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CS6P05NP & Final Year Project (Proposal)

Title: “SewaGhar”

**Local Service Booking System
Assessment Type**

Interim Report

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1. INTRODUCTION

1.1. INTRODUCTION OF PROJECT

The name of the project Sewaghar is predetermined with the conventional concept of the location where all the required conditions may be concentrated, which is the culture of the Nepalese people and the need of the community support. The resources of SewaGhar are a local service booking service that presents the premises of the digital age in the contemporary conception since it offers clients the possibility of accessing qualified professionals like plumbers and electricians. It changes the traditional perspective of a service provider because it enables the users to look at the services offered, make reservations, pay, and review the service providers online. This makes it a convenient, efficient and reliable means of the daily procurement of services.

Sewaghar is an internet based application but assists its clients to locate and reserve the local services with minimum efforts. The customers can find the services providers, determine the nature of the problem, make appointments and pay either through the Internet or at the bank. The customers can view requests by the service providers and adjust their availability to control their time. The admin manages the whole platform, platform users, service providers and service and facilitates a smooth operation of the platform. The users are also able to rate and review the Service Providers and this will ensure quality and trust. The platform can be easily accessed by any one using any web browser and is therefore convenient and easy to use.

SewaGhar follows a simple frontend–backend structure from a technical viewpoint. Customers, business owners, and admins can all quickly access the frontend interface. All major operations, including bookings, data processing, and login, are managed by the backend. The Laravel framework was used in the platform's creation, and a MySQL database stores all the data. The system is quick, safe, and simple to maintain with such settings.

1.1.1. ABOUT WEB-BASED SERVICE BOOKING AND MANAGEMENT SYSTEM

An online booking system is a software solution that allows potential guests to self-book and pay through your website and other channels, while giving you the best tools to run and scale your operation, all in one place. A booking system can help you do way more than passively accept bookings and payments online (Maglione, 2024).

1.2. PROBLEM DOMAIN

The Problem domain of this project focuses on the local service booking and management system in Nepal, where customers face difficulties finding reliable and verified service providers for everyday services such as plumbing and electrical work. The current process is mostly manual and unorganized, relying on phone calls and personal contacts, which leads to poor communication, a lack of trust, unclear pricing, and inefficient booking management for both customers and service providers. This project addresses the need for a centralized digital platform to manage service discovery, booking, payments, and feedback in a structured and transparent manner.

1.3. PROBLEM SCENARIO

In most parts of Nepal, even people are yet to locate local workers like plumbers and electricians who can be trusted. Most of the clients depend on phone calls, relatives or even social media updates, which will lead to the ultimate failure in the provision of a good service. The customers are not aware whether the worker is a good or a honest person because it is not possible to compare the service providers in terms of ratings, location or reviews. There are situations where the employees do not report once they have been booked and there are also instances where the customers do not communicate their problems thus leaving businesses with problems on knowing what the problem is.

The business side does not offer a good way of keeping abreast of bookings, employees or customer information to service providers. Their demands are not made in the same format making it difficult and dented. At present, Nepal does not have a rudimentary online presence, and the customers can find certified service providers with ease. The result of this loophole is customer and business-related problems, time and effort wastage due to communication. SewaGhar would wish to rectify this by developing an online reservation system, which is designed in an effective way and easily managed.

1.4. PROJECT AS SOLUTION

The convenient web-based service SewaGhar gives the customer the list of confirmed service providers, their ratings and addresses and also allows the customer to book his services through easy and pre-defined problem options. With the small deposit to be made, bookings can also be made besides reducing the fraudulent requests. The system will make sure that the customers get quality service with confusion and delay that was experienced in the traditional booking system removed. Concerning business, SewaGhar was going to offer a fully elaborated dashboard where the services, workers, and customer reservation could be handled. The requests are structured in a similar fashion, and this enables learning issues and tasks allocated to workers. By connecting the clients and the service providers in an organized system, SewaGhar has addressed the problem of communication and security of the current service process. This will assist the companies in serving clients better and to book the clients easily.

1.5. AIMS & OBJECTIVES

1.5.1. AIMS

The proposed project will develop a friendly and systematic internet-based system, which will allow the clients to hire skilled employees locally like electricians and plumbers, to serve in honest and decent companies in the most convenient way. The site is oriented to helping customers and business owners to improve efficiency, precision and rather flexibility of the service-booking process.

1.5.2. OBJECTIVES

The main objectives of this project are as follows:

i. **Nearby Reliable Service Providers**

They can find dependable service providers within their locality with ease hence convenience and reliability. This is time saving and enables users to be served in the area in quality

ii. **Easy Problem Selection**

The site allows customers to select standard issues or add in some personal information so that they may ask it to provide a customized service. It makes it easy to book and reduces confusion to the users.

iii. **Business Service Management**

Businesses can efficiently manage their services and use the available workforce to meet the customer demands. This improves the workflow and service delivery in a timely manner.

iv. **Multiple Payment Options**

The customers will also be able to pay through online means or money, which is quite flexible and convenient. It offers its customers with the option of their preferred methods of payment.

v. **Advance Payment to Prevent Fake Bookings**

Such success of a small initial deposit is used as an incentive to discourage making false bookings and ensuring involvement of users. This helps the businesses to conserve time and resources.

vi. **Reviews, Ratings, and Location Info**

All the companies display ratings, reviews and address details so that the users can make prudent judgment. It builds trust and guides the users to the best service providers.

1.6. TOOLS AND RESOURCE REQUIRED

1.6.1. SOFTWARE AND FRAMEWORK

➤ Laravel

Laravel is a PHP-based framework used to build modern websites and web applications. It brings together many built-in tools and packages, making development faster and reducing repetitive work. Developers use Laravel because it organizes code well and automates common tasks (Mangukiya, 2020).



Figure 1: Laravel Logo

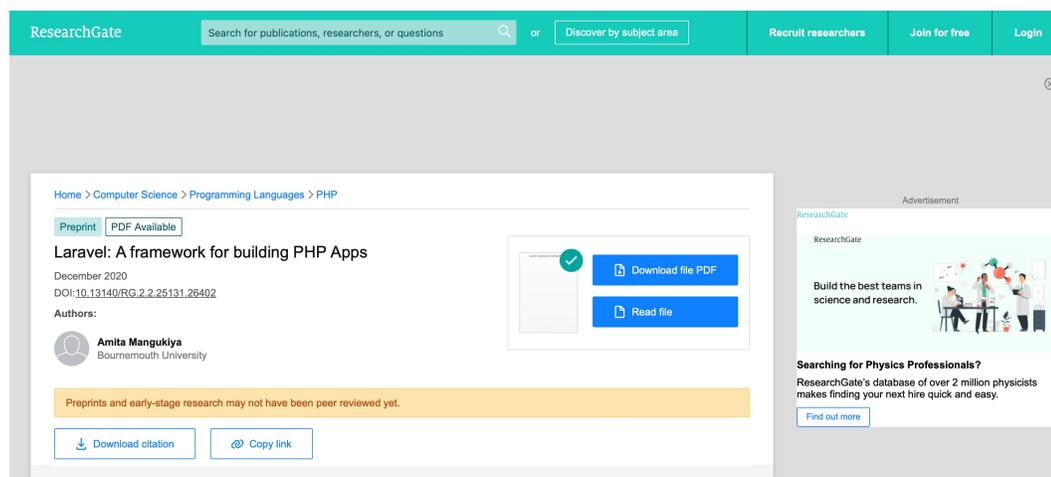


Figure 2: Research screenshot of Laravel framework

➤ **Html CS Jss**

The main methods for creating web applications' front ends are HTML and CSS. HTML defines elements like text, images, tables, and forms to give a web page structure. These elements can have their layout, colors, fonts, and general appearance controlled with CSS. Developers can produce well-organized, attractive, and user-friendly web pages by combining HTML and CSS (Codecademy, 2025).

JS is an efficient compiled programming language that runs in web browsers and other environments, such as Node.js. It is flexible, prototype-based, and is compatible with basic, functional, and object-oriented programming styles (MDN Contributors (Mozilla), 2025).



Figure 3: HTML CSS JS Logo

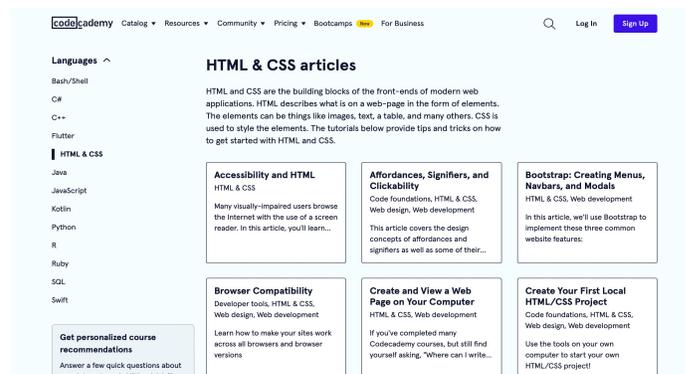


Figure 4: Research screenshot of HTML CSS



Figure 5: Research screenshot of JavaScript

➤ Bootstrap

Bootstrap is an open-source front-end framework that helps developers build responsive, mobile-friendly websites and applications. It provides ready to use CSS styles, templates and JavaScript components to create consistent and visually appealing web pages quickly. Originally developed at Twitter it is now widely used worldwide (Coursera Staff, 2024).



Figure 6: Bootstrap Logo



Figure 7: Research screenshot of Bootstrap

➤ Database: MySQL

MySQL is an open-source relational database system that allows users to store, organize, and access data efficiently. It is commonly used in web applications and projects of all sizes, from small websites to large enterprise systems (Domantas G., 2025).



Figure 8: My SQL Logo

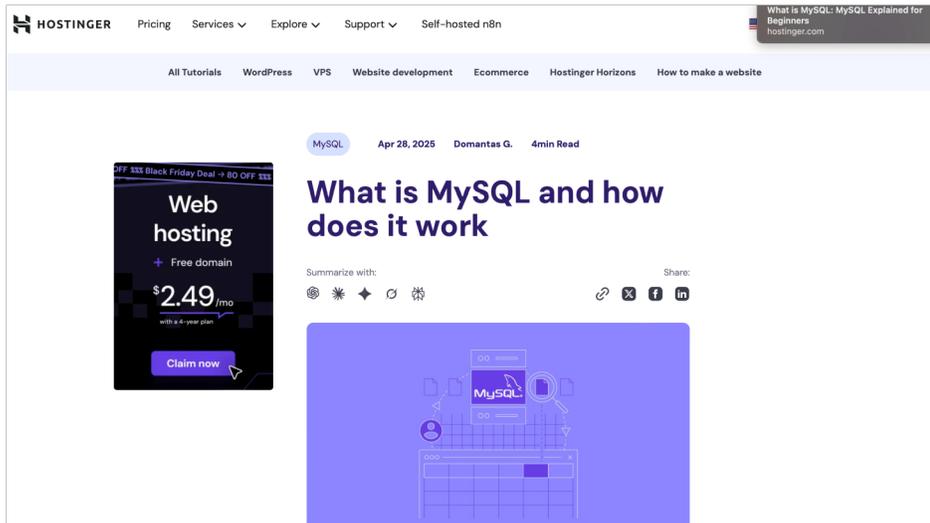


Figure 9: Research screenshot of Bootstrap

1.6.2. TOOLS

➤ Visual Studio Code

Visual Studio is an all-in-one software for creating applications. You can write, edit, debug and build your code in the same place with tools like compilers, auto-complete, source control and extensions to support the whole development process (Microsoft Documentation / Microsoft Corporation, 2025).

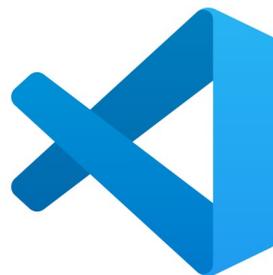


Figure 10: Visual Studio Code Logo

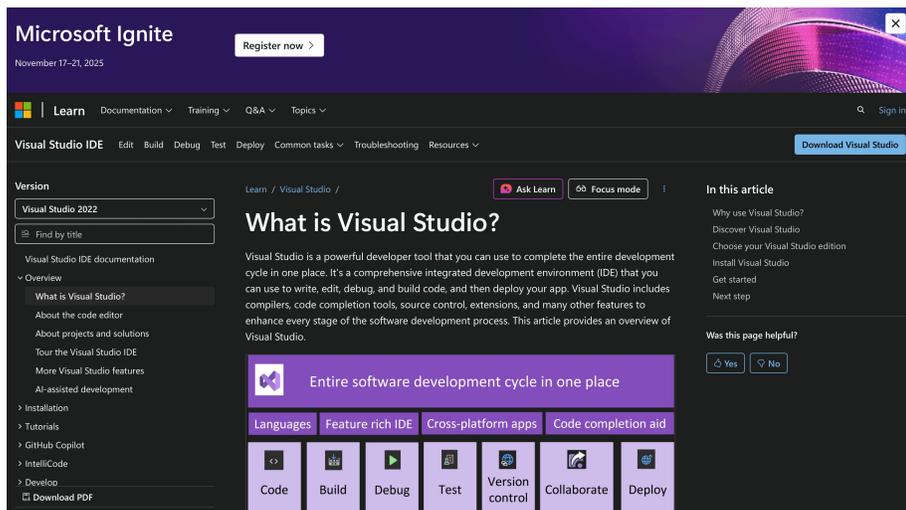


Figure 11: Research screenshot of Visual Studio Code

➤ Xampp

XAMPP is an open-source package that is widely used for PHP development. XAMPP contains MariaDB, PHP and Perl, it provides a graphical interface for SQL (phpMyAdmin), making it easy to maintain data in a relational database (Prof. Upendra Parameswaran (cs.virginia.edu/~up3f)).



Figure 12: Xampp Logo

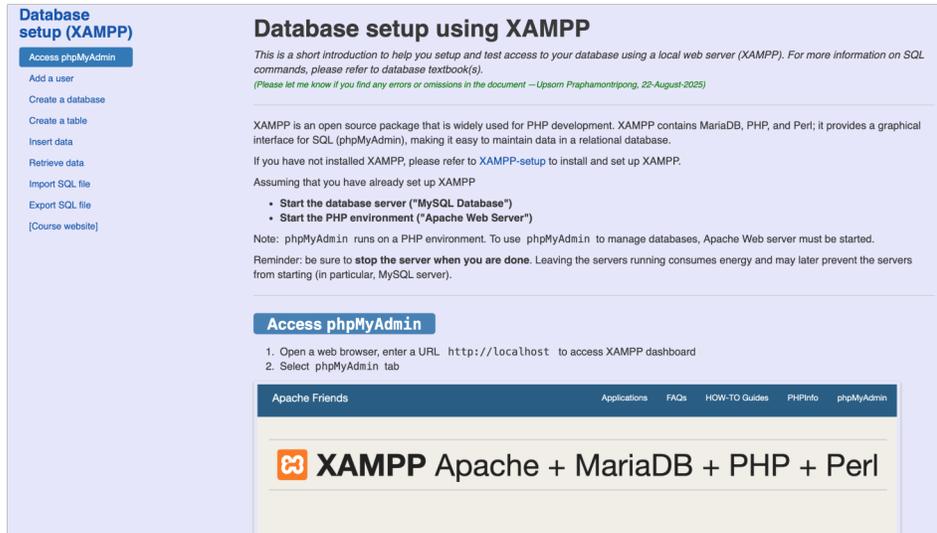


Figure 13: Research Screenshot of Xampp

➤ Github

GitHub is a cloud-based platform for storing, sharing, and collaborating on code. It lets developers track changes, manage versions, showcase work, and work together on projects without affecting each other's code. GitHub is built on Git, which enables smooth collaborative development (GitHub Docs (GitHub, Inc.), 2025).



Figure 14: GitHub Logo

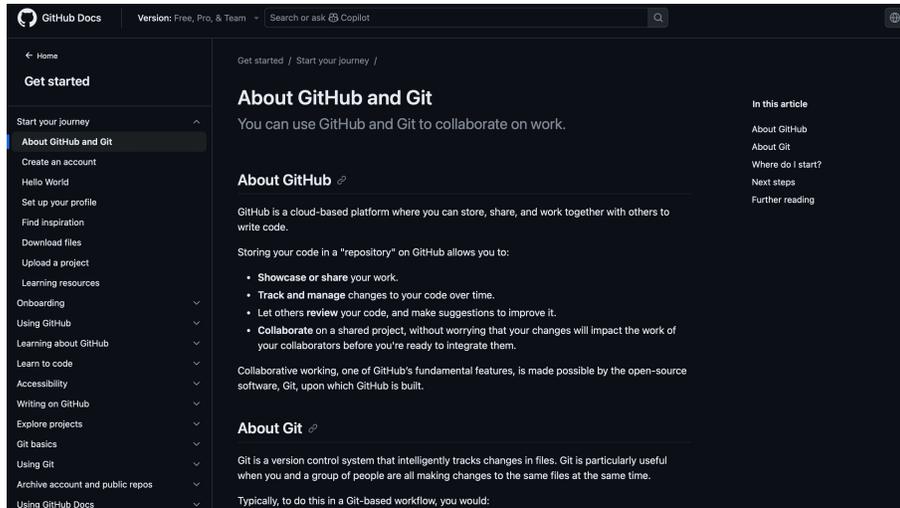


Figure 15: Research screenshot of GitHub

➤ **Microsoft Word(Ms word)**

Microsoft Word is a word-processing software developed by Microsoft Corporation, first launched in 1983. It allows users to type, edit, format and print documents in a way where what you see on the screen (“What You See Is What You Get”) closely matches how the printed output appears. Over time it added features like style sheets, spell-check, word-count, and support for multiple platforms (DOS, Windows, Macintosh) (Britannica Editors, 2025).

I chose Microsoft Word because it is easy to use and widely accepted, allowing me to create professional-looking documents quickly. It also offers reliable formatting and editing tools, making project reports clear and organized.



Figure 16: Ms Word Logo

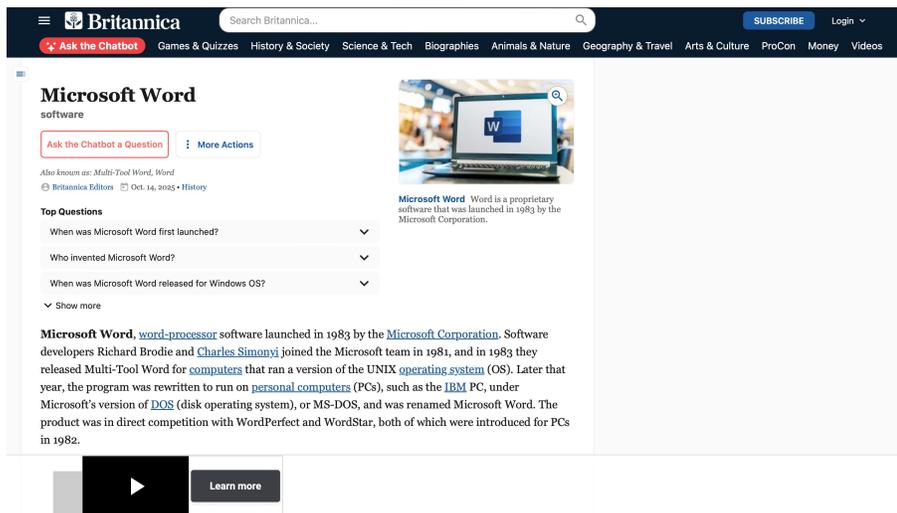


Figure 17: Research screenshot of Microsoft Word

1.6.3. EXTERNAL SERVICES/APIs

➤ Payment Gateway

A payment gateway is an app that is utilized to transmit the payment information of the customers to the bank or payment processor in a safe manner. It also helps websites to deal with online payment in a secure and effective manner thus a necessity to any online platform that requires services to be paid (B12 (organization), 2025).



Figure 18: Payment Gateway Logo

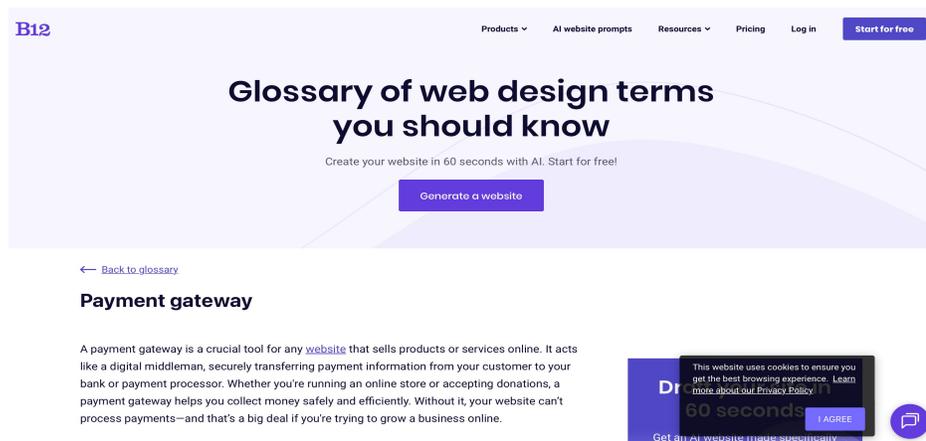


Figure 19: Research screenshot of Payment Gateway

➤ Google Maps API

Google Maps API allows the developers to integrate the use of Google Maps in their websites or applications. It helps to display the location and the route to it, and other details concerning the map, and can be configured to fit into the appearance and the appearance of the location (The Google Maps Team (Google Maps), 2008 -2009).



Figure 20: Google Map API Logo



Figure 21: Research screenshot of Google Map API

1.6.4. HARDWARE REQUIREMENTS

➤ Laptop Hardware

SewaGhar is developed and tested on a Mac M1 Air, which has a fast processor, enough RAM, and SSD storage to run the platform smoothly. A stable internet connection is needed for accessing the server and updates. Backup storage is recommended, and iOS mobile devices are used to test the platform on different screens.

2. LITERATURE REVIEW/BACKGROUND

2.1. ELABORATION OF CHAPTER 1

The online service, SewaGhar, will also endeavor to offer solutions to the type of problems that the general population normally encounter when seeking local service providers, including plumbers and electricians and the skilled workers in Nepal. The most common is phone calls, word of mouth, or even post in the social media which are effective in acquiring reliable workers and this is time consuming, inefficient or even may lead to miscommunication. Clients are unable to compare suppliers and to know whether they are reliable and the enterprises are barely able to make the reservation and to classify the workers and customer orders.

SewaGhar does this by a convenient and structured internet-based service which allows the customers to request verified service providers, pre-made or customized service request, input secure payment and leave a rating or a review. Instead, the advantage of businesses being able to organize services, allocate employees, and maintain appointments will be improved with the help of a dashboard. Making the services easy, transparent, and secure, SewaGhar fills the gap between the consumer and service provider, helps in increasing the quality of services, saves time, and puts the old traditional services online.

2.2. REVIEW OF REALTED JOURNALS AND ARTICLES

A literature review looks at existing information on a topic, summarizes and studies it, and points out important trends, issues, or gaps to help guide new research or projects. It also helps show how a new project like SewaGhar builds on or improves existing solutions.

1st research paper: Journal of Service Science and Management.

Summary

Even though it was tested on one territory, it showed how such locations can create more jobs to the workers and provide the clients with the convenient and more efficient access to the services. This is directly applicable to SewaGhar since there it provides the features

that are essential to your project such as verification of workers, user friendly design and system of trust-building (IJIST editorial team).

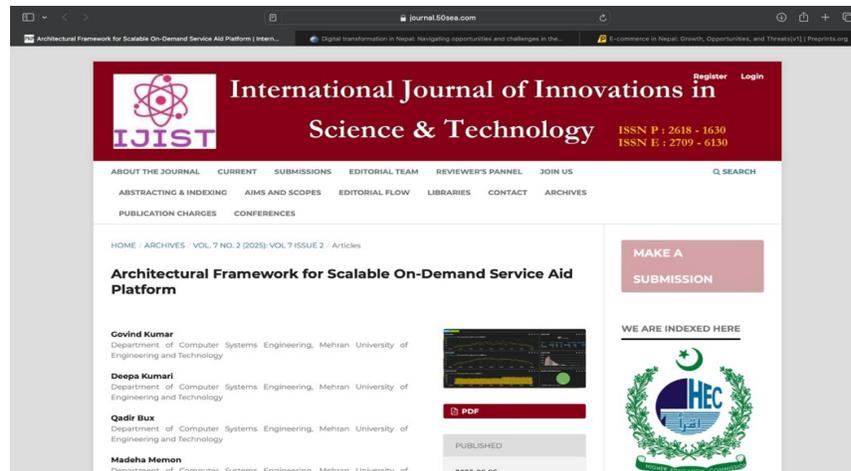


Figure 22: Research of Innovations in Science & Technology

2nd Research Paper: Digital Transformation and Online Platform Adoption in Nepal

Summary

In one more investigation of the digital transformation in Nepal, it is emphasized that the utilization of the internet and mobile is increasing, however, because of such variables as poor infrastructure, low digital literacy, and lack of policy, the utilization of digital services is not a simple task. The research was based on interviews, to familiarize themselves with the experience of online platform users, and surveys. It focuses on the fact that platforms used should be accessible, reputed and cheap to succeed in Nepal. This is strongly connected with SewaGhar that attempts to develop a simple service booking system, which can be worked even with individuals who possess limited knowledge of technology (Binod Shah, Kiran Kumari Sah, Manisha Jha, 2025).

