**1. INTRODUCTION**

**1.1.Project Overview**

Akshaya Centers come under the category of Multi-purpose Community Technology Centers, the provision of services mainly aim to benefit to the common people. Akshaya centers are mainly helpful for rural area peoples. There are different types of government services that getting from akshaya centers. Like Aadhaar enrolment,e-District services, Utility bill payment, Ration card applications,Motor vehicle license payments etc.This akshaya center management system that help the staff and VLE in the akshaya center, also common people can easily get the services from akshya without waiting long time. Through the system staff can generate token and based on this token he can manage all the customers easily. Staff can also save all the information about customers to the database. He can use it in future. Customers can give the feedback to the staff through this web application. VLE can manage all the staff easily through this web application. It also provide live chat between staffs and VLE.Staff can apply for leave through this application and VLE can approve that request.

The main operations done by the system are,

* Provide token number to each customer.
* Staff can give services to the people just one click
* VLE can take new admission and attendance of the staff
* VLE can see the staff details
* VLE can handle all accounting transactions
* Staff can request for leave and VLE can approve that
* VLE can black listed staff
* Staff can communicate to the customers with message
* Customers can directly communicate with staff through this application
* Customers can save their feedback about particular center
* Association can see all the details of akshaya centers in kerala

**2. SYSTEM ANALYSIS**

System analysis is the process of collecting and interpreting facts, understanding problems and using the information to suggest improvements on the system. This will help to understand the existing system and determine how computers make its operation more effective. The aim of this analysis is to collect the detailed information on the system and the feasibility study of the proposed system. This analysis focuses on the flow of the system module by module and the efficiency of each. To design the proposed system we need the exact processing logic as well as the extended features of the existing system such as reliability, consistency, storage capacity etc. This report will discuss the advantages and drawbacks/ disadvantages of the existing system and the modifications and enhancements can be done. This analysis will concentrate on the information gathering for the efficient, user friendly and reliable system, which will carry forward the features of the existing system.

**2.1. Existing System**

The existing system refers to the system that is being followed till now. The existing system is a manual one, where the customers have to wait a long time in queues for getting services from akshaya.

**2.1.1. Problems with Existing System**

The main drawbacks of existing system is given below

* Has to wait a long time in queues for getting services from akshaya.
* Customers unaware of the features provided by various akshaya centers
* Staff can’t identify whether the customer is existing or not
* Accounting details are not recorded
* Customers did not know what type of documents are needed for particular services
* No record for store staff details
* Take the attendance of the customers through manually

To avoid these problems and to get services from akshaya more satisfactory, the “Akshaya management system” is created.

**2.2. Proposed System**

The proposed system follows the computerization of the existing system. The proposed system computerizes the token generation and the customers get services from akshaya. It uses Database Management System to store staff and customer records and details.

**2.2.1. Advantages of Proposed System**

This akshaya center automated all the services in akshaya center. It solves all the drawbacks of existing system.

* Staff can generate a token staff for customers.
* Staff can store customer details based on their personal details.
* Customers have feedback facility.
* Staff and VLE can chat live and they can pass or share information. VLE can manage account details. He can show the profit and loss in one week. VLE can record the attendance of akshaya center. Staff can apply for leave. When the staff takes more than allowed details warn that may effect on your salary. VLE can black listing staffs.

**Feasibility Study**

Feasibility study is made to see if the project on completion will serve the purpose of the organization for the amount of work, effort and the time that spent on it. Feasibility study lets the developer foresee the future of the project and the usefulness.

Feasibility study is a test of system proposed regarding its workability, impact on the organization, ability to meet the needs and effective use of resources. Thus when a new project is proposed, it normally goes through a feasibility study before it’s approved for development.

The document provide the feasibility of the project that is being designed and lists various areas that were considered very carefully during the feasibility study of this project such as technical, economical and behavioral feasibilities.

The proposed system is theoretically investigated to check the feasibility and found that they are more reliable and reliable in the cases given below. There are three aspects in the feasibility study portion of the preliminary investigation.

* Economic Feasibility
* Technical Feasibility
* Behavioral Feasibility
* Legal Feasibility

The proposed system must be evaluated from a technical point of view first, and if technical feasible their impact on the organization must be assessed. If compatible, the operational system can be devised. Then they must be tested for economic feasibility.

## **Economic Feasibility**

The developing system must be justified by cost and benefit. Criteria to ensure that effort is concentrated on project, which will give best, return at the earliest. One of the factors which affect the development of a new system is the cost it would require. Since the system developed as part of project work, there is no manual cost to spend for the proposed system. Also all the resources are already available, it give an indication of the system is economically possible for development.

## **Technical Feasibility**

The system must be evaluated from the technical point of view first. The assessment of this feasibility must be based on an outline design of the system requirement in the terms of input, output, programs, procedures and staff. Having identified an outline system, the investigation must go on suggest the type of equipment, required method developing the system, of running the system once it has been designed. The project should be developed such that the necessary functions and performance are achieved within the constraints. The project is developed within latest technology.

Through the technology may become obsolete after some period of time, due to the fact that newer version of some software supports older versions, the system may still be used. So there are only minimal constraints involved with this project. The system has been developed using PHP Joomla, the project is technically feasible for developed.

**Behavioral Feasibility**

People are inherently resistant to change and computers have been known to facilitate change. The AKSHAYA MANAGEMENT SYSTEM is designed in user friendly manner and we need not to provide any special training for the persons using this software. The operating system used is Windows 8, which is also user friendly. It does not have any operational barriers. So no need to provide any special training for using this application software and hence it is behaviorally feasible.

**Legal Feasibility**

Another aspect is legal feasibility. The system cannot create any violation of rules and regulation in the current AKHAYA CENTERES. That is, the system must follow all the rules and regulations that are applicable to the existing system. The AKSHAYA MANAGEMENT system follows all these and will not make violation in the norms and rules of government. So the system is legally feasible.