

# **MINI PROJECT REPORT**

ON

## **MINNAL: Connecting Lines**

Submitted by

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to

the A P J Abdul Kalam Technological University

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of

Bachelor of Technology

in

*Computer Science and Engineering*



**DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING**

**ST. JOSEPH'S COLLEGE OF ENGINEERING AND TECHNOLOGY, PALAI**

**JULY: 2023**

# DECLARATION

We undersigned hereby declare that the mini project report on “**Minnal: Connecting Lines**” submitted for partial fulfillment of the requirements for the award of degree of Bachelor of Technology of the APJ Abdul Kalam Technological University, Kerala is a bonafide work done by us under supervision of **Prof. Maria Yesudas**, Assistant Professor, Dept of CSE. This submission represents our ideas in our own words and where ideas and words of others have been included, we have adequately and accurately cited and referenced the original sources. We also declare that we have adhered to ethics of academic honesty and integrity and have not misrepresented or fabricated any data or idea or fact or source in my submission. We understand that any violation of the above will be a course for disciplinary action by the institute and/or the University and can also evoke panel action from the sources which have thus not been properly cited or from whom proper permission has not been obtained. This report has not been previously formed the basis for the award of any degree, diploma or similar title of any other University.

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**CERTIFICATE**

This is to certify that the report entitled **Minnal: Connecting Lines** submitted by **ALLWINA ANNA SOY JOSE (SJC20CS021), ALPHY GEORGE (SJC20CS022), ANITA AUGUSTINE (SJC20CS029), ANITTA SIBY (SJC20CS031)** to the APJ Abdul Kalam Technological University in partial fulfillment of the requirements for the award of the Degree of Bachelor of Technology in Computer Science and Engineering is a bonafide record of the mini project work carried out by them under my guidance and supervision.

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# ACKNOWLEDGEMENT

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# ABSTRACT

**Problem Statement:** Electricity consumers face a lot of problems regarding electricity in their day-to-day life. Among all these problems the inability to connect to the electricity board due to busy network lines is a major concern.

The existing solutions are KSEB web self-service, Helpline numbers and WhatsApp bots. The issues pertaining to these solutions are as follows: 1) The online form needs to be filled from scratch each time the complaint has to be registered. 2) The helpline numbers are mostly busy and may also suffer from lack of network services. 3) There is a limit to add members in WhatsApp groups. Preferable solution is to make a system where the data about the consumer will be saved only once and a single click can connect them to the electricity board authorities. The project acts as an intermediate between electricity consumers and the electricity board authorities. The project mainly deals with the servicing requests of transformers in case of any complaint. There will be login for both consumers and board authorities. Details of consumer such as consumer number, post number, transformer number will be accepted at the time of registration. The features include notification by Board authorities in case of power outage, reporting the problems faced by consumers due to post or transformer complaint, intensity or measure of the problem is sorted according to priority and displaying the problem and address on the authority frontend.

**Keywords:** KSEB, Consumer, Board

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## **LIST OF ABBREVIATIONS**

API	Application Programming Interface
KSEB	Kerala State Electricity Board
UML	Unified Modeling Language
ERD	Entity Relationship Diagram
UI	User Interface
QA	Quality Assurance



# **CHAPTER 1**

## **INTRODUCTION**

App development is the process of creating software applications specifically designed for mobile devices. It involves various stages, starting with ideation and concept development, followed by design, coding, testing, and deployment.

During the development phase, developers use programming languages to write the code that brings the app to life, integrating features such as user interfaces, functionalities, and data management. Thorough testing is conducted to identify and fix any bugs or issues, ensuring the app functions properly and provides a seamless user experience.

Once the app is ready, it is deployed on app stores, making it available for users to download and install on their devices. Regular updates and maintenance are important to keep the app up-to-date, secure, and compatible with new devices and operating system versions.

App development requires a combination of technical skills, creativity, and an understanding of user needs. It is a constantly evolving field, with new technologies and trends shaping the development process. Successful app development relies on collaboration between developers, designers, testers, and project managers to deliver high-quality applications that meet user expectations and solve specific problems.

### **1.1 Problem Statement**

To address the problems faced by electricity consumers in connecting with the electricity board, several existing solutions have been implemented, including KSEB web self-service, helpline numbers, and WhatsApp bots. However, these solutions come with their own set of issues.

Firstly, the KSEB web self-service requires consumers to fill out an online form from scratch each time they need to register a complaint. This can be time-consuming and inconvenient, especially if consumers face frequent issues or need to provide detailed information.

Secondly, helpline numbers often suffer from being constantly busy, making it difficult for consumers to reach customer support representatives. Additionally, these helpline numbers may also encounter network connectivity issues, further hindering the ability to connect and report problems effectively.

Lastly, while WhatsApp bots provide a convenient platform for communication, there is a limit to the number of members that can be added to WhatsApp groups. This can be problematic if a significant number of consumers need to join the group to receive updates and communicate with the electricity board.

To improve the current situation, it would be beneficial to explore alternative solutions that offer a more streamlined and efficient process for consumers to report electricity-related issues. This could include the development of a dedicated mobile application that allows consumers to easily register complaints, track progress, and receive updates. Implementing a robust ticketing system or utilizing AI-powered chatbots could also help in managing and resolving consumer complaints effectively while reducing the burden on helpline numbers.

## **1.2 Objectives and Scope**

### **"Connecting Lines"**

It is a platform designed to address the challenges faced by electricity consumers when connecting with the authorities regarding complaints or issues. Often, busy network lines make it difficult for consumers to reach the board authorities in a timely manner. This project aims to simplify the process by providing a one-click connection to the board.

One of the common issues consumers face when filing complaints online is the need to fill out the form from scratch each time. This project streamlines the process by allowing consumers to enter their details once, which are then saved for future reference. This saves time and avoids repetitive data entry.

Another advantage of "Connecting Lines" is its scalability. Unlike WhatsApp groups with member limitations, there is no limit to adding consumers to this application. This ensures that all consumers can join and communicate effectively with the board authorities.

By providing an organized and efficient way of connecting consumers with the board, "Minnal: Connecting Lines" aims to improve the overall experience and ensure that consumer complaints are effectively addressed.

## **CHAPTER 2**

### **LITERATURE SURVEY**

The literature survey focuses on exploring the use of complaint management apps as interfaces between electricity consumers and electricity boards, specifically focusing on the Kerala State Electricity Board (KSEB). With the increasing demand for electricity, it is crucial to have an effective system in place that allows consumers to submit and track complaints while enabling KSEB to address complaints in a timely manner. The survey explores the features and functionalities of the complaint management app, highlighting its user-friendly interface and seamless connectivity with KSEB. By allowing consumers to report complaints with just a single click and storing their personal details in the database, the app eliminates the need for repetitive data entry. Consumers can easily monitor the progress of their complaints and stay updated on the resolution status. Furthermore, the app enables KSEB authorities to resolve complaints effectively by displaying the number of affected consumers in specific areas and evaluating the validity and severity of each complaint. This helps prioritize complaints and allocate resources accordingly, ensuring efficient resolution and customer satisfaction. Overall, the complaint management app acts as a bridge between electricity consumers and KSEB, facilitating effective communication, quick complaint resolution, and streamlined processes. By leveraging technology, the app aims to enhance the overall consumer experience and strengthen the relationship between consumers and electricity boards.