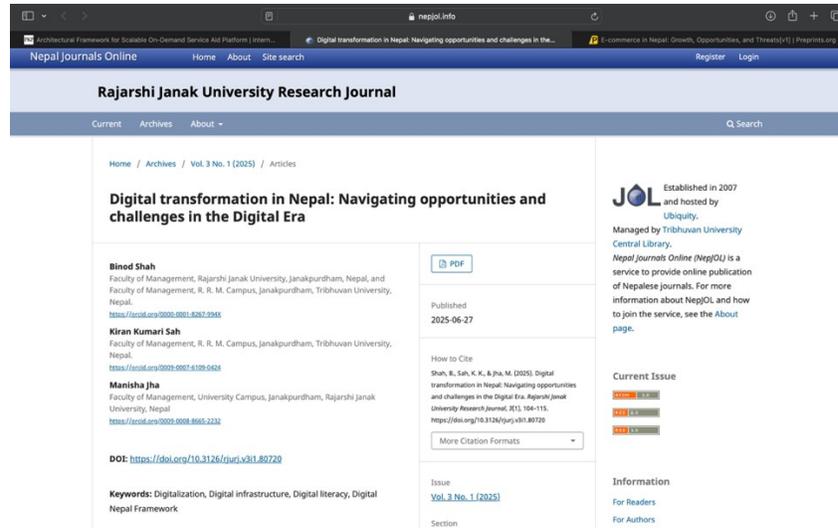


Figure 23: Research of Digital Transformation

3rd Research Paper: E-commerce Growth and Challenges in Nepal

Summary

A case study of the e-commerce in Nepal shows the issues that the internet-based businesses are facing and how they are transforming. The market growth does not imply that customers will find it relatively better to use online services due to the lack of proper facilities, items delivery, language and payment issues. The results of the study can be applicable to SewaGhar but the research is not home service booking specific. They highlight that one should provide convenient ways of payment, go through and check service providers of the services, as well as, make sure that it is easy to use in the local language. By solving the following problems, SewaGhar will be able to offer a straightforward and transparent service to their clients in Nepal (Devendra Chapagain, Bindu Aryal, 2024).

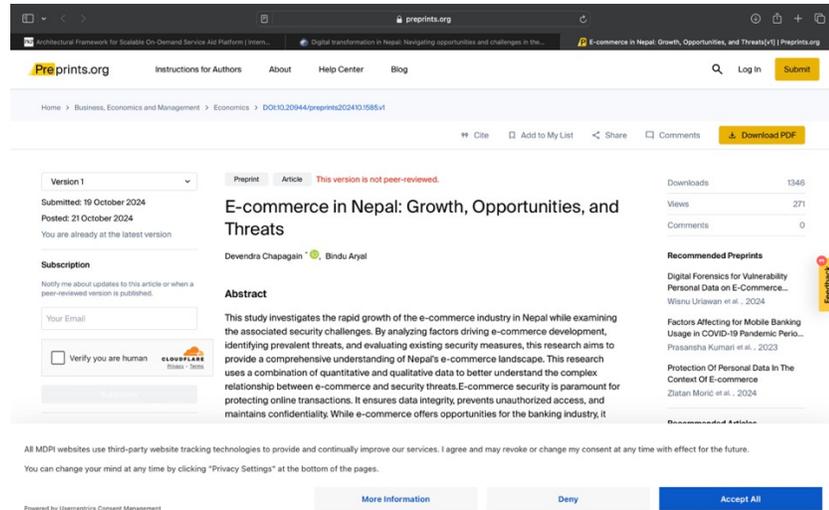


Figure 24: Research of Ecommerce in Nepal, Journal/Article

2.3. SIMILAR PROJECTS

App 1: Urban Company

Urban Company is an online source that assists in locating professionals to offer home services and beauty care that are confirmed by the company. It focuses on giving quality, reliable and transparent services in order to make the process of living in the city easier. It further trains its service providers and reviews their services to ensure that they are of the same quality. This means that the site will offer individuals with a secure, reliable and hassle free service experience(Urban Company, 2020).

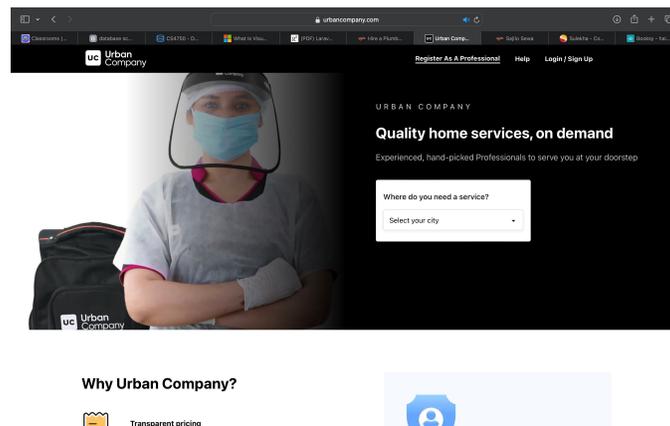


Figure 25: Research of Urban Company

App 2: Sajilo Sewa

Sajilo Sewa is a Nepal based site where the customers can hire trusted workers in home and office solutions, such as plumbing, electrical, AC installation, and so forth, at open prices and at-site services in Kathmandu, Lalitpur and Bhaktapur. It is also headquartered at Pokhara and has numerous operations like home repairs, auto help, tech support, personal care, pet care, home improvement and health and wellness where all the service providers are certified and quality checked (Sajilo Sewa, 2017).

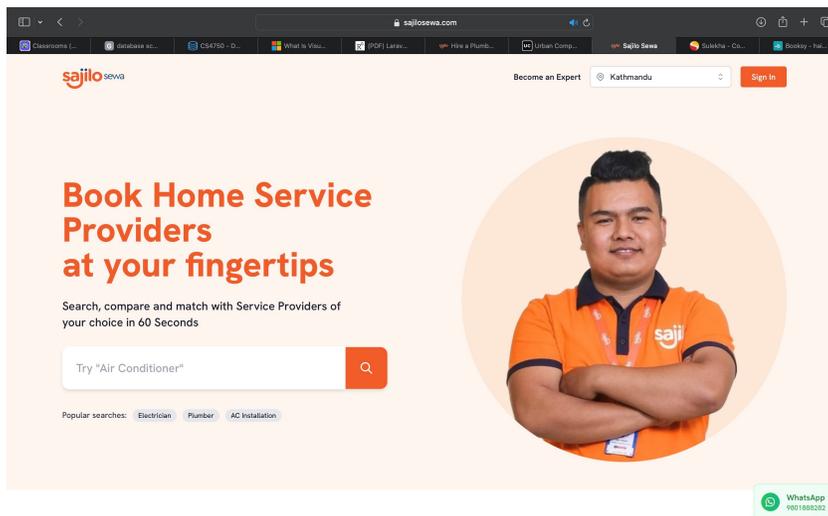


Figure 26: Research of SajiloSewa

App 3: Bhetayo

Bhetayo is an online Nepali company, which connects individuals to trustworthy people to complete household chores such as plumbing, electricity, painting, and beauty care among others. It provides believable same-day and next-day delivery to its clients and is able to offer work opportunity to professional technicians in Kathmandu Valley. The site was established with the perspective of searching the corresponding problem of finding trusted specialists in time, and at the moment it proposes background verified and well-trained services providers in order to enjoy a secure and comfortable experience. Bhetayo is a project with an aim of making sure that the day to day chores can be accomplished in a comfortable way by availing the customers fast, and quality services wherever and whenever they need them (Bhetayo, 2025).

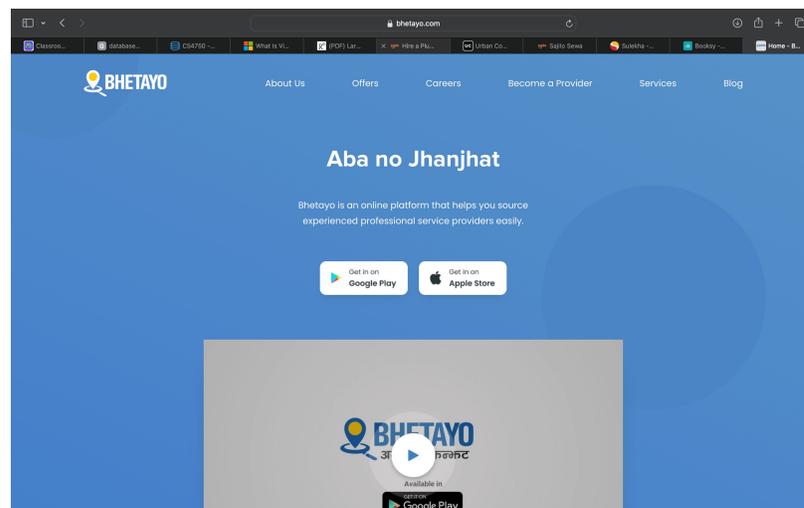


Figure 27: Research of Bhetayo app

App 4: Sulekha

Sulekha is an Indian Web-based application that allows the user to book professional services that are verified to tailor orders of home, personal and lifestyle. It applies technology and knowledge in the field to bridge the gap between needs of users to the service providers they trust in different Indian cities. It will help the people to locate the good specialists within a minimum time and ensure the good service and a broad range of categories, beginning with the home repair to personal care. Happy users in millions and thousands of licensed specialists. Sulekha continues to grow and increase the service convenience across India (Sulekha.com, 2025).

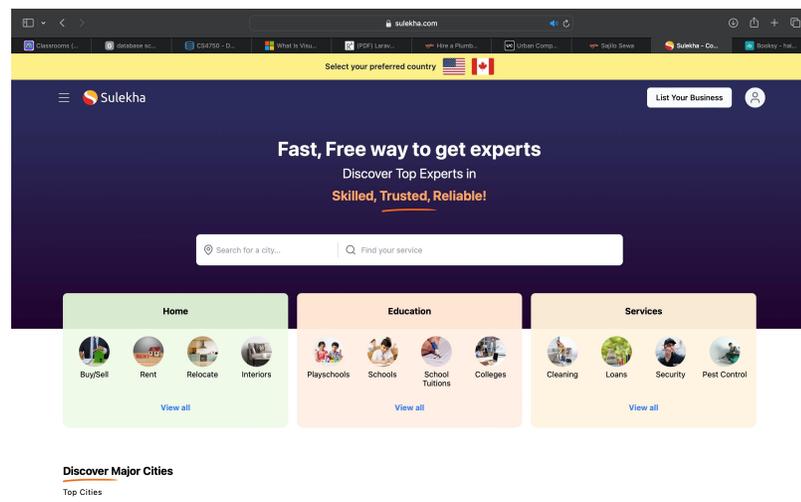


Figure 28: Research of Sulekha webapp

App 5: Booksy

It is a U.S.-based online booking application of appointments all over the world which helps its users to find and reserve beauty and wellness services like stylists, barbers, salons and so on easily. The platform also supports the service providers in that the service providers are able to process bookings, grow their business and reach more clients in a more effective manner. Booksy is represented in many countries and that is why anyone in the world can also receive quality services related to beauty and wellness. Another aspect that it is concerned with is convenience, reliability, and connectivity with trusted professionals (Booksy Inc., 2025).

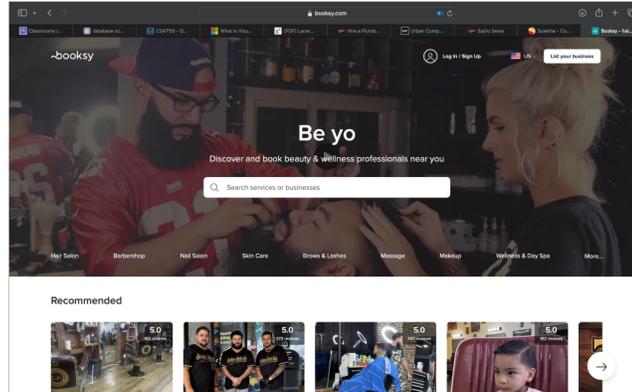


Figure 29: Research of Booksy

2.4. COMPARISON WITH SIMILAR PROJECTS

Features	SewaGhar (My App)	UrbanClap (Urban Company)	Sajilo Sewa	Bhetayo	Sulekha	Booksy	Available in SewaGhar?
1.Easy Booking System	Choose from ready list + can type manually	Type or choose services	Choose to service & time	Choose service and time	Type or choose services	Choose service and time	<input checked="" type="checkbox"/>
2. Verification	Admin verifies businesses; businesses verify their own workers	Company verifies professionals	Site shows verified experts	Platform verifies providers	Business listings with checks	Providers verified for appointments	<input checked="" type="checkbox"/>
3.Payment Options	Online and Cash both	Mostly online	Online & Cash	Mostly Cash	Mostly online	Online payments/pos options	<input checked="" type="checkbox"/>
4.Ratings & Reviews	Users can rate and review	reviews available	reviews available	reviews available	reviews available	reviews available	<input checked="" type="checkbox"/>
5.Roles/ Dashboards	Admin, Business, Customer (separate dashboards)	Customer and Partner dashboards	Customer and Provider	Customer and Provider	Customer and Business	Customer and Business	<input checked="" type="checkbox"/>

6.Booking Alerts	SMS and inapp alerts	App notifications and messages	App notifications	App/phone alerts	Notifications and lead alerts	App notifications and emails	<input checked="" type="checkbox"/>
7. Pricing	Price set per task (clear cost)	Price per task/ quotes	Transparent estimates	Transparent pricing shown	Leadbased pricing/ quotes	Fixed/alternate pricing	<input checked="" type="checkbox"/>
8. Tools/Materials Sale	Can sell basic parts (pipes, materials) inside app	Not typical	Not typical	Not typical	Marketplace sections exist	Not typical	<input checked="" type="checkbox"/>
9.Refer&earn	Simple referral & small reward	Referral or promo codes	Not common	Not common	Not common	Loyalty features exist	<input checked="" type="checkbox"/>

Table 1: Comparison Table

3. METHODOLOGY

3.1. METHODOLOGY OVERVIEW

The word methodology describes how a project or study is carried out. It covers the steps, methods, and processes used to gather data, evaluate it, and achieve the goals. The different kinds of methods and their uses are also covered in this section. When developing a software project, specific practices and standards are described as being used in a software development methodology. There are many different methods that developers can use, and each one works in its own way.

➤ Waterfall Model

The waterfall model is one of the oldest and most traditional ways of developing software. It is a structured method in which you must fully complete one phase before beginning the next. The workflows work as per the name itself from requirements to design, coding, testing, and deployment.

- Advantages:
 - Easy to understand because each step is clearly defined.
 - Strong documentation: Every stage is well recorded, reducing confusion.
 - Useful for stable projects: Works well when requirements are fixed.
 - Predictable timeline: Planned phases help with scheduling and budgeting.

- Disadvantages:
 - Very inflexible: Hard and costly to make changes after a phase is done.
 - Low adaptability: Doesn't handle changing customer needs well.
 - Late issue detection: Problems are found only at the end during testing.
 - Depends on perfect requirements: If initial requirements are unclear, the project can face major problems (Matthew X. Curinga, 2023).

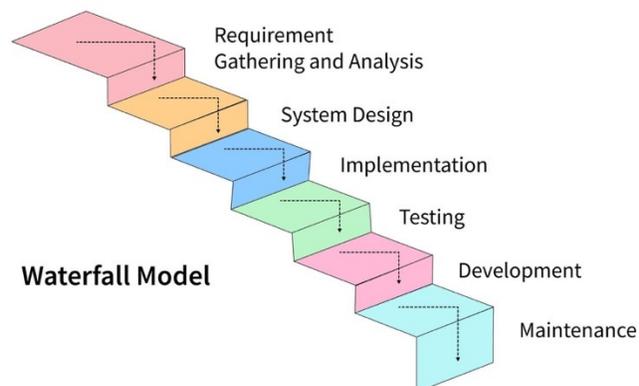


Figure 30: Waterfall Methodology



Figure 31: Research of Waterfall Methodology

➤ Agile Model (Scrum & Kanban)

Agile is a way of developing software that focuses on people, collaboration, and adapting to changes rather than following strict plans and heavy documentation. It was created as a flexible alternative to the traditional Waterfall method, allowing teams to adjust when requirements change.

▪ Advantages

- Better communication: Developers and clients work closely together, which helps them understand requirements clearly.
- Flexible and adaptable: Changes can be made during development as needed.
- Faster delivery: Work is done in small parts (iterations/sprints), so some features are ready sooner.

▪ Disadvantages

- Less predictable: Hard to plan exact time, cost, and scope because things can change.

- Weaker documentation: Focusing on quick delivery can mean less detailed design and documentation, which can be a problem for large projects.
- Needs active involvement: Works best if the team is skilled and the client participates regularly; otherwise, results may suffer (Yehia Ibrahim Alzoubi, 2023).

Under Agile, the project uses key practices like Scrum, Kanban, sprints, and daily standups to manage work efficiently and continuously as follows:

➤ **Kanban**

Kanban is an agile approach that emphasizes continuous working. Activities are also depicted on a board using columns such as To Do, In Progress, and Done, and Work InProgress (WIP) limits, which ensure overloading. Planning is not fixed; there is no mandatory meeting, and progress is observed in terms of such metrics as cycle time and lead time. It is best suited to flexible and on-delivery teams.

➤ **Scrum**

Scrum is an agile method that follows fixed-length iterations known as sprints, a sprint is usually two to four weeks. It has categorized roles, such as Product Owner, Scrum Master, and Development Team. Each sprint is planned at the beginning of a sprint and requires compulsory meetings, including Sprint Planning, Daily Scrum, Sprint Review, and Retrospective. Velocity and burndown charts are used to measure progress, making them appropriate in a team where time-bound delivery is preferred.



Figure 32: Agile Methodology

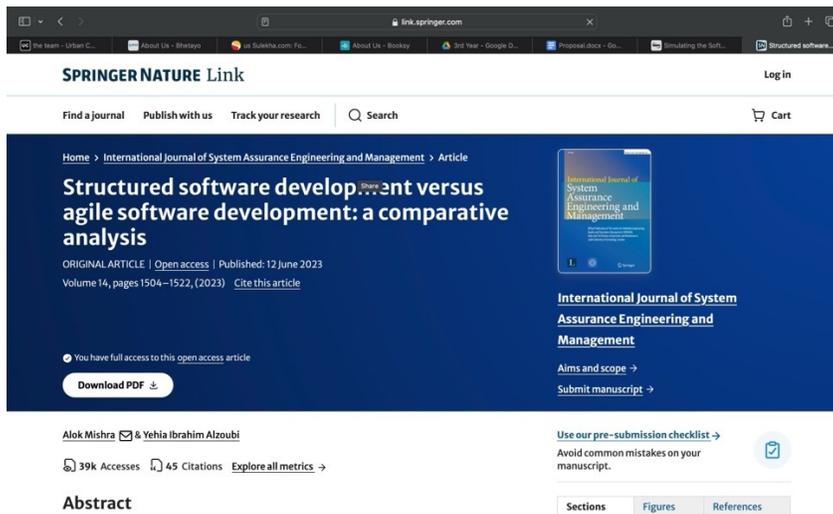


Figure 33: Research of Agile Methodology (Scrum & Kanban)

➤ Spiral Model

A flexible method for software development, the Spiral Model combines risk management with iterative cycles. It helps teams in finding issues early on and improving the software. Large complex projects take advantage of this model, which guarantees improved quality and meets user requirements.

▪ Advantages:

- Works for All Projects: Can be used for new development or improving existing software.
- Risk Control: Helps find and fix problems early.
- Customer Feedback: Customers can give feedback and request changes.

- Better Satisfaction: Customers see prototypes at each stage, so they are happier.
- Disadvantages:
 - Uncertain Failures: Doesn't handle unexpected product failures well.
 - Changing Mind: Doesn't fully manage when customers change their mind.
 - Not for Small Projects: Too complicated for small or simple projects.
 - Unknown Phases: Hard to know how many steps are needed, deadlines may be missed (Singh, 2025).

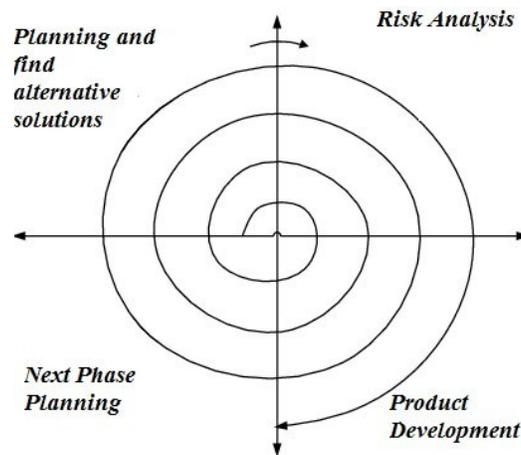


Figure 34: Spiral Model concept

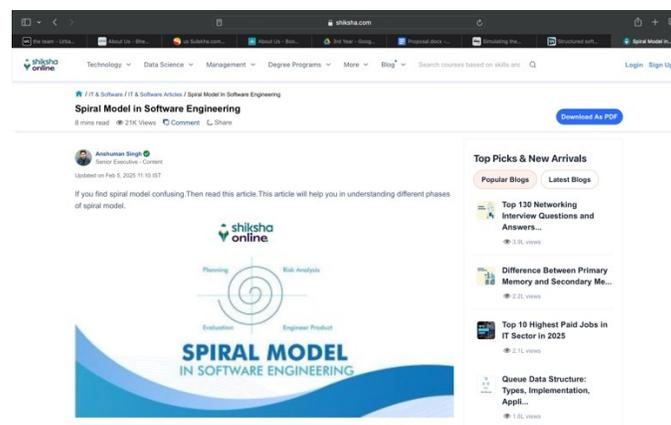


Figure 35: Research of Spiral Model

3.2. SELECTED METHODOLOGY

The Software development process involves the iterative approach which divides the entire process of software development into a number of repeatable cycles (iterations) and each of these includes the planning process, the development process and the evaluation process. In this model, the system functionality is developed in stages where a prototype is developed which is further developed and expanded. The method can be used to receive an early feedback, continuous improvement and early problem identification.

The iterative/incremental model would be the most appropriate one with the reference to this project, a local service booking platform. The system can be split into smaller increments, which means that each of the modules (e.g., user registration service, listing booking system, payments, ratings) can be developed, integrated, and tested on a case-by-case basis. This is required to avoid the need to retest the initial workable versions and to be able to implement feedbacks and identify the issues that should be experienced in advance.

- **Advantages:**

- **Phased development**

Progress is made in small, manageable stages. This makes it easier to track work and focus on completing one part at a time. It also helps the team stay organized and reduces confusion.

- **Early integration**

Parts of the system are combined and tested early. By bringing pieces together sooner, we can see how they work as a whole. This helps catch problems early instead of waiting until the end.

- **Reduced risk**

Problems are identified and fixed in smaller increments. Smaller updates mean mistakes don't cause big issues. It keeps the project safer and more reliable.

- **User feedback**

Stakeholders can review and give input after each stage. This ensures the system meets their needs. Their suggestions can be added quickly to improve the project.

- **Improved testing**

Testing can focus on smaller modules for better quality. It's easier to find and fix bugs in smaller parts. This way, the final system is more stable and works smoothly (Blakstad, 2023).

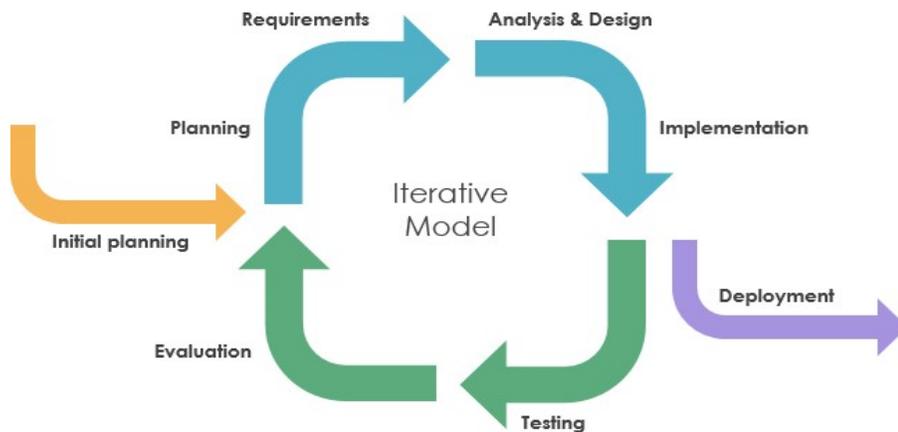


Figure 36: Iterative Methodology Concept

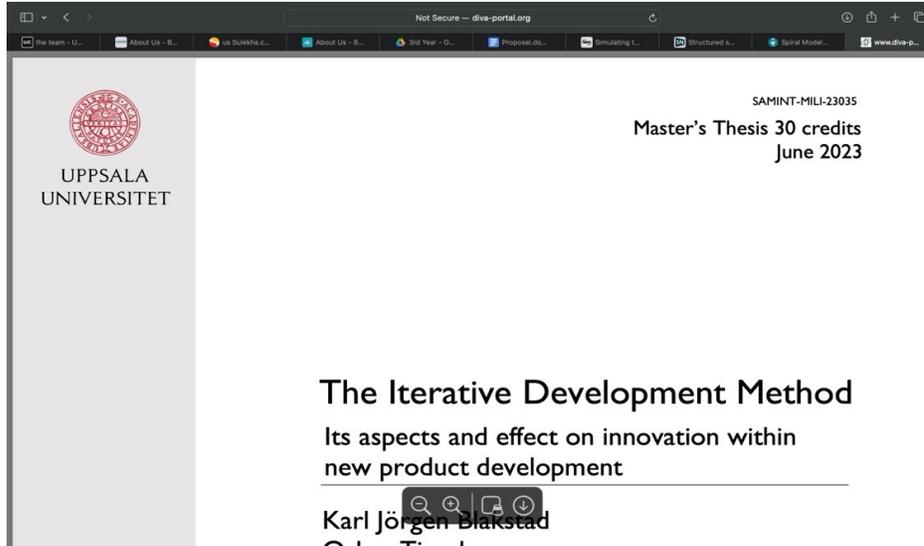


Figure 37: Research of Iterative Methodology

4. WORK DONE

S.N.	Task	Start Date	End Date	Status	Comment
1.	Define Project Scope	21 st Sep 2025	21 st Sep 2025	Completed	Introduced Sewaghar concept, workflow, and core features.
2	Set Objectives and Identify deliverables	21 st Sep 2025	22 nd Sep 2025	Completed	
3	Feature Identification & System Overview	22 nd Sep 2025	23 rd Sep 2025	Completed	Discussed services, payments and issue handling.
4.	Comparative Study of Similar Platforms	23 rd Sep 2025	25 th Oct 2025	Completed	Compared Sewaghar with 5 similar platforms and identified gaps.
5.	Research on Confusion Matrix & Methodology	21 st Sep 2025	28 th Oct 2025	Completed	Studied Confusion Matrix for service accuracy and evaluation.
6.	Requirement Gathering & Analysis	28 th Oct 2025	7 th Nov 2025	Completed	Identified system requirements from

					literature review and discussion.
7.	Business Rules Definition	1 st Nov 2025	6 th Nov 2025	Completed	Define booking, service, payment and review rules.
8.	Work Breakdown Structure (WBS) and Milestones	2 nd Nov 2025	7 th Nov 2025	Completed	WBS and milestone schedule prepared and reviewed.
9.	Software Requirement Specification (SRS)	7 th Nov 2025	12 th Nov 2025	Completed	Full SRS document completed and reviewed.
10.	Initial Database Schema Design	7 th Nov 2025	11 th Nov 2025	Completed	Database schema planned based on system requirements.
11.	Use Case Diagram	8 th Nov 2025	12 th Nov 2025	Completed	Identified actors and system interactions.
12.	Data Flow Diagram	9 th Nov 2025	14 th Nov 2025	Completed	DFDs designed and refined to match real processes.
13.	Flowchart Design	10 th Nov 2025	14 th Nov 2025	Completed	Process flow of the system visualized.
14.	Sequence Diagram	14 th Nov 2025	14 th Nov 2025	Completed	Customer, system, OTP, and service interactions clarified.
15.	Class Diagram	14 th Nov 2025	14 th Nov 2025	Completed	Main classes, attributes, methods, and relationships finalized.
16.	Collaboration Diagram	14 th Nov 2025	14 th Nov 2025	Completed	Object interaction and message flow prepared.

