

Title: Thorough Study of Existing System: IRCTC Website

Author: Heet Zalavadiya

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Aim of study

To analyze the existing IRCTC website in order to understand the system of railway management, its features how a railway ticket booking, reservation and other railway services, system requirement and system drawback.

About the system

IRCTC is a national level online railway ticketing platform which is all over India ticket booking system which is also available in mobile also. The website is used to book tickets, check train schedules and other railway services this website can be accessed by large number of users daily.

Features of existing system

- **Train Ticket Booking:** Provide desired From - To station, Date of Journey and Class of travel. IF user do not have any fixed date, we can use Flexible with date option of Booking. Divyang or Disabled person have Divyaang option for special services. Search option to find train list.
- **Train Schedule:** Can Schedule Tickets on anytime anywhere. If we want to know train route and timing we have to select Train Schedule Option.
- **E-Booking:** After Above Process we can Book Ticket Online. This will have Passenger Reservation Page which show the Name of the Passengers, Age, Gender, Berth Preference etc. details for each passenger. If we want to change, we can change from here.
- **Online Payment:** All payment options are grouped under specific categories (Credit cards, Net banking, Wallets and Multiple payment service etc.).

- **Foreign Tourist Booking:** Ticket Booking for Foreign Person.
- **Group Booking:** Provide Booking of many people as we want.
- **Dogs/Cats Booking: Provide** Booking for Pet Animals Like Dogs and Cats.
- **Cancel Tickets:** Can Cancel E-Booking and Counter-Booking. Money Refund After Cancellation of Tickets.
- **PNR Enquiry:** For Checking Status of Ticket Like Passenger Name Record etc.
- **Track Your Train:** To Track Train Location, timing.
- **Train Schedule:** Can Schedule our Train ticket any time.
- **Ai Chat Option:** Ask Disha for Ticket Booking and etc.

System Requirement

- A computer or mobile device.
- A web browser like Chrome, Firefox, Edge.
- A stable internet connection

System Drawbacks

Slow loading speed during festival and holiday time, during that time website can become slow and unresponsive.