

## **6. RAILWAY RESERVATION SYSTEM**

Problem Statement: Railway reservation system is a system used for booking tickets over internet. Any customer can book tickets for different trains. Software has to be developed for automating the manual reservation system. The system should be standalone in nature. It should be designed to provide functionalities like booking of tickets in which a user should be able to apply for tickets of any train and of any class. The software takes the current system date and time as the date of issue and calculates the amount to be paid by the user. It also shall provide the functionality of ticket cancellation.

### Software Requirements Specification:

- Each user should have a user ID and a password. Record of the users of the system should be kept in a log file. Provision should be made for full backup of the system.
- The customers can view the trains available at any day, the cost and number of tickets available for any train.
- Customer can book a ticket only if the tickets are available. Customer searches for the availability of the tickets and if the tickets are available he books the tickets by initially filling details in the form.
- Tickets can be booked in two ways. iTicket and eTicket.
- In case of iTicket booking, the customer can book the tickets online and the tickets are couriered to particular customer at their address. But in case of eTicket booking and cancellation are done at the customers place and customer must take the print the ticket in both the cases amount is deducted from his or her account.
- For cancellation of ticket, the customer has to go to the reservation office then fill the cancellation form and request for cancellation. The refund is then transferred to the customers's account.
- After booking ticket, the customer has to check out paying fare amount to the clerk.
- The system displays the details of train of which user queries for. The information is saved and the corresponding updation takes place in the database.