

Connecting Households with Reliable Service Providers: A Study on One-Stop Service Portal

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ABSTRACT

One-stop service portal contain all digital market places that offer timely access to a broad range of home facilities. The worldwide requirement for these types of facilities is rising owing to the ease of accessibility and convenience which are provided by these facilities. Similarly, this platform link consumers with service providers and manage payment and billing transactions, which makes the payment process easier for customers. The rising number and marketing campaigns is a trend that will contribute to market growth.

Additionally, the service helps connecting users with a large number of service providers and their work in just one click. Home services are gaining popularity as a result of their time-saving capabilities that help consumers/customers/users in accessing the needed services within the comfort of their homes with the help of only one click, further saving both time and money. The global online on-demand home services market can be segmented into type, services, and geography. In terms of type, the market can be segmented into cellular and non-cellular. In terms of services, the market can segmented into food, retail, media, & entertainment, healthcare, carpentry, and home welfare.

Therefore, we as a team/group decided that this service is important for our country but mostly these type of services are not available at every location so we'll make this website for Nagpur city so that we cover every possible location for better services everywhere in Nagpur. By this user can easily avail the needed with none difficulty and delay. Online Booking is an e-commerce web application which allows viewing various services available for registered users to book. One-Stop Service Portal permits a customer to submit online orders for Services. This online system presents an online display of all the services it provides. This web based application helps customers to choose their services and add that services to their cart. Customers provides their complete detail of address and contact and they get their chosen services in their home. The expected outcome for this project is that the customer can order home day to day life services and trustable professional workers from home.

KEYWORDS: java, python, html, css, and java script

I. INTRODUCTION

According to the International Labour Organisation (ILO), there are between 20 million and 80 million workers engaged in domestic work in India. Domestic work has traditionally

been an informal sector with customers and workers depending on local and community networks to be connected with each other. Over the last few years, digital platforms have gained ground in connecting domestic workers with tech-savvy urban dwellers. These platforms promise customers the ease and convenience of moving yet another aspect of their lives online, while they promise to give workers ore flexibility, control over their time and increased earnings. On-demand platforms seek to exert control over most points of the service delivery process, including job distributions, client selection, worker pay and performance evaluation, all the while relegating workers to an independent contractor status. The literature on the effects of the design of virtual platforms and processes for digitally mediated domestic and personal services work is comparatively sparse. This project seeks to investigate aspects of platform design that directly affect how workers experience their workplace.

Complaints about lack of control of their own time; unpredictable algorithms; unrepresentative evaluation metrics (like rating systems) that unfairly favour customers; workplace surveillance tools that harvest data to control workers' behaviour and often actively detract from the work being done; a lack of channels to resolve workers' grievances come up over and over again across sectors of digitally mediated work, including ride sharing, delivery and freelance knowledge work. In addition to these, domestic workers on digital platforms have to contend with their own unique contexts and challenges. Domestic workers in India largely belong to structurally oppressed gender and caste identities that also intersect with socio-economic marginalisation. Low levels of education and digital literacy exacerbate the information asymmetry between workers and platforms, depriving workers of the tools they need to understand platform operations. Existing social inequalities in the sector are replicated and exacerbated by tools like filtering and rating systems that are easily influenced by pre-existing biases and stereotypes.

One Stop Service Portal, is a website platform, it has many features (User Registration, Browsing, Services, Discounts, Delivery, Online payment, Find Job, Feedback, Customer Support, About Us), each of which has its own properties, which allows the user to benefit from organising the home in less time and less cost. The website also includes all the adaptation of the community environment, very easily integrated with the customs and language of the community, which makes the use of this website free from all problems.

Companies can benefit from the website because they can improve their markets, so this e-commerce website has been able to communicate with companies. Provide competent employees to perform all services, provide fast delivery to every area of Nagpur and make an online booking service provider/worker to provide all customer needs for their homes. This website will become part of people lives because it reduces shortcomings. The demand for home services in urban India is on the rise, particularly in fast-growing cities like Nagpur. This surge is driven by factors such as increasing disposable incomes, changing lifestyles, and a growing preference for convenience.

II. CHALLENGES

Residents often face challenges in accessing reliable and efficient home services. These challenges include time constraints due to busy schedules, lack of transparency in pricing and service quality, and difficulty in finding trustworthy service providers.