17.	Wireframes and Prototypes	14 th Nov 2025	21 st Dec 2025	Completed	UI wireframes and prototypes created for testing.
18.	Laravel Project Setup & Architecture	21 st Dec 2025	21 st Dec 2025	Completed	Laravel environment, workflow and architecture discussed.
19.	Frontend Design Planning	21 st Dec 2025	21 st Dec 2025	Completed	Initial frontend structure planned based on wireframes.
20.	Initial Database Tables Create	26 th Dec 2025	-	Ongoing	
21.	Interactive and responsive frontend development of every page	25 th Dec 2025	29 th Dec 2025	Completed	Frontend design created.
22.	Core System Development (Login, Booking, Payment)	26 th Dec 2025	-	Ongoing	
23.	Proposal Report	10 th Nov 2025	14 th Nov 2025	Completed	Proposal Report completed
24.	Interim Report	25 th Dec 2025	30 th Dec 2025	Completed	Interim report completed

Table 2: Work Done

EVIDENCE

SRS documents were made in order to gather the requirements. Further, 3 research papers and 5 applications of the nature were identified in the above topic on the basis of the conclusion of the requirement gathering which were also identified on the requirement. The ideas and features are derived out of the research of the applications to be applied and on the basis of the research papers, it is concluded that the proposed project will use PHP Laravel, ecommerce challenges in the Nepali market, and challenges to the development of the new platform.

EVIDENCE NO.1: Similar Platforms

The analysis of the analogous projects indicates that a modern approach to service booking, and management systems is based on the uniting of the users with tested and certified service providers to guarantee reliability, safety, and convenience. The websites like Urban Company, Sajilo Sewa, and Bhetayo solve such issues as locating reliable professionals within a certain time frame as they provide clear prices, quality standards, and diversified services. Similarly, bigger systems like Sulekha and Booksy also show how technology can be used to scale service discovery, booking and provider management across cities and countries. On the whole, these regimes identify the role of trust, efficiency, and easy-to-use digital solutions in streamlining access to daily services in both local and global settings. Mentioned in chapter 2.3

EVIDENCE NO.2: WBS (WORK BREAKDOWN STRUCTURE)

Work Breakdown Structure (WBS) is a project management method that subdivides a project into small manageable units to enable easier planning and management. It divides the project into smaller tasks and the sub-tasks which makes the planning process more accurate and transparent. The major project documents that are usually used to draw WBS include contracts, drawings, and specifications to ensure that none of the aspects of the project is forgotten.

It is performance-based and exhibits work in a clear hierarchical structure that packages all the minor and big jobs. Every section and every level contribute 100 percent of the work in that part. A good WBS is not found to have action verbs, at least two levels and is maintained as up to date continuously as the project progresses(Y Latief, 2018).

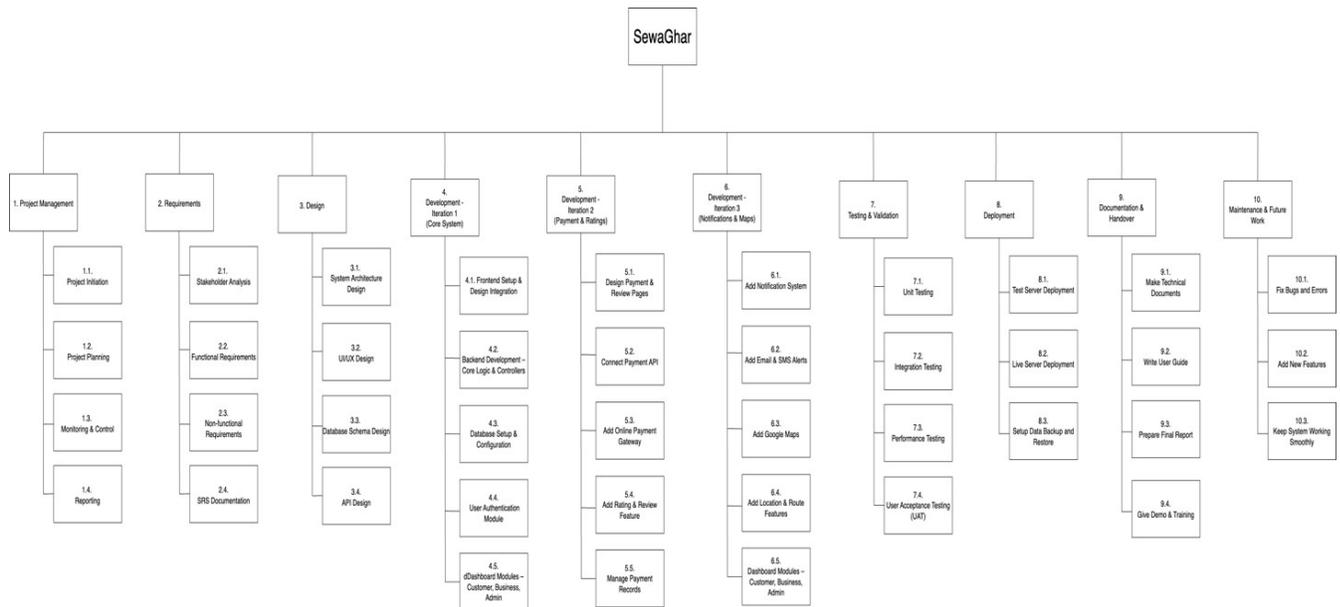


Figure 39: Work Breakdown Structure for SewaGhar

In this diagram above, the system is broken down into 10 phases.

EVIDENCE NO.3: MILESTONE LISTING



Figure 38: Milestone

• Milestone Description in Tabular Form

Milestone No. & Title	Dates	Simple Description
Milestone 1: Project	03 Dec 2025 – 22 Dec 2025	To work effectively with the team, it is crucial to start the project, set goals, understand the scope, make schedules, plan tasks, identify risks, and create the communication plan.

Management Setup		
Milestone 2: Iteration 1- Core System Development	23 rd Dec 2025-13th Jan 2026	Create the basic system. Design the database. Add significant elements such as login, service listing and booking. Test the basic system and receive initial feedback to enhance it.
Milestone 3: Iteration 2- Payment & Review System	14 th Jan 2026-05 th Feb 2026	Add rating, review, and online payment features. Optimize system pages, integrate payment gateway, and store transactions, Test user and correct any problem.
Milestone 4: Iteration 3- Notifications & Maps	06 th Feb 2026-05 th Mar 2026	App notifications. Include Google Maps on routes and locations of services. Enhance customer, business and admin dashboards. Test performance and approval by user (UAT).
Milestone 5: Full System Integration & Development	06 Mar 2026- 25 th Mar 2026	Integrate all modules (core, payments, maps). Test the full system. Install the backup live server. Implement the system into practice.
Milestone 6: Documentation & Handover	26 th Mar 2026-15 th Apr 2026	Prepare any technical documents and user manuals. Prepare final project report. Provide a demonstration and mini training. Deliver the completed project.
Milestone 7: System Maintenance & Updates	16 th Apr 2026-30 th Apr 2026	Correct issues in the live system. Consider minor additions according to the feedback. Maintain the system and strategize future changes.

Table 3: Milestone in Tabular Form

EVIDENCE NO.4: SRS (SOFTWARE REQUIREMENT SYSTEM)

A Software Requirements Specification (SRS) is a document that clearly explains what a software system should do and how it should work. It lists both functional requirements (the main features and actions of the system) and non-functional requirements and rules like performance, security, and usability. An SRS helps developers understand exactly what the client wants, reduces mistakes, and guides the full development process. It works like an agreement between the client and the development team, written in simple language so both technical and non-technical people can understand it.

➤ **Introduction**

▪ **Purpose**

This document clearly explains what the SewaGhar system will do. It describes all features, rules, and requirements needed to design and develop the system. It helps teachers, developers, and users to understand the complete system properly.

▪ **Scope**

SewaGhar is a web-based company that enables clients to book online local services like plumbing, electrical repairs, cleaning, and others. Businesses can sign their names on the platform, post the services that they offer, make bookings, and finalize customer requests. The admin controls the system by checking businesses and controlling all the activities to provide fast and quality service.

▪ **Primary Users**

Admin- who manages approvals and system operations

Businesses- which offer services and manage workers

Workers- complete assigned jobs

Customers- who book services and make payments

▪ **Key Functional Components**

- Service Browsing as users can explore different home services such as plumbing, electrical work, repairs, and cleaning.
- Quick Search as users can type keywords to find the service they need faster.
- Filters also allow users to filter services by price, location, ratings, and availability.
- Service Details Page In this one, each service shows important information like cost, description, provider details, reviews, and estimated time.
- Online Booking: Users can book a service by choosing a date, time, and describing their problem.
- Secure Payment: Supports online payments as well as cash on delivery.
- Booking Status Updates: Users get notifications for booking confirmation, updates, and completion.
- Provider Dashboard: Service providers can manage bookings, update their availability, and track ongoing jobs.
- Admin Panel: Admin can manage all users, service providers, services, payments, and system activities.
- Responsive Design: The platform works smoothly on mobile, tablet, and desktop devices.
- Technical Stack:
 - Frontend: HTML, CSS, JavaScript, Bootstrap
 - Backend: Laravel
 - Database: MySQL
- User-Friendly Design: Interface planned in Figma to ensure easy navigation for all users.

➤ **Overall Description**

▪ **User Needs**

The main needs of the users of SewaGhar are:

- A simple and easy-to-use website so customers can quickly search, book, and manage home services.
- Clear service information, including price, description, ratings, reviews, and location, so users can choose the right service provider.
- Safe and flexible payment methods, such as online payment or cash on delivery.
- Fast and reliable notifications to update users about booking confirmations, changes, or reminders.
- A trusted review and rating system so customers can see real feedback before booking.
- A business dashboard where service providers can manage bookings, workers, schedules, and service details.
- Location support through Google Maps to find nearby service providers easily and reduce waiting time.

➤ **Assumptions and Dependencies**

These points explain what must already be true for SewaGhar to work well.

▪ **Assumptions**

- Users have access to a smartphone, laptop, tablet, or any device that can open the SewaGhar website.
- Users know basic things like using a browser and filling simple online forms.
- The user's device has an active internet connection.
- Service providers check their dashboard regularly to respond to bookings.
- Internet or mobile data is available most of the time.

- Google Maps gives accurate location information.
- Users provide correct personal details while registering or booking.
- Service providers reply to booking requests on time.
- Users allow required permissions such as location and notifications.

▪ **Dependencies**

- Google Maps API is for location tracking and showing nearby service providers.
- Internet connection is needed for searching services, booking, sending alerts, and saving data.
- Payment gateway for secure online payments.
- Web server to run the SewaGhar platform and process all tasks.
- MySQL database is to store user accounts, bookings, reviews, payments, and business details.
- SMS and notification services to send booking alerts, reminders, and updates.
- Device and browser support the platform that must work smoothly on all modern browsers and devices.
- Verified service providers to make sure customers receive trustworthy and quality service.

➤ **Functional Requirements**

▪ **User Access Management**

As customer and businesses can register and log in. Businesses' accounts require admin approval to go further. Users can update profile and reset password

▪ **Service Management**

Businesses can add services with details such as price, category, and description. Customers can search for services by category, location, and rating.

▪ **Booking System**

Customers can book services by choosing a date and time and entering problem details. And Booking status as Pending, Confirmed, Assigned, In Progress, Completed, Cancelled.

- **Payment Processing**

A customer can pay online or opt for cash on delivery. And also, the payment gateway must record successful or failed transactions.

- **Worker Assignment System**

This feature assigns the right worker or business to a customer's booking. It helps maintain fast response times and improves overall service efficiency.

- **Ratings & Reviews Module**

This allows customers to give feedback after service completion. The system uses these ratings to help maintain quality and trust in the platform.

- **Notification System**

This system sends timely updates like booking confirmations, reminders, and status changes. It keeps all users informed about important actions.

- **User Profile Management**

This manages personal information, contact details, and user preferences. It ensures each user's data is stored, updated, and accessed correctly.

- **Admin Features**

This provides admins with tools to control or monitor bookings, users, services, and overall system performance. It helps maintain order and ensures smooth platform operations.

- **Service History & Tracking**

Customers and businesses can view past bookings, payments, and worker assignments for record-keeping and resolving issues.

- **Promotions & Discounts Module**

Businesses or admins can offer discount codes. Customers can use these during booking to get reduced prices.

- **Report & Analytics System**

Admins and businesses can generate reports on bookings, payments, and ratings to understand trends and improve services.

- **Non-Functional Requirements**

- **Security**

The system should ensure that all passwords are well-encrypted to ensure they are not misused by anyone. It must constantly operate on HTTPS so that it can be secure. This maintains safe user data.

- **Performance**

Every page needs to be loaded within 2-3 seconds so that the users are not delayed. The system is user-friendly due to its fast loading. It enhances user satisfaction as well.

- **Availability**

The system is not supposed to be offline more than 99 percent of the time. The users should be able to use the platform at any time they require it. This ensures reliability.

- **Usability**

The interface should be user-friendly and easy to use, improving the overall experience. It should also have clear navigation so users can find features quickly.

- **Backup**

The database should be backed up daily. This will ensure that valuable information is not lost. It is also easy to recover in case of a problem.

- **Scalability**

The system's capacity to manage users and bookings should be increased. This must work even when the traffic is increased. This guarantees performance in the long run.

- **Reliability**

The platform should run without frequent errors or crashes. Users should be able to always trust it. This builds confidence in the system.

- **Maintainability**

The developers should find it easy to update and fix the system. A clear structure and clean code help in quick changes. This, in turn, enhances improvement in the future.

- **Compatibility**

The platform works on desktops, tablets, and mobiles, and across major browsers for easy access. It works on all devices and major browsers.

- **Data Privacy**

User personal and payment data is protected and only accessible to authorized personnel. Only authorized users can access personal and payment data.

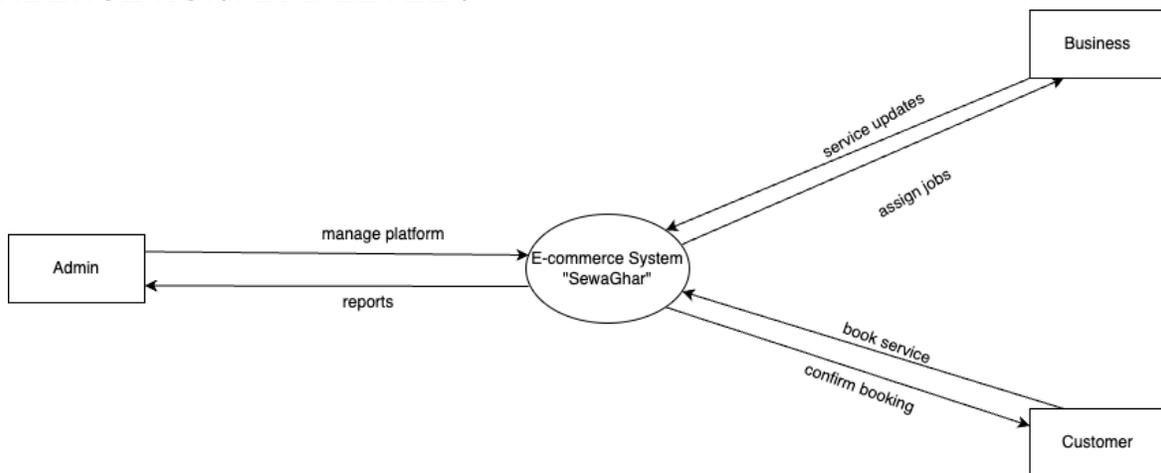


Figure 39: DFD Level 0

The above diagram is a Context Diagram, which is also known as a Level 0 Data Flow Diagram for an e-commerce platform called "SewaGhar". This diagram is used in system design to show the scope of a system. This shows the interaction between the customer, business, and admin. The customer provides book service and gets confirm booking from ecommerce system, whereas the business provides service updates and take assign jobs. The admin manages platforms and takes reports from the system.

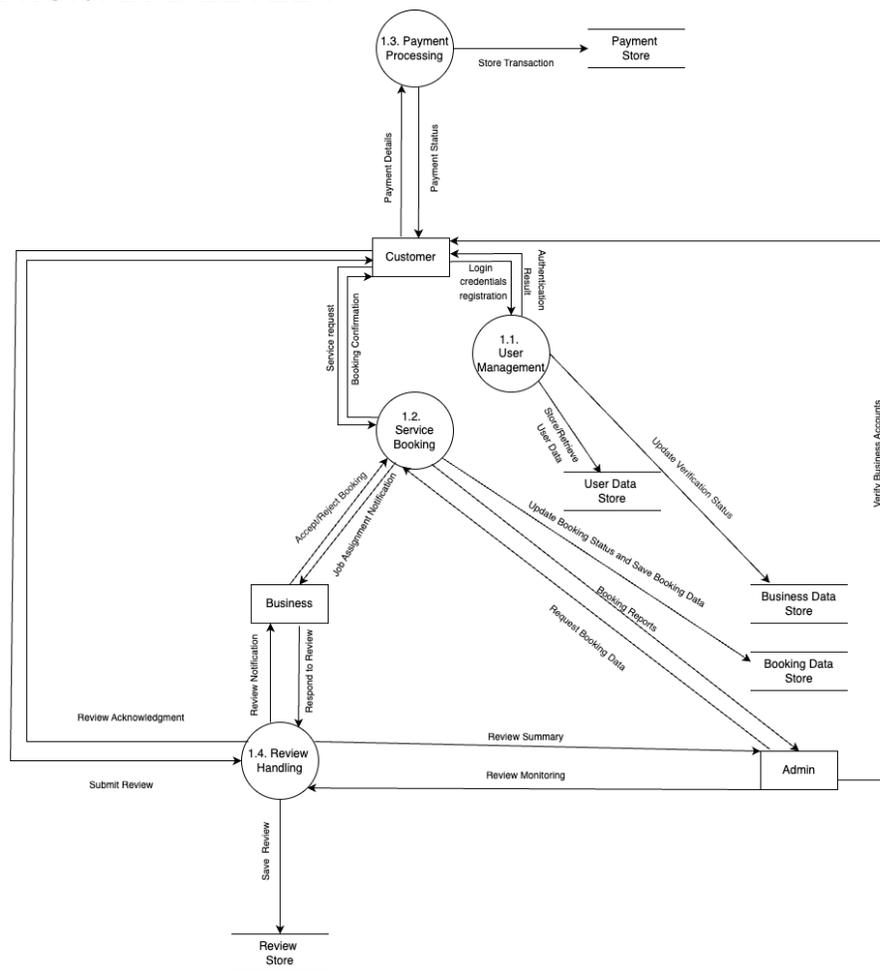


Figure 40: DFD Level 1

This is the dfd level 1 which demonstrates in a booking system how information flows. The site is divided into four fundamental processes. The former is User Management (1.1) which is used to authenticate the user and the second one is Service Booking (1.2) which is used to handle the arrangement of jobs between customers and businesses. The third is Payment processing (1.3) of financial transactions, and the last one is Review Handling (1.4) of feedback management. The system has five different data stores namely user, Business, Booking, Payment and Review. In these, information is stored and is used to assist in administrative control. In this workflow, Admin has to keep the platform intact with both checking business accounts and review summary surveillance. As the customer has the task of making the cycle work through the request of the services and the payment, which is registered and transferred to the corresponding Business entity.

EVIDENCE NO.7: DATABASE SCHEMA

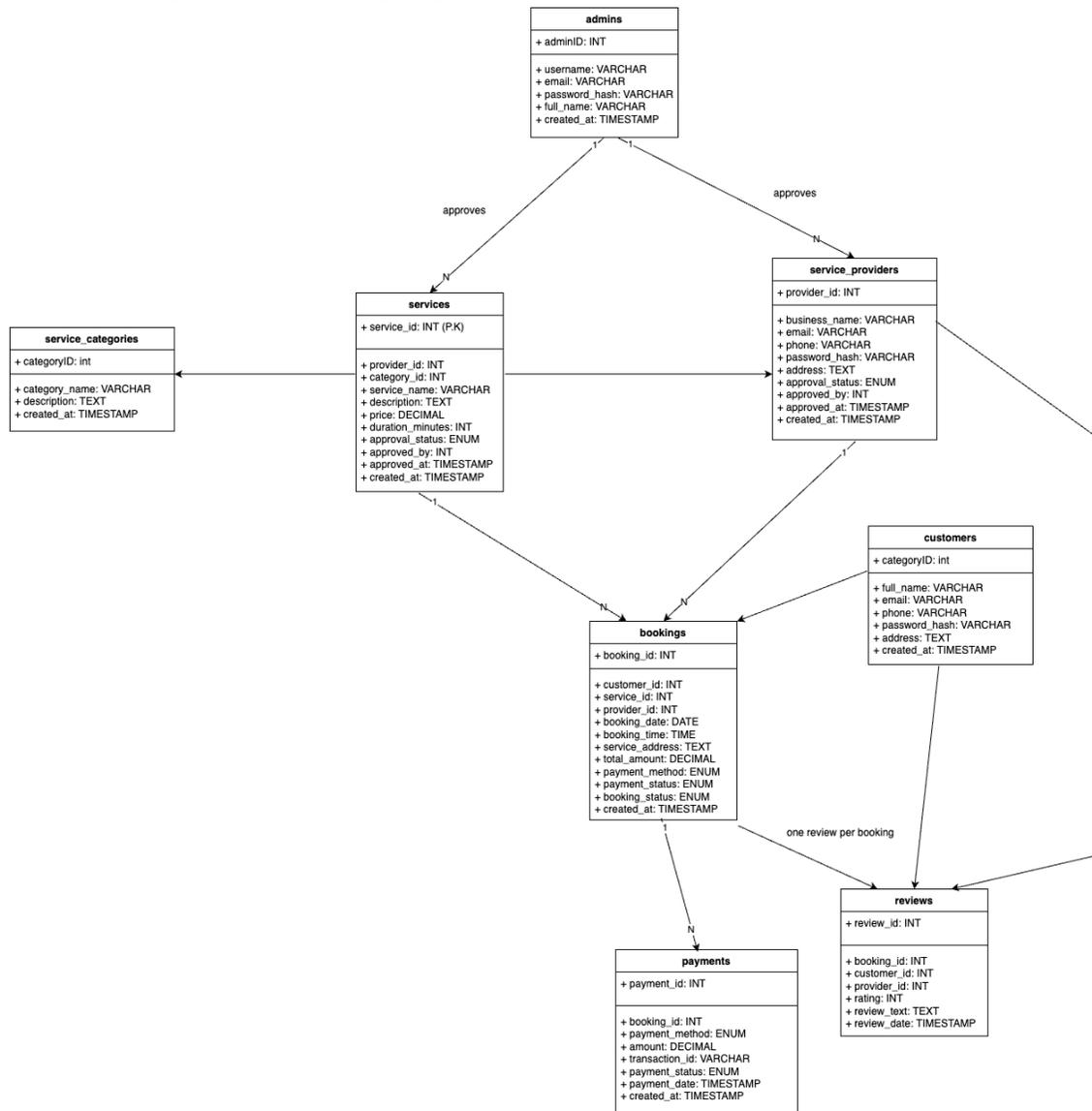


Figure 41: Database Schema

The following diagram depicts a service marketplace platform wherein admins manage the ecosystem by giving service providers and the services they provide to sub-categories a green light. It is a transaction that takes place when a customer books a service and this will create a record of payment that enables financial tracing as well as enable the customer to leave a review that is attributed to the provider as well as to the **booking**. This architecture will provide a closed-loop user management, service quality management, financial management, and reputation management.

