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WEB-ENABLED CONSUMER RELATIONSHIP SYSTEM
WATER AND SEWERAGE DEPARTMENT-NCC

BY

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A PROJECT SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENT
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ABSTRACT

This project involved the development of an Internet based consumer information system prototype for the water and sewerage department of the Nairobi city council.

It was designed to bridge the gap between the customers of the department and the department itself so as to ensure faster and more efficient response to the customer's requirements.

This project report covers all the activities involved in the development of the system beginning from literature review, requirements specification through design specifications, implementation and testing.