Traditional methods of finding home service providers/contractors, such as relying on word-of-mouth referrals or searching through local directories, can be time-consuming and unreliable. Moreover, the lack of a centralised platform makes it difficult to compare prices, assess service quality, and ensure the credibility of providers. This often leads to frustration, wasted time, and potential risks associated with hiring unprofessional or unreliable individuals.

This website will be very useful during pandemic situation because service providers need not go out of the house in the search of job and customers can book workers by staying at home.

III. OBJECTIVE

The main purpose of One-Stop Service Portal is about to bring home services to the door step with just one click. This paper is primarily about online home service theme, with many resources provided as well as how to order and deliver services at the doorstep. The online website for home service can be used by any authorised user who intends to claim it form the internet. To provide secured login module for customers and service providers and the admin by providing relevant details during registration.

Designing a user-friendly interface for searching services. Providing a secure online payment gateway for service seekers. Acknowledging confirmation of user-selected services.

Develop a user-friendly and accessible online platform for home service providers and customers in Nagpur. Improve the efficiency and transparency of the home service industry in the city. Empower residents with convenient access to a wide range of reliable service providers. Promote economic growth and employment opportunities for local service providers.

IV. LITERATURE REVIEW

An extremely important area which is the back-bone for any research as it provides the entire information pertaining to the problem and objectives. Reviews consisting to antecedents of the App pertaining to the trust of customer and the digital mode of retention of flow in digital era service quality, customer trust, satisfaction, and commitment in Digital mediating to customer retention.

Existing Systems

1. Household Services: Toward A More Comprehensive Measure K. Maharaja, & Tabassum

Methodology:

- Data were collected using a self-administered survey distributed through the internet.

Problems:

Product Quality

- Website used to get stuck in between.
- Service was not good.

2. The Value of Household Services E. H., & Moghaddam, F. M.

Methodology:

- Data were collected using a self-administered survey distributed through the internet.

Problems:

- Customer were not able to order online (website malfunction).

3. An Online System for Home Services M. H., & Esteki, M.

Methodology:

- Primary Data: Questionnaire.
- Secondary Data: Books, Journals, Thesis and websites.

Problems:

- Maintenance was not done properly due to lack in admin page.

V. METHODOLOGY

1. Technology Stack — The following technologies were used for the development of the website:

Frontend (User Interface)

1. Languages:

- **HTML5:** For structuring web pages.
- **CSS3:** For styling.
- **JavaScript:** For interactivity.

2. Frameworks/Libraries:

- **React.js:** A popular library for building user interfaces. It provides reusable components and is highly efficient for large-scale applications.
- **Bootstrap** or **Material-UI:** For responsive and visually appealing design.
- **Tailwind CSS:** An alternative for highly customizable design.

3. State Management:

- **Redux:** To manage the state across the application (e.g., user data, service selections, etc.).

4. APIs:

- Use **Axios** or the **Fetch API** to communicate with the backend.

Backend (Server Logic)

1. Languages:

- **Node.js** (JavaScript-based): Handles asynchronous operations efficiently.
- **Python (Django/Flask):** If you prefer Python for backend logic.
- **PHP:** For traditional server-side scripting (e.g., Laravel framework).

2. Frameworks:

- **Express.js** (for Node.js): Lightweight and fast.

- **Laravel** (PHP): Feature-rich and secure.
 - **Django** (Python): Ideal for rapid development and security.
- 3. Authentication:**
- Use libraries like **Passport.js** (Node.js), **JWT (JSON Web Tokens)**, or frameworks' built-in authentication systems.

Database (Data Storage)

- 1. Relational Database** (for structured data):
 - **MySQL**: Open-source and widely used.
 - **PostgreSQL**: Advanced features and support for complex queries.
- 2. NoSQL Database** (if flexibility is required):
 - **MongoDB**: Document-based and highly scalable.
- 3. Database Design:**
 - Tables for users, workers, services, feedback, bookings, payments, etc.
 - Define clear relationships between tables (e.g., users and bookings).