#### **2.1 Electronic Complaint Management System for Municipal Corporation**

This project mainly focuses on sanitation and development of a municipal corporation. The people who belong to the municipal corporation are provided with an opportunity of raising a complaint regarding any issue that take place in their locality. The issues are garbage management, water supply, electricity management, road repairs or layering of roads and threatening of animals.

Disadvantages:

- Site seems complex
- Limited to users of municipal corporation

#### **2.2 AI-Driven Complaint Management System**

This system can recognize grievances by identifying and commenting on each complaint that has been raised. The concern of citizens is treated according to the priority in this portal. That is a problem depending on the seriousness of the situation that will be prioritized.

Disadvantages:

- Do not display number of affected consumers in specific areas
- Limited scalability
- Priority of complaint is computed using sentiment analysis which may not be accurate

## **2.3 Electronic-Customer Complaint Management System (E-CCMS)**

### **– a Generic Approach**

This system addresses the drawbacks of poor service quality and delivery in the complaining process of e-complaints. The advantage from this proposed model is the easy way of managing the Citizen's complaints about what displeases them.

Disadvantages:

- Automated systems or algorithms for complaint management may not capture the full context of customer grievances.
- Customers may feel that their complaints are being treated impersonally or that their individual needs are not being properly addressed. This can result in a negative perception of the company or organization and may damage customer loyalty and long-term relationships.

# **CHAPTER 3**

## **SOFTWARE REQUIREMENT SPECIFICATION**

The system is divided into 2 parts:

- Authentication & Authorization
- User modules

### **3.1 AUTHENTICATION AND AUTHORIZATION**

Authentication is the process of recognizing a user's identity. It is the mechanism of associating an incoming request with a set of identifying credentials. This platform includes a user account registration feature, which enables users to create an account within the system. In order to register a complaint, users are required to have an account and be logged into it. This feature ensures that the user's details are enlisted and stored in the database.

Additionally, the platform provides a separate login for KSEB (Kerala State Electricity Board) authorities. This login allows them to access the database and view consumer details such as location and the type of issue reported. By granting authorities access to this information, they can efficiently track and address consumer complaints.

This feature of user accounts and a separate login for authorities enhances the functionality and effectiveness of the platform. It facilitates a streamlined communication channel between consumers and the KSEB authorities, ensuring a smooth process for registering and resolving complaints.

### **3.2 USER MODULES**

#### **3.2.1 Consumer:**

Input Requirements:

- Consumer number, post number, and transformer number for registration.
- Report button to send information about the issue.
- Primary details will be saved for future reference.

Output Requirements:

- Status of the reported issue.
- Display of alert messages sent by the Board.

#### **3.2.2 Board:**

Input Requirements:

- Ability to send alert messages to consumers.

- Marking the status of resolved issues.

#### Output Requirements:

- Display of all addresses with reported issues by consumers.

For the consumer, the input requirements include providing essential details like consumer number, post number, and transformer number during the registration process. These details will be stored for future reference. Additionally, there should be a report button that allows consumers to submit information about their issues.

The output requirements for consumers are to receive updates on the status of their reported issues. They should be able to see the progress or resolution of their complaints. Furthermore, the system should display any alert messages sent by the Board, providing relevant information or instructions to the consumers.

On the Board side, the input requirements involve the ability to send alert messages to consumers. This could be for important notifications or updates related to electricity issues. The Board should also have the capability to mark the status of resolved issues in the system.

The output requirements for the Board include displaying the addresses or locations where issues have been reported by consumers. This provides an overview of the areas affected by problems and helps the Board to efficiently prioritize and address the reported issues.

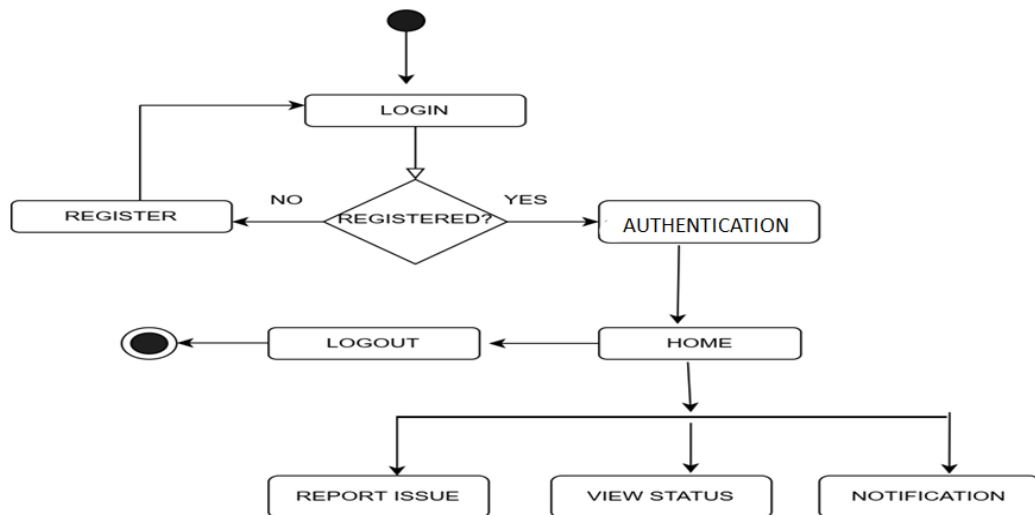
# CHAPTER 4

## SYSTEM DESIGN

### 4.1 ACTIVITY DIAGRAM

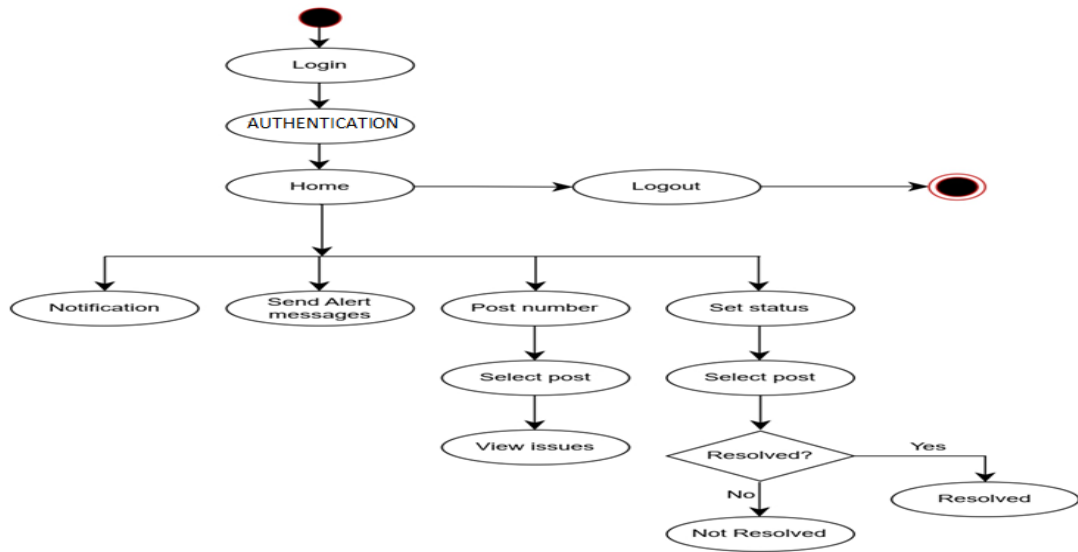
Activity diagram is another important behavioral diagram in UML diagram to describe dynamic aspects of the system. Activity diagram is essentially an advanced version of flow chart that models the flow from one activity to another activity. Activity diagrams can be regarded as a form of a structured flowchart combined with a traditional data flow diagram. Typical flowchart techniques lack constructs for expressing concurrency. However, the join and split symbols in activity diagrams only resolve this for simple cases; the meaning of the model is not clear when they are arbitrarily combined with decisions or loops.

