**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.