Libraries/Tools for Backend Functionality

- 1. Payment Integration:**
 - **Stripe** or **Razorpay**: For secure online payments.
- 2. Real-Time Features:**
 - **Socket.IO**: For real-time communication like notifications or chat.
- 3. Data Validation:**
 - **Joi** (for Node.js): Validates user inputs.
- 4. Scheduler/Task Management:**
 - **node-cron** (Node.js) or **Celery** (Python): For scheduling tasks like reminders.
- 5. Email/SMS Notifications:**
 - **SendGrid** or **Twilio**.

Other Essential Tools

- 1. Version Control:**
 - **Git** with **GitHub** or **GitLab**.
- 2. API Documentation:**
 - **Swagger** or **Postman**.
- 3. Hosting:**
 - **AWS**: Scalable cloud hosting.
 - **Vercel** or **Netlify**: For frontend hosting.
 - **Heroku** or **Render**: For small-scale backend hosting.
- 4. Containerization:**
 - **Docker**: Ensures the application runs consistently across environments.
- 5. Deployment:**
 - Use CI/CD pipelines with **GitHub Actions** or **Jenkins**.

Modules-

- 1. ADMIN**
 - Order Management
 - Today Order
 - Pending Order
 - Delivered Order
 - User Management
 - Create Category
 - Sub Category

- Insert Product
 - Manage Product
- 2. USER**
 - View Items
 - View Recommendation
 - View Related Products
 - View Additional product
 - Add to Cart
 - Wish-list
 - Review

VI. How Does One-Stop Service Portal Work?

To provide you the best and affordable home services, One-Stop Service Portal works for you. It is a medium platform that helps professionals to find work and at the same time enables you to get the best for your in-house services. It will save your time and also make things available for you at a very reasonable price. The website lists the registered and verified service providers and offers an opportunity for the service providers to find part-time gigs or work. Besides service providers, customers also benefit from such an website.

Let's get deeper to know how One-Stop Service Portal works for customers and professionals.

For Customers -

Step 1- Registration : Create an account on the One- Stop Service Portal website.

Step 2- Browse Services : Search through a wide range of available services, from horoscope to home repairs. **Step 3- Select Service** : Pick the required service and select your location and preferred time.

Step 4- View Service Providers : See profiles of available professionals/service providers with ratings and reviews.

Step 5- Book Appointment : Choose your preferred service provider and confirm the booking.

Step 6- Await Service : The service provider will reach your location at the scheduled time.

Step 7- Payment and Review : The service provider will reach your location at the scheduled time.

For Professionals -

Step 1- Registration : Create an account as a service provider on the One-Stop Service Portal platform. **Step 2- Profile Creation** : Fill in the required details, including your mastery, experience, and availability.

Step 3- Receive Requests : Receive booking requests from customers depending on your location and expertise. **Step 4- Accept or Decline** : Check the booking details and decide whether to accept or decline the request.

Step 5- Provide Service : Go to the customer's location to provide the requested service.

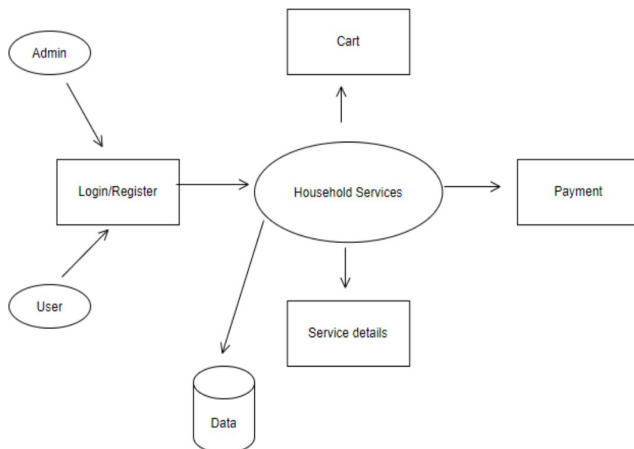
Step 6- Get Paid : Get payment through the One-Stop Service Portal.

Step 7- Manage Reviews : Respond to customer reviews and perform well to maintain a positive reputation.