There are two activity diagrams: one for Consumer shown in **Fig: 4.1(a)** and another for Board shown in **Fig: 4.1(b)**. The below diagrams show the activities while the Consumer and Board uses the app.



**Fig: 4.1(a): Activity Diagram for Consumer**

The Consumers can login and authenticate themselves if they are registered. After authentication they can move to Home page where they can utilize the features Report Issue, View Status and Notification.



**Fig: 4.1(b): Activity Diagram for Board**

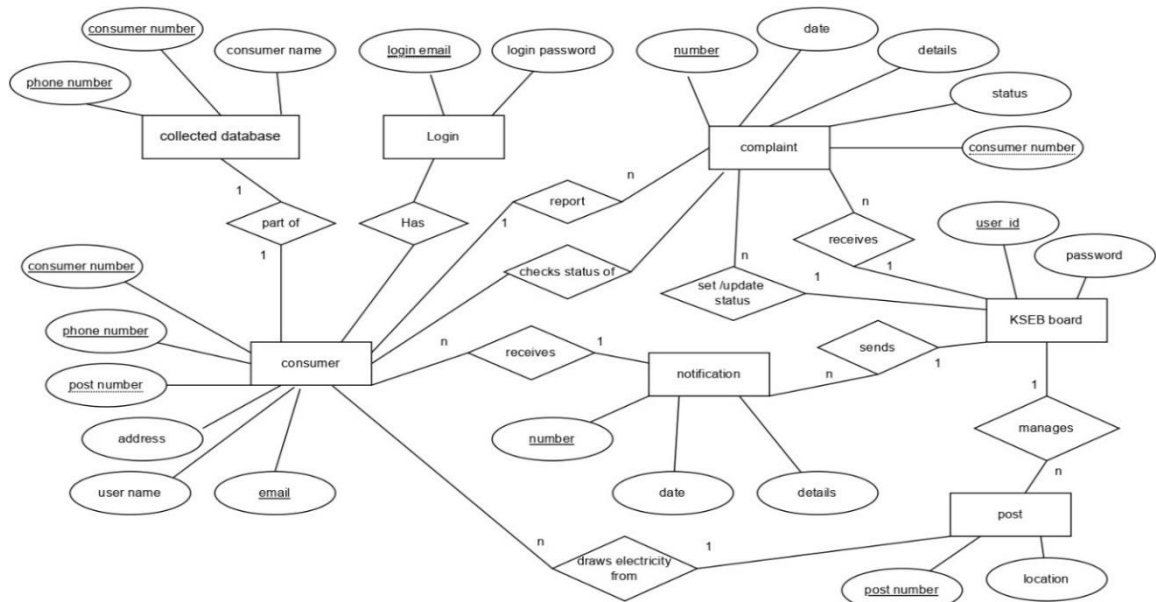
The Board can login and authenticate themselves using their login credentials. After authentication they can move to Home page where they can utilize the features Notification, Send Alert messages, Post Number and Set status.



## 4.2 ER DIAGRAM

ER Diagram stands for Entity Relationship Diagram, also known as ERD is a diagram that displays the relationship of entity sets stored in a database. In other words, ER diagrams help to explain the logical structure of databases. ER diagrams are created based on three basic concepts: entities, attributes and relationships. ER Diagrams contain different symbols that use rectangles to represent entities, ovals to define attributes and diamond shapes to represent relationships.

From the ER Diagram shown in **Fig: 4.2**, the attributes of various entities such as consumers, board, collected database, login, complaint and notification can be understood along with their relationships.



**Fig: 4.2: ER Diagram**

## 4.3 USE CASE DIAGRAM

A use case diagram is a graphical depiction of a user's possible interactions with a system. A use case diagram shows various use cases and different types of users the system has and will often be accompanied by other types of diagrams as well. The use cases are represented by either circles or ellipses. The actors are often shown as stick figures.

From the Use Case diagram shown in **Fig: 4.3**, we can get that the consumer can Register / Login, Report Issue, View Status and view Notifications. Board can Send alert messages, View status, Posts and View Notifications. Admin can Send alert messages, View status, Posts and View Notifications.



**Fig: 4.3: Use Case Diagram**

# **CHAPTER 5**

## **SYSTEM IMPLEMENTATION**

### **5.1 TECHNOLOGIES USED**

#### **5.1.1 Flutter**

Flutter is an open-source UI toolkit developed by Google for building high-quality native applications across multiple platforms. With Flutter, developers can write a single codebase that runs on iOS, Android, web, and desktop platforms, saving time and effort.

Using the Dart programming language, Flutter provides a rich set of customizable widgets that enable developers to create visually appealing and responsive user interfaces. It offers a "hot reload" feature, allowing developers to instantly see the changes made to the code without restarting the app, leading to faster development cycles and iterative design.

One of the key benefits of Flutter is its high performance. Flutter apps are compiled to native machine code, resulting in smooth animations, fast rendering, and excellent overall performance. The framework also provides access to platform-specific APIs and features, ensuring a native-like experience on each platform.

Flutter has a growing community and ecosystem, with a wide range of packages and libraries available for additional functionality and integration with other services. The framework is suitable for both small-scale projects and large-scale applications, making it popular among developers for its versatility, productivity, and ability to deliver beautiful and performant applications across multiple platforms.

#### **5.1.2 Firebase**

Firebase is a popular mobile and web development platform provided by Google. It offers a comprehensive set of tools and services that developers can leverage to build robust and scalable applications.

Firebase provides features such as real-time database, authentication, cloud storage, and hosting. The real-time database enables developers to synchronize and store data across multiple clients in real-time. The authentication service offers easy integration of secure user authentication using various authentication providers.

Firebase's cloud storage allows developers to store and retrieve files in the cloud, eliminating the need for managing complex server infrastructure. The hosting service enables seamless deployment and hosting of web applications.

Additionally, Firebase offers services like cloud functions, performance monitoring, remote configuration, and analytics, empowering developers to enhance app functionality, monitor performance, and gain insights into user behavior.

Overall, Firebase simplifies the development process, provides scalable backend services, and enables developers to build powerful applications with ease.

## 5.2 RESULTS

The system architecture consists of a mobile application which is the front end that is developed using Flutter. The Backend of this application is built using Firebase queries. The live server is deployed using the Firebase.

### 5.2.1 Frontend

The user can login as Board or Consumer. As a Consumer he can utilize various features such as Report Issue, View Status, Notification. As Board, he can utilize various features such as Notification, Send Alert Messages, Poles and Set Status.