EVIDENCE NO.8: SEQUENCE DIAGRAM

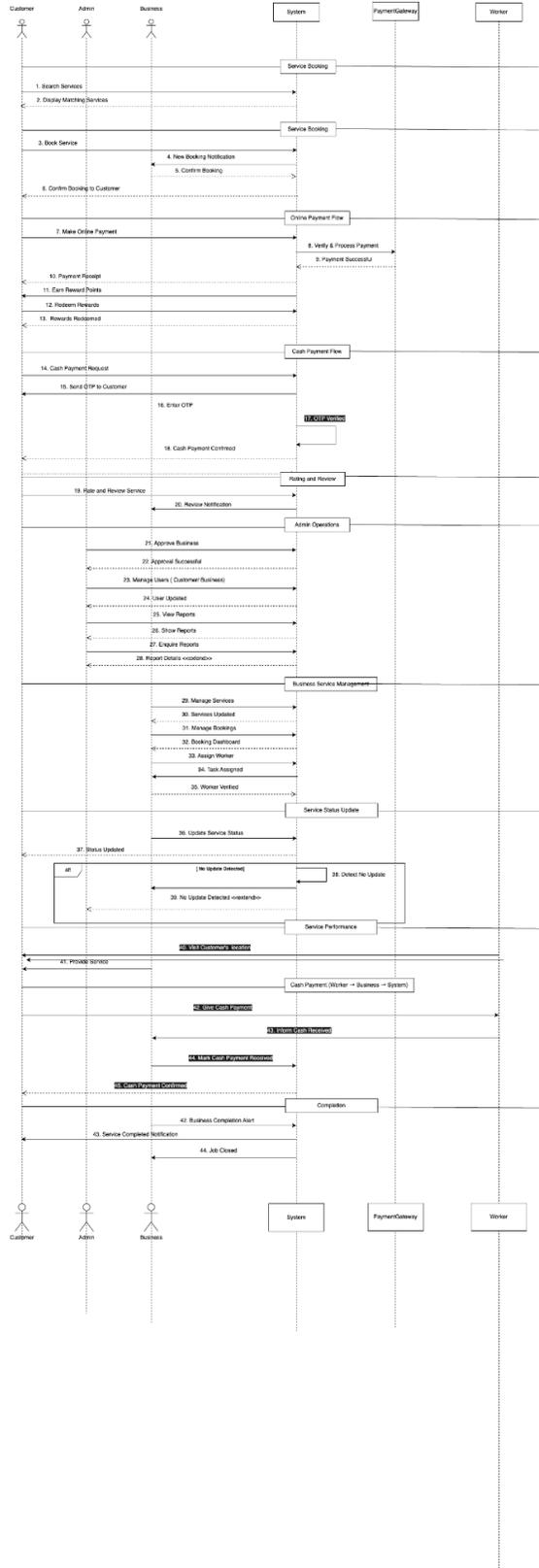


Figure 42: Sequence Diagram

It is an end to end operational workflow sequence diagram of a service marketplace and it shows the interactions between the Customer, the Admin, Business (Provider), System, Payment Gateway and Worker. It monitors the life cycle of a service since the first search and booking during the payment processing (online and by cash with OTP verification) and then the service implementation by a worker and the completion of the job. The diagram also includes administrative and management functions, including; the administrative approvals, business management of service/workers, and the ultimate rating and review loop, which will have a coordinated flow between all stakeholders and the central system.

EVIDENCE NO.9: CLASS DIAGRAM

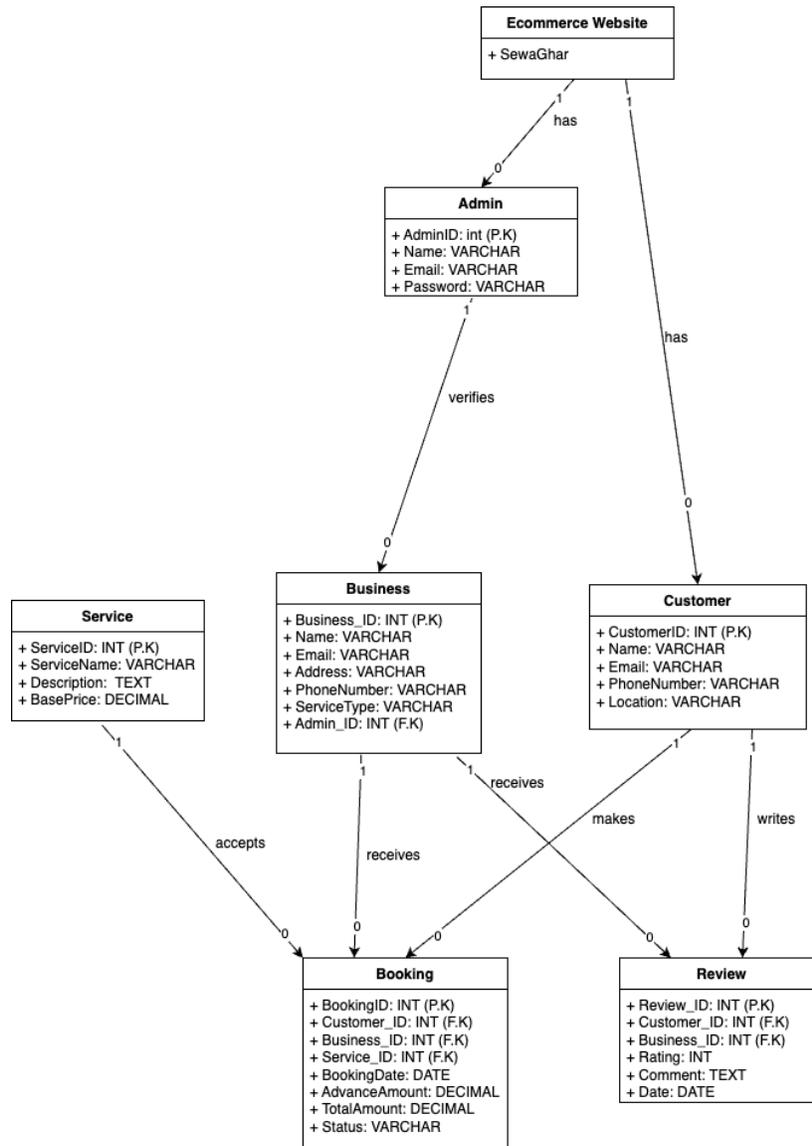


Figure 43: Class Diagram

This diagram presents the ecosystem of the SewaGhar service marketplace, illustrating the structure relationship and flow of operations of Admins, Businesses, Customers and Workers. Structurally, an Admin validates Businesses providing a particular service at the time when the customers communicate with the platform to make bookings. Operationally, this is in the form of lifecycle beginning with service discovery, booking confirmation to processing of payment to online or cash through OTP, assigning of worker and finally executing the service. Status updates and customer reviews are the final links to this loop, as the flow between the initial administrative approval and job completion and financial settlement is to be managed.

EVIDENCE NO.10: ERD (ENTITY RELATIONSHIP DIAGRAM)

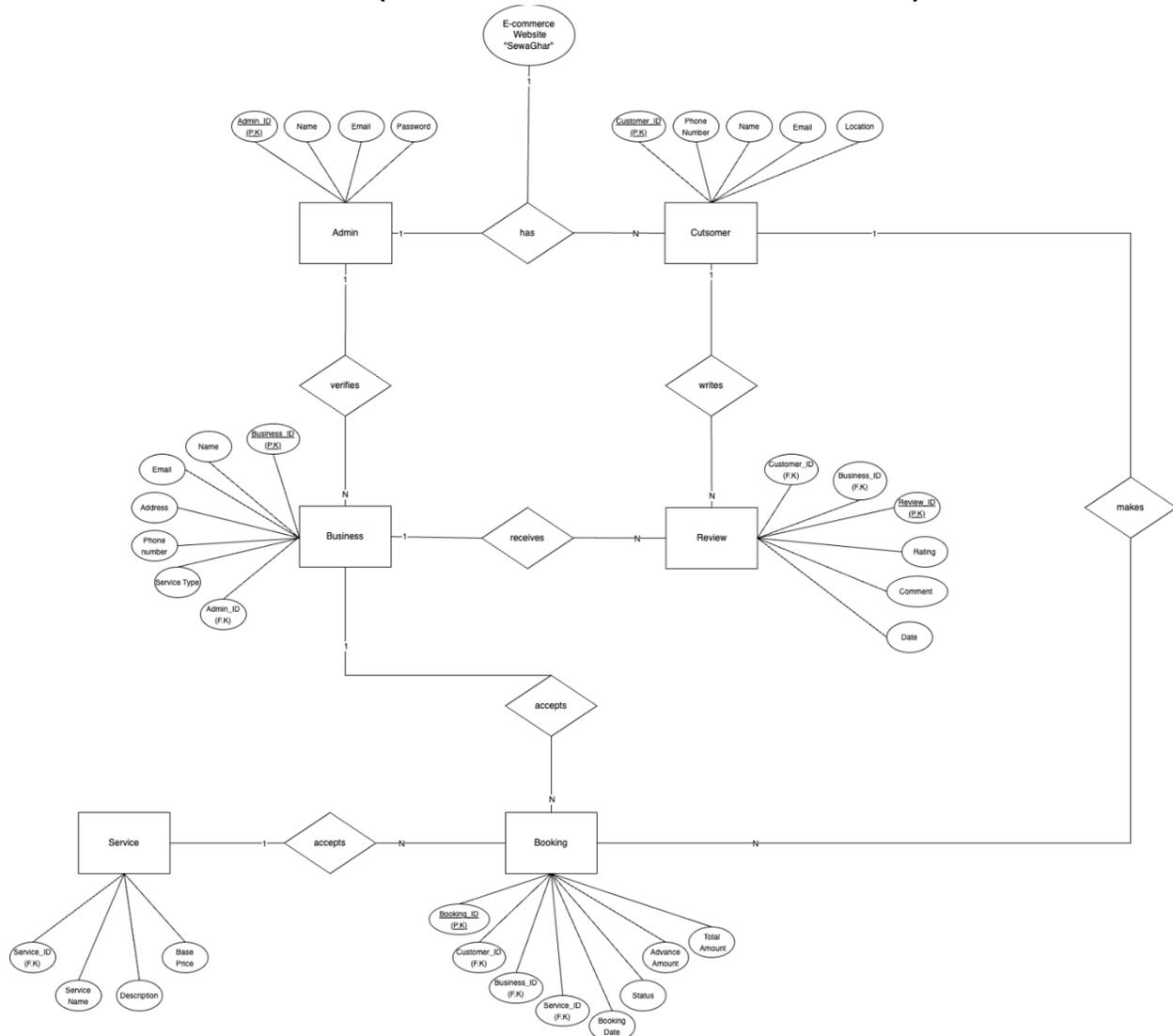


Figure 44: ERD (Entity Relationship Diagram)

The given diagrams depict the SewaGhar service marketplace that involves a systematic ecosystem where Admins authenticate Businesses that provide diverse Services. The system enables a full lifecycle in which the Customers browse and reserve services that initiate a workflow flow which encompasses booking confirmation, online or cash payment processing (secured with OTP) and assignment of workers. The final stage in this operational flow is the service execution, the status updates and a feedback loop where the customers give ratings and reviews to the businesses all to be controlled by the centralized system which manages both financial and performance data.

EVIDENCE NO.11: FLOWCHART

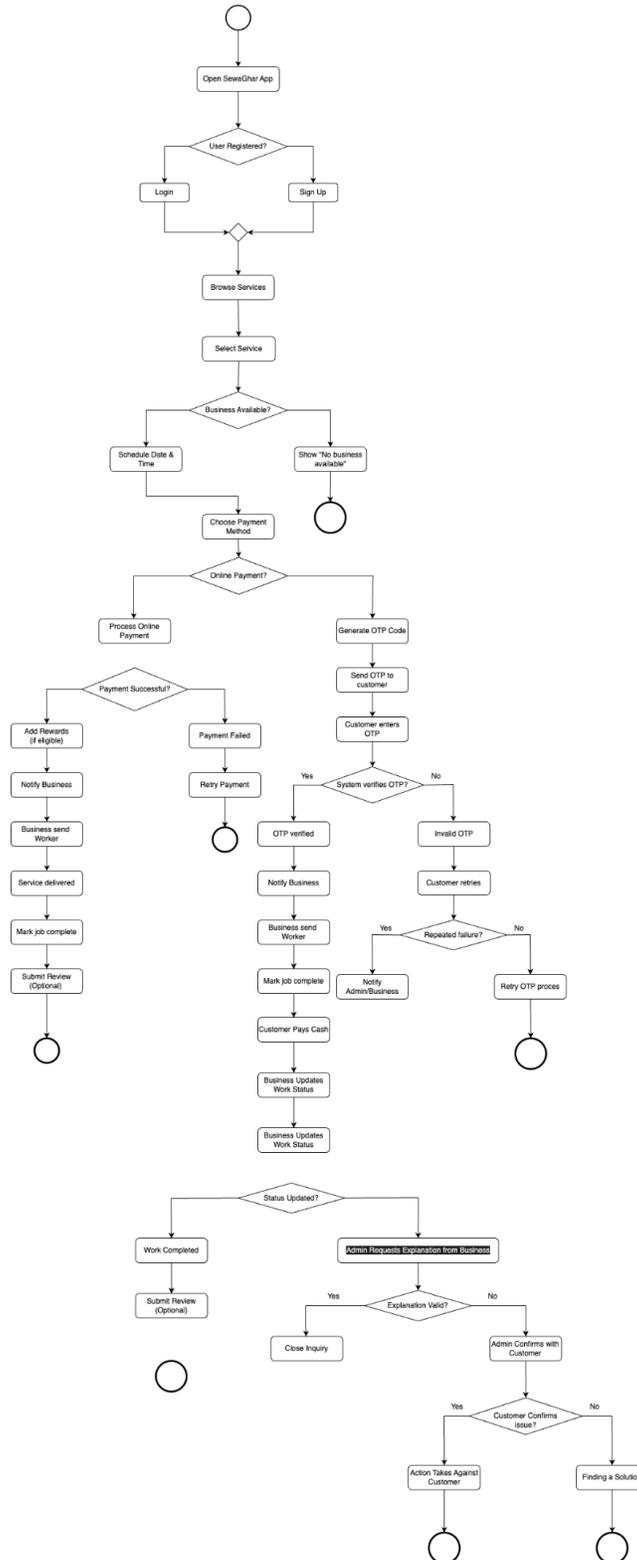


Figure 45: Flowchart

The given schemas outline the SewaGhar architecture and business process of the provided e-commerce platform, which is an e-marketplace of services. The platform is structurally governed by Admins who approve Businesses that provide a particular Service and the Customer browses and books the Services. Operationally, user registration and service selection are followed by the dual payment system whereby cash payment is done by way of Online Payment with reward point or Cash Payment; which is guaranteed by way of OTP verification. After a booking is confirmed, the businesses will have Workers tasked with completion of the job, and the system will monitor the process until the job is finished, and the process ends with Customer Reviews and possible administrative intervention to settle any status conflicts.

EVIDENCE NO.12: USECASE DIAGRAM

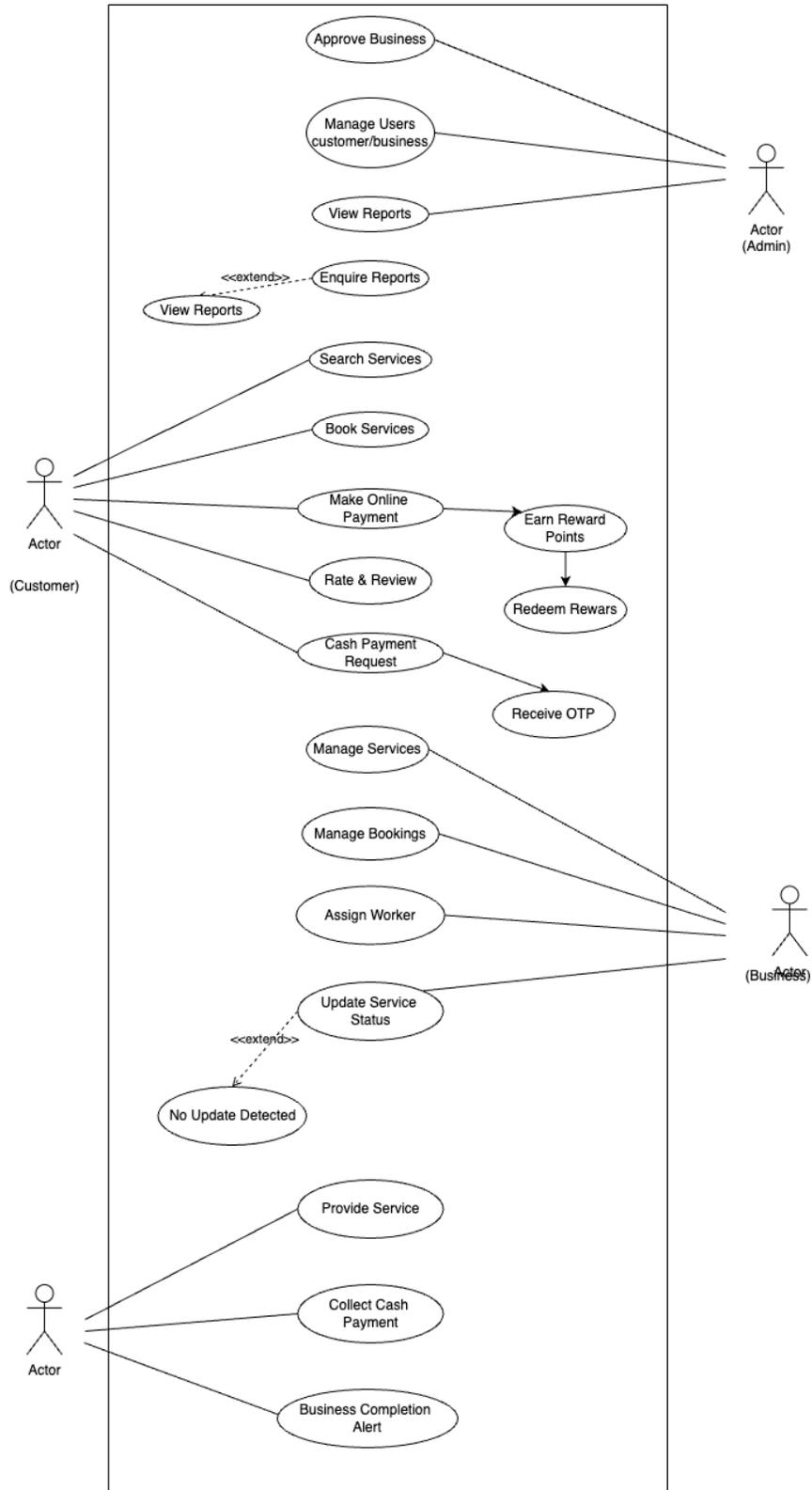


Figure 46: UseCase Diagram

The diagrams given elaborate the full design and working logic of SewaGhar, a centralized service marketplace which links Customers, Businesses and Workers with the oversight of Admin. The platform is structured around a database schema, in which businesses that are verified post services which are bookable by customers who can follow up with reviews.

EVIDENCE NO.13: INITIAL GANTTCHART

A Gantt chart is a project management tool that is used to plan, schedule, and track projects. It displays tasks in the form of horizontal bars on a timeline, their start date and end date, progress, dependencies, and deadlines. Gantt charts allow viewing the whole project at the same time, the relationship of tasks, the project phases, and the person responsible for the tasks. They are particularly applicable in large teams and complicated

projects and assist managers to track progress, manage the time, and determine the critical path between the beginning and end of the project (Association for Project Management (APM), 2024).

➤ **Project Management Phase**

The project has clear phases and iterations, which are defined in a Gantt chart that displays tasks, durations, dependencies, and milestones. It begins with Project Management, where the project is initiated from 3rd to 5th November 2025. A detailed plan and schedule are then developed from 6th to 10th November 2025. The Team will then monitor progress and manage risks from 11th to 17th November, providing updates and informing stakeholders from 18th to 21st November, marking the completion of the Project Management setup milestone.

➤ **Iteration 1 – Core System Development**

The initial one is the Core System that involves requirement understanding and refinement between November 23rd and November 25th, with system and database design coming between November 26th and November 30th. The basic modules are made between 1st and 8th December, such as user registration and user login, service listing and service browsing, and service booking. The core system testing and feedback is conducted between 9th and 12th December, concluding the first iteration milestone.

➤ **Iteration 2 – Payment & Review System**

Iteration 2 Payment and Review System will start with reviewing the responses of the first iteration during the month of 30th to 4th December, then design payment and review pages during the month of 5th to 10th December. Its new features, such as online payment, ratings and reviews, and payment records management are developed between 11th and 25th December. The testing and improvements occur

between 26th December and 2nd January 2026, and the goal of features being ready is accomplished.

➤ **Iteration 3 – Notifications & Maps**

Iteration 3 Notifications & Maps In 14th to 18th December, the improvement planning is performed, in 19th to 25th December, the notifications are added, and eventually, in 26th to 2nd December, the integration of Google Maps is performed. The dashboards will be enhanced from 3rd to 10th January, and performance testing will be done along with user acceptance testing, which will be done between 11th and 23rd January, and the milestone will complete the full set of features.

➤ **Final Integration & Deployment**

The Final Integration and Deployment phase includes all modules between 25th and 30th January, configures the live server and backup between 31st January and 6th February, and deploys the system between 7th and 13th February, which is defined as the system live milestone.

➤ **Documentation & Handover**

The activities related to documentation and handover (writing technical documentation and preparing a user guide, final project report, and carrying out an introductory session and training) are taking place from 15th February to 6th March, completing the project handover milestone.

➤ **Maintenance & Future Updates**

Lastly, the phase of Maintenance and Future Updates occurs between 8th and 20th March 2026, where bug fixes and topics to add, new features will occur based on the feedback, and a maintenance phase milestone will commence. The Gantt chart makes certain that there is a clear, organized timeline, dependencies, milestones,

and it helps in tracking progress in a systematic way, starting with initiation and moving on to maintenance.

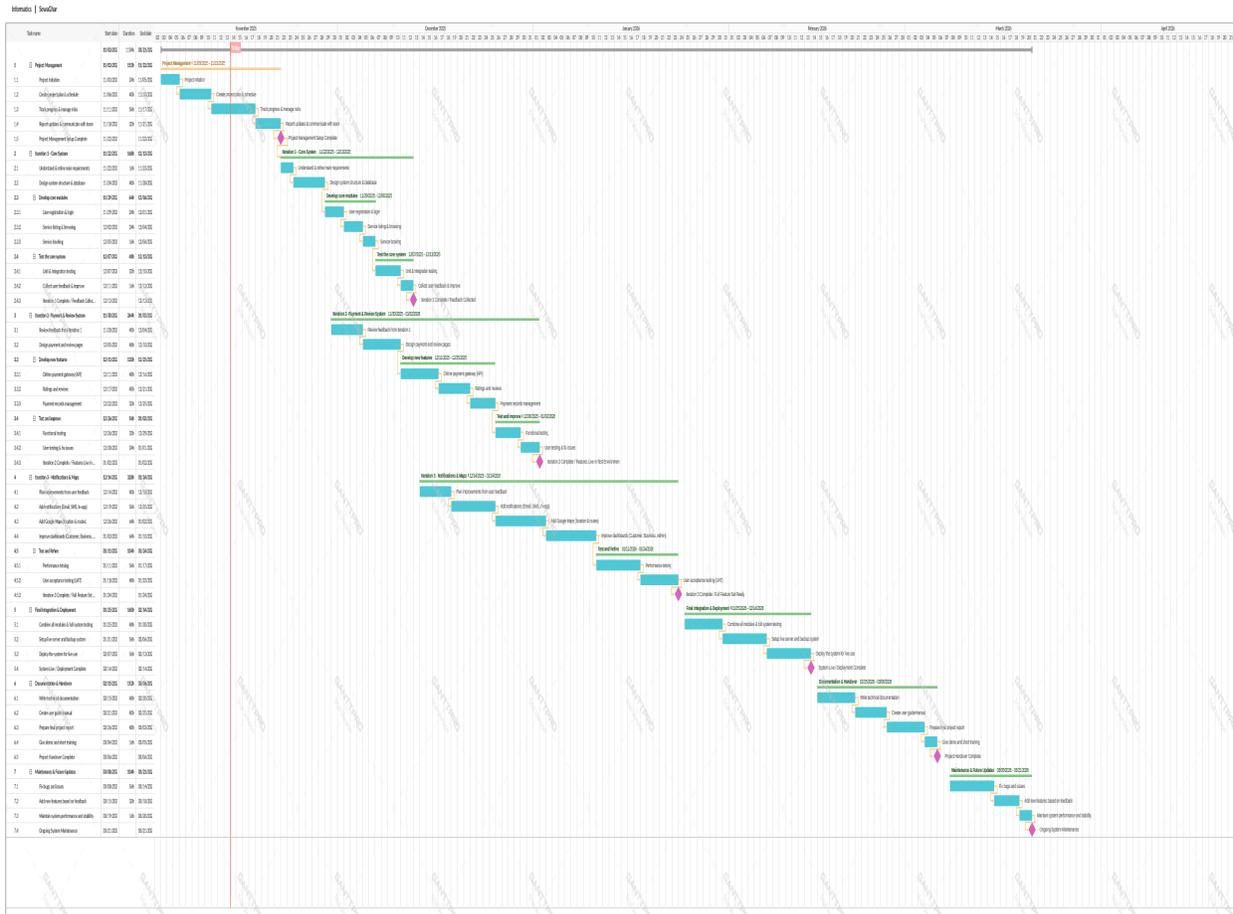


Figure 47: Initial Gantt Chart

EVIDENCE NO.14: NEW GANTT CHART

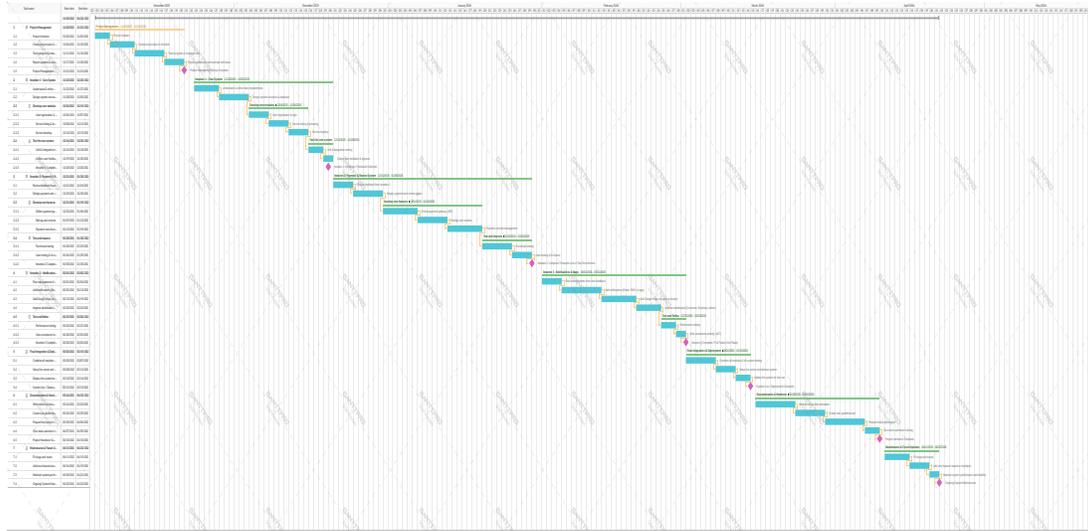


Figure 48: New Gantt Chart

This is the revised Gantt chart because I could not keep it up to date according to the previous Gantt chart. That's why this is a new Gantt chart according to the new dates, which I have already completed, and will be completed, and the end time of this project is April 30, 2026.