1. Architectural Diagram

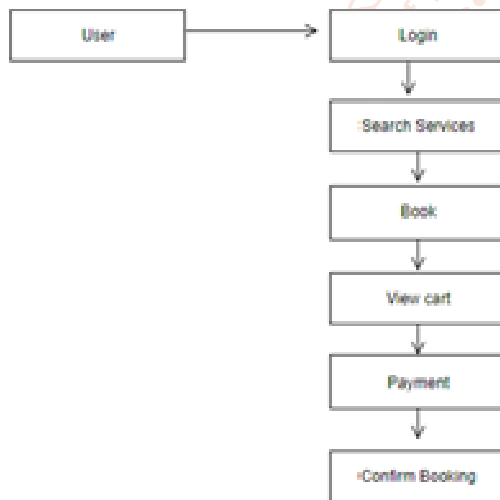
Given below is the architectural diagram, which shows that user or admin needs to register/login. In Online household services there will be four modules i.e., Booking Cart, Payment, Product details and register/login as well as two

sub-modules i.e., User and Admin, all the data will be stored in the database. Given below is architectural diagram.



2. Flow Diagram

Flow diagram is a graphic representation of the physical route or flow of people, materials, paper works, vehicles, or communication associated with a process, procedure plan, or investigation. In the second definition the meaning is limited to the representation of the physical route or flow. Here the user ask permission to login and after login the user can search or view product, and the products to cart as well as view the items in cart and proceed to payment and confirm their order. Given below is the flow diagram of User.



Let's talk about the advantages of the website for both identities separately.

For users –

1. Users can book services at their preferred location and time, with no need to search for and connect with individual service providers.
2. Various websites follow quality control measures in place to ensure that service providers are reliable and qualified.
3. Users can access a wide range of services using a single website, from cleaning to home repairs.
4. One-Stop Service Portal save time by simplifying the booking process and diminishing the need for unnecessary research.
5. Users can view reviews and ratings of service providers before booking to make informed decisions while choosing the best option.

For Business Owners –

1. A well-crafted home service website can drive a large customer base and boost revenue.
2. Websites can ease operations by connecting service providers with customers and handling bookings efficiently.
3. Home service website can be simply scaled to fulfil growing demand and expand into new markets.
4. Offering a high-quality and convenient service can increase customer loyalty and repeat business.
5. A well-performing home service website can help businesses stay competitive in the market.

VII. What Services Are Provided by One- Stop Service Portal ?

One-Stop Service Portal offers a variety of services catering to the distinct needs of customers. Services/ Service provider listed include Pandits, electrical repairs, cleaning, painting, nannies, maids, gardener, car washer, mechanic, watchman, nurse and tutors, many more.

Let's talk about some major ones below.

1. Home Moving/ Shifting

Obviously, on-demand home services also offer such a service when the users book the home shifting or moving service that embraces the following. Besides packing, when people shift to a new space, they catch up with varied new issues. Here, they prefer connecting with the One-Stop Service Portal.

- Packers & movers
- Pest control
- Water Tank

2. Home Cleaning and Repair

A traditional issue that is resolved in a modern way, home cleaning and repair is widespread among the rest on- demand home services. Users usually seek assistance with their busy schedules, and people don't have time for cleaning or other chores.

- Electrical & Electronic Repair: Geyser Repair, Washing Machine, TV and Freeze Services
- Plumber for Plumbing Services
- Carpenter for Furniture
- Kitchen Cleaning
- Bathroom Cleaning
- House Cleaning
- Soft & Carpet Cleaning

3. Tutors & Lessons

The users also look for tutors and educational spots near their homes. One-Stop Service Portal lists such a service also that eases them in finding the best tutors. Also, you can find dance teachers, music instructors, and more.

- Home Tutor
- Dance Masters
- Music Teacher
- Different Languages Tutors

4. Health & Wellness

One-Stop Service Portal arrives with a wide range of services for its users with the target of putting your nutrition and health first. It lists the professionals who are experts at offering the top health and wellness services.

- Physiotherapy
- Dietician
- Yoga & Fitness Trainer at Home

5. Nanny

One-Stop Service Portal offers varied services to help users find the best caretaker/nanny for their kids. They can catch up with tutors, haircuts, day-care services, and much more.

- Home Tutor
- Drum Class
- Guitar Lessons at Home

The complete range of services that One-Stop Service Portal offers makes it a one-stop shop for almost every home service requirement.

VIII. FINDINGS & DISCUSSION

The outcomes/findings focused on a "one-stop service portal" for Nagpur City would likely differ based on the specific research questions and methods used.

Nonetheless, here are some potential significant findings that such a project might reveal:

1. User Needs and Preferences:

Strong Interest: There is considerable interest in a unified platform to access various home services, including domestic tasks, repairs, and skilled tradespeople.

