

UNIVERSITY OF NAIROBI
INSTITUTE OF COMPUTER SCIENCE



UNIVERSITY OF NAIROBI
CHIROMO LIBRARY

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

BY

MUTINDA ERIC NGOTHO
P40/P/8177/01

UNIVERSITY OF NAIROBI
CHIROMO LIBRARY

University of NAIROBI Library



0505213 9

SUPERVISOR

MR.S. RUHIU

OCTOBER 2003

A PROJECT SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENT
OF THE POSTGRADUATE DIPLOMA IN COMPUTER SCIENCE

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.