EVIDENCE NO.15: UI DESIGN

- UI Design for Login Page

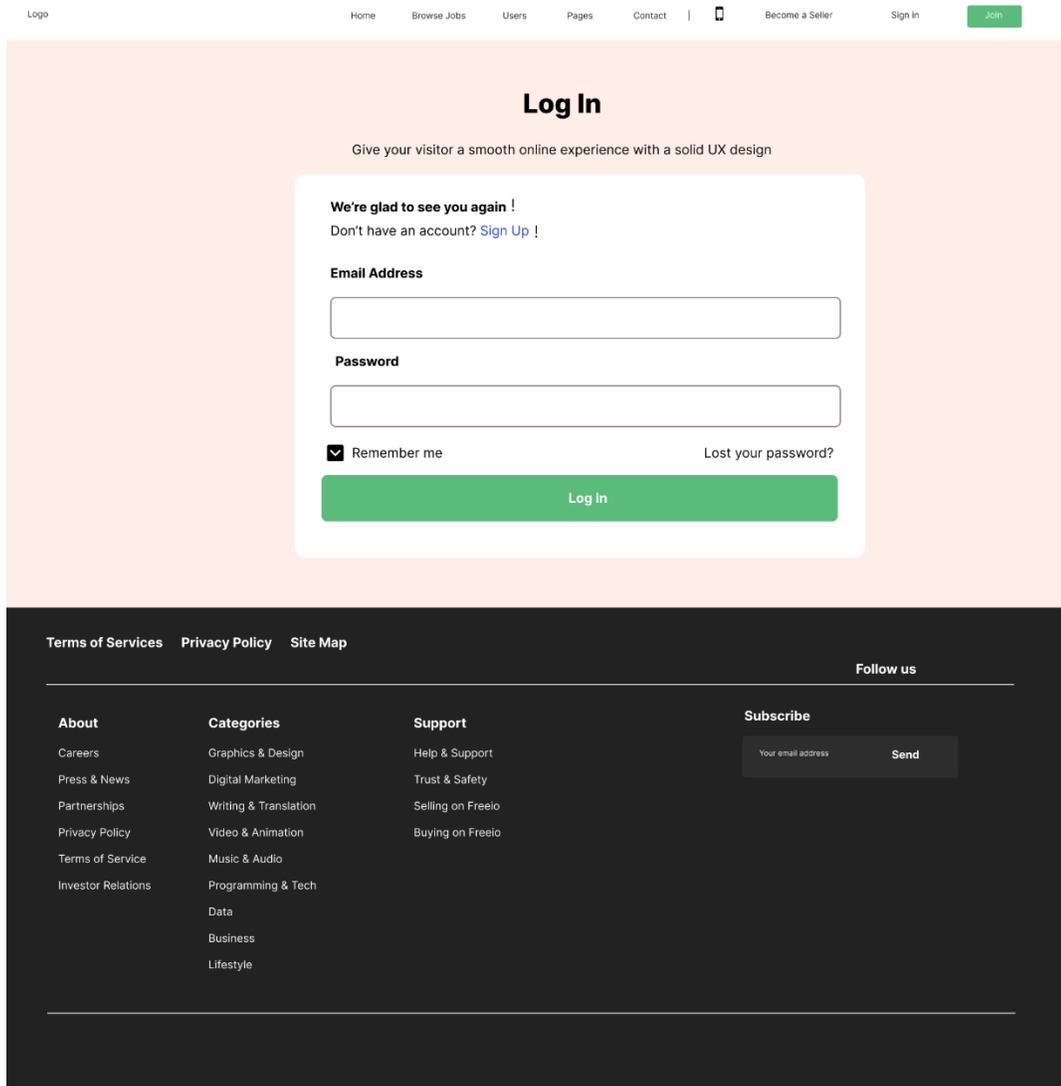


Figure 49: UI Design Login Page

➤ Wireframe of Login Page



Figure 50: Wireframe of Login Page

➤ UI Design of Home Page

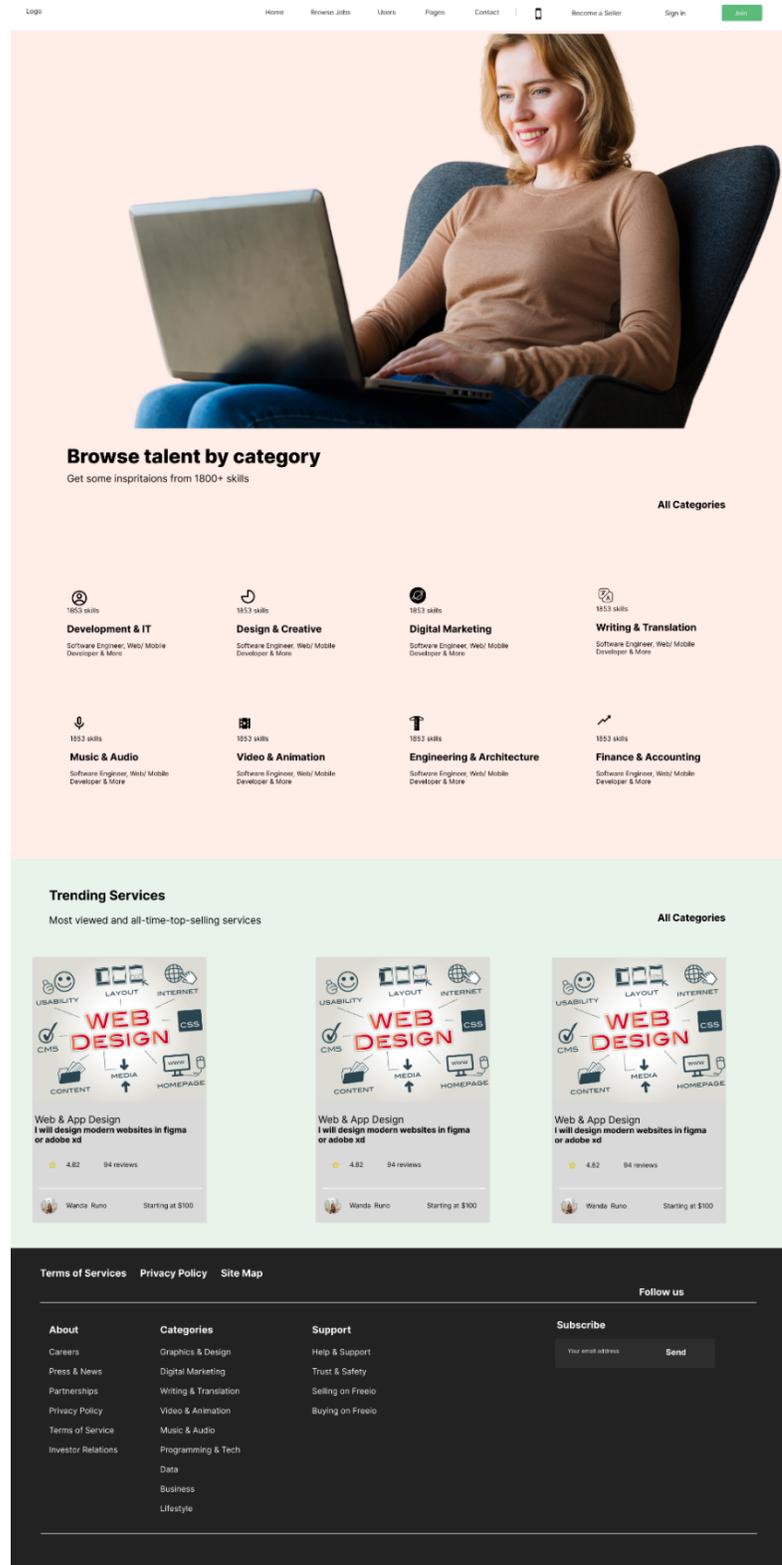


Figure 51: UI Design of Home Page

➤ Wireframe of Home Page

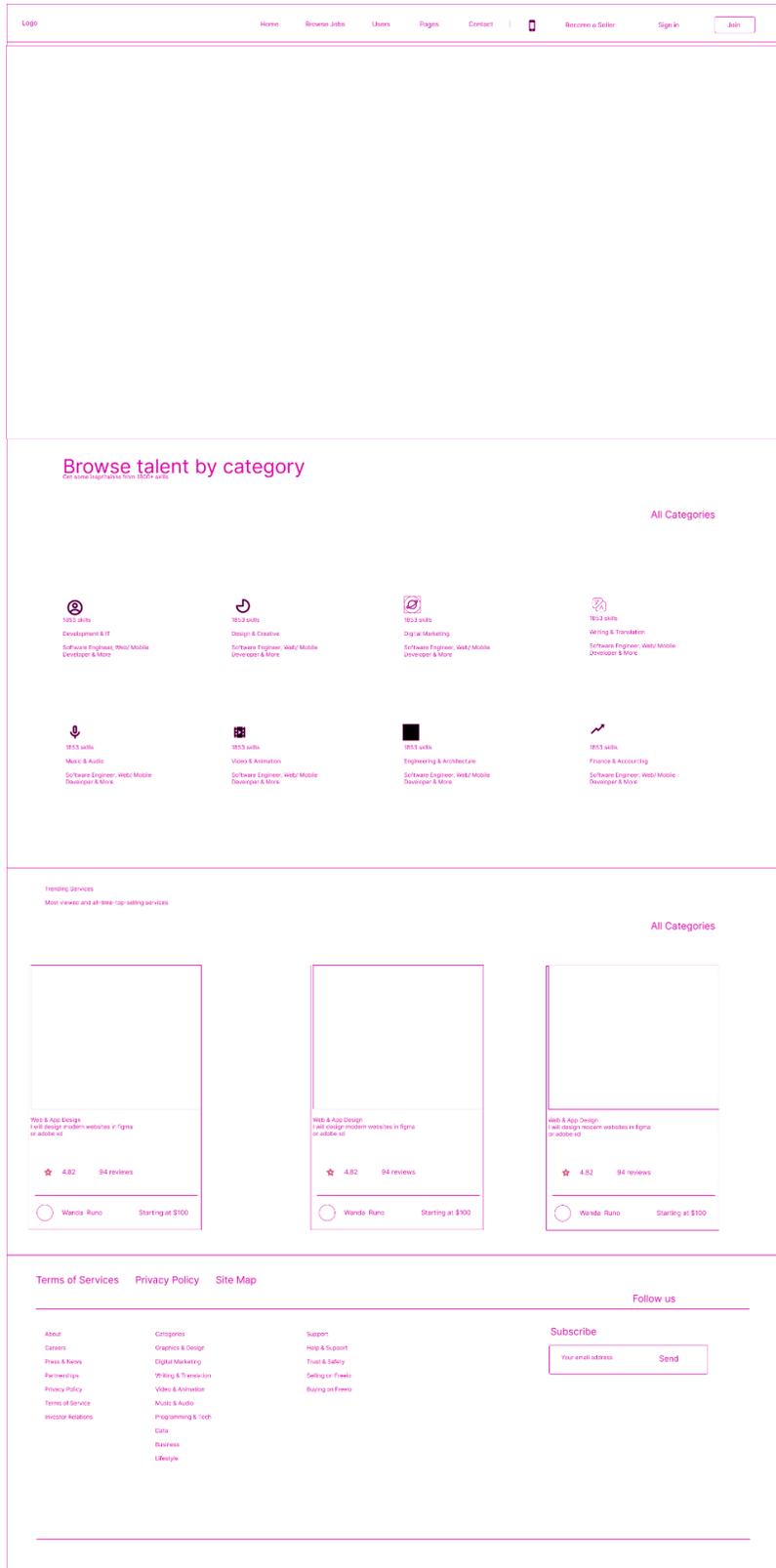


Figure 52: Wireframe of Home Page

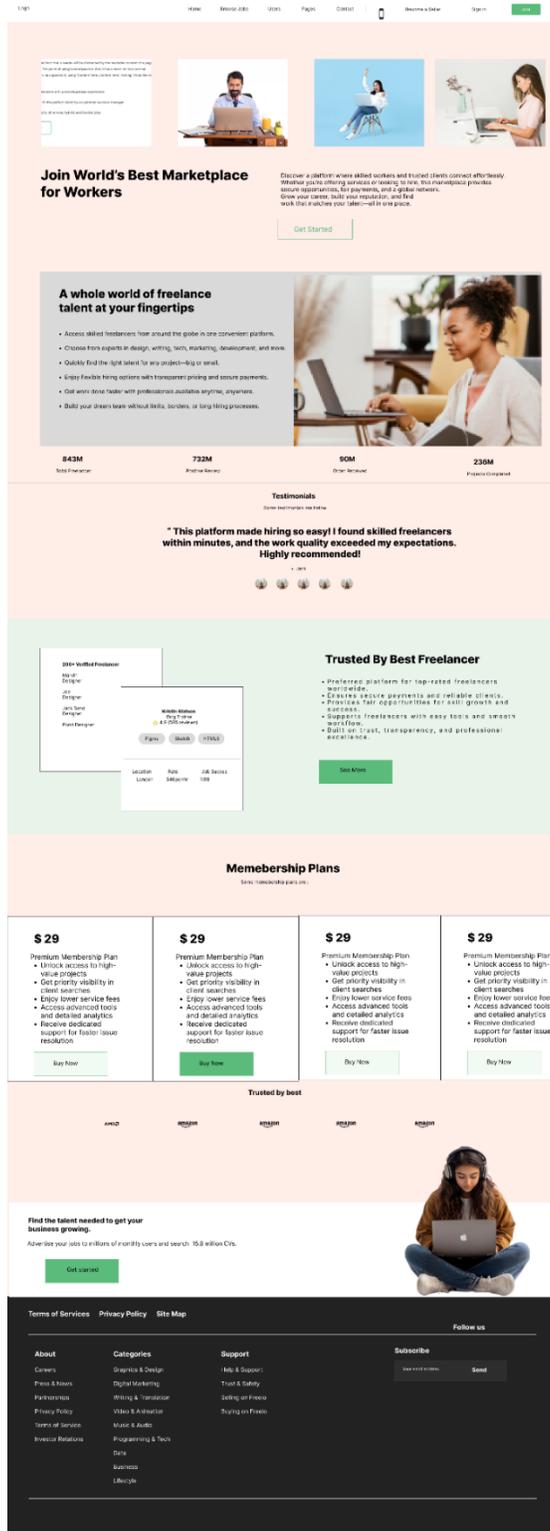


Figure 53: UI Design of About Us Page

➤ Wireframe of About Us Page

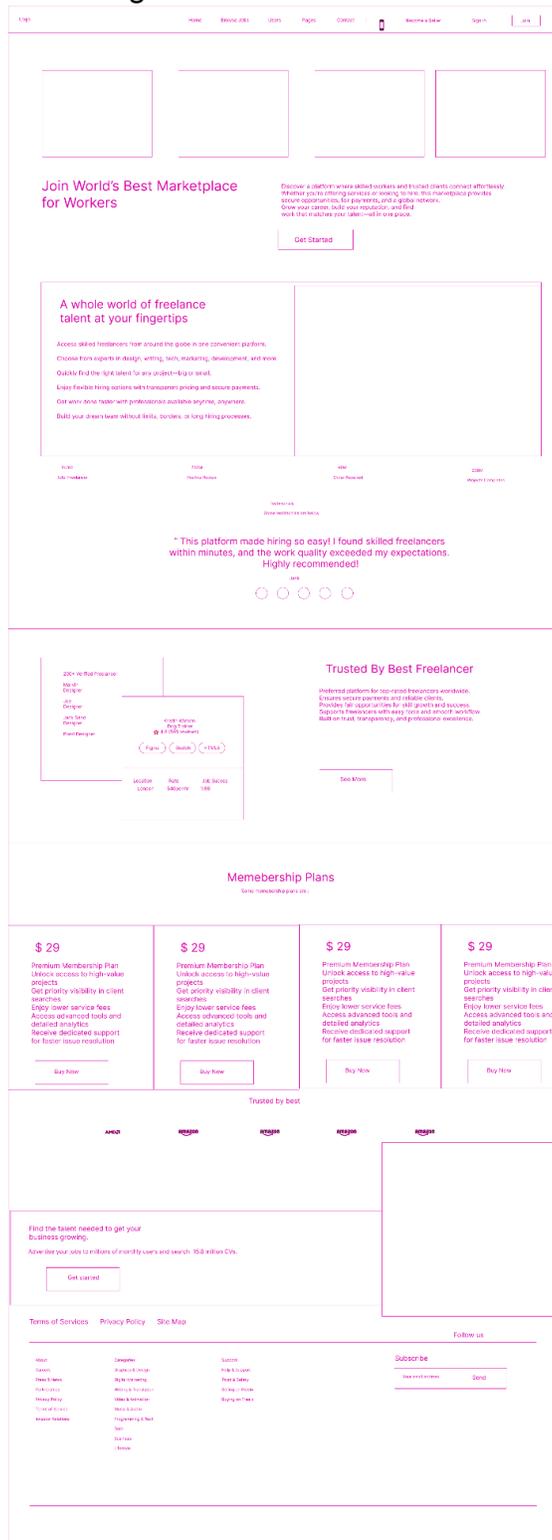


Figure 54: Wireframe of Abouts Us Page

➤ UI Design of Services Page

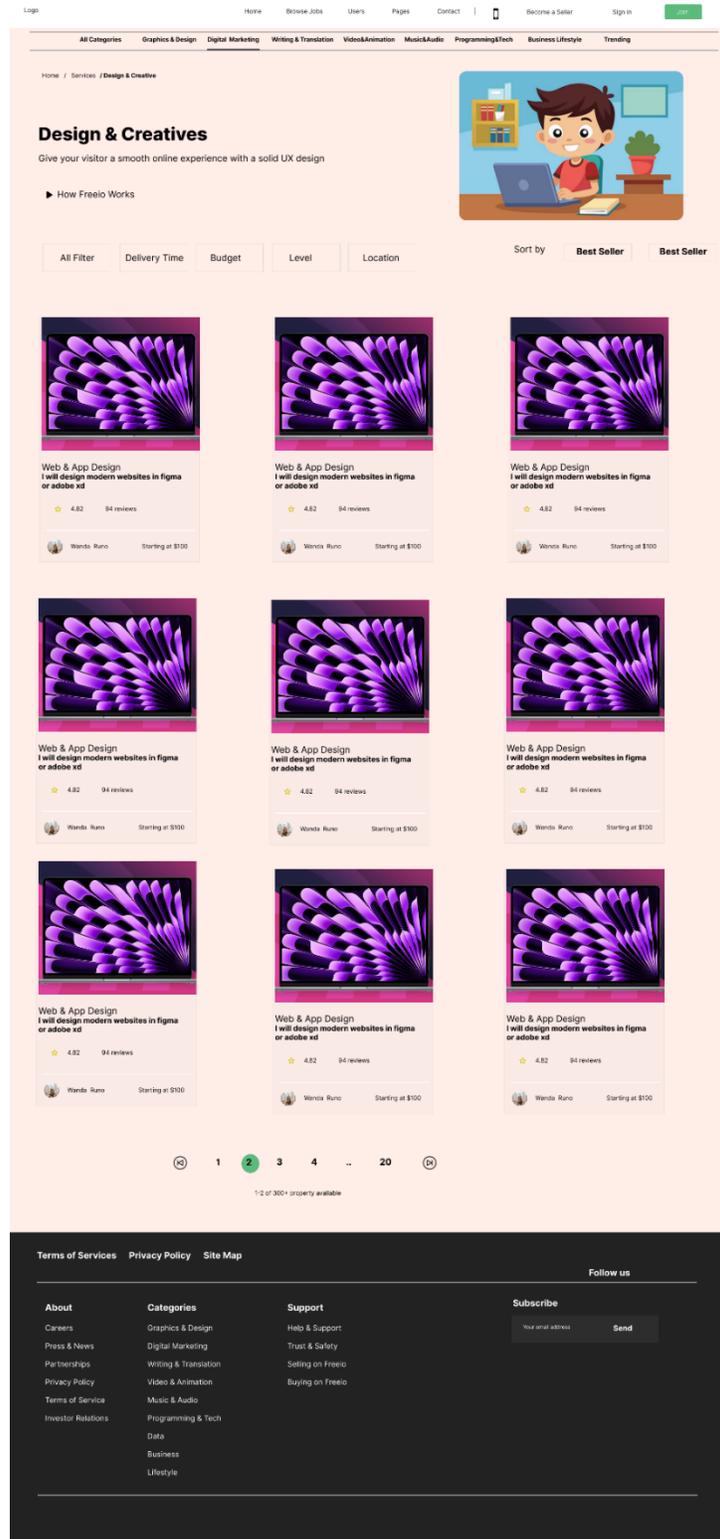


Figure 55: UI Design of Service Page

➤ Wireframe of Service Page

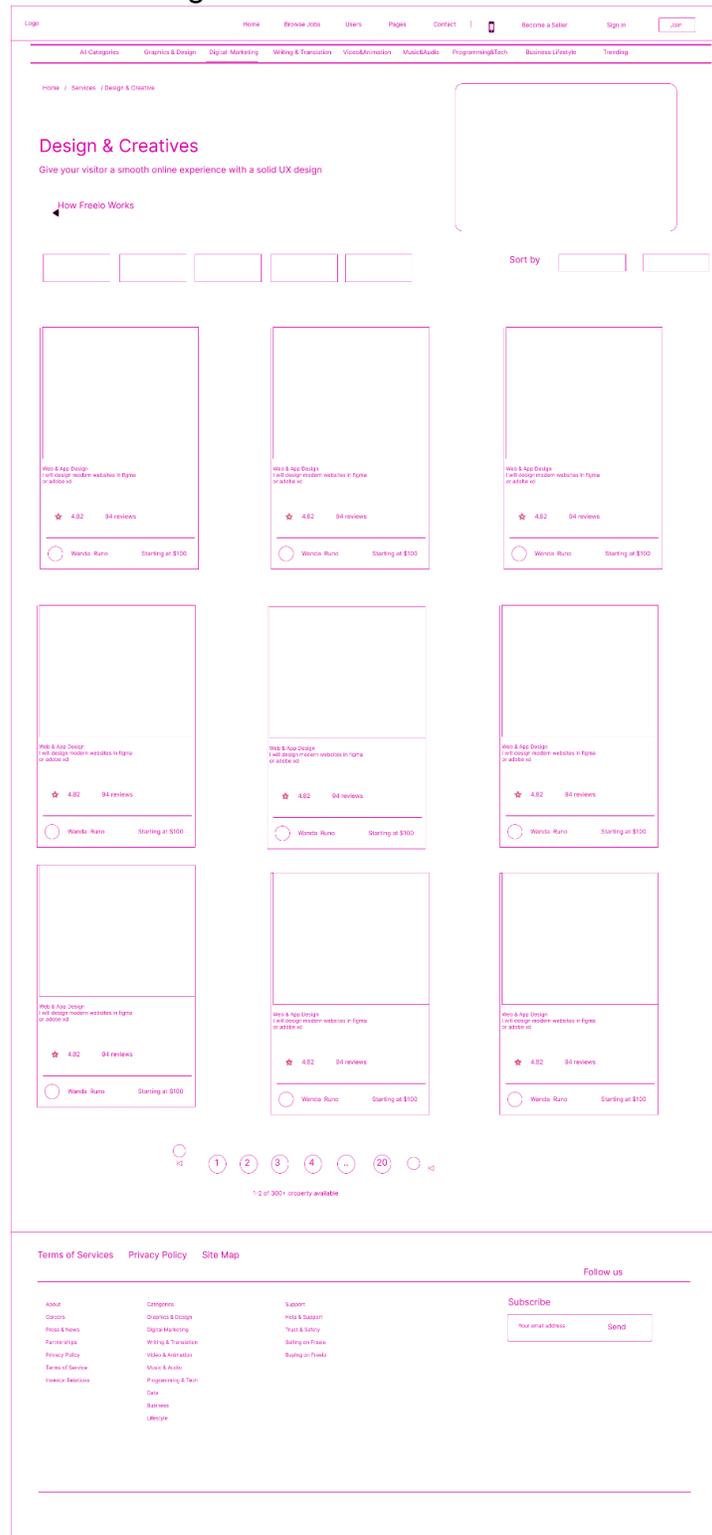


Figure 56: Wireframe of Service Page

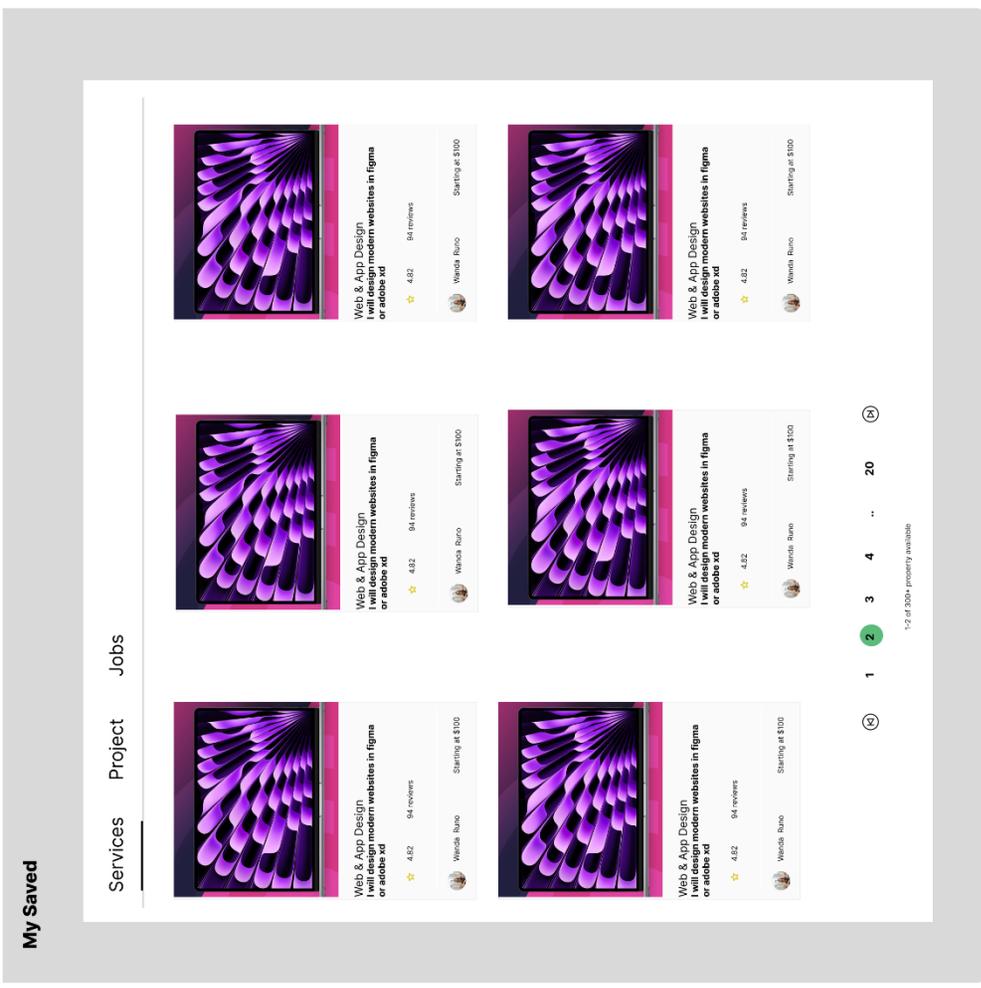


Figure 57: UI Design of Saved Admin Page

➤ Wireframe of Saved Admin Page

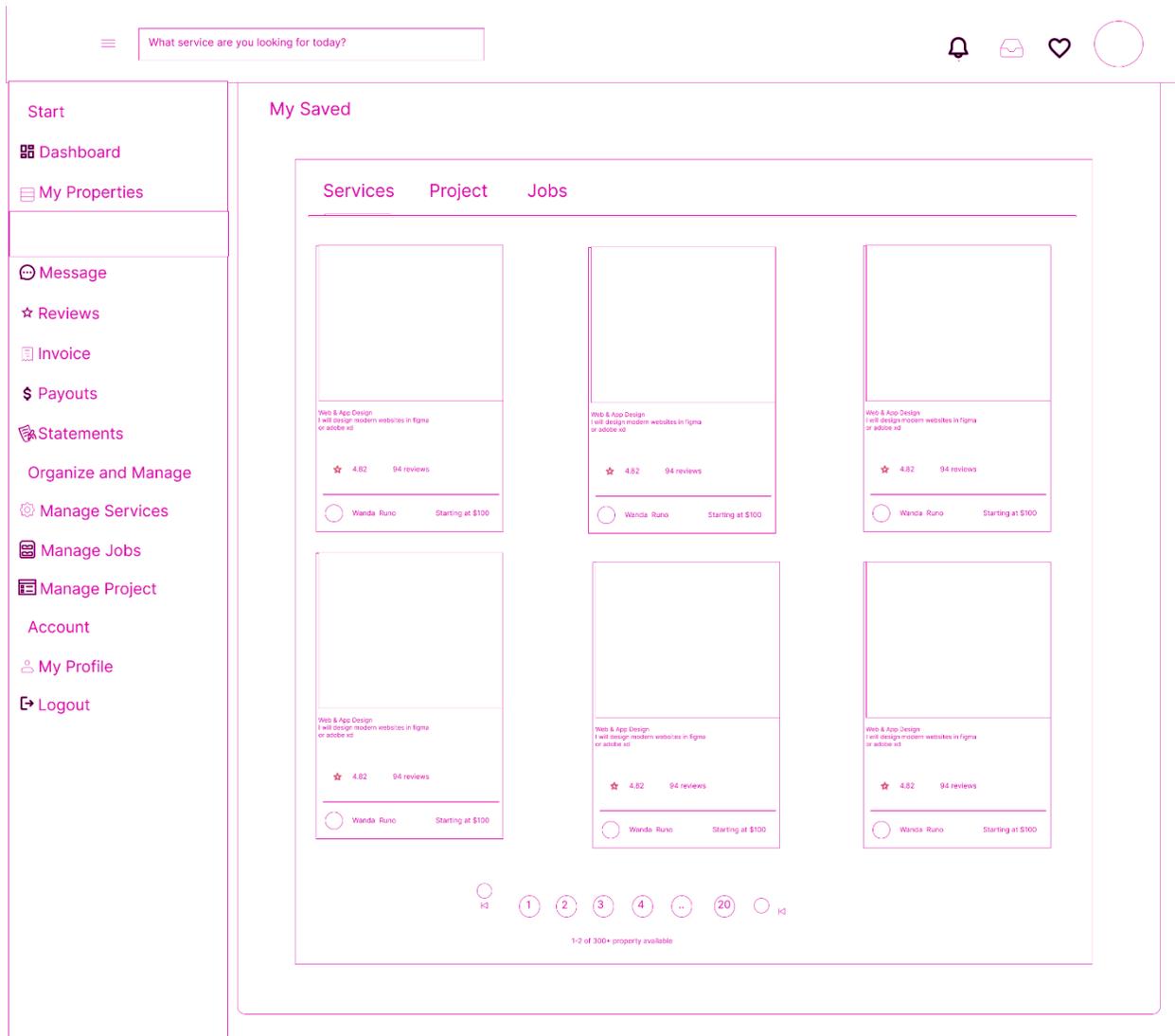


Figure 58: Wireframe of Saved Admin Page

➤ UI Design of Invoice Admin Page

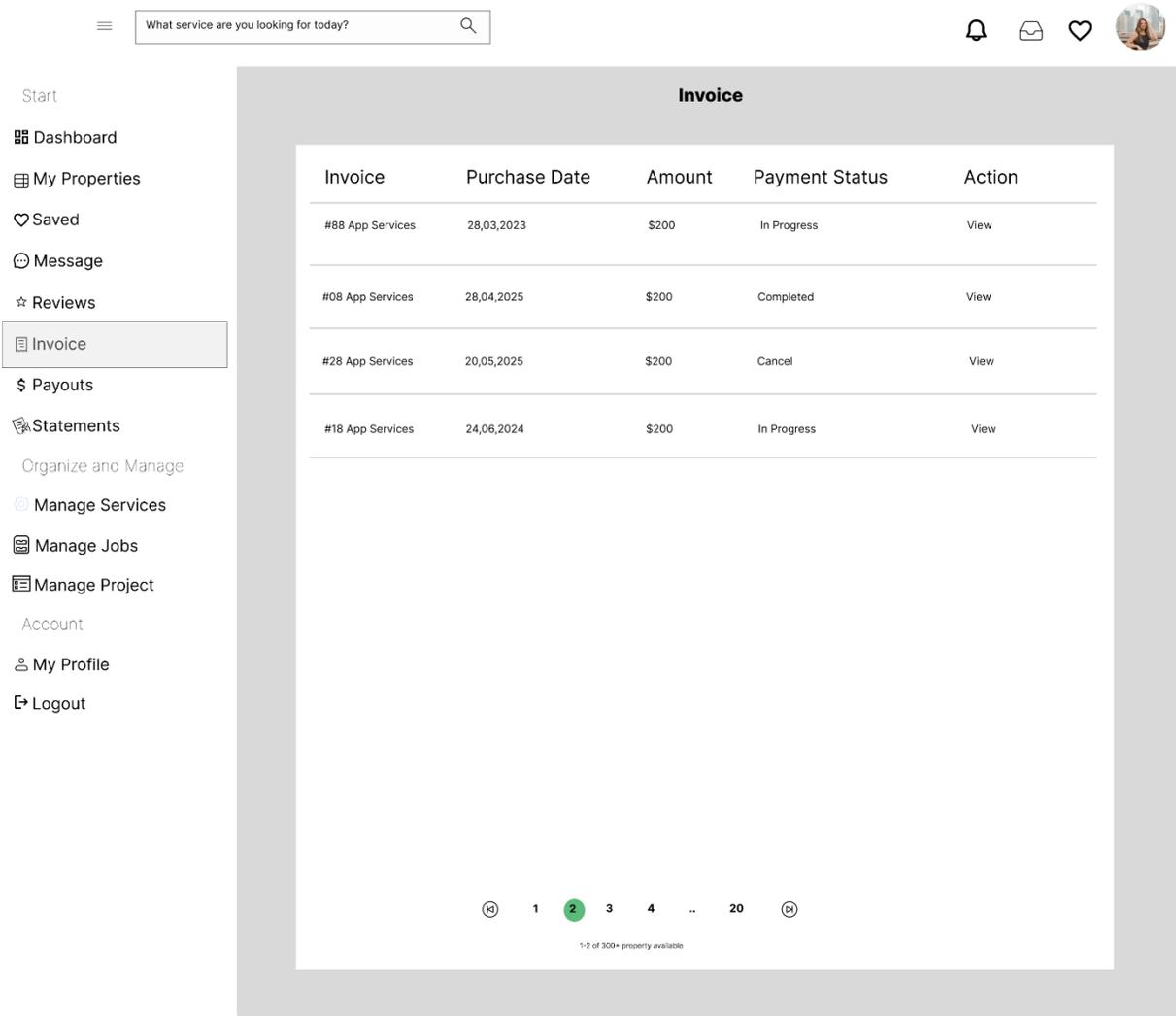


Figure 59: UI Design of Invoice Admin Page

