

# **MINI PROJECT – IS2106**

## **Mail Minder - Letter Tracking System**

### **Group 08**

Department of Computing & Information Systems  
Faculty of Computing  
Sabaragamuwa University of Sri Lanka

## Team members

Index No	Name With Initials	Email
21CIS0140	A.W.U.I. Withanage	awuiwithanage@std.foc.sab.ac.lk
21CIS0030	S.Vidumali Dahanayake	svdahanayake@std.foc.sab.ac.lk
21CIS0198	K.H.C. Sajeewa	khcsajeewa@std.foc.sab.ac.lk

# Contents

- 1.0 INTRODUCTION ..... 3
  - 1.1 Purpose of the document ..... 3
  - 1.2 Scope ..... 3
  - 1.3 Existing System ..... 3
  - 1.4 Features of the new system..... 5

## **1.0 INTRODUCTION**

### **1.1 Purpose of the document**

Our project aims to innovate a solution for tracking complaint letters within government offices. This document bridges the gap by introducing a comprehensive and user-friendly platform that design specially for people who work in government offices. The current system relies on manual paper-based tracking methods. The limitations of the current system include letter misplacement, difficulties in locating letters and insufficient documentation of handling processes. Those are highlight the urgent need for a more effective complaint-letter tracking solution. With MailMinder, office personnel will have access to a centralized system where they can monitor the status of this complaint letters from their computer.

### **1.2 Scope**

MailMinder is different because it's easy to use and has lots of useful features. According to our knowledge there isn't any system that provides this type of detailed information about complaint letters. It helps government workers to keep track of letters by giving each one a unique code and letting them know what's happening with each letter in real time. MailMinder is help to manage this letter system in a more proper way. It would be very helpful for the higher management and the people who work with these subjects. But MailMinder does more than just track letters, it also helps officers to work together better. It lets them talk to each other, share ideas, and solve problems together when it comes to managing mail.

### **1.3 Existing System**

- The process of distributing complaint letters to the numerous sectors is manual and is based on paper-based monitoring strategies.
- There is not any centralized system in area to track the motion of complaint letters in the office.
- Office personnel face demanding situations in locating particular complaint letters within the office due to the lack of a centralized monitoring system.

- It isn't always easy to determine the modern reputé or location of a complaint letter in the method of being dealt with by means of different sectors.
- The current system lacks complete documentation of letter dealing with approaches, leading to difficulties in monitoring the records and progress of every letter.
- Information such as the date of arrival at each sector, the officer responsible for handling the letter, and the status of any responses or actions taken are not systematically recorded.
- The guide dealing with and tracking of complaint letters increases the chance of misplacement or loss, resulting in delays and capacity lapses in reaction to public inquiries or issues.
- Supervisors and directors might also struggle to supervise and monitor the dealing with of complaint letters by means of extraordinary sectors successfully.
- It is hard to track the response time to public inquiries or issues, as there's no gadget in vicinity to report while an officer responds to a letter and the date of the reaction.
- The absence of a centralized tracking system hampers verbal exchange and coordination between sectors, main to inefficiencies in letter coping with and reaction procedures.

## **1.4 Features of the new system**

- Provide formal system to track letters within the government office, efficiently deal with and monitor incoming and outgoing letters.
- The new system has the capability to track complaint letters based on their respective dates and the unique codes assigned to each letter.
- Foster transparency inside the letter tracking process, promoting responsibility among office employees for the well timed and correct handling of complaint letters.
- Empower office employees to manipulate letters at their personal tempo, promoting flexibility and independence in dealing with correspondence tasks.
- Facilitate the transfer of information and updates regarding complaint letter status, making sure all applicable personnel are informed and can make a contribution correctly to the workflow.
- Foster collaboration and communication among different sectors within the office, promoting a strong feel of community and connection amongst workplace personnel.
- Provide a user-friendly interface that caters to the wishes of different user roles, such as letter processors, supervisors, directors and external stakeholders.
- Keep workplace personnel knowledgeable and engaged by way of supplying well timed notifications and reminders approximately upcoming deadlines, pending actions and critical updates related to complaint letter monitoring.