#### 5.2.1.1 Splash Screen & Homepage

On starting the app, the splash screen, i.e., **Fig 5.2.1.1(a)** is displayed first. Then the homepage is displayed as seen in **Fig 5.2.1.1(b)**.



**Fig 5.2.1.1(a)**



**Fig 5.2.1.1(b)**

### 5.2.1.2 Consumer Verification and Registration

Consumers can verify their consumer number and phone number in the verification page **Fig 5.2.1.2(a)** and then register by entering their details in the next page **Fig 5.2.1.2(b)**.



**Fig 5.2.1.2(a)**



**Fig 5.2.1.2(b)**

### 5.2.1.3 Consumer

After consumers login (**Fig 5.2.1.3(a)**) to the app, they can access features like report issue, view status and view notifications send by the board (**Fig 5.2.1.3(b)**).

The report issue page (**Fig 5.2.1.3(c)**) allows consumers to report issues related to electricity to the KSEB. Since their details are already collected beforehand they do not have to enter them again, thus enabling them to report complaints with a single click. By checking the box 'own location' they can report complaints relating to their own pole, else if the complaint is related to other location, they can enter the pole number. They also have an option to upload image which enables the board to verify the complaint.

The view status page (**Fig 5.2.1.3(d)**) helps consumers to view the status of their previous complaints. It has two sections – latest issue and previous issues, helping them view the desired complaint easily.

The notifications page (**Fig 5.2.1.3(e)**) displays the alert messages or notifications send by the board to the consumers.

In the profile page (**Fig 5.2.1.3(f)**), the consumer can view his details like consumer number, email id, pole number, transformer, etc.



Fig 5.2.1.3(a)

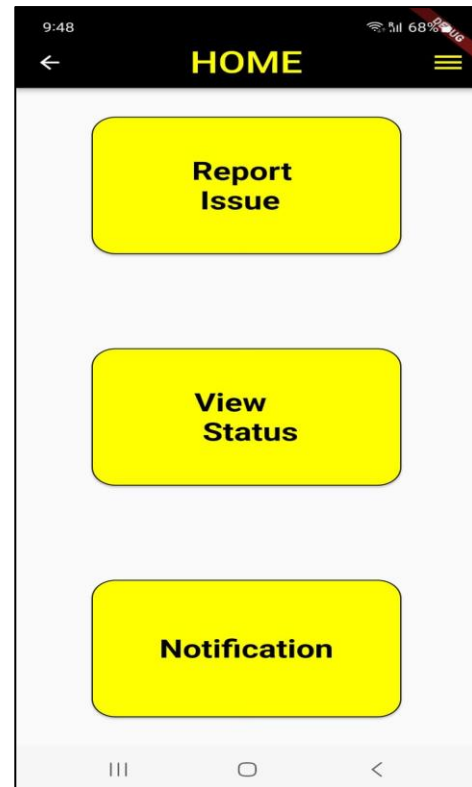


Fig 5.2.1.3(b)

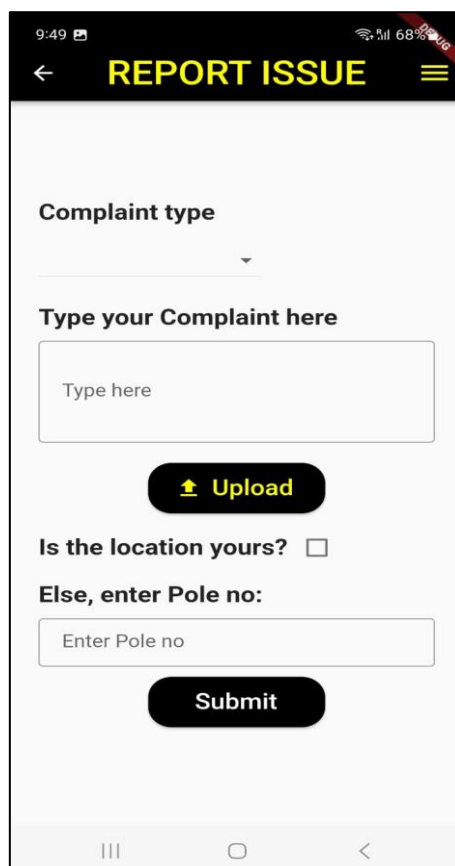


Fig 5.2.1.3(c)



Fig 5.2.1.3(d)

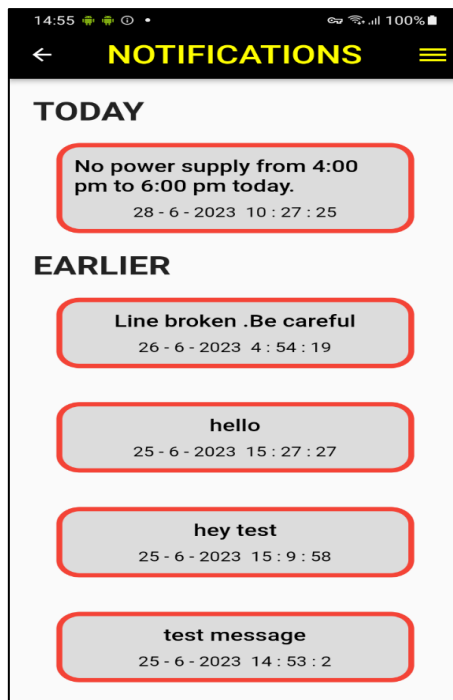


Fig 5.2.1.3(e)



Fig 5.2.1.3(f)

#### 5.2.1.4 Board

After login (Fig 5.2.1.4(a)) the board can access features like view notifications, send alerts, view poles and set pole status (Fig 5.2.1.4(b)).

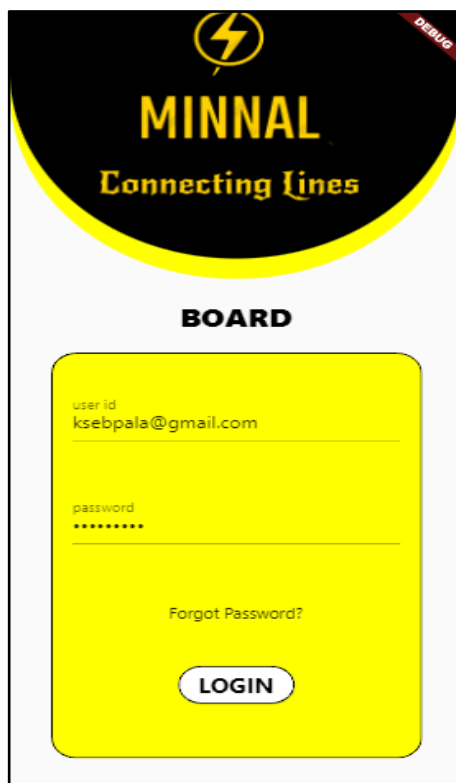


Fig 5.2.1.4(a)