➤ Wireframe of Invoice Admin Page

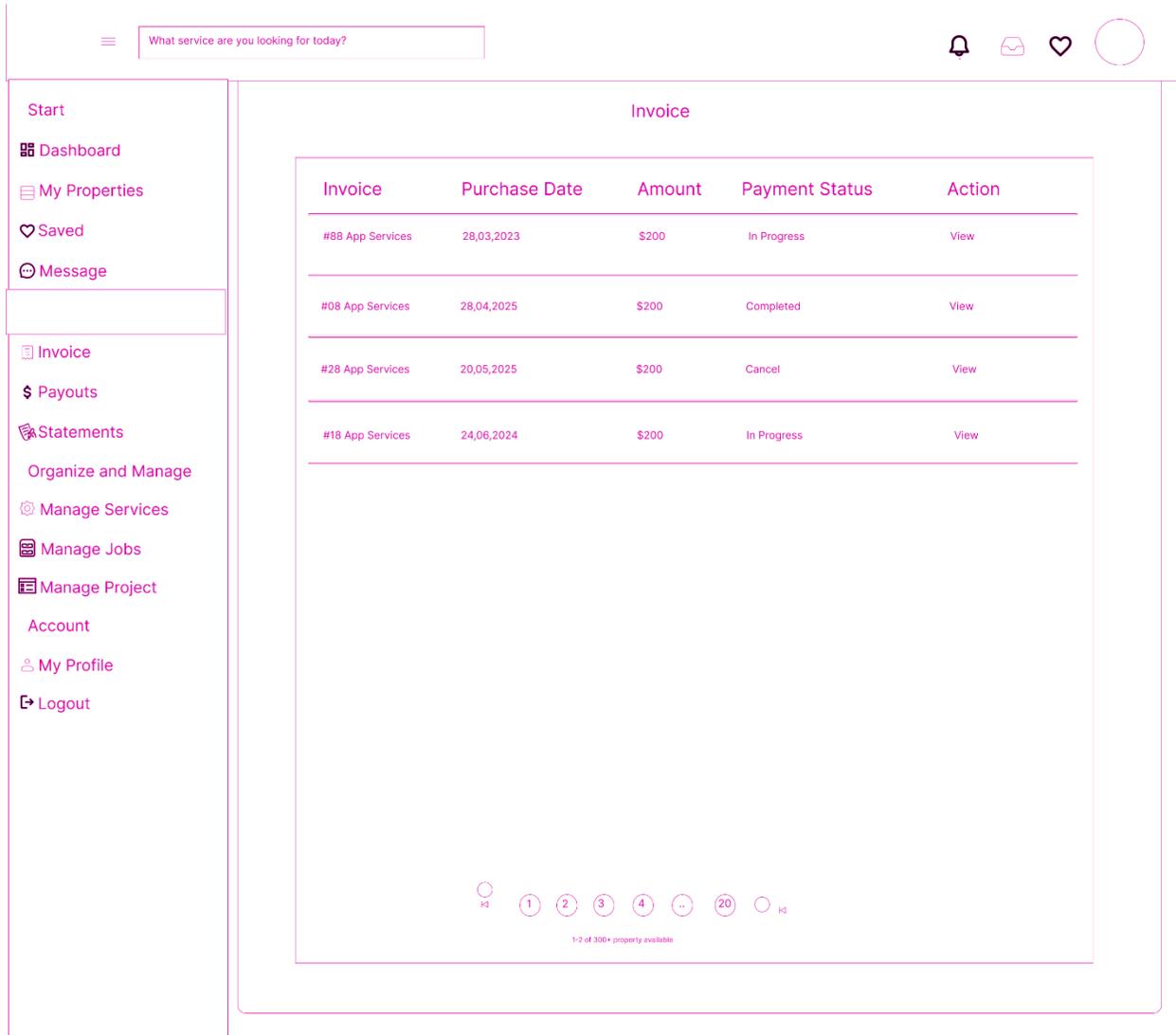


Figure 60: Wireframe of Invoice Admin Page

➤ Dashboard Admin Page

The dashboard features a search bar at the top with the text "What service are you looking for today?". On the left, a sidebar menu includes sections for "Start", "Organize and Manage", and "Account". The main content area is titled "Dashboard" and contains several key metrics and lists:

- Services Offered:** 25 (10 New Offered)
- Completed Services:** 1292 (80+ New Completed)
- In Queue Services:** 182 (35+ New Queue)
- Total Review:** 22,786 (290+ New Review)

Below these metrics are three columns of content:

- Most Viewed Services:** A list of three service cards, each with a thumbnail, description, 4.82 rating, and starting price of \$983.
- Recent Purchased Services:** A list of three purchase notifications, each with a colored circle, description, date (February 26, 2021), and price of \$983.
- Most Viewed Services (Timeline):** A vertical timeline of events with timestamps and descriptions, such as "Purchase by All Price Product noise evolve smartwatch" at 08:42 and "Make deposit USD 700 to TFN" at 14:37.

