

Utility Bill Payment Collection Center

Deepak Vijayakumar Bhosale¹, Anita Bhagawat Yadav^{2*}, Kajal Mallapa Nile³, Prajakta Babaso Mohite⁴, Vasundhara Appasaheb Bagat⁵, Punam Vijay Dhandore⁶

¹Assistant Professor, Department of Computer Science and Engineering, Karmayogi Engineering College, Pandharpur, India

^{2,3,4,5,6}Student, Department of Computer Science and Engineering, Karmayogi Engineering College, Pandharpur, India

Abstract: Objective of this venture is to oversee online interaction where in Customer can take care of the service bill through Cash, Check or DD. Like Electricity, Water and BSNL phone bills can be paid through this. Online service charge installment has become an effortless answer for the customers with occupied ways of life. Through online installment of service charges, shoppers can save time, bother and accordingly make their lives a lot simpler. Albeit online service charge installment has gotten one of the quickest developing patterns on the planet especially in the US, in the Sri Lanka nonetheless, the advancement of families' embracing to online service charge installments is somewhat lethargic.

Keywords: Payment Behavior, utility billing, Electricity utilities, electricity customers, Revenue collection.

1. Introduction

Online service charge installment is the point at which the client makes their installment exchanges online for the utility administrations acquired from a specific organization. By covering service bills through on the web, purchasers have the advantages of staying away from swarms, lining, stopping issues, and reducing their voyaging expenses and time (Ramayah et al, 2005). Subsequently buyers could essentially get their service bills paid with simply a tick of their mouse. In Sri Lanka, the installment arrangement of service bills is fairly extraordinary to the frameworks set up in different nations. The service charges generally show up by post along these lines the customers should visit the installment office to settle the installments. As referenced before, this interaction is generally joined by lining, stopping issues, and restricted installment choices. For instance, the CEB and NWS and DB just acknowledges installments made with money or checks at their installment counters. These issues can be considered as a problem for individuals whose positions are of feverish and upsetting nature. The existing methodology incorporates a great deal of manual intercession for charge installment. Client can pay the utility. Bill through Cash, Check or DD. Like Electricity, Water and BSNL phone bills. The consumers have to pay the money directly to the Electricity board office. It needs more manual work and as well as leads to employees to manage the Any Time Payment (ATP) System has been established in

major cities at Government affiliated bank. It also needs the consumers to come to the bank and to pay the money. The customer has to stand in Queues to pay the utility bills, in case if late payment is there he has to pay the penalty, and if the customer has lost his bills then he have to apply a new bill. The Government of Andhra Pradesh has an unmistakable vision to make an information society by utilizing Information Technology in all parts of improvement and administration. Spearheading endeavors are being made to arrive at the advantages of IT to the residents - metropolitan and provincial, rich and poor, proficient and uneducated. Presently the public authority is intending to present an online gateway where the client will have the advantage of covering their bills whenever it might suit them through Internet. Kinds of bills Telephone charges, Electricity charges, water bills.

2. Literature Review

1) *Experimental studies on impinging jet flows*

1. The buyers' pattern in making service charge installments is expanding especially in the created countries Brant (2008). In the Sri Lankan setting in any case, albeit the nation shows a consistent development as far as web utilization particularly from the clients in the metropolitan regions (Sathrasinghe, 2004), this has not been accompanied by a comparable development in the quantity of customers making on the web service charge installments. Indeed as per the Central Bank of Sri Lanka (2008).
2. Addresses essentially stream of solicitations from clients to information base through workers. In this situation in general framework is planned in three tires independently utilizing three layers called show layer, business rationale layer and information connect layer. This undertaking was created utilizing 3-level engineering.
3. To give adaptability to the clients, the interfaces have been fostered that are open through a program. The GUIs at the high level have been ordered The 'regulatory UI' focuses on the reliable data that is for all intents and purposes, part of the authoritative exercises and which needs legitimate confirmation for the information assortment. These