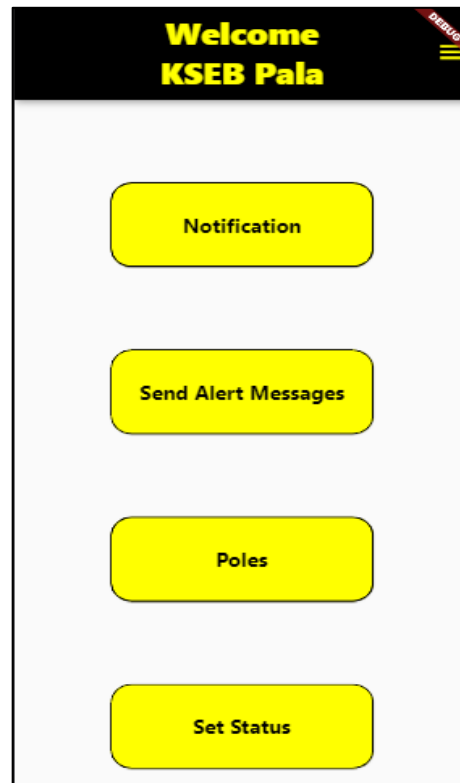
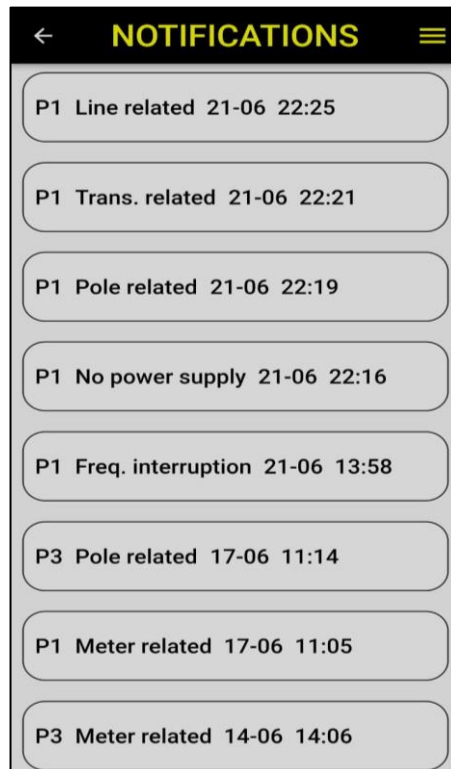


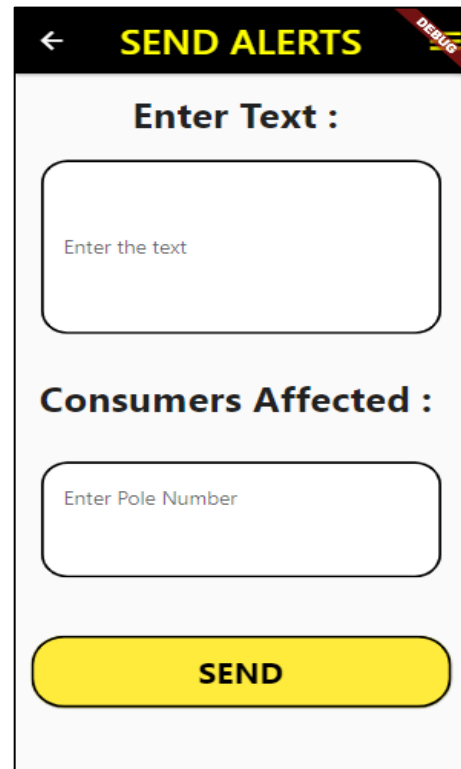
Fig 5.2.1.4(b)

Through the notifications page (**Fig 5.2.1.4(c)**) the board is notified of the complaints reported by consumers in real-time. The concerned pole number, issue, date and time of reporting is shown for each complaint.

The send alerts page (**Fig 5.2.1.4(d)**) helps the board to alert / notify consumers about upcoming issues like power interruptions. The board can type the message to be sent and the pole number of the consumers to whom the alert message is to be sent in the corresponding textboxes. On clicking the send button all the consumers having the mentioned pole number will be notified.



**Fig 5.2.1.4(c)**



**Fig 5.2.1.4(d)**

The view poles page (**Fig 5.2.1.4(e)**) displays the count of complaints corresponding to each pole number. This enables the board to find areas that have more number of complaints and resolve issues in those areas first. This leads to a page which displays all the complaints under that pole (**Fig 5.2.1.5(f)**). On clicking any of those complaints, details of the specific complaint can be viewed (**Fig 5.2.1.5(g)**). The board can then update the status of the complaints as 'processing' or 'resolved' which helps the consumers to know the status of their complaints. They can also add comments, if required which will be sent to the consumers. The option to view image (**Fig 5.2.1.5(h)**) also helps the board to ensure the complaint is genuine.



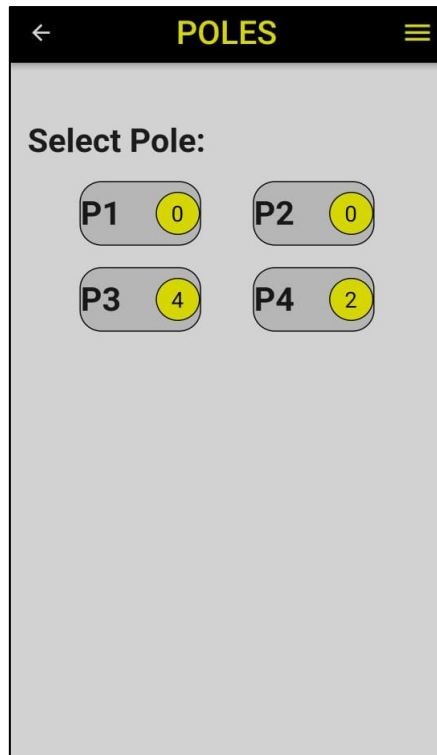


Fig 5.2.1.4(e)

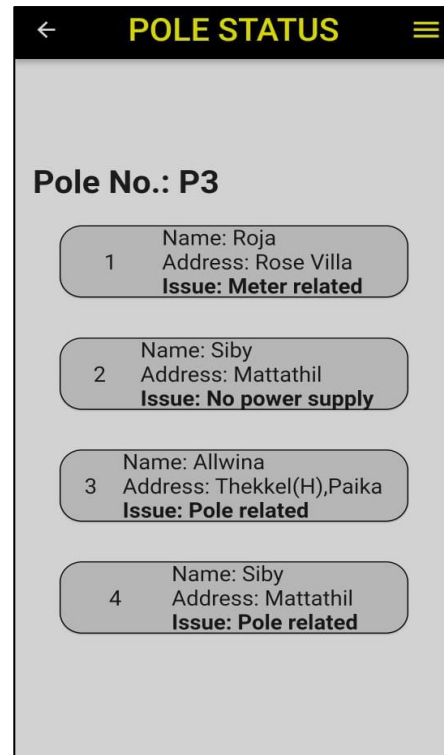


Fig 5.2.1.4(f)



Fig 5.2.1.4(g)



Fig 5.2.1.4(h)

The set pole status page (**Fig 5.2.1.5(i)**) helps the board to resolve all the complaints related to a specific pole quickly.

In the profile page (**Fig 5.2.1.5(j)**), details like user id, number of poles, number of transformers and section name are displayed.