Figure 61: Dashboard Admin Page

➤ Wireframe of Dashboard Admin Page

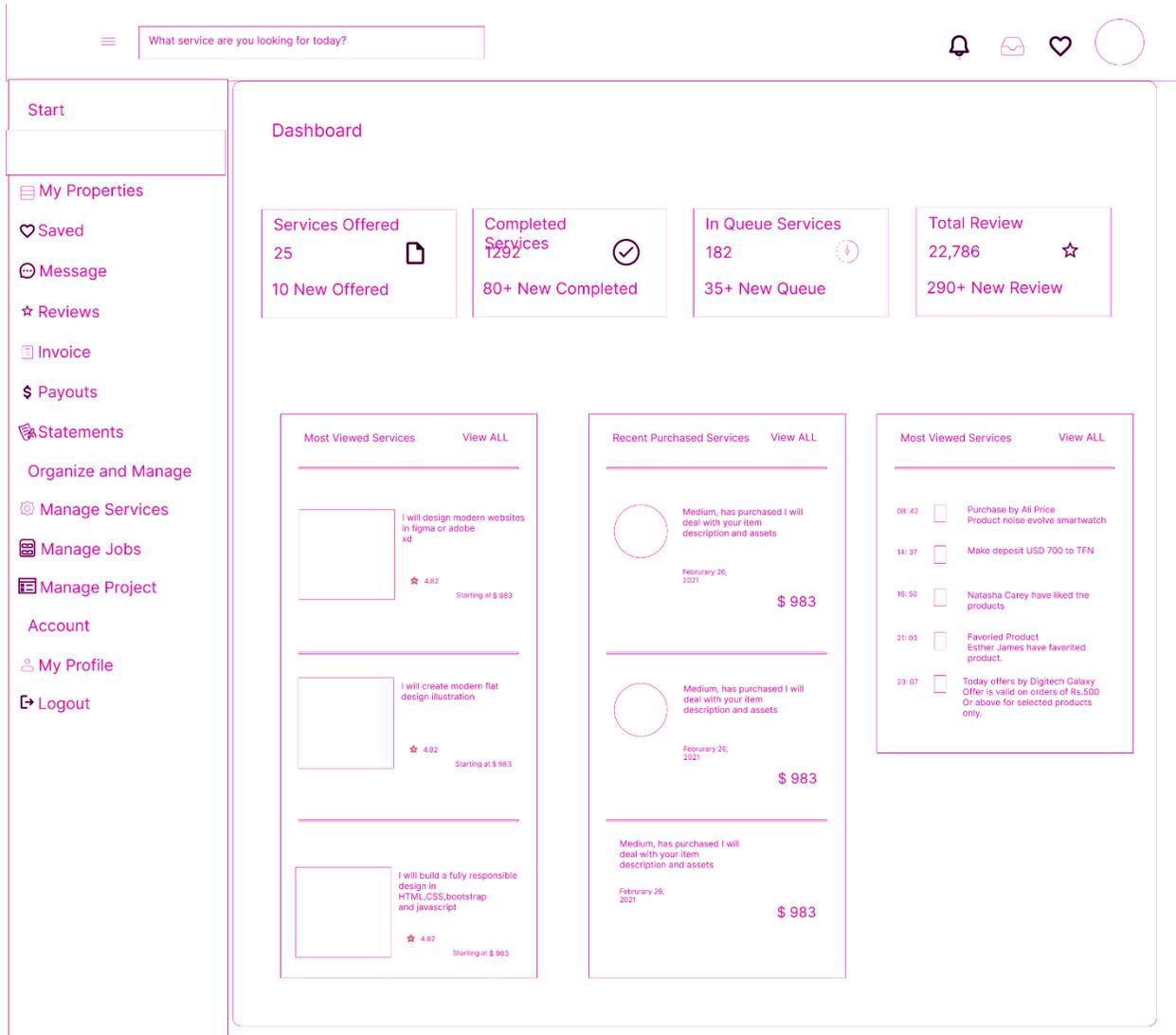


Figure 62: Wireframe of Dashboard Admin Page

➤ Review Admin Page

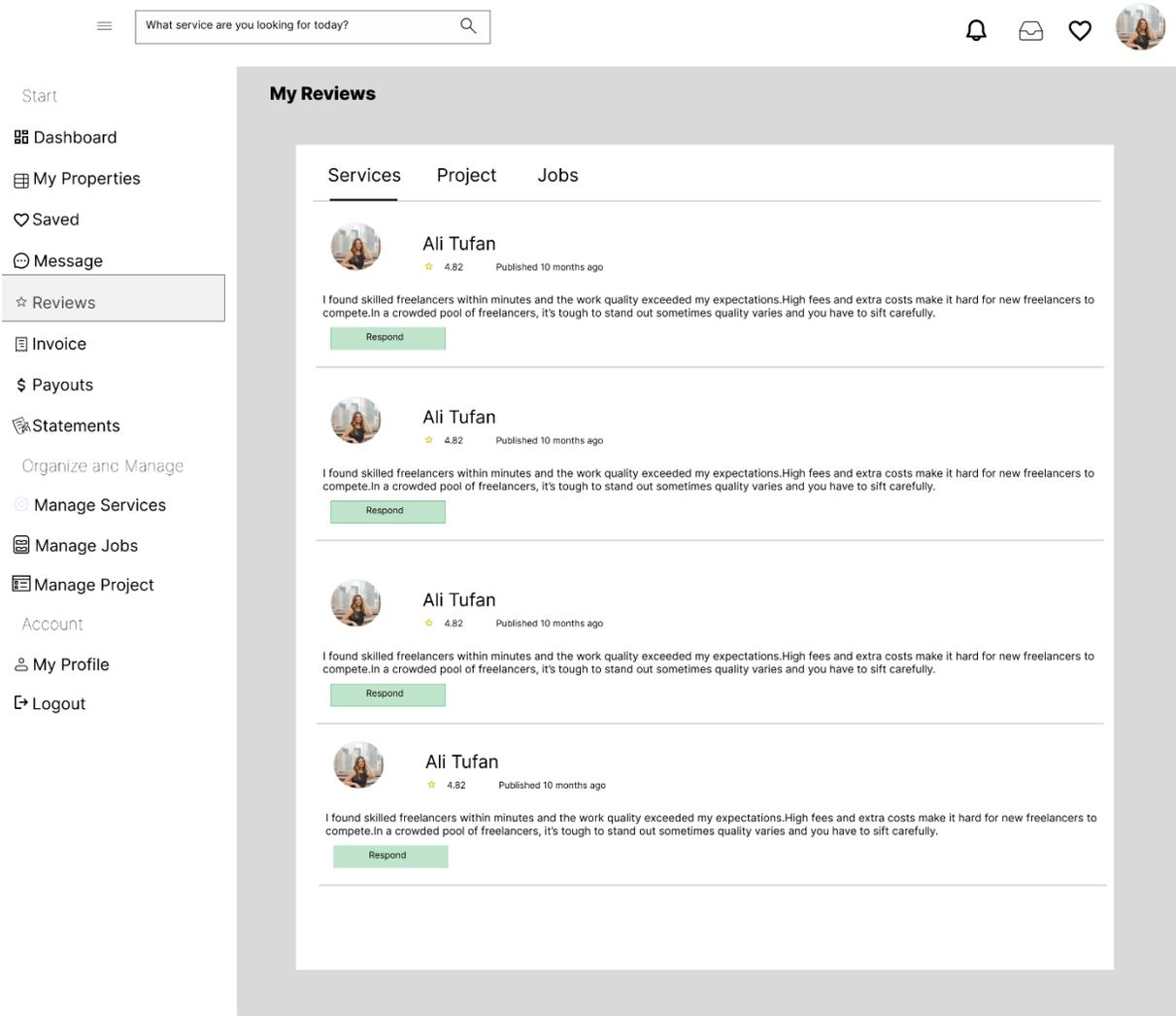


Figure 63: Review Admin Page

➤ Wireframe of Review Admin Page

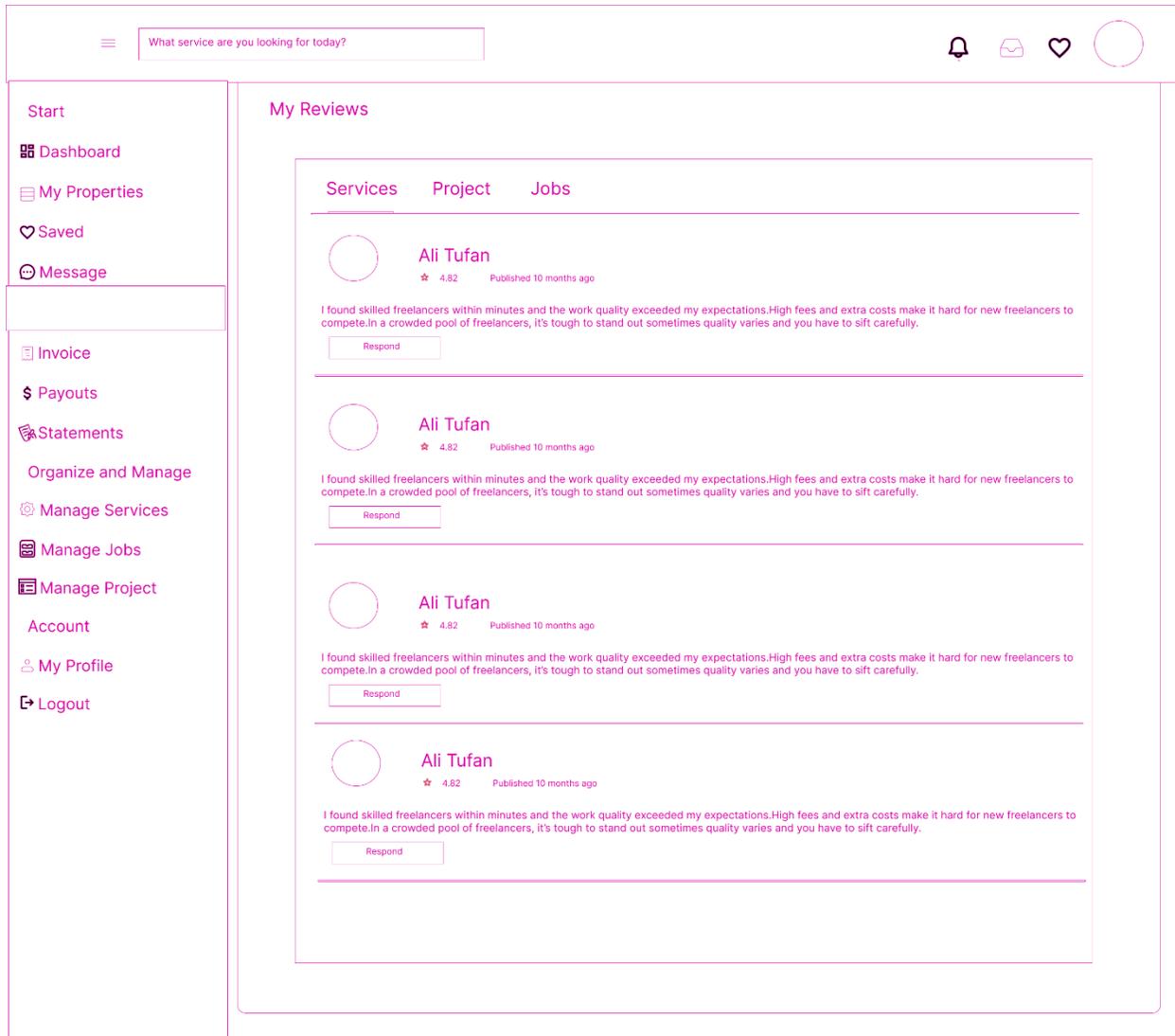


Figure 64: Wireframe of Review Admin Page

➤ UI Design of My Properties Admin Page

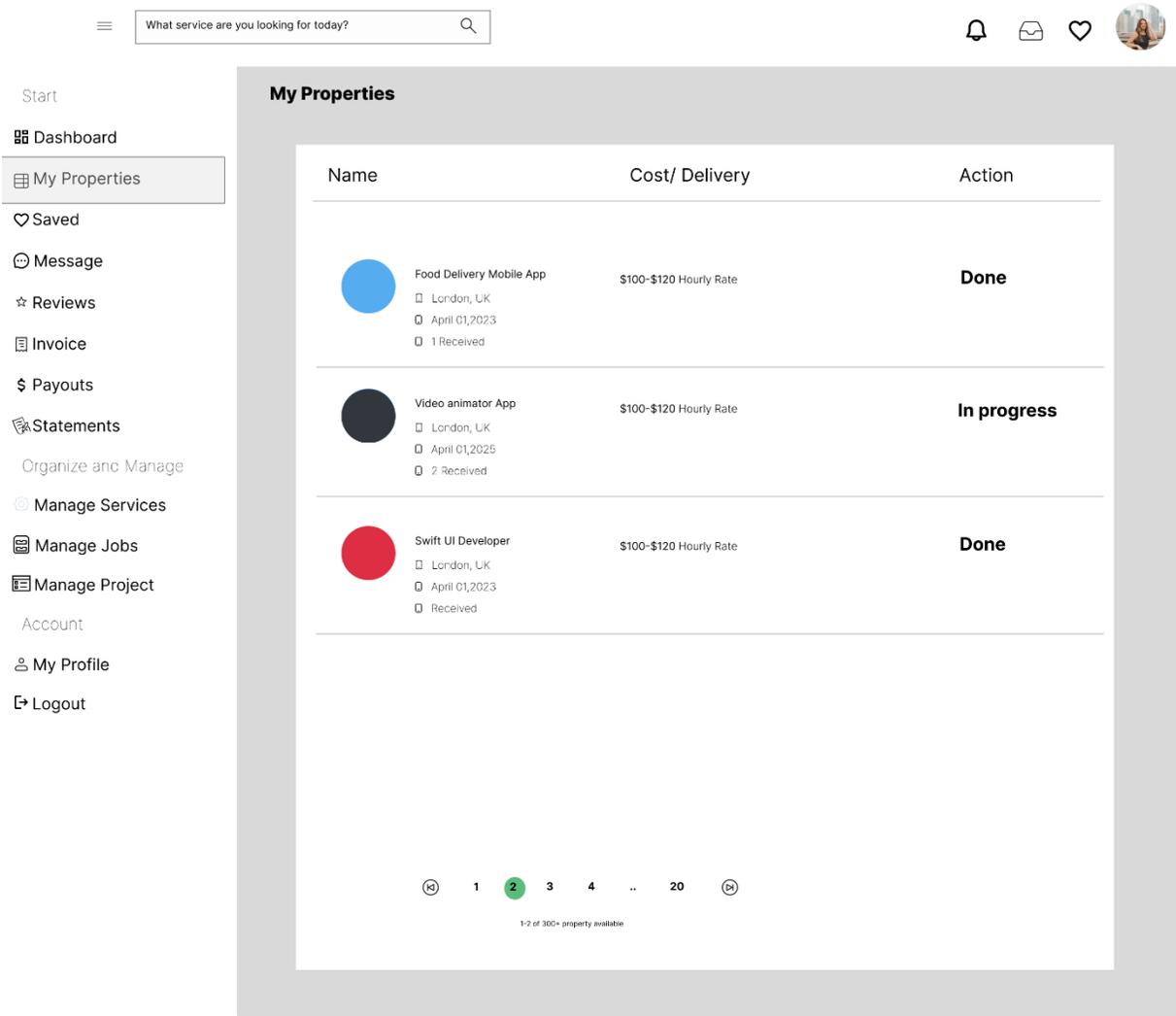


Figure 65: UI Design of My Properties Admin Page

➤ Wireframe of My Properties Admin Page

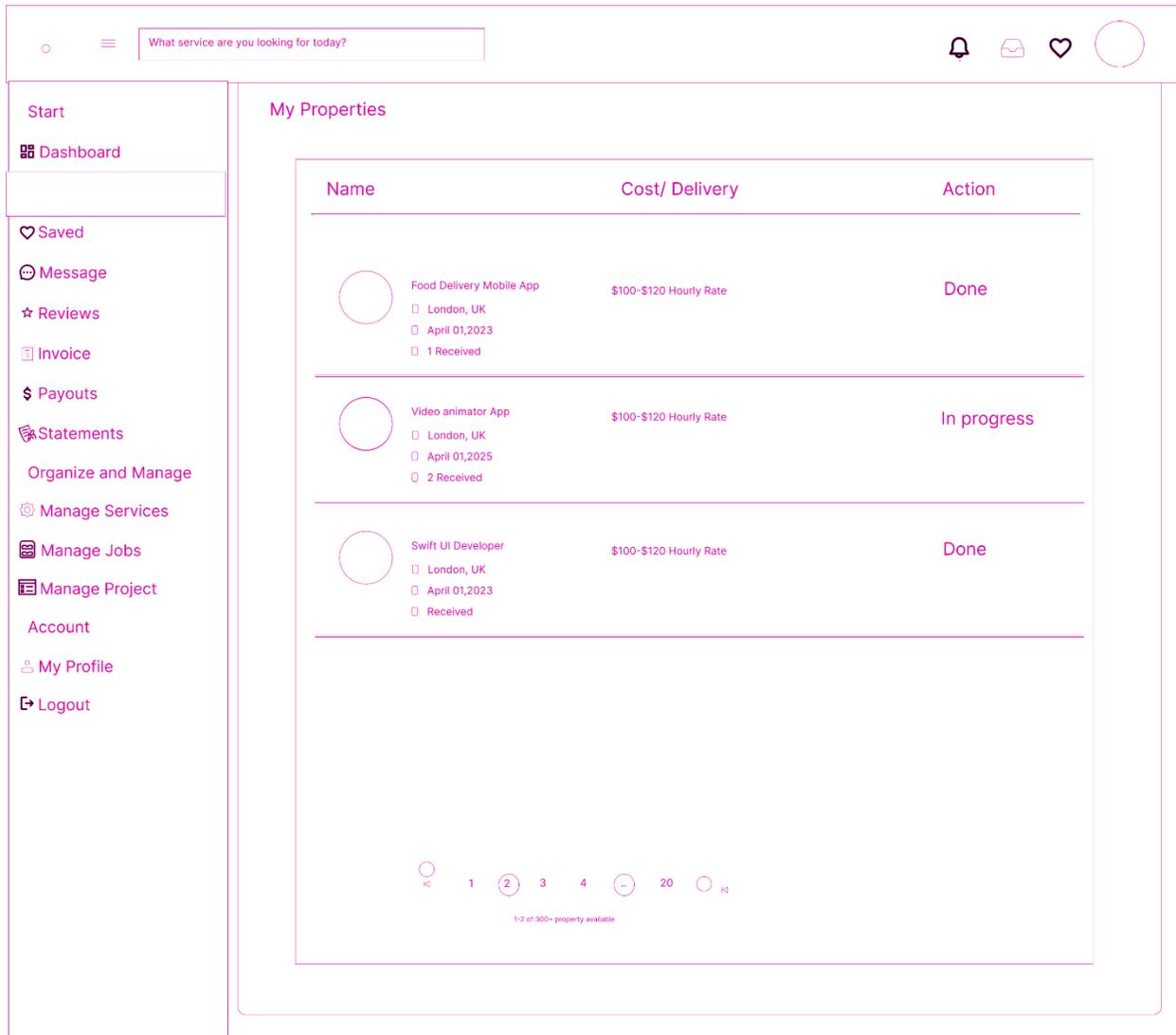


Figure 66: Wireframe of Admin Page

➤ UI Design of Services User Page

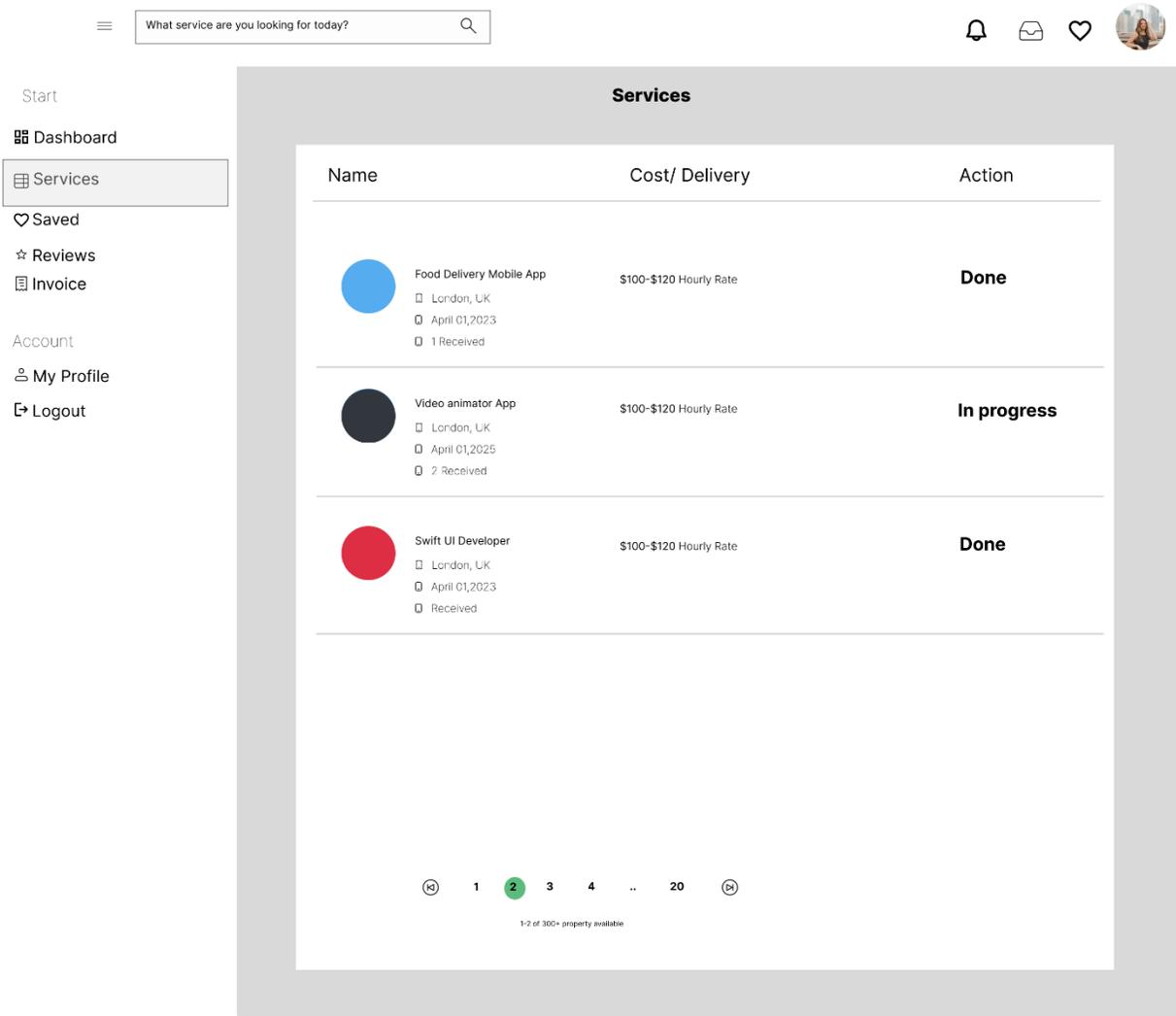


Figure 67: UI Design of Service User Page

➤ Wireframe of Service User Page

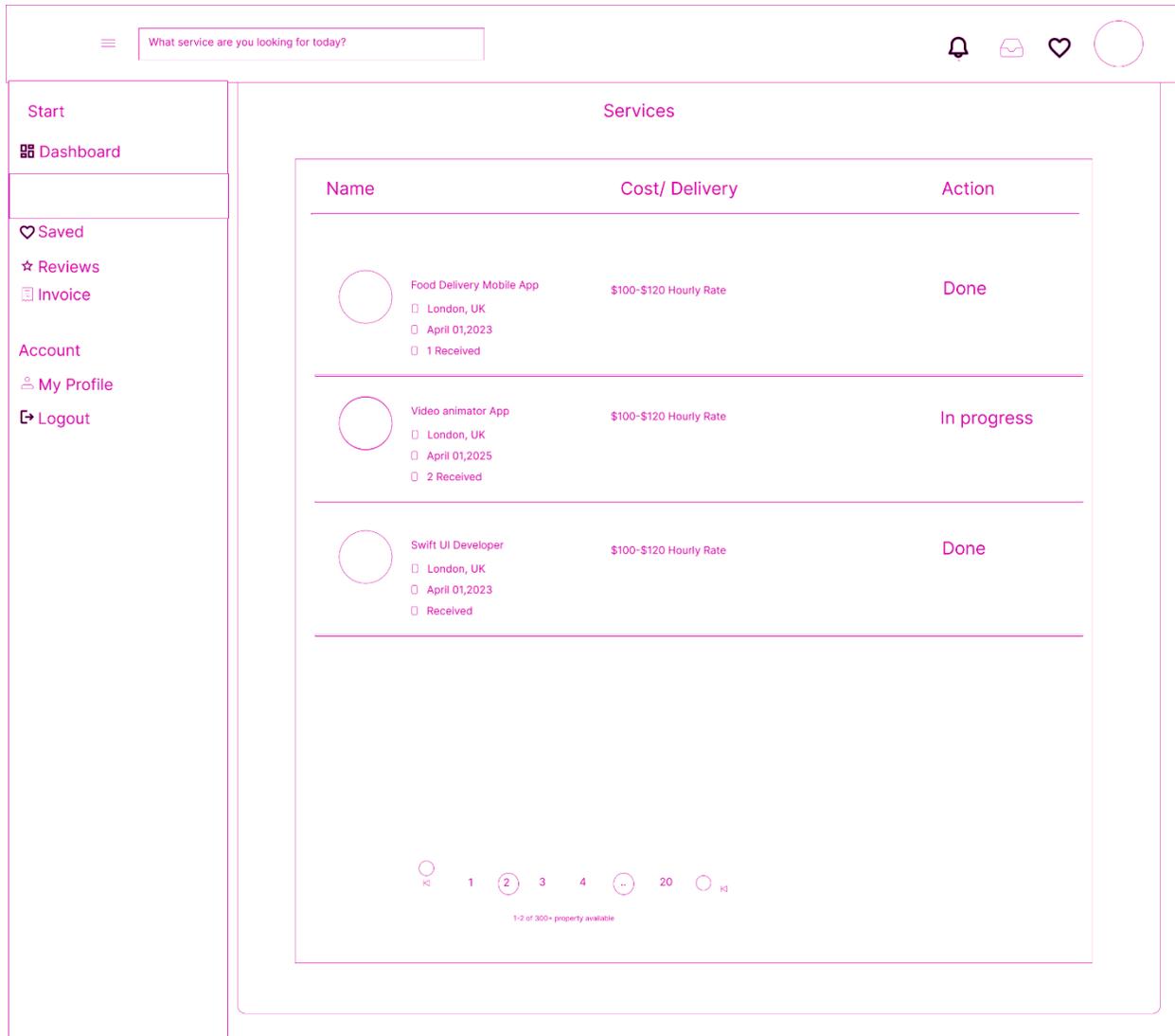


Figure 68: Wireframe of Service User Page

➤ UI Design of Reviews User Page

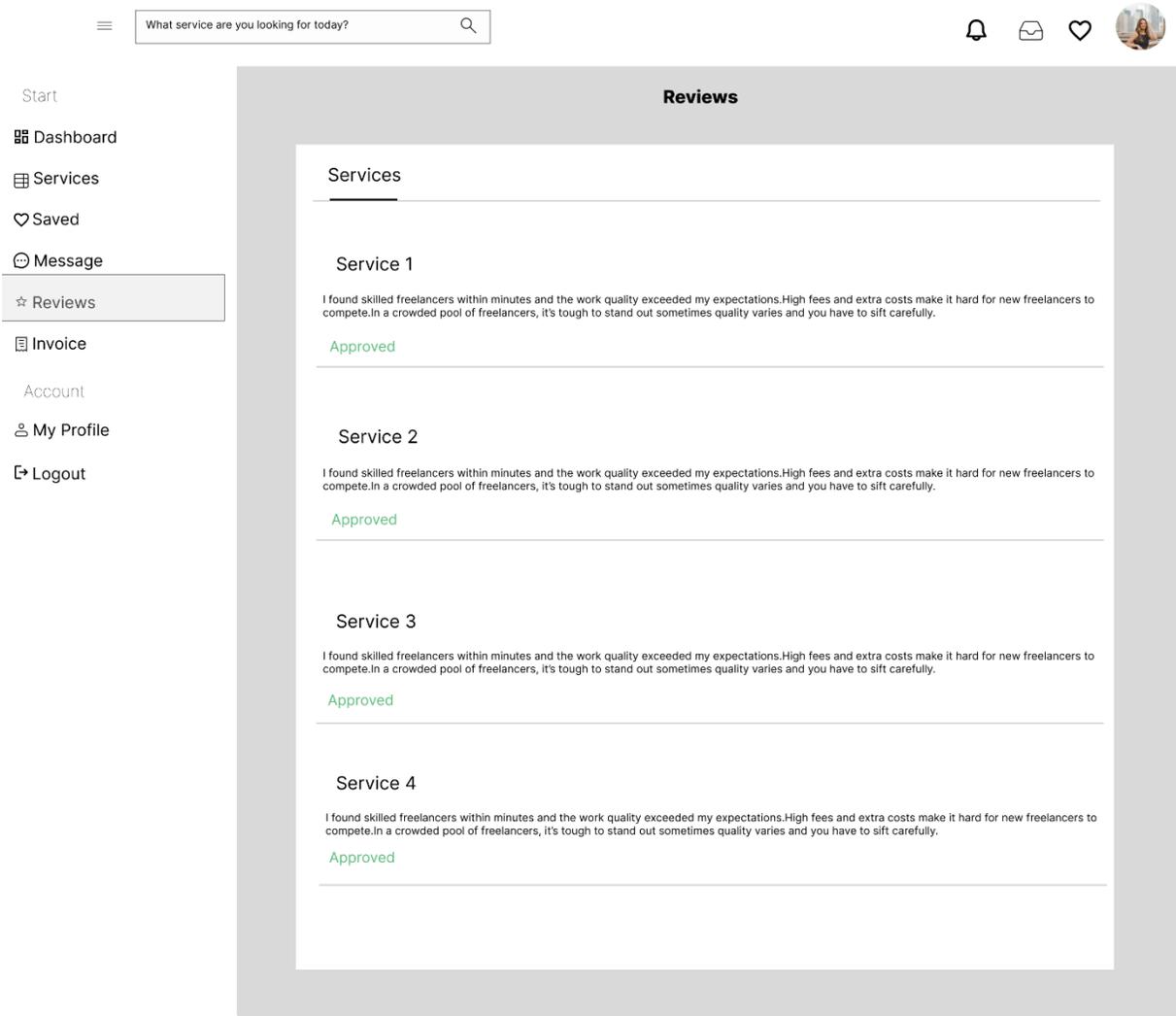


Figure 69: UI Design of Review User Page

➤ Wireframe of Review User Page

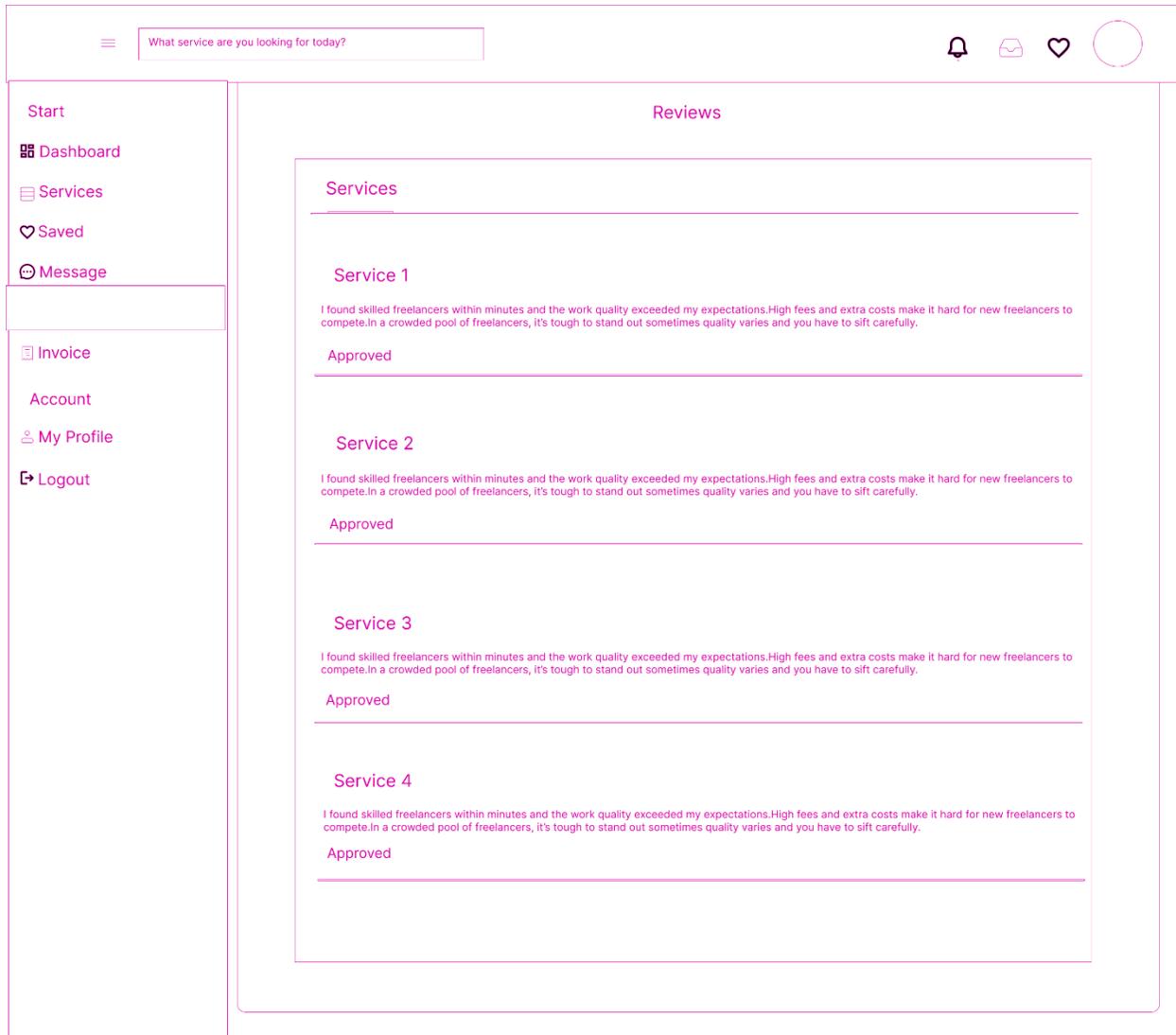


Figure 70: Wireframe of Review User Page

➤ UI Design of Invoice User Page

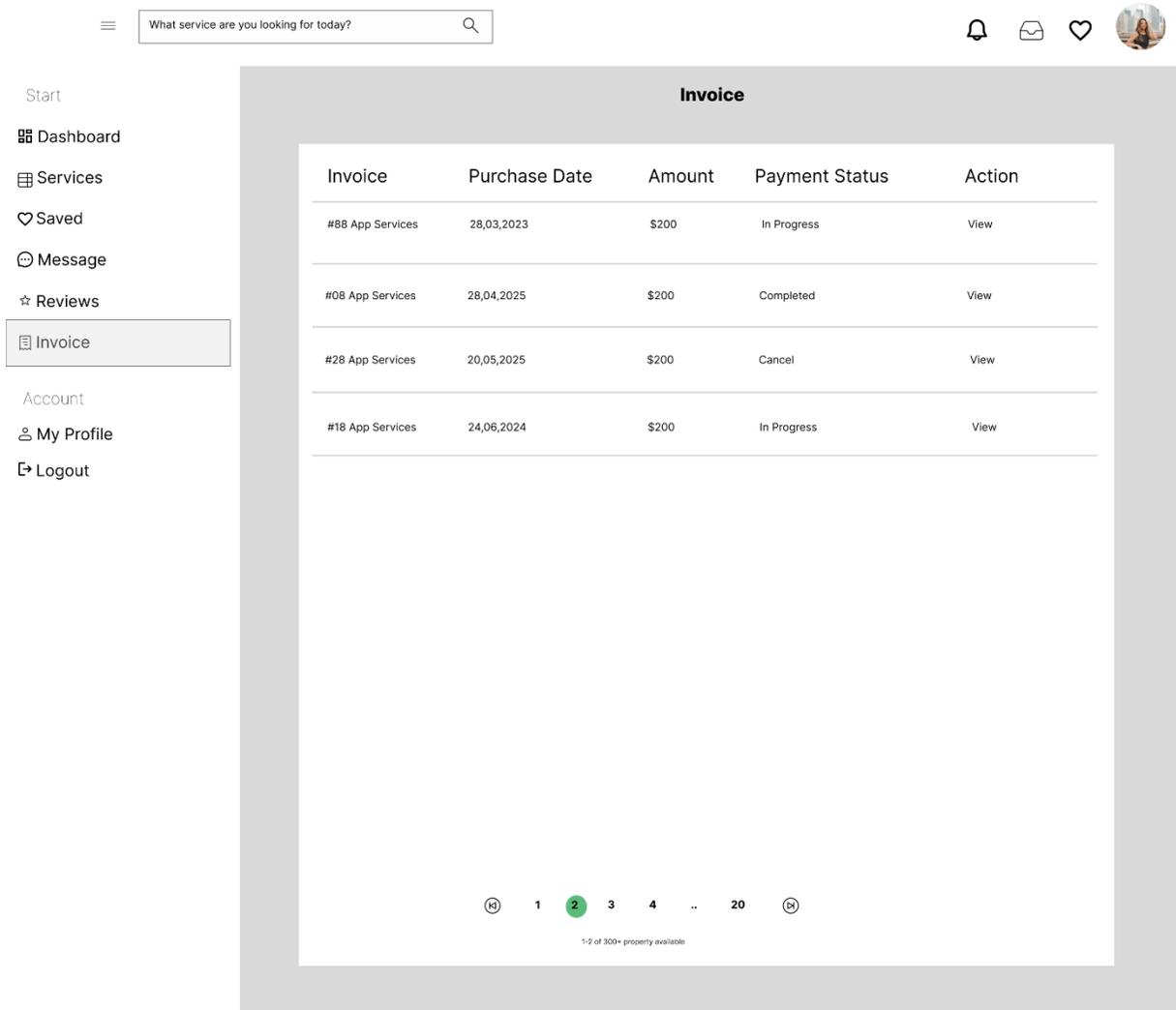


Figure 71: UI Design of Invoice User Page

➤ Wireframe of Invoice User Page

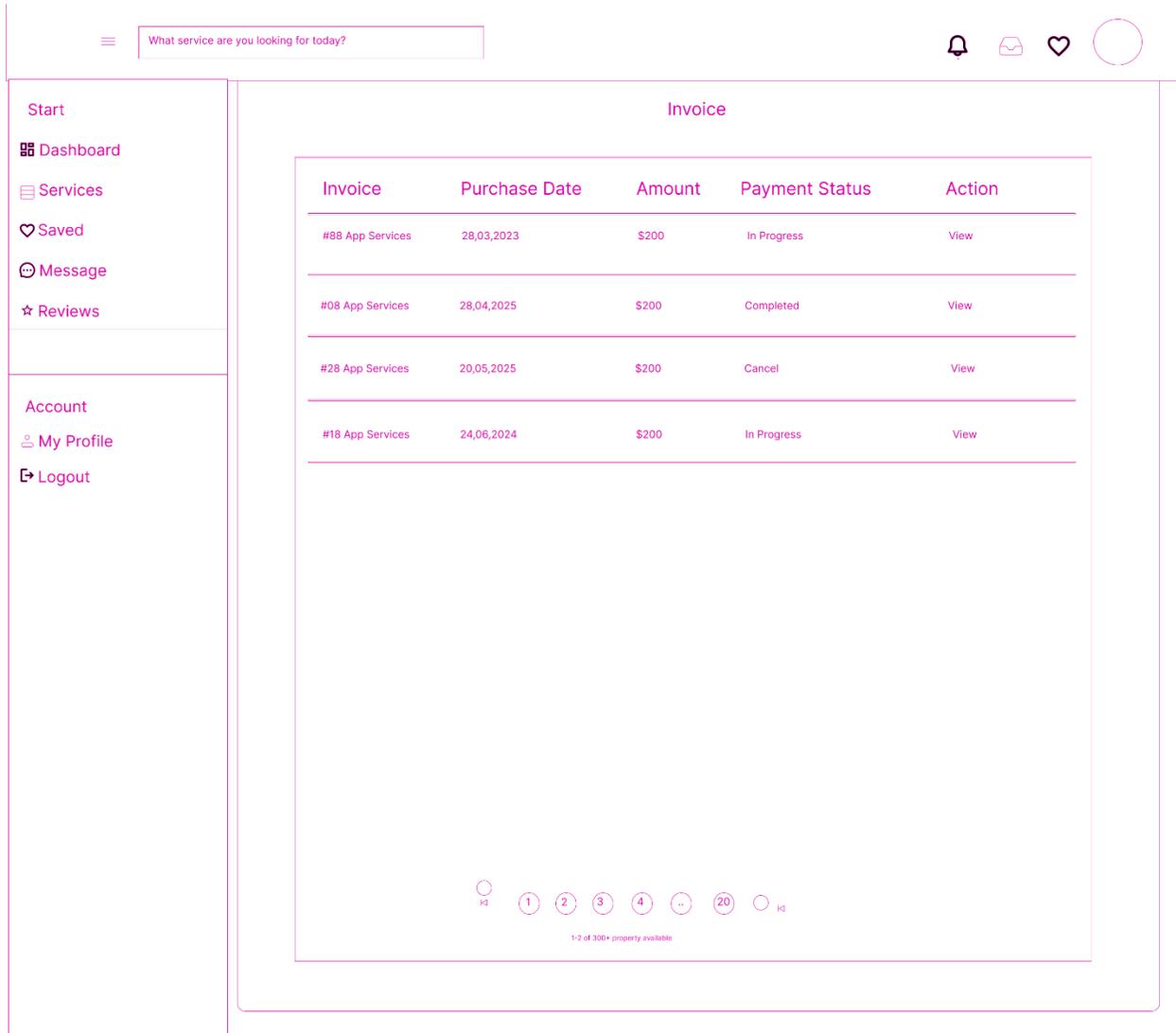


Figure 72: Wireframe of Invoice User Page

EVIDENCE NO.16: BUSINESS RULES**➤ User Registration Rules**

- Every user must create an account before they can book or offer any services.
- Users should enter their correct personal details while signing up.
- Users must verify their email or phone number to fully activate their account.

▪ Service Provider Rules

- Only service providers who are verified by the admin can accept bookings.
- Providers must keep their service information, prices, and availability updated.
- Providers should respond to new bookings as quickly as possible.

▪ Booking Rules

- A booking is confirmed only after the service provider accepts it.
- Users must choose a date and time and give a short description of their problem when booking.
- Any change in booking details must be updated in the system right away.

▪ Payment Rules

- Users can choose to pay online or in cash.
- All payments must be safely recorded in the system for tracking.
- Providers will get their payment only after the service is marked as completed.

▪ Cancellation Rules

- Users can cancel a booking before the provider starts the job.
- Providers must give a proper reason if they decide to cancel a booking.
- Accounts may get a warning if cancellations happen too often.

▪ Rating & Review Rules

- Users can leave ratings and reviews only after the service has been finished.
- Reviews must be honest and based on real experience.
- Fake, abusive, or harmful reviews will be removed by the admin.

- **Service Completion Rules**
 - Providers must mark a service as “Completed” once the job is done.
 - Users will receive a notification to confirm that their service has been completed.
 - Completed services cannot be changed unless the admin approves it.

- **Admin Control Rules**
 - Admin has the right to approve, block, or remove any user or service provider if something unknown happens.
 - Admin can update services, pricing, or any system content when needed.
 - Admin oversees all platform activities to ensure everything runs fairly and smoothly.

- **System Usage Rules**
 - Users must not misuse the system by creating fake bookings or giving false information.
 - All communication on the platform should be polite and respectful.
 - Breaking the rules may lead to warnings, suspension, or removal from the platform.

- **Data & Privacy Rules**
 - All user information must be kept private and protected.
 - Personal data will only be used for service-related purposes.
 - Users must accept the privacy policy before using the platform.

➤ Footer.blade.php

```

resources > views > layouts > footer.blade.php
1 | <section class="footer-style1 pt25 pb-0">
2 |   <div class="container">
3 |     <div class="row bg-white-light pb10 mb60">
4 |       <div class="col-md-7">
5 |         <div
6 |           class="d-block text-center text-md-start justify-content-center justify-content-md-start d-md-flex align-items-center mb-3 mb-md-0">
7 |           <a class="f217 fw500 text-white mr15-md mr30" href="">Terms of Service</a>
8 |           <a class="f217 fw500 text-white mr15-md mr30" href="">Privacy Policy</a>
9 |           <a class="f217 fw500 text-white" href="">Site Map</a>
10 |         </div>
11 |       </div>
12 |       <div class="col-md-5">
13 |         <div class="social-widget text-center text-md-end">
14 |           <div class="social-style1">
15 |             <a class="text-white me-2 fw500 f217" href="">Follow us</a>
16 |             <a href=""><i class="bi bi-facebook list-inline-item"></i></a>
17 |             <a href=""><i class="bi bi-twitter list-inline-item"></i></a>
18 |             <a href=""><i class="bi bi-instagram list-inline-item"></i></a>
19 |             <a href=""><i class="bi bi-linkedin list-inline-item"></i></a>
20 |           </div>
21 |         </div>
22 |       </div>
23 |     </div>
24 |   </div>
25 |   <div class="row">
26 |     <div class="col-sm-6 col-lg-3">
27 |       <div class="link-style1 mb-4 mb-sm-5">
28 |         <h5 class="text-white mb15">About</h5>
29 |         <div class="link-list">
30 |           <a href="">Careers</a>
31 |           <a href="">Press & News</a>
32 |           <a href="">Partnerships</a>
33 |           <a href="">Privacy Policy</a>
34 |           <a href="">Terms of Service</a>
35 |           <a href="">Investor Relations</a>
36 |         </div>
37 |       </div>
38 |     </div>
39 |     <div class="col-sm-6 col-lg-3">
40 |       <div class="link-style1 mb-4 mb-sm-5">
41 |         <h5 class="text-white mb15">Categories</h5>
42 |         <ul class="ps-0">

```

Figure 77: Footer.blade.php

➤ Header.blade.php

```

resources > views > layouts > header.blade.php
1 | @php
2 | $isHome = request()->routeIs('home');
3 | $forceInner = session('forceInnerHeader', false);
4 | @endphp
5 | <header
6 |   class="header-nav main-menu {{ ($isHome && !$forceInner) ? 'nav-homepage-style sticky' : 'nav-innerpage-style' }}">
7 |   <!-- Ace Responsive Menu -->
8 |   <nav class="posr">
9 |     <div class="container-fluid posr menu_bdrtl px30">
10 |       <div class="row align-items-center justify-content-between">
11 |         <div class="col-auto px-0">
12 |           <div class="d-flex align-items-center justify-content-between">
13 |             <div class="logos br-white-light pr30 pr5-xl">
14 |               <a class="header-logo logo1 text-white" href="">Logo</a>
15 |               <a class="header-logo logo2 text-white" href="">Logo</a>
16 |             </div>
17 |           </div>
18 |         </div>
19 |         <div class="col-auto px-0">
20 |           <div class="d-flex align-items-center">
21 |             <!-- Responsive Menu Structure -->
22 |             <ul id="respMenu" class="ace-responsive-menu" data-menu-style="horizontal">
23 |               <li class="visible_list">
24 |                 <a class="list-item" href=""><span class="title">Home</span></a>
25 |               </li>
26 |               <li class="visible_list">
27 |                 <a class="list-item" href=""><span class="title">Browse Jobs</span></a>
28 |               </li>
29 |               <li>
30 |                 <a class="list-item" href="page-contact.html">Contact</a>
31 |               </li>
32 |             </ul>
33 |             <a class="login-info bdr11 pl15-lg pl30" data-bs-toggle="modal" href="#exampleModalToggle"
34 |               role="button"><span class="flaticon-loupe"></span></a>
35 |             <a class="login-info mx15-lg mx30" href="page-become-seller.html"><span