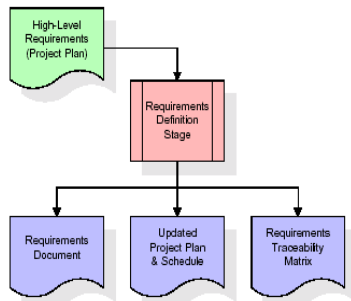
*Corresponding author: anuy326@gmail.com

interfaces assist the overseers with all the value-based states like Data inclusion, Data cancellation and Date refreshing alongside the broad information search abilities. The 'operational or nonexclusive UI' helps the end clients of the framework in exchanges through the current Information and required administrations. The operational UI likewise helps the conventional clients in dealing with their own data in an altered way according to the included adaptabilities.

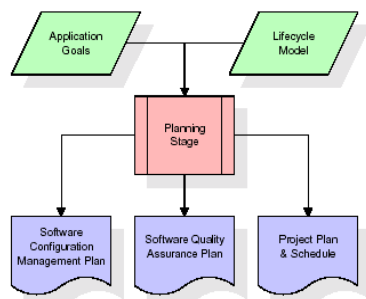
3. Process Model Used with Justification

1) Requirements Gathering stage

These prerequisites are completely depicted in the essential expectations for this stage: the Requirements Document and the Requirements Traceability Matrix (RTM). The prerequisites record contains total depictions of every necessity, including charts and references to outside archives as vital. Note that definite postings of information base tables and fields are excluded from the prerequisites report.



The title of every prerequisite is additionally positioned into the main rendition of the RTM, alongside the title of every objective from the venture plan. The motivation behind the RTM is to show that the item parts item objective. In this configuration, every necessity can be followed to a particular item objective, thus the term prerequisites recognizability. The yields of the prerequisites definition stage incorporate the necessities report, the RTM, and a refreshed venture plan.



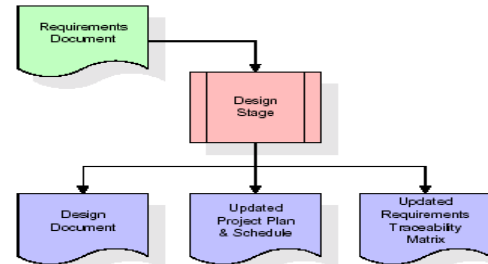
2) Analysis Stage

The arranging stage sets up a higher perspective of the planned programming item, and utilizations this to set up the essential venture structure, assess attainability and dangers related with the undertaking, and portray suitable administration and specialized methodologies. Natty gritty posting of planned exercises for the impending undeniable level

evaluations of exertion for the out stages.

3) Designing Stage

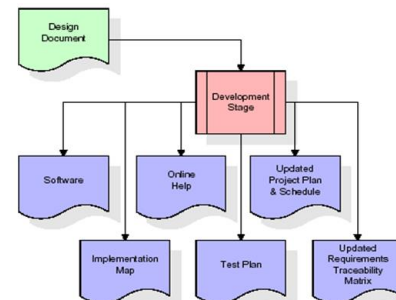
The plan stage takes as its underlying information the prerequisites recognized in the supported necessities archive. For every prerequisite, a bunch of at least one plan components will be delivered because of meetings, workshops, as well as model endeavors. Plan components depict the ideal programming highlights exhaustively



At the point when the plan report is concluded and acknowledged, the RTM is refreshed to show that each plan component is officially connected with a particular prerequisite. The yields of the plan stage are the plan archive, a refreshed RTM, and a refreshed undertaking plan.

4) Development (Coding) Stage

The improvement stage takes as its essential information the plan components portrayed in the supported plan report. For each plan component, a bunch of at least one programming antiquities will be created. Programming relics incorporate however are not restricted to menus, exchanges, information the board structures, information announcing designs, and concentrated methods and capacities. Fitting experiments will be produced for each set of practically related programming ancient rarities, and an online assistance framework will be created to direct clients in their associations with the product.