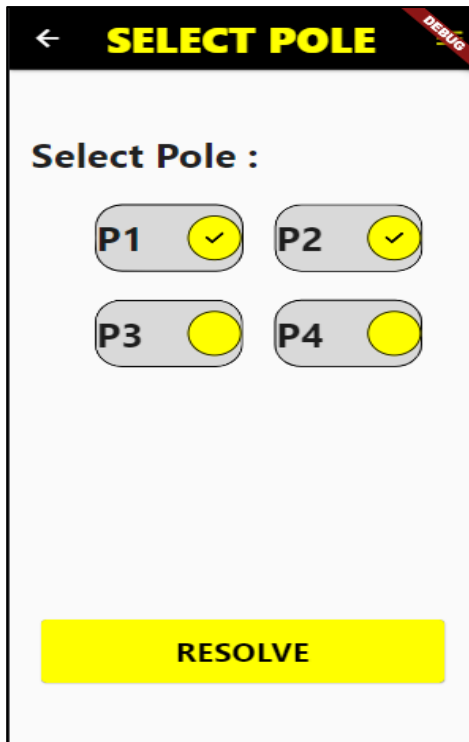


Fig 5.2.1.4(i)



Fig 5.2.1.4(j)

## 5.2.2 Backend

The backend can be used to store the details of consumers and Board such as login credentials, data shared between each other, images, consumer details, board details etc.

The figure **Fig 5.2.2(a)** shows the collection made in cloud firestore for the board. It consists of the fields email and password.

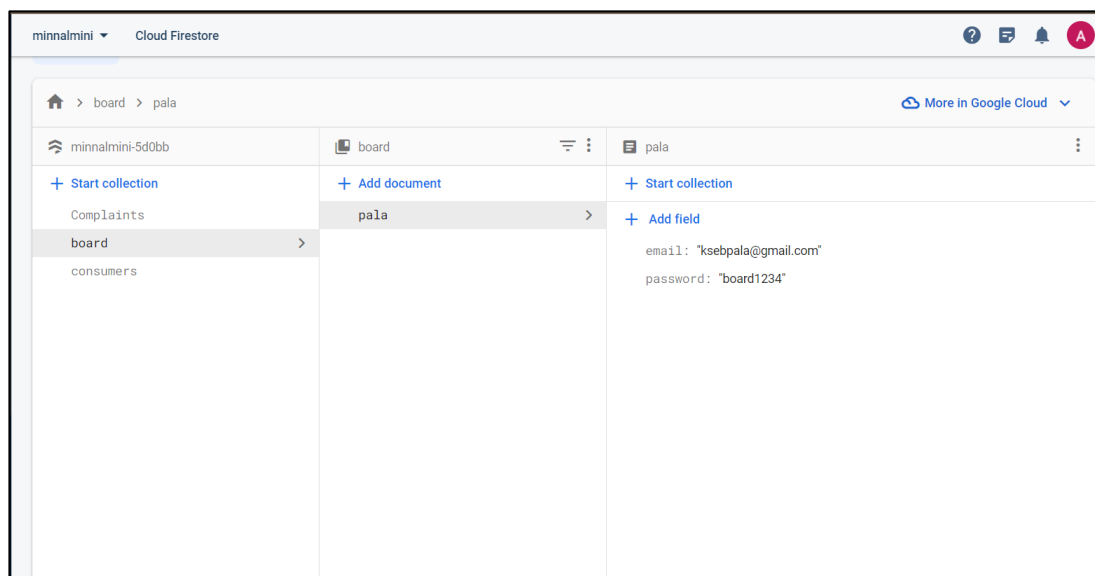
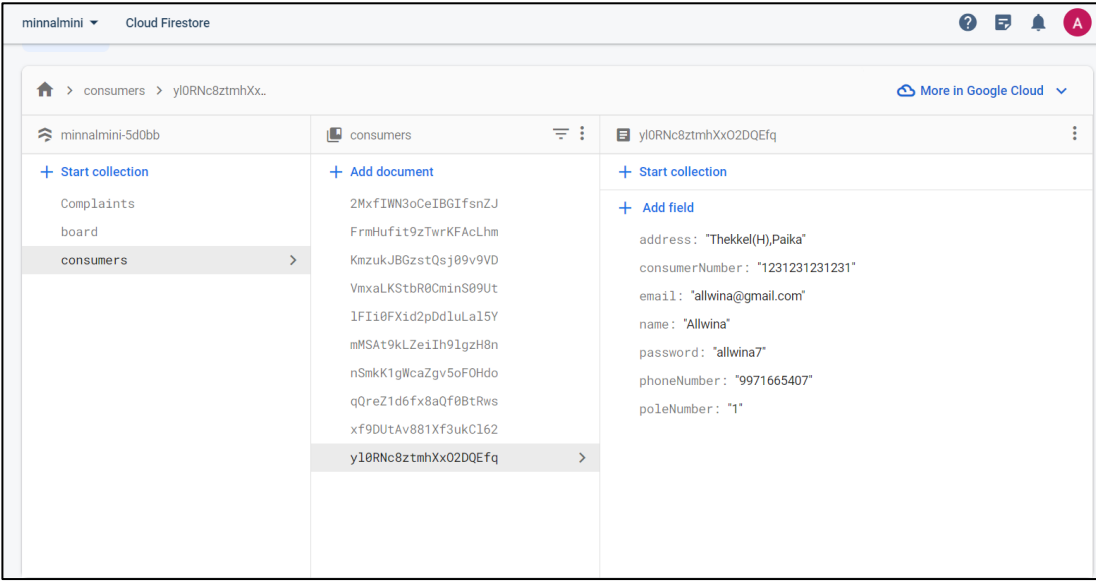


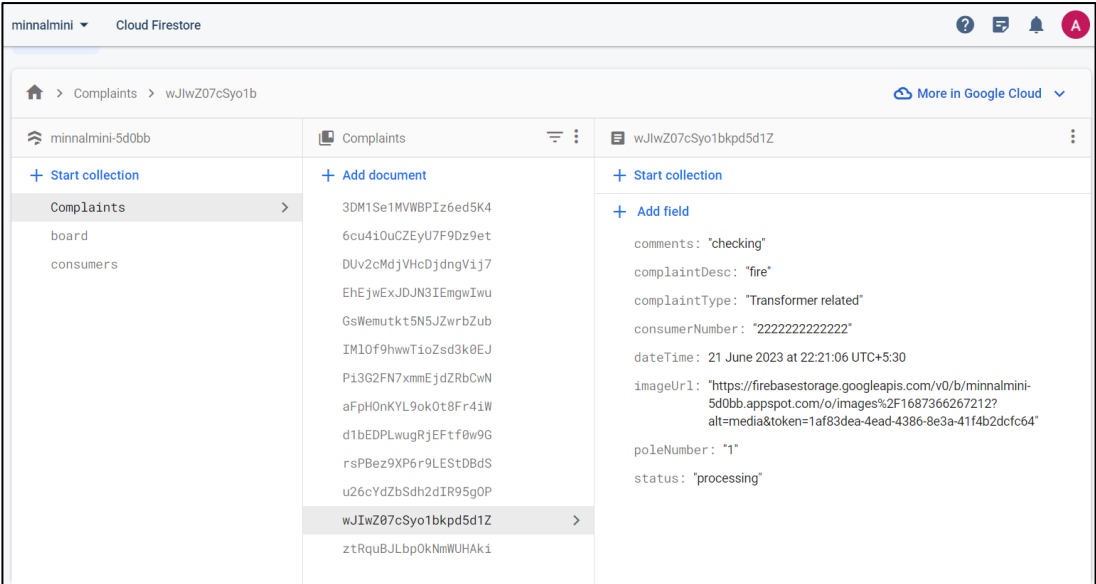
Fig 5.2.2(a)

The figure **Fig 5.2.2(b)** shows the collection made in cloud firestore for the consumers. It consists of fields name, email, password, phoneNumber, consumerNumber, address and poleNumber for each consumer.



