Website Project Report

Project Title: RESS ( Rulindo Electricity Service Support)

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**Introduction**

This report describes the development of a website for RESS (Rulindo Electricity Service Support), aimed at improving access to electricity-related services and support in Rulindo District. The platform allows users to report power issues, view service updates, and contact electricity service providers.

**Problem Statement**

Residents of Rulindo District face challenges in reporting electricity issues such as blackouts, damaged power lines, or faulty meters. There is a lack of an efficient communication channel between electricity users and service providers, resulting in delayed responses and unresolved complaints.

**Objectives**

To provide a platform for residents to report electricity problems.

To allow electricity service providers to update users on maintenance and repair schedules.

To improve communication and service delivery in the electricity sector of Rulindo.

**Website Features**

Homepage with general information about electricity services in Rulindo.

Report Form to submit electricity issues

Service Updates section where admins post updates about ongoing work.

Contact Page for direct communication with service providers.

Admin Panel for managing reports and posting updates (optional feature).

**Technologies Used**

Frontend: HTML, CSS, JavaScript

**Target Users**

Residents of Rulindo District

Rulindo Electricity Service Providers and Technicians

Local Authorities

**Expected Outcomes**

Improved communication between users and service providers.

Faster reporting and response to electricity-related issues.

Increased satisfaction and trust in electricity services in Rulindo.

**Challenges Faced**

Limited access to real-time data or service APIs.

Designing a responsive and user-friendly interface.

Ensuring site security and user data protection (for full version with login).

**Conclusion**

The Rulindo Electricity Service Support website is a useful tool to enhance electricity service delivery and communication in the district. With further development and support, it can contribute to better energy infrastructure management and user satisfaction.