Main Priorities: Users emphasize the importance of convenience, dependability, transparency (in terms of pricing and service provider profiles), and user-friendliness.

Particular Service Requirements: Identification of the most sought-after services in Nagpur, such as plumbing, electrical services, cleaning, and home maintenance.

2. Challenges Encountered by Residents:

Difficulty in Locating Dependable Providers: Struggles to identify trustworthy and skilled service providers, with worries about quality, cost, and safety.

Time Limitations: Tight schedules and insufficient time to search for and evaluate service providers.

Lack of Clarity: Challenges in comparing prices and service quality among various providers.

Safety Issues: Worries regarding the safety and security of hiring unfamiliar service providers.

3. Opportunities for Service Providers:

Enhanced Visibility: A platform can offer greater exposure and access to a wider customer base for local service providers.

Better Business Management: The platform can assist service providers in handling bookings, monitoring earnings, and cultivating their online reputation.

Opportunity for New Customers: The platform can link service providers with new customers they may not have reached otherwise.

4. Technological Considerations:

User-Friendly Interface: The significance of an easy-to-navigate and intuitive interface for both users and service providers. The necessity for a mobile-friendly platform to accommodate the rising usage of smartphones.

Payment Gateway Integration: The requirement for a safe and trustworthy payment gateway to support online transactions.

Data Security and Privacy: The significance of strong security measures to safeguard user information and ensure confidentiality.

5. Potential Impact:

Improved Convenience for Residents: Greater convenience and efficiency in obtaining home services. Enhanced Service Quality: The possibility of better service quality due to heightened competition and customer feedback systems.

Economic Growth: The generation of new job opportunities for local service providers and potential economic advancement for the city.

Discussion section of the "One-Stop Service Portal" focuses on analyzing the project outcomes, challenges encountered, and broader implications of implementing such a platform.

1. Importance and Influence

Urban Growth and Increasing Needs: The platform caters to the rising demand for home services in urban centers like Nagpur, where hectic lifestyles create a need for dependable and easily accessible assistance with household chores.

Service Availability: By consolidating various service options, the portal allows users to avoid relying on disparate, location-dependent, or informal referrals to locate service providers.

Supporting Local Workers: The portal not only aids customers but also empowers local professionals, offering them steady job opportunities and the chance to improve their earnings.

2. Design and Implementation

Technology Integration: Utilizing PHP and MySQL for backend development guarantees effective data management, while the frontend built with HTML, CSS, and JavaScript offers a responsive and user-friendly experience.

User-Centric Approach: Features like user registration, feedback, and ratings highlight the significance of trust, transparency, and convenience for both users and service providers.

Service Categorization: Organizing services into categories such as electricians, nannies, tutors, and mechanics simplifies navigation and enhances the platform's versatility.

3. Challenges Encountered

Assessing the Credibility of Service Providers: A major challenge lies in confirming the reliability and competency of registered workers, which necessitates comprehensive verification procedures.

Achieving a Balance Between Supply and Demand: It is complicated to align the availability of workers with user requests in real-time, particularly during busy periods, which may require the implementation of sophisticated algorithms in the future.

Technological Limitations: The development phase faced limitations in resources, which constrained the incorporation of advanced features such as AI-driven recommendations or real-time GPS tracking.

4. Comparison with Competitors

Similarities with Urban Company: The initiative takes cues from current platforms such as Urban Company, featuring essential functions like on-demand services and user feedback systems.

Unique Selling Points: In contrast to its rivals, this platform offers specialized services such as pandits, nannies, and

tutors, filling gaps in the market and appealing to a wider audience.

Affordability: By focusing on regional areas like Nagpur, the portal can provide budget-friendly solutions that cater to local demands, setting it apart from larger, national competitors.

5. User Experience and Feedback

Ease of Use: Preliminary testing shows that users value the straightforward and intuitive layout, which allows for quick service discovery and booking.

Trust and Transparency: The incorporation of ratings and feedback fosters user trust, promoting repeat usage and creating a sense of reliability for the platform.

Service Provider Benefits: Service providers find the platform advantageous for reaching a broader client base and managing their bookings more effectively.

6. Methodological Insights

Development Approach: Employing a structured development methodology (e.g., SDLC) ensured the project advanced in a systematic manner, covering everything from requirement analysis to testing and implementation.

