

**CITIZEN MANAGEMENT SYSTEM OF
VELANAI DIVISIONAL SECRETARIAT, JAFFNA**

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INDEX NO: MIT119

REG.NO: SEU/IS/08/MIT/062

A Software project is submitted to the to the Management Information System Unit of the Faculty of Management and Commerce, South Eastern University of Sri Lanka in Partial Fulfillment of the Requirements of the Degree of Bachelor of Science in Management and Information Technology

**MANAGEMENT INFORMATION SYSTEM UNIT
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OLUVIL

2013

ABSTRACT

As IT students our main responsibility is to introduce new technologies or modify an existing System. I develop this Citizen Management System of Velanai Divisional Secretariat to enhance efficiency, Effectiveness, and responsiveness and reduce the Velanai divisional Secretariat.

Citizen Management System is the ultimate system for local government to bridge communication with citizens, it gathers at a single database all citizens details of displacement with its built in work flow it helps city staff to organize their work and more cases daily, Citizen Management System is a growing effort at all levels of government to respond quickly and accurately to citizen requests or inquiries for answers to questions and displacement information.

The development environment is completely dealt with Microsoft technologies such as Microsoft Visual Studio 2010, and Microsoft SQL Server 2008. Withal the basic programming language and DBMS, you could definitely come across with various system analysis and designing tools along with some additional development kits.

The objective behind the project has been attained with some outstanding graphical user interfaces and those interfaces have been stemmed with a database that holds multifarious information regarding the client organization.