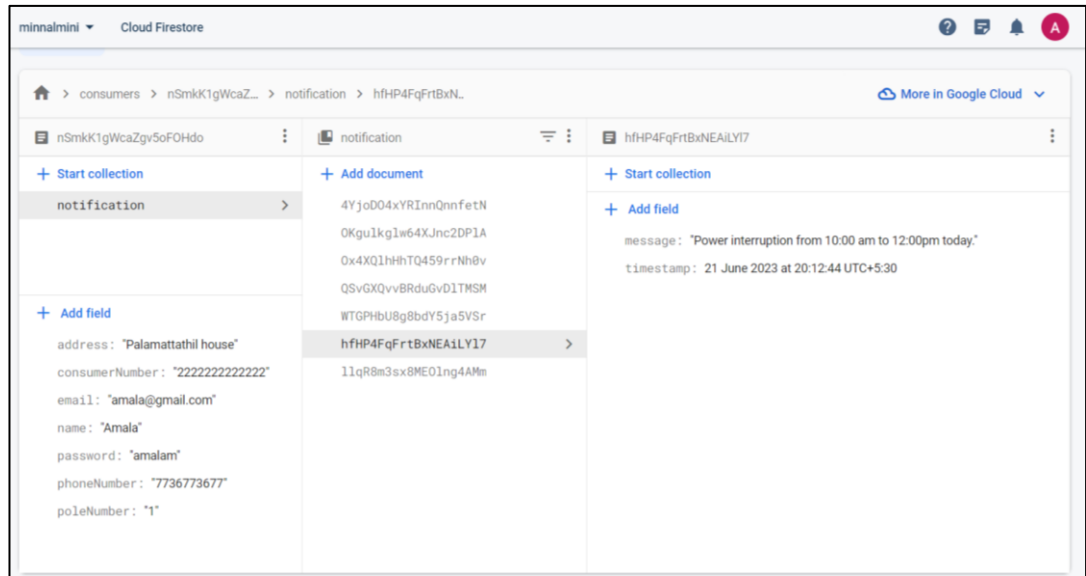
**Fig 5.2.2 (b)**

The figure **Fig 5.2.2(c)** shows the collection made in cloud firestore to store complaints reported by the consumer. When the board updates the status it is also reflected here.



**Fig 5.2.2 (c)**

The figure **Fig 5.2.2(d)** shows the sub-collection for notifications. It consists of the message and the timestamp.



**Fig 5.2.2 (d)**

# **CHAPTER 6**

## **TESTING**

### **6.1 VARIOUS TESTING METHODS**

#### **6.1.1 Unit Testing**

Unit testing is a software development process in which the smallest testable parts of an application, called units, are individually and independently scrutinized for proper operation. This testing methodology is done during the development process by the software developers and sometimes QA staff. The main objective of unit testing is to isolate written code to test and determine if it works as intended.

#### **6.1.2 Integration Testing**

Integration Testing is defined as a type of testing where software modules are integrated logically and tested as a group. A typical software project consists of multiple software modules, coded by different programmers. The purpose of this level of testing is to expose defects in the interaction between these software modules when they are integrated.

#### **6.1.3 Functional Testing**

Functional testing is a type of testing that seeks to establish whether each application feature works as per the software requirements. Each function is compared to the corresponding requirement to ascertain whether its output is consistent with the end user's expectations. The testing is done by providing sample inputs, capturing resulting outputs, and verifying that actual outputs are the same as expected outputs.

#### **6.1.4 Load Testing**

Load testing is a type of performance testing that simulates a real-world load on any software, application, or website. Without it, your application could fail miserably in real-world conditions. That's why we build tools like Retrace to help you monitor application performance and fix bugs before your code ever gets to production. Load testing examines how the system behaves during normal and high loads and determines if a system, piece of software, or computing device can handle high loads given a high demand of end-users. This tool is typically applied when a software development project nears completion.

## 6.2 TESTING

The app was tested on various simulators to ensure the app functions well in all devices. The app's launching speed **Fig 6.2(a)**, functioning **Fig 6.2(b)**, and loading speed **Fig 6.2(c)**, etc. were tested.

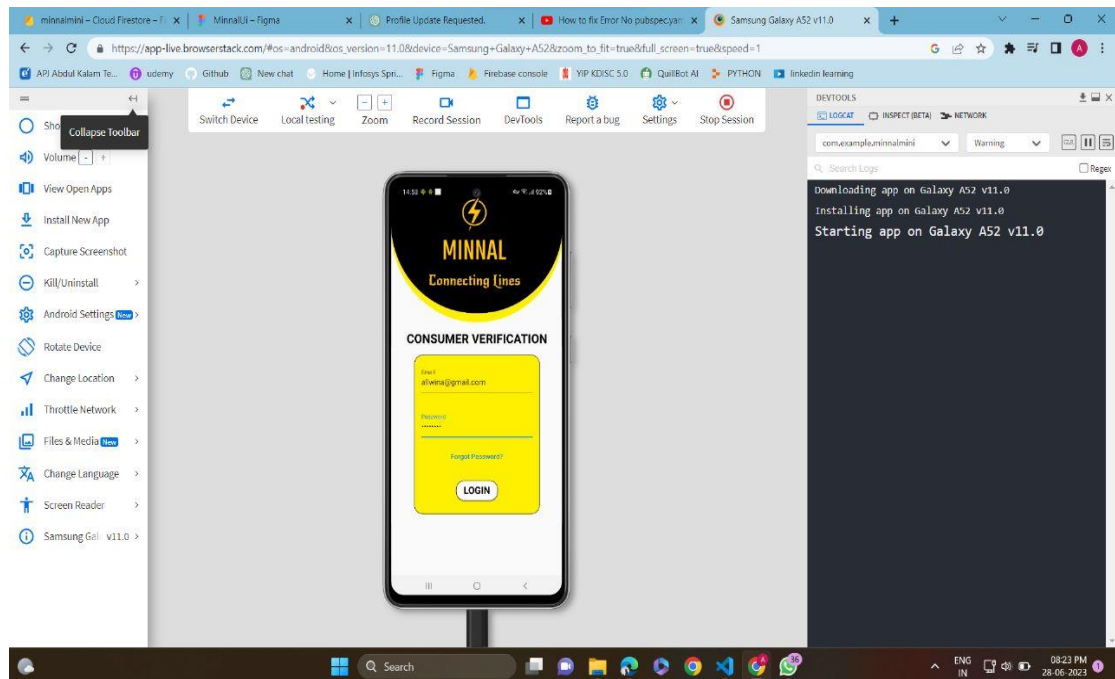


Fig 6.2 (a)