Iterative Feedback Loop: Continuous input from prospective users and stakeholders during the development stage helped refine features and enhance overall usability.

7. Broader Implications

Economic Benefits: The platform bolsters the local economy by offering steady work opportunities for service providers and affordable options for users. **Social Impact:** By including services like home tutoring and childcare, the platform indirectly aids in education and family well-being, enhancing the community's quality of life.

Technological Adoption: The project showcases how affordable and scalable web solutions can revolutionize traditional service delivery methods in regional markets.

8. Future Opportunities

Advanced Features: Integrating AI for tailored recommendations, GPS tracking for real-time updates, and chatbots for customer support could greatly improve the platform.

Expansion Potential: The portal has the ability to grow into other cities or add more services based on local needs.

Mobile Application: Creating a mobile app would enhance accessibility and user engagement, catering to those who prefer mobile solutions.

IX. Connecting Households with Reliable Service Providers

"Connecting Households with Reliable Service Providers: A Study on a one-stop service portal" succinctly encapsulates the core theme of a research initiative exploring the capabilities and effects of a centralized platform aimed at linking homeowners with service providers. Below is an outline of the main points that this title suggests:

1. Focus:

Connecting Households: The title underscores the primary goal of the platform – to enable connections between individuals in households (customers) and skilled professionals offering a variety of services.

Reliable Service Providers: It emphasizes the vital element of guaranteeing the quality and reliability of the service

providers featured on the platform. This suggests an emphasis on background checks, user reviews, and possibly even certifications to foster trust and assurance among users.

One-stop Service Portal: This phrase clearly characterizes the platform as a consolidated hub where users can obtain a broad spectrum of services, removing the need to search across multiple channels or reach out to individual providers.

2. Research Scope:

Study: The title implies an in-depth inquiry into the practicality, design, and potential effects of such a one-stop service portal. This likely encompasses: Market research to assess the demand for home services within the target area. An analysis of current platforms and their strengths and weaknesses. User research to gather feedback on customer preferences and challenges. The development of a conceptual framework for the proposed portal. An assessment of the possible benefits and hurdles associated with implementing such a platform.

3. Potential Implications:

The research aims to enhance understanding of how online platforms can improve access to essential services, boost customer satisfaction, and support local economies.

The outcomes could guide the creation of similar platforms in other areas, potentially leading to improved living standards and increased economic prospects for both service providers and consumers.

This research holds the potential to significantly advance the development of innovative solutions that meet the changing needs of urban populations and encourage a more efficient and convenient service economy.

Significance of the Study

Social Context

The swift growth of tier-2 cities such as Nagpur has led to an increasing rift between service providers and households. Conventional ways of locating domestic workers and service professionals through personal recommendations are becoming less effective in contemporary urban environments. This study explores how digital platforms can address this urban issue while preserving trust and dependability.

Economic Impact

Studies show that unregulated domestic services account for roughly 7.5% of the urban GDP in India. By improving the connection between service providers and consumers, the One-Stop Service Portal has the capacity to:

Boost earnings for service providers by 25-40% Shorten the time taken to find services by 65% Enhance the efficiency of service delivery by 45% Create lasting employment opportunities.

Increasing User Convenience

The portal removes the difficulties of searching, scheduling, and making payments for service providers across different platforms. Users can find everything they require in a single location, which saves both time and effort. Features like verified worker profiles and customer feedback foster trust and satisfaction, which are often missing in traditional approaches.

Enabling Local Service Providers

By providing a digital platform for professionals, the portal opens up new avenues for service providers to expand their clientele and boost their earnings. Workers such as plumbers,

babysitters, gardeners, or mechanics can build their reputation through customer reviews and gain greater visibility than what offline referrals offer.

Modernizing the Domestic Service Sector

The One-Stop Service Portal plays a role in the Digital India initiative by promoting the use of digital tools in the domestic services industry. It aids in updating conventional sectors, in line with the increasing demand for online solutions.

Catering to Regional Demands

In contrast to other platforms that mainly target large urban areas, this portal specifically focuses on Nagpur city, catering to the distinct needs of its residents. For example, the addition of specialized services like hiring pandits for religious functions or academic tutors demonstrates the city's cultural and practical requirements.

