out by me from 1st Jan 2025 to 1st

April 2025 under the guidance of **Dr. Nilkanta, Assistant Professor, SCA**.

Signature of the student

Date ...............................................

**ACKNOWLEDGEMENT**

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Finally, I would like to thank my family for their love, patience, and unwavering support

throughout my academic journey.

Thank you all for your guidance and encouragement, which made the completion of this project possible.

|  |  |
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| Date: …………………..  Place: …………………. | Signature of the student  Name: Chuan Haar Ajach  Roll no: 2247084 |

**Abstract**

The Integrated Community Service Delivery Platform for Home and Office Repairs is a community service delivery designed to connect repairers with individuals and users from their homes or offices that need urgent or scheduled repairs at their locations depending on their locations. This digital platform enables professionals and users to register to access these services, allowing users to select repairers based on service type and proximity. The system enhances accessibility and efficiency in the repair industry by integrating user-friendly features such as service rating, booking, and real-time notifications. Inspired by existing works on digital maintenance and repair systems, this study evaluates the feasibility, usability, and impact of such a platform in improving service accessibility for both professional and customer satisfaction.

**Introduction**

The rapid advancement of digital technology has revolutionized service delivery across various industries, including home and office repairs. Traditionally, individuals relied on word-of-mouth recommendations or local directories to find repair services, often leading to inefficiencies and limited options. The proposed Integrated Community Service Delivery Platform addresses these issues by providing a digital space where users can seamlessly connect with skilled professionals based on service type, location, and ratings.

The platform ensures that both repairers and customers benefit from structured service delivery, secure transactions, and transparent pricing. By leveraging digital innovation, the system enhances accessibility and efficiency in repair services, contributing to an improved service experience for both repairers and customers.

**Related Works**

Several studies have explored the integration of digital solutions in maintenance and repair services:

[1] A study on an online home services application system highlighted the importance of usability, functionality, portability, and maintainability in ensuring a seamless user experience.

[2] Research on an e-commerce-integrated repair service demonstrated the effectiveness of bidding systems and real-time fault predictions in optimizing cost and service quality.

[3] Digital engineering service delivery frameworks incorporating remote assistance and augmented reality support systems were explored as means of enhancing maintenance operations.

These studies provide valuable insights into the role of digital transformation in repair services, guiding the development of the proposed platform.

**Description of the project**

**REFERRENCES**

1. Ruaya Jr, P.R., Development and Assessment of Online Local Home Services Application System for Maintenance and Repairs.
2. Foster, I., Kesselman, C., Nick, J.M. and Tuecke, S., 2002. Grid services for distributed system integration. *Computer*, *35*(6), pp.37-46.

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**1 Introduction**