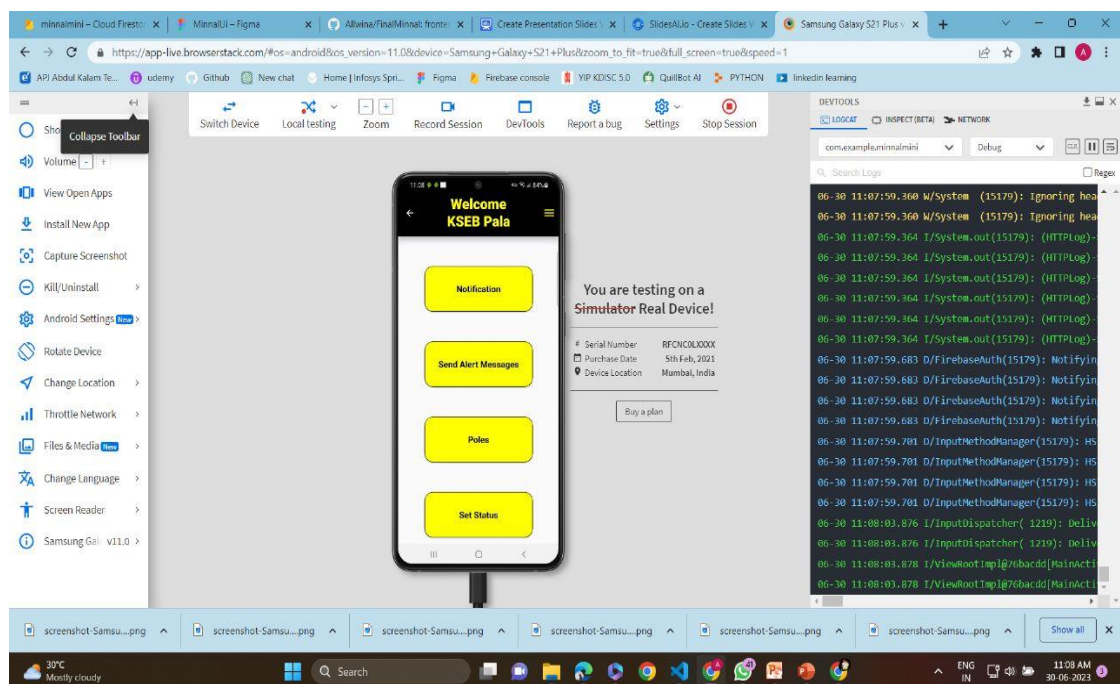


Fig 6.2 (b)

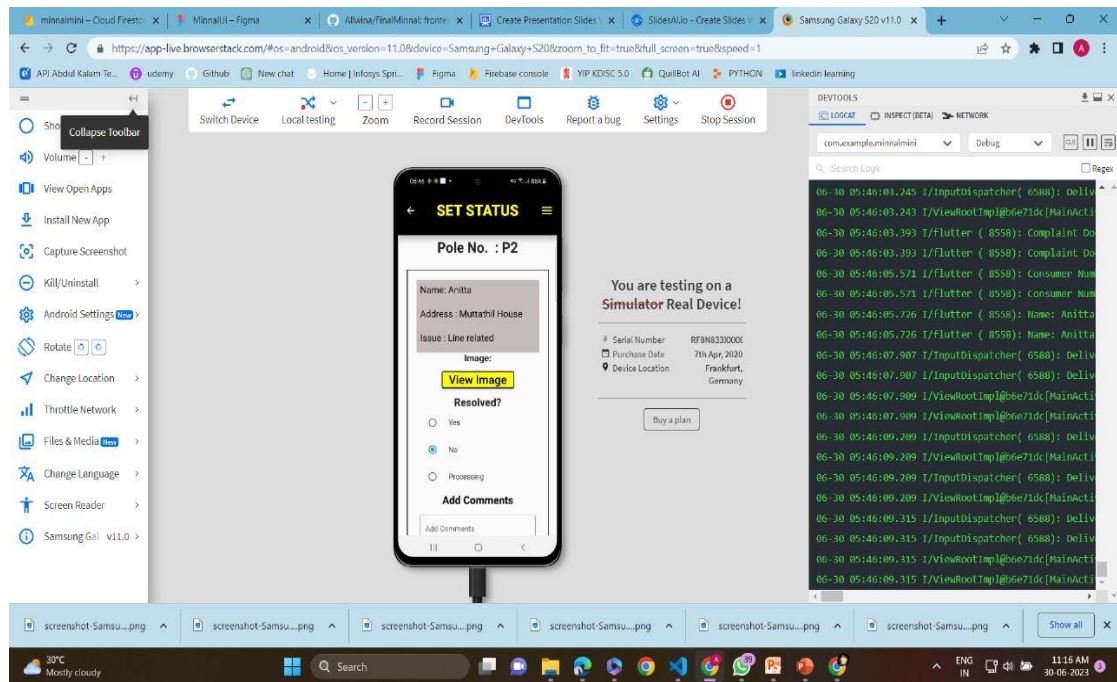


Fig 6.2 (c)

# CONCLUSION

MINNAL: Connecting Lines is a groundbreaking project that has emerged in response to the need for improved interaction between the board and consumers. Recognizing the lack of seamless communication and efficient issue resolution, the project aims to revolutionize the way consumers connect with the board. By leveraging the power of technology, MINNAL offers a comprehensive solution that enhances convenience and effectiveness for all users involved.

One of the key benefits of MINNAL is its portability. With the app readily available on smartphones and tablets, consumers have the ability to connect with the board anytime, anywhere, with just a single touch. This eliminates the need for physical visits or time-consuming phone calls, streamlining the entire process and saving valuable time for both parties.

The app provides a range of useful features that greatly enhance the consumer experience. The "Report Issue" function allows users to easily notify the board about any problems they are facing. This could include issues such as power outages, Voltage fluctuation, or frequent interruptions of electricity. By efficiently relaying this information, MINNAL enables the board to quickly identify and prioritize the areas requiring attention.

Moreover, MINNAL offers a comprehensive view of issue statuses and notifications. Consumers can track the progress of their reported issues, ensuring transparency and keeping them informed about the resolution process. Additionally, the board gains valuable insights through the app, enabling them to identify patterns and trends in reported issues. This empowers them to proactively address recurring problems and allocate resources more effectively.

The user-friendly interface of MINNAL is a notable feature that sets it apart from traditional modes of communication. With an intuitive design and easy navigation, users can effortlessly access the app's functionalities, making it accessible to people of all ages and technological proficiency levels. The app's seamless functionality ensures that even those with limited technical expertise can utilize its features without any difficulty.

MINNAL: Connecting Lines is a testament to the positive impact that technology can have on improving our lives. By successfully addressing the challenges faced by both consumers and the board, it has established itself as an indispensable tool for streamlined communication and issue resolution. With its successful implementation of both functional and non-functional requirements, MINNAL has effectively transformed the way consumers interact with the board, making their lives easier and more convenient.



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