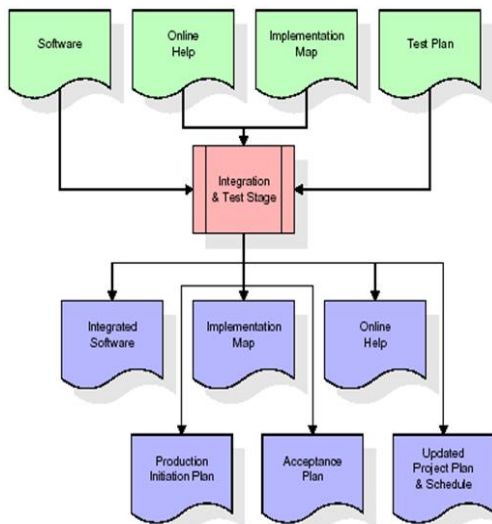


The RTM will be refreshed to show that each created ancient rarity is connected to a particular plan component, and that each created antiquity has at least one comparing experiment things. Now, the RTM is in its last arrangement. The yields of the advancement stage incorporate a completely useful arrangement of programming that fulfills the prerequisites and plan components recently reported, an online assistance framework that depicts the activity of the product, an execution map that distinguishes the essential code passage focuses for all significant framework works, a test plan that portrays the experiments to be utilized to approve the rightness and

culmination of the product, a refreshed RTM, and a refreshed venture plan.

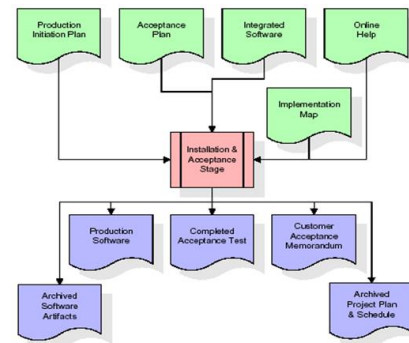
5) Integration & Test Stage

During the coordination and test stage, the product antiques, online assistance, and test information are relocated from the advancement climate to a different test climate. Now, all experiments are raced to confirm the rightness and culmination of the product. Effective execution of the test suite affirms hearty and complete movement ability. During this stage, reference information is finished for creation use and creation clients are distinguished and connected to their proper jobs. The last reference information (or connections to reference information source documents) and creation client list are assembled into the Production Initiation Plan. Execution map, a creation inception plan that portrays reference information and creation clients, an acknowledgment plan which contains the last set-up of experiments, and a refreshed undertaking plan.



6) Installation & acceptance Test

During the establishment and acknowledgment stage, the product ancient rarities, online assistance, and starting creation information are stacked onto the creation worker. Now, all experiments are hurried to check the rightness and culmination of the product. Fruitful execution of the test suite is an essential to acknowledgment of the product by the client. After client staff has checked that the underlying creation information load is right and the test suite has been executed with good outcomes, the client officially acknowledges the conveyance of the product. The essential yields of the establishment and acknowledgment stage incorporate a creation application, a finished acknowledgment test suite, and a notice of client acknowledgment of the product. At last, the PDR enters the remainder of the genuine work information into the venture timetable and locks the task as a perpetual undertaking record. Now the PDR "locks" the task by chronicling all product things, the execution map, the source code, and the documentation for future reference.



7) Maintenance

Due to the lack because of the need buyers' certainty on security of installments, protection issues, and their trust on specific traders. Consequently organizations should make essential moves needed to improve to buyers' certainty about online bill installments and further accentuation and teach the customers on specific advantages that will be offered to them through the use of online bill installment system at are read for most extreme warmth move rate.

4. Conclusion

Hence according to the findings in this investigation, it could be assumed that the youthful consumers who have received a higher level of education are more aware about online bill payment systems thus are more notably agreeable to adopt online bill payment systems as a convenience way of settling utility bills. It can also be assumed that the method of online utility bill payment is not being widely accepted in Sri Lanka due to the lack in consumers' confidence on security of payments, privacy issues, and their trust on particular merchants. Therefore companies must take necessary actions required to improve to consumers' confidence about online bill payments and further emphasis and educate the consumers on particular benefits that will be offered to them through the utilization of online bill payment systems. Are studied for maximum heat transfer rate.

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