36 |               class="d-none d-xl-inline-block">Become a</span>
37 |               Servicer</a>
38 |             <a class="login-info mr15-lg mr30" href="/login">Sign in</a>
39 |             <a class="ud-btn btn-white add-joining" href="page-register.html">Join</a>
40 |           </div>
41 |         </div>
42 |       </div>

```

Figure 78: Header.blade.php

Controller

➤ AuthController.php

```
p > Http > Controllers > AuthController.php
1  <?php
2  namespace App\Http\Controllers;
3
4  use App\Models\User;
5  use Illuminate\Http\Request;
6  use Illuminate\Support\Facades\Auth;
7  use Illuminate\Support\Facades\Hash;
8
9  class AuthController extends Controller
10 {
11     public function showRegister()
12     {
13         return view('auth.register');
14     }
15
16     public function register(Request $request)
17     {
18         $validated = $request->validate([
19             'name' => ['required', 'string', 'max:50'],
20             'email' => ['required', 'email', 'max:255', 'unique:users,email'],
21             'password' => ['required', 'string', 'min:6', 'confirmed'],
22         ]);
23
24         $user = User::create([
25             'name' => $validated['name'],
26             'email' => $validated['email'],
27             'password' => Hash::make($validated['password']),
28         ]);
29
30         Auth::login($user);
31         $request->session()->regenerate();
32
33         return redirect()->route('dashboard')->with('success', 'Account created successfully!');
34     }
35
36     public function showLogin()
37     {
38         return view('auth.login');
39     }
40
41     public function login(Request $request)
42     {
43         $credentials = $request->validate([
44             'email' => ['required', 'email'],
45             'password' => ['required', 'string'],
46         ]);
47
48         $remember = $request->boolean('remember');
49
50         if (Auth::attempt($credentials, $remember)) {
51             $request->session()->regenerate();
52             return redirect()->intended(route('dashboard'))->with('success', 'Logged in!');
53         }
54     }
55 }
```

Figure 81:AuthController.php

Routes

➤ Web.php

```
routes > web.php
4 use App\Http\Controllers\AuthController;
5 use App\Http\Controllers\DashboardController;
6 /*
7 |-----
8 | Web Routes
9 |-----
10 |
11 | Here is where you can register web routes for your application. These
12 | routes are loaded by the RouteServiceProvider and all of them will
13 | be assigned to the "web" middleware group. Make something great!
14 |
15 */
16
17 Route::get('/', function () {
18     return view('index');
19 });
20
21
22 Route::get('/admin/dashboard', function () {
23     return view('admin.app');
24 });
25
26 Route::get('/register', [AuthController::class, 'showRegister'])->name('register.form');
27 Route::post('/register', [AuthController::class, 'register'])->name('register');
28
29 Route::get('/login', [AuthController::class, 'showLogin'])->name('login.form');
30 Route::post('/login', [AuthController::class, 'login'])->name('login');
31 Route::post('/logout', [AuthController::class, 'logout'])->name('logout');
32
33 Route::middleware('auth')->group(function () {
34     Route::get('/dashboard', [DashboardController::class, 'index'])->name('dashboard');
35 });
```

Figure 82: Web.php

EVIDENCE NO.18: FRONTEND RESULT

➤ Register

Register

Give your visitor a smooth online experience with a solid UX design

Let's create your account!

Already have an account? [Log In!](#)

Username

Michael

Email

michael29@gmail.com

Password

.....

Confirm Password

.....|



Create Account 

Figure 83: Register Frontend

Log In

Give your visitor a smooth online experience with a solid UX design

We're glad to see you again!

Don't have an account? [Sign Up!](#)

Logged out!

Email Address

michael29@gmail.com

Password

.....|



Remember me

[Lost your password?](#)

Log In 

Figure 84: Login Front end

➤ AdminDashboard

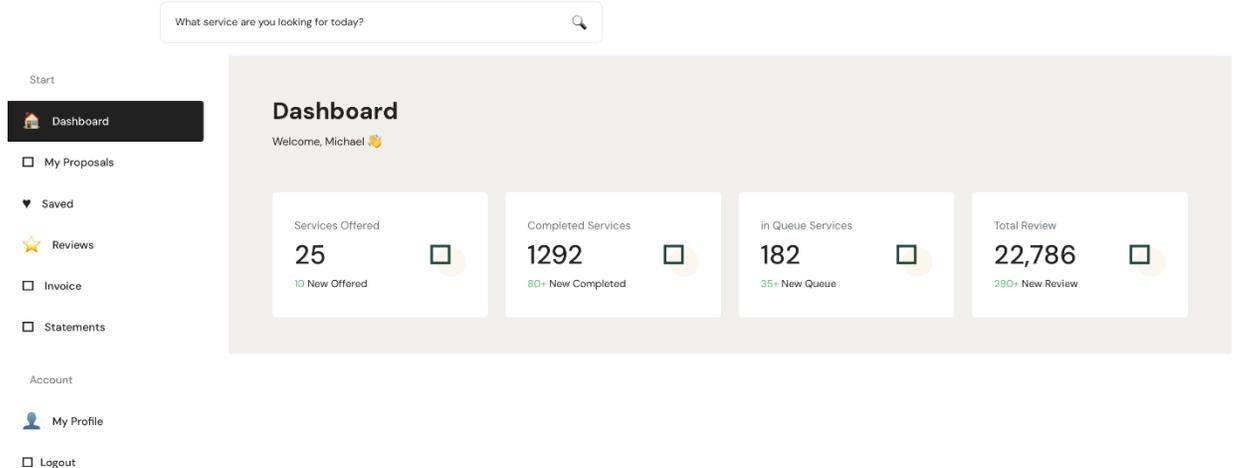


Figure 85: Admin Dashboard frontend

➤ Data store in a database

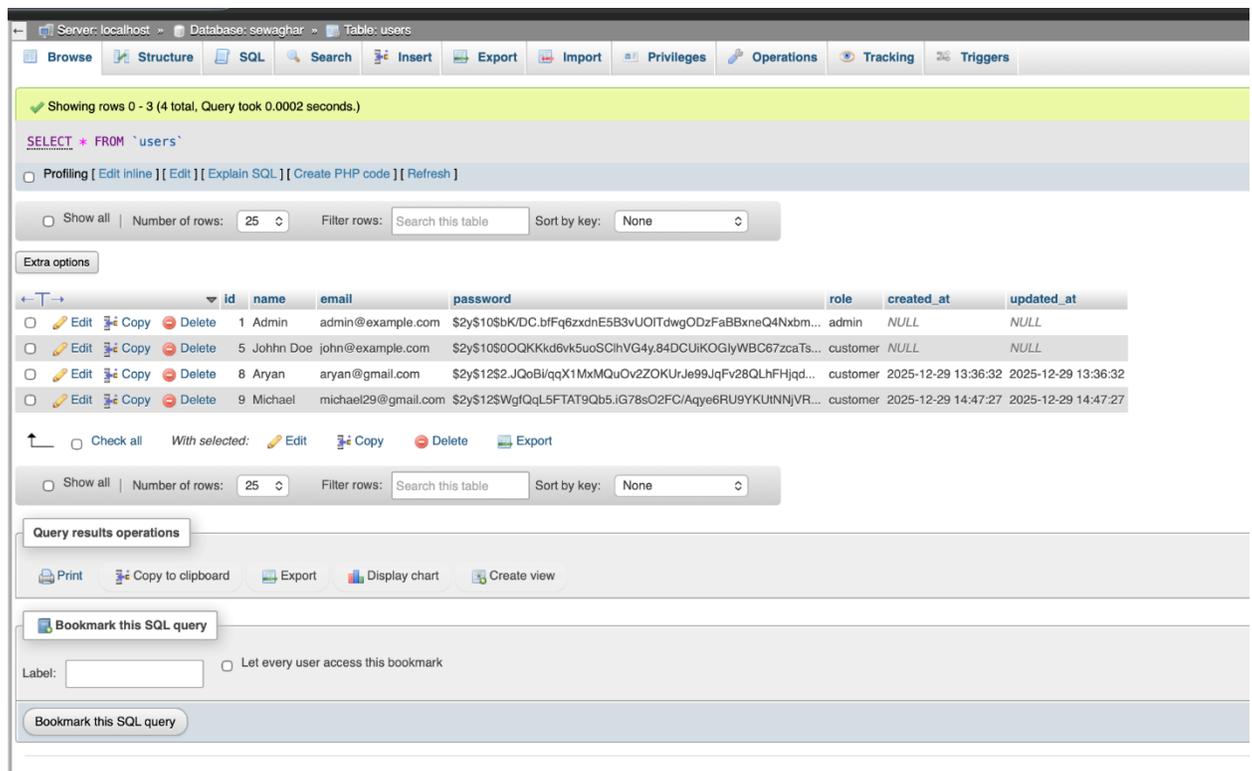


Figure 86: Database

5. Further Work

S.N.	Task	Start Date	End Date	Description
1.	Booking Payment Integration	10 th Feb 2025	5 th Mar 2025	Secure digital payment functionality will be integrated to allow users to pay for services at the time of booking using a local payment gateway such as Khalti.
2.	Location & Address Management	12 th Feb 2025	8 th Mar 2025	Location- based service support will be implemented using Google Maps to help service providers reach customer locations accurately.
3.	Booking Status & Notification Features	20 th Jan 2025	31 st Mar 2025	Features such as booking confirmation, service status updates, cancellations, and user notifications will be added to improve communication.
4.	Admin Dashboard and Staff Panel	18 th Jan 2025	15 th Feb 2025	Admin and staff panels will be developed to manage users, service providers, bookings, complaints and system monitoring.
5.	System Testing	10 th Mar 2025	20 th Apr 2025	Full system testing will be conducted to verify correct booking flow, payment

				handling and service management processes.
6.	Unit Testing	10 th Mar 2025	15 th Apr 2025	Individual modules such as login, service booking, provider assignment, and notifications will be tested separately.
7.	Performance Testing	15 th Mar 2025	20 th Apr 2025	The system will be tested under multiple user loads to ensure responsiveness and reliability during peak booking times.
8.	System Maintenance	1 st Apr 2025	25 th Apr 2025	Bug fixing, performance optimization, and minor feature improvements will be carried out based on testing results.
9.	Final Documentation	10 th Apr 2025	30 th Apr 2025	Final documentation including system design, user manuals, and technical reports will be completed for submission.

Table 4: Further work

6. Conclusion

SewaGhar is created to address a real and widespread issue of many individuals in Nepal being unable to get qualified and reliable local employees within a short time and in a safe way. Most individuals nowadays use phone calls, word of mouth, or social media, which usually contributes to misunderstanding, untrustworthy employees, and time wastage. Back on the other side, enterprises also find it hard to organize bookings, employees, and customer requests.

This project will offer all digital solutions to these problems by developing a simple-to-use online service booking system. Customers can find verified service providers, select problems in the ready list, book appointments, pay safely, and leave ratings and comments. Businesses receive an intelligent dashboard, with which they can control services, employ workers, and monitor bookings without any difficulties. SewaGhar, with built-in functions such as advance payment, Google Maps integration, notifications, and a structured booking flow are more likely to increase its transparency, decrease fake bookings, and establish trust between customers and service providers.

The project will be developed using the iterative development methodology, and hence, the system will expand step by step with constant feedback and advancements. This guarantees reduced errors, quality, and a platform that is user responsive. The application is secure, stable, and scalable for future development thanks to tools such as Laravel, MySQL, Bootstrap, and APIs.

Altogether, SewaGhar is focused on modernizing the local service market in Nepal by introducing traditional services to the digital. It develops a simple, trustworthy, and efficient manner of people receiving everyday services and assists businesses to work more professionally. This project is a good groundwork to further upgrades in the future and could be a popular service platform all over Nepal.

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