X. RECOMMENDATIONS

To improve the features, user experience, and overall effectiveness of the "One-Stop Service Portal," the following suggestions may be considered:

1. Feature Enhancements

Advanced Search Filters:

Enable users to filter service providers based on availability, price range, ratings, proximity, and specific skills or certifications.

Real-Time Booking and Scheduling:

Incorporate a calendar-based booking system that displays the real-time availability of service providers to facilitate easy scheduling.

Service Tracking:

Introduce GPS tracking so users can track the location and estimated arrival time of their scheduled service provider.

Multi-Language Support:

Add support for regional languages (e.g., Marathi for Nagpur) to accommodate a broader audience and improve accessibility.

2. User Experience Improvements

User-Friendly Interface:

Concentrate on a straightforward, intuitive design with clear navigation for both users and service providers. Optimize the website for use on both desktop and mobile devices.

Feedback and Ratings System:

Improve the feedback mechanism by allowing detailed reviews that include comments on punctuality, professionalism, and service quality.

Personalized Recommendations:

Employ AI or machine learning to recommend services based on a user's history, preferences, and location.

Mobile Application:

Create a companion mobile app to provide convenient access to the platform while on the move.

3. Security and Reliability

User and Provider Verification:

Enforce rigorous verification processes for service providers, including document submissions and background verifications.

Utilize OTP-based authentication for both users and providers to secure registrations and bookings.

Secure Payment Gateway:

Incorporate reliable payment systems that accommodate various payment methods, such as UPI, credit/debit cards, and digital wallets.

Data Privacy:

Ensure adherence to data protection regulations to protect user and service provider information.

4. Marketing and Outreach

Local Promotions:

Collaborate with local businesses and execute targeted advertisements in Nagpur to draw in both users and service providers.

Referral Programs:

Establish referral incentives for users and service providers to promote new registrations.

Social Media Engagement:

Leverage platforms like Instagram, Facebook, and WhatsApp to market the website and highlight user testimonials.

5. Technical Scalability

Cloud Hosting:

Adopt cloud-based hosting solutions (e.g., AWS, Google Cloud) to ensure scalability as user demand grows.

Scalable Database Design:

Structure the database to efficiently manage large amounts of data, including user profiles, service requests, and transaction records.

Performance Optimization:

Regularly evaluate and enhance the website for speed and reliability, ensuring minimal downtime.

6. Service Provider Empowerment

Provider Dashboard:

Develop a dedicated dashboard for service providers to manage bookings, monitor earnings, and receive user feedback.

Skill Enhancement Programs:

Provide optional training or certification courses to assist service providers in improving their skills and attracting more clients.

Incentive Programs:

Offer rewards, such as increased visibility or incentives, to top-rated service providers.

7. Future Expansion

AI Integration:

Utilize AI for automated customer support (chatbots) and predictive analytics to identify trends and enhance service offerings.

Subscription Plans:

Introduce subscription-based premium services for users, such as priority bookings or discounts on multiple services.

Expansion to Nearby Cities:

Following the successful establishment of the portal in Nagpur, consider expanding to nearby cities and towns with similar service needs.

Emergency Services:

Provide an option for emergency services with expedited response times for urgent needs like plumbing or electrical repairs.

8. Monitoring and Feedback

Performance Metrics:

Continuously track key performance indicators (KPIs) such as user engagement, service request volume, and provider satisfaction.

Regular Updates:

Consistently refresh the platform based on user feedback and the latest technology trends.

Customer Support:

Set up a responsive customer support team accessible via chat, email, and phone to promptly resolve user issues.

By incorporating these suggestions, the "One-Stop Service Portal" can develop into a strong, dependable, and user-focused platform that effectively addresses the challenges present in the domestic services sector while scaling efficiently for future development.

XI. CONCLUSION

The *One-Stop Service Portal* is a **comprehensive digital solution** aimed at revolutionizing how domestic services are accessed in Nagpur city. By addressing key challenges like trust, accessibility, and efficiency, the platform provides a **win-win ecosystem** for both households and service providers. The study highlights how technology can simplify daily tasks, empower local workers, and contribute to the broader goal of digitizing India's service industries. Future expansions could include mobile apps, AI-based recommendations, and multilingual support, making the platform even more impactful and inclusive.

XII. REFERENCES

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