

# Transforming Home Repairs & Construction Procurement

Mrs L T Priyanka<sup>1</sup>, G Manikanta<sup>2</sup>, K Rahul Son<sup>3</sup>, V Revathi<sup>4</sup>, S Seetharamaraju<sup>5</sup>, G Yagnasree Sai Siva Simhudu<sup>6</sup>

<sup>1</sup> Assistant Professor, Dept of CSE, Nadimpalli Satyanarayana Raju Institute of Technology

<sup>2,3,4,5,6</sup> Dept of CSE, Nadimpalli Satyanarayana Raju Institute of Technology, Visakhapatnam, 531173.

**Abstract:** Finding reliable professionals for home repairs and sourcing high-quality construction materials remains a significant challenge. Homeowners often face difficulties with inconsistent service providers, while skilled workers struggle with limited visibility and job opportunities. Similarly, the construction industry grapples with inefficient procurement processes, resulting in delays and higher costs.

Home Appliance Services and Construction Procurement offers a digital marketplace that connects users with verified home repair experts and trusted material suppliers. Homeowners can quickly book experienced professionals, while service providers benefit from a steady stream of job opportunities. Additionally, construction companies can easily compare, purchase, and monitor material deliveries in real time, ensuring timely and cost-efficient procurement.

The platform ensures smooth operations through secure payments and automated scheduling. By blending technology with industry expertise, Home Appliance Services and Construction Procurement enhance efficiency, transparency, and reliability. It transforms the home services and construction sectors, making them smarter, faster, and more accessible.

## INTRODUCTION

In today's fast-paced world, the need for reliable and efficient service solutions is more critical than ever. Homeowners frequently struggle to find skilled professionals for essential repairs, such as electrical work, plumbing, and appliance maintenance. Delays, unverified service providers, and lack of trust often lead to poor service quality and higher costs. On the other hand, skilled workers face challenges with limited visibility, irregular job opportunities, and difficulty reaching potential clients, making it hard to maintain a stable income. Similarly, the construction industry deals with hurdles in sourcing quality materials at competitive prices, with unreliable suppliers, fluctuating costs, and supply chain inefficiencies causing delays and budget overruns.

To overcome these challenges, Home Appliance Services and Construction Procurement offers a digital platform that connects users with trusted service professionals and reliable construction material vendors. Homeowners can explore, compare, and book skilled technicians, ensuring their repair needs are met with reliability and efficiency. Meanwhile, construction businesses can source essential materials such as cement, steel, and bricks, compare prices across vendors, and track deliveries, optimizing both cost and operations.

The platform features real-time service tracking, automated scheduling, and a smooth booking process, ensuring a hassle-free experience for all users. Service providers benefit from consistent job opportunities and an organized workflow, while customers receive timely, high-quality services. Construction businesses gain the ability to make informed purchasing decisions, reducing inefficiencies in procurement and ensuring timely project completion. With its intuitive design and streamlined processes, Home Appliance Services and Construction Procurement transforms the management of home services and construction procurement. It enhances accessibility, boosts efficiency, and builds trust by simplifying complex processes.

## LITERATURE SURVEY

Addressing Challenges in Home Services and Construction Procurement with Home Appliance Services and Construction Procurement  
Numerous studies have identified the challenges faced by digital home service platforms, including inconsistent service quality, lack of proper verification, and high commission fees (Jain & Verma, 2020) [1]. Customers frequently report dissatisfaction due to delays, pricing discrepancies, and a lack of transparency in provider selection

(Kumar et al., 2021) [2]. Similarly, trust issues in gig economy platforms often discourage service adoption (Patil & Shah, 2019) [3].

In the construction sector, inefficiencies in price comparisons and stock updates lead to budget overruns and project delays (Gupta & Mehta, 2022) [4]. The absence of proper supply chain tracking further complicates procurement processes (Reddy et al., 2021) [5], while ineffective grievance redressal mechanisms leave customer complaints unresolved (Sharma & Deshmukh, 2020) [6].

To overcome these issues, Home Appliance Services and Construction Procurement offers a comprehensive solution that streamlines both home service booking and construction material procurement. The platform enables real-time service tracking, allowing homeowners to monitor their service requests and ensure timely completion. For construction businesses, it simplifies material sourcing by offering price comparisons, verified vendors, and delivery tracking, helping to optimize costs and prevent delays.

Unlike existing fragmented solutions, Home Appliance Services and Construction Procurement provide a unified platform that ensures end-to-end transparency and efficiency. It offers automated scheduling, secure payment processing, and seamless workflows, making the service and procurement experience more reliable and convenient.

## METHODOLOGY

Home Appliance Services and Construction Procurement offers a comprehensive platform that combines home appliance repair services and construction material procurement into a unified, efficient system. The methodology is structured into five core modules, each designed to address specific challenges and enhance user experience, transparency, and security.

### 1. User Roles & Authentication

- **Customers:** Users can register with their phone number through OTP verification for secure onboarding. They can explore services and materials without logging in but need to verify their identity before booking or making purchases.
- **Service Providers:** Professionals can create accounts using email and password. They have access to manage their services, including adding, editing, and updating their listings.

- **Admins:** Admins oversee user management, approve or reject service providers and vendors, and handle complaints and dispute resolutions.

### 2. Home Appliance Repair Services

- **Service Listings & Booking:** Customers can browse and book home repair services, such as AC repair, plumbing, and electrical work.
- **Real-Time Service Tracking:** Customers receive live updates regarding the arrival status of service providers.
- **Flexible Payment Options:** Supports online payments and cash on delivery (COD).
- **Automated Notifications:** SMS, email, or push notifications to confirm appointments, service updates, and payment receipts.

### 3. Construction Material Procurement

- **Material Listings & Price Comparison:** Customers can browse construction materials and compare prices from different vendors.
- **Smart Cart & Checkout:** Users can apply for bulk discounts and proceed with a secure checkout process.
- **Delivery Tracking:** Real-time delivery status updates.
- **Vendor Dashboard:** Vendors manage inventory, update product details, and track orders.

### 4. Role-Based Access & Admin Panel

- **User Management:** Admins oversee approvals and manage users.
- **Booking & Order Monitoring:** Admins track bookings and purchases.
- **Dispute Resolution:** Handles customer complaints and disputes.
- **Analytics Dashboard:** Provides insights on service trends and performance metrics.

### 5. Payments, Reviews & Security

- **Secure Payment Gateway:** Multiple payment options with fraud detection mechanisms.
- **Review & Rating System:** Customers can rate service providers and vendors.
- **Data Protection:** Ensures user data privacy through encryption.

## CONCLUSION

Home Appliance Services and Construction Procurement provides an all-in-one solution for home services and construction procurement. By integrating real-time tracking, dynamic pricing,

automated scheduling, and role-based access control, the platform enhances efficiency and convenience. It ensures reliable connections between customers and service providers while streamlining businesses' procurement processes.

Furthermore, the platform's user-friendly interface ensures accessibility for both technical and non-technical users. Its secure and transparent processes build trust between stakeholders, encouraging long-term engagement. By leveraging digital innovations, the system not only improves operational efficiency but also contributes to economic growth by supporting skilled workers and small businesses. Home Appliance Services and Construction Procurement emerge as a transformative solution, driving efficiency, reducing costs, and enhancing customer satisfaction.

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